Ranger4 Online Airline Simulation

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What is it

Online digital business simulation designed for high performing teams who need to evaluate new Ways of Working such as

AGILE

DevOps

Business Agility

An introduction to

Value Stream Mapping

Innovation Management

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Who is it for?

C-level

Management

Technical leads

Finance, Sales, Marketing, Technology, Governance & Compliance

Anyone who you need to buy-in to new Ways of Working.

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Why does it work so well?
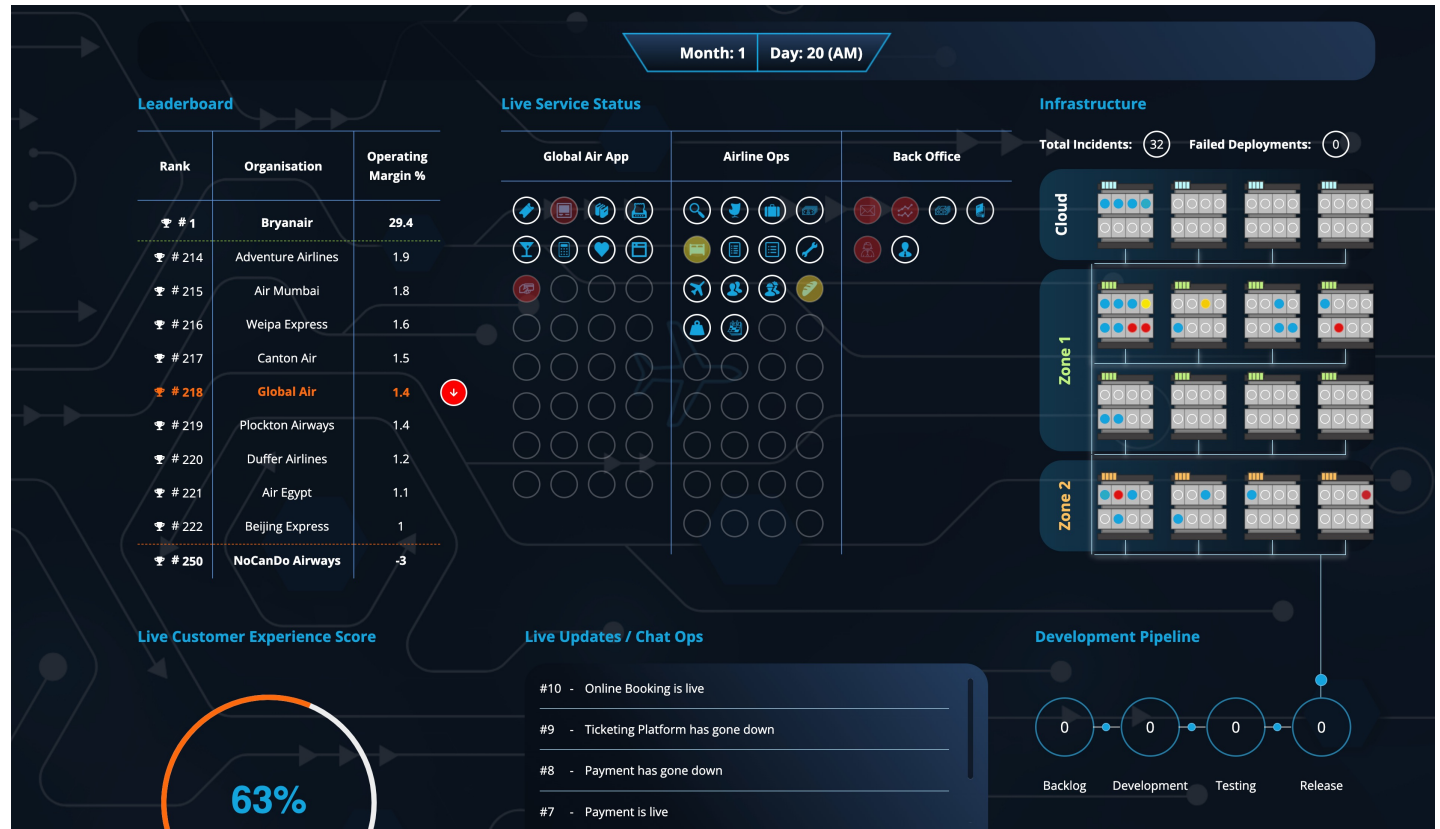
About an airline

Competitive

Realistic

Educational

Facilitated

Fun

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A desktop or a laptop with a browser connected to the internet

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Some of the detail

Some of the detail

App Upgrade

Strategy panel

Save and close

Live Services ⑦

Low
Medium
✓ High

Priority

Software Upgrade ⑦ $50000   Buy

Failover ⑦ $50000   Buy

Microservice ⑦ $50000   Buy

Payment   ⌄

Payroll   ⌄

Analytics ⑦   ⌄

Practices & Capabilities ⑦   ⌄

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Some of the detail

Strategy Feedback   Strategies last month **1**

Month	New Service / Strategy	Cost	Benefit	Comment
2	Online Booking - Software Upgrade	$50000	This is the #1 ranked service in terms of $ losses ($140,000 per month). It also contributes 5% to CX score	Congratulations, you have selected the optimum strategy for this service

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Business Insights

Stakeholder Feedback

CEO
"By the end of Q2 Global Air should be inside the top 180 performing airlines. Requires an Operating Margin of 6%"

Chief Financial Officer
"Our new aim for Lost Opportunity is less than $3.5M per month"

Chief Marketing Officer
"We need our critical services to be performing at >95% to match our competitors"

Head of Software Development
"Dev Team standing by to build great new features and functions from month 5"

Customers
"Customers demanding faster resolution of tickets, especially frustrated by repeat incidents"

TECH OPS
"Service Desk reporting limited ability to deal with repeat incidents (38% of incidents). Tech teams struggling to quickly resolve incidents with interconnected code (dependencies)"

Product backlog (starting development next month)

Name	Estimated benefit	Estimated CX benefit	Risk

Competitor Analysis

 # 1 - SBS claiming to have realised gains by improving Critical System Availability to >90%

Market Analysis

 # 1 - Any airline where the perception is they dont have a stable digital platform will lose market share

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We play for 12 months in 4 quarters

Break out sessions at the end of each quarter to review performance and to set the priorities for the next quarter

Plenty of time for questions and answers

Back-up material sent to each player each quarter

Set the scene for the next quarter all together

Then we go again

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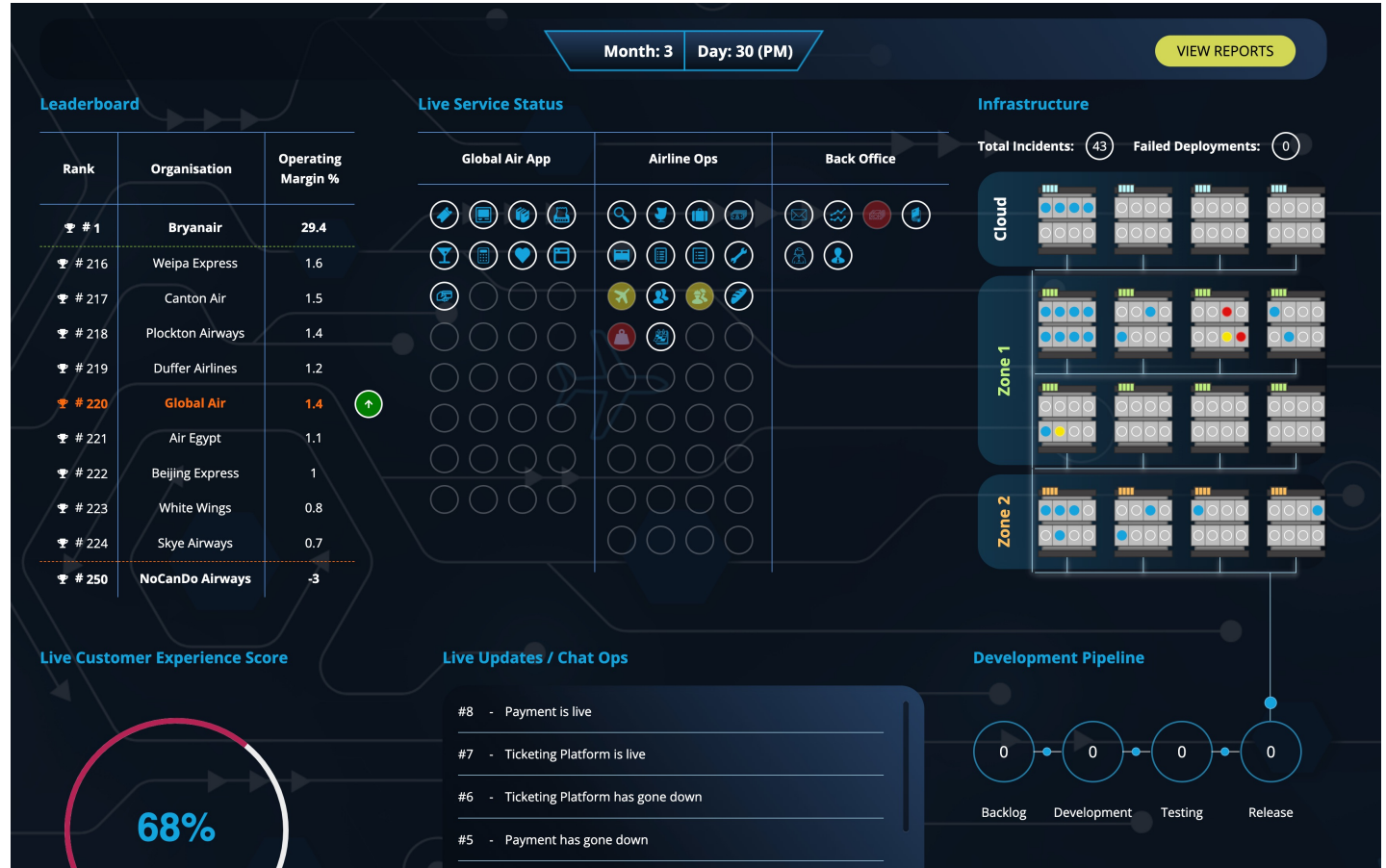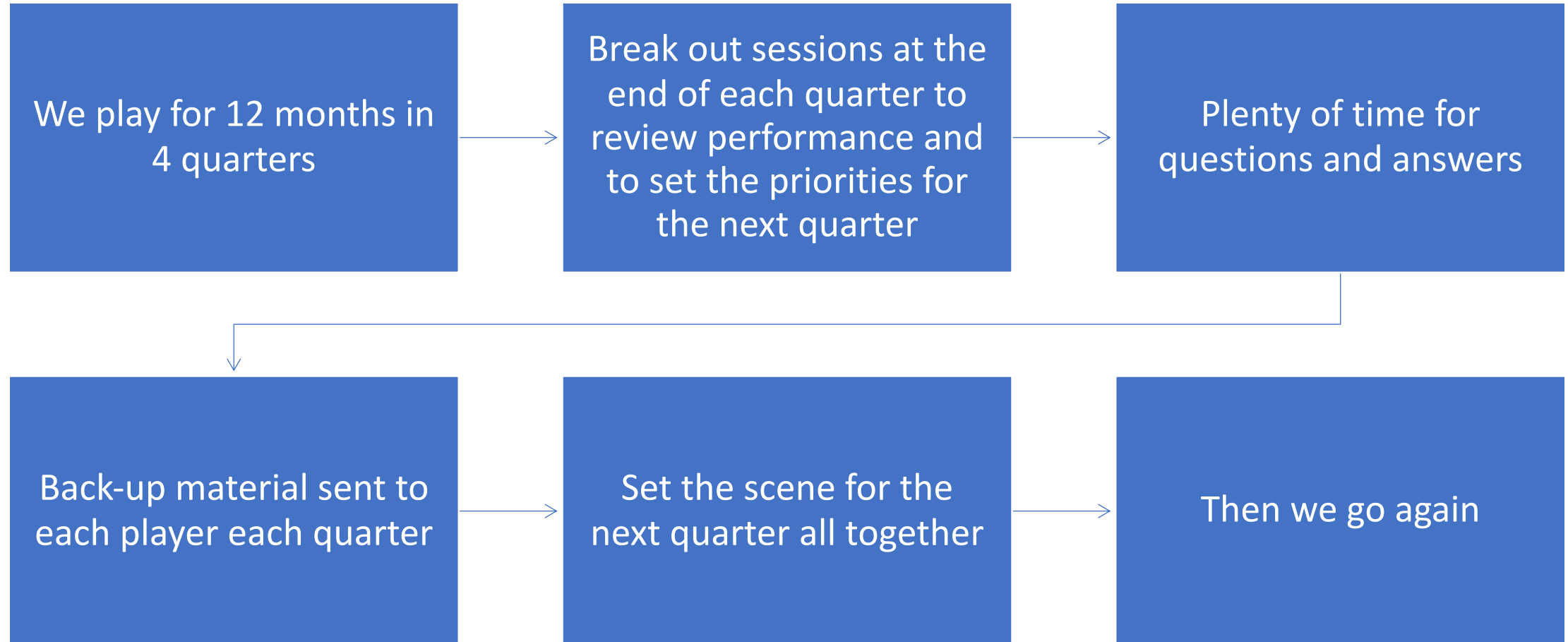
Typical takeaways

- The importance of understanding the wider objectives of the business and each individual's contribution

- An understanding that a holistic view is crucial

- The importance of Value Stream Mapping

- The significance of driving efficiencies into software development

- The role of Site Reliability

- The overall direction of travel that new Ways of Working is aiming for

- Key characteristics of AGILE, DevOps & Business Agility

- Actual examples of what to do when we get back to real-life

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Benefits

- Helps faster and smoother acceptance of change

- Engages high performing teams early in the adoption cycle

- Underwrites your chances of a successful transition

- Allows you to socialise change in a safe environment

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What next

- Let's play a couple of rounds
- Talk about who would benefit
- How to engage
- Timeframes
- Roles & Resonsibilities

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