



G2G3 & Delta Software

A Partnership Profile



Who is G2G3?

G2G3 is the leading provider of communication tools and gaming solutions that drive enterprise IT and business alignment.

Our innovative approach to business gaming will boost your business performance by creating a shared understanding of your processes and goals which crosses organizational boundaries.

Who is Delta Software?

Delta Software is a software company dedicated to helping organizations implement IT service improvement plans using a deliberately pragmatic approach that addresses people, process and technology. Its successful Service Advantage program is designed to ensure an IT service improvement implementation achieves a business outcome quickly and cost-effectively and is based on many years experience of implementing service desk projects.

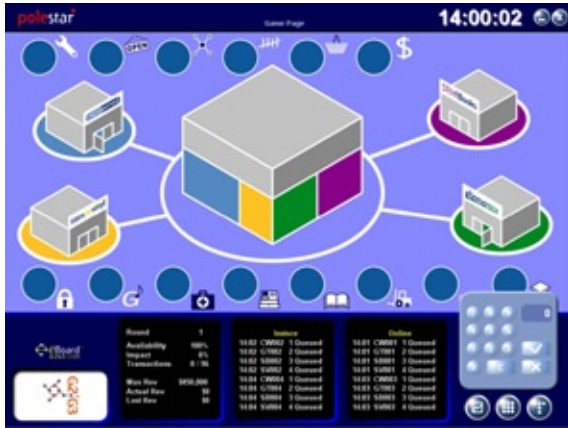
The Partnership

Delta Software license the Polestar ITSM simulation from G2G3 as part of their Service Advantage program.

Polestar ITSM is a high-impact, energetic way to accelerate understanding, involvement, and acceptance of ITSM best practice in any organization. Facilitated over one day in the fast world of global online retail, Polestar ITSM brings to life the behavioral and process issues faced by IT organizations. This is done through realistic scenarios to which participants can directly relate to and have actual experience of.

This unique experiential learning approach causes breakthrough understanding of ITSM best practice and transforms learning into an engaging, fun and highly memorable shared experience.





Benefits to Delta

Polestar ITSM helps add significant value to the Delta Service Advantage program. A key component of Service Advantage is called Process Enablement. This focuses on how IT process improvement will most benefit the business and defines the IT service roadmap to achieve that, with the Polestar simulation as a key enabling event.

David Gandar, CEO of Delta said: "Many organizations find an ITIL service improvement project can be time-consuming and initially unproductive. We focus on achieving benefits right from the start, often within weeks. Getting a clear sense of priorities is a key to that. We've found the Polestar ITSM simulation a brilliant way to really engage the IT service team and get commitment to results."



Delta uses Service Advantage to bring IT Service Management to Life for Christchurch City Council

A founding principle of the Delta Service Advantage program is early recognition that many ITIL projects started at implementation with ITIL process designs, but without a vision of how it will deliver benefits to the business. These types of ITIL projects easily become bloated - with training, perhaps consulting, the extra time it takes to get through basic IT service improvement steps when various IT groups may not even yet be 'on the same page'.

With some Service Advantage help from Delta Software, Christchurch City Council looked to define their IT vision and key service improvement objectives during a two day workshop. The workshop which was led by Christchurch City Council acting CIO, Gavin Till, and facilitated by Delta Software program manager, Dave Hayes, included a one day Polestar ITSM simulation.

Gavin explains: "We used the Polestar event as a fun way of getting everyone to understand the importance of service delivery and the need for improvement. During the day we went from utter chaos with very little process to more mature processes and improved communication supported by robust infrastructure. We could see and feel the difference between service delivery failure and success so it really highlighted the need to improve, whilst showing that the task of meeting service delivery expectations is not impossible."

