



Work Management in IT

Typical Situation in IT

- Too many demands for scarce IT resources
- No method for prioritizing work
- Customers not involved in prioritizing work
- Work efforts not viewed as a portfolio by IT
- Little or no gate keeping as requests come in
- No legitimate way to say 'no' to a customer
- No way to ensure highest value business projects get top priority

What is a Work Management Process for IT?

A structured way for an IT organization to take in project requests, determine how we can meet those requests, and schedule the work so that:

- the work is addressed in order of the business' priorities
- options are provided for when the work gets scheduled
- commitments are made with high levels of confidence in meeting them

What is the Difference Between Work Request Management & Work Load Management?

- ❑ *Work Request Management:* the process of identifying needs, developing the business case, and approving the proposal. It is the way to manage **demand** for IT services.
- ❑ *Work Load Management:* the process of determining what skills are needed to satisfy a particular request, whether these skills are available, and whether they are available in the time frame needed. It is the way to manage the **supply** of resources.

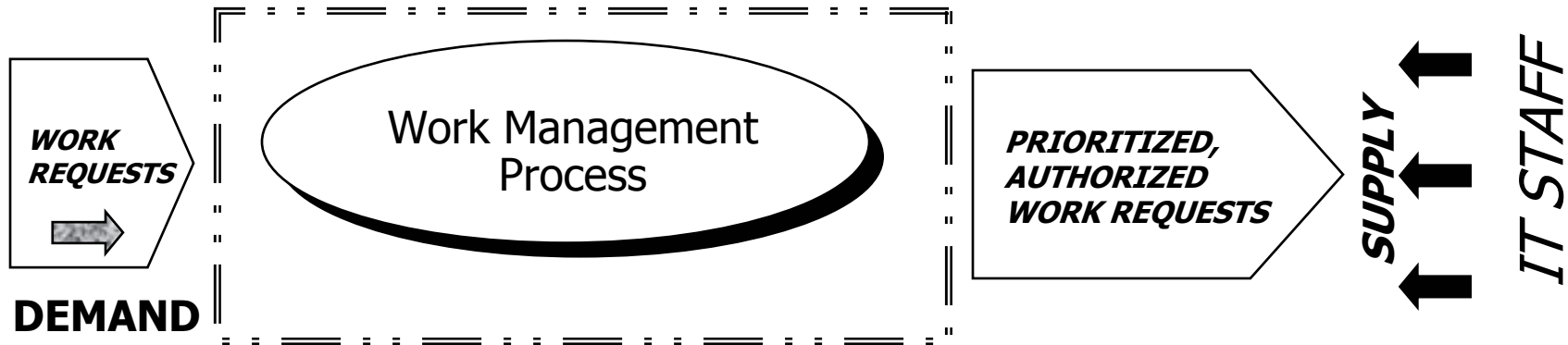
Through a work management process you will be able to answer the following questions:

- ❑ **What** is this request and what priority is it for the business?
- ❑ **What** are the **options** for fulfilling this request?
- ❑ **Who** is available to work on this?
- ❑ **When** should we schedule this work?

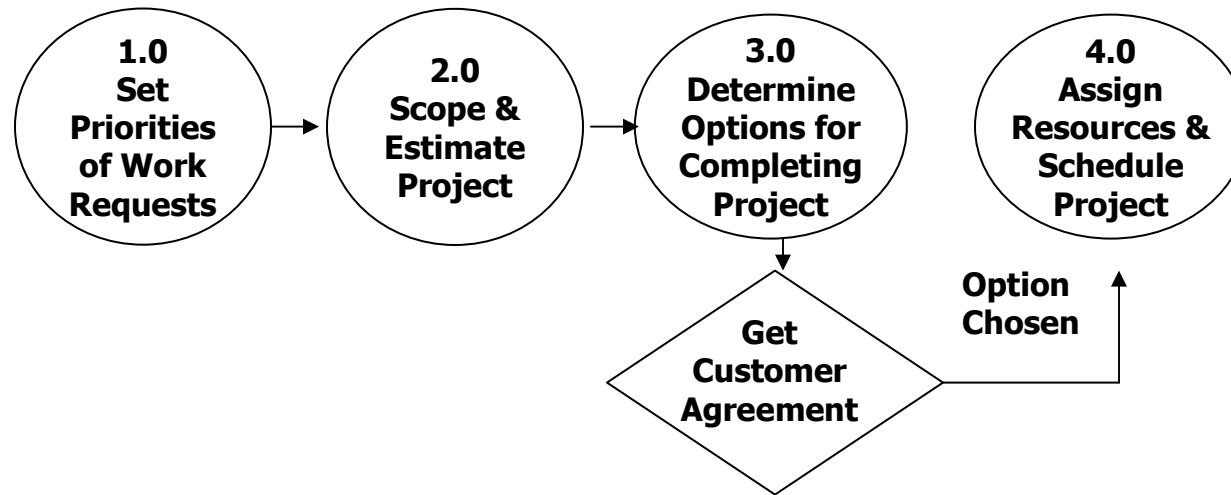
Why Implement Work Management in IT?

- To ensure that IT is working on the solutions of highest business value
- To improve the ability to meet commitments by matching supply and demand more effectively
- To get a consolidated view of IT resource consumption and active projects
- To provide options to customers on when work can be done
- To ensure optimal use of scarce IT resources

Work Management Matches Supply & Demand



High-Level Process



Challenges of Implementing Work Management

- ❑ Engagement of the business in setting priorities across the enterprise
- ❑ Acceptance of a standard process for work requests by IT and the business
- ❑ Skills of IT staff in scoping and estimating projects and managing scope changes
- ❑ Management of the detailed data required to make the process effective; technology enablement of the process
- ❑ Shift in roles of managers to include the resource management of their areas to benefit the organizational view of resources
- ❑ Ability of IT staff to channel work requests and not accept them directly