



# APOLLO 13 SIMULATION WORKSHOP

**“It was fun and enlightening.”**

— John M.

**“Engaging, exciting & extremely well organized.”**

— Maria F.

**“Learning by having fun! Thanks.”**

— Doug S.

**“Wow!”**

— Gerard S.

**“This was an awesome simulation!”**

— Thuy V.

**“We did it!”**

— James T.

**“Evokes Collaboration!! Fantastic!”**

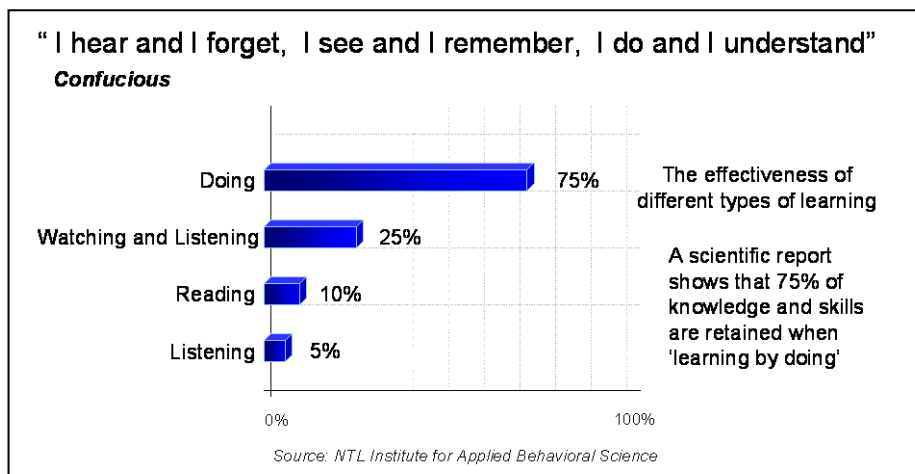
— Jeanene T.

**“Fun – great team building.”**

— Brenda V.

## Why the Apollo 13 interactive workshop?

Studies showed the effectiveness of different ways of learning. This figure shows that if you learn by doing 75 percent of all the knowledge and skills are still present and reproducible.



‘Simulations tested the crew’s and the **Mission Operations Control** responses to normal and emergency conditions. Simulations test events that could happen in real time – malfunctions in any one of the many spacecraft systems, problems or failures in ground systems – as real as possible. They must know what should happen and be capable of making a correct decision to continue the planned mission or execute a mission abort under any set of circumstances...If we didn’t have the knowledge gained in Simulation training the Astronauts of Apollo 13 would not be here today.’

- Gene Kranz, Flight Controller Apollo 13

During the interactive Apollo 13 workshop simulation, participants experience a range of different learning experiences that can cover the spectrum from grasping the intricacies and problems that are encountered in an ITIL implementation to uncovering potential opportunities for improvement in their own environment. Apollo 13 dynamically mixes – in just one day – team-building with everything from simple ITIL awareness to learning about IT Governance to helping to foster a jumpstart to organizational improvement and change.

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## Simulation Logistics



This interactive simulation provides participants with a “hands-on” experience, showing how IT Service Management processes result in improved business performance and profitability. In this training, real-life situations taken from the Apollo 13 mission are replicated.

Working as a team, you will play the roles of the mission control center in Houston to bring the crippled spacecraft and its crew safely home.

<b>Duration</b>	One day
<b>Target Audience/ Class Size</b>	Requires a minimum of eight (8) and maximum of 18 students, that typically consist of: <ul style="list-style-type: none"><li>• IT staff</li><li>• Stakeholders (executive management, IT customers, etc.)</li><li>• ITSM Project Lead &amp; Implementation Team</li></ul>
<b>Benefits</b>	This simulation allows participants to learn and experience all the benefits of ITIL®-based IT Service Management best practice solutions. Through the workshop, participants gain a better understanding on how to improve working processes by designing and implementing as a team. Your team leaves the exercise with valuable lessons learned and tools that are immediately applicable to your IT environment.
<b>Topics Covered/ Detailed Outline</b>	Participants will work in a team consisting of eight (8) to 18 Mission Control Center members. In their respective roles, team members will have to pull together; they will need to make decisions, agree on working practices/procedures, and report on their overall mission performance against a set of key performance indicators. They will learn to design, evaluate and improve their own ITIL-based processes as they play the roles of Mission Control.  Specifically, the team will experience the four phases of the mission (build & launch, Earth orbit & lunar approach, Transearth coast, re-entry splashdown) facing mission events and situations. In each round, the team undergoes the following steps: <ul style="list-style-type: none"><li>• Design the process</li><li>• Run the simulation</li><li>• Reflect and report</li></ul> Throughout the simulation, various ITSM processes are necessary to enable ground staff and crew to resolve problems and make timely changes to the spacecraft configuration and its trajectory.

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