

ITSM

SIMULATION

BRINGING TO LIFE ITSM PROCESSES

AND BEST PRACTICES FOR THE ENTERPRISE

The ITSM simulation suite is a high-impact, energetic way to accelerate understanding, involvement, and acceptance of ITSM, IT Infrastructure Library (ITIL) and ISO/IEC 20000. Facilitated in a number of realistic industry scenarios, the ITSM simulation brings to life the behavioral and process issues faced by enterprise IT organizations. The ITSM simulation is available in the following 3 industry scenarios: **Health, Retail and NPO (non-profit)**.

They involve putting people into a simulated environment to allow them to experience complex situations or best practices, while creating breakthrough understanding of benefits and consequences. The format allows participants to learn from their mistakes, make adjustments, and actually test out “new knowledge” by putting it to use. Simulations can be contextualized around your business in order to create a relevant and unique experience. They are an excellent education tool and enabler, helping to drive understanding and gain commitment to change at all levels of an organization. By engaging every sense, they are a powerful medium for change.

BENEFITS OF THE SIMULATION

The G2G3 ITSM simulation can be used in a number of different scenarios to engage, hook, sell or train around ITSM best practices. Benefits of the simulation include:

- > Creates **rapid familiarization** with ITSM/ITIL terminologies, tools and processes
- > Provides realization of the contribution that enterprise IT makes to business **success**
- > Breaks down silos, **energizing and motivating** staff towards successful change
- > Creates **commitment** to ITSM related improvement programs



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HOW IT WORKS

Delivered over a number of 'rounds', gaming dynamics are used to mirror interactions between IT and the business, from both a strategic and operational perspective. The experience also continues between rounds through defined service transition phases requiring the participants' engagement in planning for service improvements.

The simulation can be used to gain buy in at CXO level, to engage people around transformation and help ITSM vendors position their tools in context.



ROUND 1

The first round of the simulation results in chaos. This poor performance is typical in Round 1 and is highlighted by poor communication between groups, pressure being applied to IT Ops and participants (IT and Business Units) working in silos.

ROUND 2

The second round of the simulation addresses the issues of Round 1, with a view to introducing best practices and tools to improve performance. These include: Refining and improving Incident Management, introduction of Problem and Event Management, Change, Knowledge and Release Management, Introduction of Service Level and Capacity Management and Service Strategy, including Service Portfolio Management.

ROUND 3

As participants move through further on the journey of operational maturity, they are immersed in maturing the Service Desk, Incident Management, Problem, Event, Change and Knowledge Management processes. Participants are also introduced to SACM, Release & Deployment and CSI processes.

ROUND 4

Round 4 demonstrates practically the performance improvements realized from employing ITSM tools and best practices. Further focus on knowledge and configuration management is placed in this round.

ROUND 5

In the fifth round of the simulation, participants have successfully implemented tools, processes and best practices taught through the previous rounds and optimal operational maturity is reached. Performance is optimized, and IT and the Business Units operate in perfect alignment. The immersive and experiential nature of the simulation means that participants can relate these tools and processes in the context of their own organization.