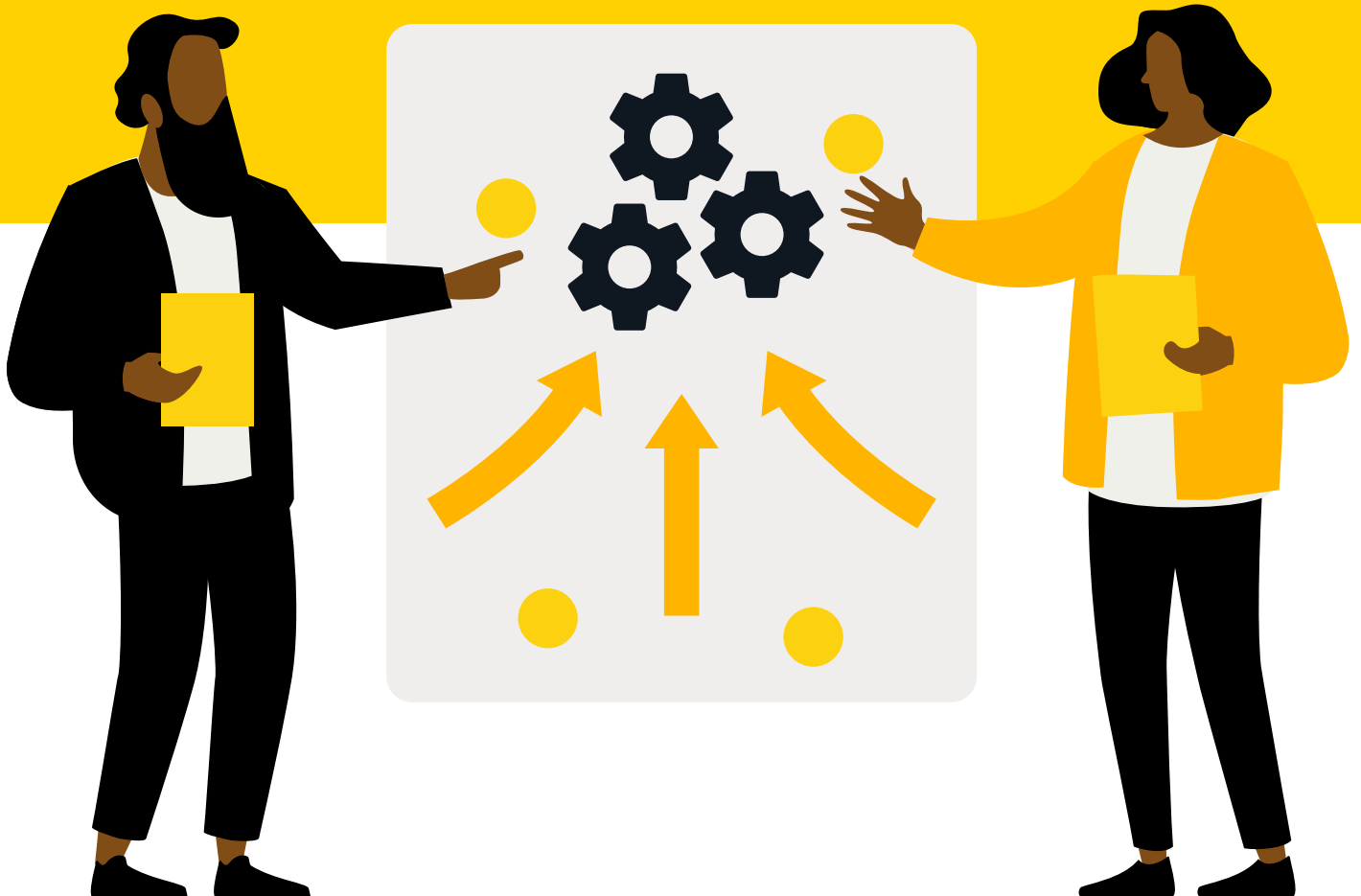# ITSM FLASHCARDS INSTRUCTIONS

The ITSM Flashcards are crafted to encourage a fresh perspective on service management practices, scenarios, and challenges within your business.

These games can target specific departments or address broader business-related service management issues.

There are various ways to utilize the ITSM Flashcards. The game variants are as follows:

Team games

Quick deal game:
Suitable for 2-4 players, lasting 5-10 minutes.

Showcase game:
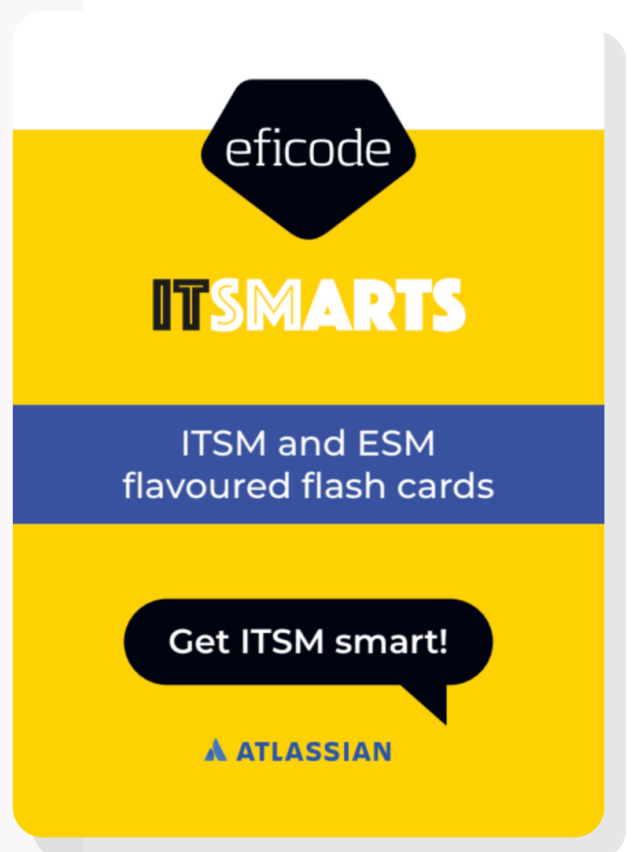Suitable for 4-24 players, lasting 30 minutes.

Workshop game:
Suitable for 8-25+ players, lasting 60 minutes.

Solo planning game

Backlog game:
Designed for 1 player, lasting 15 minutes.

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ITSMARTS

ITSM and ESM
flavoured flash cards

Get ITSM smart!

ATLASSIAN

Quick deal (5-10 minutes)

Setup (2-4 players)

1. Shuffle the entire deck.
2. Deal 5 random cards to each player
3. Each player ranks the scenarios on their cards in order of current challenge and importance.

How to play

1. Select a starting player and proceed clockwise.
2. The starting player reveals their highest-ranked card and describes the challenges they are facing.
3. The other players and facilitator discuss the scenario and offer suggestions.
4. The next player then reveals their highest-ranked card and describes their challenges.
5. Continue this process until all players have discussed their highest-rated card.

Talking points

- Where are you now with the chosen scenario?
- How could small changes or improvements be made to address the scenario?
- Where would you need help and advice from others?
- Could you implement the solution on the reverse of the card? How?

SECURITY

Solution:

Implement Continual Improvement practices and regularly evaluate and improve the security policy. Use Confluence to document the policy and keep it easily accessible for all employees.

Tools

- Statuspage
- Jira Work Management
- Jira Service Management
- Confluence
- Jira Software
- Bitbucket

ATLASSIAN

Showcase (15-30 minutes)

Setup (up to 6 teams)

1. Form teams of 2-4 players.
2. Sort the card deck into colored topics (e.g., security). Each topic has 5 cards.
3. Randomly assign each topic to a team and distribute all 5 cards of that topic to the team.

How to play

1. Each team appoints a spokesperson.
2. The team discusses and ranks the scenarios in order of current challenge and importance.
3. When invited, each team's spokesperson shares their TWO highest-ranked cards with the group.

Group discussion

- What makes the selected scenarios the highest ranked?
- How might the two selected scenarios be connected to other departments?
- How might you start to address the challenges faced by the scenarios?
- What are the current blockers?
- How much of the challenge is related to people, processes, and/or tools?

SECURITY

Scenario:

A new security policy has been implemented, but employees aren't following it.

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Workshop (30-60 minutes)

Setup (up to 10 teams)

1. Form teams of 3-10 players.
2. Give each team a fully shuffled card deck.
3. Randomly deal all the cards to each team member.
4. Each team member reviews their hand of cards and selects at least TWO cards that present the most meaningful scenarios to them.

How to play

1. Each team appoints a spokesperson.
2. The team discusses and ranks all the chosen scenarios from each player. You can include as many cards as you like from each player.
3. Narrow down the selected and ranked cards to FIVE or SIX.
4. When invited, each team's spokesperson will share their selected and ranked cards with the group, explaining the reasons behind their choices.

Group analysis

- A facilitator should track the frequency of each card topic selected by the teams.
- Identify trends in the topics and scenarios chosen by the teams.
- Determine the top 3 overall topics.
- Discuss the underlying challenges: Are they related to people, processes, or tools?
- Explore possible solutions to address these challenges.

Backlog (10-15 minutes)

Setup

Sort the card deck into colored topics (e.g., security). Each topic contains 5 cards.

How to play

1. For each topic, rank the scenarios on the cards in order of current challenge and importance.
2. Select between 0 and 4 cards from each topic to create a complete ranked backlog of scenarios for further consideration.
3. Your final backlog should ideally contain between 6 and 12 cards. If you have more, consider removing the lowest-ranked cards.

Conclusions

- What makes the selected scenarios the highest ranked?
- How might the scenarios be connected or have dependencies?
- How might you start to address the challenges presented by these scenarios?
- What are the current blockers?
- How much of the challenge is related to people, processes, and/or tools?

Visit www.eficode.com/itsm-flashcards for video instructions.