



HPE Race to Results Service Management Simulation—1 day HF415S

HPE course number	HF415S
Course length	1 day
Delivery mode	ILT
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The HPE Race to Results Service Management simulation is an exciting and interactive workshop, set in the context of the “high octane” world of motor racing. The simulation is a one-day program that provides participants with a high-level overview of service management. By applying ITIL lifecycle concepts, processes and the culture of service management, participants aim to win the racing championship through increased service management maturity that leads to dramatic increases in business and race performance.

Why HPE Education Services?

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Audience

- IT professionals who need to understand service management at a high level
- Senior managers wishing to review service management within their own organizations
- Team leaders and process owners, who need to understand the big picture of service management and their part in it
- Business and project managers who need to understand how service management can support improved business performance

Prerequisites

- IT experience would be helpful but not required

Course objectives

- The objective of the simulation is to give a practical introduction to the essential elements of service management and to give participants the opportunity to experience hands-on how the application of service management can improve business performance

Benefits to you

- Identify fundamental concepts and processes involved in service management
- Learn about the essential elements of service management in a shorter time via a fun and interactive approach
- Experience a focus on business outcomes to improve IT’s contribution to business performance, through the effective implementation of service management

* Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, January 2016

Detailed course outline

Introduction to simulation	<ul style="list-style-type: none"> • Normally delivered over five rounds, the simulation brings out all the aspects of SM as a result of the game dynamic Initially focusing on Service Operation, the simulation then covers Service Strategy, Service Design, Service Transition and Continual Service Improvement, simulating aspects of ITIL in a practical environment In general terms, issues and subjects emerge
Round 1	<ul style="list-style-type: none"> • Communication issues • Silo working
Service Operation	<ul style="list-style-type: none"> • Incident Management • Service Desk
Round 2	
Service Strategy	<ul style="list-style-type: none"> • Service Portfolio Management • Financial Management
Service Design	<ul style="list-style-type: none"> • Service Level Management • Capacity Management
Service Transition	<ul style="list-style-type: none"> • Change Management • Knowledge Management
Service Operation	<ul style="list-style-type: none"> • Further consideration to Incident Management, confirming prioritization levels • Problem Management • Event Management
Round 3	
Service Strategy	<ul style="list-style-type: none"> • Service Portfolio Management maturing • Financial Management maturing
Service Design	<ul style="list-style-type: none"> • Service Catalog Management • IT Service Continuity Management • Availability Management • Service Level Management maturing • Capacity Management maturing
Service Transition	<ul style="list-style-type: none"> • Change Management maturing • Knowledge Management maturing • Configuration Management • Release and Deployment Management
Service Operation	<ul style="list-style-type: none"> • Incident Management Process & Service Desk Function mature • Problem Management maturing • Event Management maturing
Continual Service Improvement	<ul style="list-style-type: none"> • Service Level Management
Round 4	
Service Strategy	<ul style="list-style-type: none"> • Service Portfolio Management maturing • Financial Management maturing
Service Design	<ul style="list-style-type: none"> • Service Catalog Management maturing • IT Service Continuity Management maturing • Availability Management maturing • Service Level Management maturing • Capacity Management maturing

Course data sheet

Service Transition	<ul style="list-style-type: none">• Change Management maturing• Knowledge Management maturing• Configuration Management maturing• Release and Deployment Management maturing
Service Operation	<ul style="list-style-type: none">• Incident Management Process & Service Desk Function maturing• Problem Management maturing• Event Management maturing
Continual Service Improvement	<ul style="list-style-type: none">• Service Level Management maturing
Round 5	<ul style="list-style-type: none">• Review performance improvement over the 5 rounds, demonstrate links between and reliance of processes on each other• Review how ITSM maturity has evolved and relate it to participant organization

Next steps

- ITIL Foundation for IT Service Management (HF421S)

Learn more at
hpe.com/ww/learnitsm

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