

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

1. Title	Establish and maintain the performance and capacity management processes	
2. Code	ITSWOS609A	
3. Range	Define, design, establish, develop and review the processes for performance and capacity management services 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	6	
5. Credit	4	
6. Competency	<p>6.1 Have general technical knowledge of the IT services and the supporting Infrastructure of the serving industry</p> <p>6.2 Have comprehensive knowledge in IT and its role in the performance and capacity management process of the serving industry</p> <p>6.3 Outline the major activities in performance and capacity management and ensure their outputs meeting the needs of business, service and resource capacity management</p>	<p><u>Performance Requirement</u> Be able to ensure the capacity of the IT infrastructure matches the evolving demands of the business in the most cost-effective and timely manner. This encompasses</p> <ul style="list-style-type: none"> ▪ monitoring of performance and throughput of IT services and the supporting Infrastructure components ▪ undertaking tuning activities to make the most efficient use of existing resources ▪ understanding the demands currently being made for IT resources and being forecasted for future requirements ▪ influencing the demand for resource, perhaps in conjunction with Financial Management ▪ the production of a capacity plan which enables the IT Service provider to provide services of the quality defined in service level agreements (SLAs) <p>Be able to</p> <ul style="list-style-type: none"> ▪ monitor, collect, analyse, tune, implement and control a performance and capacity request ▪ produce a capacity plan that documents the current levels of resource utilization and service performance, and after consideration of the business strategy and plans, forecasts the future requirements for resource to support the IT services that underpin the business activities

	<p>6.4 Understand the relationship among Business, Service and Resource capacity management</p> <p>6.5 Define the goal and scope of performance and capacity management services for the organization of the serving industry</p> <p>6.6 Liaise with all aspects of Service Delivery and Service Support for all operational performance and capacity issues</p> <p>6.7 Review, evaluate and improve the performance and capacity management process</p>	<p>Be able to</p> <ul style="list-style-type: none"> ▪ balance cost against capacity and supply against demand ▪ understand the business requirements, the organization's operation and IT Infrastructure ▪ ensure that all the current and future capacity and performance aspects of the business requirements are provided cost-effectively ▪ recognise the rate of technological change will probably increase and new technology should be harnessed to ensure that the IT services continue to satisfy changing business expectations <p>Be able to</p> <ul style="list-style-type: none"> ▪ establish and publish a Capacity Plan at a pre-defined intervals to reflect the changing business need for budgetary cycle ▪ define roles and responsibilities of the activities involved in Performance and capacity management ▪ summarize the recommendations made in the previous plan and their status and new recommendations <p>Be able to</p> <ul style="list-style-type: none"> • ensure that the future business requirements for IT services are considered, planned and implemented in a timely fashion and in accordance with the organisation's business strategy and plans, and financial plans • ensure that the performance and target SLA of all services are monitored, measured, analysed, reported and meeting business requirements <p>Be able to</p> <ul style="list-style-type: none"> ▪ manage and analyse for effectiveness and efficiency at regular intervals ▪ set Key Performance Indicators (KPIs) to review and evaluate the progress of a performance and capacity management process ▪ devise plans or review process for future improvement, if necessary
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	6.8 Design, establish, develop and review the performance and capacity management process professionally	<p>Be able to design, establish, develop and review the performance and capacity management process of an organization</p> <ul style="list-style-type: none"> ▪ based on industry best practices and standards as well as local and international standards, and ▪ in compliance with organization's guidelines as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <p>(i) establish Performance and capacity management goals, objectives, process and capacity plan for ensuring that the Capacity of the IT Infrastructure matches the evolving demands of the business in the most cost-effective and timely manner for the business of the serving industry; and</p> <p>(ii) review, evaluate and improve the Performance and capacity management goals, objectives, process and capacity plan based on the recommendations made in the previous plan during the executions of the performance and capacity management process.</p>	
Remark	<p>This UoCs comprises the Performance and Capacity Management Process Owner for the capacity management process function of ITIL®.</p>	