



BUSINESS AND IT ALIGNMENT IN ACTION

A business simulation & case study in business transformation & development

'Welcome to Grab@Pizza. We have a strategic plan to move from mid-range to world leader in the pizza delivery market. To create a step change in awareness of our brand and in our sales, we have decided to sponsor next year's US Super Bowl. This will put tremendous pressure on our systems and processes, people and all our distribution and logistics partners during this critical 3-hour period! We believe we can do this and achieve our ambitious turnover and profit targets if we all pull together.' (Your CEO)



This is your challenge. Inspired by the well-known Domino's Pizza case study, this high-energy, high-impact simulation will require you to stand in the shoes of Finance, Sales & Marketing, Logistics, Products and of course IT and manage the relationships, project portfolio, change calendar... and see what this organisation's transformation goals looks like, from all these perspectives. How to:

- Identify the target goals and current performance of the organisation
- Collaborate between senior business leaders and IT leadership and agree how to invest strategically in IT infrastructure and services to achieve the goals
- Increase your own understanding of the demands for IT products and services from a business value perspective
- Make decisions jointly about strategy, structure, roles, priorities, investment and resources to deliver change
- Manage the budget and plans for the portfolio of changes, product development and operations
- Run and continually improve the new services to support the business strategy, managing those relationships
- Monitor business performance data including sales figures, operating costs and customer satisfaction and make decisions

Why use simulations?

Because improving how different functions work *together* to deliver their organisation's products or services and make strategic changes is not something that can be 'trained in'. It requires all the groups and personalities involved to have a shared understanding of what good looks like, what combinations of changes each need to make, personally and together, and a willingness to put in that joint effort.

Many teams fully appreciate this but 'habit blindness' means they don't see the wood for the trees. They feel too busy to stop and take a step back. Also, in fairness, suggesting changes such as these can be sensitive.

Business simulations break through all of this. They give teams and their key stakeholders an unforgettable shared experience. Grab@pizza mirrors very visibly the challenges of building, leading and sustaining strong relationships in complex organisations. Experience, live, how to

- see different perspectives
- think and operate more strategically
- experience true collaboration
- build relationships of trust, step-by-step
- give each other constructive feedback
- get fired up again after setbacks
- craft and deliver impactful communications
- use processes to improve efficiency and reduce stress rather than slowing things down
- replace 'do-do-do' with 'plan-do-review'

Participants immediately see the parallels to their real work. They can experiment safely, experience the consequences and benefits of different approaches and transfer these to their real work.



'I have never experienced a learning activity that so accurately and so quickly showed us the real complexities of organisations such as ours and how to manage all those relationships. We had time to reflect and try other ways of doing things, so we all saw and felt what we had to do to make it work, and we did it together. Inspiring!'

(Andrew Wayland, CIO, Hudsons)

Examples of objectives set by past clients include

- Engage with senior management to shape a business case for IT investment, demonstrating a thorough understanding of business value, ROI and performance needs
- Implement transformational changes more smoothly and collaboratively
- Learn to juggle limited budget, resources and capacity for operations, projects and changes
- Encourage leaders in other departments to share their short, medium and long term strategy with IT, so we can make a more strategic contribution
- Translate business requirements into IT services, rather than 'selling' IT solutions
- Change our SLA's and KPIs into something meaningful to us and to our business, to improve decision making and reputation
- Find ways to build bridges and increase collaboration and knowledge sharing between teams within IT for CSI



- Increased collaboration between IT teams, less 'over the wall' thinking, better flow, more sharing and understanding of resource needs, constraints and workload
- Clearer roles between levels of management and more delegation to teams
- Common understanding that good service delivery isn't about saying 'yes' to everything

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How can Grab@Pizza be used?

Stand-alone team building or learning event

A dynamic, supportive event for a new or established team, or people from interdependent peer groups to work and learn together. Generate whole new levels of awareness and understanding, plus practical ideas and tactics for improving relationships, leadership and delivery, plus the shared confidence and drive to actually turn those ideas into reality.

A kick-off event for a project or change initiative

A fresh and unexpected way to launch a project or development programme, which sets the tone and provokes discussion on how best to lead and manage the initiative together. Each simulation focuses on different organisational and team goals.



Based on the inspiring story of the original NASA Apollo 13 1970s mission, you are the ground control team supporting those three astronauts on that iconic mission. Can your team reproduce the powerful relationships and service delivery processes needed to bring them back alive?



Challenge of Egypt

Projects! Are you doing Agile, product development, or needing to re-invigorate a process that has become tired and clunky? Get creative, build high-performing teams, juggle complexity, multiple stakeholders with strong personalities, plan and track collaboratively and roll with the changes that come at you. Because they will!



A story with a twist that will inspire everyone. All about leading and inspiring behaviour and attitude change, knowledge sharing and organisational awareness. And nowhere is this more significant for organisations than in the area of cyber-security. The biggest risk? People of course!

Team coaching

To sustain the momentum and ensure transfer of the energy and learning generated, light-touch team coaching sessions can be provided. An experienced facilitator will help the team to learn how to learn, together, by working on their on-going portfolio of activities, in their unique organisational context.

The groups select their own topics and take responsibility for their learning, delivery and business impact. The facilitator provides working processes and 'nuggets' of best practice.

Our facilitators

The Open Limits team is led by Philippa Hale, who is also on the Associate Faculty at Henley Business School. The team each have at least 20 years in Organisation Development, learning and in change leadership in technical environments, and ensure a valuable, memorable experience.

Our clients include

