ITIL AWARENESS

Apollo 13 ITSM Simulation Experience

Simulation Description

The Apollo 13 ITSM simulation experience is an intensive half-day session in which ITIL concepts and processes are encountered and applied through the use of an interactive game. In this session, real life situations taken from the Apollo 13 mission are simulated. Participants work as a team, playing the various roles inside the Mission Control Center.

Your mission: to bring the crippled spacecraft and its crew safely home. During this exercise the team will learn how to apply ITIL theory, experiencing the fail and success factors of an ITIL implementation program. You will also experience the ITIL processes and activities in order to better understand ITIL principles.

Scenario:
You are the NASA Mission Control Center in Houston. Your aim is to support the crew during the mission. You must design your services, implement them, execute them, and apply continual improvement practices in order to ensure mission success. In two rounds, you will be challenged with events, problems, issues, changes, and increasing business demand. You must apply ITSM best practices in order to be successful. You will guide the crew through the launch and journey to and from the moon to a safe return and splashdown while, at the same time, realizing the strategic goals of the mission.

Learning Objectives:
The learning objectives are dependent upon what your organization is trying to achieve, where you are on your ITIL/ITSM journey, and the problems and issues you are trying to solve.

Following the workshop, you will have demonstrated an understanding of:
• ITIL theory and how to apply it
• How to design processes, then implement, execute, and improve them
• The Service Lifecycle
• Fail and success factors when ITIL principles are implemented in your own organization
• The meaning of people’s behaviors in successfully delivering IT services
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Benefits of the Simulation:
- Improve your ITSM performance
- Increase customer and service focus
- Improve processes to realize demonstrated value and reduce business risk
- Improve communications and team competencies

Prerequisites:
There is no requirement for ITIL knowledge in order to participate in this simulation, however, some knowledge of ITIL will enhance your experience.

Course Materials: All required materials will be provided by RightStar.

Session Size: 8 minimum, 13 maximum

Simulation Outline

Round 2: Launch the rocket to the moon
You will transfer the processes and rocket to the whole team using the transition checklist. You will then execute the processes and experience the first real calls from the crew. You will experience Service Desk, Incident Management, Problem Management, and IT Operations.

Round 3: Trip around the moon
In the third round, you will first improve processes using CSI. You will then implement the change management processes and transfer improvements toward real life operations. Then you will guide the crew on a safe trip around the moon. You will experience Change Management, Availability Management, and Capacity Management.