S2B_ClientOnboarding_50539_Capacity_Plan 1.0

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General

Ownership and Security

Owner Organizations

Global Business / Function	Legal Entity	Country & Hub
ITR_CCIB-DCDA	NA	NA

Owner	Mukesh K
Level 1 Approver	Mohan Haridoss
Level 2 Approver	Marie Caroline Domingo Rickelton

Validity

Valid From	08-Sep-2025

Review Cycle

Frequency	1 year - Annual
Next Review Date	08-Sep-2026

Applies To

Assets	50539-S2B Client On-Boarding BA
Organizations	ITR_CCIB-DCDA I NA I NA, ITResilience I NA I NA

Plan

1. Introduction

S2B Client on Boarding (COP) Capacity Plan

1.1 Purpose

The purpose of this template is to describe the details of the Capacity Plan for the Application and prepare the plan based on the Capacity Requirement.

To Analyse the current situation and predict the future growth of the IT infrastructure and resources needed to meet the expected Business demand

1.2 Capacity Plan – Time frame

Effective Date	**25-07-2025**
Validity	1 year

1.3 Scope

COP is a digital platform used to on-board new clients to the bank and thereby replacing the existing paper-based process. It supports and facilitate prospective clients through the on-boarding process in a self-service manner, making the experience quicker and easier for the client, improving the quality of the data capture and thus reducing interactions required by frontline bank staff.

Business criticality

- •BC3

Application ID	Application Name	Business	Business Criticality	Availability
50539	S2B Client on Boarding	WB	3- Low	24*7(365 days)

Technical setup (Architecture diagram)

Existing_DetailedDesign_2023-03-01-EnterpriseArchitecture-Confluence

DetailedDesign-Catalyst-S2BClientOnboardingPortal-EnterpriseArchitecture-Confluence

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1.4 Infrastructure Domains (Part of this Plan)

Infrastructure Domains	Service Hosted (Y/N)
Mainframe	N
Storage	Y
Network	Y
Database	Y
Cloud	N
Web Services	Y
Platform Services	N
Others (Please Specify)	NA

1.5 Capacity Forecast Inputs

Guidance
This section must contain the inputs that will be factored in the Capacity plan.

Capacity Forecast	Applicable (Y/N)
Business Forecast	Y
Workload Forecast	Y
Others (Please specify)	NA

1.6 Scenarios impacting capacity

Identify the impact to the capacity of Technology Services based on the below scenarios.

Threat	Description of Risk
Physical	Incidents may result in loss of components that constitute Technology Services and Data.
Cyber	Malicious act that seeks to damage data, steal data, or disrupt digital life in general. Cyber-attacks include threats like computer viruses, data breaches, and Denial of Service (DoS) attacks.
Geopolitical	Disruptions and loss arising from military conflicts, civil wars, terrorist attacks, riots, sanctions etc.

●€€€€€€ *Based on the above threats how the service will manage the capacity issues in extreme scenarios?*

1.7 Risks/Issues

Guidance •List all incidents/issues due to insufficient capacity or Capacity bottlenecks in the past one year.

None

2.Capacity Analysis

S2B Client on Boarding (COP) Capacity Analysis

2.1 Service Capacity Summary

Service Dependants	*Provide Upstream &Downstream dependency services*
Business Peak &Non-Peak hours	*Mention the Peak and Non-Peak hours of the Business*

Guidance *Historical Usage trends of the Application workloads*

Application Workloads		Average Volumes		
Application Workloads	**Ideal Volumes**	**3 months**	**6 months**	**>1 year**
Business Volumes		NA	NA	NA
Transaction Volumes		NA	NA	NA
Number of users		466	859	2132
Others (Please specify)		NA	NA	NA

2.2 Resource Capacity Summary

Guidance
Resource usage by the Infrastructure Domains/Hardware

Infrastructure Domains	Data Centre		Average Utilization in %		
Infrastructure Domains	**Data Centre**	**Ideal threshold**	**3 months**	**6 months**	**>1 year**
	Application Server	DB SERVER	WEB SERVER	GATEWAY SERVER	
CPU	14%	5.89%	9%	41%	
MEMORY	61%	67%	12%	51%	
STORAGE	81%	75%	50%	61%	

Please update the below details:

Is the Capacity, Size and Configuration are same in production and DR	*Yes*
Is your service is in Active / Active or Active / Passive	***Active / Active***
Please mention the Data Centre where the Production and DR located	GDC EAST

Are there any other application running in the DR where it is not in production	No
Name the Production and DR CI's (configuration items) that are the part of this capacity plan.	Production: 50539 DR: 50539

3.Business Requirements

S2B Client on Boarding (COP) Capacity plan

3.1 Estimated Growth

Guidance Projected Growth Rate in % for at the least upcoming 1 year considering the Upstream and Downstream of the application Dependencies for any changes to the Technology Landscape.

Capacity Forecast	% Growth
Projected Business Growth	20%
Planned upgrades /changes in the upcoming 1 year	moving from OCP to SKE platform

4.Infrastructure Capacity Requirements

Infrastructure Type	Data Centre	Current Capacity in %	Growth Forecast in %	Comments
Application Server	GDCE	Approx 60%	20%	Required Capacity is available
Database Server	GDCE	Approx 60%	20%	Client on boarding migrated to 19c RAC.
Web Server	GDCE	Approx 45%	50%	Required Capacity is available

COP Catalyst (GREEN) PT Results

Analysis Summary	
Test Time Period:	*11th July 2025 11:08:50 AM to 12:15:37 PM IST*

Project Name:	COP50539
Test Name:	COP_Catalyst_PeakTest_25users_NTB and ETB
Duration:	1 hour, 6 minutes and 38 seconds

Statistics Summary	
Maximum Running Vusers:	25
Total Throughput (bytes):	1,390,324,498
Average Throughput (bytes/second):	347,668.04
Total Hits:	22,500
Average Hits per Second:	5.626
Total Errors:	0

Transaction Summary		
Total	5,220	%
Passed	5,220	100.00
Failed	0	0.00

4.1 Detailed Capacity Requirements

Guidance
Briefly provide the details of the CIs that may require additional Capacity (irrespective of the Infrastructure Domains)

Based on the Growth forecast there are no components which require additional capacity.

Note:

Review the required capacity with respective infrastructure head and provide a sign off.

5.Capacity Plan Implementation

Production environment must be built or to auto scale to sustain business growth with capacity planning carried out at least annually. DR environment must be **same capacity, size and configuration of production environment** and support sustained recovery for technology services mapped to an IBS

Cloud deployed environment must be architected to support auto scale and with required business capacity built to sustain any cloud loss scenarios.

This section is not applicable as additional capacity is not required.

Cloud Implementation:

- Is Auto Scaling enabled? If yes, please mention the maximum scaling applicable?

- If No, How the additional capacity is managed and mention the turnaround time?

6. Capacity Reviews

Guidance	
•Capacity must be analysed regularly for Technology Services and its underlying Technology •Components against agreed service performance targets. •Capacity review must be carried out by Technology Service Support Manager (Service Owner)	
•Capacity Review Frequency:	**1 year**
•Scope of Capacity Review: *Guidance: Specify the infrastructure and the application parameters that are reviewed*	CPU,MEMORY and estimated projection

Additional Details

COP_ASRM_v11_0 4.docx

Version	1.0

Related To BIA Details

Impacts

Assessed Item Type	Assessed Item	Impact Rating	RTO(hrs)	RPO(hrs)	MBCO(%)	WRT	MTPD(hrs)
Asset	50539-S2B Client On-Boarding BA	Crit3	12	0.25	100		

BIA Rationale Details

BIA Name	50539-CLIENT ON-BOARDING
Rationale for Adjusted RTO	
Rationale for Adjusted Impact Rating	

Impact Type	0 Hours (1)	2 Hours (1)	4 Hours (1)	12 Hours (1)	24 Hours (1)	7 Days (1)	28 Days (1)	Weighted Score
Customer: Clients and Critical Stakeholders (1)	0	0	0	3	4	4	5	16
Financial Loss (1)	0	0	0	3	4	4	5	16
Customer: Consequential reputational risk from ICS events (1)	0	0	0	3	4	4	5	16
Customer: Media (1)	0	0	0	3	4	4	5	16
Regulatory (1)	0	0	0	3	4	4	5	16

Upstream Assets and Processes

Assessed Item	Supporting Item Type	Supporting Item	Required RTO(hrs)	Committed RTO(hrs)
Cash | Transaction Capture & Execution	Process	Cash | Transaction Capture & Execution		Not Done
28509-MDIS BA	Asset	28509-MDIS BA	4	4
33470-WorkBench BA	Asset	33470-WorkBench BA	12	Not Done
42030-EDMI BA	Asset	42030-EDMI BA	4	4
33670-S2B Entitlement Management System BA	Asset	33670-S2B Entitlement Management System BA	4	4
Cash | Static Data Set Up	Process	Cash | Static Data Set Up		Not Done
26066-S2B Security BA	Asset	26066-S2B Security BA	4	4
Cash | Post - Processing	Process	Cash | Post - Processing		Not Done
Cash | Pre-processing	Process	Cash | Pre-processing		Not Done
Cash | Management Supervision CMO	Process	Cash | Management Supervision CMO		Not Done

Additional Details -> Downstream Assets and process

Assessed Item	Supporting Item Type	Supporting Asset/Process
50539-S2B Client On-Boarding BA	Asset	50865-VX Platform BA
50539-S2B Client On-Boarding BA	Asset	51392-eSignLive BA