

# PoleStar ITSM

The G2G3 IT Service Management Simulation

## Who is G2G3?

G2G3 enables engagement.

As a human-centered technology company, G2G3 combines creativity and innovation with technical know-how to create positive change experiences that drive improved business performance for IT enterprises.

### BENEFITS OF POLESTAR ITSM

- Creates rapid familiarization with ITSM/ITIL terminologies, tools and processes
- Provides realization of the contribution that enterprise IT makes to business success
- Breaks down silos, energizing and motivating staff towards successful change
- Creates commitment to ITSM related improvement programs

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# PoleStar ITSM

## The G2G3 IT Service Management Simulation

PoleStar ITSM is a highly participative face-to-face experiential learning workshop suitable for 8-15 participants. Available in a number of industry variants, the PoleStar ITSM simulation suite is a powerful way to create breakthrough understanding of the benefits of ITSM and IT Infrastructure Library (ITIL) related tools or best practices.

The PoleStar ITSM simulation is available in the following industry variants:

### PoleStar Health

Facilitated in a high-tech healthcare scenario, PoleStar Health brings to life the IT related challenges faced by healthcare organizations. It demonstrates in context how IT functions can improve service quality and drive clinical productivity through the implementation of ITSM best practices or technologies.

### PoleStar Retail

Facilitated in the fast-paced world of global online retail, PoleStar Retail brings to life a variety of behavioral, tool and process related issues faced by IT organizations. This is done through a realistic retail-based simulation scenario to which participants can directly relate and will have actual experience of.

### PoleStar NPO

PoleStar NPO uses an immersive high-tech scenario to demonstrate and overcome the challenges faced by not-for-profit IT organizations. It shows how centralizing IT functions can help improve quality and efficiency of services through the implementation of ITSM best practices or technologies.

## HOW POLESTAR WORKS

Normally delivered over a number of 'rounds', gaming dynamics are used to mirror interactions between IT and the business, from both a strategic and operational perspective. The experience also continues between rounds through defined service transition phases requiring the participants' engagement in planning for service improvements.

## WHEN TO USE POLESTAR ITSM

- To gain **buy-in** to ITSM tool or best practice service improvements
- To provide a **cost-effective** value-add or alternative to traditional ITSM education
- To **engage** people around change or transformation initiatives
- To **help** ITSM vendors position their tools and services in context

## Round 1

The first round of the simulation results in chaos. This poor performance is typical in Round 1 and is highlighted by the following actions:

- Poor communication between groups
- Participants (IT and Business Units) working in silos
- Unreasonable pressure applied to IT Operations

## Round 2

The second round of the simulation addresses the issues of Round 1, with a view to introducing best practices and tools to improve performance. These include:

- Refining and improving Incident Management, including prioritization of Incidents
- Introduction of Problem and Event Management (from Service Operations)
- Introduction of Change, Knowledge and Release Management (from Service Transition)
- Introduction of Service Level and Capacity Management (from Service Design)
- Introduction to Service Strategy, including Service Portfolio Management

## Round 3

The third round of the simulation takes the participants further on their journey of operational maturity. Round 3 considers the following tools and processes:

- Maturing the Service Desk and Incident Management
- Maturing Problem, Event, Change and Knowledge Management
- Introduction of SACM, Release and Deployment, Continual Service Improvement

## Round 4

The fourth round of the simulation demonstrates practically the performance improvements that come from increased operational maturity. The importance of ITSM tools, processes and their relationships is clearly demonstrated. Further focus on Knowledge and Configuration Management is placed in this round.

## Round 5

In the fifth round of the simulation, optimal operational maturity is reached. Performance is optimized, and IT and the Business Units operate in perfect alignment.

