

# MarsLander® – ITSM Business Simulation

## MarsLander®

Duration: 1 Day

Language: English Class by Professional Trainer

- How to learn what managing a service value system in day-to-day work?
- How to bring more value to our business?
- How to create use continual improvement?

### ABOUT MarsLander®

MarsLander® is an excellent team-building experience designed for roles both inside and outside IT. Because the simulation aims to explore and experience a new working way, it does not require prerequisite knowledge to participate.

There is a lot more software involved. It has never been done before. Complex new systems and the need to respond quickly to unforeseen events as they unfold. To effectively manage the service delivery, we need to be more Agile and Lean. Not only do we have to align different team capabilities to ensure software, hardware and services are in sync, but they must be able to manage new demands and changes rapidly, deploying quickly and safely.

To fulfill all the demands of the customer, IT Teams must quickly respond to new business requests and deliver fast, reliable, safe, error free solutions. An error in space cannot be readily fixed by sending an on-site engineer. The way we need to work on the MarsLander® mission is new. We are learning as we go. We need to be flexible and continuously learn and improve our services and capabilities in small steps to ensure that we are continually aligned with customer needs. At the same time, we are more and more dependent upon an eco-system of partners and suppliers who must also be aligned and flexible to changing needs. We also need to work in multifunctional teams to share knowledge, reduce handoffs, prevent miscommunication and ensure all are aligned to realizing customer needs and to increase the flow of work.

### WHICH ASPECTS WILL YOU EXPERIENCE DURING THIS SIMULATION?

This simulation is about exploring and experiencing how you can transform your current IT organization into a more Agile and Lean organization. The following aspects will be experienced and discussed:

- How can service teams help and how to create high performing teams?
- How can we visualize our work, using Kanban?
- How can we increase the flow of work?
- How can we integrate vendors into our services?
- How to work closer together with development?
- How to continuously improve our services?
- How to become a flexible service organization that respond rapidly to changing demands?
- How to become more customer focused, and develop this 'customer thinking' into our teams?

- How to effectively manage workload (end-to-end) and how to reduce unplanned work?
- How to increase customer and employee satisfaction

### TARGET AUDIENCE

This simulation is designed for roles inside and outside of IT. Since this simulation is aimed at exploring and experiencing a new way of working this simulation does not require any specific knowledge to participate.

- Employees of IT (Operations) teams can explore how a more service-oriented way of working can make their work more enjoyable and better.
- IT managers and team leaders can learn how to coach and facilitate their teams towards high performing teams.
- Development teams can experience how to work together with IT operation teams.
- Business roles can experience how their roles may change if the organization starts to work in a more Agile and Lean way of working.
- ITSM specialists can learn what 'Agile Service management' means. How to make the operation more responsive and fit for use in this new environment of rapid, unpredictable change in which solutions must be deployed rapidly, yet safely.
- This simulation also helps IT Operations teams to take the next steps towards alignment with the DevOps philosophy and another guiding principle.

### HOW CAN THIS SIMULATION BE USED?

This simulation is a powerful way to stimulate a new way of thinking within the IT Organization. It can help create a dialogue and it helps employees better understand how to improve their own way of working from where they are now (traditional Service Management) towards a more Agile Service Management approach, not as a large implementation project but in small incremental steps and based on their own motivation.

This simulation is a Gaming Works product. Built by the developers of Apollo 13 and The Phoenix Project.