

Capacity & Availability

Visibility and control to ensure IT service continuity

KEY BENEFITS



Optimization of IT infrastructure through performance and capacity control.



Reduced risk of crashes and overloads



Increased service availability and quality



Improved IT investment decision-making

MAIN FEATURES

- Continuous monitoring of resource usage (CPU, memory, disk, network).
- Proactive alerts in the event of service degradation.
- Capacity modeling and "what-if" simulations.
- Historical and predictive trend analysis.
- Integration with CMDB and Service Desk.

KEY INTEGRATIONS

- **CMDB:** centralized view of services, dependencies, and technological elements.
- **Service Desk:** automatic management of incidents due to degradation or saturation.
- **Zabbix and other external monitors:** correlation of technical metrics and service levels.
- **Service Catalog:** alignment between technical performance and business value.

HIGHLIGHTED USE CASES

- Early detection of critical service degradation.
- Prediction of capacity needs in the face of seasonal peaks.
- Assessment of the impact of user growth on infrastructure.
- Automatic generation of availability compliance reports by service.

Capacity and Availability Management ensures operational continuity, SLA compliance, and cost optimization by proactively balancing resource provisioning with actual demand.

Source: ITSM.tools