

Breathes life into ITSM processes and best practices for the enterprise



Polestar ITSM is a high-impact, energetic way to accelerate understanding, involvement, and acceptance of ITSM, ITIL® and ISO/IEC 20000.

Available in multiple realistic industry scenarios including retail, nonprofit org and healthcare, Polestar brings to life the behavioural and process issues faced by enterprise IT organisations.

Polestar puts your people into a simulated environment where they experience complexities and competing demands like those in their real working lives. The format enables participants to learn from their mistakes, to make adjustments, and to test out new knowledge and “best practice” theory, by putting it to immediate use.



Benefits

- Excellent **educational tool and enabler**
- Creates **breakthrough understanding**
- **Practically demonstrates the case for change**
- **Turns sceptics into advocates**
- **Rapid familiarisation** with ITSM and ITIL® tools and processes
- Promotes **organic growth of commitment to change at all levels**
- Demonstrates the contribution of enterprise IT to business success
- Creates **buyin at CXO level and around the organisation**
- Demonstrates the value of vendor tools in context
- **Engages people practically, socially and emotionally:** it's not just talk
- **Smashes silos** with a wave of **energy and enthusiasm**
- **Inspires commitment** to improvement programmes
- Can be contextualised, branded and customised for your organisation
- Powerful medium for **change**

How it works

The simulation uses game dynamics to mirror the interactions between IT and business, from both strategic and operational perspectives. After each round, the participants reflect on their collective experiences. The Facilitator introduces theory around best practice and toolsets. The team agree new processes and new automations, while planning further service improvements. Then they dive into the next round of gameplay, and battle-test their new insights.

	Round 1	Round 2	Round 3	Round 4	Round 5	Total
I Business Expenditure						
IT Hardware Spend	26,790					26,790
Business I&E	15,400 / 18,200					15,400 / 18,200
IT Staff Costs (S&P)	6,000					6,000
Support Budget (S&P)	3,000					3,000
Software Lic. & Subscriptions (S&P)	6,220					6,220
Reputation Costs (S&P)	6,000					6,000
IT Compliance Costs (S&P)	6,000					6,000
IT People Costs (S&P)	2,220					2,220
IT Compliance of Business Round (S&P)	6,000					6,000
IT Expenditure						
IT Staff Costs / Support (S&P)	2,580 / 1,000					2,580 / 1,000
Support Proc. (S&P)	6,000					6,000
IT People (S&P)	6,820					6,820
IT Performance						
Service Performance Improvement	0					0
IT Service Performance Improvement	0					0
Availability	0%					0%
Mean Time to Restore Service	0					0
IT Staff Costs	0					0
IT Compliance	0					0
IT People Costs	0					0
IT Compliance	0					0
IT People Costs	0					0
IT Compliance	1					1

Round 1: chaos!

Poor communication between groups.

Pressure on IT Operations.

IT and business stuck in silos.

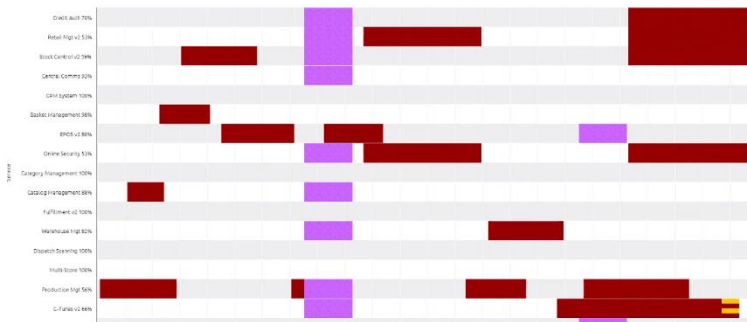
Round 2: introduce processes

Incident, Problem and Event Management

Change, Knowledge and Release Management

Service Level and Capacity Management

Service Strategy and Portfolio Management

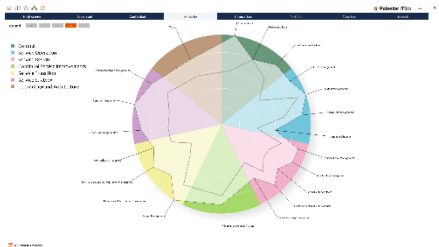


Rounds 3-4: operational maturity

Service Asset and Configuration Management

Release and Deployment Management

Continual Service Improvement



By the end of the simulation, the team has successfully implemented tools, processes and best practices taught through the earlier rounds. Optimal operational maturity is reached. Performance is optimised, and IT and Business are aligned.

The immersive simulation experience makes it easy for participants to carry their knowledge back to their day jobs and relate it to the relevant tools and processes.