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 opportModuleies for participant involvement, including group discussions, feedback sessions, and reflection exercises, to ensure that the training remains interactive and relevant to their needs.

Table of Contents

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