

IT Demand Management and Planning Processes

Kuala Lumpur (Malaysia)

19 - 23 May 2025

UK Traininig

PARTNER



IT Demand Management and Planning Processes

Code: IT28 From: 19 - 23 May 2025 City: Kuala Lumpur (Malaysia) Fees: 4900 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.

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.



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