



FIGURE 7.5: Capacity Planning Process for Services

Determine the service level requirements

- Define the processing requirements
 - Determine a unit for work measurement
 - Determine the service levels for each workload
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Analyze the current capacity

- Compare the actual service levels with the firm's objectives
 - Analyze how resources are used
 - Analyze resource use by workload
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Plan for the future

- Determine the firm's future capacity requirements
- Develop capacity plans for the future