

# IT Demand Management in the Modern Environment Course

**Hours: 40 Hours**

## **Training Methodology:**

**Interactive Engagement:** We will incorporate a range of interactive exercises, simulations, and group activities to actively engage participants and facilitate hands-on learning.

**Participant Involvement:** We will introduce regular opportunities for participant involvement, including group discussions, feedback sessions, and reflection exercises, to ensure that the training remains interactive and relevant to their needs.

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### Targeted Groups:

- Capacity Managers.
- Availability Managers.
- Change Management Personnel.
- Security Administrators.
- Applications Support Staff.
- IT Operations Managers.
- Network Control and Operation Personnel.
- Business Continuity Managers.
- Security Managers.
- Service Portfolio Managers.
- Supplier Relationship Managers.

### Course Objectives:

- By the end of this IT information technology demand management course, the participants will be able to:

- Understand and define service design in planning and optimization and lifecycle context.
- Define processes across the service lifecycle regarding Capacity management.
- Understand Availability management as a capability to realize successful service design.
- Define IT service continuity management as a capability to support business continuity management.
- Implement Information security management as part of the overall corporate governance framework.
- Define planning, protection, and optimization roles and responsibilities.
- Appreciate Technology and implementation considerations.
- Consider appropriate organizational roles and commercial considerations.

Targeted Competencies:

Upon the end of this IT information technology demand management training, the target competencies will be able to:

- Capacity Management.
- Availability Management.
- IT Service Continuity Management (ITSCM).
- Information Security Management.
- Demand Management.

## **Course Content:**

### Module 1: Planning Capacity and Optimisation:

- An Overview of Planning and Opsonization Management
- The Value of Capacity Management and Optimisation to the Business
- The Role of Service Design Optimisation
- Key Service Design and Optimisation Principles

### Module 2: Capacity Management:

- An Overview of Capacity Management
- Capacity Management Principles and Best Practice Techniques
- Business Process Engineering for End-to-End Process Flow
- Design Components, Strategies, and Operational Activities
- Benefits and Business Management Value

### Module 3: Availability Management:

- An Overview of Availability Management
- Availability Management Principles, Analytics, and Best Practice Techniques
- Design Components, Strategies, and Operational Activities
- Benefits and Business Management Value

### Module 4: IT Service Continuity and Security Management:

- An Overview of IT Service Continuity
- IT Service Continuity Management Principles, Strategies, and Best Practice Techniques
- Measurement Models and Matrices
- Information Security Management for Principles of Demand Management
- Information Security Strategy and Best Practice Techniques

## Module 5: Successfully Implementing Demand Management:

- Detailed Analytical Review of Demand Management Principles
- How to effectively plan the entire process
- Stages to successful implementation.
- Organizational Roles and Responsibilities
- Commercial and Governance considerations
- Continual Process Improvement
- The Future Trends in IT Quality Management