

# ITIL CAPACITY PLANNING TEMPLATE

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ITIL capacity management ensures the current service and infrastructure capacity can support the delivery of services based on agreed service level targets. In addition, capacity planning can be used to calculate additional resources necessary to support future growth. This template provides the information most commonly used when planning for future capacity.

## CAPACITY PLANNING

| Service       | Capacity Requirement    | % Increase Required Per Year | Capacity Threshold                 | Response Plan                                   |
|---------------|-------------------------|------------------------------|------------------------------------|---|
| Email storage | <capacity requirements> | <estimated increase>         | <What capacity requires a change?> | <What is the plan when a threshold is reached?> |

As you analyze the services IT provides to the business, evaluating the impact of downtime is essential. This business impact analysis chart can be used to fully understand the criticality of each service and why.

## BUSINESS IMPACT ANALYSIS

| Service  | Impact   | Cost of Impact | Details  |
|----------|----------|----------------|--|
| Internet | Critical | \$5,000/hour   | The entire organization depends on internet access during business hours. Without internet access, sales, support, accounting, and research departments will be unable to perform their jobs, causing a stop in revenue generating activities. |

## CAPACITY PLANNING

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|---------|----------------------|------------------------------|--------------------|---------------|
|         |                      |                              |                    |               |
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## BUSINESS IMPACT ANALYSIS

| SERVICE | IMPACT | COST OF IMPACT | DETAILS |
|---------|--------|----------------|---------|
|         |        |                |         |
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