Hewlett Packard Enterprise

Race to Results Service Management Simulation

HF415S

Course ID	HF415S
Duration	1 day
Format	ILT, VILT
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The Race to Results Service Management Simulation offers an exciting, competitive way to discover ITSM.

It is fast-moving, competitive, and engaging—and unlike any IT learning experience you've had before. The experience transports you into the adrenaline-fueled world of motorsports, where you must focus your attention on making strategic service management decisions. Based on ITIL® best practices, this immersive, interactive simulation demonstrates the business benefits gained from successful IT service management (ITSM).

The simulation demonstrates, in a practical way, the importance of many ITSM-related concepts. Throughout the event, you learn about the components of the ITIL lifecycle and the culture of service management. Your success, or failure, will be clearly visible from the lessons learned and decisions made. Race to Results emphasizes the need to work together as a team, as opposed to working in isolated, unconnected silos and demonstrates the importance of different teams working together to improve overall business processes. It also allows you to experience firsthand how the application of ITSM processes can dramatically improve business performance.

Audience

- IT professionals who need to understand service management at a high level
- Senior managers wishing to review service management within their own organizations
- Team leaders and process owners who need to understand the big picture of service management and their part in it
- Business and project managers who need to understand how service management can support improved business performance

Course objectives

After completing this course, you should have a better understanding of ITSM concepts such as:

- The benefits of applying service management best practices across complex organizations
- Service management terminology and ITIL processes
- The creation of value from IT assets

- Using a service knowledge management system as a basis for decision-making
- The continual improvement of IT service provisioning
- The need to integrate IT silos into an IT service organization to deliver optimal value
- How ITIL and ITSM encompass all of IT
- Changing business perceptions, from IT as a business cost to IT as a beneficial investment

Detailed course outline

Introduction to simulation	• Normally delivered in five rounds, the simulation brings out all the aspects of service management as a result of the game dynamic. Initially focusing on service operation, the simulation then covers service strategy, service design, service transition and continual service improvement, simulating aspects of ITIL in a practical environment.	
Round 1	• Communication issues • Service operation – Incident management – Service desk	• Silo working
Round 2	• Service strategy – Service portfolio management – Financial management • Service design – Service level management – Capacity management	• Service transition – Change management – Knowledge management • Service operation – Further consideration to incident management, confirming prioritization levels – Problem management – Event management
Round 3	• Service strategy – Service portfolio management maturing – Financial management maturing • Service design – Service catalog management – IT service continuity management – Availability management – Service level management maturing – Capacity management maturing	• Service transition – Change management maturing – Knowledge management maturing – Configuration management – Release and deployment management • Service operation – Incident management process and service desk function maturing – Problem management maturing – Event management maturing • Continual service improvement – Service level management

| **Round 4** | • Service strategy
  – Service portfolio management maturing
  – Financial management maturing
• Service design
  – Service catalog management maturing
  – IT service continuity management maturing
  – Availability management maturing
  – Service level management maturing
  – Capacity management maturing | • Service transition
  – Change management maturing
  – Knowledge management maturing
  – Configuration management maturing
  – Release and deployment management maturing
• Service operation
  – Incident management process and service desk function maturing
  – Problem management maturing
  – Event management maturing
• Continual service Improvement
  – Service level management maturing |
| **Round 5** | • Review performance improvement over the five rounds
• Demonstrate links between and reliance of processes on each other | • Review how ITSM maturity has evolved and relate it to participant organization |

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