

MarsLander® *Online*

***A next generation online
ITSM simulation
by GamingWorks***

DO YOU RECOGNIZE THESE CHALLENGES?



Since COVID there is an increasing demand to work remotely, requiring new skills and behaviors.



A need to improve the visibility of our remote work to improve situational awareness



At the same time we need to learn how to apply the new ITIL®4 approach in our teams



A need to align ITSM practices with other end-to-end approaches and stakeholders



A need to demonstrate Value with ITSM



A growing demand to make ITSM more Agile

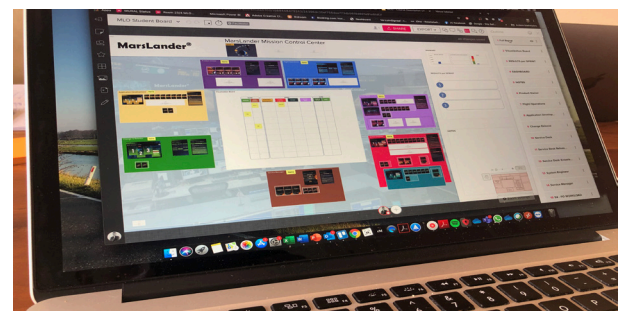
Why this business simulation?

We are now in a new era of remote working, driven by COVID. Yet there are already signs that remote collaboration will become the new norm. COVID has also accelerated the demands for digital transformation and the adoption of new, agile ways of working.

Many ITSM organizations are being told to 'make ITSM / ITIL' more agile, in response to demands from agile and DevOps teams. Frameworks such as VeriSM and ITIL®4 have arisen in response to these demands.

This simulation will explore some of the key concepts and principles in ITIL®4 and how ITSM traditional practices can be aligned with new agile ways of working. Not only learning to apply agile ITSM concepts but also learning new skills and behaviors such as remote communication and collaboration, using working from home tools and technology. It is intended for those who want, or *need* to experience:

- » How to use ITSM Next Generation capabilities to deliver business Value?
- » How can we increase speed by improving flow of work, and at the same time reduce unplanned work?
- » How to work closer together with other end-to-end stakeholders such as development?
- » How can we effectively communicate and collaborate remotely?
- » How to become a flexible service organization that responds rapidly to changing demands?
- » How to become more customer focused, and develop this 'customer thinking' into our teams?
- » How to apply continual improvement as an end-to-end capability?
- » How to use the principle of 'Co-creation' to design and transfer new services?
- » How to translate Guiding principles such as 'Collaborate and promote visibility', 'Progress iteratively with feedback' and 'Focus on value' into desirable behaviors.



About the online simulation

In this business simulation workshop you will be playing either a business or IT role in the Mission control room of the MarsLander mission. Working for a company called SPACE-Y. As a team you will need to balance increasing demands and opportunities from different stakeholders. Innovating new products and service offerings, optimizing existing business value, managing technical debt as well as aligning and improving end-to-end value streams. There is a lot of competition in the market. Speed and quality count.

As a team you will be faced with running business as usual as well as Transforming to new agile ways of applying ITSM using ITIL®4 concepts.

By playing in a number of game rounds and reflecting and improving between rounds you will also need to apply 'continual learning and improving' as a core team capability.

All this with scarce resources and time pressure. All of this working remotely, demanding effective communication and collaboration skills?

Set up of the Simulation

The simulation consists of 3 rounds. In each round the team will experience one or more aspects of ITIL®4 and more agile ways of IT Service Management.

Round 1 Experience the new way of working

The team must organize themselves and will receive a package of work. The team will get used to the 'new way of working' and will experience some 'traditional' issues such as: the need to focus on value; understanding value from different stakeholder perspectives; how to prioritize scarce resources for the

amount of demands; how to ensure works flows smoothly through the end-to-end value chain and how to effectively communicate and share information remotely in order to create situational awareness and support decision making.

Round 2 Collaboration, Visualization and flow

The team will use feedback from their own reflection session to 'progress iteratively with feedback'. They will improve 'collaborate and promote visibility', re-designing their visual management tool, to ensure the right information is shared and to help remotely manage the flow of work through the value chain. The team will learn to balance priorities between value creating work, leakage work and improvement work arising from continual improvement needs. The team starts to embed 'the new way of working' and to experience the first results in terms of value (revenue growth, customer satisfaction, reduction of risks, SLA achievements).

Round 3 Value Streams & value realization

In this round, the team will experience the benefits of working in Value Streams to enable the smooth, fast and safe deployment of new features and services. They will experience the results of applying 'progress iteratively with feedback'. Their visual management capability will give them situational awareness into the Service value System (backlog of opportunities & demands, improvement opportunities, value drivers, status of work). The team will collaborate effectively with all stakeholders to make informed decisions. 'Co-creating' value as an end-to-end team.

The session will be closed with a reflection of the lessons learned and follow up actions. What did we learn and what can we take away and apply in terms of both ITIL®4 as well as remote communication, collaboration and visualization.



Program

This simulation can be delivered with teams of 7 participants and will take max. 6 hours.

Target audience

This simulation is designed for roles inside and outside of IT.

- » Employees of IT (Operations) teams
- » IT managers and team leaders
- » Development teams
- » Business roles
- » ITSM specialists
- » Students having followed ITIL® training can experiment with translating ITIL® theory into practice.

This simulation also helps IT Operations teams to take the next steps towards alignment with the DevOps philosophy and ITIL® Practitioner guiding principles.

Key elements of this simulation

- » Small Teams
- » Short program
- » Agile IT Service Management ways of working such as ITIL®

Do you recognize these issues or would you like more information?

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