



# Control-IT Simulation



## **CONTROL-IT - A REAL-LIFE ITSM EXPERIENCE**

### **Introduction**

The Control-IT simulation 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 a manufacturing environment. In this simulation, teams play the roles of a manufacturing company and use their knowledge of best practice process management to accomplish the typical logistical challenges which come with any service provisioning environment.

### **Simulation Objective**

The Control-IT 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 deal with:

- Repairing breakdowns (i.e. outages)
- Repairing structural breakdowns (i.e. major incidents)
- Implementing changes
- Upholding contractual agreements
- Collect and pay money

The cycle that is being followed throughout the simulation consists of:

#### **Theory: Transfer of Knowledge**

- What is the relevant ITIL theory you may want to apply during the next round

#### **Planning and Preparation**

- Plan and prepare for the next round by applying the theory and get ready for what might happen given the provided information

### **Decide**

- Decide as a team on roles, responsibilities, processes, procedures and work instructions, the usage of tools and the sharing of information through optimal communication

### **Work**

- Apply the acquired knowledge and agreed upon decisions

### **Score**

- How well did you apply the acquired knowledge and execute on the agreed upon decisions

### **Evaluate**

- What went well and what needs improvement during the next cycle

### **The Control-IT Simulation:**

- **Energizes and motivates participants to adopt ITIL processes**
- **Encourages participants to discover and implement Service Management themselves**
- **Offers participants the opportunity to improve performance by applying ITIL principles**
- **Shows the consequences of the implementation of process-oriented working**
- **Addresses the relationships between ITIL processes, and shows these processes from different perspectives**
- **Illustrates the importance of good agreements, the results of breaking down barriers, and what having a businesslike dialogue is all about**

### **Duration and Location**

- We offer 4-hour and 1-day onsite simulations. The 4-hour version creates awareness and the 1-day version allows for more ITIL knowledge transfer
- The Control-IT 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.
- A minimum of 3 rounds is required and a maximum of 5 rounds is possible

### **Why InterProm USA?**

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