

DEMAND AND TRANSITION MANAGEMENT FOR BUSINESS CONTINUITY



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TRAINING CENTER



Introduction

Demand and Transition Management for Business Continuity Training Course prepares professionals to match service demand with continuity capacity and to manage transitions that disrupt it. Participants work through continuity foundations and the ISO 22301 management system, demand forecasting and capacity modelling, priority setting and critical activity classification, continuity strategies for fluctuating and surge demand, transition planning including changeover, relocation, and technology migration, and exercise, monitoring, and continuous resilience improvement as one connected discipline. The programme links the demand an organisation must serve with the continuity capacity and transition discipline that keeps service flowing. As a result, learners gain a practical method for demand and transition management. Furthermore, the course strengthens continuity judgement, capacity planning skill, and change discipline.

Demand and Transition Management for Business Continuity Course Objectives

- Explain continuity concepts and the ISO 22301 management system.
- Apply business impact analysis and critical activity classification.
- Apply demand forecasting and capacity modelling methods.
- Apply priority setting, triage, and service level sequencing.
- Apply continuity strategies for surge and fluctuating demand.
- Apply resource pooling, cross-training, and flexible capacity design.
- Apply transition planning for changeover, relocation, and migration.
- Apply transition risk assessment and dependency management.
- Apply exercise design, testing, and readiness validation.
- Apply continuity metrics, monitoring, and continuous improvement.



Course Methodology

- Interactive sessions built on demand, surge, and transition cases.
- Workshops on capacity modelling, priority matrices, and transition planning.
- Group exercises on surge scenarios, backlog clearing, and migration risk.
- Hands-on practice with demand models, priority matrices, and transition plans.
- Simulation of a surge response and a transition changeover review.
- Facilitator coaching and peer review on personal continuity plans.

Who Should Take This Course

- Business continuity and resilience managers.
- Operations and service delivery managers.
- Demand planning and capacity planning analysts.
- IT migration and change programme managers.
- Facilities, HR, and supply chain coordinators.
- Internal auditors covering continuity and transition readiness.

Demand and Transition Management for Business Continuity Course Outlines

Day 1: Continuity Foundations and Demand Context

- Continuity concepts, terminology, and business case.
- The ISO 22301 business continuity management system.
- Demand types: predictable, seasonal, surge, and exceptional.
- Business impact analysis and critical activity identification.

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- Recovery objectives for services and demand patterns.
- Governance, roles, and accountability for continuity.
- Case discussion: a surge that broke a well-documented service.

Day 2: Demand Forecasting and Capacity Modelling

- Demand forecasting techniques and data sources.
- Capacity modelling: throughput, utilisation, and constraints.
- Queueing and service time fundamentals for planning.
- Headroom, buffer, and resilience capacity decisions.
- Scenario modelling for demand volatility.
- Capacity data quality and assumption management.
- Workshop: building a demand and capacity model.

Day 3: Priority Setting and Surge Strategies

- Critical activity classification and service tiers.
- Priority matrices and triage decision rules.
- Service level sequencing during disruption.
- Backlog management and recovery pacing.
- Resource pooling, cross-training, and flexible staffing.
- Supplier and partner surge capacity arrangements.
- Exercise: designing a surge response and priority plan.

Day 4: Transition Management and Changeover

- Transition types: site, system, supplier, and process changeover.
- Transition planning, milestones, and cutover design.



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- Dependency mapping and transition risk assessment.
- Parallel running, dual operation, and fallback design.
- Stakeholder communication and readiness confirmation.
- Rollback criteria and transition abort decisions.
- Simulation: planning and reviewing a major transition changeover.

Day 5: Exercise, Monitoring, and Assurance

- Exercise programme design for demand and transition scenarios.
- Testing capacity plans and transition readiness.
- Post-exercise review, lessons learned, and plan update.
- Continuity metrics, KPIs, and management reporting.
- Auditing continuity and transition readiness.
- Continuous improvement and resilience maturity.
- Capstone: presenting a demand and transition continuity programme.

Conclusion

By successfully completing Demand and Transition Management for Business Continuity, participants will gain a practical command of continuity foundations and ISO 22301, demand forecasting and capacity modelling, priority setting and surge strategies, transition planning and changeover management, and exercise, monitoring and assurance practice. They will acquire skills in capacity planning, surge response design, transition management, and continuity reporting that keep services flowing through demand spikes and change. Gentex Training Center designs the programme to help professionals manage continuity demand and transitions with confidence.





FAQs for the Demand and Transition Management for Business Continuity course

Q1 What is the "Demand and Transition Management for Business Continuity" course about?

It prepares professionals to match service demand with continuity capacity and to manage transitions that disrupt it. The course spans continuity foundations and demand context, demand forecasting and capacity modelling, priority setting and surge strategies, transition management and changeover, and exercise, monitoring and assurance.

Q2 What are the key benefits of the "Demand and Transition Management for Business Continuity" course?

You gain a practical method for demand and transition management that links the demand an organisation must serve with the continuity capacity and transition discipline that keeps service flowing. The course improves capacity modelling and forecast quality, strengthens priority setting and surge response design, sharpens transition planning and rollback practice, and gives you exercise and assurance practice that keeps continuity plans usable.

Q3 What skills will I gain from the "Demand and Transition Management for Business Continuity" course?



You will develop four core skills: demand forecasting and capacity modelling, priority setting with surge response design, transition planning and changeover management, and continuity exercise design with monitoring and assurance practice.

Q4 What tools, methods, or standards are covered in the "Demand and Transition Management for Business Continuity" course?

The course covers continuity concepts, terminology and business case, the ISO 22301 business continuity management system, demand types of predictable, seasonal, surge and exceptional, business impact analysis and critical activity identification, recovery objectives for services and demand patterns, governance, roles and accountability, demand forecasting techniques and data sources, capacity modelling across throughput, utilisation and constraints, queueing and service time fundamentals, headroom, buffer and resilience capacity decisions, scenario modelling for demand volatility, capacity data quality and assumption management, critical activity classification and service tiers, priority matrices and triage decision rules, service level sequencing during disruption, backlog management and recovery pacing, resource pooling, cross-training and flexible staffing, supplier and partner surge capacity arrangements, transition types across site, system, supplier and process changeover, transition planning, milestones and cutover design, dependency mapping and transition risk assessment, parallel running, dual operation and fallback design, stakeholder communication and readiness confirmation, rollback criteria and transition abort decisions, exercise programme design for demand and transition scenarios, testing capacity plans and transition readiness, post-exercise review, lessons learned and plan update, continuity metrics, KPIs and management reporting, and auditing continuity and transition readiness.



Q5 How is the "Demand and Transition Management for Business Continuity" course applied in real-world practice?

Participants apply it to real work such as building a demand and capacity model, designing a surge response and priority plan, setting headroom and buffer capacity levels, planning a system or site transition with cutover and rollback criteria, confirming transition readiness with stakeholders, running a surge or transition exercise, and presenting a continuity programme for demand and transitions. The same methods support backlog recovery pacing and continuity audit readiness.