

# Apollo13

*An ITSM case experience™  
by GamingWorks*

## About ITSM

With the growing importance of IT to all organizations ITSM is becoming a strategic capability. Many organizations have invested heavily in best practice frameworks such as ITIL®, yet are not achieving the hoped for value, creating a risk to their businesses. Despite the investments in certification we still struggle to translate the theory into practice.

## Why is this?

A great deal of ITSM training is focused on 'Training to pass the exam', and not on 'how to practically apply the theory' in day-to-day work.

Adopting best practices represents an 'organizational change'. There is often too little attention to the 'ABC' (Attitude, Behavior, Culture), the need to 'create buy-in', 'overcome resistance' and 'empower people to change'.

Many organizations see ITSM improvements as 'Implementation projects' and fail to embed CSI (Continual Service Improvement) as a core capability within the culture of the organization.

Still too many IT organizations are internally focused, failing to adequately focus on the Customer and the Business Value that these best practices must deliver.

This business simulation helps address these reasons we struggle to practically adopt and apply ITSM best practices.

**DO YOU RECOGNIZE  
THESE CHALLENGES?**



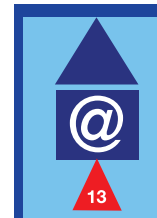
**We are operating in SILOS**



**Not getting HOPED for VALUE**



**Struggling to translate theory into practice**



**Apollo 13**  
an ITSM  
case  
experience™



## About the simulation

### ***'Houston, we have a problem'***

Fifty-five hours and fifty-five minutes into the mission. On board Apollo 13 the astronauts suddenly hear a loud 'bang'. The bang is the explosion of the liquid oxygen tank #2 in the Service Module, providing vital oxygen used by the fuel cells that are Apollo's primary power source. The backup battery-powered electric supply in the Command and Service Module (CSM) has a lifetime of up to ten hours. Unfortunately, Apollo 13 and the astronauts are 87 hours from home.

Their spacecraft is slowly dying. They have a serious problem, unless you and the ground support staff start working as a team to solve this problem. But remember, time is running out. Fast. Welcome to the 'Apollo 13 – an ITSM case experience™' simulation game.

## The simulation

In this simulation real life situations taken from the Apollo 13 mission are experienced. You will work in a team, playing the roles of the Mission Control Center in Houston. Your mission: bring the crippled spacecraft and its crew safely home. By doing so, you and your colleagues

will learn and experience all the benefits of ITSM best practice solutions such as ITIL. The full simulation is played over 4 rounds:

ROUNDS	CHARACTERISTICS
<b>Build &amp; launch</b>	'Fitting it all together and making it fly'
<b>Earth orbit &amp; lunar approach</b>	'The earth is getting smaller and smaller...'
<b>Transearth coast</b>	'The long journey home'
<b>Re-entry and splashdown</b>	'Making it back alive'

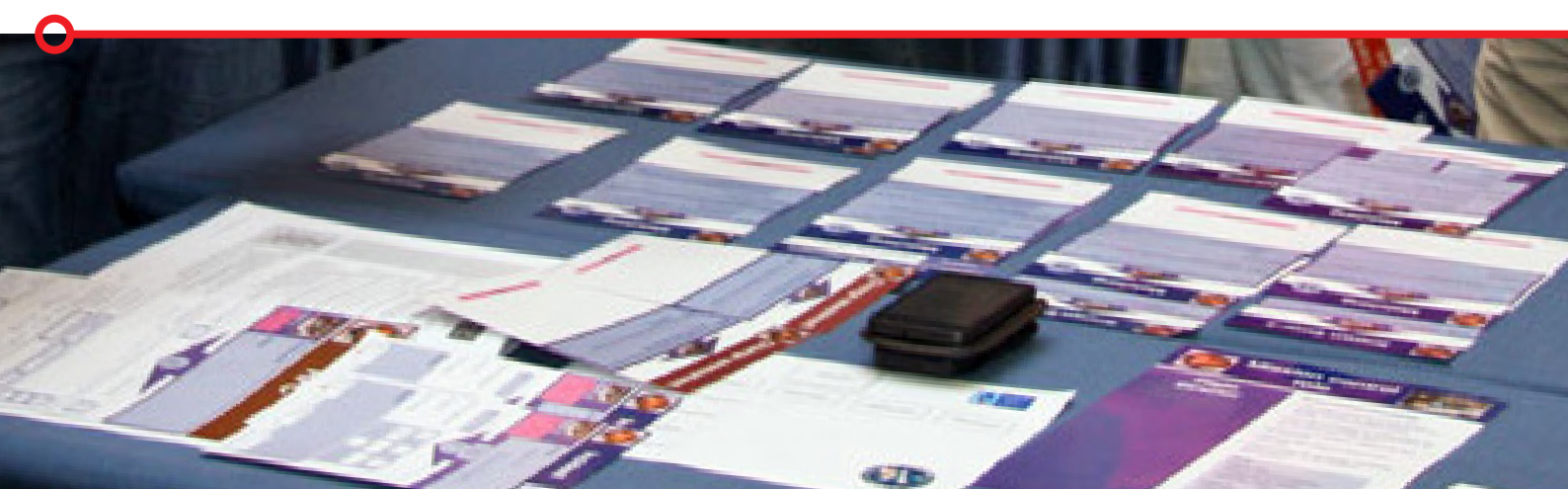
The team must translate the NASA strategy into service designs for 'Building & Launching' and for 'Maintaining and Supporting' the mission. The team must transition the Apollo 13 launch vehicle and supporting facilities into live Service operation. During the live mission operation the team will be confronted with events, incidents and requests from the crew. Initially focusing on areas such as the 'Service Desk', 'Incident Management' and 'Problem management'. As the simulation progresses teams will be confronted with changes, capacity and continuity demands and issues. The team must demonstrate they can achieve the agreed strategic goals and related Service agreements.

In each round, the team undergoes the following steps: designing or improving their processes, running the simulation, reflecting, and reporting – learning to apply Continual Service Improvement (CSI).

Throughout the game various ITSM processes are necessary to enable ground staff, the crew and the Mission Director to prioritize decisions and choices in order to resolve problems and make timely changes to the spacecraft configuration and its trajectory.

At the end of the simulation participants will reflect on their learning experiences. They will be able to relate what they have seen, felt and experienced to their own working environment and identify service improvement opportunities in their own organization.

Not only can this game be used to learn ITSM/ITIL concepts, but it can equally be applied in any organization wanting to experience the benefits of process based ways of working, team working, and creating a customer focused organization.





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*I went back to the office after the simulation sessions and everyone is talking about how they can use the CSI concepts... There are Saturn V rockets on every whiteboard*

IT Director, Insurance company

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## What NASA learnt

*“As an aborted mission, Apollo 13 must officially be classed as a failure, the first in 22 manned flights. But, in another sense, as a brilliant demonstration of the human spirit triumphing under almost unbearable stress, it is the most successful failure in the annals of space flight”.*

Excerpted from W. David Compton, *Where No Man Has Gone Before: A History of Apollo Lunar Exploration Missions* (Washington, D.C.: NASA SP-4214, 1989).

Perfection is difficult to achieve. It is even more difficult to maintain. The imperfection in Apollo 13 constituted a near disaster, averted only by an outstanding performance on the part of the crew, the ground control team and the processes and technology that supported them. The ‘Apollo 13 – an ITSM case experience™’ simulation game will bring out the best in you. *Are you ready to give it your best shot?*



## Some other features of this simulation

**Duration** This full simulation will take 8 hours

**Participants** From minimum 8 up to 13 participants per team

This simulation can also be played in 3 hours playing 2 simulation rounds (depending upon the desired learning outcomes).



*8 hours*

## Who should attend this simulation?

**Managers and employees** wanting to:

- » see, feel and experience the benefits of process based ways of working.
- » identify improvements to their working processes.
- » translate best practice theory into practice (e.g. ITIL).

**Teams** wanting to:

- » improve communication and collaboration.
- » become better performing teams.

## 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 that can be achieved during this training:

- » how to apply Continual Service Improvement in a pragmatic way and capture concrete takeaway improvements.
- » how to integrate People, Process, Products and Partners to enable you to deliver value.
- » how good management tooling will help manage & control the workflow and support knowledge sharing.
- » how to effectively communicate and collaborate the importance of clearly defined, agreed, understood Tasks, roles & responsibilities.

## Agile Service Management

IT organizations are being increasingly challenged to make ITSM more 'Agile'. Although not specifically designed for this purpose the simulation can also be used to explore concepts such as 'Voice of the Customer', 'Waste', 'ITSM Kanban' 'Minimum-Viable-Process', 'Retrospectives and stand-ups'. If you want to know more about specific, customized learning objectives please contact a GamingWorks delivery partner.

**Do you recognize these issues or would you like more information?**

Please contact our partner:

