1   DIRECTIVE

1.01   GNB IT systems have their resource usage monitored and tracked. Users with excessive system usage, network traffic or online data storage will be advised and consulted regarding options available. Options may include system upgrades with corresponding charges to the users involved, cutbacks in service and/or adjustments.

2   PURPOSE

2.01   The purpose of this Directive is to avoid shortfalls in the delivery of IT system performance and data storage capacity.

3   SCOPE

3.01   This directive applies to the Information Technology Service Delivery Organization (IT SDO).

4   RESPONSIBILITY

4.01   The IT SDO is responsible to monitor and track batch job deadlines and throughput statistics, and data storage capacity statistics.

4.02   The IT SDO is responsible:

(a)   To monitor and track IT systems.

(b)   To analyze collected statistics and operations reports.

(c)   To determine the cause of performance and capacity issues.

(d)   To tune systems as required.

(e)   To advise authorized parties if actions required to address any forecasted resource shortfalls.

5   DEFINITIONS

5.01   "**Capacity Management**" is the process of quantifying and delivering the resources needed to handle approved user workload for the current and a defined future period.

6   RELATED DIRECTIVES

OCIO IT 6.03 – Systems Availability

OCIO IT 6.04 – Service Levels

OCIO IT 6.05 – Operations and Scheduling