



# The Phoenix Project DevOps business simulation workshop H1RX7S

Every business today wants to achieve competitive advantage, improve time-to-market, and increase market share, quality, and customer satisfaction. What if you could do all this, plus create a more productive work environment and happier employees by:

- Removing IT bottlenecks
- Increasing IT throughput, deployment lead time and frequency
- Increasing stability with fewer failed deployments
- Delivering what the business and customer want

## The Phoenix Project DevOps business simulation workshop

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**HP course #** H1RX7S

**Category** ITIL

**Duration** 1 day

## Course description

Join us in a highly interactive and immersive one-day business simulation workshop that provides a holistic understanding and immediate realization of the benefits that DevOps can offer. This simulation will bring to life the DevOps principles and concepts, and accelerate your team's understanding of how to apply DevOps to your business. Based on the iconic DevOps book **"The Phoenix Project"**, the simulation illustrates business job roles and daily business issues to demonstrate the profound impact of applying DevOps to create higher IT and organizational performance.

## Audience

This simulation is targeted to all roles and people in business, IT development, and IT operations who want to improve the performance of their IT services, and create more value out of their IT solutions. People who want to develop a culture designed to achieve better collaboration, increased delivery velocity, and quality.

This includes: CIOs, CTOs, IT management, IT development staff, IT operations staff, IT process owners, Business managers and Business process owners.

## Course objectives

Experience and learn how:

- DevOps can bring serious value to your business
- To apply DevOps principles in a real-life situation
- To increase the efficiency and effectiveness of your IT department
- To create better flow in your teams
- Organizational culture is changed in applying DevOps
- To show business their responsibilities in making IT projects more successful
- How to find the right balance between delivering your SLA requirements and your IT projects according to plan

## About the simulation

Characters and situations are taken from **“The Phoenix Project”**, a novel by three DevOps luminaries: Gene Kim, Kevin Behr, and George Spafford. The simulation was developed by GamingWorks and licensed by HPE.

## Course outline

Your company (Parts Unlimited) is in trouble. Newspaper reports reveal the poor financial performance of the organization.

The only way forward to save the company and make it competitive and profitable is “The Phoenix Project”, an IT-enabled business transformation, with Retail Operations as the business owner of this project.

The VP of IT Operations is asked to take the lead of the IT department and make sure “The Phoenix Project” will be a success. But he is facing a tremendous amount of work with huge backlogs of issues, features, and projects.

Your team will act in different roles within the company Parts Unlimited: CEO, CISO, Retail Operations, IT Operations, Finance, CIO, Application Development, or Human Resources.

Your challenge will be to use DevOps principles and apply them in this serious business simulation. In four rounds, you will work on the IT projects and IT issues and make sure “The Phoenix Project” will be finished on time. But beware, the business keeps coming with new ideas and demands, and external developments outside your control are just around the corner.

### Round 1

Participants are assigned roles and receive beginning projects, features and issues to tackle. They will plan and do the work.

### Round 2

The team will face a huge backlog of IT related issues such as: Incidents from the users of Sales, HR, and Finance. There is a tremendous amount of work to do and everybody is busy, but there seems to be no clear insight into all the work—what it is, why it is needed, and what will happen if it isn't completed.

**Round 3**

The third round is more challenging. The CFO comes in with some serious SOX-404 compliancy issues that must be solved. Besides this, there is still the backlog of features and issues from the previous round that required quick solutions.

**Round 4**

This is the most important round—the last moment to plan the final activities and projects in the different teams of IT Operations and IT Development. It's now a matter of setting the right priorities and making the right decisions.

After each round, participants will discuss what happened, what went well, and what needs improvement—exploring what this has to do with DevOps theory and how to improve work using DevOps principles. The teams will implement the learning outcomes in each subsequent round.

The final discussion includes lessons learned and what can be applied to your business.

Learn more

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