



Department Level Capability and Capacity Planning

Frankie Jackson met with Paula Ross, Larry Barrios, Greg Rhodes, and Jennifer Miller on **February 23, 2018** to discuss the development of a department level capability and capacity planning matrix. Each team leader will add the following information for their team before the TASB organizational assessment scheduled for March 6, 2018. Capability and capacity is a component of strategic alignment, as shown on this graphic.

- Service provided, Type of Service
- Description of service, Knowledge needed
- Primary person assigned and their expertise level
- Secondary person assigned and their expertise level
- Qualifications, Additional training
- Additional support qualifications
- Vendor Contracted Support
- Dedicated TAM, Preferred partner
- Support Capability
- Risk of Extended Outage

