MAWA EVENTS

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

Phone: +601116373203 | **Email:** info@mawaevents.net

SERVICE DESIGN - CAPACITY MANAGEMENT (GENERAL)

"Ensure IT services meet current and future capacity and performance demands efficiently."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

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

Introduction

This course delivers a comprehensive overview of Capacity Management as a key ITIL® process within Service Design. It focuses on ensuring that IT resources are right-sized to meet business demands and aligned with organizational goals. Participants will understand how to analyze capacity, forecast future requirements, and optimize resource utilization.

Objectives

By the end of this course, participants will be able to:

- Understand the scope and objectives of Capacity Management within the ITIL® framework
- Identify and analyze business and service demands
- Apply capacity planning techniques and tools
- Develop and maintain a Capacity Plan
- Integrate Capacity Management into overall Service Management

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Why Attend

The success of IT operations depends on proactive and responsive resource management. This course equips professionals with the tools and knowledge to plan, monitor, and control capacity and performance – critical to preventing downtime, managing costs, and ensuring user satisfaction.

Target Audience

- IT Managers and Team Leads
- IT Operations and Infrastructure Professionals
- ITIL® Practitioners
- Capacity and Performance Analysts
- Service Delivery Managers

Individual Benefits

- Gain a solid foundation in Capacity Management principles
- Learn to identify and resolve capacity-related issues
- Develop skills in forecasting, modeling, and trend analysis
- Enhance your ITIL® and IT Service Management competencies

Organizational Benefits

- Improved IT service performance and availability
- Reduced risks of capacity shortfalls
- Enhanced alignment of IT resources with business needs
- Better ROI on IT investments and infrastructure planning

Instructional Methodology

- Interactive lectures and real-world examples
- Group workshops and scenario analysis
- Hands-on exercises using industry tools
- Case study review and planning simulations
- Q&A and facilitated discussion

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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: Introduction to Capacity Management

- **Module 1:** Overview of ITIL® Service Design & Capacity Management (07:30 – 09:30)
- **Module 2:** Capacity Management Objectives & Scope (09:45 – 11:15)
- **Module 3:** Key Sub-Processes: Business, Service, and Component Capacity (11:30 – 01:00)
- **Module 4:** Roles, Responsibilities, and Interfaces (02:00 – 03:30)

Day 2: Demand Management & Workload Analysis

- **Module 1:** Understanding Demand Patterns (07:30 – 09:30)
- **Module 2:** Workload Profiling Techniques (09:45 – 11:15)
- **Module 3:** Capacity vs Demand Analysis (11:30 – 01:00)
- **Module 4:** Workshop – Developing a Workload Model (02:00 – 03:30)

Day 3: Capacity Planning & Performance Monitoring

- **Module 1:** Capacity Planning Tools and Techniques (07:30 – 09:30)
- **Module 2:** Thresholds, Metrics, and KPIs (09:45 – 11:15)
- **Module 3:** Performance Monitoring and Tuning (11:30 – 01:00)
- **Module 4:** Case Study – Implementing a Monitoring Strategy (02:00 – 03:30)

Day 4: Data Management & Forecasting

- **Module 1:** Collecting and Interpreting Capacity Data (07:30 – 09:30)
- **Module 2:** Forecasting Techniques and Tools (09:45 – 11:15)
- **Module 3:** Capacity Reports and Dashboards (11:30 – 01:00)
- **Module 4:** Workshop – Capacity Forecasting Scenario (02:00 – 03:30)

Day 5: Integration, Planning, and Review

- **Module 1:** Integrating Capacity Management with Other Processes (07:30 – 09:30)
- **Module 2:** Building and Reviewing the Capacity Plan (09:45 – 11:15)
- **Module 3:** Process Review, Maturity, and Improvement (11:30 – 01:00)
- **Module 4:** Capstone Activity – Presenting a Capacity Management Strategy (02:00 – 03:30)

Certification

A Certificate of Completion will be awarded upon successful participation. This course aligns with ITIL® practices and supports capacity planning certification tracks.

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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