**How to Increase SharePoint Capacity**

**Accenture Federal Services**

**Operations Center**

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# Introduction

This procedure explains how to increase SharePoint Online storage capacity. The process is similar for Defense SharePoint sites. The only difference is signing into the Defense SharePoint Admin Center.

# Prerequisites

## Customer Requests SharePoint Site Storage Increase

The requestor for the SharePoint site will go to <https://portal.accenturefederal.com> and fill out incident to Increase SharePoint Storage. This requestor must me one of the site owners or site sponsor. Check this in the SharePoint Sites Table in Service Now.

## Activate SharePoint Service Admin Role

The AFS IT Operation Center team member who will be decommissioning the SharePoint site will need to activate his or her Azure role associated with SharePoint Administration

* SharePoint Service Administrator

# Standard Operation Procedure (SOP)

## Review Current Site Capacity

1. In a browser window, login to <https://afs365-admin.sharepoint.com> with your a- login and wait for the complete list to load.
2. In the SharePoint Admin Portal, search for the URL noted in the incident.
3. Click on the URL in the row for the site.
4. Click on the URL to open the site in a new browser tab.
5. Click on Site Settings -> Storage Metrics.
6. Review sections with Site Owner to see if we can clean up space before increasing storage capacity. Common areas may include excessive versioning, and duplicate storage.
7. Check Recycle Bin and Second Stage Recycle Bin as well.
8. If the site still needs increased capacity, move to section 3.2. If not, resolve the incident with comments on how it was cleaned up.

## Increase SharePoint Capacity

1. In a browser window, login to <https://afs365-admin.sharepoint.com> with your a- login and wait for the complete list to load.
2. In the SharePoint Admin Portal, search for the URL noted in the incident.
3. Click on checkbox next to the row for the site.
4. In the ribbon, click “Storage Quota”.
5. Increase the site a maximum of 50GB per increase, to a maximum of 500GB. Above 500GB requires review and business justification.

# Post Implementation Verification/Testing

Repeat steps 1-4 in section 3.2 and verify the storage quota is changed to the increased capacity.

# Document Revision History

| **Version** | **Date** | **Prepared By** | **Comment** |
| --- | --- | --- | --- |
| 0.1 | 03/27/18 | Matthew Kostak | Initial Draft |
| 1.0 | 04/02/18 | Matthew Kostak | Approved for Operation |
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