



Capacity Management Policy

Version 1.0

1. Purpose:

- Ensure the organization's IT infrastructure and resources meet current and future business requirements.
- Optimize the use of available resources to deliver efficient and effective IT services.
- Proactively identify and address capacity-related issues to minimize downtime and performance degradation.

2. Capacity Planning:

- Perform regular capacity planning to anticipate future resource demands.
- Analyze historical usage patterns, growth trends, and business projections.
- Define capacity thresholds and trigger points to initiate proactive actions.

3. Resource Monitoring:

- Implement monitoring tools and processes to collect data on resource utilization, performance, and availability.
- Continuously monitor critical infrastructure components such as servers, networks, storage, and databases.
- Generate alerts and notifications to identify and address capacity bottlenecks and performance issues.

4. Performance Optimization:

- Analyze performance data to identify areas for optimization and improvement.
- Optimize resource allocation, configurations, and tuning to maximize efficiency and meet service level objectives.
- Implement performance testing and analysis for new or upgraded systems before deployment.

5. Capacity Management Process:

- Establish a capacity management process that includes regular reviews and assessments.
- Identify capacity requirements for new services, projects, and changes.
- Coordinate with other IT service management processes, such as change management and service level management.



6. Capacity Reporting and Analysis:

- Generate regular capacity reports to provide visibility into resource utilization and performance trends.
- Analyze capacity data to identify areas for improvement and cost optimization.
- Communicate capacity-related insights and recommendations to relevant stakeholders.

7. Scalability and Upgrades:

- Plan for scalability by considering future growth and evolving business needs.
- Identify potential constraints and bottlenecks and develop strategies to address them.
- Plan and execute upgrades to hardware, software, and infrastructure components to meet increasing capacity demands.

8. Business Continuity and Disaster Recovery:

- Incorporate capacity considerations into business continuity and disaster recovery plans.
- Ensure sufficient capacity and resources are available to support critical services during a disaster or disruptive event.
- Test and validate capacity-related aspects of the recovery process.

9. Vendor and Supplier Management:

- Engage with vendors and suppliers to ensure their products and services align with capacity requirements.
- Evaluate vendor capacity planning and management practices.
- Monitor vendor performance and scalability to ensure they meet service expectations.

10. Documentation and Review:

- Maintain accurate and up-to-date documentation of capacity-related information, including capacity plans, reports, and performance data.
- Regularly review and update the capacity management policy and associated procedures.
- Conduct periodic audits and assessments to ensure compliance with the policy and identify areas for improvement.