

## IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

[www.ITMethodsPlus.com](http://www.ITMethodsPlus.com)

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### ITSM V3 Orientation: G2G3 Polestar Simulation Workshop

**Delivery Format: ILT**

**Duration: 8 Hrs**

#### **Course Description**

This highly-interactive simulation is a high-impact, energetic way to accelerate understanding, involvement, and acceptance of ITSM and ITIL V3 best practice in your organization.

Facilitated in the fast world of global online retail, Polestar ITSM brings to life the behavioral and process issues faced by IT organizations. This is done through a realistic scenario to which participants can directly relate to and have actual experience of.

This unique experiential learning approach causes breakthrough understanding of ITSM and ITIL V3 best practice and transforms learning into an engaging, fun and highly memorable shared experience.

#### **How it works**

Normally delivered over 5 rounds, the Polestar simulation is designed to introduce key ITSM and ITIL V3 concepts through gaming dynamics. Polestar simulations can be delivered over more or less rounds, dependent upon the organizational challenge. The simulation structure reflects the service management lifecycle approach as defined by ITIL V3. In addition, the simulation experience continues between rounds through defined transition phases which require the participants engagement in planning for strategic and operational continuous service improvements. The following aspects of ITSM are considered during each round:

#### **The Benefits**

- Accelerated understanding of the benefits of ITSM best practice to large audiences
- Rapid familiarization with ITSM terminology and ITIL V3 processes
- Understanding of how ITSM best practice can facilitate alignment of IT to business objectives
- Understanding of what can be achieved in business terms through the successful implementation of ITSM and ITIL V3

#### **Round 1**

Working in silos (IT and the Business)

Communication issues and chaos

Introducing the Service Desk and Incident Management

#### **Round 2**

Refining and improving Incident Management

Introducing Problem Management, Knowledge base and Trend Analysis

Introducing Availability and Capacity Management

Introducing Configuration Management

Introducing Change Management

Introducing Service Level Management

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### **Round 3**

Maturing the Service Desk and Incident Management  
Maturing Problem Management and Knowledge base  
The importance of Change and Release Management  
Service Continuity Management  
Event Management

### **Round 4**

Introducing Financial Management  
Maturing Configuration Management

### **Round 5**

Demonstrate importance of processes and their relationships  
Review how ITSM maturity has evolved and the benefits to the business

### **Who Should Attend**

Senior IT and business executives, IT management, staff, consultants, project managers, business liaisons and others interested in learning about IT Service Management.

### **Prerequisites**

None

### **Exam**

None

### **Reference Material**

The class comes complete with the game materials and booklets that will enable all students to successfully complete the program.

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