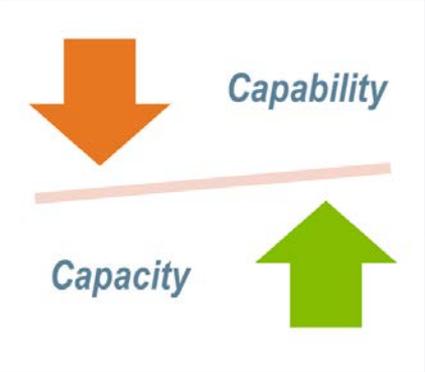# Department Level Capability and Capacity Planning

Frankie Jackson led a meeting with Paula Ross, Larry Barrios, Greg Rhodes, and John Crumbley on Thursday, January 18, 2018 to discuss the development of a department level capability and capacity planning matrix. Each team in the department has a variation of capacity and capability planning. The purpose of this meeting was to combine the best of each team and create one matrix.

Greg Rhodes' matrix was used as the baseline to start our discussions. Additional fields were added to the matrix. Also definitions were defined as shown in the following. The next step is to expand the conversation to include all teams in the department. Another meeting will be scheduled in a couple of weeks to further build out the matrix.

Definition	Description
Capability	The percent of ability (skillset) that a staff member is capable of performance a specific service
Capacity	The percent of having the right amount of staff available to provide the needed service
Risk	For mission critical services, the percent of risk If the percent of capability OR capacity is less than 75%
Critcality	define this
Capability Percentage Formula	The formula attempts to show an annual level of capability support based on expertise level. Calculation is based on the number of days the Primary is at work multiplied by the Primary's expertise level plus the number of absent days for the Primary multiplied by the Secondary's expertise level; all divided by 250 (contract) days.
Capacity Percentage Formula	The formula attempts to show an annual percentage of ability to provide service based on the number of iSupport requests received and completed for each month. Calculation is based on the number of completed requests divided by the number assigned each month; the sum of the monthly percentages are then divided by 12. For uniformity, months with zero assigned and zero completed are not included and months where there more completed than assigned are given just a 100% value.