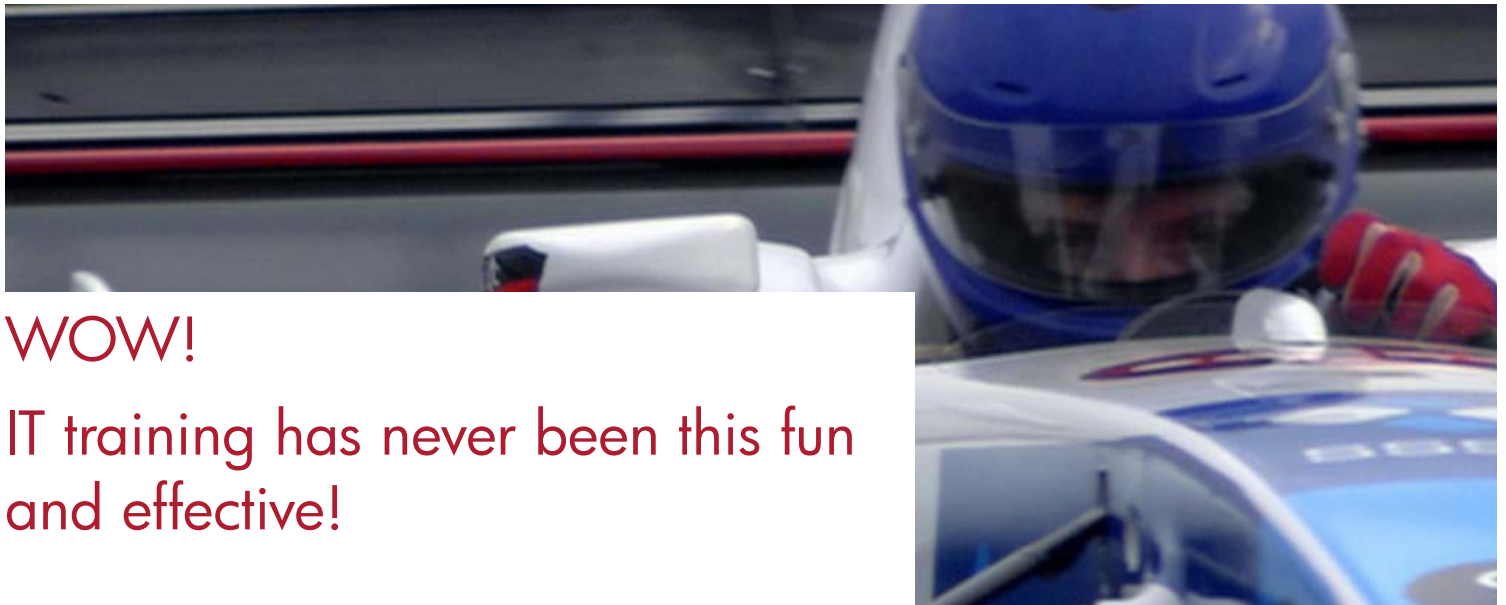




HP Race to Results  
Service Management Simulation – ITIL V3



WOW!

IT training has never been this fun and effective!

Learning about IT really can be fun and effective at the same time. Discover the keys to Service Management and have a great time doing it!

Don't believe it? Find out for yourself by experiencing HP's new Race to Results Service Management Simulation. Set in the adrenalin-fuelled world of motor sport, the game captures your imagination right from the word "GO!"— focusing attention on business performance in a dramatic way that enables employees to learn for themselves about the business benefits of Service Management. Based on the best practices of the IT Infrastructure Library (ITIL), it's fast-moving, competitive and fun and nothing like any IT learning experience you've ever had before.

Although the benefits of Service Management have been proven, it is always a challenge to convince those who are unfamiliar with it. IT management and staff who are exposed to the theory alone always ask "Why, What, and How?"

The Race to Results Service Management Simulation was designed to address these questions. This fun and engaging business simulation is the perfect tool to increase involvement, commitment, and enthusiasm—some of the critical elements to a successful Service Management initiative—from all levels of key stakeholders in your organization, from management to IT staff.

### Learning from first hand experience

The Race to Results Service Management Simulation is the latest ingredient in HP's Service Management curriculum. This new ITIL V3 simulation can be used

as a standalone, one-day orientation; as part of a three-day ITIL foundation course; or even pared down to a short seminar. In any form, it gives participants a practical overview of Service Management and all its key components, and allows them to experience first hand how their application of ITIL processes will dramatically improve business performance.

### The thrill of competition

Whether or not open-wheel racing is your thing, you'll love the Race to Results Service Management Simulation; you'll be gripped by the excitement of racing and the thrill of competition. Here's how it works: the business, a high performance international motor racing team, is supported by a range of IT Services and you need to continually design, deploy and maintain the best services to ensure the team's success. Each participant plays a key role in supporting the team while, over the course of the simulation, it competes in the five-race Race to Results World Championship. The stakes are high, and only optimal provision and delivery of IT services and business goals, will ensure that revenue targets are met, which means that Service Management is the key to success.

From our experience, we know that it is only when people understand the reason for, and importance of, along with the expected benefits/advantages of a change that they begin the "buy-in" process. Over several races we explore the full ITIL service management lifecycle from Service Strategy, through Design and Transition to Operation and Continual Improvement. Improved IT Service Management leads to improved business performance. The focus is clearly aimed at ensuring that both IT and the business work together more closely. In addition,

The experts change 4 tyres and refuel a car in less than 10 seconds. How do they do it?  
Expert People,  
Great Processes,  
Terrific Teamwork.



other equally important people issues, the main one being experiencing the need to work together as a team as opposed to working in isolated unconnected silos. Race to Results is designed to be fun and competitive – the race track environment provides tangible business targets that relate directly to the levels of service provided by IT. Your success, or failure, will be clearly visible – from which lessons are learnt and are input into the next service improvement plan.

### Race to Success

The Simulation can be delivered with up to five rounds, where the simulation demonstrates the new V3 lifecycle, concepts, processes and roles and brings out all the aspects of Service Management as a result of the game dynamic. Initially focusing on Service Operation, the simulation then covers Service Strategy, Service Design, Service Transition and Continual Service Improvement, simulating aspects of ITIL V3 in a practical environment.

The Simulation practically demonstrates the importance of many concepts such as;

- Accelerated understanding of the benefits of Service Management best practice across complex organizations
- Rapid familiarization with Service Management terminology and ITIL® processes
- The creation of value from IT assets
- A Service Knowledge Management System as a basis for decision-making
- The continual improvement of the provision of IT services

- The need to integrate IT silo's into an IT service organization to deliver maximum value to the business
- Demonstrating that ITIL and Service Management is about all of IT not just the delivery mechanism
- Changing business perceptions: IT as a "business cost" to being seen as a "business value add"
- The importance and value of accurate data, its processing, distribution and visibility
- Moving from data through information and knowledge to wisdom

### Chaos to Calm and Clarity

Over a series of races we will take you and your colleagues on a roller coaster ride, from initial chaos to eventual calm and clarity of purpose. The business relies heavily on IT for innovation and speed that directly affects the business bottom line. You and your team must deliver new services on time and at the right price to improve the car's performance. Plus, ensure the operational race day activities are both efficient and effective and uneventful! Between each race we will review the teams performance in terms of ITIL V3 and work together on an improvement plan ready for the next race.

Roles and responsibilities maybe keys to success, but are not the accuracy, management and visibility of data of equal importance? Take the challenge; can you help your team to win the championship? The cars are waiting, on the grid and raring to go.

## Why Service Management/ITIL training from HP?

As businesses demand more from IT, IT organizations are looking to ITIL-based Service Management as the path to achieving operational and service excellence. Implementation of Service Management is no simple task, but involves a journey of continual improvements in people, processes, partners and technology.

In addition to the depth and breadth of our courses, HP Service Management learning solutions are exceptional in the following ways:

- Consultative approach. Our consulting services help you define the Service Management competencies you need and develop an education solution tailored to meet those needs.
- Blended approach to instruction. HP also offers

blended training solutions that combine both classroom and online training to accelerate and improve learning.

- ITIL-based curriculum and certification exams. HP offers a proven, ITIL-based curriculum and certification exams, ensuring that your staff is qualified and competent.
- Global reach. With more than 80 Education Centers worldwide, support for various languages, and online courses, HP offers unmatched global delivery capabilities for effective, timely training.

HP is a leader in Service Management with a comprehensive range of Service Management services, and provides support every step of the way. Just as we have helped some of the world's leading enterprises, HP can help guide you through every aspect of your Service Management transformation.

To locate country contact information and to learn more about HP education services, please visit our worldwide web site at <http://www.hp.com/learn>.

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