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This book nicely expands concepts published in the ITIL core library. It consists of three parts each presenting related purposes. The first part, "Concepts in Managing Capacity," discusses the core concepts of capacity management. It sets common ground with introduction of the vocabulary, general ideas, purpose and goals of capacity management.

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ITIL stands for Information Technology Infrastructure Library. The acronym was first used in the 1980s by the British government's Central Computer and Telecommunications Agency (CCTA) when it documented dozens of best practices in IT service management and printed them for distribution.

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Objective: ITIL Capacity Management aims to ensure that the capacity of IT services and the IT infrastructure is able to deliver the agreed service level targets in a cost effective and timely manner. The Capacity Management process considers all resources required to deliver the IT service, and plans for short, medium and long term business requirements.

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