



IT173: IT Demand Management in the Modern Environment

Training Description:

Understanding what resources is required and at which points are critical, if IT resources are to effectively support an organisation in a prudent economic manner. Inadequately planning can result in inefficient use of resources, lack of commercial capacity and the inability to harness commercial growth opportunity effectively. IT Leaders are now placing effective IT Demand Management on their factual requirements, rather than a simple guess or over capacity.

This intensive training course will assist organisations understand how to predict customer demand for services effectively, with elasticity of demand. It will further review the best models for understanding patterns of business activity in relation to the services, in line with international frameworks.

This training course will highpoint:

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

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand and define service design in planning and optimization and lifecycle context
- ✓ Define processes across the service lifecycle pertaining to the 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 Designed for:

This course is intended for senior executives, technical engineers and architects, business analysts and those involved in the technology, application development, risk mitigation and importantly marketing and sales people involved in product development sales and marketing.

This course is suitable to a wide range of professionals but will greatly benefit; 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 and Supplier Relationship Managers.

Training Program:

DAY ONE:

- ❖ Pre-Test
- ❖ **Planning Capacity and Optimisation**
 - An Overview of Planning and Oposition Management
 - The Value of Capacity Management and Optimisation to the Business
 - The role of Service Design Optimisation
 - Key Service Design and Optimisation Principles
 - Summary and Case Study

DAY TWO:

- ❖ **Capacity Management**
 - 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
 - Summary and Case Study

DAY THREE:

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

DAY FOUR:

- ❖ **IT Service Continuity and Security Management**
 - 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
 - Summary and Case Study

DAY FIVE:

- ❖ **Successfully Implementing Demand Management**
 - Detailed Analytical Review of Demand Management Principles
 - How to effectively plan the entire process
 - Stages to successful implementation.
 - Organisational Roles and Responsibilities
 - Commercial and Governance considerations
 - Summary and Case Study
 - Continual Process Improvement
 - The Future Trends in IT Quality Management

- ❖ Course Conclusion
- ❖ Final Examination and EVALUATION

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

This training course is available upon request in English or Arabic. Content, location and duration can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 30% Workshops & Work Presentations, Techniques
- 20% Based on Case Studies & Practical Exercises
- 20% Videos, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant’s manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 16:00	Last Session

For training registrations or in-house enquiries, please contact:

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Training & Career Development Department

