FLYCAST PARTNERS

Service Management ITIL Simulation
Bring theory out of the classroom and into the real world.

Gain practical knowledge and skills to foster adaptability and collaboration through hands-on, experiential learning. Our simulations demonstrate the value of ITSM best practices, including ITIL®, DevOps, and LeanIT, within the context of your organization's unique business and technology environment.

Led by ITIL®-certified instructors and ITSM experts, these immersive workshops bring theory to life through real-world roleplaying and interactive exercises. Participants actively engage in service management scenarios that mirror real challenges across strategic, tactical, and operational levels.

Structured over four dynamic rounds, each simulation reflects the full service management lifecycle, emphasizing continuous improvement and effective tool integration. This high-impact approach accelerates ITSM knowledge, strengthens team alignment, and boosts organizational maturity, quickly and cost-effectively.

Key Benefits

- Define roles and responsibilities
- Align IT with business goals
- Build shared momentum for ITSM success
- Gain support for ITSM initiatives
- Implement best practices effectively
- Collaborate proactively
- Boost engagement through hands-on learning
- Standardize processes and policies
- Shift focus from technology to service

The following aspects of ITSM are considered during each round:

✓ Round 1

This course and the related credentialing can be beneficial for the following roles:

- Working in silos (IT and the Business)
- Communication issues and chaos
- Introducing the Service Desk and Incident Management

✓ Round 2

- Refining and improving Incident Management
- Introducing Problem Management, Knowledge Management, and Trend Analysis
- Introducing Availability and Capacity Management
- Introducing Configuration Management, Change Management, and Service Level Management
- Business Relationship Management
- Demonstrating the impact of process improvement

✓ Round 3

- Maturing the Service Desk and Incident Management
- Maturing Problem Management, the Knowledge Base, and Root Cause Analysis
- The importance of Change and Release Management
- Service Continuity Management · Monitoring and Event Management
- Supplier Management
- Information Security Management
- Visualize and execution of Value Streams

✓ Round 4

- Introducing Financial Management
- Maturing Configuration Management (CMDB)
- The importance of processes and their relationships across silos
- Review how ITSM maturity has evolved