



hp

WOW!

IT training has never been this fun and effective!

Learning about IT really can be fun and effective at the same time. Discover the keys to IT Service Management (ITSM), and have a great time doing it!

Don't believe it? Find out for yourself by experiencing HP's new High Performance ITSM Simulation. Set in the adrenalin-fuelled world of motor sport, the game captures your imagination right from the word "GO!" — focusing attention on business performance in a dramatic way that enables employees to learn for themselves about the business benefits of IT service management. Based on best practices of the IT Infrastructure Library (ITIL), it's fast-moving, competitive and fun ... and nothing like any IT learning experience you've ever had before.

Although the benefits of ITSM have been proven, it is always a challenge to convince those who are unfamiliar with it. IT management and staff who are exposed to the theory alone always ask "Why, What, and How?"

The High Performance ITSM simulation was designed to address these questions. This fun and engaging business simulation is the perfect tool to increase involvement, commitment, and enthusiasm—some of the critical elements to a successful ITSM initiative—from all levels of key stakeholders in your organization, from management to IT staff.

Learning from firsthand experience

The High Performance ITSM Simulation is the latest ingredient in HP education services' ITSM curriculum. The simulation can be used as a standalone, one-day orientation; as part of a three-day ITIL foundation course;

or even pared down to a short seminar. In any form, it gives participants a practical overview of ITSM and all its key components, and allows them to experience firsthand how their application of ITIL processes will dramatically improve business performance.

The thrill of competition

Whether or not open-wheel racing is your thing, you'll love the High Performance ITSM Simulation; you'll be gripped by the excitement of racing and the thrill of competition. Here's how it works: the business, a high-performance international motor racing team, is supported by an IT infrastructure with mission critical systems that you must maintain at a high level of availability to ensure the team's success. Each participant plays a key role in supporting the team while, over the course of the simulation, it competes in the five-race High Performance World Championship. The stakes are high, and only optimal delivery of IT will ensure that revenue targets are met, which means that ITSM is the key to success.

As the simulation progresses, participants learn about and apply ITIL tools and processes, so that in each subsequent race their team attains higher and higher levels of performance. The racing team relies on performance-enhancing applications, which IT Operations must support by diagnosing incidents and faults in the simulated IT





environment, setting priorities, and employing ITIL processes to fix them. As problems are identified and resolved, the team's business improves. Each team's racing performance depends on how well ITIL processes are employed, reinforcing the relationship between learning and the team's performance. Performance metrics in the simulation show how the organization's performance improves with IT operational maturity.

Introducing all 10 key ITIL processes

ITIL includes 10 key processes and one function, the service desk. The simulation, which is broken up into five rounds (races), builds on new learning with each round and tests your knowledge of every one of the key ITIL processes. Here's how the simulation organizes the topics:

Introduction to the course

Introduction to ITSM

Sim Round 1 (Chaos)

- Service Desk
- Incident Management
- Problem Management

Sim Round 2 (Using formal processes to restore services and fix problems)

- Configuration Management
- Change Management
- Release Management

Sim Round 3 (Achieving control of the Infrastructure)

- Service Level Management
- Financial Management

Sim Round 4 (Agreeing on services with the business)

- Capacity Management,
- Availability Management
- IT Service Continuity Management

Sim Round 5 (Managing technology to meet the agreed business requirements)

Why ITSM/ITIL training from HP?

As businesses demand more from IT, IT organizations are looking to ITIL-based service management as the path to achieving operational and service excellence. Implementation of IT Service Management (ITSM) is no simple task, but involves a journey of continuous improvements in people, processes, and technology.

In addition to the depth and breadth of our courses, HP ITSM learning solutions are exceptional in the following ways:

- Consultative approach. Our consulting services help you define the ITSM competencies you need and develop an education solution tailored to meet those needs.
- Blended approach to instruction. HP also offers blended training solutions that combine both classroom and online training to accelerate and improve learning.
- ITIL-based curriculum and certification exams. HP offers a proven, ITIL-based curriculum and certification exams, ensuring that your staffs are qualified and competent.
- Global reach. With more than 80 Education Centers worldwide, support for various languages, and online courses, HP offers unmatched global delivery capabilities for effective, timely training.

HP is a leader in ITSM with a comprehensive range of ITSM services, and provides support every step of the way. Just as we have helped some of the world's leading enterprises, HP can help guide you through every aspect of your ITSM transformation.

To learn more about how the High Performance ITSM Simulation can help your ITSM transformation, or to learn about our ITSM curriculum, visit our web site at www.hp.com/education.

To locate country contact information and to learn more about HP education services, please visit our worldwide web site at <http://www.hp.com/education>.

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