MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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SERVICE DESIGN - CAPACITY MANAGEMENT - SERVICE CAPACITY MANAGEMENT (SCM)

"Optimize service delivery and meet SLAs with precision through strategic Service Capacity Management."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

Service Capacity Management (SCM) is one of the three sub-processes of ITIL® Capacity Management and focuses on ensuring that all current and future service performance requirements are met in a cost-effective and timely manner. This course delves into performance monitoring, service reporting, demand management, and predictive analysis to maintain service quality. Participants will explore how to track capacity needs for live services and proactively support IT service continuity.

Objectives

Participants will be able to:

- Understand the core principles of Service Capacity Management under ITIL®
- Monitor, analyze, and report on service performance and availability
- Proactively manage service resources based on workload patterns and thresholds
- Use data to anticipate and mitigate performance bottlenecks
- Integrate SCM with service level management and incident response

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Why Attend

Without real-time service performance analysis and proactive capacity tuning, IT services can fail to meet SLAs, resulting in customer dissatisfaction and financial losses. SCM enables IT teams to stay ahead of demand, optimize services, and reduce unplanned downtime.

Target Audience

- IT Service Managers
- Capacity Planners & Analysts
- IT Performance Engineers
- Service Desk Managers & Incident Coordinators
- Infrastructure & Application Operations Professionals

Individual Benefits

- Enhanced skills in monitoring and reporting IT service performance
- Ability to predict and manage service degradation proactively
- Increased visibility and control over resource usage and costs

Organizational Benefits

- Improved SLA compliance and customer satisfaction
- Reduction in unplanned outages due to service overload
- Data-driven decision-making for service scaling and budgeting
- Better alignment between IT performance and business needs

Instructional Methodology

- Instructor-led workshops
- Interactive dashboards and tool usage
- Case studies from real-world IT operations
- Service performance simulation exercises

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Fundamentals of Service Capacity Management

Module 1: ITIL® Capacity Management Overview & Role of SCM (07:30 – 09:30)

Module 2: Components of SCM and Key Terminology (09:45 – 11:15)

Module 3: Linking SCM with Service Design and Service Operation (11:30 – 01:00)

Module 4: Case Analysis: Performance Failures from Poor Capacity Planning (02:00 – 03:30)

Day 2: Service Performance Monitoring & Workload Profiling

Module 1: Metrics Collection – Tools and Technologies (07:30 – 09:30)

Module 2: Monitoring Applications, Infrastructure & Networks (09:45 – 11:15)

Module 3: Analyzing Workload Patterns & Seasonal Spikes (11:30 – 01:00)

Module 4: Workshop: Build a Service Monitoring Dashboard (02:00 – 03:30)

Day 3: Managing Demand and Performance Optimization

Module 1: Interpreting Service Metrics and Performance Trends (07:30 – 09:30)

Module 2: Identifying Bottlenecks and SLA Risks (09:45 – 11:15)

Module 3: Optimizing IT Resources – CPU, Memory, Disk, Network (11:30 – 01:00)

Module 4: Hands-On Lab: Resolve a Real-Time Performance Degradation Scenario (02:00 – 03:30)

Day 4: Capacity Planning and Forecasting for Services

Module 1: Forecasting Service Load and Future Requirements (07:30 – 09:30)

Module 2: Simulation Models for IT Resource Planning (09:45 – 11:15)

Module 3: Cost Analysis & Capacity Investment Decisions (11:30 – 01:00)

Module 4: Workshop: Service Growth Capacity Planning Exercise (02:00 – 03:30)

Day 5: Integration and Continuous Improvement

Module 1: Integrating SCM with Incident & Change Management (07:30 – 09:30)

Module 2: Capacity Management Reports & Communication Plans (09:45 – 11:15)

Module 3: Final Capstone Project: Build a Service Capacity Plan (11:30 – 01:00)

Module 4: Feedback, Assessment & Certification (02:00 – 03:30)

Certification

Participants will receive a **Certificate in Service Design – Capacity Management: Service Capacity Management (SCM)**, recognizing their capability to monitor, analyze, and proactively manage IT service performance using ITIL® principles.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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