

WORKSHOP on Process Analysis and capacity Management

Date: 17-07-2019

Time: 1.30 PM

Venue: ROOM NO 301

Participants: FACULTY from the department of Management Studies - 8

Faculty Name: Dr. Ranjith PV

Summary: YES

Photos: YES

Scanned Attendance Copy: YES

Summary:

Intra area activity

Topic: Process Analysis and capacity Management

Resource Person: Dr. Ranjith PV

Date: 17 Jul 2019

Venue: Room no 301

Introduction

Process Analysis deals with the breakup of entire production cycle into phases or activities in a step-by-step manner from inputs, operations to outputs. This will make it easy for the management to take control of the overall process. In this regard Dr. Ranjith, faculty in charge for this workshop briefed the audiences the various dimensions to the Process analysis. Capacity management's primary goal is to ensure that information technology resources are right-sized to meet current and future business requirements in a cost-effective manner. One common interpretation of capacity management is described in the [ITIL](#) framework. ITIL version 3 views capacity management as comprising three sub-processes: business capacity management, service capacity management, and component capacity management (known as resource capacity management in ITIL version 2).

Summary:

The discussion encapsulated on the various inputs like Process analysis terms, examples of process management, Service business example, Capacity management problem. These activities are intended to optimize performance and efficiency, and to plan for and justify financial investments. Capacity management is concerned with:

- Monitoring the performance and throughput or load on a server, server farm, or property
- Performance analysis of measurement data, including analysis of the impact of new releases on capacity
- Performance tuning of activities to ensure the most efficient use of existing infrastructure

- Understanding the demands on the service and future plans for workload growth (or shrinkage)
- Influences on demand for computing resources
- Capacity planning of storage, computer hardware, software and connection infrastructure resources required over some future period of time

Objectives

- 1.To Introduce the concept of process analysis
2. To share and discuss different concepts of process and capacity management.

Learning outcome

The session helped the participants to gain insights to different basic concepts of Process Management and Capacity Management and helped them to deal with interesting problems in operating production systems and service operations.

Photos:



Fig 1.1 A workshop on Process Analysis and capacity Management was conducted by Dr. Ranjith PV on 17 Jul 2019 at CMS Business School for faculty.



Fig 1.2 Dr. Lubna raised a question on the workshop titled Process Analysis and capacity Management was conducted by Dr. Ranjith PV on 17 Jul 2019 at CMS Business School for faculty.



Fig 1.3 A workshop on Process Analysis and capacity Management was conducted by Dr. Ranjith PV on 17 Jul 2019 at CMS Business School for faculty.

**Feedback Analysis:**

	Wt Score ▶	5	4	3	2	1				
Questions to Map Pos	List of Pos & PSOs	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Wt. Score	Max score	%age
The Workshop helped me to learn new / Improve new skill and competency	PO1 PO5 PO7	1	4	2	0	1	8	28	40	70%
The workshops objectives were clearly stated and achieved	PO1 PO5 PO7	5	2	0	0	1	8	34	40	85%
The workshops content & coverage was relevant	PO5 PO7	3	1	4	0	0	8	31	40	78%
The time was well managed during the workshops		1	2	4	0	1	8	26	40	65%
The facilitator of the workshop was knowledgeable & resourceful	PO1	3	1	3	1	0	8	30	40	75%

Attainment Calculation:

Attainment Calculation:

POs	Q1	Q2	Q3	Q4	Q5	Captured By	Total Attainment Score	Level Achieved
PO1	71%	70%			79%	Q1 Q2 Q5	73%	3
PO2								
PO3								
PO4								
PO5	71%	70%	75%			Q1 Q2 Q3	72%	3
PO6								
PO7	71%	70%	75%			Q1 Q2 Q3	72%	3
PSO1								
PSO2								
PSO3								

Scanned Attendance Copy:

Intra area activity

Workshop on: Process Analysis and capacity Management Resource Person: Dr. Ranjith PV

Date: 17 Jul 2019 Venue: Room no 301

Objectives of the Workshop:

- 1.To introduce the concept of process analysis
2. To share and discuss different concepts of process and capacity management

E=Excellent, G=Good, A=Average

Name	Signature	Content			Delivery			Relevance		
		E	G	A	E	G	A	E	G	A
Dr. L Sudershan Reddy										
Dr. Ranjith P. V.										
Dr. Sahana Madan		✓			✓			✓		
Dr. Shruti Dhananjay Naik		✓			✓			✓		
Dr. Uma M H		✓			✓			✓		
Dr. Ajay Massand										
Dr. Bidhi Kashyap										
Ms. Lubna Ambreen		✓			✓			✓		
Mr. Rupesh Kumar Sinha		✓			✓			✓		
Dr. Salma Begum		✓			✓			✓		
Dr. Sarangapani Nivarthi										
Dr. Shakeela Banu C		✓			✓			✓		
Dr. K S Srinivasa Rao		✓			✓			✓		
Mr. M K Lodi		✓			✓			✓		
Dr. M. H. Sharieff		✓			✓			✓		

S.V. Sesham
17/07/19



CMS Business School, Jain (Deemed to be) University, Bangalore

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		E	G	A	E	G	A	E	G	A	
Dr. L Sudershan Reddy											
Dr. Ranjith P. V.											
Dr. Sahana Madan		✓			✓			✓			
Dr. Shruti Dhananjay Naik											
Dr. Uma M H		✓			✓			✓			
Dr. Ajay Massand											
Dr. Bidhi Kashyap											
Ms. Lubna Ambreen		✓			✓			✓			
Mr. Rupesh Kumar Sinha		✓			✓			✓			
Dr. Salma Begum		✓			✓			✓			
Dr. Sarangapani Nivarthi											
Dr. Shakeela Banu C		✓			✓			✓			
Dr. K S Srinivasa Rao		✓			✓			✓			
Mr. M K Lodi		✓			✓			✓			
Dr. M. H. Sharieff		✓			✓			✓			

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