

ITSM-simulering

Nätverksträff i Malmö!

Fredag 26 maj kör vi en utökad lunch med att gå igenom lite olika simuleringar där vi lär genom att spela spel i stället för traditionell utbildning. Här blandar vi det seriösa med det roliga.

Spelbaserat lärande ger oss ett roligt och socialt sätt att lättare förstå komplexa idéer.

Från kapacitetsplanering via Event-, Incident- och kunskapshantering till att skapa en effektiv CMDB. Spelen är designade för att utveckla ett agilt, holistiskt tankesätt.

Förutom spelen bjuder vi på lunch.

Datum: 26 maj

Tid: 11.30 – 13.30

Plats: Synerity (Genetor, Malmö C), Centralplan 8c

Make Friday 26th May a day to remember with some serious fun that could change the way you approach ITSM training.

Introduction

Game-based learning provides a fun, social experience where complex ideas can be easily understood. Games can change the way people think about the world around them.

Join us as we showcase our unique range of high quality ITSM simulation games. These are not simply games utilising transferable skills elements, here you experience key aspects of ITSM in a business context.

From Infrastructure capacity planning through event, incident, and knowledge management to setting up an effective CMDB, our games are designed to develop an agile, holistic mindset and appreciation for the role ITSM plays in successful IT delivery.



What to expect

As well as having a look at the available games and discussing their scenarios, you will be invited to experience one for yourself.

We have selected an easy-to-play game that should only take around an hour to play.

The scenario: Your small DevOps team is responsible for a service which is experiencing a high volume of event-generated incidents.

Your challenge: Create the most business value through developing new functionality for your customer.



About our presenter



Nigel Hopkins has more than 30 years' experience working in IT. Currently he is working as a business practice specialist at IKEA, focusing on ITAM and service configuration management. Outside of work, Nigel has been creating board games for the last 8 years, as a way of developing understanding in the ITSM area. Originally, all the games were just available as physical board games, but during the COVID times, they were also made available online.