Polestar - Service Management Simulation
SMIA

Delivery Type: Classroom
Duration: 1 day

Overview

The Polestar service management simulation is a high-impact, energetic and practical way to accelerate understanding and acceptance of the features of ITIL across an organisation. The most effective simulations are based on realistic, easy to relate to scenarios. This scenario cover the fast moving world of on-line retailing making it very easy for participants to relate to.

Objectives

- ✓ Create the desire for IT Service Management (ITSM) success
- ✓ Gaining buy-in and commitment for ITSM programs
- ✓ Successfully implementing best practice initiatives in a safe environment
- ✓ Becoming service and business outcome focused, as opposed to technology focused

Target Audience

Absolutely anybody working in or around IT service management. From service desk to user, manager to customer, system architect to business analyst, in fact the game principles transcend rank, seniority and role. The simulation is best at its most powerful with at least 12-16 participants.

Follow on Courses

Formal service management education may follow in the shape of the ITIL foundation course