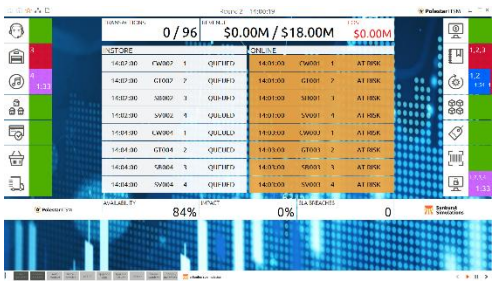
Polestar ITSM

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, ISO/IEC 20000 and other major industry best-practice standards.

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 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**

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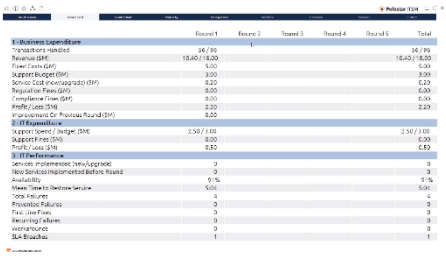
How it works

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: chaos!

Poor communication between groups.

Pressure on IT Operations.

IT and business stuck in silos.

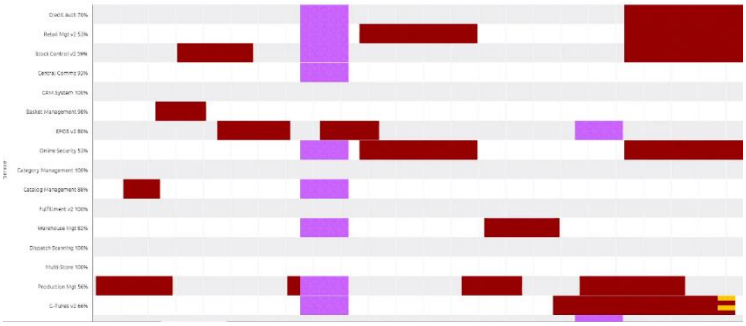
Round 2: introduce processes

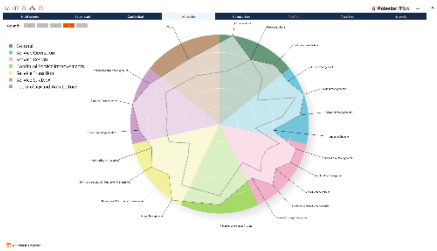
Incident, Problem and Event Management

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.

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