

ACORA MANAGED SERVICE DESCRIPTIONS

CAPACITY MANAGEMENT	
CONTRACTED SERVICE HOURS	
Capacity Monitoring Hours	Capacity Management and Reporting Hours
24 hours' x 7 days per week x 365 days per year	08:45 – 17:30 GMT/BST on a Working Day
SERVICE PURPOSE	
To identify and report on the storage capacity of specific items of Supported Assets to assist the Customer in deciding on what additional storage that it requires in order to maintain the performance of the Supported Environment.	
SERVICE SPECIFICS	
Monitored Elements	Number and type of Monitored Elements to be the subject of Capacity Management
Storage Capacities	Level of storage within the relevant Monitored Elements being measured
SERVICE DESCRIPTION	
<ul style="list-style-type: none"> ➤ Capacity Management is delivered in conjunction with Event Management in relation to those Monitored elements that relate to Supported Assets whose primary purpose is data storage and, where applicable, WAN, Citrix and virtualisation. ➤ Acora will agree the IT Services against which Capacity Management is to be provided during Service Transition and the various Supported Assets to which such IT Services relate. ➤ Acora will assess the data collected by it through Event Management on a three monthly basis against pre-agreed parameters to ensure optimum use of the relevant storage elements of the Supported Environment and report to the Customer after the end of each such three month period. ➤ As part of this assessment, Acora will raise any required storage capacity initiatives, such as archiving, workload balancing and data storage tuning, as an RFC in order to maintain storage capacity levels. ➤ After a 3-month baselining period, Acora will identify trends within the Supported Environment to determine “normal” utilisation levels and set a baseline capacity level for each IT Service. Acora will then as a result of the data from Event Management, forecast potential capacity requirements based on historic rates of growth, subject always to the Customer providing ongoing information to Acora future business volumes and any other external factors which may impact the agreed “normal” utilisation levels. ➤ Acora will document the current levels of utilisation and IT Service performance and provide relevant forecasts of future capacity requirements. ➤ Acora will also support the introduction of Supported Assets and/or Changes, providing information on any potential impact upon storage capacity as a result of such Supported Assets and/or Changes. 	
CAPACITY MANAGEMENT REPORTING	
Every three months, a Capacity Management report will be provided to the Customer detailing the following:	
<ul style="list-style-type: none"> ➤ Available capacity per Monitored Element ➤ Capacity risks ➤ Recommendations in relation to risks identified 	