



ITSM Simulation

The purpose of the simulation is to remind people:

- Information Technology is in place to serve the business and
- how people, process and technology must interact well in order to deliver the highest quality IT services.

Setting: The simulation uses the setting of an "online retailer" - Polestar - to demonstrate how different functions (silos) within IT need to interact with each other and the business to deliver services and enhance business performance.

Objective: Demonstrate the benefits to organizational performance with the application of Service Management best practices. This is accomplished by Simulating the processing of business transactions within a fixed period of time (25 minutes) and injecting failures that negatively affect business performance. Additionally the simulation may be structured to allow for the addition of new services.

How it works:

- There are between 12-16 participants in a simulation broken into teams representing different parts of Polestar's organization as follows:
 - Service Desk Technical Specialists (6-7 people)
 - Polestar Group Director (1 person)
 - Performance Managers (2-4 people)
 - Service Delivery Managers (1-2 people)
- The Polestar "game board" is projected onto a screen
- The facilitator injects multiple "incidents" into the IT infrastructure firing off sirens and "red lights" to which the participants must respond in order to keep the revenue flowing
- Teams improve from round to round by applying process, structure and good communication
- Participants may be required to initiate strategy sessions to select new and enhanced services that will affect the business performance as well.
- During the business cycle (round) Participants must prioritize, respond to and resolve incidents. Things get hectic!



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