

# INTRODUCING THE 2 PRIORITIZATION AND WORKFLOW MANAGEMENT METHODS

## FROM ITIL® 4 SPECIALIST: CREATE, DELIVER AND SUPPORT

THE 'ENGINE ROOM' OF THE DIGITAL AND I.T. FUNCTION

PRIORITIZATION AND WORKFLOW MANAGEMENT METHODS ARE BEING USED TO ALLEVIATE THE PRESSURE.

TWO EFFECTIVE METHODS ARE SWARMING AND SHIFT-LEFT.

### AXLE CAR HIRE

IS A FICTIONAL CASE STUDY THAT FEATURES IN THE ITIL 4 CORE GUIDANCE PUBLICATIONS TO CONTEXTUALIZE KEY ITIL 4 CONCEPTS AND HELP BRING THEM TO LIFE.

Axle Car Hire is a global company that is undergoing a digital transformation with an ITIL 4 approach. Its vision is to become the world's most recognized environmentally responsible car hire brand.

Axle Car Hire is piloting a bike hire service.

### MANAGING WORK

Axle Car Hire's new bike hire service is generating extra work for employees. The amount of work is exceeding their capacity to complete it, creating queues or backlogs.



"I have been working on the online payment app for the bike hire service. However, there is another initiative I need to work on too. I need guidance from the business about which initiative I should prioritize."

**Indu, Software Developer**

"The development of the online payment app is important, but Indu's other initiative aligns our financial processes with changes to government regulations. This has to be prioritized to ensure the company does not breach regulatory requirements."

**Henri, CIO**

### SWARMING

Swarming is a method of managing work in which a variety of specialist resources or stakeholders work on an item until it becomes apparent who is best placed to continue with the work. Then the others are free to move on to other work items.



"At present, business and regulatory demands exceed our capacity, impacting our ability to complete work. We simply cannot meet the current demand."

**Henri, CIO**

"We can hold a swarming session to try to find a solution to our capacity issue. Swarming is a great problem-solving technique, which gets a group of people together to collectively look at how a problem could be solved."

**Reni, Project Manager**

### SHIFT-LEFT

Shift-left is an integrated approach to improving the flow, efficiency, and effectiveness of work.

Shift-left is used to move the delivery of work toward the optimum team or person for improved lead times, resolution times, customer satisfaction, and efficiency.



"I don't have time to manage customer bookings and repair, maintain, and source new bikes for our fleet. The sooner we get the online payment app, the better. Customers will be able to make payments online, freeing up my capacity."

**Francis, Workshop Manager**

"Adopting a shift-left approach, my team in the car hire branch can accommodate the manual booking process for the bikes in the short term. This will free up Francis's capacity until the online payment app is ready."

**Alice, Branch Manager**

THE AIM OF ITIL 4 CREATE, DELIVER AND SUPPORT IS TO ADDRESS THE CULTURAL AND TEAM MANAGEMENT ASPECTS OF PRODUCT AND SERVICE MANAGEMENT, PROVIDE AN OVERVIEW OF TOOLS AND TECHNOLOGIES WHICH SUPPORT SERVICE MANAGEMENT, AND DEMONSTRATE HOW TO INTEGRATE MANAGEMENT PRACTICES INTO END-TO-END VALUE STREAMS

THIS IS ONLY ONE EXAMPLE OF HOW A CONCEPT FROM ITIL 4: CREATE, DELIVER AND SUPPORT CAN HELP I.T. PROFESSIONALS AND DIGITAL TEAMS TO REALIZE THEIR STRATEGIC VISION.

CERTIFY IN ITIL 4 SPECIALIST: CREATE, DELIVER AND SUPPORT TO LEARN ABOUT OTHER KEY CONCEPTS, INCLUDING:



To book an exam, find a training provider or purchase the manual

Visit [BestPractice.axelos.com/ITIL-4-Future-Proof-CDS](https://bestpractice.axelos.com/ITIL-4-Future-Proof-CDS)

## FUTURE PROOF YOUR CAREER WITH ITIL 4