





MANAGEMENT OF CAPACITY PLANNING

Prepared By:-	Approved By:-
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1.0 OBJECTIVE

The purpose of this procedure is to outline the management of capacity planning for the ICT services in IIUM.

2.0 SCOPE

This procedure covers the entire scope of work and processes for the management of capacity planning for the ICT services as defined in Appendix A.

Each ICT service stated in Appendix A will have its own dedicated plan for conducting performance monitoring and capacity planning tasks.

3.0 ACCOUNTABILITY

Data Centre & IT Resource Management, Information Technology Division.

4.0 ABBREVIATION (If any)

- 4.1 ITD : Information Technology Division
- 4.2 ITD Management : Chief Digital/ Information Officer, ITD Director, ITD Deputy Directors, Team Leaders
- 4.3 AITO : Assistant Information Technology Officer

5.0 REFERENCE

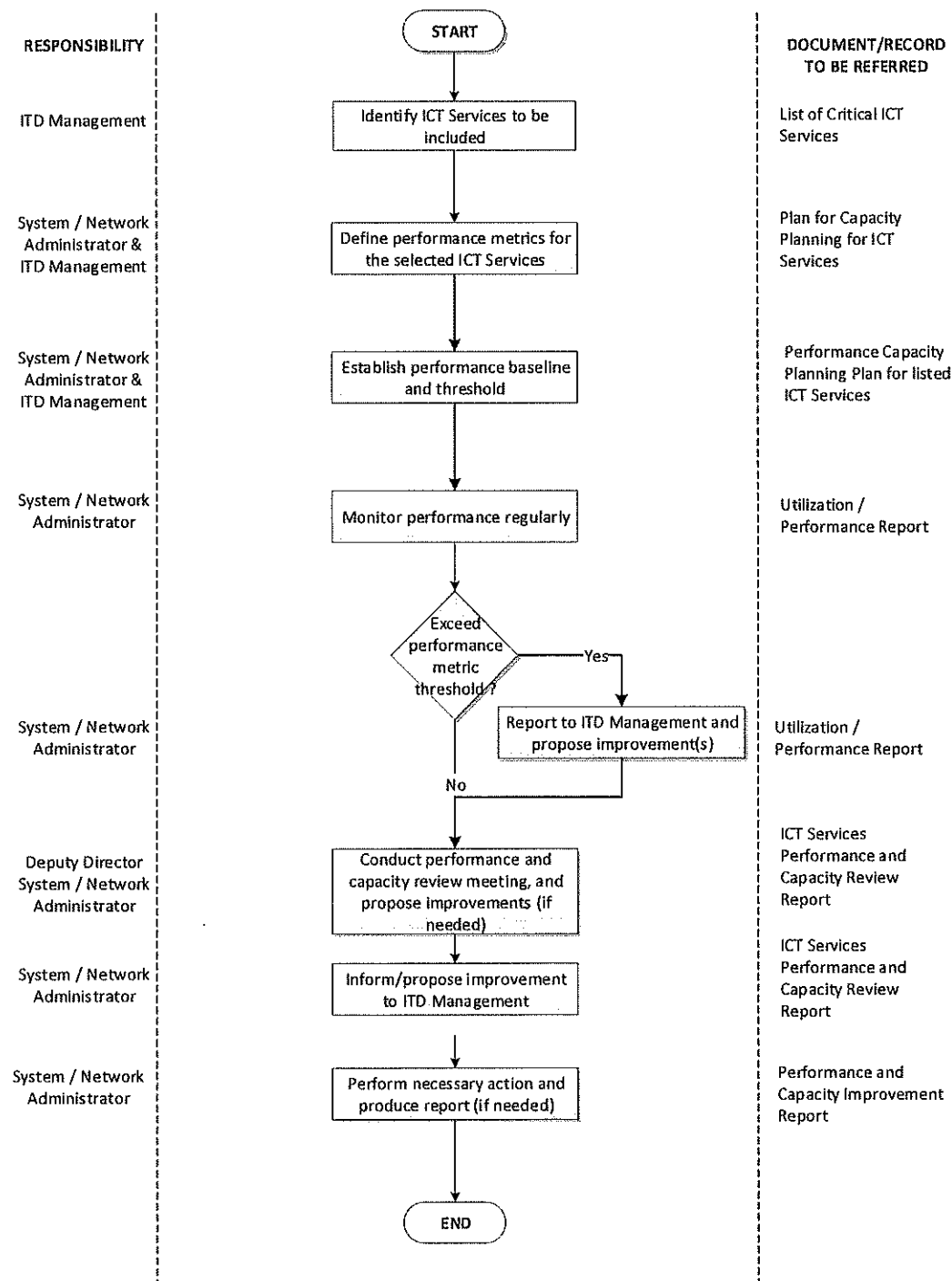
- 5.1 ICT Regulations
- 5.2 List of ICT Critical Services

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	Plan for Performance Monitoring and Capacity Planning for ICT Services	Online Folder	3 years	System/Network Administrator
2.	ICT Services Performance and Capacity Review Report	Online Folder	3 years	System/Network Administrator

7.0 PROCESS FLOW

MANAGEMENT OF CAPACITY PLANNING Responsibility and Detailed Procedure:



Appendix A- Performance Monitoring and Capacity Planning

No	Service
1	IIUM Website
2	Clinic System PAC Server
3	Server Virtualization Infrastructure
4	Email Service
5	Imaluum Portal
6	External DNS
7	Bandwidth and IPVPN
8	Firewall
9	IIUM Database Infrastructure