Overview of games
(each game supports up to 8 players)

	CONFIG	DELIVER!	DEPLOY!	RELIABILITY	STABILITY	UPGRADE!	VALUE BY DESIGN
Silo busting		○		●	○		○
Strategic planning		○	○		○	●	
Holistic thinking	○	●	●	○	●	●	○
Optimisation	○	○	●	●	○	○	
Workforce development			●	○			●
Engagement with others			○	○		●	
Money management			●			●	
Time management	●					●	●
Resource management			●	○	○	●	
ITIL in context	○	●	●	●	●	○	
Co-operative	●			●			●
Semi co-operative		●		●	●		●
Competitive			●			●	
Short duration*	●	●		●		○	○
Easy	●	●	○	●		○	●

Find out more…

* Around 1 hour; other games may take up to 2.5 hours

CONFIG
Explore key success factors in setting up an effective CMDB.
Starting from nothing, populate the content and health of your CMDB, to support the requirements of the various services, as they undertake their maturity journey.

DELIVER!
Explore how improving resilience enables more time to create improvement.
You are tasked with maximising business value by improving your service, but first you must find a way to reduce the continual exception events from your monitoring systems.

DEPLOY!
Explore how holistic thinking and careful planning enable you to meet the capacity needs of your business.
The business needs much more compute capacity, and you have both on-premises and cloud options available. Limited time and money force you to continually optimise your infrastructure and its licensing.

RELIABILTY
Explore how working across silos can benefit everyone.
Your 4 teams are fully occupied dealing with incidents, events, and requests, whilst the company runs license compliance risks. You need to find the time to remove the license compliance risk

STABILITY
Explore how addressing underlying instability, and tactical decisions, can help you to create more business value.
You need to develop new releases of your service, and deliver the changes requested by your customer. However, you are getting a lot of user incidents, which you suspect are linked to the instability in your service.

UPGRADE!
Explore the importance of personal engagement and strategic planning in maximising value creation
You are tasked with upgrading the IT service landscape in a small production facility. You must get help both from head office, and from the department managers in the facility to maximise your success.

VALUE BY DESIGN
Explore the power of value-based thinking in incremental improvement.
You are progressively building up your ITSM maturity, guided by a value stream. Develop knowledge in each of four personas to enable new capabilities and value to be activated,