

Apollo 13 ITSM Simulation

Duration: 1 Day
Pre-requisites: None
Delivery Methods: Classroom

The Scenario

Imagine you are on the Apollo 13 support team, when one of your crew-members reports hearing a loud 'bang'. The bang is the explosion of the liquid oxygen tank No. 2 in the Service Module, providing vital oxygen used by the fuel cells that are Apollo's primary power source. The backup battery-powered electric supply in the Command and Service Module (CSM) has a lifetime of up to ten hours.

Unfortunately, your ship is 87 hours from home. Your spacecraft is slowly dying. You have a serious problem, unless you, the crew members and the other mission control staff start working as a team to solve this problem you will never see home again.



Why Apollo 13 ITSM Simulation

With the growing importance of IT to all organisations ITSM is becoming a strategic capability. Many organisations have adopted and invested heavily in ITSM best practice frameworks. Many are struggling and are not achieving the hoped for value, worse still their lack of ITSM capabilities are presenting a risk to their business. Despite the massive investments

Many organisations see ITSM improvements as 'Implementation projects' and fail to embed CSI (Continual Service Improvement) as a core capability within the culture of the organisation. IT is too internally focused. We forget to focus on the Customer and the Business. There is too little focus on aligning processes to business needs and too little ability to measure and demonstrate the value.

Knowledge Objectives

- Improve your ITSM performance
- Increase Customer and Service Focus
- Get more out your ITSM/ITIL training
- Learn how to improve Processes to achieve demonstrated values and reduce business risk

You will learn how to

- Work as a team to design and implement effective processes
- Understand how ITSM theory works in practice
- Appreciate the interdependencies of processes & their impact on business continuity
- Run a successful awareness campaign to overcome resistance to change within your organisation Ensure good design improves the performance of the service department

Who Should Attend?

Anyone who works in or is looking to implement an IT service management environment. No previous knowledge of ITSM is required.

Benefits to your organisation

Successful implementation of ITSM ensures that stewardship of your company's most important resource, its information, is managed in an effective and efficient manner.

Apollo 13 will not only give your team the basic skill necessary to implement ITSM but also give them a practical demonstration of its importance.

Benefits to you as an individual

This Simulation will really help bring ITSM to life for you. Whether you have prior experience of frameworks such as ITIL® or CoBIT, or are entirely new to ITSM, Apollo 13 will give you the confidence to make changes that will make you, your team and your entire business more efficient.