

# PoleStar ISO 20000 - a Global ITSM Standard Simulation

## Introduction

PoleStar 20000 is the world's first ITSM simulation to address the rising market interest in the ISO/IEC 20000 standard and quality service management.

ISO/IEC 20000 is the first worldwide standard specifically aimed at IT Service Management. ISO/IEC 20000 promotes an integrated process approach to the effective delivery of quality IT services which meet business and customer requirements. This holistic approach requires a cohesive and coordinated effort across the entire business.

## Duration and Structure

Facilitated over one day in the fast world of Global online retail, PoleStar 20000 addresses this challenge in the form of a high-impact simulation which brings quality service management to life in the context of a realistic and exhilarating scenario.

## Learning Objectives

Participants taking part in the PoleStar 20000 ITSM simulation rapidly understand the requirements and benefits of attaining the ISO/IEC 20000 standard.

The unique experiential learning approach causes breakthrough understanding of ITSM best practice and transforms learning into an engaging, fun and highly memorable shared experience.

Key to the success of this approach is that the participants generate the ideas for better practices and understand the huge benefits that reaching the ISO/IEC 20000 standard can bring.

The simulation mirrors the real issues experienced in attempting to change the behavior and culture of an organization.

That it brings together participants from a variety of departments to discuss possible ways forward is particularly powerful, with the consequence that improved cross-departmental communication is a key benefit of the day.

## Who Should Attend

All those with an interest in better understanding the benefits and demands of ISO/IEC 20000 – or who may be thinking of seeking accreditation.

## Benefits of Attending

The PoleStar 20000 ISO/IEC 20000 simulation will help organizations looking to address governance and other regulatory pressures through driving measurable service quality improvements within IT. The PoleStar 20000 ITSM simulation will also provide competitive advantage and add significant value to training providers offering the Service Quality Management (SQM) certification program.

## Class Size

10 to 18 attendees.

## Language

English

## Attendance

There are no attendance criteria

## Facilitators

All facilitators are fully accredited to run the simulation.