

# € TRAINING

Demand and Capacity Management





# Demand and Capacity Management

## Introduction:

This training program focuses on equipping participants with the skills and strategies needed to effectively balance demand for resources with available capacity within an organization. Through comprehensive sessions, participants learn how to analyze demand patterns, forecast future needs, and optimize resource allocation to meet organizational goals efficiently.

## Program Objectives:

At the end of this program, participants will be able to:

- Understand the principles of demand management and capacity management.
- Apply demand management and capacity management techniques to real-world situations.
- Develop and implement demand management and capacity management plans.
- Work effectively with stakeholders to manage demand and capacity.

## Targeted Audience

- Project Managers.
- Operations Managers.
- Supply Chain Managers.
- IT Managers.
- Business Analysts.
- Resource Planners.
- Capacity Planners.

## Program Outline:

### Unit 1:

#### Introduction to Demand Management:

- What is demand management?
- The importance of demand management.
- The benefits of demand management.
- The challenges of demand management.

## Unit 2:

### Demand Management Process:

- Identifying and prioritizing demand.
- Forecasting demand.
- Developing and implementing demand management strategies.

## Unit 3:

### Capacity Management Process:

- Identifying and managing IT resources.
- Capacity planning.
- Capacity monitoring.
- Capacity forecasting.

## Unit 4:

### Demand and Capacity Management Tools:

- IT service management tools.
- Business intelligence tools.
- Analytics tools.

## Unit 5:

### Demand and Capacity Management Best Practices:

- Communication and collaboration.
- Stakeholder management.



- Continuous improvement.