

Version History

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	CISO	27-Aug-2018	ISMF	31-Aug-2018	03-Sep-2018
2.0	CISO	11-Dec-2019	ISMF	13-Dec-2019	16 -Dec-2019
3.0	CISO	02-Nov-2020	ISMF	06-Nov-2020	10-Nov-2020

Change History

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
2.0	All	16-Dec-2019	Annual Review	-
3.0	All	10-Nov-2020	Annual Review	-

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Capacity Management Process

1.0 Objectives

The objective of this document is to define the process for the Capacity Management Activities.

2.0 Scope

This Process applies to all applicable for Engagements, Projects, Practices / Functions for Capacity Planning and Monitoring.

3.0 Policy

3.1 Policy Statement

- Ensure adhering all applicable capacities

3.2 Framework to Support or Implement this Policy

- Refer to ISMS Policy Manual

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	NA	NA
Forms	All Server Usage Logs	Softcopies
	All Network Usage Logs	Softcopies
	Other Devices Usage Logs	Softcopies
	All Performance Logs	Softcopies
	All Monitoring Reports	Softcopies
	Capacity Plan	QMS-L4-FR-IT-09
	Future Requirements	Emails
Guidelines	NA	NA
Lists	NA	NA
Standards	NA	NA
Templates	NA	NA

5.0 Entry Criteria

Inputs	Source Processes
Determine capacity requirements	Current Capacity Plan
Analyze current capacity	All Server Usage Logs, All Network Usage Logs, Other Devices Usage Logs, All Performance Logs, All Monitoring Reports
Plan for the future capacity	Future Requirements through Emails
Finalize capacity requirements	Capacity Management Process

Approve requirements	capacity	Updated Capacity Plan
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6.0 Responsibilities

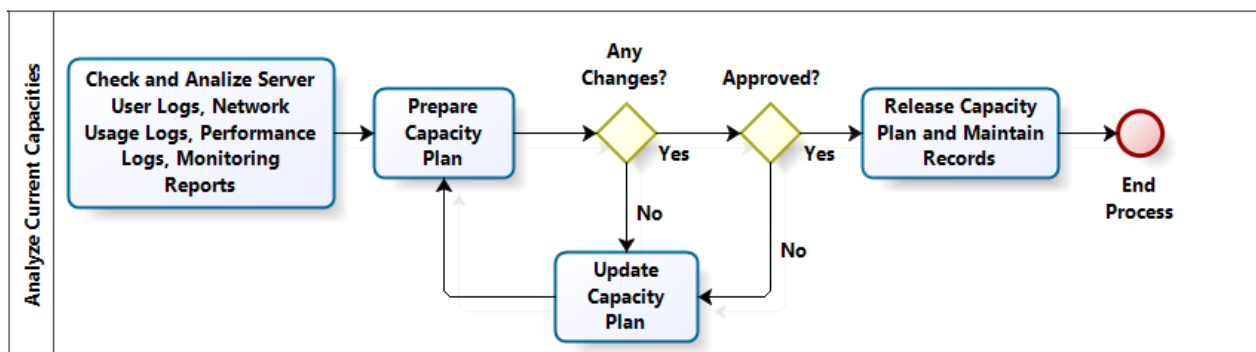
Role	Responsibilities
IT Head / System Admin / Network Admin	<ul style="list-style-type: none"> Collect Server Usage Logs Collect Network Usage Logs Collect Performance Logs Collect Monitoring Reports Collect Future Requirements Collate Current capacities of existing equipments Generate Capacity Plan for Future alongwith Budgets
CEO/MD	<ul style="list-style-type: none"> Review Capacity Plan for Future and give inputs/feedback Approve Capacity Plan Approve Budgets for Capacity Enhancements
CISO	<ul style="list-style-type: none"> Co-ordinate with concerned teams to assist generating various inputs as well as Capacity Plan for Future Ensure the implementation of Capacity Plan for Future

7.0 Process Description

Overview Diagram

Refer below to specific process for flowchart.

7.1 Analyze Current Capacity



7.1.1 Understand the Organization Current Capacity

Before assuming that additional capacity is necessary , a detailed understanding of current available capacity is required, A capacity study may be need to be performed to evaluate the organizations current capacity.

7.1.2 System Performance

Define required system performance to support business and process workloads. Capacity planning defined in terms rather than utilization of CPU, memory, hard drive space etc. simplifies planning for impacts on people, processes, growth. Once capacity requirements are defined, they are, later used as inputs into identifying the planning of physical infrastructure (technology, building, staff etc.) necessary to support the business requirements.

7.1.3 Check Usage of System Resources to Support Business Requirements (CPU, memory, hard disk etc.)

- Understand Server Usage, Network Usage and Other Devices Usage Logs
- Check Performance Logs
- Check Monitoring Reports

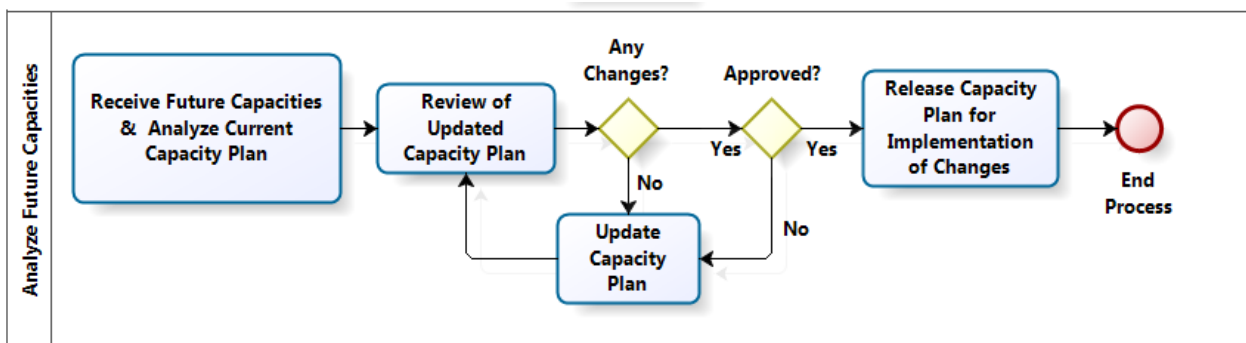
7.1.4 Agree Upon Minimum Level of Service (capacity) the System Must Provide.

Minimum levels of capacity (services) are to be defined by clients/users and it shall be having measurable system performance that makes sense to clients/users. This typically includes items such as response time; processing time for each request, number of requests in given time.

7.1.5 Preparation of Current Capacities

- Prepare Capacity Plan based on the parameters defined above.
- Review the Capacity Plan and make changes based on the current capacities.
- Take Approval for Capacity plan from concerned authorities
- Release capacity plan

7.2 Analyze Future Capacity



7.2.1 Plan for future

Consider the future forecast expected workloads for a particular period of time to understand how changes in workloads could affect business processes. Also need to understand the system that was built to support them. Translate that into technical requirements necessary to maintain the system at a level that satisfies user demands.

7.2.2 Finalizing Capacity Requirements

- Calculate Capacity Requirements based on available inputs/details and future requirements
- Identify Gaps with Current Capacities
- Review the Capacity Requirements
- Finalize Capacity Requirements

7.2.3 Approval of Capacity Requirements

- Request to Management to fill up the Gaps identified in Capacity Requirements
- Procurement of additional capacities based on the gaps
- Management shall take a call for proceeding with enhancing the capacities
- CISO shall monitor the progress of enhancements

8.0 Quality Mechanisms

- Review of Current Capacities
- Review of Future Requirements
- Review of Final Capacities

9.0 Quality / Security Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Capacities & Monitoring	Head IT / Administration	Yearly	Capacity Plan Updation	100%

10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

11.0 Exit Criteria

Outputs
Capacity Plan