ITSM Operations – Apollo13 («GSIAPO»)

In the interactive simulation, you will experience live how processes work and what impact your actions have. These aha experiences will remain in your memory and help you to grasp the process framework ITIL® holistically.

Duration: 1 day
Price: 5'500.–

Content

The goal of Apollo 13, which was launched on 11 April 1970 as the third lunar mission, was to bring two more astronauts to the moon. But after Jim Lovell had sent his legendary radio message "Houston, we have a problem!" to Mission Control, this mission developed into probably the most unprecedented masterpiece in the cooperation of planning and execution personnel. And even today, companies, organizations and project teams can learn a lot from it for successful project and crisis management.

Welcome to Apollo 13 – ITIL case experience™. In this highly interactive simulation, you and your team will experience the effects of processes and their compliance at first hand.

The simulation focuses on the following topics:

- Incident Management
- Problem Management
- Change Management
- Service Desk

Key Learnings

- Profound insight into IT Service Management
- Practical implementation of ITIL® processes in concrete situations
- Recognize interactions between individual processes and what consequences these can have for the entire organization
- Recognize work processes
- Understand how a good concept can improve the performance of the service department
- Effective teamwork and optimization of work processes through joint planning and implementation
- Gain new insights, for further development of daily processes

Methodology & didactics

The simulation is offered as an in-house training and can be carried out with a minimum number of 8 participants (up to a maximum of 12).

Target audience

This course is aimed at CIOs, IT Managers, SW Developers, Project Managers, IT Consultants, IT Officers, IT Coordinators as well as IT employees with promotion potential.

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-itsm-operations-apollo13