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CAPACITY	General Criteria
CAP-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? --
CAP-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role? --
CAP-11-G-003	Does the tool support designating fields as mandatory? --
CAP-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? --
CAP-11-G-005	Does the tool facilitate the production of management reports from historical records? --
CAP-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities --
CAP-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? --

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CAP-11-G-008	Does the tool provide facilities within the tool database for archiving closed records?
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CAPACITY	Core Criteria
CAP-11-C-001	Does the tool have a distinct Capacity Management Information System (CMIS) module of functionality? --- -------
CAP-11-C-002	Does the tool facilitate the collection and aggregation of IT component data to measure capacity and performance levels to the IT systems they support? For example: compiling all the capacity related data of all the supporting hardware (servers), network and applications to a logical system's object – Exchange Email System, Lotus Notes Email System --- -------
CAP-11-C-003	Does the tool facilitate the collection and aggregation of component and system data to measure capacity and performance levels of IT services? For example: Email Service, Payroll Service --- -------
CAP-11-C-004	Does the tool facilitate the recording of all relevant capacity data in a Capacity Management Database? For example, ability to store service, System and component utilization data for reporting and analysis purposes --- -------
CAP-11-C-005	Does the tool facilitate the monitoring of component performance and usage levels against customer defined thresholds? For example: actual vs. forecasted usage of a given component parameter such as CPU usage --- -------

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| CAP-11-C-006 | Does the tool facilitate performance measures such as the measurement of end-to-end response time? For example: collect information at all levels of the infrastructure to provide performance measurement of a service, as perceived by the end-user
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| CAP-11-C-007 | Does the tool have mechanisms to self-regulate its resource (footprint) consumption in the target-monitored environment, avoiding adverse impact on production?
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CAPACITY	Core Criteria
CAP-11-C-008	Does the tool provide means to facilitate the control of the frequency and format of the monitoring activities? For example: by defining the time of day the collecting will take place, and discarding other periods such as weekends or non-business hours --- ------
CAP-11-C-009	Does the tool have access to historic and time-defined capacity and performance data to facilitate trend analysis in a graphical format? For example: graphical illustration of patterns of business activity --- ------
CAP-11-C-010	Does the tool facilitate the identification of workload and usage patterns over defined time periods? --- ------
CAP-11-C-011	Does the tool comply with open standards, facilitating access by external reporting tools to capacity data stored in the Capacity Database? For example: allowing the data to be queried through standard SQL commands --- ------
CAP-11-C-012	Does the tool have the ability to generate reports on data gathered from other tools and systems? For example: capacity and performance reports, exception reports, capacity forecasts --- ------
CAP-11-C-013	Does the tool capture the data and information required to facilitate the production of the Capacity Plan? --- ------
CAP-11-C-014	Does the tool facilitate application sizing? For example: building a system model including all required technology components to estimate resource requirements for a new or changed service --- ------

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CAP-11-C-015	Does the tool have the ability to work with imported capacity data to calculate and produce capacity forecasts? For example: based on current capacity related data generate "what if" scenarios for planned growth --
CAPACITY	**Core Criteria**
CAP-11-C-016	Does the tool have the ability to produce information from imported capacity data for analytical modeling? For example: component, utilization and configuration information to calculate computer system response times --
CAP-11-C-017	Does the tool facilitate simulation modeling of IT services, systems and components based on imported capacity data and applying business process volumes? For example: simulating a 10% growth in the business and the impact on the supporting infrastructure --

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CAPACITY	Integration Criteria
CAP-11-I-001	Does the tool have the ability to integrate with other systems and tools to import data into the Capacity Management Information System? For example: technical data from monitoring tools, business data from business systems (number of accounts, product information), financial data from financial systems (financial plans, IT Budgets) --
CAP-11-I-002	Does the tool have the ability to integrate with Event Management and monitoring tools to enable the automated logging of capacity and performance related events in Incident Records? --
CAP-11-I-003	Does the tool facilitate the capability of monitoring IT services and systems as they are defined in the CMDB? --
CAP-11-I-004	Does the tool facilitate integration with Availability monitoring tools, in order to correlate and compare capacity and availability data collected against the same Configuration Items? --
CAP-11-I-005	Does the tool facilitate the monitoring of capacity and performance levels in order to support SLA capacity targets? --
CAP-11-I-006	Does the tool support Demand Management with the ability to apply demand predictions on component date and report on meaningful system and service information? For example: business or customer report on service impact based on demand prediction of growth --

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CAP-11-I-007	Does the tool support Risk Management with the ability to graphically illustrate countermeasure configuration options related to capacity requirements --- -------

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