

Service Management Simulations

Bring theory out of the classroom and into the real world

Real Challenges, Real Learning

Take home the knowledge and skills to be more adaptive and promote a culture of collaboration with a one-day Service Management Simulation presented by Flycast Partners and Auslyn Group.

Interactive Training

Using experiential learning and a mature methodology, the Simulation is designed to demonstrate the value of ITSM best practices (such as ITIL®, DevOps, LeanIT, and more), processes, and tools within the context of the organization's business and technology model. To bring concepts and ideas out of the classroom and into the real world more quickly, attendees partake in exercises living out the instruction and roleplaying the theory, engaging in hands-on experiences and learning in the moment.

Experienced Instructors and Experts

Led by ITIL®-certified instructors and IT Service Management experts who have assisted thousands of employees at all levels and in many business verticals, these educational workshops are a fast, cost-efficient way to increase productivity and strengthen ITIL® 4 practices, ITSM tool integrations, and knowledge transfer among teams.

Dynamic Teambuilding

The Simulation's structure is meant to reflect the entire service management lifecycle no matter the adopted ITSM practice of choice, bringing to light the benefits and value of the frameworks. During the highly interactive session, attendees take part in dynamic teambuilding exercises mirroring real scenarios tailored to unique organizational challenges and distinct business needs from a strategic, tactical, and operational perspective.

Increase Operational Maturity

Normally delivered over 4 rounds, our Simulations are a high-impact way to accelerate knowledge of service management concepts and increase operational maturity. In addition, the Simulation experience continues between rounds through defined service transition phases, requiring attendees to engage in planning for strategic and operational continuous service improvements.

Key Benefits

- Energize staff through accelerated learning
- Collaborate in a more proactive manner
- Create shared energy for ITSM success
- Clearly define roles and responsibilities
- Gain buy-in and commitment for ITSM programs
- Strategically align IT and the business goals
- Develop insight into best practice initiatives
- Enable consistent process and policies
- Become service focused as opposed to technology focused

Round 1

- Working in silos (IT and the Business)
- Communication issues and chaos
- Introducing the Service Desk and Incident Management

Round 2

- Refining and improving Incident Management
- Introducing Problem Management, Knowledge Management, and Trend Analysis
- Introducing Availability and Capacity Management
- Introducing Configuration Management, Change Management, and Service Level Management
- Business Relationship Management
- Demonstrating the impact of process improvement

Round 3

- Maturing the Service Desk and Incident Management
- Maturing Problem Management, the Knowledge Base, and Root Cause Analysis
- The importance of Change and Release Management
- Service Continuity Management
- Monitoring and Event Management
- Supplier Management
- Information Security Management
- Visualize and execution of Value Streams

Round 4

- Introducing Financial Management
- Maturing Configuration Management (CMDB)
- The importance of processes and their relationships across silos
- Review how ITSM maturity has evolved