



# polesstar<sup>★</sup>™ 20000

A G2G3 ISO/IEC 20000 SIMULATION

## PROPULSION

Propelling achievement of ISO/IEC 20000

**Strategically aligning IT and the business**

Increasing efficiency with quality service management

**Creating shared energy and commitment**

# polesar™ 20000

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- ▶ Increasing efficiency with quality service management

## WHO IS G2G3?

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

## WHAT IS ISO/IEC 20000?

ISO/IEC 20000 is the first worldwide standard specifically aimed at IT Service Management. The standard was based on the internationally recognized best practice framework for ITSM, the IT Infrastructure Library (ITIL®). ISO/IEC 20000 allows organizations to:

- ▶ Become more competitive
- ▶ Reduce cost, risk and time-to-market for new services
- ▶ Demonstrate visible commitment to improving services

## THE SOLUTION - POLESTAR 20000

Polestar 20000 is the world's first simulation to address the rising market interest in the ISO/IEC 20000 standard.

Polestar 20000 is a high-impact, energetic simulation which brings quality service management to life in the context of a realistic and exhilarating on-line retail scenario. This unique experiential learning approach can accelerate attainment of the ISO/IEC 20000 certification through creating a shared commitment, understanding and impetus to improve.

## WHO WILL BENEFIT FROM POLESTAR 20000?

The Polestar simulation will help organizations looking to address governance and other regulatory pressures through driving measurable service quality improvements within IT.

The Polestar simulation will add significant value to training providers offering the Service Quality Management (SQM) certification program.

## POLESTAR IN ACTION

Normally delivered over 5 rounds, the Polestar simulation introduces ISO/IEC 20000 through gaming dynamics. The simulation structure is designed to reflect the continuous improvement approach as defined by ISO/IEC 20000.

In addition, the experience continues between rounds through defined transition phases which require the participants engagement in planning for continual service improvements, utilizing the Plan-Do-Check-Act methodology.

**“By year-end 2008, 60 percent of public-sector deals, and 30 percent of private-sector deals will demand ISO/IEC 20000 certification in their RFPs.”**

*Simon Mingay, Gartner*

The following aspects of service management are considered during each round:

### ROUND 1

Working in silos (IT and the Business)  
Communication issues and chaos  
Introducing the Resolution Processes - Incident Management

### ROUND 2

Further Resolution Processes -  
Problem Management  
Change and Configuration Management  
Service Level Management, Capacity Management, Service Continuity and Availability Management  
Introducing the Relationship Processes

### ROUND 3

Maturing the Resolution Processes  
Release Management  
Maturing the Service Delivery Processes  
Service Continuity Management and Event Management  
Supplier Management and Information Security Management

### ROUND 4

Maturing the Control Processes  
Further Service Delivery Processes  
Budgeting and Accounting for IT Services

### ROUND 5

Demonstrate importance of service management processes and their relationships  
Review how service management quality has improved and the benefits to the business

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