



HP Education Services Course Description

HP Race to Results Service Management Simulation - 1/2 day (HF414)

The HP 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 half-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.

Audience

This half-day simulation is ideal for executives who do not have time for longer sessions and would like to be introduced to basic service management concepts. It is also suitable for:

- 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.

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.
- For a more comprehensive and in-depth overview of service management, register for the full-day version of the simulation (HF415).

Course title:	HP Race to Results Service Management Simulation - 1/2 day
HP product number:	HF414
Category/Subcategory:	ITSM / ITIL®
Course length:	1/2 day / 4 PDUs
Level:	Beginner
Delivery language:	English
To order:	You can register your interest for this course online at http://www.hp.com.au/education . At the site, select the course under ITIL portfolio and you will see dates for the course. Register your interest for the date of your choice.

Benefits to you

- Gain familiarity with basic service management concepts.
- 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.

Why education services from HP?

- Focus on job-specific skills
- Experienced and best-in-the-field HP instructors
- Hands-on practice
- Customized on-site delivery
- Comprehensive student materials
- Online instructor-led and self-paced training at <http://www.hp.com/learn>
- More than 80 training locations worldwide
- State-of-the-art classroom facilities

Next steps

ITIL® Foundation for IT Service Management (HF421)

Detailed course outline

Introduction to simulation

- This half-day version introduces the essential aspects of Service Management as a result of the game dynamic. The key ITIL® processes are introduced as follows

Round 1

- Communication issues
- Silo working

Service Operation

- Incident Management
- Service Desk

Round 2

Service Strategy

- Service Portfolio Management
- Financial Management

Service Design

- Service Level Management
- Capacity Management

Service Transition

- Change Management
- Knowledge Management
- Release and Deployment Management

Service Operation

- Further consideration to Incident Management, confirming prioritization levels
- Problem Management
- Event Management

Round 3

This round is run at the instructor's discretion

Service Strategy

- Service Portfolio Management maturing
- Financial Management maturing

Service Design

- Service Catalog Management
- IT Service Continuity Management
- Availability Management
- Service Level Management maturing
- Capacity Management maturing

Service Transition

- Change Management maturing
- Knowledge Management maturing
- Configuration Management
- Release and Deployment Management

Service Operation

- Incident Management Process & Service Desk Function mature
- Problem Management maturing
- Event Management maturing

Continual Service Improvement

- Service Level Management

For more information

To locate contact information and to learn more about education services, please visit our web site at <http://www.hp.com.au/education> .

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