



RUN IT Simulation

H37XDS

Course ID	H37XDS
Duration	1 day
Format	ILT, VILT
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This course is a highly immersive, virtual, single-player strategy simulation that engages and educates individuals at scale. The simulation is designed to reflect the value of different strategies IT can bring to an organization and reflects an immature start state. As in the real world, there are some “quick wins” to be realized in immature organizations with little formal process or structure in place. This creates an extended journey from immature to mature (or high levels of capability), which in turn allows users to reflect upon where on this continuum their organization resides. This hands-on course explores ITSM best practices and technologies in order to demonstrate their value in a practical context.

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Audience

This course is ideal for:

- Business leaders, IT leaders, IT professionals, IT staff, managers involved in the day-to-day operations of IT departments, and those responsible for technical management of IT devices
- IT professionals who hold ITIL® certifications
- Cloud or data center owners and cloud architects
- Application owners, developers, DevOps engineers, and data scientists
- Provide insight into the key success factors that should be considered, such as stability, agility, customer experience, and key financial indicators
- Demonstrate how IT service management ensures that incidents, service requests, problems, changes, IT assets, and other aspects of IT services are managed efficiently
- Describe different processes and practices within ITIL, Agile, DevOps, and Lean (for example, value stream mapping)
- Show the enterprise-wide impacts of decisions that might be made in the real world
- Provide a highly effective, low- cost but high- value approach to educating individuals virtually and at scale
- Gain valuable, experiential learning insights from this engaging and immerse virtual simulation

Course objectives

After completing this course, you should be able to:

- Demonstrate a strategic approach to design, deliver, manage, and improve the way businesses use IT
- Demonstrate the strategic challenges that organizations face

Detailed course outline

Simulation Core Activities

- Overview of ITIL 4, an adaptable framework that provides best practice guidance to help optimize digital technologies to co-create value with consumers, drive business strategy, and embrace digital transformation
- Lead a business into a new ITSM paradigm where it can compete in the market
- Analyze data and execute a number of actions across the IT enterprise to improve business performance
- Consider, experiment, and observe the impact of your choices, and how they might play out in the real world
- Introduce new ways of working (practices and processes)
- Use data analytics to aid decision-making and help achieve your service management goals

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