Hollywood Dreams (a SIAM Business Simulation)

Duration: 1 Day **Course Code: HWDREAMS** **Delivery Method: Virtual Learning**

Overview:

Hollywood Dreams – SIAM is a business simulation that provides participants with a real-life experience of running an IT service supported by multiple suppliers. The simulation demonstrates how Service Integration and Management (SIAM) helps integrate internally and externally sourced services into a coordinated IT ecosystem that improves business efficiency and supports organisational goals.
Participants take on different business and supplier roles to experience the challenges of governance, service integration, supplier collaboration, contract management, and continual improvement. Through multiple game rounds, they learn how to align business demand with supplier capabilities and deliver value to the business.

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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Hollywood Dreams – SIAM is suitable for:
- Employees of IT (Operations) teams
- IT Managers and Team Leaders
- Development Teams
- Business Roles
- Contract Managers
- Service Integration Managers
- SIAM Specialists
- Students who have completed SIAM training and wish to translate SIAM theory into practice

Objectives:

- By the end of this simulation, participants will be able to:
- Experience what it means to run an IT service supported by multiple suppliers.
- Build the bridge between business demand and service providers to deliver business value.
- Ensure suppliers make the best possible contribution to business objectives.
- Make effective choices and priorities across business and supplier activities.
- Analyse, improve, and adjust supplier contracts as business demand changes.
- Apply continual learning and improvement throughout the service integration lifecycle.
- Improve collaboration between business functions and multiple suppliers.
- Strengthen the governance, management, and integration of digital services.

Prerequisites:

- No prior knowledge or basic understanding is required.

Testing and Certification

- None

Follow-on-Courses:

- None

Content:

The simulation covers the following topics:

- Introduction to Service Integration and Management (SIAM)
- Governance of outsourced and multi-supplier IT services
- Business and supplier collaboration
- Service Integration and Management roles and responsibilities
- Contract management and supplier agreements
- Business demand, prioritisation, and project planning
- Resource planning and supplier coordination
- Incident management across multiple service providers
- Innovation and business improvement
- Continual learning and improvement
- Preparing organisations for large-scale business initiatives and service readiness Simulation Structure
- The simulation consists of four rounds, during which participants:
  - Prepare and improve processes.
  - Review contracts and supplier agreements.
  - Allocate resources and pay supplier fees.
  - Prioritise business projects.
  - Plan applications, Requests for Change (RFCs), and innovations.
  - Manage incidents across IT Operations and IT Support.
  - Reflect on performance and implement improvements between rounds.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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