

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

1. Title	Monitor and control of the performance and capacity management services	
2. Code	ITSWOS510A	
3. Range	Plan, monitor, coordinate, track and control the performance and capacity management requests 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 Have basic knowledge in IT related to performance and capacity management process</p> <p>6.2 Have knowledge related to a performance and capacity management process</p> <p>6.3 Plan and oversee the execution of a performance and capacity services plan</p> <p>6.4 Review the lesson learnt after executing a capacity plan and make suggestion(s) for future improvement</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ monitor, collect and analyse the utilization of each resource and service on an on-going basis to ensure the optimum use of the hardware and software resources, that all agreed service levels can be achieved, and that data volumes are as expected ▪ tune and implement the improvements that match the demand and optimize the use of existing capacity <p>Be able to</p> <ul style="list-style-type: none"> ▪ identify the roles and responsibilities of performance and capacity management ▪ execute the day-to-day activities of a performance and capacity request ▪ identify the relationship between activities and their focus among business, resource and service capacity management <p>Be able to</p> <ul style="list-style-type: none"> ▪ review what exists already ▪ plan the structure and monitoring items ▪ collect and analyse data ▪ integrate into other planning processes such as Availability Management ▪ implement the process and the plan ▪ train staff who have the necessary technical skills of the hardware platforms, operating systems and applications for execution • establish the Capacity Database across a range of platforms for monitoring <p>Be able to</p> <ul style="list-style-type: none"> ▪ collect feedback from users and other concerned parties that are crucial to the successful execution of a performance and capacity management process and a capacity plan ▪ make suggestion to improve the performance and capacity management process and the capacity plan

	6.5 Monitor, coordinate, track and control the performance and capacity requests professionally	Be able to monitor, coordinate, track and control the request for performance and capacity management services based on the organization's capacity management goals, objectives and capacity plan while observing local and international laws as well as regulatory requirements, if applicable
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) monitor, coordinate, track and control a performance and capacity request; (ii) analyse and tune the request; (iii) provide goals and objectives, roles and responsibilities of a capacity plan and the performance and capacity management process; and (iv) make suggestion for future improvement based on the lesson learnt from the recommendations made in the previous plan.	
Remark	This UoCs comprises the capacity manager competency requirement as stipulated in the capacity management process of ITIL®.	