Overview

The **Team Game** (up to 4 players) is a cooperative game, meaning all players play together as a team. The players have to play matching ITSM flash cards according to the scenario.

However, they do not see their own hand cards, and so everyone needs the advice of their fellow players.

The more cards the players play correctly, the more points they receive when the game ends.

How to win
The object of the game is to complete THREE scenarios

A scenario is complete if the cards played next to the scenario have at least TWO cards (trick) for each matching tool in the solution. One card can score twice. The scenarios are scored at the end.

For example, if the solution contains Jira Service Management and Confluence then there must be at least TWO cards with Jira Service Management on them and TWO cards with Confluence on them.

Scoring:
You score 20 points for every correctly completed scenario
You lose 5 points for incorrectly matching a tool
You lose 5 points for missing a tool

Target scores:
>45 Amazing   >15 Well done   >5 You still win

How to Lose

You collectively lose, if you either
- Run out of cards in the draw deck or
- if you get a score <5

Setup

1. Remove the card with Statuspage.
   It is not used in this game.

2. Create a random draw deck
   - *40 cards = Easy mode*
   - *30 cards = Normal mode*
   - *25 cards = Hard mode*

3. The current player draws **ONE card** and plays it faceup
   with the scenario showing on the table without looking
   at the back (solution side)
   - *Note: If no table is available an extra player can
     hold the scenario card so all players can see it.*

4. Each other player then draws **FOUR cards** and holds
   them in a "fan" so the solutions side and **tools** are
   visible to the other players but not the player holding
   the cards.
   - *Note: In this game only the tools are used.*

Tip: Hold the cards in a fan - so that you are holding
the tops of the cards displaying more of the bottom
section.

How to Play Golden rule: Players may discuss the solution at any time but must not inform players as to what they have in their hands.

Each player in turn may give one **HINT** to one other player about the tools they are holding in their hand. You may give **ONE** of the following **HINTS**

- **A:** **Announce** the number of cards with a matching **tool** that would solve the active scenario. (see example)
- **B:** **Point** to **ONE** card that has the matching tool that would solve the active scenario. (see example).

5. The player should try to remember the hint for when it is their turn.

The player who is giving the hint must then either

- **A:** **Discard ONE** of their own cards and draw another card without looking at it.
- **B:** **Place ONE** card next to the solution because they have deduced it has the correct Tool on it. Then draw a new card without looking at it.
- **C:** **At any time** another player who previously gave a hint may remind the current player of the same hint before they discard or place a card.

At **any** time the players can agree to move on to a new scenario.

- **A:** The current scenario is no longer active and cards cannot be played to it
- **B:** The new scenario becomes the active scenario

6. The next player in **clockwise order** takes their turn (4)

Example

- The team agrees the current scenario uses Confluence.

- Jane is the current player

- Jane looks at Peter's cards

- Jane gives a hint to Peter
  "You have 2 cards with Confluence"

- Jane discards one of her cards and draws another card without looking at it.

- Next it is Mandy

- Mandy also gives Peter a hint; she points at a card and says " *This card has Confluence"*

- Mandy discards one of her cards and draws another card without looking at it.

- On Peter's turn he gives Mandy a hint
  "This card has Confluence"

- Peter then plays the card with Confluence on it to the active scenario. The team now needs 2 more matching Confluence cards if they think the scenario uses Confluence.

- Peter draws a new card without looking at it.

Full rules are available to download on our website
https://www.eficode.com/ITSM-flashcards