

Polestar V3 - an ITIL® v3 Simulation

Introduction

Polestar v3 is the world's first ITIL v3 simulation, which brings to life the application of IT Service Management (ITSM) best practice through ITIL v3 in the context of a realistic and exhilarating ITIL v3 simulation scenario.

The IT Infrastructure Library (ITIL) is the most widely-accepted global framework for achieving best practice Service Management. The third version of the framework, ITIL v3, launched in June 2007, offers a more strategic and service-oriented life-cycle approach to Service Management than previous ITIL iterations.

The simulation uses the same retail industry business model as PoleStar ITSM.

Duration and Structure

The simulation is played over a number of rounds within a single day. During post round reviews, participants are encouraged by the facilitator to adopt best practice in order to improve business performance.

Learning Objectives

Key to the success of this approach is that the participants generate the ideas for improvement (best practice) themselves. Although it may seem initially very simple, it becomes increasingly complex as the rounds progress. A range of service management functions must be applied if services to customers are to be maintained. The management functions and best practices are introduced during the post round reviews, with emphasis on input from the participants.

The simulation mirrors the real issues experienced in day to day business and bringing participants from a variety of departments to discuss possible solutions proves particularly powerful, with the consequence that improved cross-departmental communication is a key benefit of the day.

Who Should Attend

The Polestar ITSM / ITIL Simulation provides an excellent foundation in the principles and practices of ITSM and is particularly suitable for people in organizations thinking of embarking on a service improvement initiative.

Benefits of Attending

Organizations intending to implement ITIL v3 are faced with a significant ITIL education and awareness challenge. A wide-spread traditional ITIL v3 education program may be difficult to implement quickly - due to budgets, availability and other common organizational constraints.

In those circumstances, the best way to accelerate understanding of ITIL v3 is to experience it. ITIL simulations are a high-impact, energetic way to accelerate understanding and acceptance of the new features of ITIL v3 in any organization.

The underlying theme of fun and experiential learning reinforces the key best practice concepts in a way that is not only memorable but also leads to a real understanding of and buy-in to the whole idea and purpose of IT Service Management.

Class Size

10 to 18 attendees.

Language

English

Attendance Criteria

There are no attendance criteria

Facilitators

All facilitators are fully accredited to run the simulation and hold the Manager's Certificate in IT Service Management.

