

## Course 331: ROI & Third Sky SIMULATOR Polestar™ (1 day)

### THE ITSM PROCESS TOOL

Do you have a metric-based strategy to demonstrate the value of your IT organization? How are you reducing costs, while increasing productivity and delivering excellence in service?

ROI Training, in partnership with Third Sky, is ready to team with you and provide an empirical assessment of how to drive greater operational processes, and create more interdependency within your IT organization. Through our enterprise process tool, Polestar™, we deliver a simulation workshop that fosters teambuilding in support of IT and business alignment.

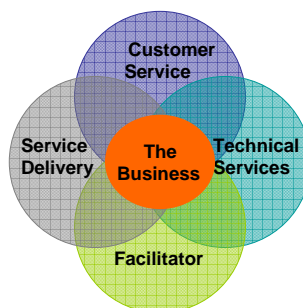
's simulation workshop is an experiential learning tool that helps companies prioritize Incident Management, Configuration Management, Change Management, Capacity Management, and Problem Management—essentially, it shapes better communication across both business and IT silos.

This innovative approach to optimizing processes for enterprise management and business impact management projects mirrors Third Sky's "Listen, Think, Deliver" methodology. We establish a company's specific business objectives, co-determine the appropriate process plan, and deploy a practical and successful IT Service Management solution. Further, successful alignment between People, processes, and technology will enable a business to be effective, efficient and risk-free.

### ITSM: EXPERIENCE THE POSSIBILITIES

Designed for senior managers from both the business-side and IT, the simulation workshop parallels practical issues experienced in day-to-day business operations. From chaos to cohesion, the workshop methodically uncovers the power of IT Service Management and its value in the interaction between business and IT. The simulation immediately demonstrates the lack of alignment, and illustrates through workshop participants, a shift from firefighting mode to proactive management. Workshop participants fulfill several functions and roles in support of the business, which includes: service delivery, technical services, and customer service, and the workshop is set in motion by the facilitator. The teaming that occurs between the various business departments represented proves to have quite an impact, and the results are evidenced in smoother communication, ease in interdepartmental management and operations, and cost-containment.

Third Sky Simulator Polestar™





We invite you to immediately take advantage of this benchmarking tool and realize the impact of IT Service Management.

## **TARGET AUDIENCE**

We encourage senior managers from both the business-side and IT to participate. The simulation workshop is appropriate for any IT Operations, Technical, or IT Management requiring more information about IT Service Management best practices. Anyone responsible for managing or implementing ITSM processes within IT or in conjunction with IT.

## **SIMULATION WORKSHOP OVERVIEW**

- ◆ Available as a stand-alone day or delivered with other ROI and Third Sky ITSM services and education
- ◆ Gain familiarity with the ITSM concepts through a beneficially interactive approach
- ◆ Learn and understand how to propel your business further with ITSM
- ◆ Experience the meaning of IT alignment with the business
- ◆ Discover how to achieve in business terms through practical and effective implementation of ITSM

## **CONTACT US**

Contact your ROI representative today at 1-800-ROI-9877 and learn more about leveraging this in-demand process tool.