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Capstone – Phoenix Project Simulation for Business

Phoenix Project Simulation

The simulation game is based upon 'The Phoenix Project' Book. Parts Unlimited is in trouble. Newspaper reports reveal the poor financial performance of the organization. The only way forward to not only save the company but to make it competitive and profitable is "The Phoenix Project" which represents an IT enabled business transformation, with Retail Operations as the business owner of this project. The VP of IT Operations is asked to take the lead of the IT department and ensure that "The Phoenix Project" will be a success. But the VP of IT Operations is facing a tremendous amount of work. A huge backlog of issues, features and projects.

Your team will act in different roles within the Parts Unlimited organization.

You can be Retail Operations, Human Resources or Finance – playing the Business roles of the company. Or you can be the VP of IT Operations or other members from his IT Team that needs to develop the applications and solve the IT Issues.

Your challenge is to use the DevOps principles and apply them in this serious Business Simulation. In three rounds you will work on the IT projects and IT issues and ensure that "The Phoenix Project" will be finished on time. But, beware, the business keeps coming with new ideas and demands and external developments outside your control can also throw a spanner in the works.



By playing a business simulation, we could bring about the Attitude, behavior and culture aspect and relate it to competency development (Skills, Knowledge and attitude) to become successful.

LEARNING PROCESS

Each round' the team will start with preparation time (20-30 minutes), during which the team can improve the processes, change the way of working, decide how to fix issues etc. Then the team will get a fixed amount of time to execute a round in the simulation. Each round is followed by an evaluation, guided by the game leader. The team explore their experiences, investigate potential improvements, and discuss what they need to take to the next round. After this the team will get time to prepare for the next round. After the third and final round, the team will perform a project closure exercise to capture the lessons learnt and discuss the take a way message from this workshop.

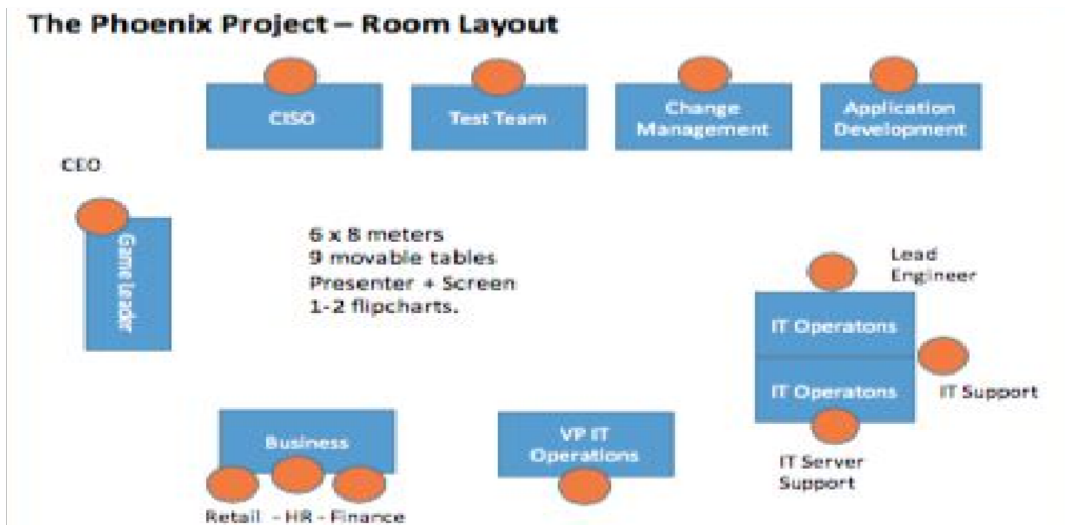


Learning Objectives

The simulation will be customized towards your own specific needs and learning objectives. But in general these are the main objectives:

- How to apply DevOps principles in a real life situation?
- How to find the right balance between delivering your SLA requirements and your IT projects according to plan?
- How to experience how DevOps can bring serious value to your business?
- How to increase the efficiency and effectiveness of your IT Department?
- How to create better flow in your teams?
- How to develop people's skills to act in a DevOps environment?
- How to show business their responsibilities in making IT Projects more successful?

Our Approach to this DevOps Business Simulation



Step 1: Intake session to understand key objectives, desirable behaviors and issues to be addressed in context to DevOps

Step 2: Role mapping of The Phoenix Project with assigned work responsibilities

Step 3: One day full-fledged workshop with 4 rounds with reflective learning

Step 4: Action learning, Feedback & Debriefing

Logistics Workshop conducted in your office premises supported with Table arrangement, Flip Charts and Projector with Markers



Deliverables

- 1 Day Business Simulation workshop to 8 Participants
- Certificate of Completion of DevOps Business Simulation
- Debrief Report of the whole workshop with action based learning and identified improvements in workplace

Testimonials



SANKER Greg

Chief Information Officer

Oregon Department of Administrative Services

<https://www.linkedin.com/in/gtsanker/>

Oregon Department of Administrative Services IT recently completed The Phoenix Project simulation, facilitated by Suresh GP. The course itself was fantastic, but the heart of the learning was in the expert facilitation by Suresh. He adapted his approach to maximize the learning of every individual in the class. I highly recommend the course, and especially Suresh GP.

Paul Wilkinson (Director – GamingWorks, Netherlands)

<https://taubsolutions.com/testimonial/paul-wilkinson-director-gamingworks-netherlands/>

Blogs

<https://taubsolutions.com/devops-in-practice-experiential-learning/>

Game Leader



Suresh GP, M-Tech is currently the Founder & Managing Director of TaUB Solutions. He has more than 20+ Years of IT experience and specialized in IT Service Management, IT Governance, Agile, DevOps and Business Relationship Management. Suresh as a Principal Consultant does Consulting, Training, Simulations and Implementation services for DevOps to Fortune 2000 organization.

He was also awarded top 25 thought leaders in service management for 2017 by HDI

Suresh is also the Regional Leader for Asia Pacific and Middle East at BRM Institute. To complement his extensive experience, he has earned wide range of certifications that include ITIL V3 Expert, ITIL 4, DevOps Leader, CGEIT, CBRM, CASM, PMP, ISO 20000 Practitioner and ISO/IEC 20000 & 27001 Lead Auditor. He is a regular blogger and speaker in National & International Forums like itSMF, DevOps Institute, PMI, ISACA. He was awarded itSMF Contributor Award by itSMF Singapore in 2013 and 4 BRM Excellence Awards at BRM Connect 2017.

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