



IT DEMAND MANAGEMENT IN THE MODERN ENVIRONMENT

COURSE OVERVIEW

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 training 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 COURSE WILL FEATURE:

- Capacity management
- Availability management
- IT service continuity management (ITSCM)
- Information security management
- Demand management

WHO SHOULD ATTEND

- Capacity Manager
- Availability Manager
- Change Management Personnel
- Security Administrators
- Applications Support Staff
- IT Operations Manager
- Network Control and Operation Personnel
- Business Continuity Manager
- Security Manager
- Service Portfolio Manager
- Supplier Relationship Manager