

ITSM/ITIL Simulation Polestar Course Summary

Description

This highly-interactive simulation is a high-impact, energetic way to accelerate understanding, involvement, and acceptance of ITSM and ITIL V3 best practice in your organization. Facilitated in the fast world of global online retail, Polestar ITSM brings to life the behavioral and process issues faced by IT organizations. This is done through a realistic scenario to which participants can directly relate to and have actual experience of. This unique experiential learning approach causes breakthrough understanding of ITSM and ITIL V3 best practice and transforms learning into an engaging, fun and highly memorable shared experience.

The Polestar simulation is designed to introduce key ITSM and ITIL V3 concepts through gaming dynamics. Polestar simulations can be delivered over more or less rounds, dependent upon the organizational challenge. The simulation structure reflects the service management lifecycle approach as defined by ITIL V3. In addition, the simulation experience continues between rounds through defined transition phases which require the participant's engagement in planning for strategic and operational continuous service improvements. The following aspects of ITSM are considered during each round:

Objectives

At the end of this course, students will be able to:

- Understand the benefits of ITSM best practice to large audiences
- Familiarize themselves with ITSM terminology and ITIL V3 processes
- Understand how ITSM best practice can facilitate alignment of IT to business objectives
- Understand what can be achieved in business terms through the successful implementation of ITSM and ITIL V3

Topics

- Working in silos (IT and the Business)
- Communication issues and chaos
- Introducing the Service Desk and Incident Management
- Refining and improving Incident Management
- Introducing Problem Management, Knowledge base and Trend Analysis
- Introducing Availability and Capacity Management
- Introducing Configuration Management
- Introducing Change Management
- Introducing Service Level Management
- Maturing the Service Desk and Incident Management
- Maturing Problem Management and Knowledge base
- The importance of Change and Release Management
- Service Continuity Management
- Event Management
- Introducing Financial Management
- Maturing Configuration Management
- Demonstrate importance of processes and their relationships
- Review how ITSM maturity has evolved and the benefits to the business

Audience

This course is designed for Senior IT and business executives, IT management, staff, consultants, project managers, business liaisons and others interested in learning about IT Service Management.

Prerequisites

There are no prerequisites required for this course.

Duration

One day

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