

Modern IT Demand Management

Duration: 5 Days

Language: en

Course Code: PI1-114

Objective

Upon completion of this course, participants will be able to:

- Understand what Capacity Management is.
- Understand what Availability management is.
- Understand what IT service continuity management (ITSCM) is.
- Understand how Information security management is vital for any organisation.
- Understand the importance of Demand Management.
- Implement information security management as part of the overall Corporate Governance Framework.

Audience

This course has been designed for senior executives, technical engineers and architects, business analysts and those involved in technology, application development and risk mitigation. It would be most beneficial for:

- 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

Training Methodology

This course will assist organisations in understanding how to use demand elasticity to effectively predict customer demand for services. It will also review the best models for identifying business patterns in accordance with international frameworks.
It will use various adult learning techniques to ensure maximum understanding, comprehension, and retention of the information presented. Participants will gain detailed knowledge by actively participating in discussions, practical activities, videos, team practice exercises, and case studies.

Summary

IT organisations often struggle to balance supply and demand for IT products and services. Managers focus on delivering faster and cheaper services, neglecting demand management, which hinders effective IT investments. Research indicates that managing IT demand requires tools like service catalogues, chargebacks, project portfolio management, and key organisational enablers.

The IT Demand Management Process aims to understand, influence, and anticipate customer demand, working with Capacity Management to ensure adequate resources. Key elements include Business Case, Architecture Assessment, Valuation, and Financials.

Demand Management aligns with business requirements, engaging stakeholders and prioritising demands. Organisations can implement idea and demand management processes using applications like ServiceNow or JIRA to streamline ideas and find cost-effective, integrated solutions.

Course Content & Outline

Section 1: Planning & Optimisation

- Have an overview of planning and optimisation management.
- Learn the value of capacity management and optimisation to a business.
- Understand the role of service design optimisation.
- Learn the key service design and optimisation principles.

Section 2: Capacity Management

- Have an overview of capacity management.
- Understand capacity management principles and the best practice techniques.
- Learn business process engineering for end-to-end process flow.
- How to design components, strategies and operational activities.
- Understand the benefits of business management value.

Section 3: Availability Management

- Have an overview of availability management.
- Understand availability management principles, analytics and best practice techniques.
- Learn how to define planning, protection and optimisation Roles and responsibilities.

Section 4: IT Service Continuity & Security Management

- Have an overview of IT service continuity.
- Understand IT Service continuity management principles, strategies and best practice techniques.
- How to use measurement models and matrices.
- Learn about information security management for principles of demand management.
- Learn about information security strategy and the best practice techniques.

Section 5: Successfully Implementing Demand Management

- Understand the detailed analytical review of demand management principles.
- How to effectively plan the entire process.
- What are the stages for successful implementation?

- What are the organisational roles and responsibilities?
- Learn about commercial and governance considerations.
- Understand continual process improvement.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

IT & Computer Application, Technology, Project Management

Tags

security, IT service continuity management, ITSCM, Modern IT, IT Demand

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