

Marslander



ARE YOU DELIVERING VALUE TO THE BUSINESS?

EXPERIENCE THE IMPACT ON **ATTITUDE**, **BEHAVIOR** and **CULTURE** of NEW WAYS of WORKING



Do you recognize any of these challenges?

- The explosion of Agile and DevOps ways of working are putting pressure on your ITSM organization to **'make ITIL/ITSM more agile'!** **But How?**
- You haven't yet decided to invest in ITIL 4 and are wondering **'what value will ITIL4 bring'** and how it will align with agile and/or DevOps ways of working?
- You are investing in ITIL®4 capabilities but are **struggling to translate theory into practice** and to gain end-to-end buy-in? People are **complaining ITIL4 is too theoretical**. What is a Service value system or chain? How do you use the Guiding principles?
- You are investing in ITIL®4 but are getting complaints from the agile/DevOps teams that **ITIL slows things down and gets in the way** – how can you convince them of the value?
- You need to break down SILO's and have been start collaborating effectively as end-to-end teams. **How can we foster a culture of collaboration and of continual improvement?**
- With COVID and the need **to work from home**, these challenges need to be solved working remotely. **Remote communication and collaboration** also brings with it new challenges, skills and behaviors.

Come and experience, in this hands-on learning-by-doing workshop an answer to these questions. In this business simulation workshop you will be playing either a business or IT role in the Mission control room of the MarsLander mission. Working for a company called SPACE-Y.

As a team you will need to balance increasing demands and opportunities from different stakeholders. Innovating new products and service offerings, optimizing existing business value, managing technical debt as well as aligning and improving end-to-end value streams. At the same time you will be faced with running business as usual as well as Transforming to new agile ways of applying ITSM using ITIL4 concepts.

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By playing in a number of game rounds and reflecting and improving between rounds you will also need to **apply continual learning and improving** as a core team capability. Measuring the impact of the team's continual improvement against business value.

All this with scarce resources and time pressure. All of this working remotely, demanding effective communication and collaboration skills?

Welcome to the world of **digital transformation** and **digital disruption**. Many organizations are now adopting ITIL4 but are struggling to translate theory into practice and create the necessary buy-in and commitment from end-to-end stakeholders. In this simulation the CEO is also skeptical. Come and demonstrate YOU can translate ITIL 4 theory into practice and deliver business value.

At the end of the session we will capture concrete actions you can take away as an individual and actions to take away that need applying in YOUR organization aimed at solving the challenges above.

Failure is not an option! ITSM – Next generation skills.