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## ITIL® Game

*Version: 5.2*



## Table of Contents

1. OBJECTIVE.....	3
2. CASE DESCRIPTION .....	3
3. DURATION .....	4
4. PARTICIPANTS .....	4
5. FACILITY REQUIREMENTS.....	4
6. ITIL® GAME AGENDA – MORNING .....	5
7. ITIL® GAME AGENDA – AFTERNOON .....	6

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## 1. Objective

The objective of the ITIL® Game is to allow participants to experience the benefits of the ITIL® processes for the support and delivery of IT services. The participants will be using a set of field-proven ITIL-based processes to complete the game, as well as a fully configured service management application. At the end of the day, the participants will share a common understanding of ITIL® and what it can do for their organization.

To achieve this, the following topics are covered during the ITIL® Game:

- A brief history of ITIL® – what it is and what it is not;
- The executive overview of service management processes and the links between them;
- Using the Alignability® Process Model;
- Using the BMC Service Desk Express application;
- The outline of the case that will be used for the exercise;
- The game – the completion of a continuous improvement cycle using ITIL-based processes and a supporting service management application.

## 2. Case Description

During the ITIL® Game, the participants will assume a role within the IT department of an imaginary organization called “Invention, Inc”.

The objective of the game is to apply the service management processes to improve the level of service, while reducing the time spent on support.

Nearly 500 employees work within the Invention, Inc. organization to produce an imaginary product called a “widget”.

The Invention Inc. company occupies 3 buildings and consists of a headquarters organization, a research & development facility, a factory and an IT department.



The IT department employs a total of 30 people spread over nine groups. Together, these people are responsible for the support and delivery of more than 15 services that the business needs to produce and sell widgets.

The service infrastructures are made up of roughly one thousand configuration items including a mainframe, Unix and Windows servers, workstations, wireless PDAs, databases, applications and software licenses.



### 3. Duration

The ITIL® Game takes one day to complete. The game has been designed to minimize the time that the participants need to invest to acquire a comprehensive understanding of how ITIL® can deliver tangible benefits to their organization.

### 4. Participants

The ITIL® Game is intended for management teams of organizations that are planning to implement (or upgrade their existing) service management processes. The minimum number of participants to the ITIL® Game is four people and the maximum is limited to eight people.

To ensure that the participants will be able to benefit from the ITIL® Game, they need to be familiar with the use of Windows applications.

### 5. Facility Requirements

The organization responsible for organizing the facility for the ITIL® Game needs to ensure that a conference room is available with at least:

- one chair and desk/table space for each participant and one instructor;
- one workstation with the Microsoft Windows NT (or higher) operating system and a monitor with at least SVGA (i.e. 1024 x 768 pixels) resolution;
- one projector with at least SVGA (i.e. 1024 x 768 pixels) resolution;
- one whiteboard or flipchart with markers.

The workstation, with its administrator user name and password, needs to be available one workday before the start of the ITIL® Game. During this day, the installation the Alignability® Process Model and the BMC Service Desk Express application is performed on the workstation.

Ideally, two workstations and two SVGA projectors are made available. The first workstation can then be used to project Alignability® Process Model, while the second is used to project the BMC Service Desk Express application.

Lunch for the participants needs to be provided by the organization responsible for organizing the facility.



## 6. ITIL® Game Agenda – Morning

Start	End	Topic
9.00 am	9.30 am	<b>Introductions</b> <ul style="list-style-type: none"><li>▪ Instructor and participants introduce themselves to each other.</li></ul>
9.30 am	10.00 am	<b>ITIL®</b> <ul style="list-style-type: none"><li>▪ A short historical overview of ITIL®.</li><li>▪ What ITIL® provides.</li><li>▪ What ITIL® does not provide.</li></ul>
10.00 am	10.45 am	<b>Service Management Overview</b> <ul style="list-style-type: none"><li>▪ An executive overview of service management processes and their integration points.</li><li>▪ The importance of service management for both the organization's shareholders and the specialists that provide the IT services.</li></ul>
10:45 am	11:00 am	<b>Coffee Break</b>
11:00 am	11:20 am	<b>Using the Alignability® Process Model</b> <ul style="list-style-type: none"><li>▪ An introduction to the Alignability® Process Model to ensure that participants can use it to find the work instructions necessary to complete the ITIL® Game successfully.</li></ul>
11:20 am	12:10 pm	<b>Using BMC Service Desk Express</b> <ul style="list-style-type: none"><li>▪ An introduction to the BMC Service Desk Express application (depending on the preference of the customer organization) to ensure that participants can use it to create, assign, and complete the tasks necessary to complete the ITIL® Game successfully.</li></ul>
12:10 pm	12:30 pm	<b>Role Assignment</b> <ul style="list-style-type: none"><li>▪ The participants are given different roles, which they will play during the ITIL® Game.</li></ul>



## 7. ITIL® Game Agenda – Afternoon

Start	End	Topic
12:30 pm	1:15 pm	<b>Lunch Break</b>
1:15 pm	2:30 pm	<b>Phase 1 - Incident Management</b> <ul style="list-style-type: none"><li>Requests from customers are received by the service desk. These requests need to be handled in an efficient manner by the participants.</li><li>Review of Phase 1.</li></ul>
2:30 pm	2:45 pm	<b>Coffee Break</b>
2:45 pm	3:30 pm	<b>Phase 2 - Problem Management</b> <ul style="list-style-type: none"><li>Old and new requests are reviewed to identify problems. When a problem has been found, a structural solution needs to be proposed to prevent future incidents.</li><li>Review of Phase 2.</li></ul>
3:30 pm	4:30 pm	<b>Phase 3 - Change Management</b> <ul style="list-style-type: none"><li>The problem is to be removed from the service infrastructure, after which the configuration management database needs to be updated to complete the continuous improvement cycle.</li><li>Review of Phase 3.</li></ul>
4:30 pm	5:00 pm	<b>Wrap-up</b> <ul style="list-style-type: none"><li>Review of day.</li><li>The conclusions drawn by the participants.</li><li>Evaluation.</li></ul>

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