



# Capacity Management

## Procedure



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## 1. Introduction

The Capacity Management is responsible for ensuring that the Capacity of the IT Infrastructure matches the evolving demands of the business in the most cost-effective and timely manner. Capacity Management is essentially a balancing act; balancing:

- Cost against Capacity – i.e. the need to ensure that processing Capacity that is purchased is not only cost justifiable in terms of business need, but also the need to make the most efficient use of those resources, and
- Supply against demand – i.e. making sure that the available supply of processing power matches the demands made on it by the business, both now and in the future; it may also be necessary to manage or influence the demand for a particular resource.

### 8.1 Objective(s)

The objective of Capacity Management is to understand the business requirements, the organization's operations, and the IT Infrastructure, to ensure that all the current and future Capacity and performance aspects of the business requirements are provided cost-effectively.

### 8.2 Scope

This procedure is applicable to all the Capacity management activities handled by project teams for customers and internal stakeholders.

## 2. Entry Criteria

- Technology change
- Major change in the business plan
- New technology

### 3. Inputs

- MSA/SOW
- SLAs
- Business/Capacity forecasts
- Technology details
- Information on Changes
- Component performance and capacity information

## 4. Process Description

### 8.1 Capacity Management process flow steps

#### 4.1.1 Manage business capacity requirements

Based on the business plan/SOW, PM/project team identifies the resource capacity needed to meet the present and future business requirements. This includes-Human, Technical-HW/SW, Information/data. PM/project team quantifies the business impact for new or changed services.

#### 4.1.2 Identify and agree SLAs

PM/ project team identifies SLAs for all critical utilities, service components and services and monitors SLA compliance on periodic basis.

#### 4.1.3 Prepare and maintain capacity plan

PM/project team prepares high level capacity plan considering the business scenario and the allocated budget article. PM reviews the capacity plan once in 6 months for continued suitability and identifies gaps if any. Refer PM-Work Book-Capacity and availability tracker

#### **4.1.4 Monitor resource usage to balance supply and demand**

PM/ Project team monitors capacity utilization. PM Assess capacity management effectiveness and efficiency by use of trend analysis for predicting the future capacity requirements and for fine tuning the utilization.

#### **4.1.5 Review for corrective actions**

PM/Project team plans corrective actions and improvements wherever required and implements them for improving capacity management effectiveness.

### **5. Exit Criteria**

- ☒ Action items identified are closed.

### **8.1 Output**

Capacity Plan (refer- PM Workbook- Capacity and availability management tracker)

Performance and analysis reports (refer PM Workbook- Capacity Trend Utilization report).

### **6. Roles and Responsibilities**

PM decides to allocate the various capacity management activities to his team members.

### **7. Process Flow**

<Ref- sec 4.1>

## 8. Prerequisites

### 8.1 Resource

Project team

### 8.2 Training

Training in applicable Bluebook procedures

### 8.3 References

| Document Name               |
|-----------------------------|
| ITIL V3-Capacity Management |
|                             |

## 8. Acronyms/Abbreviations

| Acronym/Abbreviation | Expansion                |
|----------------------|--------------------------|
| MSA                  | Master Service Agreement |
| SLA                  | Service Level Agreement  |

## 9. Related Guidelines, Templates and Checklists

| Document Name                     |
|-----------------------------------|
| Capacity and availability tracker |
| Capacity Trend Utilization report |

## 10. Measurement

% Utilization of various critical resources identified by Project team, to be measured and analyzed monthly.

## 11. Standards Addressed

ISO 27001:2022

### 8.1 ISO Control Mapping

| Category of Control    | ISO 27001:2022 Control  | Document Name as per ISO 27001:2022 |
|------------------------|-------------------------|-------------------------------------|
| Technological Controls | 8.6 Capacity Management | Capacity Management                 |

## 12. Tailoring:

Tailoring if any will be reviewed by PM and approved by Delivery Manager.

## 13. Appendix B:

<NA>

## Document Control

|               |      |                    |                  |
|---------------|------|--------------------|------------------|
| <b>Owner:</b> | CISO | <b>Release ID:</b> | SMCAPM_PROC_0147 |
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### Version History

| Ver. No. | Date        | Author                 | Reviewer  | Approver   | Reason for Change    | Change Description                                                    |
|----------|-------------|------------------------|-----------|------------|----------------------|-----------------------------------------------------------------------|
| 0.00     | 15-01-2021  | Anupama                | Rakesh    | Rakesh     | Initial Version      | None                                                                  |
| 1.00     | 15-01-2021  | Anupama                | Rakesh    | Rakesh     | Request for Baseline | Baseline d                                                            |
| 1.1      | 15-Jul-22   | Tejaswi                | Deepti    | Srikanth   | For review           | Update the Trianz Confidential to Internal and updated.<br>Release ID |
| 2.0      | 15-Jul-22   | Tejaswi                | Deepti    | Srikanth   | For Approval         | Reviewed and Baseline d                                               |
| 2.1      | 8-May-23    | Sanjana, Rama Madhavan | ISDP Team | Srikanth   | For review           | Reviewed with no changes                                              |
| 3.0      | 15-May-2023 | Rama Madhavan          | Vijaya    | Srikanth M | For Approval         | Approved and Baseline d                                               |
| 3.1      | 15-Feb-2024 | Vijaya                 | Balu      | Srikanth M | For review           | Updated the section ISO Control Mapping                               |

|     |                 |         |        |          |              |                                              |
|-----|-----------------|---------|--------|----------|--------------|----------------------------------------------|
|     |                 |         |        |          |              | aligning<br>to ISO<br>27001:2<br>022         |
| 4.0 | 23-Feb-<br>2024 | Shalini | Vijaya | Srikanth | For Approval | Approved and Baseline d                      |
| 4.1 | 17-Apr-<br>2025 | Vijaya  | Balu   |          | For Review   | Migrated to a new template and yearly review |
| 5.0 | 14-May-25       | Vijaya  | Balu   | Srikanth | For Approval | Approved and Baseline d                      |



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# Thank You

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