

## IT Demand Management and Planning Processes

*Cairo (Egypt)*

*15 - 19 June 2025*

UK Training

# PARTNER



# IT Demand Management and Planning Processes

Code: IT28 From: 15 - 19 June 2025 City: Cairo (Egypt) Fees: 4000 Pound

## Introduction

The "IT Demand Management and Planning Processes" course is designed to provide IT professionals with the key skills and knowledge needed to manage IT demand effectively. Spanning five days, the course offers valuable insights into forecasting IT demand, planning, and aligning resources to enhance IT service efficiency. It covers core principles, advanced techniques, and the latest trends to help organizations meet their IT goals. This program is ideal for IT managers and planners seeking to optimize resource allocation and respond to demand fluctuations in today's rapidly changing technology landscape.

## Course Objectives:

- 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 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 monitoring demand trends.
- Improve communication between IT and business stakeholders.
- Analyze case studies to apply demand management processes in various IT environments.
- Enhance decision-making skills for IT resource allocation and strategic planning.

## Course Outline

### Day 1: Introduction to IT Demand Management and Planning

- Overview of IT demand management and its importance in organizational operations.
- Key principles and processes for achieving 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 integration with IT Service Management ITSM and capacity planning.
- Techniques for improving IT forecast accuracy and measuring forecast errors.
- Best practices in demand planning, addressing common challenges, and 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 resource management techniques such as Just-In-Time JIT and ABC Analysis for prioritization.

**PARTNER**



## Day 4: Addressing IT Demand Fluctuations and Challenges

- Strategies for handling fluctuations in IT demand, including demand smoothing and buffer management.
- Addressing challenges like demand distortion and capacity overload.
- Real-world case studies to illustrate successful IT demand management practices.

## Day 5: Strategic IT Demand Management and Future Trends

- Developing strategic approaches to align IT demand management with organizational goals.
- Performance measurement and continuous improvement using key performance indicators KPIs.
- 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.



# Blackbird Training Cities

## Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)

## USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House





Jersey, New Jersey (USA)

Head Office: +44 7480 775 526  
Email: [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)  
Website: [www.blackbird-training.com](http://www.blackbird-training.com)



UK Training  
**PARTNER**



UK Training

**PARTNER**



Toronto (Canada)

UK Training

**PARTNER**





## Blackbird Training Cities

### Asia



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)  
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

### Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



**BLACKBIRD**  
FOR TRAINING



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

UK Training

**PARTNER**

