

APOLLO 13 Simulation Game

Durée: 1 Jour Réf de cours: APOLLO

Résumé:

What is the simulation game about?

In this game, you will work in a team consisting of 8 to 13 Mission Control Center members. This team will experience the four phases of the mission (as described above), within the simulation the team must translate the NASA strategy into service designs for 'Building & Launching' and for 'Maintaining and Supporting' the mission. The team must transition the Apollo 13 launch vehicle and supporting facilities into live Service operation. During the live mission operation the team will be confronted with events, incidents and requests from the crew. In each round, the team undergoes the following steps: designing or improving their processes, running the simulation, reflecting, and reporting. Throughout the game various ITIL processes are necessary to enable ground staff, the crew and the Mission Director to prioritize decisions and choices in order to resolve problems and make timely changes to the spacecraft configuration and its trajectory. Although the game has been designed to learn ITIL concepts Apollo 13 can equally be applied in any organization wanting to experience the benefits of process based ways of working and team working.

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Public visé:

The game is designed for

- ICT employees, ICT managers, process managers, team managers, and others who need to improve their working processes.
- Employees requiring (more) ITIL knowledge or experience.
- Employees who have followed the ITIL Foundation course and want to experience the ITIL processes in practice.
- Employees responsible for applying best practices or improving their own processes and procedures.
- Managers and employees wanting to see, feel and experience the benefits of process based ways of working.

Objectifs pédagogiques:

■ Goals of the simulation game

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| <ul style="list-style-type: none"> ■ You will learn how to use ITIL to create IT Service management capabilities that are a strategic asset. ■ You will learn how good IT Service management capabilities enable you to manage cost and risk and at the same time deliver business value. ■ You will learn how to translate business demands into service solutions and demonstrate measurable results. ■ You will learn how to use a Continual Improvement approach for identifying and removing risks and weaknesses and for realizing performance improvements. ■ You will learn how integrated People, Process, Products and Partners enable you to deliver value. | <ul style="list-style-type: none"> ■ You will learn how good management tooling will help manage & control the workflow more effectively and efficiently and support knowledge capture and sharing. ■ You will understand the interdependency of processes. ■ You will learn how to co-operate and how to improve working processes by designing and implementing as a team. ■ You will learn the importance of clearly defined, agreed, understood and embedded tasks, roles, responsibility and accountability. ■ You will have gained insight into possible improvements in your own working environment. |
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Pré-requis:

- **Basic expertise:** ITSM basic understanding.

Test et certification

- None

Après cette formation, nous vous conseillons le(s) module(s) suivant(s):

- None

Contenu:

Phase 1: Build ; Launch

"Fitting it all together and making it fly"

- Translating NASA Strategy and objectives into Mission Operations Control capabilities.
- Designing the 'Build ; launch readiness service' and transitioning the Apollo 13 rocket into Mission Operations Control.
- Managing the complex configuration of components that make up Apollo 13.
- Managing the release, build, and testing of the Apollo 13 vehicle.
- Integrating the vehicle electrical, flight and communications systems with Mission Operations Control (Service Operations).

Phase 2: Earth Orbit ; Lunar Approach

"The earth is getting smaller and smaller..."

- Designing ; Transitioning the service for 'Maintaining ; Supporting' the mission.
- Designing and implementing Mission Operations Control (Service Operations), including:
 - Crew communication and support (Service Desk).
 - Select critical components for active monitoring (Event Management).
 - Dealing with incidents and finding solutions (Incident and Problem Management).
 - Handling crew requests (Request Fulfillment).
 - Invoking emergency abort procedures as availability of critical systems signals an approaching disaster situation (Availability and Continuity).
 - Managing operational activities.
 - Applying pro-active Problem Management to prevent life threatening situations.
 - Making the oxygen and power last for the long journey Home (Capacity Management).
 - Planning and executing untested changes to ensure a safe return path home (Change Management).
 - Managing Access to critical on board application software (Access Management).
 - Ensuring effective knowledge capture ; sharing making CapCom more effective.

Phase 3: Transearth Coast

"The long journey home"

- Proactively working to prevent a major problem as carbon dioxide build up threatens the astronauts' safety (Capacity Management, Problem Management and Configuration Management).
- Planning and executing a mid-course correction to speed up the journey home.
- Managing the critical level of capacity to power up the Command Module and ensure all critical systems are operating (Capacity Management and Availability Management).

Phase 4: Re-entry ; Splashdown

"Making it back alive"

- Demonstrating your capability and right to right to manage Apollo 14.

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'embarquement par demi-journée de présence est signée par tous les participants et le formateur.