

MarsLander® ITSM Business Simulation

Duration: 1 Day **Course Code: MARSLANDER** **Delivery Method: Company Event**

Overview:

In the 20th century we used ITIL® to manage our services to bring the Apollo 13 mission to the moon and safely back to Earth again. Bringing a MarsLander to Mars requires a higher level of service delivery capability.

There is a lot more software involved. It has never been done before. Complex new systems and the need to respond quickly to unforeseen events as they unfold. To effectively manage the service delivery we need to be more Agile and Lean. Not only do we have to align different team capabilities to ensure software, hardware and services are in sync, but they must be able to manage new demands and changes rapidly, deploying quickly and safely. The ITIL® capabilities are still relevant but must be more responsive to the demands for more rapid changes – the words Agile Service Management enter the conversation. But what does that mean?

To fulfill all the demands of the customer, IT Teams must quickly respond to new business requests and deliver fast, reliable, safe, error free solutions. An error in space cannot be readily fixed by sending an on-site engineer. The way we need to work on the MarsLander mission is new. We are learning as we go. We need to be flexible and continuously learn and improve our services and capabilities in small steps to ensure that we are continually aligned with customer needs. At the same time we are more and more dependent upon an eco-system of partners and suppliers who must also be aligned and flexible to changing needs.

We also need to work in multifunctional teams to share knowledge, reduce handoffs, prevent mis-communication and ensure all are aligned to realizing customer needs and to increase the flow of work.

Scenario

The mission of your team is clear:

Launch a rocket with the MarsLander on board, bring it to Mars and collect valuable data for Universities and Research Centers.

Your challenge is to support the Mission Center, helping ensure they are able to achieve all mission goals. The Mission Director is managing the Mission Center and leads a team consisting of Flight Operation, Navigation and communication experts. These specialists manage the flight plan of the mission in accordance with mission goals and contractual agreements with the customers and suppliers.

The Mission Support Team consists of Support Engineers, Test Engineers and Change Management. They will resolve all issues that occur during the mission. The Development Team develops and maintains applications, features and application fixes. Vendors are supporting the Mission Support Team with data communication services and data storage services. The Service Manager will manage the Service Design,

Service Delivery and Service Improvement. **Duration of the simulation 1 day** **Number of participants 8 – 12**

Target Audience:

This is a great team-building experience. The one-day workshop is designed for IT practitioners at any and all levels in Software Development, Operations and IT Service Management. The Integrated Service Management Experience: MarsLander interactive training workshop is especially beneficial for IT organizations that want to bring more value to their business.

Objectives:

- This simulation is about exploring and experiencing how you can transform your current IT organization into a more Agile and Lean organization based on ITSM Next Generation principles such as ITIL®4, VeriSM™, Agile Service Management to name but a few. The following aspects will be experienced and discussed:
 - 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 effectively manage workload (end-to-end) and how to reduce unplanned work?
 - How to increase customer and employee satisfaction?
 - How to use ITSM Next Generation capabilities to deliver business Value?
 - 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?
- What is the essence of ITSM Next generation?
- How can we increase speed by improving flow of work?
- How can we integrate vendors into our services?
- How to work closer together with development?
- How to continuously improve our service by using the principle of 'Minimal Viable Services'?

Prerequisites:

Content:

Round 1

Launch and Hardy IV encounter

Round 2

Heading to Mars

During this round the team will have made changes in the way of working, made updates to their services and have responded to the changing demands from customer. The team will now experience how they can increase flow, avoid rework and create better and faster responses to changing demands. In this round Emerging Technology and Continuous Deployment will be introduced. The flight will reach Mars and the Spacecraft will have to make two orbits around Mars to collect new data. But how do we respond if the customer suddenly wants new features such as 4K movies from the landscape of Mars and a different format of graphical output of the data? Did we integrate the vendors in our teams? Did we implement some service automation solutions to increase our performance? Did we ensure quality was built in and integrated testing performed? Can

Round 3 Exploring the landscape of Mars

After the final improvement cycle, we are fully prepared for this final round. The MarsLander has landed on Mars and starts its 2 exploration trips. Have all issues been solved to guarantee that data can be collected as agreed and on time? Did we align with the vendors to be sure we have enough capacity to send and store data? Did we deliver all requested features on time and are we able to support them? Did we improve the multifunctional teams by sharing knowledge and experience?

This round is the last opportunity to achieve our mission goals before we put MarsLander into sleeping mode. This is the moment to celebrate the success of the mission, and demonstrate that by applying ITSM next generation practices we can deliver business value. This kind of Business simulation is an ideal instrument to start changing the mindset of employees before starting an ITSM Next Generation journey in your own company.

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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