

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

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| 1. Title | Deliver performance and capacity management service | |
| 2. Code | ITSWOS508A | |
| 3. Range | Perform day-to-day service requests for performance and capacity management in the context of providing performance and capacity management services in an organisation or for a client [Operations and Support – Performance and Capacity Management Services] | |
| 4. Level | 5 | |
| 5. Credit | 3 | |
| 6. Competency | <p>6.1 Understand the nature of the system(s) that is/are involved in the performance and capacity request</p> <p>6.2 Comprehend IT knowledge in a centralized and / or distributed environment</p> <p>6.3 Review, plan, execute and monitor the performance and capacity request</p> | <p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> ▪ clearly communicate the impact of the performance and capacity service request with those end users who might be affected ▪ clearly communicate with technical persons involved in the performance and capacity process <p>Be able to apply the required knowledge to</p> <ul style="list-style-type: none"> ▪ design, build and configure the scripts (usually, automated but manual procedures are acceptable) for the performance and capacity request ▪ collect and analyse utilization data and tune the system according to the defined service level as agreed with users ▪ verify that the performance and capacity request is executed correctly and that the resulting works as agreed <p>Be able to perform the following tasks, if necessary, in a centralized environment and / or across distributed environments, where appropriate</p> <ul style="list-style-type: none"> ▪ coordinate the activities of the monitoring and tuning are taking place ▪ assess current situation regarding performance and capacity management ▪ establish details of the existing procedures and tools ▪ identify gaps between the current situation and the requirements, and improvements that can be implemented ▪ identify impact to current budget and assess cost-effectiveness |

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| | <p>6.4 Collect and maintain the utilization data from a variety of hardware platforms and distributed environments for building a capacity database</p> <p>6.5 Integrate into other planning processes</p> <p>6.6 Deliver, maintain, analyse and tune the requests for performance and capacity management services professionally</p> | <p>Be able to</p> <ul style="list-style-type: none"> ▪ collect up-to-date data onto a single platform for storage and analysis (See Remark 2 for examples of data) ▪ anticipate the large data storage for keeping the above ▪ produce report that are required, in particular the capacity plan <p>Be able to</p> <ul style="list-style-type: none"> ▪ closely link with availability and Application Development Management and work proactively ▪ be an integral part to produce Capacity Plan <p>Be able to deliver, maintain, analyse and tune the performance and capacity management requests in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</p> |
| <p>7. Assessment Criteria</p> | <p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> (i) review, plan, monitor, analyse and tune for a performance and capacity request; (ii) ensure the performance and capacity request meets the defined service level as agreed with users; and (iii) effectively communicate with end users and technical people about the impact of the performance and capacity request in relation to their day-to-day work and as required by the organization. | |
| <p>Remark</p> | <ol style="list-style-type: none"> 1. This includes performance tuning such as upgrading of software and hardware so as to deliver the best system performance as agreed with users. 2. Examples of data include, but are not limited to, <ul style="list-style-type: none"> a) service data from service level agreements (SLAs) b) business data from business plans and strategy c) technical data from components in the IT Infrastructure d) financial data from financial management process; and e) utilization data from daily averaged utilization of each component, the throughput rate and response time. 1. This UoCs comprises the capacity planner competency requirement as stipulated in the capacity management process of ITIL®. 2. This UoCs involves the planning, analysis and evaluation of the performance and capacity requests. | |