

Agile Service Management Simulation – MarsLander («GSIML»)

How to deal with the challenges of DevOps, Scrum etc? This simulation is about exploring and experiencing how the current IT organization can be transformed into a more agile and lean organization.

Duration: 1 day

Price: 5'500.–

Content

This Marslander simulation is an effective way to stimulate a new, agile mindset within the IT organization. It helps to create a dialogue and it helps employees to better understand how to improve their own way of working from their current traditional service management to an agile service management approach. This is not a big implementation project, but rather a small step-by-step approach based on their own motivation.

ITIL® skills are still relevant. But they need to be able to respond better to rapid change – this is where the word agile service management comes in. But what exactly does that mean?

Key Learnings

- Service teams and create high performance teams
- Visualize work through the use of Kanban
- Increase the flow of work
- Involve suppliers in the services
- Work closely with development
- Continuous improvement of services
- Developing into a flexible service organization that can respond quickly to changing requirements
- Customer orientation and developing the "customer mindset" within the team
- Effectively manage workload (end-to-end) and reduce unplanned work
- Improve customer and employee satisfaction

Methodology & didactics

The simulation is offered as an in-house training and can be conducted with a minimum number of 9 participants (up to a maximum of 12). In the online version, a number of 6-7 participants is recommended.

Target audience

This simulation is suitable for roles within and outside of IT as well as for employees in IT (Operations) Teams, IT Managers and Team Leaders, Development Teams, Business Roles and ITSM Specialists.

This simulation helps IT Operations teams take the next step towards the DevOps philosophy and ITIL Practitioner guidelines.

Additional information

This simulation is conducted in collaboration with our partner Glenfis.

Any questions?



We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-service-project-management/itil/course-agile-service-management-simulation-marslander