



# Department of Job and Family Services

OIS Service Level Agreement

**FY 2012-2013**

**Version 6.0**

## SLA.10 Capacity Planning

Capacity planning is the science and art of estimating the space, computer hardware, software and connection infrastructure resources that will be needed over some future period of time. A typical capacity concern of many enterprises is whether resources will be in place to handle an increasing number of requests as the number of users or interactions increase. The aim of the capacity planner is to plan so well that new capacity is added just in time to meet the anticipated need but not so early that resources go unused for a long period. The successful capacity planner is one who makes the trade-offs between the present and the future that overall prove to be the most cost-efficient.

10.1.01 Capacity Planning				
Description	L1	L2	L3	LN
<b>Establish and maintain <i>capacity planning</i> definitions, processes and <i>capacity standards</i></b>	S	S	B	B

Capacity planning is necessary to ensure that transactions are completed within standards set for response time. Capacity planning involves sizing computing and network components to provide the desired level of service. ODJFS OIS uses engineering calculations to size components based on expected numbers of users and transactions. Correct information at the outset will lead to adequately sized components that can deliver the required service

10.1.02 Capacity Requirements				
Description	L1	L2	L3	LN
<b>Provide site-specific quantities of users and transactions, both current and planned, to determine capacity required</b>	B	B	B	C

The County Agency provides base information for capacity calculations. ODJFS OIS provides assistance where possible. Information required by site includes the number of *FTE* and number of over all users, number of transactions for each of the ODJFS provided applications, and any pertinent site expansion information. The County Agency shall provide updated information if a significant change is planned.

<b>10.1.03 Capacity Supply</b>				
Description	L1	L2	L3	LN
<b>Provide required capacity for ODJFS provided applications in accordance with TSSP financial responsibilities</b>	S	S	S	CO

ODJFS OIS sizes computing and network components to handle expected volumes of work, while keeping response times within standards. While ODJFS OIS bears the majority of the costs of supplying needed resources, the County Agency bears financial responsibility for computing and network components as defined in TSSP. The **TSSP** policy document can be found at <http://jfs.ohio.gov/omis/sla/sla12-13/TSSP%20PolicyV4.pdf>

<b>10.1.04 County Agency to Remain Within Capacity Supply</b>				
Description	L1	L2	L3	LN
<b>Remain within capacity required for ODJFS provided applications</b>	C	C	C	C

The County Agency shall remain within the capacity requirements established above, which in turn will ensure that the capacity supply is not exceeded. ODJFS OIS provides room for limited growth in existing sites. Should business conditions change such that the County Agency anticipates that the capacity requirements will be exceeded (or significantly reduced), either temporarily or on a long-term basis, the TPOC initiates discussions with ODJFS OIS to decide on appropriate steps to be taken to ensure ongoing satisfactory and cost-effective service.

<b>10.1.05 Non-Standard Applications</b>				
Description	L1	L2	L3	LN
<b>For any non-standard applications (such as document imaging systems, video) that require significant network bandwidth, the County Agency assumes financial responsibility for the additional required capacity</b>	C	C	C	C

Should the County Agency need to run applications that are not ODJFS provided applications, then the County Agency shall consult with ODJFS OIS in advance of the purchase to mitigate any impact of the application on the ODJFS network. Requested non-standard applications new to the ODJFS environment must be tested for compatibility. Generally, application vendors will provide evaluation copies of their software for testing free of charge. Requested non-standard applications that do not conform to the existing ODJFS technical architecture, as defined in the IT Plan, will not be given further consideration.

Should additional capacity be required to run the non-standard application, the County Agency shall assume financial responsibility for any additional required capacity according to TSSP. <http://jfs.ohio.gov/omis/sla/sla12-13/TSSP%20PolicyV4.pdf>

<b>10.1.06 Site Plans</b>				
Description	L1	L2	L3	LN
<b>For each site, create and maintain <i>site design</i></b>	S	S	B	C

Existing site plans provide information about installed computing and network components necessary for evaluating proposed changes. If the site plans are not accurate, then the success of proposed changes could be jeopardized. ODJFS OIS or the County Agency, as applicable, shall keep site plans current.

<b>10.1.07 Site Plans Submission</b>				
Description	L1	L2	L3	LN
<b>Create and maintain <i>site design</i> documents for complete site, file documents with ODJFS OIS</b>	S	S	B	C

If the County Agency is responsible for site plans, they shall supply a copy of the revised site plan to ODJFS OIS each time that there is a change at the site. The site plan for each County Agency is necessary for security reasons and to determine overall computing and network component sizing and specifications. The County Agency is responsible for ensuring that all *County Agency owned* hardware on the ODJFS network is correctly shown on the site design.