

# Service Management Simulations

Bring theory out of the classroom and into the real world

Take home the knowledge and skills to be more adaptive and promote a culture of collaboration with Service Management Simulations presented by Flycast Partners and Auslyn Group. 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 role-playing the theory, engaging in hands-on experiences and learning in the moment. 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.

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. 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

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

The following aspects of ITSM are considered during each round:

### 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