

# APOLLO 13 – AN ITSM CASE EXPERIENCE™

## COURSE CODE

» ITIL-APOL-0100

## PRODUCT RELEASE

» N/A

## DELIVERY METHOD

» Instructor Led Training (ILT)

## COURSE DURATION

» 1 day

## TARGET AUDIENCE

- » IT employees, IT managers, and others who need an understanding of IT Service Management
- » Persons responsible for applying best practices or process improvement

## PREREQUISITES

» N/A

## Course Overview

The ‘Apollo 13 – an ITSM case experience™’ simulation game is an intense, one-day training in which ITIL® V3 concepts and processes are experienced through the use of an interactive game. In this training, real life situations taken from the Apollo 13 mission are simulated. 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 ITIL best practice solutions.

This experience puts a team in charge of Apollo 13 leveraging the strengths of ITSM and management skills of the group. Our objective is to provide a cross-organizational view of the critical and practical role that ITSM plays in delivering business value. This simulation provides an opportunity to increase team communication, evolve organizational roles and develop deeper insights into the role of IT service management within the business environment.

## Simulation

### The scenario:

On April 11, 1970, the United States launched a manned mission scheduled to land on the Moon to explore a formation known as Fra Mauro. The mission had expected deployment outcomes that included field testing the Apollo Lunar Surface Scientific Experiments Package (ALSEP); lunar field geology investigations; collection of surface material; and other scientific experiments. The number one priority was the safe return of the Apollo 13 crew to Planet Earth. After 55 hours and 46 minutes, the mission was aborted due to an explosion on board.

### The mission:

Your mission is to figure out what the explosion was and how it will affect Apollo 13. Will the astronauts be able to assess the risk? Will Mission Control be able to help? Will communications fail? Can you bring the astronauts home and how are you going to do that? Can you partner with 3rd party contractors? Do your processes support timely response to critical issues? Are you organized to succeed?

### The approach:

Apollo 13 – an ITSM case experience is a one-day interactive simulation applying ITILv3 concepts and processes. Real life scenarios taken from the Apollo 13 mission are simulated. You will work as a team, playing the roles of Mission Control Center in Houston.

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## COURSE ACTIVITIES

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- » Customer case study
- » Engaging interactions
- » Simulations
- » Experiential learning


## CERTIFICATION PATH

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- » N/A

## DISCOUNT OPTIONS

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- » Have multiple students?  
Contact us to discuss hosting a private class for your organization
- » Contact us for additional information 

## The rounds:

The team will experience four rounds of the mission within the simulation. The team must translate the NASA strategy into service designs for launching and supporting the mission. The team will transition into a live Service operation. During the mission, the team will be confronted with events, incidents and requests from the crew. Throughout the mission, various ITIL processes are necessary to enable ground staff, the crew and the Mission Director to prioritize decisions and choices to resolve problems and make timely changes.

## The goals:

- » Learn how IT Service Management capabilities are a strategic asset.
- » Learn how to translate the business demands into service solutions and demonstrate measurable results
- » Learn how to use a continual improvement approach for identifying and removing risks and weaknesses for realizing performance improvements
- » Learn how integrated people, process, products and partners enable you to deliver value