



## IT Demand Management in the Modern Environment

Achieving the Best by Managing your IT Assets

### ► Upcoming Sessions

15-19 Jul 2024	Istanbul - Turkey	\$5,950
04-08 Nov 2024	Dubai - UAE	\$5,950
10-14 Feb 2025	Dubai - UAE	\$5,950

### ► Training Details

#### Training Course Overview

Big Organizations lose much time and effort operating and maintaining their IT resources. Especially when they have countless IT tasks and responsibilities. The more the effort paid towards best management of the IT resource, the more success the organization will achieve. This course will guide the best IT resource management to effectively support the organization in a wise economic manner.

This Anderson training course will help organization to adequately foresee demand for services with flexibility of demand. This course will additionally review the best models for understanding examples of business activity in relation to the services, in accordance with international frameworks.

#### Training Course Objectives

**By the end of this Anderson training course, you will be able to:**

- Define Service Design in Planning and Optimization and Lifecycle Context
- Understand Availability Management
- Define IT Service 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

#### Designed For

**This Anderson training course is suitable to a wide range of professionals but will greatly benefit:**

- Security & IT Operation Manager
- Business Continuity Manager
- Change Management Personnel
- Security Administrators
- Applications Support Staff
- Network Control and Operation Personnel

#### Learning Methods

To enhance learning we utilize proven adult learning technology and methods that will result in maximum retention and application. This includes presentations, discussion, practical activities, videos, team practice exercises and case studies.

## ► Training Details

### Day One: Planning Capacity and Optimisation

- An Overview of Planning and Optimisation 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

## ► The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

Request for a Tailor-made training and educational experience for your organization now:

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

**Anderson**  
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

**Web:** [www.anderson.ae](http://www.anderson.ae)

**Email:** [info@anderson.ae](mailto:info@anderson.ae)

**Phone:** +971 4 365 8363

**Fax:** +971 4 360 4759

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