



CSS – the Common Sense © Simulation

The Real-World Management Simulation for Managers, Staff of IT Service Centers, Project Managers and Business Managers

Summary

Cesar IT developed the CSS (Common Sense Simulation) especially for use with our exclusive training and certification programs. During the Common Sense training the participant will gain both theoretical and practical knowledge of the processes in an IT organization. This knowledge will be put to the test and into practice using a fun, but realistic real-world business simulation.

Objectives

At the end of the training the participant:

- will understand how the various ITIL processes can contribute to making an IT organization manageable
- can identify the bottlenecks in control of processes and initiate improvement actions
- can put theory into practice
- is able to recognize and understand the key concepts of ITIL and relate them to the relevant control processes.

Simulation Training

Simulation trainings are an accepted and highly successful training method, where participants gain 'hands-on' experience of how to deal with process-related problems.

Common Sense © Simulation

Common Sense has been designed to stimulate and encourage the participant to think about the problems encountered and how to solve them in an effective and efficient way, using the ITIL processes and knowledge.

At the beginning of the simulation performance will generally be mediocre, but as the simulation progresses participants will be able to identify themselves with the problems presented, and consequently will apply the ITIL principles - and thus improve their own performance and results during the simulation. It also becomes clear that the ITIL principles alone are not enough to improve performance; communicative and client-focused skills are needed as well.

This approach leaves no doubt that this is a real-world training, not just dull theory. During the simulation participants get a good idea of how the ITIL processes are interrelated, because they have experienced the various perspectives, and can actually see ITIL work.

Structure

During the simulation the players enact 'production cycles' during which the trainer will introduce a variety of breakdowns into the infrastructure. The management team's task is to optimize availability, so breakdowns must be dealt with effectively and efficiently. In addition, the correct priorities must be determined. Performance is measured after each 'production cycle' and the results are compared to the agreements laid down in the appropriate service contracts. Participants are given the opportunity to enumerate the problems, propose solutions, and implement improvements for the following production cycle.

After a maximum of four production cycles the session is concluded with a general evaluation.



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Duration

Common Sense lasts 8 hours, depending on the composition of the participating group and the specific learning objectives.

Participants experience the reality of:

- How the ITIL principles can contribute to the improved performance of an IT service center
 - How the customer experiences IT services
 - How ITIL works (or not!)
 - The implementation of process-related improvements
 - The importance of the IT Service Management processes within each of the ITIL Lifecycles and how they are related to the other processes within. What the implications are of these correlated processes and its dependencies.
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Target group

Managers and staff of IT service centers (e.g. a computer center), application and project managers, business managers, *etcetera*.

Players

Common Sense has been developed for groups of 10 to 22 participants, each of whom is given a role in the simulation. The simulation “real-world” situation consists of four different organizations:

the Airport company “Sky High”, the Internal IT departments of the Airport “High Q” and two Suppliers. One supplier does deliver Consultation “Good Will” and the other one delivers the equipment “On Time”. The performance of the Airport is very depending on the capability of the IT departments to deliver the promised IT services timely and effectively.

Of course each of the organizations want to make profit, so the delivery of the services also has to be done in an efficient manner.

During each simulation cycle the performance is being measured, based on the following indicators:

- The number of aircrafts that actually was able to take off;
- The availability of the necessary components.

These key-performance indicators will be set out in a service level agreement (SLA). Thus – a real-world business simulation game with real-world examples, people, knowledge, experiences and implications. Exclusively developed by Cesar IT, and a very useful enhancement for our participants.

Price: € 2.495,00 (excl. BTW)

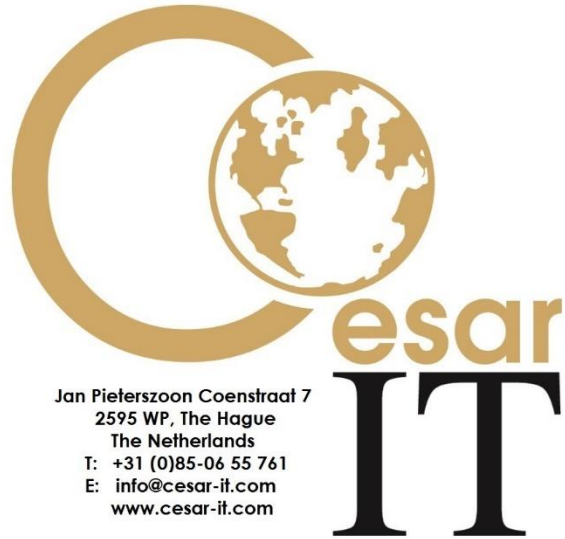
Duration: 1 day

Workshop code: CCS-GAME



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18/03 rev. C.00 IT4072MC