

**Service Capacity means** the number of applicable units of service that can be produced by a given facility, or service program at the facility, or a service program's practical, maximum level of service production.

### **Elements of service Capacity**

**Capacity & Capability** Let's take a look at these two key elements and highlight the difference. Capacity is the number of resources you have and where they are assigned, while capability is the skill and will of those resources or what you can get out of them. This is where resource flexibility comes into play and can often be a game changer when considering capacity vs capability. With very specialized resources, you are limited to the projects or tasks that those resources can be assigned to which often leads to resource gaps or resource constraints on projects. An organization's ability to address those capability gaps is important to understanding the risk/reward of how you fill those gaps. Reviewing capacity and capability on an on-going basis is an important part of these elements because portfolio initiatives change and internal shifts will affect capacity plans leading to ongoing revisions. Make sure you look at both capacity and capability when planning for resource

**Gap Management** This element of modern capacity planning is important to approach strategically. There is nothing wrong with having a gap because you likely won't have the all the resources you need all the time.

**Business Integration** The business integration element of modern capacity planning is the idea that all corporate functions or business areas have to work together to solve your capacity and capability management issues.

**Beyond the Project** This element identifies the need to think beyond the initial project including post project impacts and knowledge of the value of the completed projects.