KOENIG SOLUTIONS · COURSE OUTLINE

IT Demand Mgmt: Capacity & Availability

Learn to plan and optimise IT capacity, availability, service continuity and security across the service lifecycle.

40 Hours	5	25
DURATION	MODULES	TOPICS

COURSE OVERVIEW

This course covers planning and optimisation of service design, followed by capacity management principles, design components and business value. It then addresses availability management, including analytics and operational activities, before moving to IT service continuity and information security management. The final module examines demand management implementation, covering organisational roles, commercial and governance considerations, and continual process improvement.

WHO THIS COURSE IS FOR

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

LEARNING 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

TRAINING APPROACH

How the Course Is Taught

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.

COURSE SYLLABUS

5 Modules, 25 Topics

01

Planning Capacity and Optimisation

TOPICS

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

02

Capacity Management

TOPICS

- 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

03

Availability Management

TOPICS

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

04

IT Service Continuity and Security Management

TOPICS

- 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

05

Successfully Implementing Demand Management

TOPICS

- 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

NOTES

Targeted Competencies:

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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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