

Ques: 2

Define the term ~~or~~ meaning of service capacity. Define the element of service capacity.

Service capacity means the no. of applicable units of service that can be produced by a given facility, or service program at the facility, or a service programme's practical, maximum level of service production.

Element of service capacity-

① calls per minute-

It can service 22 calls per minute while meeting targets such as customer satisfaction ratings.

② concurrent users-

A software platform can service 3000 concurrent users while meeting service level objective.

③ Request per minute-

A website can handle 1000 request in a minute while delivering on its SLA for performance & availability.

④ Seating capacity-

A restaurant has seating for 90 customers.

⑤ Bandwidth-

Network service offers bandwidth of 100 Mbit/s.

⑥ Data storage-

A Software Service offers data storage of 4 TB per account.

⑦ Customers per hour-

An airline counter can check in 1200 passengers an hour with a waiting time of less than 20 minute.

⑧ Tickets per hour-

An IT Support desk can handle 12 tickets per hour while delivering its SLA such as a mean time to repair target.