



Course Content

Course Description:

The Apollo 13 simulation is an intensive one day training in which the ITIL® concepts and processes are not only explained, but also experienced by the course attendees through the use of an interactive game. In this training 'real life' situations taken from the Apollo 13 mission are simulated. Course attendees work in teams, playing the roles of the Mission operations ground crew charged with bringing the crippled craft and it's crew safely home.

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:

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

Prerequisites:

Familiarity with IT Services, ITSM and / or ITIL is recommended. ITIL Foundation Certificate is preferred.

Topics:

The interdependency of processes

How to improve working processes by designing and implementing as a team

The processes' impact on business continuity

The importance of communication and teamwork

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 a set of Service Level Agreements