

# IT Service Management Business Simulation

This exciting, engaging and fully experiential activity directly addresses the fundamental people, processes and technology challenges, which face businesses today. The event encourages participation by providing first-hand practical experience of the process maturity needed to build integrated Service Management processes including incident, problem, change, configuration and service level management.

Participants find out about the pressure involved in delivering a high availability service, and are able to apply ITIL principles, as the simulation progresses, in order to improve collective corporate performance. The highly interactive content provides powerful reinforcement of valuable lessons.

The knowledge gained stays with participants as they drive and lead the activities their organisation needs to successfully implement ITSM as a best practice, quickly, and without reliance on high cost implementations.

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

## About Polestar

The Polestar group provides a business front end to the simulation, which consists of 4 individual retail companies. Each company has a number of on-line and in store transactions that must be completed successfully in order to generate revenue. Each transaction requires a number of key business applications, and is heavily reliant on the underlying IT infrastructure.

The objective of the simulation, is to process business transactions within a fixed period of time (25 minutes per round), generating revenue for the operating company. A payment is received for each transaction, either on-line or in-store, that is processed on time. If a transaction is late, then no payment is received. Successful transactions rely heavily on a fully operational IT infrastructure.

## On completion of the training, participants will:

- ▼ Significantly improve their understanding of Business/IT Alignment
- ▼ Be able to discover the effectiveness of employing industry Best Practice
- ▼ Confident to embark upon a service improvement programme
- ▼ Be able to apply ITIL processes to real IT Service Management situations in their organisation

## Who should attend?

- ▼ Senior Managers who are in the process of reviewing or improving the Service Management within their own organisations
- ▼ Team leaders or process owners
- ▼ IT professionals involved in providing service to the organisation
- ▼ Project Managers and business leaders who would benefit from understanding how IT can support their business initiatives
- ▼ Polestar is an excellent tool to encourage teamwork, making it the perfect event for teams within organisations who are involved in IT Service or who need to gain better alignment to improve their service delivery.

## Course Format

Delta Software Limited is proud to partner with G2G3 Propulsion UK to present this instructor-led 1-day ITSM awareness using hands-on simulation.

## What others have said...

### Christchurch City Council

Team leaders and their teams understand what it means to deliver IT services with no surprises and are able to realise the IT vision during the Polestar ITSM business service simulation.

*Polestar made it easy to get staff to really understand what we are trying to achieve.* Gavin Till, IM&CT Manager.

### NZ Post

Business managers get a taste of IT delivery using the Polestar ITSM business service simulation in a novel approach to an internal awareness programme.

*We wanted the business to understand what IT does, Polestar enabled us to do that in a fun and interactive way,* Chris Dean, Service Frameworks Manager.



Delta  
Software

Service  
ADVANTAGE

polestar<sup>★</sup>

[delta.co.nz](http://delta.co.nz)

# Mighty River Power IS Team experience Polestar

A team of 19 senior IT managers of Mighty River Power took part in the internationally successful Polestar business service simulation. The aim of this interactive and engaging workshop was to get all the managers to feel the impact of the service improvement plan (from chaos to service) and an understanding of the steps needed to succeed. The event demonstrates the ongoing impact of the simulation as the day progressed.



The Mighty River Power team

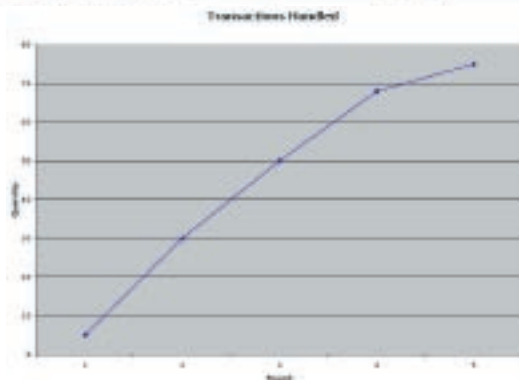
Senior IT managers felt the impact of the service improvement plan (from chaos to service) and gained an understanding of the steps needed to succeed through the Polestar ITSM business services simulation.

*If you can only do one thing to improve service, do this simulation,*  
Mark Harvey, IT Manager

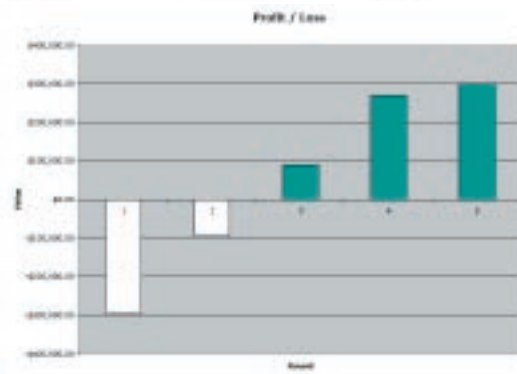
## Results – Scorecard summary

A few samples of the many KPIs that workshop participants use to improve performance:

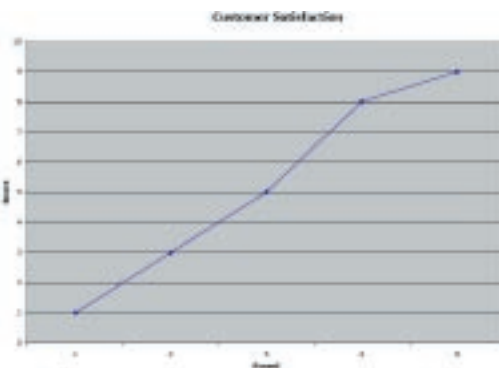
	Round					Total/ *Average
	1	2	3	4	5	
Transactions Handled	5	30	50	68	75	228
Maximum Transactions	96	96	96	96	96	480
Maximum Revenue	\$850,000.00	\$850,000.00	\$850,000.00	\$850,000.00	\$850,000.00	\$4,250,000.00
Actual Revenue	\$53,000.00	\$258,000.00	\$440,000.00	\$625,000.00	\$651,000.00	\$2,027,000.00
Fixed Costs	\$300,000.00	\$300,000.00	\$300,000.00	\$300,000.00	\$300,000.00	\$1,500,000.00
Support Costs	\$46,900.00	\$51,100.00	\$50,300.00	\$54,500.00	\$50,100.00	\$252,900.00
Profit Loss	-\$293,900.00	-\$93,100.00	\$89,700.00	\$270,500.00	\$300,900.00	\$274,100.00
Availability	58.9	59.7	69.4	89	90.5	*73.5
Indicator Score	4.31	13.53	28.53	44.15	55.29	*29.2
Customer Satisfaction	1	3	5	8	9	26
Mean Time to Recovery	10:54	6:44	6:29	2:03	1:52	1.17



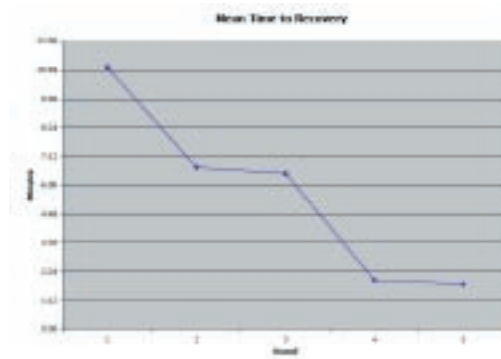
*In Round 1 few transactions were completed, but this increased substantially as the participants moved through each round, plateauing slightly with Rounds 4 & 5*



*Initially a significant loss was made, but the team turned in a substantial profit as the simulation progressed*



*Significant gains were made each round resulting in increased levels of Customer Satisfaction*



*The Mean Time to Recovery dropped significantly for Rounds 2 and 4*