* 1. The consultants were assigned tasks in the areas of managing flow (finding way to efficiently manage workload) and managing compliance (adding controls to comply with the regulation).
  2. ITIL is an IT Goverance framework. Before it was implemented ITIL was seen as an inconvenience – most my those who had not used frameworks. As ITIL was implemented, it became an important part of the Spotify culture, being linked to change management, demand management, incident management and request fulfilment.
* visualizing the total workload (help prioritise items with Kanban, for example)
* managing workload (WIP columns with an upper limit – only x items can be worked on at once)
* coordinating the needs of internal customers (get internal stakeholders together to help prioritise)
* managing different types of work (eg. improving flow for less urgent but equally important jobs)
  + Create an advisory board for input on changes, decisions and new feature requests
  + Start weekly meeting with key stakeholders from each internal customer
  + Encourage stakeholders to come to an agreement on what work should be prioritised.

1. daily standups, weekly planning meeting

* Principles, policies and frameworks
* Processes
* Organisational structures
* Culture, ethics and behaviour
* Information
* Services, infrastructure and applications
* People, skills and competencies