GAME CHANGING INSIGHT

## 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 projects arriving in from the DevOps teams in the service layer, 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 project card showing the service design and any deployment restrictions as well as the income and business value generated.
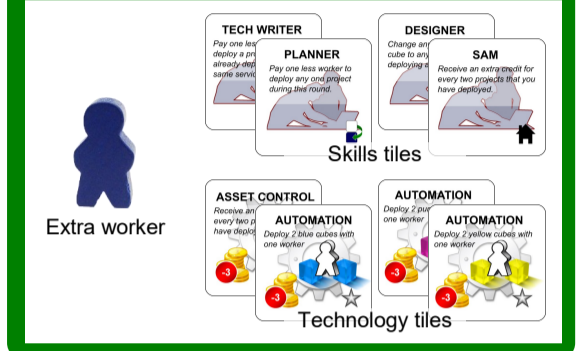
## Workforce and talent management

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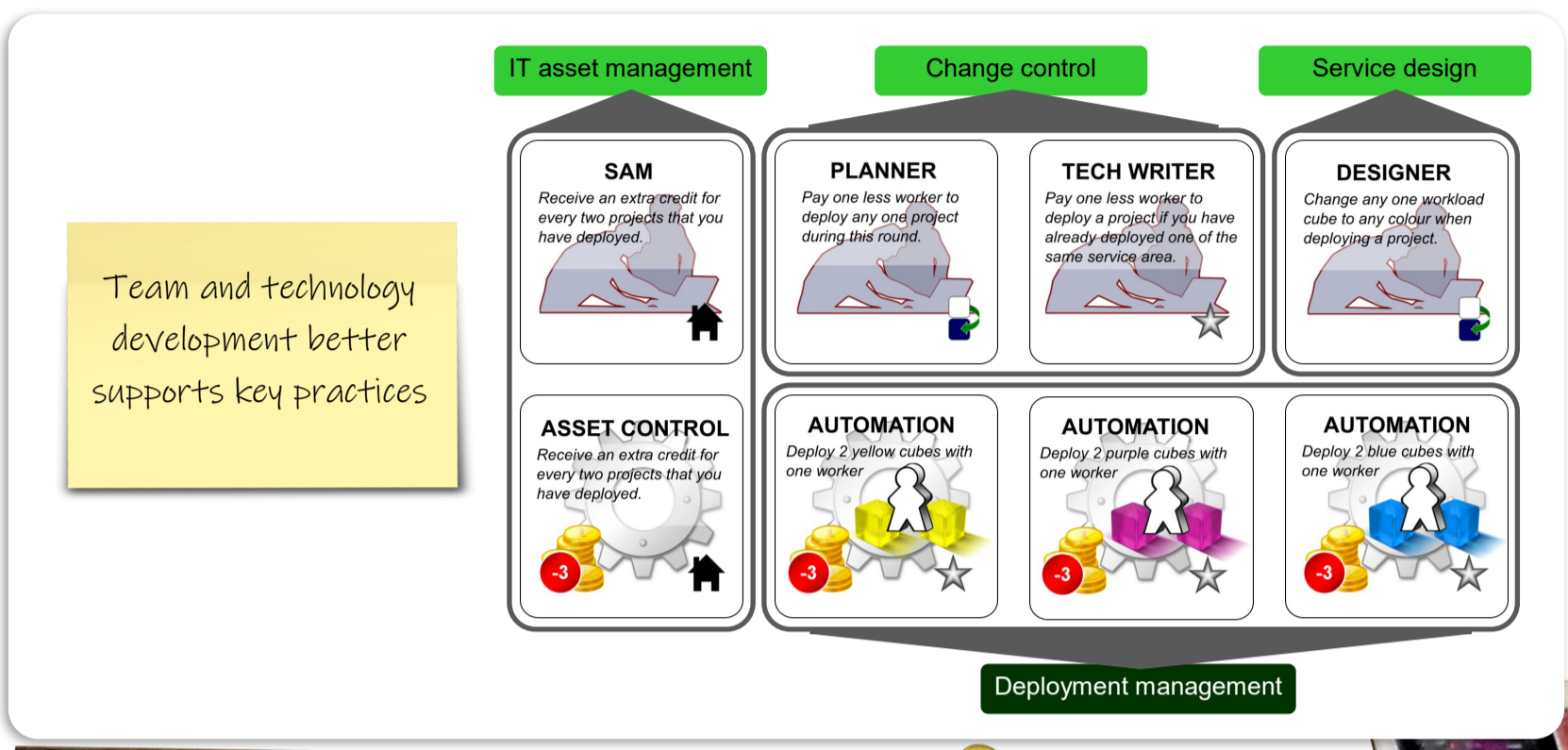
Changing the number of staff assigned to the projects team affects the total amount of work you can accomplish each round.

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.

Extra worker

Skills tiles

Technology tiles

## Infrastructure and platform management

Whilst it is possible to deploy most projects to a public cloud, you still need to maintain sufficient 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.

## 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 maximized utilization and it is up to you to balance flexibility and maximized utilization

See also: IT asset management

## Change control

All the projects introduce changes in the form of new releases for use by the company. 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

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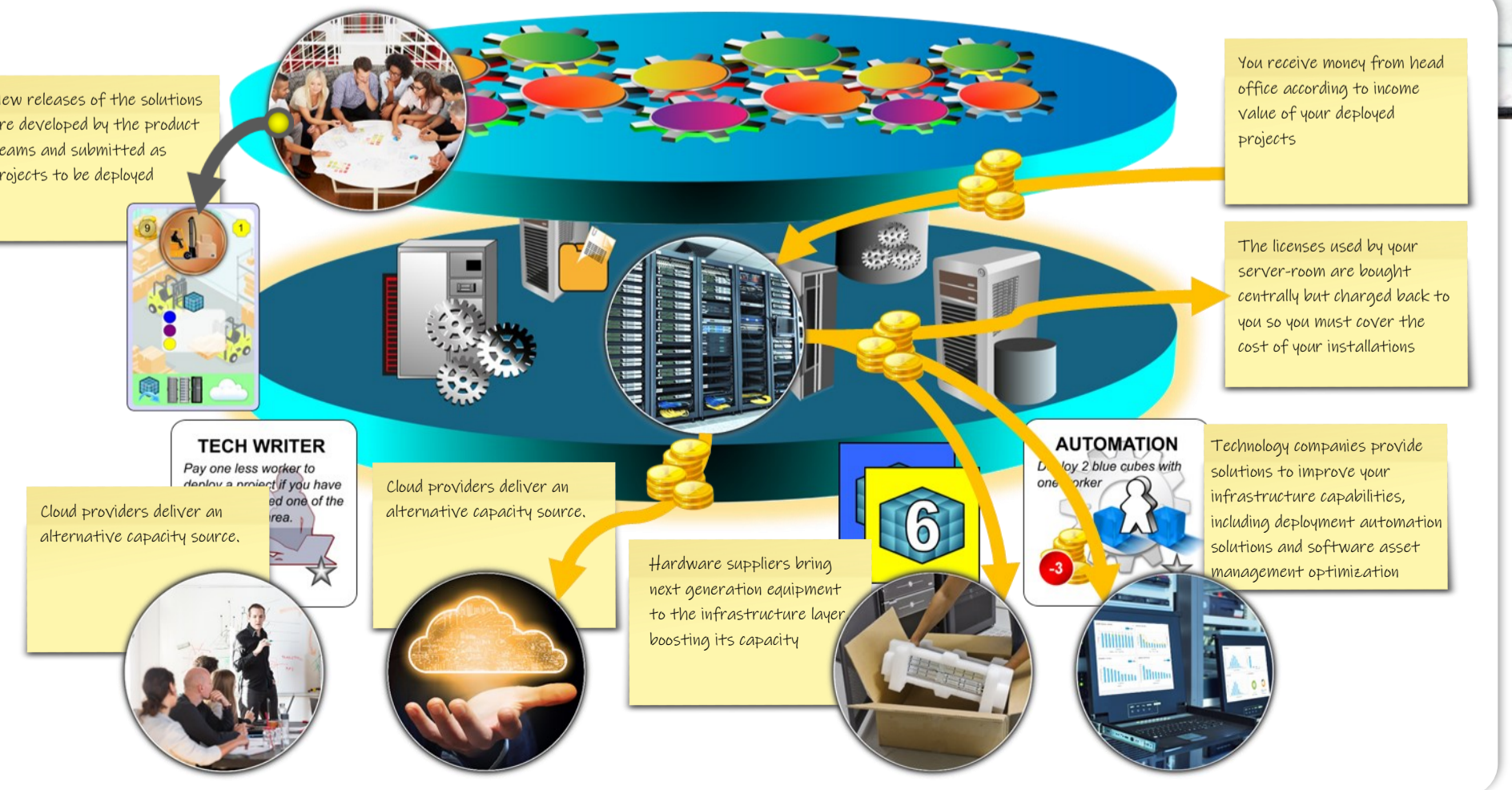
Software licensing is also costly, especially if not used in an optimal way. Care must be exercised in balancing the workloads across your platforms to avoid paying too much for your licenses.

## 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.

## 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.

### IT asset management

**SAM**
Receive an extra credit for every two projects that you have deployed.

**ASSET CONTROL**
Receive an extra credit for every two projects that you have deployed.
-3

### Change control

**PLANNER**
Pay one less worker to deploy any one project during this round.

**TECH WRITER**
Pay one less worker to deploy a project if you have already-deployed one of the same service area.

**AUTOMATION**
Deploy 2 yellow cubes with one worker
-3

**AUTOMATION**
Deploy 2 purple cubes with one worker
-3

### Service design

**DESIGNER**
Change any one workload cube to any colour when deploying a project.

**AUTOMATION**
Deploy 2 blue cubes with one worker
-3

Deployment management

Team and technology development better supports key practices

New releases of the solutions are developed by the product teams and submitted as projects to be deployed

You receive money from head office according to income value of your deployed projects

The licenses used by your server-room are bought centrally but charged back to you so you must cover the cost of your installations

**TECH WRITER**
Pay one less worker to deploy a project if you have already-deployed one of the same service area.

Cloud providers deliver an alternative capacity source.

Cloud providers deliver an alternative capacity source.

Hardware suppliers bring next generation equipment to the infrastructure layer boosting its capacity

**AUTOMATION**
Deploy 2 blue cubes with one worker
-3

Technology companies provide solutions to improve your infrastructure capabilities, including deployment automation solutions and software asset management optimization

## 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.

## 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 of their goal to modernize IT.

## 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.