

# WE GET YOUR TEAMS MAY NOT KNOW WHAT THEY DON'T KNOW.

CDW Amplified™ OS  
ITSM Simulation/Executive Visioning Workshop

Are your IT processes effectively aligned to support business goals and produce maximum ROI? Learn how to increase the business impact of your internal service provision by participating in our IT business simulation workshop. This hands-on, highly interactive IT/Business workshop is designed to educate your leadership and stakeholders in the business structure of process with technology. Your technical team will engage with the business drivers of your organization like never before.

CDW's ITSM Simulation / Executive Visioning Workshop can help you achieve:

-  **Faster Innovation**
-  **Agility**
-  **Increased Performance**

## Orchestrating the Right Solution

This high-energy, "gamification-style" workshop is used globally by executive teams of Fortune 500 organizations and government departments. Participants are given roles in a sub-optimal business unit in which they have to respond to real, everyday challenges and transform processes and underlying technology that meet the needs of the business. Results improve as each round concludes. Participation from your entire team ensures the best results.

### Benefits You Will Receive:

- Identify in real time how political, business, process and technology issues intermingle and affect overall business results.
- Directly experience the increased efficiency yielded by process improvement.
- Achieve better alignment between leadership and staff as it relates to both process and internal cooperation.
- Learn to work better together as a team so that projects succeed (unlike widely reported industry failure rates of between 60-70 percent).

CDW's full lifecycle of Services can support your business no matter where you are on your journey



## CDW GETS SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

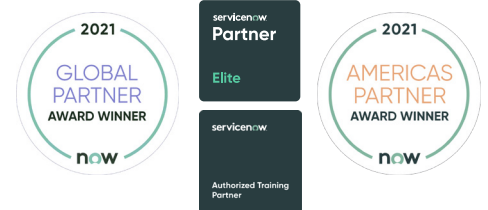
### Important Stats

- 4.5+ (out of 5) CSAT Score  
Visit [servicenow.com/partners](https://servicenow.com/partners) and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

### What Our Customers Say

"Your team has been a great pleasure to work with during our transition to ServiceNow."  
– Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."  
– Paula (Investment Company, Boston, MA)




**CDW AMPLIFIED™  
SERVICES**

## Deliverables Checklist

During this interactive workshop, participants are divided into four business units of a fictitious company and face simulated "incidents" they must resolve to maintain SLAs and profitability.

At the end of each of the three rounds, they review results and are guided to adapt their approach using ITIL-based best practices. By round three, dramatic improvements are seen in service delivery and the impact they have on the business as a whole. The improvements are discussed in the context of organizational application.

Deliverables	ITSM Simulation / Executive Visioning Workshop
<p><b>What participants can expect:</b></p> <ul style="list-style-type: none"><li>· Meaning from experience – the "Ah-ha" moment</li><li>· Accelerated acceptance and shared understanding</li><li>· Changed behaviors</li><li>· Renewed commitment</li><li>· Realistic experience to which participants can directly relate</li><li>· Hands-on foundation for understanding "best practice" process design</li><li>· A summary of the event, including pictures, results and group feedback on how to apply the experience directly to the organization</li></ul>	

## Testimonials

### What previous attendees are saying:

- "It's like an Escape Room for IT departments!"
- "I have changed how I look at IT after attending this event!"
- "It was enjoyable and very participatory."
- "Definitely the best training course I've been in."
- "I recommend it to everybody!"
- Gartner has even called it "one of the best of its kind."

## Proofpoints

# #1

ServiceNow's  
Global Elite Segment and  
Americas Elite Segment  
Partner of the Year 2021

# 640+

ServiceNow Certifications

# 2,000+

ServiceNow Application  
Deployments

# 4.5+

CDW's CSAT Score (out of 5)  
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and search "CDW" for details

To learn more about CDW's ITSM Simulation/  
Executive Visioning Workshop, call your account  
manager or 866.782.4239.