



Benefits

- understanding of the benefits of ITSM best practice to large audiences
- Rapid familiarization with ITSM terminology and ITIL V3 processes
- Understanding of how ITSM best practice can facilitate good service delivery
- Understanding of what can be achieved in business terms through the successful implementation of ITSM and ITIL V3

The 'Apollo 13 an ITSM case experience™' simulation game is an intense, one-day program where ITIL concepts and processes are experienced in a simulated environment. In this program, real life situations taken from the Apollo 13 mission form the basis of your team effort. Each participant adopts a role from the mission control centre in Houston. By doing so, you and your colleagues will learn and experience all the benefits of best practice processes.

Course Overview:

The "Apollo 13, an ITSM case experience™"

This is a simulation game and is an intense, one-day programme where participants experience ITIL concepts and processes in a simulated environment.

Real life situations, from the Apollo 13 mission form the basis of a team exercise, with each participant assuming a role from the mission control centre in Houston.

The Mission being: to bring the crippled spacecraft and its crew safely home. Participants will learn and experience all the benefits of best practice processes.

What is the simulation game about?

You will work in a team consisting of 12 to 15 mission control centre members. This team will journey through the four phases of the mission. In each round, the program is structured into 4 categories:

1. Design
2. Action
3. Reflection
4. Reporting

Throughout the day various ITIL processes are necessary to enable ground staff and crew to resolve problems and make timely changes to the spacecraft configuration and its trajectory.

You will have a better understanding of the ITIL theory. By investigating the Apollo 13 case, you will have learned how ITIL processes can be used in other environments. You will understand the interdependency of processes and the processes' impact on business continuity. You will have a better understanding of working processes. You will have learned how good designs can improve the performance of the service department. You will learn how to cooperate and how to improve working processes by designing and implementing as a team. You will have gained insight into possible improvements in your own working environment.

Facilities:

Quintica's in-house training facility may be used for delivering training. Alternatively, training can be arranged on your site. Please contact us to discuss your requirements.

Related Services

ITIL Training
PRINCE2 Training

About Quintica

Quintica is a quality driven, consulting, education, technology and managed service provider. We assist companies to meet their business objectives by understanding and bridging the gap between their defined strategy and operations.

We ensure the correct people, processes (operational & support) and technology are in place to support and deliver the key services your Organisation depends on; this is done using our proprietary methodology, the Q-Journey.

The Q-Journey is based on international standards and frameworks and is delivered through a collaborative approach to ensure the highest level of quality is maintained.

The Q-Journey focuses on helping Organisations manage their COSTS, CASH and CUSTOMERS to ensure long term business sustainability and covers the full spectrum from consulting and training to implementation and cloud computing services.

Quintica was founded in 2001 with a remit to create a classic Service Management company. In 2009, Quintica and the Eaton Group, a telecommunications infrastructure provider, saw an opportunity to extend an existing and very successful joint venture and the two companies merged.

Quintica has developed its business based on four core services; Information Technology, Business Management, Human Resources and Customer Relationship Management, each of which shares an objective to achieve and maintain global standards. Through these services we enable our clients to enhance their business, manage cash-flow, reduce their costs and attract new customers, resulting in businesses which stand head and shoulders above the competition.

To deliver our promise, we access the widest array of specialist expertise. Our approach is a collaborative and consultative one, with no pre-subscribed solution, but rather a bespoke creation deployed to suit your specific requirements based around our methodology.