



APOLLO 13 - AN ITIL® CASE EXPERIENCE

OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation, Visible Ops** and **CobIT**.

ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

▶ “Houston, We have a problem” (fifty-five hours and fifty-five minutes into the mission)

Imagine you are on the Apollo 13 support team, when one of your crew members reports hearing a loud “bang”. The bang is the explosion of the liquid oxygen tank No. 2 in the Service Module, providing vital oxygen used by the fuel cells that are Apollo’s primary power source. The backup battery-powered electric supply in the Command and Service Module (CSM) has a lifetime of up to ten hours. Unfortunately, your ship is 87 hours from home. Your spacecraft is slowly dying. You have a serious problem, unless you, the crew members and the other ground support staff start working as a team to solve this problem.

But remember, time is running out, Fast.

The Apollo 13 ITIL Simulation is an intense, one (1) day training in which ITIL® concepts and processes are experienced through the use of an interactive game. In this training, real-life situations taken from the Apollo 13 mission are simulated. You will work on team, playing the roles of the Mission Operations Ground Crew in Houston.

Your Mission: bring the crippled spacecraft and its crew safely home.

By doing so, you and your colleagues will learn and experience all the benefits of ITIL® best practice solutions.

Curriculum:

At the start of class, after a concise introduction and explanation of the goals, objectives and simulation guidelines, the instructors assume the roles of the astronauts. Participants are all assigned roles within “Mission Control”.

The day is broken into four (4) distinct modules:

- ▶ Build and Launch a Rocket (Configuration, Financial and Release)
- ▶ “Houston, We Have a Problem” (Service Desk, Incident and Problem)
- ▶ How to Get Them Home (Change, Capacity and Availability)
- ▶ Limited Resources (Configuration, Change, Service Level & Availability)

At the end of each module, service level reports are provided by the crewmembers. From this feedback, the ground crew is given time, (but not much!) to reengineer the processes. Through the one day session, participants will simulate a six (6) to nine (9) month ITIL® project and learn to avoid costly mistakes.

Learning Goals—Experience the ITIL Processes:

By investigating the Apollo 13 case, attendees will experience how ITIL® processes have been used in other environments. By the end of the workshop, participants will understand:

- ▶ The interdependency of processes
- ▶ The processes' impact on business continuity
- ▶ What it takes to make a process “work”
- ▶ How good designs can improve the performance of the service department
- ▶ How to design and apply processes aimed at realizing Service Level Agreements
- ▶ How to improve working processes by designing and implementing as a team
- ▶ The importance of communication and teamwork

Participants will end up with a list of suggestions and changes for their environment.

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AUDIENCE:

This workshop is appropriate for; IT and Business Managers, Process Managers, IT Employees and other employees requiring ITIL® knowledge or experience.

This course is particularly suited for organizations interested in:

- ▶ Developing new process skills and knowledge
- ▶ Improving teamwork and team processes
- ▶ Analyzing improvement opportunities within a working process
- ▶ Creating process awareness within ITIL projects

SIMULATION BENEFITS:

In addition to the obvious team building and soft skill developments this simulation provides, by addressing all of the ITIL® Service Support and Service Delivery processes, participants are given a holistic view of the interdependencies of the processes, including:

- ▶ The entire lifecycle of services
- ▶ A balanced set of performance indicators for service delivery

By painting such a familiar backdrop, the Apollo 13 simulation provides attendees a heightened interest in learning to improve their team's process strategy, development, implementation and measurement skills. Since Apollo 13 simulates the life cycle of an ITIL® project, not only can they learn to avoid costly mistakes, but also the importance of a Continuous Service Improvement Program (CSIP) is clearly experienced.

INSTRUCTORS:

Our instructors have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real life stories and scenarios. Using the highest quality content, this training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

DELIVERABLES:

- ▶ One (1) day Instructor Led Simulation and Education for 16 attendees + up to 6 observers
- ▶ Student Guides
- ▶ Group Exercises—Measured, Monitored and Reported on

