



INFRAVISION
IT OUT OF THE BOX

BSM International – Airport simulation

Understanding IT Service Management processes & functions

BSM International has been designed to provide an understanding of IT Service Management processes and functions. This workshop will use simulation and experiential learning to give the student a better understanding of the process requirements that underpin a successful enterprise management or business impact management implementation. At the conclusion of the one-day training, each student will have a better understanding of how ITIL® best practices will help with the service management needs of their organizations.

Course Abstract

There is wide acceptance that a successful enterprise management or business impact management project requires more than just technology implementation. Process changes need to be considered to take full advantage of the opportunities created by technology. People, process, and technology need to be in alignment in order for a business to be effective, efficient and economical.

In addition to offering a new and exciting approach to learning, this simulation enables students to better understand the concepts behind IT Service Management

Using the latest in 'experiential learning' techniques, students assume various roles as business department leaders and in IT support roles, tasked with aligning business needs to IT and IT to the business in support of an international airport. Time throughout the day is devoted to extracting the lessons learned, thereby, giving each member of the group a firsthand understanding of the IT management needs of the business itself and of the issues confronting their colleagues. At the conclusion of the class, the experience of the simulation will be successfully linked to IT Service Management and to the interrelationships of the ITIL® processes.

Simulation Workshop

The simulation itself is set in an airport. The key reasons for using an airport are twofold:

- First, airports require high availability on mission critical systems.
- Second, most people are familiar with the problems faced as a consequence of IT failing (most of us have experienced the frustration and inconvenience of delays in airports, so the students can relate personally to the issues faced in the simulation).

In the simulation the airport has grown rapidly requiring the addition of numerous business services. With an increasingly complex IT infrastructure, a 'Service Desk' has been introduced to support the business, along with a 'Technical Specialist' team to maintain the infrastructure and resolve any issues that may arise. A supplier function is also included to provide additional infrastructure and consultancy. All students play a role in this, whether in the business or in the IT team ensuring SLA's with the business are met.

A very simple dynamic exists in the simulation between the Airport (the business), IT and the Supplier. In an ideal world the agreed service would be delivered as promised. However, in the simulation, incidents are introduced to the airport infrastructures which have to be addressed by IT. Initially this seems very simple, but it becomes increasingly complex as the rounds progress. All ITIL® service management processes must be applied if service is to be maintained including incident, problem, change, configuration, and capacity management. The management functions and ITIL® best practices are introduced during each post-round review with emphasis on input from the students.

People and process issues are a fundamental strength of the simulation. The simulation itself follows the Gartner maturity model. The structure of the business issues ensures that the business of the airport, the arrival and departure of planes, grinds to a halt, frustration emerges and classic confrontation starts. Tribal warfare breaks out and a blame culture immediately arises. Drawing students from across traditional departmental boundaries allows frustrations to be experienced together.

The simulation mirrors the real issues experienced in day-to-day business related to people, process, and technology not being aligned with business needs. The negotiations and discussions around solutions between the various business departments in the simulation proves particularly powerful, with the consequence of improved cross-departmental communication becoming a key benefit of the day.

The underlying concepts of fun, experiential learning reinforce the key best practice concepts in a way that is not only memorable, but also that leads to the understanding of, and buy-in to, the whole idea and concepts of IT Service Management.



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