



Apollo 13 Simulation



APOLLO 13 - AN ITSM CASE EXPERIENCE™

Introduction

The Apollo 13 – an ITSM Case Experience™ is an intensive, half-day or one-day awareness and training session in which ITIL® concepts and processes are experienced through the use of an interactive simulation, using actual scenarios taken from the Apollo 13 mission. As most people know from the movie, the lives of the crew were threatened by a number of problems arising from an onboard explosion during the mission to the moon. In this simulation, teams play the roles of the mission operations ground crew in Houston and use their knowledge of best practice process management to accomplish the mission of bringing home the crippled spacecraft and its crew safely.

Course Objective

The Apollo 13 Simulation is useful when:

- Developing process skills and process knowledge
- Improving Teamwork and Team processes
- Analyzing improvement opportunities within a working (ITIL) process
- Creating process awareness and much-needed buy-in within ITIL projects

Target Audience

- All involved with the provisioning and the delivery of IT services whether you are on a strategic directors level, on a tactical management level or on an operational operators level
- All involved in any process quality improvement initiative within IT or that is related to IT
- All involved in any sourcing type of relationship related to IT services.

Curriculum

Throughout the simulation various ITIL processes are necessary to enable the ground staff and the spacecraft's crew to resolve issues and to make timely changes to the spacecraft's configuration and its trajectory. The Four Phases are:

Build and Launch

- Managing the complex configuration of components that make up the Saturn V launch vehicle and spacecraft
- Integrating the vehicle electrical, flight and communications systems with Mission Control (*Service Desk*)

Earth orbit & Lunar approach

- Providing crew communication and support
- Dealing with incidents and fixing problems
- Invoking emergency abort procedures as availability of critical systems signals and while approaching a disaster situation.

Trans-earth coast

- Making the available oxygen and power last the long journey home, with three men in a spacecraft sized for two.
- Planning and executing untested changes to flight trajectory to ensure a safe return path home. The 'docked-DPS burn'

Re-entry and Splash down

- Proactively working to prevent a major problem as carbon dioxide build-up threatens the astronauts' safety.

After the simulation a post mission review is held to determine what went wrong/what went well and to determine lessons learned.

The Apollo 13 Simulation:

- Addresses all the ITIL processes
- Uses the whole lifecycle of a service within the learning process
- Utilizes a balanced set of performance indicators for service delivery
- Employs Balanced Score Cards and Service Level reporting at the end of each round
- Illustrates the dependencies between processes
- Offers the impact of a "Real-World" situation to be solved by demonstrating the dynamic nature of priorities relative to changes in the current situation
- Adds realism due to time pressure

Duration and Location

- We offer 4-hour and 1-day onsite simulations. The 1-day version allows for more ITIL knowledge transfer
- The Apollo 13 Simulation is also offered as an integrated part of the extended ITIL Foundation certification training course.

Simulation Requirements

- A minimum of 8 participants is required.

Why InterProm USA?

- We use our own ITIL Expert certified and Apollo 13 accredited instructors
- All our instructors possess 15+ years of ITSM implementation experience!