



Published July 1, 2006

ITIL® is a registered trademark of the Office of Government Commerce



## APOLLO 13 – AN ITIL CASE EXPERIENCE™

**“HOUSTON, WE HAVE A PROBLEM”** (fifty-five hours and fifty-five minutes into the mission)

Imagine you are on the Apollo 13 support team, when one of your crewmembers reports hearing a loud 'bang'. The bang is the explosion of the liquid oxygen tank No. 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, your ship is 87 hours from home. Your spacecraft is slowly dying. You have a serious problem, unless you, the crew members and the other ground support staff start working as a team to solve this problem.

**But remember, time is running out. Fast.**

The Apollo 13 ITIL Simulation is an intense, one (1) day training in which ITIL 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 teams, playing the roles of the Mission Operations Ground Crew 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.

Participants get to see and feel the consequences of their decisions and actions upon the quality, cost, customer satisfaction and overall business results within the simulated environment of the Apollo 13 Mission Operations Control center. By giving attendees remarkable insight into the true importance of effective process, the Apollo 13 interactive workshop will help improve the capabilities of your IT organization.

### CURRICULUM:

Competitive Advantage will customize the Mission Control experience based on the Training Assessment Interview conducted prior to class start. This will establish and clarify the primary course goals and learning objectives. Working with the Training Sponsors, Competitive Advantage will determine the key points necessary for the learners to take from the experience. The simulation can be effectively utilized to assist organizations in IT Service Management Awareness, Design, Implementation and Optimization.

To help you reap the benefits of the simulation, we encourage all participants to view the *Apollo 13* movie prior to class start. This will allow attendees to re-familiarize themselves with the real life events surrounding one of NASA's, and America's, most recognized technology success stories.

At the start of class, after a concise introduction and explanation of the goals, objectives and simulation guidelines, the instructors assume the roles of the astronauts. Participants are all assigned roles within "Mission Control".

The day is broken into four (4) distinct modules.

- ◆ Build and Launch a Rocket (Configuration, Financial and Release)
- ◆ "Houston, We Have a Problem" (Service Desk, Incident and Problem)
- ◆ How to Get them Home (Change, Capacity, Availability)
- ◆ Limited Resources (Configuration, Change, Service Level, Availability)



Published July 1, 2006

ITIL® is a registered trademark of the Office of Government Commerce

---

At the end of each module, service level reports are provided by the crewmembers. From this feedback, the ground crew is given time, (but not much!) to reengineer the processes. Through the one day session, participants will simulate a six (6) to nine (9) month ITIL project and learn to avoid costly mistakes.

### **LEARNING GOALS – EXPERIENCE THE ITIL PROCESSES:**

By investigating the Apollo 13 case, attendees will experience how ITIL processes have been used in other environments. By the end of the workshop, participants will understand:

- ◆ The interdependency of processes
- ◆ The processes' impact on business continuity
- ◆ What it takes to make a process “work”
- ◆ How good designs can improve the performance of the service department
- ◆ How to design and apply processes aimed at realizing a set of Service Level Agreements
- ◆ How to improve working processes by designing and implementing as a team
- ◆ The importance of communication and teamwork

Participants will end up with a list of suggestions and changes for their environment. Please see the Learner Summary of Delivery (below) for further detail.

### **AUDIENCE:**

This workshop is appropriate for; IT and Business Managers, Process Managers, IT employees and other employees requiring ITIL knowledge or experience.

This course is particularly suited for organizations interested in:

- ◆ Developing new process skills and knowledge
- ◆ Improving teamwork and team processes
- ◆ Analyzing improvement opportunities within a working process
- ◆ Creating process awareness within ITIL projects

### **SIMULATION BENEFITS:**

In addition to the obvious team building and soft skill development this simulation provides, by addressing all of the ITIL Service Support and Service Delivery processes, participants are given a holistic view of the interdependencies of the processes, including:

- ◆ The entire lifecycle of services
- ◆ A balanced set of performance indicators for service delivery

By painting such a familiar backdrop, the Apollo 13 simulation provides attendees a heightened interest in learning to improve their team's process strategy, development, implementation and measurement skills. Since Apollo 13 simulates the life cycle of an ITIL project, not only can they learn to avoid costly mistakes, but also the importance of a Continuous Service Improvement Program (CSIP) is clearly experienced.



Published July 1, 2006

ITIL® is a registered trademark of the Office of Government Commerce

**SUMMARY OF DELIVERY:**

Key Practice Area	Key Learning Points
Leadership	"I am a leader at work, but today I learned I need to apply more soft skills, I learned the importance of leadership for prioritizing, making tough decisions, stimulating team working, and helping people accept their responsibility for achieving the team results."
Communication	<p>"...as a Flight Director, Management by Walking Around was important...talking to people, showing interest, understanding issues in operations that impact KPIs...we need to do more management by walking around in our organization."</p> <p>"...we learned that the KPIs needed to be clearly communicated and understood, also communication about status, priority changes, risks of failing to meet them.... In Round 1 we didn't communicate. There was chaos and frustration. I see we need to give more focus and priority on communication in our organization."</p>
Standardized Processes Organizational Structure	<p>"...I recognized the importance of structure. When we defined our procedures and started using the database and the registration tool, we were able to better manage our work and realize our performance targets...I will take this back with me."</p> <p>"I learned the need for continually aligning the procedures, roles and responsibilities to ensure they fit with the KPIs we are trying to achieve...this is something our organization needs to do more, continually reassess and improve."</p> <p>"We learned to make 80% of our practices routine and repeatable leaving the specialists to handle the 20%...we need to become more structured."</p> <p>"We learned the importance of knowing the tasks and responsibilities of each of the specialist teams so we could understand how they contribute to the KPIs and their role in the overall process."</p> <p>"We had to work out of our organizational 'SILO' to make the processes work...that's something I'll take away with me."</p> <p>"There was less chaos and frustration in the second round...It gave me a feeling of being in control and I had more time."</p>
Team Building	<p>"We owned the KPIs as a team, no one was able to realize the KPI alone. When we worked together we made the targets...it was an eye opener to see how we took ownership for the KPIs."</p> <p>"It was unbelievable to see how 11 total strangers, from 5 different countries worked as a team within 1 ½ hours and delivered such performance. In the first round we were a bunch of individuals, in the second round we started supporting each other."</p>
Collaboration	"I understood the need for good data in the tool we developed...When the data was inaccurate or missing we made the wrong decisions, we left a high priority issue, which put our crew safety KPI in danger...We need to improve our data discipline, that's what I will be taking back with me!"
Commitment	"Taking ownership of the KPIs by being involved in analyzing and improving performance. In Round 1 they were management KPIs in Round 2 they were our KPIs."



Competitive Advantage, Inc.<sup>SM</sup>  
Raising the Bar of Excellence™



Published July 1, 2006

ITIL® is a registered trademark of the Office of Government Commerce

---

**DELIVERABLES:**

- ◆ One (1) day Instructor Led Simulation and Education for 16 attendees + up to 6 observers
- ◆ Student Guides
- ◆ Group Exercises – Measured, Monitored and Reported on
- ◆ Breakfast and Refreshments

**APOLLO 13 – AN ITIL CASE EXPERIENCE™**

PLEASE CONTACT US FOR ON-SITE DELIVERY INFORMATION