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ITIL
ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

Grab@Pizza Simulation game

Durée: 1 Jour   Réf de cours: PIZZA   Méthodes d'apprentissage: Blended Learning

Résumé:

70% of the IT departments are unable to demonstrate value to their business. The business and IT relationship is under strain, both parties blaming the other. IT is under increasing pressure to improve. New, disruptive technologies such as Cloud and social media, are emerging rapidly and businesses are demanding more and more IT. How can IT align with the business to ensure investments in emerging technologies deliver value, without negatively impacting existing services and capabilities? How can IT and business improve their relationship and gain a better understanding of each other? This simulation can be played by both business & IT people and can help create a better understanding and a shared commitment for improving business & IT alignment capabilities.

Why Grab@PizzaCreating Business Value through ITDeveloping an outside-in Customer focusUnderstanding how to practically apply best practice such as COBIT, BRM (Business Reslationship management) to realize a sustainable change in attitude, behavior and culture in both the business & ITTransforming ITSM and ITIL into a strategic capabilityAligning IT and business decision makingImproving end-to-end collaboration and communication

Duration of the simulation   : 1 dayNumber of participants   : 8 – 12

L'offre Blended Live de Global Knowledge combine une formation animée par un instructeur expert et la flexibilité d'un apprentissage à la demande. Elle complète notre offre standard et vise à satisfaire des nouveaux besoins, notamment en termes de disponibilités ou de rythme, pour développer aussi efficacement les compétences.

Blended Live combine : Un apprentissage à la demande Le suivi de sessions synchrones à distance selon un calendrier pré-défini L'échange avec les mentors Des labs à réaliser Des conseils pour compléter l'apprentissage dans un format structuré

Public visé:

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

Objectifs pédagogiques:

■ **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.

Pré-requis:

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Contenu:

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 and Change Management to ensure that the Business is successful at the end of the simulation.

Objectives: This simulation can be used for many different situations. For each of the scenario's we can offer separate reflection and discussions during the improvement cycles.

COBIT

The game can be used in combination with COBIT foundation or implementation training, and can also be used during COBIT implementation initiatives to create awareness, buy-in and help capture improvements. When played in this context we can focus on aspects such as:

■ Exploring business drivers and stakeholder needs;
■ Using the goals cascade to align business and IT goals;
■ Understanding RACI requirements for both Business AND IT;
■ Balancing decision making and priority mechanisms around 'Benefits Realization', 'Resource optimization' ; 'Risk optimization';
■ Using Cobit to assess capabilities, agree and prioritize improvements between game rounds.

Business Relationship Management (BRM)

The game can be used in combination with the BRMP or CBRM training. It can also be used by BRM teams to promote BRM within their own organizations. Bringing Business and IT people together to explore and agree the role and importance of BRM and to capture improvements.

When played in this context we can focus on aspects such as:

■ Moving BRM from an 'order taker' to a 'strategic partner';
■ Understand the role of BRM as 'Connector','Orchestrator', 'Navigator';
■ Understanding sources of 'Value Leakage' and how to optimize 'Value realization';
■ Explore the BRM role in Service Management and how frameworks such as COBIT and ITIL®

ITIL

®

practitioner

The game can be used in combination with ITIL® training, particularly ITIL® practitioner, as it provides ample opportunity to apply ITIL® theory and experiment with ITIL® practitioner TOOLKIT items in a case organization. It can also be played within organizations as a CSI instrument, and to support OCM (Organizational Change Management) initiatives to create-buy in and surface resistance. When played in this context we can focus on aspects such as:

■ Using the Guiding principles 'focus on value' ; 'design for experience' to align with business needs;
■ How to effectively communicate and collaborate E2E;
■ Using CSI between game rounds to populate a CSI register and prioritize improvements to 'progress iteratively';
■ Using measurements and metrics that relate to business value and outcomes

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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'émargement par demi-journée de présence est signée par tous les participants et le formateur.
• En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

• Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
• Votre place sera confirmée à la réception d'un devis ou """"booking form"""" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
• Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.