Apollo 13 – an ITSM experience™ *Scenario*

You are the Mission Control Center of NASA. Your aim is to support the Crew during the

Mission. You must design your services, implement them, execute them and apply continual

improvement practices in order to ensure mission success. In 4 rounds you will be challenged with

events, problems, issues, changes and increasing business demand. You must apply the ITSM best

practices in order to become successful. You will guide the crew through the launch, journey to and

from the moon, to a safe return and splashdown, at the same time realizing the strategic goals for the

mission.

Objectives

The learning objectives are dependent upon what your organization is trying to achieve, where you

are on your ITSM journey and the problems and issues you are trying to solve. These are some of the

objectives achieved during this training:

- Learn how to apply ITSM best practices and learn the essence of ITSM;
- Learn how to measure and improve your performance;
- Learn how to stay customer focused and set the right priorities based on customer impact;
- Develop communications and team competences.

Preparation

Here are 5 pre-workshop questions for organizations interested in attending

the **Apollo 13 – ITSM Experience™** workshop:

1. **What are the primary ITSM challenges your organization is currently facing?**

    (e.g., alignment with business needs, customer service focus, process inefficiencies, lack of CSI)

2. **How would you rate your organization's current level of ITSM maturity on a scale of 1 to 5?**

    (1 being beginner, 5 being highly mature)

3. **Which ITSM frameworks or best practices (e.g., ITIL, COBIT, etc.) have you implemented or are planning to implement?**

4. **What are your top goals for improving IT service delivery and aligning IT with business objectives?**

    (e.g., enhancing customer satisfaction, reducing operational risk, increasing efficiency)

5. **How does your organization currently measure the success and performance of ITSM processes?**

    (e.g., KPIs, customer feedback, incident response times, service availability metrics)

These questions help to understand the organization's current ITSM landscape and tailor the workshop to their needs.

For more information, contact us at: https://www.ppp-partners.com/contact