

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

1. Title	Prepare capacity upgrade plan	
2. Code	ITSWOS509A	
3. Range	Predict capacity growth and recommend equipment and develop capacity upgrade plan 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 systems involved in the performance and capacity request</p> <p>6.2 Comprehend the proactive and iterative cycle for performance and capacity management</p>	<p><u>Performance Requirement</u> Be able to</p> <ul style="list-style-type: none"> <li>▪ ensure appropriate levels of monitoring of resources and system performance are set, and that information record in capacity database is kept up-to-date</li> <li>▪ take account of uncertainty, keep abreast of marketing of the serving industry and business plans and provide cost-effective, timely processing capacity</li> <li>▪ ensure adequate IT capacity to meet required levels of service and match the demand and optimize the use of existing capacity</li> <li>▪ relate the incident and problem management processes with incidents and problems pertaining to poor performance</li> </ul> <p>Be able to apply the required knowledge to</p> <ul style="list-style-type: none"> <li>▪ monitor, analyse, tune and implement the iterative activities in performance and capacity management</li> <li>▪ influence the demand for computing resource and the use of that resource</li> <li>▪ predict the behaviour of IT services under a given volume and variety of workload</li> <li>▪ estimate the resource requirements to support a proposed application change or new application and meet its required service levels</li> </ul>

	<p>6.3 Make recommendation in a capacity plan</p> <p>6.4 Deliver, update and publish a capacity plan professionally</p>	<p>Be able to analyse and incorporate following information in the capacity plan</p> <ul style="list-style-type: none"> <li>▪ IT strategy and plans and current budgets</li> <li>▪ the organizations' business strategy and plans, and financial plans</li> <li>▪ the details of service level agreements (SLAs), service reviews and breaches of the SLAs</li> <li>▪ performance service level that are maintainable and cost justified</li> <li>▪ procedures to assess and results of testing new H/W and S/W products that might improve the efficiency and effectiveness</li> <li>▪ current levels and the projected levels of capacity and business services</li> </ul> <p>The recommendations should be quantified in terms of:</p> <ul style="list-style-type: none"> <li>▪ the business benefits to be expected;</li> <li>▪ the potential impact of carrying out the recommendations;</li> <li>▪ the risks involved;</li> <li>▪ the resources required; and</li> <li>▪ both the set up and on-going costs.</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ deliver, update and publish a capacity plan with accurate forecasts and recommendations at pre-defined intervals in line with business planning lifecycle</li> <li>▪ distribute the required resources either geographically or functionally within the organization</li> </ul>
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ul style="list-style-type: none"> <li>(i) anticipate and plan for unexpected capacity growth;</li> <li>(ii) make recommendation on required capacity;</li> <li>(iii) develop a capacity plan in line with business planning and budgeting; and</li> <li>(iv) publish, update and distribute the capacity plan within the organization at pre-defined intervals.</li> </ul>	
<p>Remark</p>	<p>This UoCs comprises the capacity planner competency requirement as stipulated in the capacity management process of ITIL®.</p>	