

IT Service Management Applied – Apollo 13



Gamified Learning Series

Apply the concepts of IT Service Management using ITIL v3 by simulating the real life incidents of the Apollo 13 mission. This course, which is part of the **Gamified Learning Series** (GLS) of SAS Management, makes you a part of the NASA Mission Control, and brings you all the phases of the famous mission from Build & Launch to Re-entry into Earth.

Learn ITIL in the most engaging way possible.

What is the **Gamified Learning Series**?

The GLS is an alternative learning method which incorporates game-based courseware design to produce serious business games that breathe new life to traditional courses.

Why take these courses?

- Better learning retention
- Adult Based Learning (Andragogic and not Pedagogic)
- Its way better than looking at a gazillion slides
- Absolutely fun and highly interactive



Service Level Area	Requirement	Notes
Innovation and learning	<ul style="list-style-type: none"> • On time launch • Deploy the Apollo Lunar Surface Experimental Package (ALSEP). • Take pictures of landing sites for future missions. 	<ul style="list-style-type: none"> • Yes or No. • Yes or No.
Customer	<ul style="list-style-type: none"> • Astronaut safety measured as a percentage. 	<ul style="list-style-type: none"> • At the start of the game this is 100%. If events and situations are incorrectly dealt with, this will be reduced by a predefined % value.
Internal processes	<ul style="list-style-type: none"> • Percentage of incidents resolved in phase. • Average incident resolution time. • Overall process performance. 	<ul style="list-style-type: none"> • The Service Level Manager will gather incident logs to determine the percentage of incidents resolved and the average resolution time. • Internal process performance begins at 100. If events and situations are incorrectly dealt with, this is reduced by a predefined amount per event.
Financial	<ul style="list-style-type: none"> • Cost control. 	<ul style="list-style-type: none"> • Initial costs should be \$ 157,780,000. Incorrectly handled events and situations will cause additional costs.

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Licensed to sell and conduct training for this course



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LEARNING OBJECTIVES

At the end of this course participants should be able to:

- Demonstrate knowledge of ITIL in creating IT Service Management capabilities
- Describe how IT Service Management capabilities help deliver business value
- Translate business demands into service solutions
- Demonstrate knowledge of the Continual Improvement approach for identifying and removing risks and weaknesses
- Describe how People, Process, Products, and Partners integrate to deliver value
- Describe how good management tooling will help manage and control the workflow more effectively and efficiently and support knowledge capture and sharing
- Describe the interdependency of processes
- Describe the importance of having clearly defined, agreed, understood, and embedded tasks, roles, responsibilities, and accountability

COURSE DURATION

1 Day

MIN / MAX PARTICIPANTS

Minimum of 8 / Maximum of 14

WHO SHOULD ATTEND THIS COURSE?

- IT Managers and professionals
- IT Professionals requiring additional knowledge in ITIL
- IT Professionals who would like to experience an application of concepts of IT Service Management
- Process Managers and Engineers

COURSE PRE-REQUISITES

Basic knowledge of ITIL v3 concepts suggested but not required.



James A. Lovell, Jr.

'This is the crew of Apollo 13 wishing everybody there a nice evening, and we're just about ready to close out our inspection of Aquarius (the Lunar Module) and get back for a pleasant evening in Odyssey (the Command Module). Good night.' Nine minutes later, oxygen tank #2 blew up, causing #1 tank to also fall. The Apollo 13 Command Module's normal supply of electricity, light and water was lost, and they were about 200,000 miles from earth. Source: NASA.



Apollo 13
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