



polestar[★] HEALTH

A G2G3 IT SERVICE MANAGEMENT SIMULATION

PROPULSION

- Creating IT contribution realization
- Raising awareness of **IT Service Management**
- Strategically aligning IT and the healthcare business
- Energizing staff through **immersive learning**
- Creating a catalyst for positive change



WHO IS G2G3?
G2G3 is the leading provider of immersive business simulations and technology related readiness programs that propel IT and business alignment.

THE CHALLENGES

As the Healthcare sector becomes increasingly dependent upon IT, its technology providers find themselves under significant pressure to meet aggressive targets, contribute to improved patient care, and address market and regulatory issues, often with reduced financial and human resources. In addition, despite technology now being the critical enabler of quality patient care for clinicians, there remains a lack of understanding around the importance of IT to the patient care value chain.

THE SOLUTION - POLESTAR HEALTH

The Polestar Health simulation is a high-impact, energetic way to accelerate understanding and acceptance around IT Service Management. The simulation uses an immersive and exciting high-technology healthcare scenario to bring the challenges faced by healthcare organizations to life whilst demonstrating how centralized IT functions can improve quality and efficiency through the implementation of ITSM and IT Infrastructure Library (ITIL) best practices. The simulation leads participants to build their knowledge of ITIL and service management, then collaborate and apply these learning outcomes to implement practical improvements which resolve the challenges being encountered and ultimately drive improved clinical and clinician productivity.

POLESTAR HEALTH IN ACTION

Normally delivered over 5 rounds, the simulation uses gaming dynamics to mirror the real world interaction between IT and the business of healthcare delivery, from both a strategic and operational perspective.

The simulation structure is designed to reflect the entire service management lifecycle as defined by ITIL V3. Participants progress through the rounds, increasing operational maturity and gaining a holistic understanding of quality service management as they go.

“Games based learning can significantly accelerate the transfer and application of knowledge.”

Waldair Arevalo De Azevedo Filho, Gartner

In addition, the simulation experience continues between rounds through defined service transition phases which require the participants engagement in planning for strategic and operational continuous service improvements.

The following aspects of ITSM are considered during each round:

ROUND 1

Working in silos (IT and the Business)
Communication issues and chaos
Introducing the Service Desk and Incident Management

ROUND 2

Refining and improving Incident Management
Introducing Problem Management, Knowledge Management and Trend Analysis
Introducing Availability and Capacity Management
Introducing Configuration Management, Change Management and Service Level Management
Business Relationship Management

ROUND 3

Maturing the Service Desk and Incident Management
Maturing Problem Management and the Knowledge Base
The importance of Change and Release Management
Service Continuity Management and Event Management
Supplier Management and Information Security Management

ROUND 4

Introducing Financial Management
Maturing Configuration Management

ROUND 5

Demonstrate importance of processes and their relationships
Review how ITSM maturity has evolved and the benefits to the business

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