

HP Education Services Course Description

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



The HP Race to Results Service Management simulation is an exciting and interactive workshop where participants experience the business benefits that Service Management (SM) can bring to their organizations. Set in the context of the “high octane” world of motor racing, the simulation is a 1/2 day program that provides participants with a high-level overview of SM. By applying ITIL lifecycle concepts, processes and culture of SM, participants aim to win the Championship through increased SM organizational 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 SM concepts and get a flavor of the one-day version. It is also suitable for:

- IT professionals who need to understand SM 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 SM and their part in it

Prerequisites

IT experience would be helpful but not required.

Course Objective

The objective of the simulation is to give a practical introduction to just the basics of SM and its essential elements and to give participants the opportunity to experience hands-on how their application can improve business performance.

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

Benefits to You

- Gain familiarity with basic SM concepts
- Learn about the essential elements of SM in a shorter time via a fun and interactive approach
- Experience the meaning of “the alignment of IT with the business” and see what improvements to business performance can be achieved through the effective implementation of SM

Why education services from HP?

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

Course Title: Race to Results Service Management Simulation - 1/2 day

HP Product Number: HF414

Category/Subcategory: ITIL/ITSM

Course Length: 1/2 day

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL V3 Foundation for IT Service Management (HF421)

Detailed Course Outline

Introduction to simulation

- This half-day version introduces the essential aspects of SM as a result of the game dynamic. The key ITIL V3 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

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

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