

*Prep for real-world disaster –
building your scenario*

SDI Disaster Recovery



Beth Coleman
Knowledge Management Consultant
CATALYNK Limited
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Agenda

- Intelligent Swarming – an overview
- A journey in disaster recovery
- The MarsLander Simulation
- Evaluating value

Intelligent Swarming improves resilience through collaboration and by aligning work with the right people

Embrace collaboration.

- Improve the end-user experience.
- Alleviate the knowledge and skill dissemination between tiers.
- Decrease time and money spent on onboarding by 50%.

Increase business satisfaction.

- Improve confidence that the Service Desk can meet service levels.
- Create a single point of contact for incidents and requests, with technicians owning their tickets through to completion.

Align work with the right people.

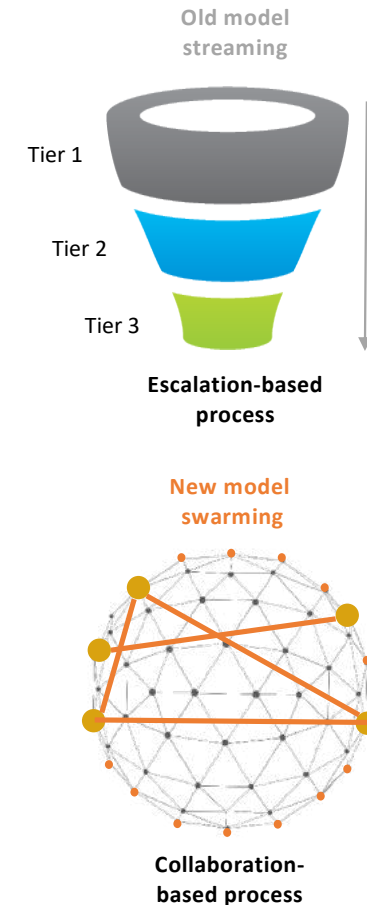
- Eliminate service support ping-pong by identifying the right agent to solve the ticket.
- Create visibility to all agents to allow them the opportunity to opt-in and help others solve tickets and foster opportunities for skill building.

Increase efficiency and lower operating costs.

- Empower end users and technicians with a targeted knowledgebase.
- Faster ticket resolution times.

Improve skills transfer.

- Swarming breaks down pesky silos and fosters cross-functional and cross-department learning and collaboration.



Intelligent SwarmingSM is a service mark of the Consortium for Service InnovationTM.



Ehara taku toa, i te toa takitahi engari he toa takitini.

Mine is not the strength of one alone, it is the strength of many.

LEADING IN

DISASTER RECOVERY

A COMPANION THROUGH THE CHAOS

Leadership in recovery is a 'warp speed' journey. It can be a horrible opportunity for growth and transformation – for communities and leaders. Here we asked but a few of Canterbury's leaders to share their journey through a photograph.



"It can't be just me in the photo – my team was incredible. Have courage to share the load and the rewards. We are all in this together."

Kaye Talaroa, government organisational resilience forum



"Be unconstrained in your thinking. Leave business as usual behind. My team, my daughter and others have added quotes to the board to inspire us to operate differently every day."

David Meates, Canterbury District Health Board

LEADING IN DISASTER RECOVERY

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MarsLander® **ONLINE**

**Let's start the
mission to Mars!**

www.gamingworks.nl

Objectives of this Simulation Session

Service Performance Transparency

Strategic Value of the Service Desk

Objectives of this Simulation Session

- Explore and experience how Agile, Lean, ITIL4 and DevOps ways of working can help improve the delivery of services.
- Experience the consequences for your own organization and team decisions.
- Experience the use of tools to work remotely.
- Experience effective collaboration and communication in remote teams.

Welcome to this simulation

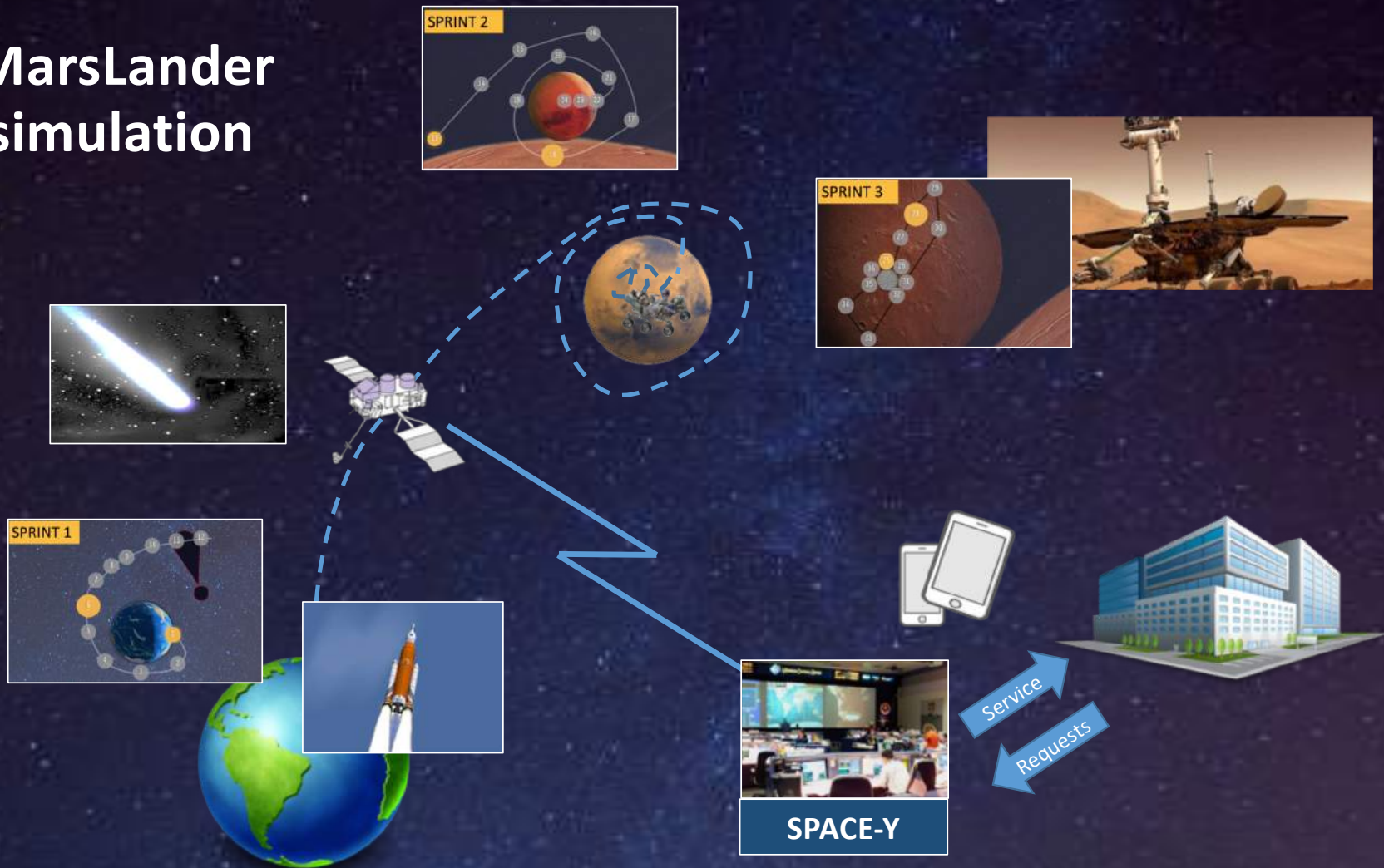
Many universities and research centres are exploring the universe. Today a unique mission is about to start. Funded by the largest universities and research centres in the world, MarsLander is going to be sent to Mars. Capturing valuable data from the Comet Hardy IV, the atmosphere of Mars and the surface of Mars. SPACE-Y is the organisation you all work for.

*“This journey
will open new worlds
and will bring us closer
to finding life
in this universe”*

Sir Graham Fairfield,
University of Dallas



MarsLander simulation



Mission Goals, Flight Plan, SLA

MarsLander®

PRODUCT OWNER

MISSION GOALS

SPACE-Y is sending a spacecraft with MarsLander into space to capture data from space. Our customers will buy licenses to use this data for education and research. Our goal is to be the first to make important data available for our customers. Our goals are:

1. In round 1, we must meet HARDY IV (comet) and collect data from its tail.
2. In round 2, we must make 2 orbits around Mars and collect data on two levels. In this round we must also land on Mars.
3. In round 3, we have to make 2 trips on Mars and collect data from its surface.

At the end of this mission we must have reached the following extra targets:

SALES GROWTH	\$ 1.500.000
CUSTOMER SATISFACTION GROWTH	15
RISK INDICATOR	LESS THEN 20*

* 0-20 = safe flight,
20-40 = risky flight + extra costs,
40-60 = unsuccessful flight, Mission abort.

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FLIGHT PLAN
Flight Operations

SPRINT 1

Full data communication with spacecraft
Solar cells turning
Encounter Hardy IV
Navigation should be: 100:030:040

SPRINT 2

Start 2 orbits around Mars
Soft landing velocity 500
Navigation should be: 100:030:050

SPRINT 3

After landing battery loading
At the end MarsLander in sleepmode

This table shows the RISK impact of unsolved Issues and Events.
Your goal is to keep RISK indicator below the levels agreed with the Product Owner.

ISSUE	RISK
1	3
2	5
3	1
4	1
5	0
6	5
7	3
8	1
9	5

EVENT	RISK
1	5
2	3
3	3
4	5
5	3
6	3

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MarsLander®

SERVICE LEVEL AGREEMENT

SERVICE MANAGER

SLA - SERVICE LEVEL AGREEMENT
We agreed the following performance targets with the Sales Director:

ISSUES
Must be solved with a max delay of 1 sprint.

CUSTOMER FEEDBACK
Must be solved with a max delay of 1 sprint.

Also make sure you keep track on the following metrics:
Number of Issues and Events per sprint.
Number of releases and the success rate.

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- Issues
- Events
- Solving time

- Mission Goals
- Targets
- Risks
- Important steps, goals in the sprints
- Flight Indicators
- Risks for unsolved issues and events

Risk Assessment Plan

- prioritize risk of loss of service / asset
- determine what needs to be done to restore
- determine skills required

ensure service performance transparency

VELOCITY

5.000

AMPS

26

FUEL

3.000

LOCATION

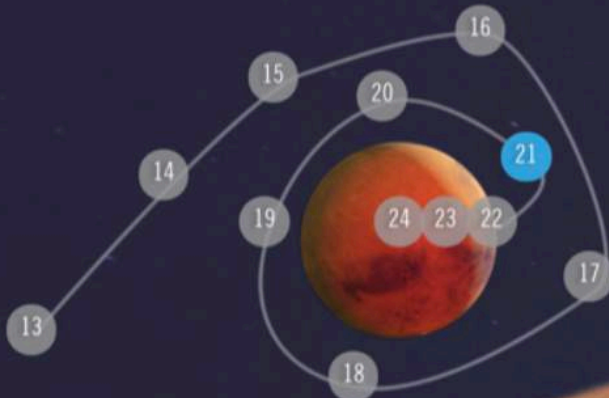
X 100

Y 000

MISSION GOAL

ENCOUNTER WITH HARDY IV

PERIOD 21



MarsLander®
MISSION GOALS
Encounter with Hardy IV

ROUND 1

- The spacecraft must collect data from Hardy IV in period 1.
- H₂O data must be available in period 1.
- O₂ data must be downloaded in period 1.
- Velocity must be 40,000 at the end of period 1.
- AMPS must be 64 at that moment.
- Spacecraft must be on exactly the right path.
- We have contracts with universities and companies to provide the data in period 14.
- Each period has a cost of \$200,000.

Issue 4

MarsLander®
1 FLIGHT PLAN
Mission Control

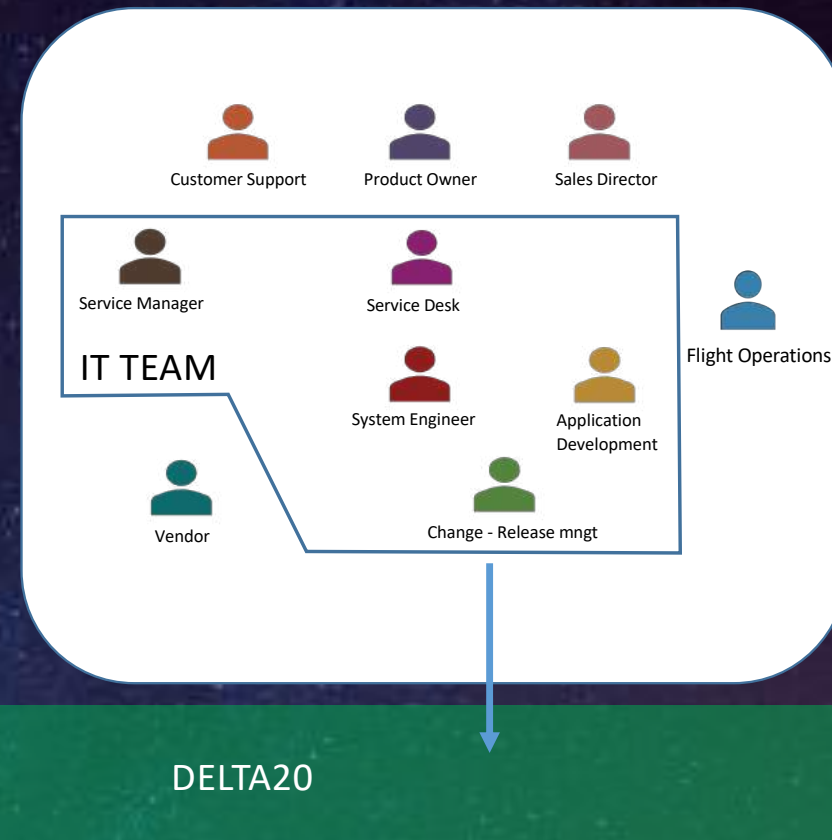
Period	Velocity	AMP	Fuel	Action
1	0	64	100,000	
2	10,000	55	60,000	Release stage 1
3	20,000	45	40,000	
4	30,000	25	25,000	Unfold solar sails
5	40,000	30	15,000	Release stage 2
6	40,000	38	12,500	
7	40,000	44	11,000	Release stage 3
8	40,000	56	10,500	
9	40,000	64	10,000	Turn solar cells to 90°
10	40,000	64	9,500	Hit Hardy IV Tail
11	40,000	64	9,000	Collect data, and make pictures
12	40,000	64	8,500	Send data back to earth

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2 ISSUE
NAVCOM

During testing:
Indicator NAV-7 shows false information.

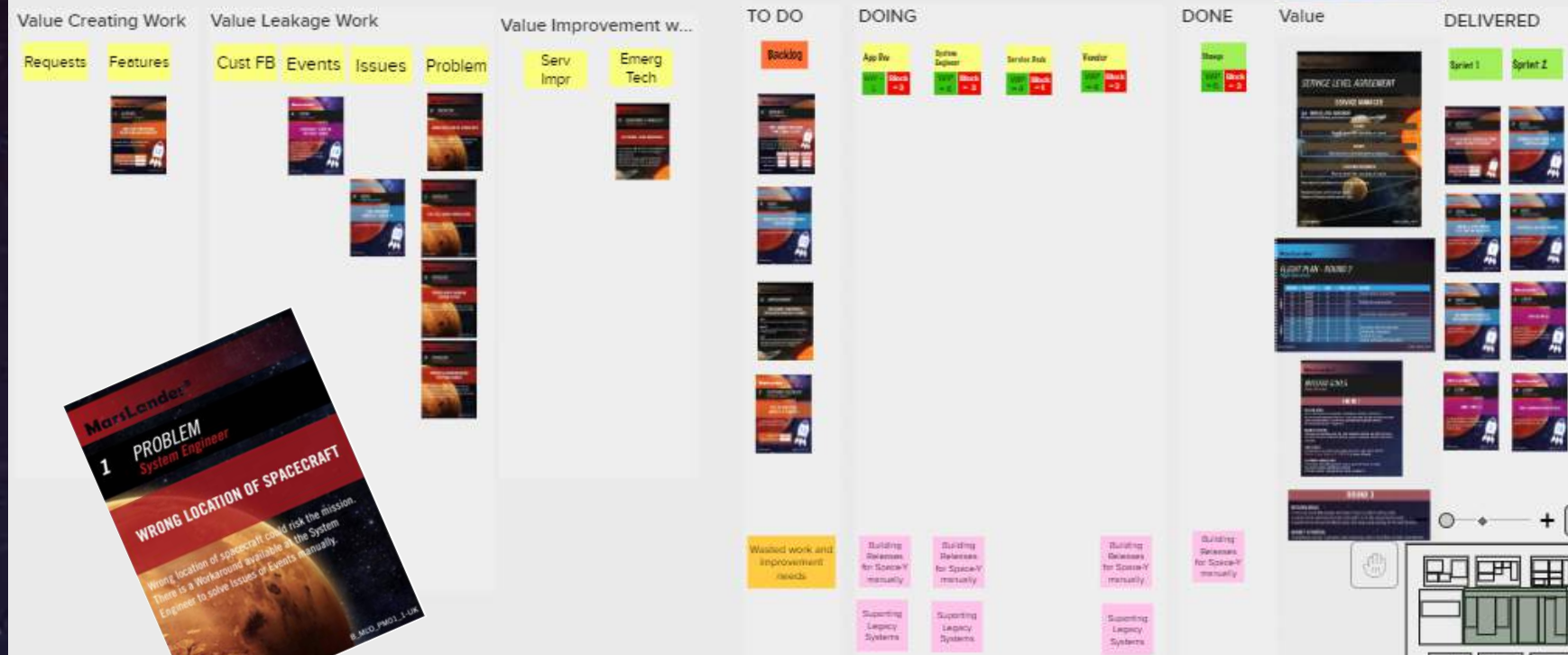


MarsLander® Roles



MarsLander®

MarsLander SVS Board: Round 2, start of Sprint 3



Assessing Value

Critical factors in identifying value:

- what does this asset do?
- the business value of this asset
- the business impact of losing this asset
- how have I protected this asset

Feedback / Learnings

“We need to know the business impact of issues and requests”

“We must define different types of work”

“Did not know that we are using so many ‘Guiding Principles’ in our daily work”

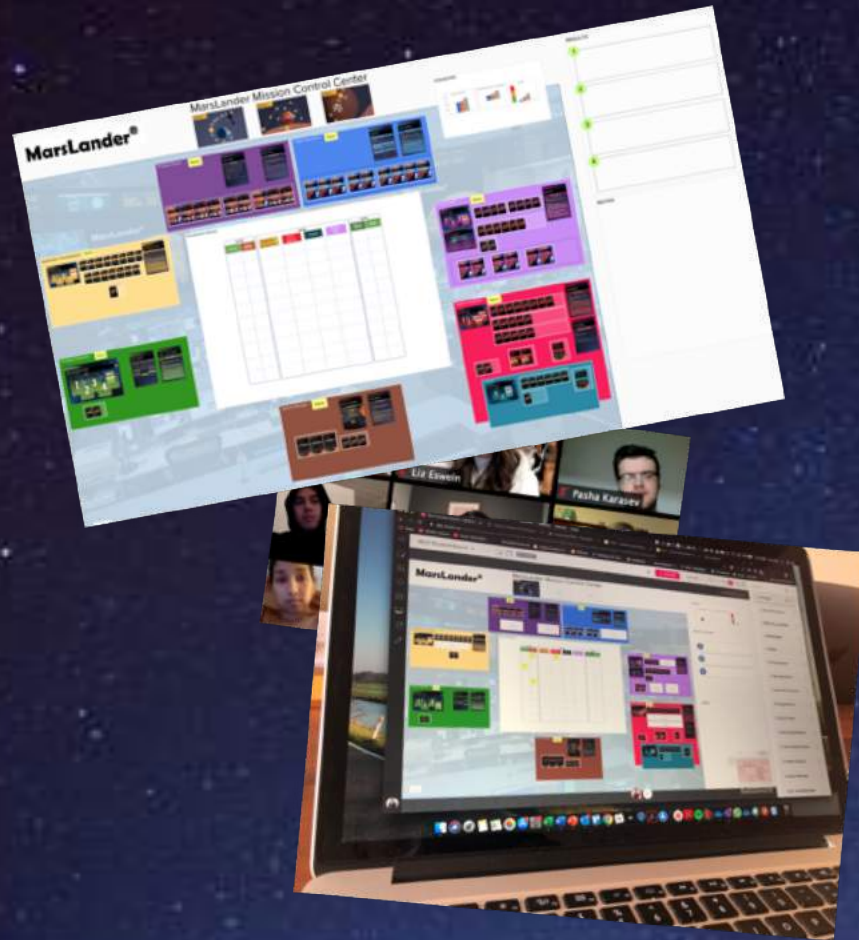
“We should visualize all work”

“Thinking in terms of decisions and risk to the wider group”

“Great way to learn how to develop remote working teams. Fun and energetic”

Schermafbeelding 2020-04-17 om
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Setting of this simulation



- 7 participants
- Using a on-line communication & collaboration tools
- Sharing a digital learning environment
- 3 rounds
- Playing time 5 hours
 - 2 modules of 2,5 hours or
 - 3 modules of 2 hours

Upcoming CATALYNK Workshops:

MarsLander Simulation Gamingworks

With Paul Wilkinson facilitating – 5 hours (2Hr + 3Hr) GMT (SMI Member enquiries: knowledge@catalynk.co)

CATALYNK KCS v6 Practices Workshop Virtual Mon – Fri Nov 16-20 '20, 1 – 4 pm EDT

CATALYNK KCS v6 Overview Workshop Virtual Thurs – Fri Oct 22-23 '20, 1 – 4:30 pm EDT

CATALYNK Intelligent Swarming Insights Workshop Virtual - Fri Oct 16 NZST

Resources:

Hummingly Limited – 'Doing Well' Card Deck

Leading in Disaster Recovery: A Companion Through the Chaos

<https://preparecenter.org/resource/leading-in-disaster-recovery/>

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Thank you!

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Beth Coleman
knowledge@catalynk.co
+4420 8123 0113
catalynk.co