# Modern IT Demand Management Training Course

17 – 21 October 2027
Muscat

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Training Center

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**Ref:** 1690_227094 **Date:** 17 – 21 October 2027 **Location:** Muscat **Fees:** 5700 Euro

## Overview

Modern IT Demand Management Training Course is a one-week foundation course for service, product and portfolio teams, who leave with an IT Demand Flow and Decision Pack. The course connects demand intake, classification, shaping, triage, value and risk criteria, capacity constraints, routing, prioritization, decision rights, stakeholder communication and flow measures. Participants create a visible path from request to decision without relying on a specific platform. Agile Leaders Training Center develops practical IT demand management skills.

## Who Should Attend

- Teams responsible for technology demand intake and service requests
- Teams responsible for product, project and portfolio prioritization
- Teams responsible for service ownership and operational capacity
- Teams responsible for business relationships and stakeholder communication
- Leaders responsible for funding, workforce and supplier allocation decisions

The course assumes participants can describe business needs and technology delivery paths at work, and leaves out tool configuration, detailed project scheduling and financial certification.

## Departments and Industries

The course supports departments that capture, assess and route technology demand across operating environments.

- Information technology and digital services
- Product, service and portfolio management
- Business relationship management
- Financial services, healthcare and digital commerce
- Manufacturing, utilities and infrastructure services

## Learning Objectives

By the end of this course, participants will be able to:

- Build a consistent demand intake and classification model
- Apply shaping and triage criteria to requests
- Analyze value, risk, effort and urgency evidence
- Compare product, service, project and operations routes
- Prioritize demand against capacity constraints
- Evaluate flow measures and governance decisions

## Course Agenda

### Day 1: Demand Intake and Classification

- IT Demand Front Door and Intake Form
- Product, Service, Project and Operations Demand Taxonomy
- Requester, Sponsor and Beneficiary Stakeholder Map
- Problem, Outcome and Constraint Statement Canvas
- Demand Completeness and Duplicate Check

### Day 2: Shaping and Triage

- Demand Clarification and Assumption Register
- Value, Risk, Urgency and Effort Triage Matrix
- Architecture, Security and Cost Review Checklist
- Minimum Evidence and Estimate Readiness Gate
- Reject, Hold, Refine and Advance Decision Tree

### Day 3: Routing and Capacity

- Product Backlog and Service Improvement Routing Map
- Project Portfolio and Operational Work Path
- Workforce, Supplier and Funding Capacity Board
- Dependency, Conflict and Sequencing Register
- Demand-to-Capacity Scenario Comparison

### Day 4: Prioritization and Governance

- Weighted Demand Prioritization Scorecard
- Portfolio Kanban Flow and Decision States
- Decision Rights and Governance Forum Matrix
- Stakeholder Decision and Feedback Template
- Demand Aging, Throughput and Conversion Dashboard

## Day 5: Demand Practice and Capstone

- Exercise: Capture and Classify a Technology Demand
- Exercise: Shape and Triage an Incomplete Request
- Exercise: Route Demand against Capacity Constraints
- Exercise: Prioritize and Communicate a Decision
- Capstone: IT Demand Flow and Decision Pack

## Practical Exercises

The course uses suggested activities based on product features, service improvements, projects and operational requests.

- Suggested activity: convert a broad request into a problem, outcome and evidence statement
- Suggested activity: apply triage criteria and identify missing assumptions
- Suggested activity: route competing requests through capacity and dependency constraints
- Suggested activity: communicate a prioritization decision with feedback and next steps

## FAQs

### Who suits IT demand management training and what does it assume?

IT demand management training suits service managers, product owners, portfolio coordinators, business relationship teams and transformation staff. It assumes basic familiarity with business needs and delivery routes while excluding platform administration and detailed scheduling.

### How does IT demand management differ from project portfolio management?

IT demand management captures, shapes, evaluates and routes requests before or alongside delivery decisions. Project portfolio management usually governs approved projects, investments, dependencies, performance and benefits across a defined portfolio.

### What makes an IT demand request ready for prioritization?

An IT demand request is ready when it states the problem, intended outcome, sponsor, beneficiaries, urgency, risks, dependencies, constraints, estimated effort and decision evidence. Unresolved assumptions should remain visible rather than be treated as facts.

### Which flow measures help improve IT demand management?

Useful IT demand management measures include request aging, time to triage, time to decision, conversion rate, rework, queue size, throughput and reasons for rejection or hold. Measures should trigger review rather than reward volume alone.

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## Conclusion

Participants take back an IT Demand Flow and Decision Pack containing intake forms, taxonomies, shaping canvases, triage tools, routing maps, capacity boards, priority scores, decision logs and flow measures. The pack gives stakeholders a visible route from request to accountable decision. It also supports feedback and continual improvement of demand governance.