Capacity Planning

Policy Statement

The Policy is to outline the responsibilities, guidelines and standards for determining service level requirements of IT Infrastructure and planning for future capacity requirements. Procedures and resources should be gathered to monitor, improve and enhance the service levels of the IT infrastructure in order to provide extensive support to the business.

Prerequisite

This Policy should be read in conjunction with:
- Information Security Policies

Responsibility

- Group Head Digital, Technology and Strategic Planning
- System Administrator
- Database Administrator
- Network Administrator
- Application Administrator
- Technical Assistance

Procedure

Step	Description	Responsibility
1.	Each application and infrastructure shall have a nominated administrator who shall be responsible for monitoring the service levels/ Utilizations, over time, of that IT infrastructure. Use of automated tools for monitoring is encouraged. Following components must be included: • Network Bandwidth • Disk Space (server) • Server processors • Tape Drives • RAM • Utilization among peak usage time	Group Head Digital, Technology and Strategic Planning
2.	Results of monitoring of service levels and infrastructure utilization shall be compared with maximum usable capacities. This shall help establish when particular infrastructure is reaching maximum usable capacity and additional hardware/software is required for smooth functioning.	System Administrator / Database Administrator / Network Administrator / Application
3.	Performance tuning activities to be carried out to enhance performance of existing infrastructure.	System Administrator / Database Administrator / Network Administrator / Application Administrator /
4.	Increase in business activities and staffing levels must also be monitored to allow for the extra facilities that will be required for example numbers of workstations.	Technical Assistance