



MANAGEMENT OF CAPACITY PLANNING

Prepared By:-	Approved By:-
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Date : 7/8/2026	Date : 7/8/2026

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 services 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 Section, Information Technology Division.

4.0 ABBREVIATION (If any)

- | | | | |
|-----|----------------|---|--|
| 4.1 | ITD | : | Information Technology Division |
| 4.2 | ITD Management | : | Chief Digital Officer (CDO), ITD Director, Officers under CDO Office, Senior Deputy Directors, Deputy Directors and Team Leaders |

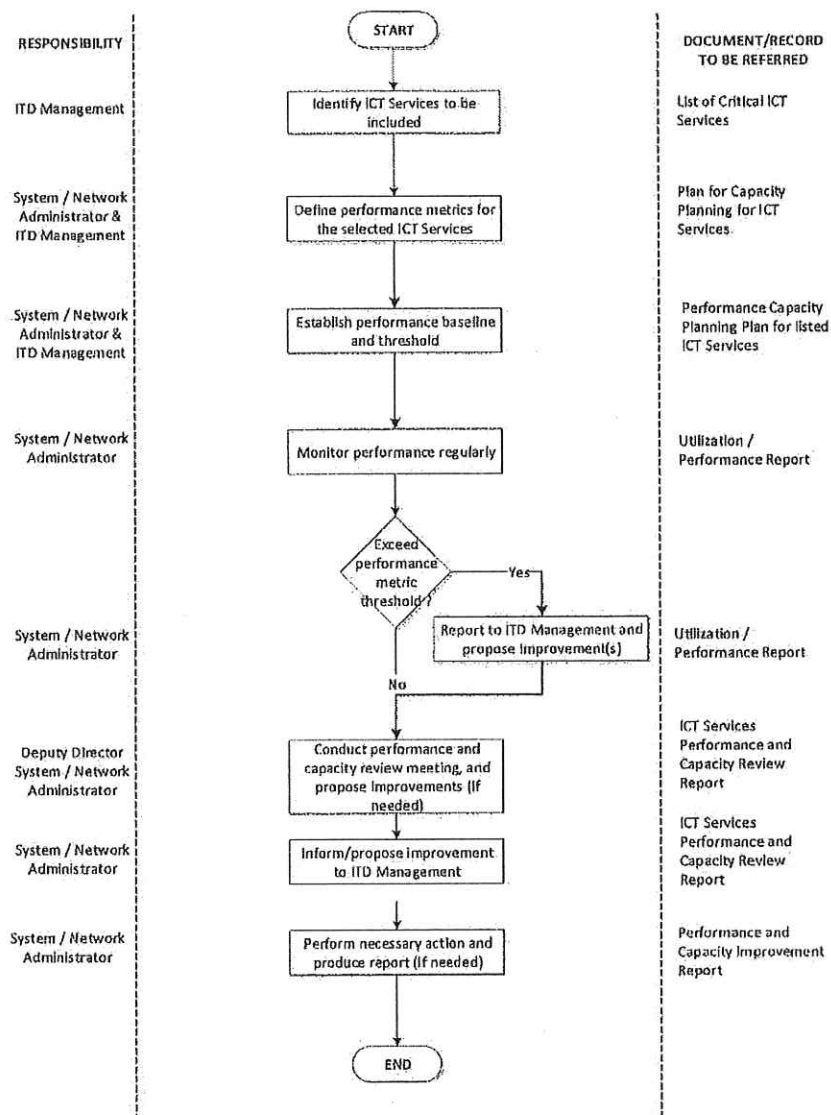
5.0 REFERENCES

- 5.1 IIUM ICT Policy
- 5.2 ICT Regulations
- 5.3 IIUM ICT Security Policy
- 5.4 IT Infrastructure Library (ITIL)
- 5.5 Control Objectives for Information and Related Technologies (COBIT)
- 5.6 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





Title : MANAGEMENT OF CAPACITY PLANNING
Ref. No. : IUM/ITD/10
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Appendix A – Capacity Planning

No.	Server/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
10	LDAP 389 Server
11	fapps1 Server
12	fapps1 Server
13	CAS Server
14	ITD-APEX Server
15	Web application firewall
16	Active Directory - Unistaff
17	Active Directory - Unistudent