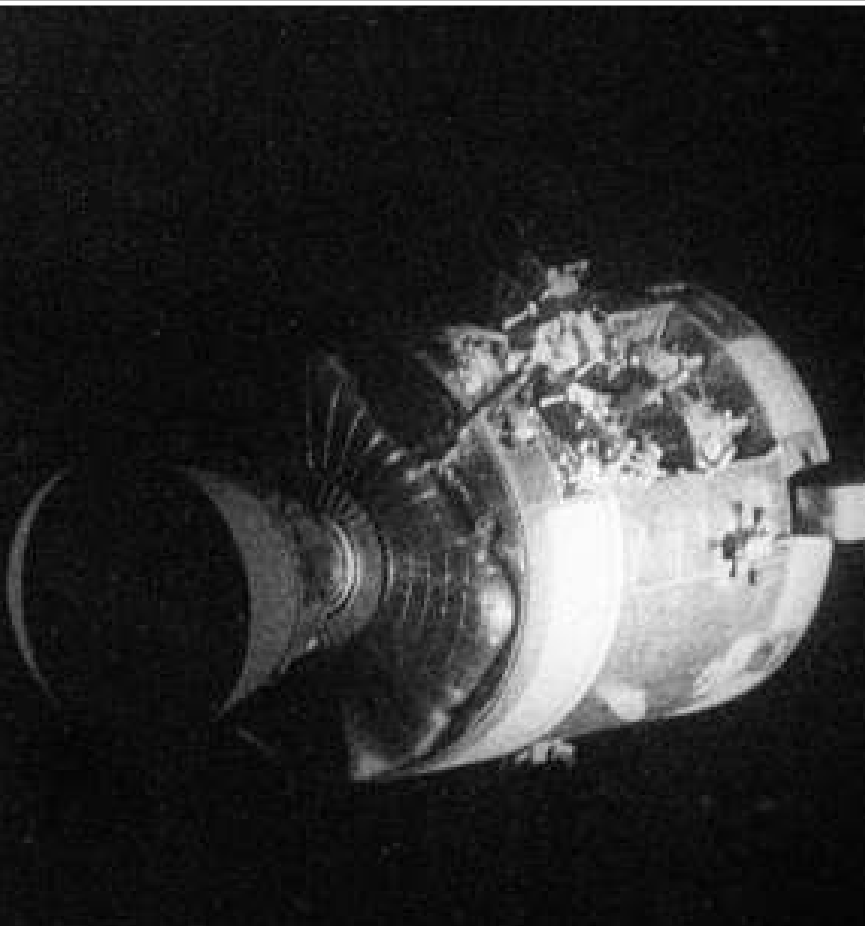


Apollo 13 - an ITSM case experience™

The 'Apollo 13 - an ITSM case experience™' simulation is an intense, one-day programme where ITIL® concepts and processes are experienced in a simulated environment. In this programme, real life situations taken from the Apollo 13 mission form the basis of your team effort. Each participant adopts a role from the mission control centre 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 best practice processes, in real life.



Fifty-five hours and fifty-five minutes into the mission

On board Apollo 13 one of the crew members reports hearing a loud 'bang'. The bang is the explosion of the liquid oxygen tank #2 in the Service Module. The tank provides vital oxygen used by the fuel cells that are Apollo's primary power source. The backup battery-powered electricity supply in the Command and Service Module only has a lifetime of 10 hours. **You are 87 hours from home!**



About the simulation

James A. Lovell, Jr.

'This is the crew of Apollo 13 wishing everybody there a nice evening, and we're just about ready to close out our inspection of Aquarius and get back for a pleasant evening in Odyssey. Nine minutes later, oxygen tank #2 blew up, causing #1 tank to also fail.

The Apollo 13 Command Module's normal supply of electricity, light and water was lost. The crew is drifting about 200,000 miles from earth.

Source: NASA



What is the simulation about?

You will work in a team consisting of 8 to 15 mission control centre members. This team will journey through the four phases of the mission.

In each round, the programme is structured into 4 categories:

1. Design
2. Action
3. Reflection
4. Reporting

Throughout the day various ITIL® processes are necessary to enable ground staff and crew to resolve problems and make timely changes to the spacecraft configuration and its trajectory.

NASA Service Level Agreements

Teams will receive Balanced Scorecards (BSCs) representing their Service Level Agreements (SLAs) with NASA. At the end of each phase, teams will report on their compliance with the service levels required. Prior to each phase, elements of the ITIL® theory are explained in relation to the processes that will be encountered in that specific round.

The actual Apollo 13 mission will be reviewed and related to the ITIL® processes at the end of each phase, showing how mission success was accomplished in the end by using these processes.

Who is the simulation designed for?

All employees in the organisation will benefit from participating in this fun filled simulation. Simulations are facilitated specific to an organisation and is thus tailored for your unique environment. Due to the short nature of the engagement it is very effective for senior and top management.

Goals of the simulation

- You will have a better understanding of working processes.
- You will have learned how good designs can improve the performance of the service department.
- You will learn how to co-operate and how to improve working processes by designing and implementing as a team.
- You will have gained insight into possible improvements in your own working environment.
- Experience first hand the effect of communication and team work on solving complex issues.
- Get exposure to the development of strategies to improve leadership and team performance
- You will have a better understanding of the ITIL® theory. By investigating the Apollo 13 case, you will have learned how ITIL® processes can be used in any environment.
- You will understand the interdependency of processes and the processes' impact on business continuity.

Bookings

The simulation can be tailored as part of any programme specific to your organisation

To find out more about this and other Q-Campus Courses, or to reserve your place on this course, please contact your nearest office.

Bookings and Enquiries

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