

# HP Education Services Course Description

HP Race to Results Service Management Simulation (HF415)



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-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

- Senior IT 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
- IT professionals who need to understand SM at a high level; and
- Business and project managers who need to understand how SM can support improved business performance

## Prerequisites

IT experience would be helpful but not required.

## Course Objective

The objective of the simulation is to give a practical overview of SM and all its key components and to give participants the opportunity to experience how their application can dramatically improve business performance.

## Benefits to You

- Identify concepts and fundamentals within the ITIL lifecycle and processes involved in Service Management
- Learn and understand all the basic components that make up 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 can be achieved in business terms through the effective implementation of SM

## Why education services from HP?

- Hands-on practice
- Comprehensive student materials
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**Course Title:** HP Race to Results Service Management Simulation

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**HP Product Number:** HF415

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**Category/Subcategory:** ITIL/ITSM

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**Course Length:** 1 day

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**Level:** Beginner

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**Delivery Language:** English

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**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.

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

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## Detailed Course Outline

### Introduction to simulation

- Normally delivered over five rounds, the simulation brings out all the aspects of SM as a result of the game dynamic. Initially focusing on Service Operation, the simulation then covers Service Strategy, Service Design, Service Transition and Continual Service Improvement, simulating aspects of ITIL V3 in a practical environment. In general terms, issues and subjects emerge.

### 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

#### Service Operation

- Further consideration to Incident Management, confirming prioritization levels
- Problem Management
- Event Management

### Round 3

#### 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

### Round 4

#### Service Strategy

- Service Portfolio Management mature
- Financial Management Mature

#### Service Design

- Service Catalog Management mature
- IT Service Continuity Management mature
- Availability Management mature
- Service Level Management mature
- Capacity Management mature

### **Service Transition**

- Change Management mature
- Knowledge Management mature
- Configuration Management mature
- Release and Deployment Management mature

### **Service Operation**

- Incident Management Process & Service Desk Function mature
- Problem Management mature
- Event Management mature

### **Continual Service Improvement**

- Service Level Management mature

### **Round 5**

- Review performance improvement over the 5 rounds, ITIL review, demonstrate link and reliance of processes on each other
- Review how ITSM maturity has evolved and relate it to participant organization

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