Tytuł szkolenia: HPE Race to Results Service Management Simulation

Kod szkolenia: HF415S

Wprowadzenie

The **HPE Race to Results Service Management Simulation** is an exciting and interactive workshop, set in the context of the "high octane" world of motor racing. The simulation is a one-day program that provides participants with a high-level overview of service management. By applying ITIL lifecycle concepts, processes and the culture of service management, participants aim to win the racing championship through increased service management maturity that leads to dramatic increases in business and race performance.

Adresaci szkolenia

 IT professionals who need to understand service management at a high level.
• Senior managers wishing to review service management within their own organizations.
• Team leaders and process owners, who need to understand the big picture of service management and their part in it.
• Business and project managers who need to understand how service management can support improved business performance.

Cel szkolenia

• The objective of the simulation is to give a practical introduction to the essential elements of service management and to give participants the opportunity to experience hands-on how the application of service management can improve business performance

Czas i forma szkolenia

- 7 godzin (1 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

Introduction to simulation
a. Normally delivered over five rounds, the simulation brings out all the aspects of Service Management as a result of the game dynamic. Initially focusing on Service Operation, the simulation then covers Service Strategy, Service Design, Service Transition and Continual Service Improvement, simulating aspects of ITIL in a practical environment

Round 1
a. Communication issues
b. Service Operation
- Incident Management
- Service Desk
c. Silo working

Round 2
a. Service Strategy
- Service Portfolio Management
- Financial Management
b. Service Design
- Service Level Management
- Capacity Management
c. Service Transition
- Change Management

- Knowledge Management
d. Service Operation
    - Further consideration to Incident Management, confirming prioritization levels
    - Problem Management
    - Event Management

Round 3

a. Service Strategy
    - Service Portfolio Management maturing
    - Financial Management maturing
b. Service Design
    - Service Catalog Management
    - IT Service Continuity Management
    - Availability Management
    - Service Level Management maturing
    - Capacity Management maturing
c. Service Transition
    - Change Management maturing
    - Knowledge Management maturing
    - Configuration Management
    - Release and Deployment Management
d. Service Operation
    - Incident Management Process & Service Desk Function mature
    - Problem Management maturing
    - Event Management maturing
e. Continual Service Improvement
    - Service Level Management

Round 4

a. Service Strategy
    - Service Portfolio Management mature
    - Financial Management mature
b. Service Design
    - Service Catalog Management maturing
    - IT Service Continuity Management maturing
    - Availability Management maturing
    - Service Level Management maturing
    - Capacity Management maturing
c. Service Transition
    - Change Management maturing
    - Knowledge Management maturing
    - Configuration Management maturing
    - Release and Deployment Management maturing
d. Service Operation
    - Incident Management Process & Service Desk Function maturing
    - Problem Management maturing
    - Event Management maturing
e. Continual Service Improvement
    - Service Level Management maturing

Round 5

a. Review performance improvement over the five rounds; demonstrate links between and reliance of processes on each other.
b. Review how ITSM maturity has evolved and relate it to participant organization

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