

October, 2008: Lori Kavle is Interviewed in Smart Enterprise Magazine on the Value of Immersive Simulations for IT (w/ article)

<http://www.smartenterprisemag.com/showArticle.jhtml?articleID=210604032>

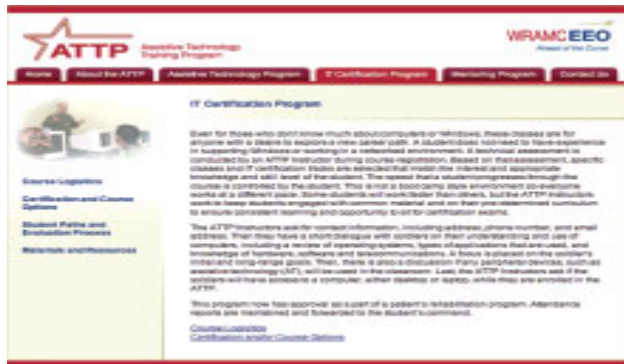
The header features the Smart Enterprise logo with the tagline "Insights and Perspectives for the CIO". On the left, it says "United Business Media" and "CUSTOM PUBLISHING". On the right, there is a "Join ..." button and a box for "Smart Enterprise Exchange: A Peer-to-Peer Membership for CIOs". Below the logo is a navigation menu with the following items: HOME, FEATURES, DEPARTMENT S, COLUMNS, GET SMARTER, RESOURCE CENTER, BACK ISSUES, ABOUT US, CONTACT US, and SUBSCRIBE.

Knowledge Base: Immersive Business Simulations Bring 'Experiential Learning' to IT Training

For young IT workers raised on video games and online avatars, live classroom training is oh-so-yesterday. Online simulations offer a new way to engage the thumb-twitch generation and pass along valuable technology skills.
By Rusty Weston

Corporate trainers have long sought to exploit the possibilities of computer based training—typically with mixed results. But a new class of immersive business simulations, based on a concept known as experiential learning, has drawn raves for its ability to impart knowledge in a way that holds participants' interest from start to finish. Driving the adoption of these training simulations is a shift in corporate IT learning: away from imparting individual technology skills and toward fostering team collaboration. "We're focusing on soft-skills areas, and traditionally those are areas where tech people have not been strong," says Clark Aldrich, a former Gartner analyst and author of *Simulations and the Future of Learning* (Pfeiffer, 2003).

These new training simulations combine audio, video and physical classroom instruction; some also use the Internet as an on-demand delivery platform. For CIOs new to the world of simulated training, the following five applications—some in the prototype stage, others currently in use—help point the way.



IT CERTIFICATION COURSES FOR DISABLED VETERANS

Department of Defense ATTP, Cisco WebEx, Walter Reed Army Medical Center
soldiersnewbeginnings.com/it_certification.html

Training Objective: Providing distance learning IT certification for disabled war veterans.

Description: The Walter Reed Army Medical Center in Washington, D.C., is renowned for providing treatment to war veterans, including those recovering from injuries received in Afghanistan and Iraq. Less well known is the center's role in the U.S. Department of Defense's Assistive Technology Training Program (ATTP), which prepares injured veterans for civilian careers in IT.

Training for IT certifications and tech support typically begins when an injured veteran receives treatment and therapy in the hospital. In the case of veterans who are discharged from the hospital before they can complete the training, Walter Reed officials deploy Cisco's WebEx Training Center technology to take the classrooms directly to veterans. In fact, many of the veterans take the courses while convalescing at home. For example, Karl Unbehagen, a veteran who suffered a brain injury while on duty in Iraq, completed eight IT certifications at his base in Texas before returning to active duty, according to Walter Reed officials.



POLESTAR PM

G2G3

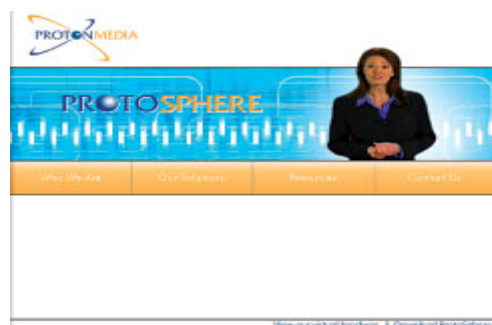
g2g3.com/products.html

Training Objective: Introducing Project and Portfolio Management (PPM) techniques through gaming dynamics.

Description: G2G3's PoleStar PM is a roleplaying simulation of the interplay between IT and business in a virtual setting, albeit in a highly time-compressed situation. PoleStar attempts to illuminate management and process issues faced by organizations, and it encourages strategic partnerships between IT and the business.

During the project-management simulation, IT professionals and their business counterparts are "thrown curveballs, such as illnesses, lawsuits or other things they would need to cope with," says Linda King, Director of Marketing at the Edinburgh, Scotland-based company.

G2G3 applies classic gaming techniques to training, such as a physical board on a table that represents an IT infrastructure. The tea muses the board to manage decision-making options while game-playing IT operations roles. "We encourage people to take part in roles they might not normally be familiar with, to give them an understanding of what it's like on the other side," says King. The typical game takes a full day to complete.



PROTOSPHERE: IT TRAINING AND COLLABORATION IN A VIRTUAL WORLD

Proton Media

protonmedia.com

Training Objective: Experiencing a virtual world as an enterprise learning and knowledge management environment.

Description: While Second Life has helped popularize virtual worlds, Proton Media is quietly experimenting with more private 3D virtual worlds. Its ProtoSphere product is an avatar-based platform that features an impressive array of technologies to facilitate corporate training, including B2B applications, VoIP, text chat, polling, desktop application sharing, 3D simulations and social networking.

In ProtoSphere, professionally dressed avatars that correspond to the trainees (and users) hold meetings, attend live training classes and network with colleagues in a virtual corporate environment. In addition, the system uses blogs, wikis and discussion boards to integrate the processes of workgroup collaboration, informal learning and online training. Ron Burns, CEO of Proton Media, highlights the example of a corporate customer facilitating IT training and mentoring using ProtoSphere. Students assume an avatar in 3D, he explains, and each avatar has a user profile that acts as a relevance matching system. For example, a student could indicate an interest in standards. ProtoSphere then matches co-workers by expertise levels to specific needs. "When a match is found," Burns adds, "learning can serendipitously occur in private 3D spaces."

Many early adopters are multinational companies that have employees in multiple time zones collaborating around the clock. "Aside from scheduled learning activities—meetings, classes, training sessions—users have a 24x7 opportunity for informal learning," Burns adds.

SimERM: ENTERPRISE RISK MANAGEMENT FOR IT

Simulations International LLC www.simulationsintl.com

Training Objective: Learning to understand and mitigate IT risk in the context of the overall enterprise.

Description: To understand how IT risk fits into the larger enterprise, IT professionals need to develop business acumen. That's where this new business simulation, just out of the prototype stage, comes in. Each team works together to identify and then assess various risks, ranking them on an impact scale of 1 to 5. For example, trainees at a financial services company could use the simulation to examine IT risk in the context of sales risk, strategic risk, credit risk, mergers and acquisitions, and overall enterprise risk. There's also a heat map that shows activities with the highest risk. The training simulation lets players sort out risk-mitigation strategies. "The nice thing is making the managers see what those numbers mean," says Lori Kavle, President and CEO of Simulations International in Annapolis, Md. "With SimERM, they get an 'ah-ha' moment because they can see what the risk is about—and its impact."



SIGNUP FOR NEWSLETTER

Welcome to Simulations International

Simulations International offers strategic consulting, design and development of simulations, innovative training and collaboration programs. We help customers reduce costs, reduce risk and increase knowledge potential by utilizing simulations, Web 2.0 technologies and 3D Virtual World environments for blended, online, web, or mobile delivery.

We offer years of business, simulation, IT and multi-industry expertise to help our clients deliver engaging, thought-provoking training and collaborative programs for formal and informal learning. These range from immersive simulations, to enterprise collaboration for project teams, to mission critical skill training, to global business acumen and leadership for executives, and of course, for employee training at any level.

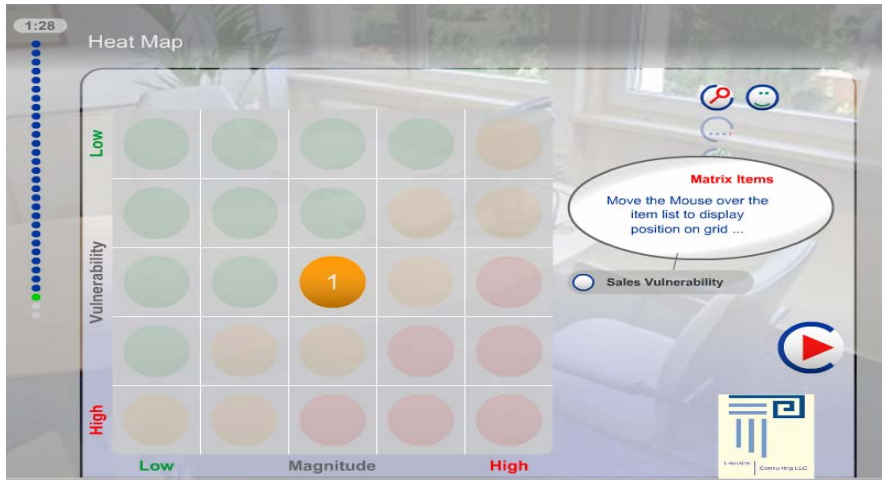
Ask how we can help your company "GO GREEN" by reducing travel costs and increasing knowledge at the same time by using Avatars in a secure, 3D Virtual World!

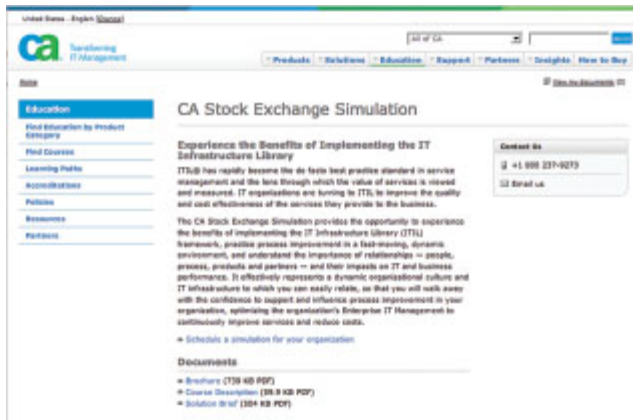
What's New

Oct 23, 2008 - Read what Lori Kavle and Todd Norris have to say about using simulations in today's business environment in this Special Report on Simulations in the [October Issue of Training Magazine!](#)

Oct 2008 - Lori Kavle is Interviewed in Smart Enterprise Magazine on the value of immersive simulations for IT workers [More...](#)

SimERM Screen Capture:





CA STOCK EXCHANGE SIMULATION: AN ITIL® EXPERIENCE

CA
ca.com/simulation

Training Objective: Learning how the principles and benefits of ITIL best practices can underpin an enterprise IT management (EITM) approach to improving business operations.

Description: CA Stock Exchange™ is an engaging, high-impact business simulation set in the exhilarating world of high finance. In the context of a realistic business and technology scenario, the simulation demonstrates the roles, processes and functions that underpin a successful EITM strategy while demonstrating how the application of ITIL processes can drive measurable performance gains. Fully aligned to the latest versions of the ITIL best practice framework, the simulation supports both ITIL version 2 and ITIL version 3. "Players will experience and learn how to apply ITIL best practice theory to address business problems and improve communication between all elements of an organization," says Dan Braunm, CA's VP of Global Learning.

In addition, the CA Stock Exchange simulation is now recognized by the Project Management Institute (PMI). Attendees looking to certify or renew their PMI credentials are awarded 6.5 Personal Development Units upon completion of the simulation.

Rusty Weston is a San Francisco-based journalist who blogs for *Fast Company* and My Global Career.

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Related Resources

- [CIOs Uncensored: Graduate School For CIO Aspirants](#)
- [Most Business-Launched Virtual Worlds Fail, Gartner Says](#)