What is more fun than learning by playing? Forget daily habits and experience how the Apollo 13 – simulation game will provide new organisational insights, whilst proving that ITIL as ITSM practice driver really adds value.

We will take you on a journey, starting with those famous words “Houston, we have a problem” of the Apollo 13 mission. Although the mission was a failure, not being able to land on the moon, this event is considered one of their finest moments. All odds were against Mission Control Center. The structural damage sustained during flight, should have been the end for the 3 astronauts. Not enough air, not enough energy, not enough time.

But the way everyone committed in the Apollo space program made the impossible possible. Thinking far outside of the box. Being inventive with scarce resources. Pushing creativity and teamwork to the limit to come up with viable alternatives. Everyone involved took part in the greatest space rescue mission ever.

We will use this context to trigger your creativity and capability to succeed during the simulation game.

The Apollo 13 – an ITSM case experience™ simulation game is an intense, one-day training in which ITIL 2011 concepts and processes are experienced through the use of this interactive game.

In this training, real life situations from 4 phases of the Apollo 13 mission are simulated. The build & launch, earth orbit and lunar approach, transearth coast, re-entry & splashdown.

You will work in a team, playing the roles of the Mission Control Center in Houston. Your mission: bring the crippled spacecraft and its crew safely home.

By doing so, you and your colleagues will learn and experience all the benefits of ITIL best practice solutions.

You will work in a team consisting of 8 to 13 Mission Control Center members. Within the simulation the team must translate the NASA strategy into service designs for ‘Building & Launching’ and for ‘Maintaining and Supporting’ the mission. The teams 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.

Within each round of the game, the team will apply ‘Continual Service Improvement’ practices aimed at evaluating and improving the quality of their services and ensuring a continual alignment with changing NASA demands.

At the end of the simulation participants will reflect on their learning experiences, identifying what went well and what went wrong throughout the lifecycle of the mission. They will analyze and discuss whether their IT Service management capabilities were a strategic asset enabling NASA to achieve its business goals. They will be able to relate what they have seen, felt, experienced and learnt to their own working environment and identify Service improvement opportunities in their own organization.

Teams will receive the NASA service strategy document and a Balanced Scorecard (BSC) representing the Service Level Agreements (SLAs) to be achieved (see below). At the end of each phase, teams will report on their performance in relation to the service levels.

The teams must demonstrate they can manage costs and risks and at the same time deliver performance and business value. Prior to each phase, elements of the ITIL theory can be explained in relation to the processes that will be encountered in the coming round. The actual Apollo 13 mission will be reviewed and related to the ITIL processes at the end of each phase, showing how mission success was accomplished in the end by using these processes.

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.

This course provides IT and Service Management practitioners a pragmatic insight in how Service Level Management is more than the presentation of results of agreed activities between provider and customer.

Course Objectives

- 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.

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.

**Typical Audience**

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.

**Prerequisites**

No specific prerequisites are needed.

**Course Delivery**

Throughout the 1 day course, an accredited trainer assisted by a scribe, facilitates the simulation game and gives ITIL related information based on real world cases.

Courses can be given in English or in Dutch. Course material is in English.

**Course Duration and Venue**

The course duration is 1 day.

This course can be given at the client’s site or at CTG.