

HP Education Services Course Description

HP High Performance ITSM Simulation (U8623x)



The HP High Performance ITSM simulation is an exciting, high energy and fun event that lets participants understand and experience 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 a 1-day program that is designed to give participants a high-level overview of ITSM. By applying the processes and culture of ITSM, participants aim to win the Championship through increased ITSM organizational maturity that leads to dramatic increases in business and race performance.

Audience

- 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; and
- Business and project managers who need to understand how ITSM can support improved business performance

Prerequisites

- IT experience would be helpful but not required.

Course Objective

The objective of the simulation is to give a practical overview of ITSM and all its key components and to give participants the opportunity to experience how their application can dramatically improve business performance.

Benefits to You

- Identify concepts and fundamental ITIL processes involved in IT Service Management
- Learn and understand all the basic components that make up 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 can be achieved in business terms through the effective implementation of ITSM

Course Title: HP High Performance ITSM Simulation

HP Product Number: U8623x

Category/Subcategory: ITSM/ITIL

Course Length: 1 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

- Review how ITSM maturity has evolved and relate it to participant organizations

Introduction to simulation

- Normally delivered over five rounds, the simulation brings out all the aspects of ITSM as a result of the game dynamic. Initially focusing on Service Support, as the day evolves the focus moves to Service Delivery. In general terms, issues and subjects emerge.

Round 1

- Communication issues
- Silo working
- Incident Management

Round 2

- Further consideration to Incident Management, confirming prioritization levels and further refining if necessary
- Problem Management, Knowledge Base and Trend Analysis introduced
- Change Management

Round 3

- Incident Management Process & Service Desk Function now mature
- Problem Management – Further improvement to Knowledge Base and Trend Analysis
- Change and Release Management
- Configuration Management
- Service Level Management

Round 4

- Financial Management
- Service Continuity
- Availability Management
- Capacity Management

Round 5

- Review performance improvement over the 5 rounds, ITIL review, demonstrate link and reliance of processes on each other

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