AMENDMENTS LOG

Revision History

Version	Revision Author	Reviewer / Approver	Date	Summary of Changes
1.0	Nor Asfiah Binte Jamalludin (ISMS MR)	James Chia (CEO)	1 Aug 2025	Initial Release

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PURPOSE

The document sets out the steps that must be taken in order to ensure there is sufficient capacity to provide the identified key resources within the scope of the organisation's Information Security Management System (ISMS).

SCOPE

This control covers the capacity requirements for information processing facilities, human resources, offices and other key resources, taking into account its business criticality.

REFERENCE

ISO/IEC 27001 Standard Annex A 8.6 Capacity management

RESPONSIBILITIES & AUTHORITIES

Top Management has the prime responsibility and approval authority for this control.

The MR with inputs from the top management and relevant functions shall determine critical resources for monitoring purpose and ensure that a documented capacity plan is maintained in line with current and expected capacity requirements.

PROCEDURE

A. Capacity Planning

Capacity plan shall be produced on an annual basis subject to mid-course corrections, where appropriate. Capacity planning, in the most general sense can be accomplished in a three-step process:

- Determine requirements

  At a minimum, the following information should be determined for the accurate provisioning of each service:
  - The business processes supported by the service.
  - The business priority for these processes.
  - Expected demand for this service and its seasonality (if any).
  - Anticipated growth in demand for this service over the next 12 months.
  - The worst response time or throughput acceptable for the service.
  - Technology refresh management for replacement of hardware or software in a timely manner, before they reach end of support (EOS).

- Analyse current capacity

  Current capacity is analysed to determine if user needs are being met and for the establishment of the baseline for future planning:
  - Check the usage of the various resources of the system for over/under utilisation and/or threshold infringements that may be currently problematic or may pose future issues.
  - Quantity the utilisation statistics.
  - Identify bottlenecks and which system resources are responsible for the greatest elapsed time.

- Plan for and align with future business requirements

  Forecasting future business activity-combined with trends in historical measurements of incoming units of work will determine future resource requirements. Activities contributing to future processing requirements include:
  - Expected growth in the business
  - Requirements for implementing new applications
  - Planned acquisition or divestitures
  - IT budget limitations
  - Long procurement lead times
  - Plans to implement new business processes
  - Demand within new projects

B. Providing Sufficient Capacity

Providing sufficient capacity can be achieved by:

- Increasing capacity
  - Hiring new personnel – in case of human resource limitations or dependency on key personnel.
  - Making use of cloud computing, which has inherent characteristics that directly address issues of capacity. Cloud computing has elasticity and scalability which enable on-demand rapid expansion and reduction in resources available to particular applications and services.

- Reducing demand
  - Deletion of obsolete data (disk space)
  - Decommissioning of applications, systems, or environments

A documented capacity plan will be maintained for mission critical resources (anything that might compromise information or essential business functions or those elements that the organisation depends on continuously in order to operate) taking into account business growth, budgetary considerations, planned projects, and business contingency requirements.

C. ICT Services and Components

The organisation shall manage, control and predict end-to-end performance and capacity of the live, operational ICT service usage and workloads to identify and understand the ICT services, their use of components, working patterns, peaks and troughs, and to ensure that the services meet the business requirements. These services will include but not limited to cloud services, emails services and backup solutions.

Similarly, the organisation shall manage, control and predict the performance, utilisation and capacity of individual technology components (CPU, I/O devices, number of concurrent licenses in use, etc.) to ensure that all components within the ICT infrastructure that have finite resource are monitored and measured.

For hardware or software nearing end of life, a technology refresh plan must be documented as part of the capacity plan covering the maintenance, planning for upgrades, identification of upgrades significant to security, risk assessment and prioritisation and upgrade timelines.

FORM

ISMS-TECH-02-F1 Capacity Plan