

Strategy management

In-keeping with the definition of strategy management you will be deciding how best to use your available time and money to achieve the stated mission. This will include both tactical and strategic decisions over the course of the simulation.

Excluding any bonus actions you are limited to a total of 18 actions over the course of the simulation. The sequence and timing of the actions will be crucial in maximizing the business value that you are able to generate.

Relationship management

Your main stakeholders are the users of the solutions and the solution sponsors, the managers in your facility responsible for the areas impacted by the solutions. You working to train additional users in the solution areas to make them more effective. This will bring you influence which you can use to secure additional funding from sponsor. It is important that you pay close attention to the sponsors over the course of the simulation in order that you can maximize the business value you deliver to the company.

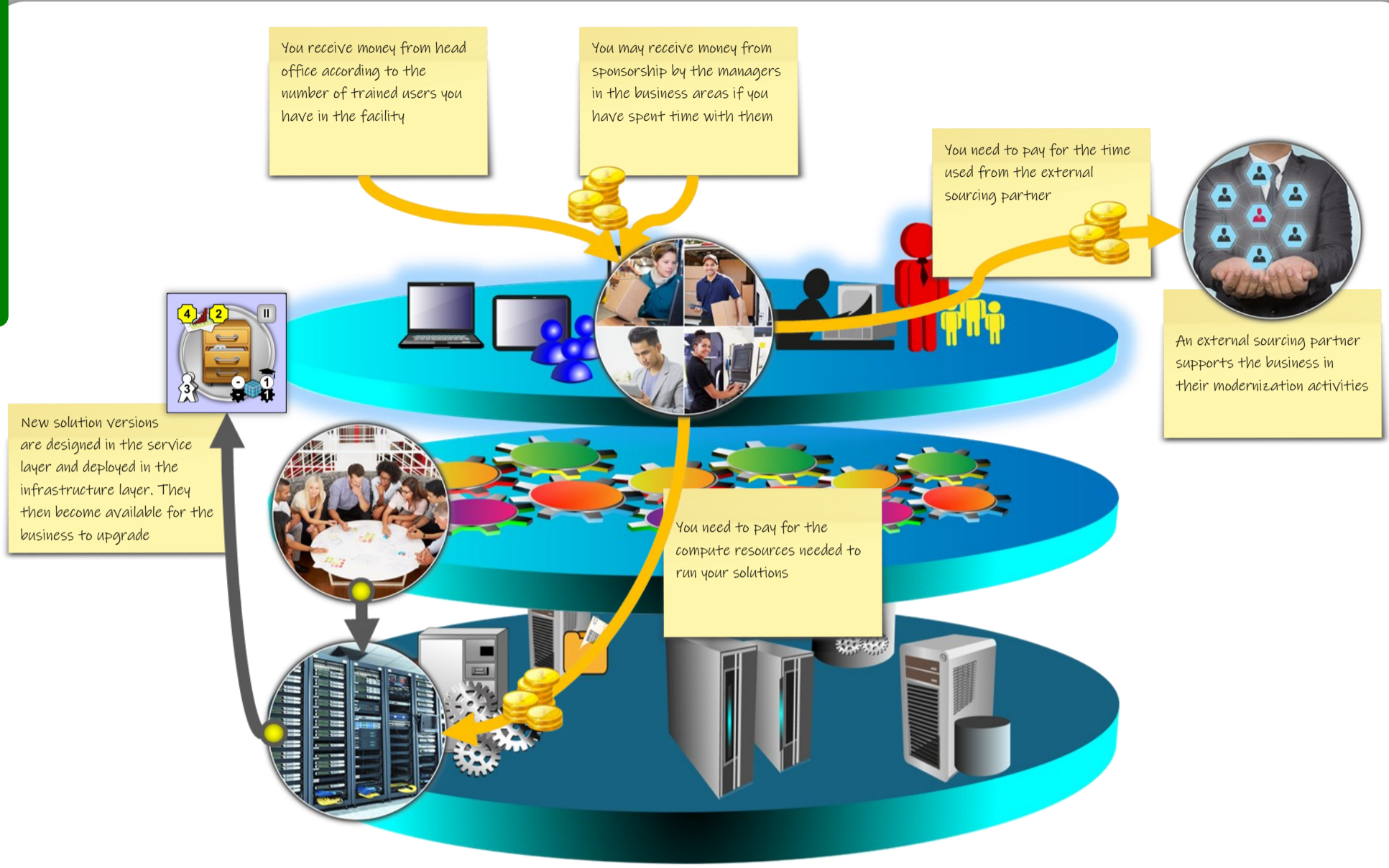
Relationship marker

Service financial management

The goals of the company are ambitious and demand much of your financial management. You have limited financial resources available to you and you must use your investments to their maximum at each step of the way.

Over the course of the simulation you will generate income from having trained users and have this supported by budgetary commitment from the business area managers (your sponsors). You will need the money to pay for the external work effort needed to upgrade and otherwise improve your facility. You will also need money to pay for the operational costs incurred.

See also: Relationship management



Measurement and Reporting

Performance metrics from each of the three layers (infrastructure, service and business), are crucial in risk management, capacity and performance management and to support continual improvement.

Integration of solutions can bring more data into the analysis, generating more insight in reporting which, in turn, informs better decisions.

In the simulation, one of the actions is to report on your solutions, generating business value from the insight. Integration, allows you to create additional business value by leveraging the data from multiple solutions.

Most solution upgrade tiles have business value associated with analysis and reporting. The value depends on whether or not you engage with the manager.

Workforce and talent management

It is important that you develop and maintain the competence needed for your staff to be as effective as possible. One of the aspects involved in this is to ensure that you train up sufficient staff in your various solutions.

In the simulation, your users have not received and specialised training and are therefore unable to fully leverage the value of the services start with only some of the staff trained in the solutions. Training the user-base will help the company generate value but may also increase the workload leading to increased operating costs.

Business analysis

Business analysis has been performed ahead of the timeline depicted in the simulation. It is during the business analysis that the preferred solutions, for each business area, were identified.

In the simulation, three solutions have been identified for each business area. They have been classified in terms of their contribution to the business and identified as gold, silver and bronze. The gold solutions are those that have been identified as having the highest contribution to the business and the bronze as having the least, though still an approved solution.

Business analysis continues to ensure that the initial assessments were correct and also to ensure that the solutions remain relevant to the business which may itself change over time or become affected by market disrupters.

See also: Measurement and Reporting

Capacity and performance management

The business layer creates demand for compute, storage and network resources which need to be met by the infrastructure layer, either from on-premises platforms or from cloud platforms.

It is important to be able to forecast and manage your demand over time to ensure that you do not experience runaway costs or risk insufficient capacity to meet your needs.

Beyond the technical demand, there is a need for work effort of the necessary competence to be able to fulfil the planned activities. This must also be monitored and managed.

In the simulation, the focus is on demand management in terms of technical workload and in terms of effectively utilising the available effort from the external sourcing partner.



Risk management

Old technology and solutions can increase the risk of service failure and also prevent potential benefits in terms of business value generation and cost-effective service provisioning. Furthermore, failure to optimize a solution to deliver the best performance at the lowest operational cost is a missed opportunity.

The simulation draws on all these aspects, increasing the effort needed to maintain old solutions and rewarding tuning of solutions to improve performance and optimise demand.

Portfolio management

It is the aim to have the correct set of projects and solutions to meet the strategy of your company.

In the simulation this is reflected by the available solution upgrade tiles from which you can choose.

See also: Business analysis and Strategy management

Service request management

Standard requests are defined for a service. These may include requests for access to the service, information, data and etc.

In the simulation, new users are added to the services which will generate a background service request for access to the corresponding service.

Supplier management

It is important that the performance of your suppliers are monitored and managed to ensure that you experience reliable results and detect any failure to achieve established standards.

In the simulation, the only supplier is the sourcing partner that is providing the necessary competence and capacity to deliver your improvements.

The agreed contract provides for an amount of planned resource for any given year with additional unplanned, but more expensive resource also available should you require it. If the planned resources are not consumed during an one year, it is the agreement that you will plan less resources the following year.

Continual improvement

This sets out to provide methods and mechanisms to identify and action requested improvement to the services. This would also require that improvement can be measured and reported.

In the simulation, it is considered that the users continue to identify such improvements as they use the solutions. These improvement recommendations are sent to the service layer for classification and actioning, thereby helping to ensure that the offered solutions better meet the needs of the business.

Change enablement

The goal of change enablement is to maximize the number of required changes introduced into the business whilst minimising any associated risks, requiring careful planning and control.

This is seen as a background activity in the simulation which is dealing with a series of changes being implemented over a number of years. Planning and sequencing of the changes is important to maximise the business value generated

Organizational change management

Complete organisational transformations or smaller departmental realignments can be disruptive and counter productive if not carefully managed.

This is a background activity in the simulation, contributing to the need for training of staff and the engagement of sponsors to facilitate the transitions to

Deployment management

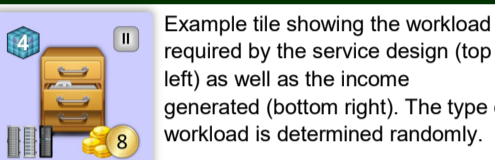
Over the course of the simulation you will ensure that you are able to efficiently deploy the projects needed by the company. This is a central theme to the simulation and it is through managing the deployments that you are able to create income and business value.

You will be able to improve the speed and effectiveness of your deployments through automation and training.

You will also ensure that you have sufficient capacity in your platforms to support the deployments.

As well as the new designs arriving in from the DevOps teams, you need to deploy new hardware into your server room to keep up with the demand and to keep control of your costs.

See also: Capacity and performance management



Example tile showing the workload required by the service design (top left) as well as the income generated (bottom right). The type of workload is determined randomly.

Capacity and performance management

This business simulation relies on effective capacity management of your infrastructure platforms with careful planning of life-cycling activities and balancing of existing and future workloads to maximise utilization and minimize operational costs.

Within the simulation you will be rewarded for operating your server-room with a high degree of utilization by the workloads you are supporting. However, extreme optimization comes at the cost of reduced flexibility and it is up to you to balance flexibility and maximized utilization

See also: IT asset management

Workforce and talent management

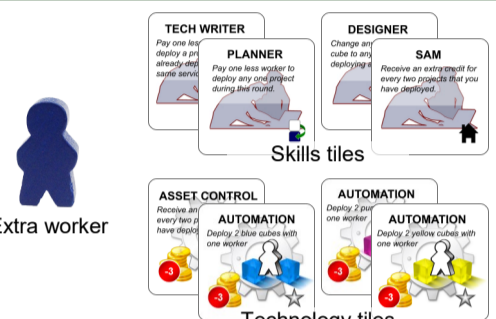
The team you manage can be increased, developed and augmented with technical solutions. Careful development of your team, both in size and capability, is crucial to your success.

The training of your workforce affects other practices through their increased skills; IT asset management, Change control and Service design.

Augmenting your workforce with technology enables them to use their time more effectively with increased reliability.

Changing the number of staff assigned to the projects team affects the total amount of work you can accomplish each round.

You can also dedicate any of your extra workers to support other areas of the company to save time, reduce costs or increase your business value.



Skills tiles: TECH WRITER, DESIGNER, PLANNER, SAM

Technology tiles: ASSET CONTROL, AUTOMATION

Extra worker

IT asset management

You want to get the most out of your assets with a minimum total cost of ownership. New hardware costs money to buy but will generally provide more capacity than older hardware so you will life-cycle your capacity to keep the cost to a minimum for the capacity you need.

Software licensing is also costly, especially if not optimised. Care must be exercised in balancing the workloads across your platforms to avoid paying too much for your licenses.

Infrastructure and platform management

Whilst it is possible to deploy to a public cloud, you can use resources in your server room to provide a cost effective alternative. Your server room can support three platforms across its pools and your ability to provide capacity in the platforms directly translates to the your ability to support workloads requiring those platforms.

Service financial management

There is only a limited amount of income available within the simulation so it is vital that you make the best use of it.

If you do not manage to generate enough income to cover your costs you will lose business value for the company. You must be continually aware of your fees and income throughout the simulation in order that you can correctly plan your activities without incurring penalties.

Change control

All the projects introduce changes in the form of new designs that need to be transitioned into production. These are of vital importance to the success of your business improvement activities and the change control practice helps to maximize the deployments whilst minimizing the risks.

To help you maximize the changes that you can deploy into production, you can leverage staff training to better plan the change and to keep excellent records on the routines, challenges and configurations involved.

See also: Workforce and talent management

Architecture management

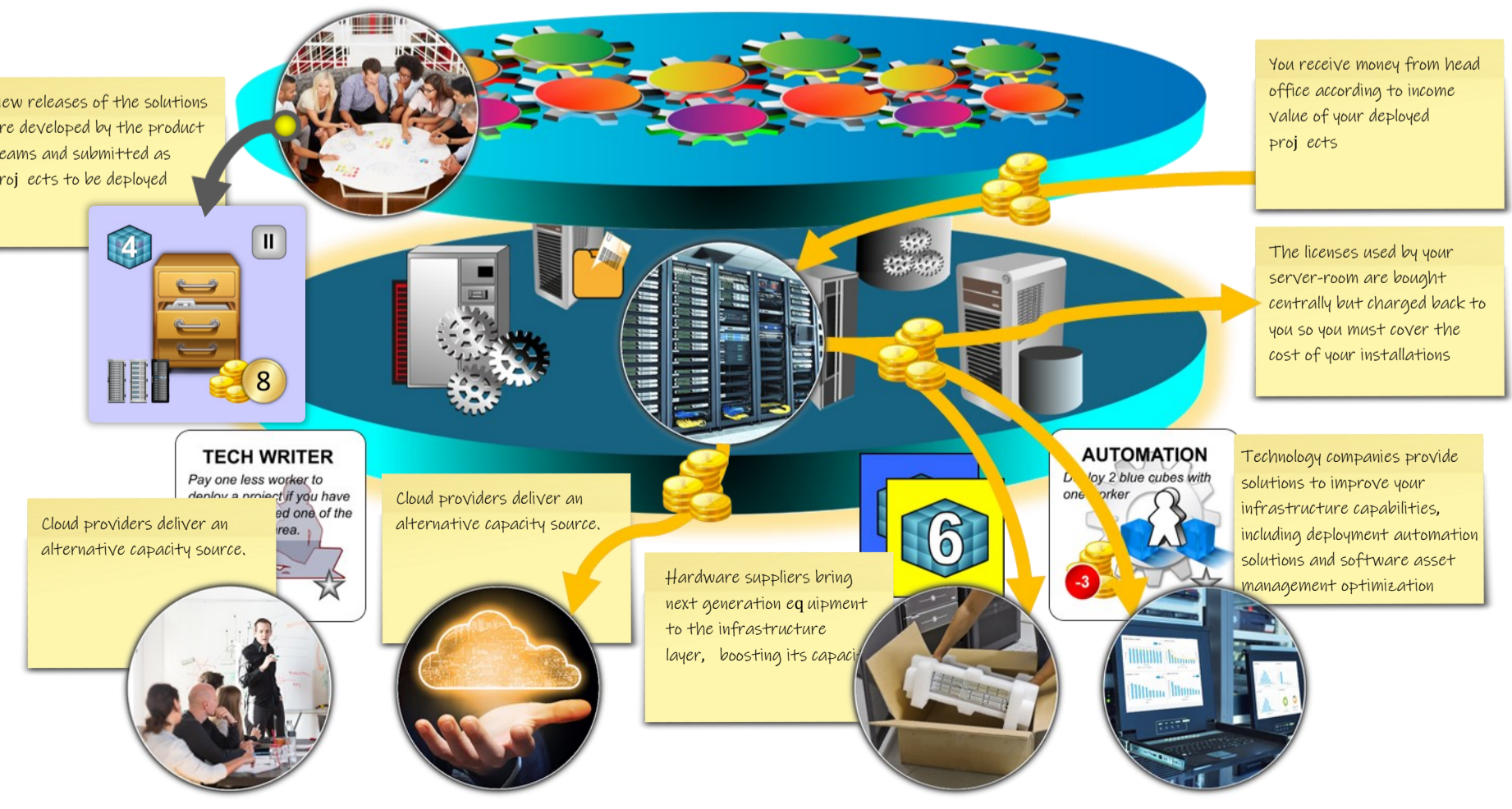
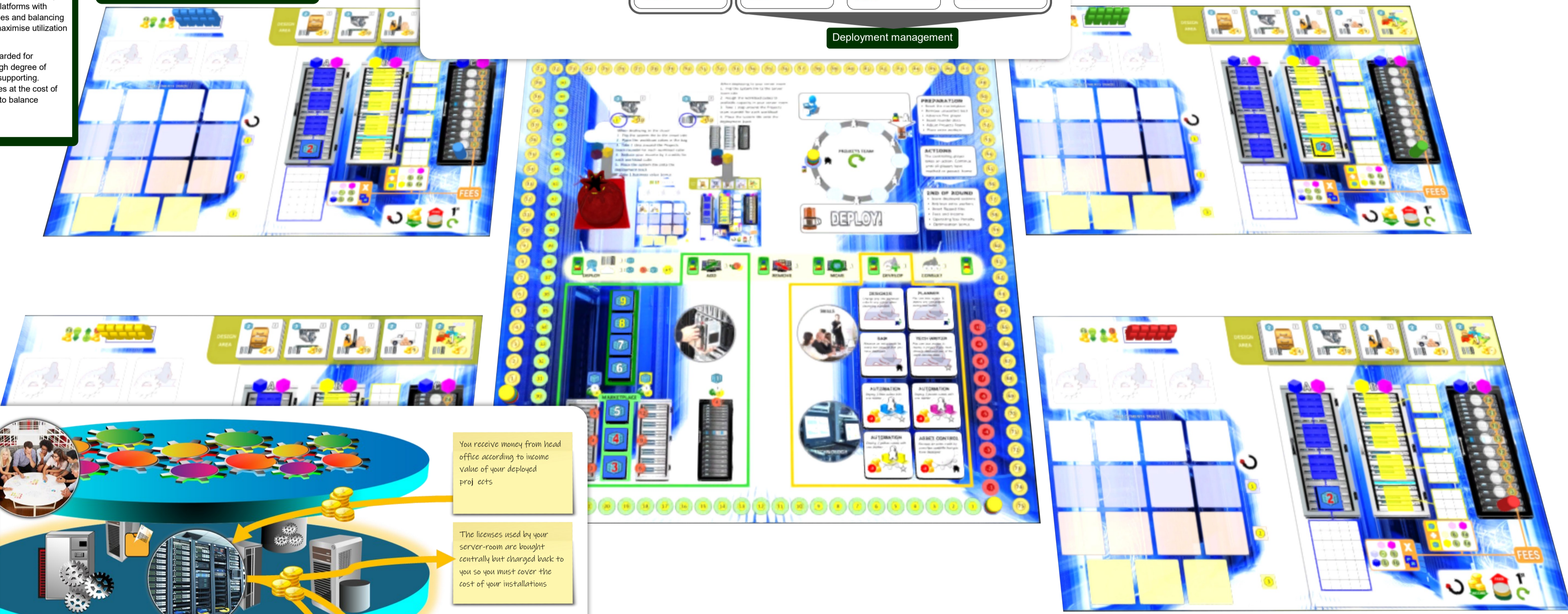
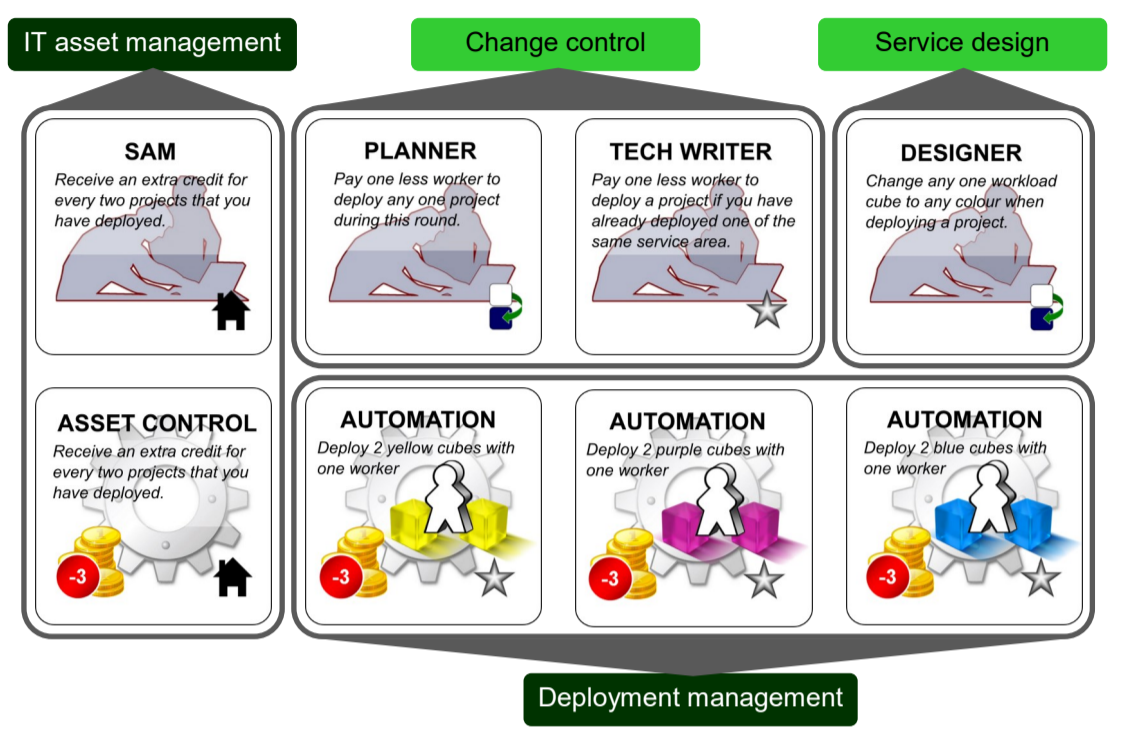
By understanding the needs of the various projects insofar as support for their workloads, you are able to effectively define your server-room, its platforms and associated capabilities.

Over the course of the simulation you will realise your defined configuration.

Service design

Through specialised training, you have the opportunity to adapt the design of the services you are deploying to better fit with the platforms you are managing.

Team and technology development better supports key practices



Continual improvement

At the start of the simulation you have no automation in place and limited capacity. Over the course of the game you have the opportunity to improve the technical capability through acquiring new technology. You also will be adding new and improved hardware into the mix to keep your server-room up at its best.

Release management

You are supporting the last step in the release of the new services by deploying the projects received from the DevOps groups in the service layer.

Once you have deployed the projects, they are available for use by the rest of the company in support

Strategy management

The correct scheduling of activities within the simulation's cycles is of paramount importance in controlling your costs and providing a sound base for your goals. Whether you choose to focus on server room, cloud or both, you need to determine the best tactical course of action.