BLACKBIRD FOR TRAINING

IT Demand Management and Planning Processes

8 – 12 March 2027
Amsterdam (Netherlands)



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Ref: 3254512_160058 **Date:** 8 – 12 March 2027 **Location:** Amsterdam (Netherlands) **Fees:** 5900 GBP

Introduction

Welcome to the IT Demand Management and Planning Processes course, designed to equip IT professionals with the essential skills and knowledge required to effectively manage IT demand. Spanning one week, this course provides valuable insights into forecasting IT demand, planning, and aligning resources to optimize IT service efficiency. Covering key principles, advanced techniques, and the latest trends, it helps organizations achieve their IT goals. Ideal for IT managers and planners, this course will help improve resource allocation and effectively respond to demand fluctuations in today's dynamic technology landscape.

Course Objectives

By the end of this course, participants will:

- Understand the role of IT demand management in aligning business and IT strategies.
- Develop forecasting skills to anticipate IT demand based on organizational needs and available resources.
- Learn best practices for prioritizing IT projects and balancing demand with IT capacity.
- Gain insights into effective planning processes to optimize IT resources.
- Explore tools and techniques for managing IT service requests and tracking demand trends.
- Improve communication between IT departments and business stakeholders.
- Analyze case studies to apply demand management processes across various IT environments.
- Enhance decision-making skills for IT resource allocation and strategic planning.

Course Outlines

Day 1: Introduction to IT Demand Management and Planning

- Overview of IT demand management and its importance in organizational operations.
- Core principles and processes to achieve operational efficiency and service excellence.
- Types of IT demand: Project vs. Operational, Forecast vs. Actual Usage, Managing Seasonal and Peak IT Demand.
- Introduction to IT forecasting techniques, including qualitative and quantitative methods.



Day 2: IT Demand Planning Process and Techniques

- Fundamentals of IT demand planning and its integration with IT Service Management ITSM and capacity planning.
- Techniques to improve forecast accuracy and measure forecast errors.
- Best practices in demand planning, addressing common challenges, and providing solutions.

Day 3: Integrating IT Demand Management with Resource Planning

- Basics of IT resource management, including hardware, software, cloud services, and personnel.
- Strategies for aligning resource policies with demand forecasts and managing resource allocation.
- Advanced techniques such as Just-In-Time JIT and ABC Analysis for prioritizing resources.

Day 4: Addressing IT Demand Fluctuations and Challenges

- Strategies for managing fluctuations in IT demand, including demand smoothing and buffer management.
- Addressing challenges such as demand distortion and capacity overload.
- Real-world case studies illustrating successful IT demand management practices.

Day 5: Strategic IT Demand Management and Future Trends

- Developing strategic approaches to align IT demand management with business goals.
- Performance measurement and continuous improvement using Key Performance Indicators KPIs.
- Exploring future trends in IT demand management, including the impact of AI and machine learning on forecasting.
- Course review, open discussion, and final project: Develop an IT Demand Management and Planning Strategy based on a given scenario.

Why Attend This Course: Wins & Losses!

This course offers a unique opportunity to develop your skills in IT demand management and strategic IT planning. Key benefits include:

- Improved resource allocation by learning how to forecast and plan IT demand more accurately.
- Gaining expertise in handling fluctuations in IT demand, ensuring more effective capacity management.
- Learning best practices for aligning IT strategies with organizational objectives to drive efficiency.
- Enhancing your ability to integrate IT service management with resource planning for maximum resource utilization.
- Gaining the skills needed to address emerging IT demand challenges, including the use of AI for better forecasting.

By missing this course, you'll miss out on mastering advanced strategies for improving your organizations IT demand management and resource allocation processes.



Conclusion

In conclusion, the IT Demand Management and Planning Processes course provides an invaluable opportunity to enhance your strategic planning skills and optimize IT resource allocation in an ever-changing technological landscape. Upon completion of this course, you'll be able to apply effective demand management processes, forecast demand accurately, and align IT strategies with business objectives.

Join us today to strengthen your IT management capabilities and stay ahead of emerging demand trends in the rapidly evolving world of technology.

