



# 1-DAY ITSM OVERVIEW WITH SIMULATION AWARENESS

## I. SERVICE MANAGEMENT AS A PRACTICE

a. What is IT Service Management and other industry best practices. i.e. DevOps, LeanIT, Agile etc.

## II. THE ITIL LIFECYCLE

a. Stage Objectives

b. Business Benefits of ITIL

III. Service Strategy

a. Detailed Objectives

b. Key Processes (Financial, Demand Management, etc.)

## IV. SERVICE DESIGN

a. Detailed Objectives

b. Key Processes (SLM, Catalogue, Availability, Capacity and IT Service Continuity Management)

## V. SERVICE TRANSITION

a. Detailed Objectives

b. Key Processes (Change, Release and Configuration Management)

c. Business Value

## VI. SERVICE OPERATIONS

a. Detailed Objectives

b. Key Processes (Event, Request Fulfillment, Incident, Problem Management)

c. Key Functions (Service Desk, Technical and Application Management)

d. Business Value

## VII. CONTINUAL SERVICE IMPROVEMENT

a. Detailed Objects

b. Business Value

## VIII. ITIL SUMMARY

a. How does ITIL map to your organizational initiatives and day-to-day activities?

Lunch

## INTRODUCTION TO THE ITSM SIMULATION

### ITSM SIMULATION

- Propelling the enterprise to faster results
- Creating contribution realization
- Strategically aligning IT and the business
- Energizing staff through accelerated learning

### THE CHALLENGES:

- Creating shared energy for IT Service Management (ITSM) success
- Gaining buy-in and commitment for ITSM programs
- Successfully implementing best practice initiatives, such as the IT Infrastructure Library (ITIL®) V3/V4 and ISO/IEC 20000
- Becoming service focused, as opposed to technology focused

### THE SOLUTION - ITSM SIMULATION

A strategic catalyst for cultural change.

This highly interactive simulation is a high-impact, energetic way to accelerate understanding and acceptance of service management concepts such as ITIL. Facilitated in the fast world of global on-line retail, the simulation brings to life the service management, cultural and process issues faced by organizations. Encourages strategic partnership between IT and the business. This is done through a realistic, exhilarating scenario to which participants can directly relate to and have actual experience of.

### ITSM SIMULATION IN ACTION

Normally delivered over 4 rounds, the simulation uses gaming dynamics to mirror the real world interaction between IT and the business, from both a strategic, tactical and operational perspective. The simulation structure is designed to reflect the entire service management lifecycle as defined by ITIL V3 as well as the Value Stream System of V4. Participants progress through the rounds, increasing operational maturity and gaining a holistic understanding of quality service management as they go.

In addition, the simulation experience continues between rounds through defined service transition phases, which require the participant's engagement in planning for strategic and operational continuous service improvements