

HP Education Services Course Description

HP High Performance ITSM Simulation - 1/2 day (H6873x)



This half-day version of our HP High Performance ITSM simulation is an exciting, high energy and fun event that provides participants a taste of the business benefits that IT Service Management (ITSM) can bring to their organizations. Set in the context of the “high octane” world of motor racing, the simulation is designed to provide participants with a basic outline of ITSM. By applying the processes of ITSM, participants aim to win the Championship through improvements in ITSM maturity that lead to increases in business and race performance.

Audience

This half-day simulation is ideal for IT executives who do not have time for longer sessions and would like to be introduced to basic ITSM concepts and get a flavor of the one-day version. It is also suitable for:

- IT professionals who need to understand ITSM at a high level
- Senior IT Managers wishing to review Service Management within their own organizations
- Team Leaders and Process Owners, who need to understand the big picture of ITSM and their part in it
- IT professionals who need to understand ITSM at a high level

Prerequisites

IT experience would be helpful but not required.

Course Objective

The objective of the simulation is to give a practical introduction to just the basics of ITSM and its essential elements and to give participants the opportunity to experience hands-on how their application can improve business performance.

For a more comprehensive and in-depth overview of ITSM, register for the full-day version of the simulation (U8623x).

Benefits to You

- Gain familiarity with basic ITSM concepts
- Learn about the essential elements of ITSM in a shorter time via a fun and interactive approach
- Experience the meaning of “the alignment of IT with the business” and see what improvements to business performance can be achieved through the effective implementation of ITSM

Course Title: HP High Performance ITSM Simulation - 1/2 day

HP Product Number: H6873x

Category/Subcategory: ITSM/ITIL

Course Length: 1/2 day

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Foundations for IT Service Management leading to ITIL Foundations certification.

Detailed Course Outline

Introduction to simulation

- This half-day version introduces the essential aspects of ITSM as a result of the game dynamic. The key ITIL processes are introduced as follows:

Round 1

- Communication issues
- Silo working
- Incident Management
- Problem Management
- Change Management
- Service Level Management

Round 2

- Further consideration to Incident Management
- Problem Management matures
- Service Continuity
- Availability Management

Optional Round 3 (This round is run at the instructor's discretion or if time permits)

- Incident Management Process & Service Desk Function now mature
- Further improvement to Problem Management
- Change and Release Management
- Financial Management
- Capacity Management

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