

PoleStar ITSM - an ITIL® Simulation

Introduction

The simulation uses the retail industry as the business model. The business being the PoleStar Group, which provides the business front end to the simulation and consists of 4 individual retail companies: a technology company, a book company, a music company and an electronics company.

Each company has a number of on-line and in-store transactions that must be completed successfully in order to generate revenue. Each transaction requires a number of key business applications and is heavily dependent on the underlying IT infrastructure. The scenario is therefore a 'real' IT environment, close to the working experiences of the participants.

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.

Solving people-based communication issues are a fundamental strength of the simulation and the structure of the incidents ensures that the business of the retail group grinds to a halt, frustration emerges and classic confrontation starts. Tribal warfare breaks out and a blame culture immediately arises. Drawing participants

from across traditional departmental boundaries allows these common frustrations to be experienced together.

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 any service improvement initiative.

Benefits of Attending

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

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