Grab@Pizza Simulation game

Duration: 1 Day   Course Code: PIZZA

Overview:

Develop Customer FocusApply ITSM at a Strategic LevelAlign IT and business decision makingCreate Business ValueImprove Team Work

Do you recognize this?
70% of the IT departments are unable to demonstrate value to their business. IT is under pressure. New, disruptive technologies like Cloud and social media, are emerging rapidly and businesses understand the potential and opportunities faster and better than IT. How can IT align with the business to make sure the business becomes successful. How can IT manage the continually changing demands for new It (deliver value and outcomes) without negatively impacting existing services and capabilities (costs and risks) for the business.

About this Grab@Pizza™ simulation

Scenario Grab@Pizza is a very successful company selling millions of Pizza's every year. But after 6 months in the current year, the sales figures are far below expectations. The CEO urged the Business Manager to make a challenging recovery plan. This plan is based on a 6 month strategy to bring the sales and profit back on target. IT is a crucial enabler for reaching new markets, streamlining processes and reducing administrative overheads. The IT department must organize themselves to explore the business demands, translate them to IT strategy and organize IT Support, IT Operations, Change Management to make ensure that the Business is successful at the end of the simulation.

Target Audience:

Business Management Business personnel IT management ITSM Process Managers ITSM Level Managers ITSM Service Managers

Objectives:

- Each of the simulations will be customized towards your own organizational learning objectives and problems to be solved. However in general these are the primary objectives:

- Learn how to internally align the ITSM processes to create value to the business whilst managing costs and risks.

- Learn how to engage with the business in a dialogue of mutual understanding to agree and align priorities and decision making.

- Learn how to balance IT investments and decisions around creating value and outcomes at the same time managing costs and risks.

- Learn how to use the Jerry Luftman theory about Business and IT Alignment to assess weaknesses and identify improvement areas.

- Learn how to implement effective communication and governance processes to make the right decisions.

- Learn how to translate Business Strategy planning to IT Strategy planning

- Develop an effective customer focus.

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/