

INTRODUCING 5 HIGH-LEVEL DIGITAL **OBJECTIVES**

FROM ITIL® 4 SPECIALIST: **HIGH-VELOCITY IT** THE FUTURE OF DIGITAL AND I.T. SERVICES

IS A FICTIONAL CASE STUDY THAT FEATURES IN THE ITIL 4 CORE

AXLE CAR HIRE

GUIDANCE PUBLICATIONS TO CONTEXTUALIZE KEY ITIL 4 CONCEPTS AND HELP BRING THEM TO LIFE.

Technology is part of a digital organization's business model, so higher demands are often placed on their digital products.

Axle Car Hire is undergoing a digital transformation with an ITIL 4 approach, aligning change with its vision to be the world's most recognized environmentally responsible car hire brand.

Axle Car Hire wants to better integrate its digital services into its work practices. As the organization's business is being digitized, the IT team is increasing in size and responsibility.



Solmaz, Business Transformation Manager

"This transition will likely be a series of small, targeted changes, which are reviewed and revised on an ongoing basis."

WHICH COMPANIES SUCH AS AXLE MUST MANAGE, CAN BE REPRESENTED BY FIVE HIGH-LEVEL OBJECTIVES.

THE HIGHER DEMANDS ON DIGITAL PRODUCTS,



releasing changes regularly and frequently. This helps us

to realize value earlier and

receive feedback sooner."

Transformation Manager

Solmaz, Business

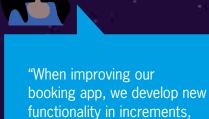
We also need to make sure

that our team is resilient

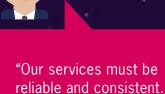
and can adapt to different











conditions."

Henri, CIO

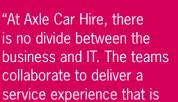


Henri, CIO

goals and comply with

requirements."





responsive to customer

Su, Product Manager

requirements."





It's important to remember that the five objectives cannot be achieved in isolation: they influence and interact with each other. They need to be managed collectively.

Marco, IT Delivery

Manager

Sometimes, there may be conflicts between the different objectives. For example,

fast development could negatively affect resilient

operations or assured conformance objectives.

ITIL 4 HIGH-VELOCITY I.T. EMPHASIZES

THE IMPORTANCE OF ENSURING THESE

OBJECTIVES ARE PROPERLY BALANCED, IN

LINE WITH THE ORGANIZATION'S PRIORITIES.

THIS IS ONLY ONE EXAMPLE OF HOW A CONCEPT FROM ITIL 4 HIGH-VELOCITY I.T. CAN HELP I.T.

PROFESSIONALS TO REALIZE THEIR STRATEGIC VISION. CERTIFY IN ITIL 4 SPECIALIST: HIGH-VELOCITY I.T. TO LEARN ABOUT OTHER KEY CONCEPTS, INCLUDING:

4 characteristics

of high-velocity IT

Visit bitil.com/corsi/certificazione-itil

5 key concepts of

high-velocity IT

And introduction to:

17 ITIL management

practice guides







