

MARSLANDER®



One of New Zealand's leading energy providers has been operating their Service Management functions in an agile manner for several years now, to enable them to meet the demands of the delivery teams and the wider organisation. However, as with all mature organisations, it was recognised by the team that learning is an ongoing process.

Having heard how the MarsLander simulation focuses on making service management more agile and lean, and how it enables participants to see how ITIL4 can be used in everyday scenarios, they engaged Gander Service Management to run the simulation.

Through experimentation, the simulation enabled them, over the course of a day, to identify areas where they could improve their operating model and try new things.



As Greg Wilson, an IT Service Management Specialist at the organisation, put it, "This has been a great day to identify where we as a team can do things differently to improve value internally. To do so in a safe and fun environment has been fantastic. It's been one of the best learning experiences I have ever been part of."



Gander Service Management
Helping organisations and people deliver greater value

