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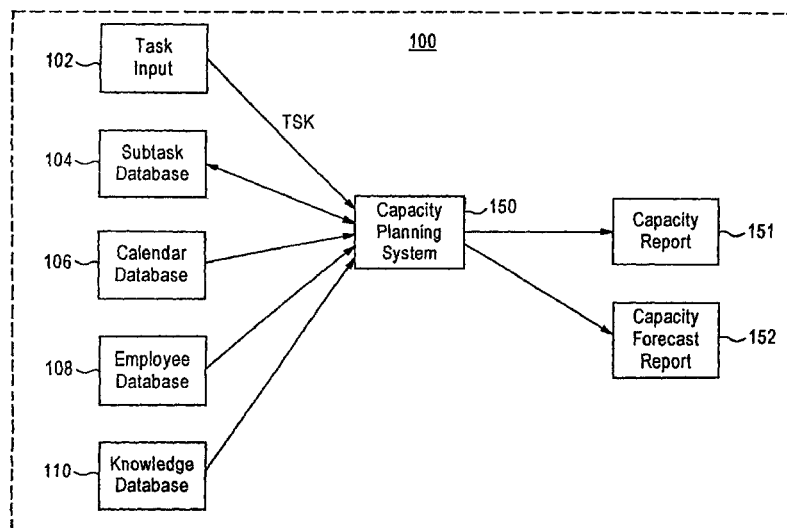
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(54) Title: CAPACITY PLANNING METHOD AND SYSTEM



(57) Abstract: A capacity planning method and system determines whether an organization has sufficient staff to perform tasks. The method and system identify each of a plurality of tasks to be performed by the organization, and identify subtasks associated with each of the plurality of tasks. Production rate information related to the amount of time or the number of staff needed to perform each of the identified subtasks is then determined. Based on the identified subtasks and the production rate information, a work volume is calculated. Staff availability is determined based on staff information related to the number of employees, identities and positions of employees, exempt status of employees, staff outage, the amount of work time that cannot be used to perform the subtasks, the amount of business days, and/or the amount of defined work hours per day. A capacity report is then generated based on the work volume and the staff availability.

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