Demand Management for Better IT Service Management

Duration : 2 Day

Course Content

Demand management focuses on understanding, anticipating, and influencing customer demand for services to ensure efficient service delivery and resource utilization. It's a crucial aspect of service strategy, aligning IT with business goals by predicting future needs and optimizing resource allocation.

Who Should Attend

This course is intended for:

- IT manager
- Information System Staff
- Strategic Planner

Prerequisites

We recommend that attendees of this course have:

- Concept of IT Service Management

Course Outline

- Purpose and Objectives
- Scope of Demand Management
- Value to Business
- Demand, Capacity and Supply
- Policies, principles and Concepts
  o Supply and Demand
  o Gearing Service Assets
  o Deman Management in IT Service Lifecycle

- Process Activities, Methode and Techniques
    - Identify Source of Demand Forecasting
    - Patterns of Business Activities
    - Activity Based Demand Management
    - Develop Differentiated Offerings
    - Management of Operational Demand
- Triggers, inputs, and output
- Critical Success Factor and Key Performance Indicator for Demand Management
- Challenges and Risk for Demand Management