

>> Rigshospitalet

## ITIL® Simulation Training



### Rigshospitalet

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### Customer profile

Rigshospitalet is a highly specialised hospital which has tasks within patient treatment, research and development, and training. Rigshospitalet has national and regional responsibilities within all medical specialities apart from dermatology, occupational medicine and child psychiatry. Rigshospitalet is part of The Capital Region of Denmark – one of five administrative units in Denmark. The Region provides among others healthcare, mental care, regional development and research for 1.6 million people – approx. 30% of the population. Next to Rigshospitalet is the Panum Institute with the Medical Faculty of Copenhagen University. This secures close cooperation on research and development. Rigshospitalet has about 1,100 beds and there are more than 60,000 admissions and 400,000 outpatient visits every year. About 7,400 individuals are employed at the hospital – without counting personnel who are paid by foundations.



## Initial situation

Rigshospitalet is one of the largest and most complex IT organisations in Denmark. They support more than 8,000 IT users, 5,500 fixed PCs and 1,500 laptops, more than 2,000 printers, 1,800 PDAs and 350 different applications. Since patients' lives depend on the IT applications, they are extremely critical. Rigshospitalets Service Desk works 24 hours a day, 365 days a year. Every year, they receive approximately 80,000 calls from users.

To support their IT organisation, Rigshospitalet is implementing a service management system in collaboration with MATERNA.

## Implementation

As part of the implementation, 13 Service Desk employees, including Torben Kristensen, head of Service Desk, participated in an ITIL® Simulation Training held by MATERNA. The ITIL Simulation Training is a training to experience IT service management in a real life environment.

Participants moved through all disciplines of working in a Service Desk, especially building the central knowledge database with all its information about users and their equipment. A knowledge database (CMDB) is a completely indispensable condition for providing fast and correct user support. During the training, participants went "from chaos to structure" and learned how to solve incidents and changes as fast as possible and in the most suitable way. They learned how to prioritise between critical and less critical incidents. Furthermore, they experienced the need for qualifying their work by doing things properly the first time.

"The ITIL Simulation Training was a real eye opening experience that illustrated the work in a Service Desk in real life. In my opinion, everyone working with IT can benefit from this ITIL simulation, including the top IT management," says Torben Kristensen.

## Advantages

- Discovering the real benefits of an ITIL-compatible process model
- Understanding the connection between business and IT
- Learning how to prioritise critical incidents, problems and changes in contrast to less critical ones
- Building organisational awareness for the usefulness of ITIL processes and IT service management technologies