ITXM Summit 2024

Decision-making with Human-Centric IT Experience

January 31st 2024

Human-Centric IT Experience Management

HR

IT

People

Employee Engagement

People

Employee Experience with Internal IT

HappySignals

Process

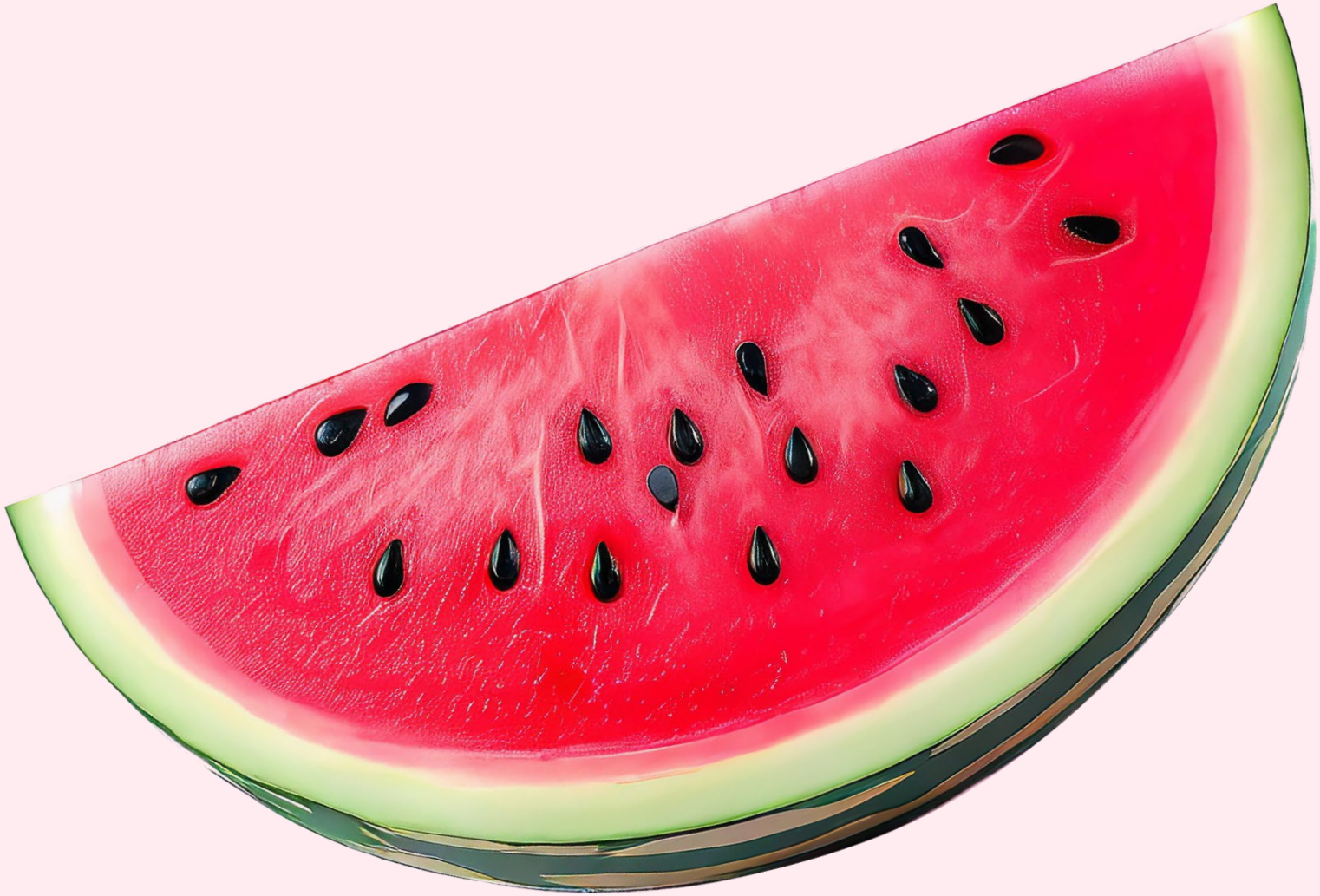
IT Service and Operations Management

Technology

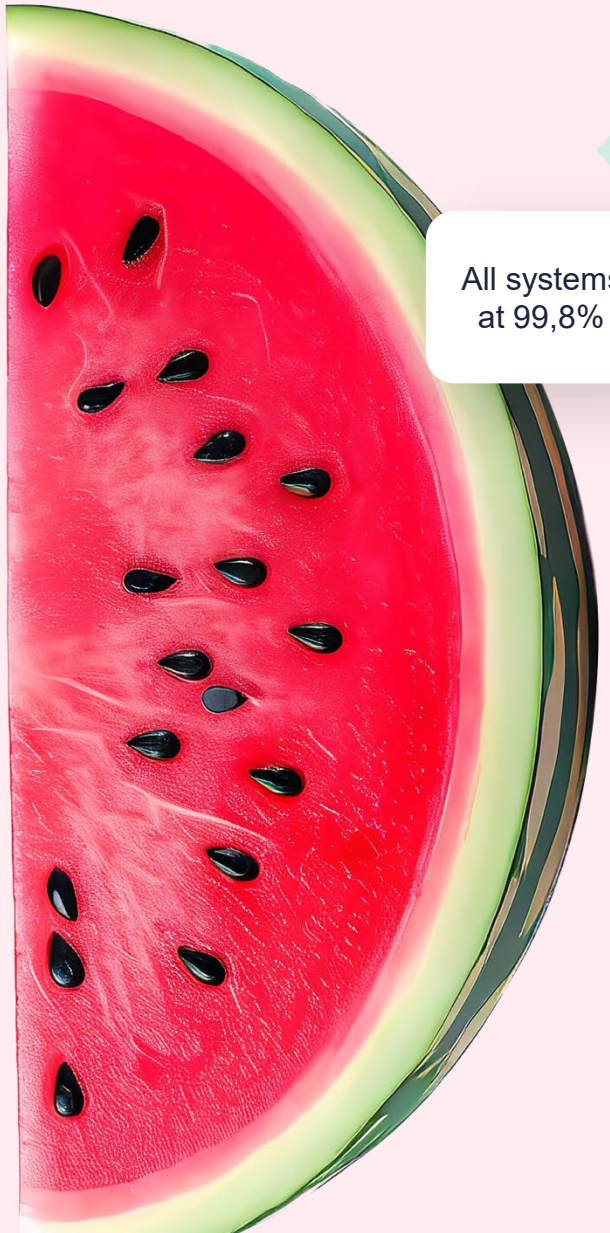
DEX, End-Point Monitoring, Infra Telemetry

There is Frustration in IT Leadership

The Watermelon Effect



Old Way of Measuring IT



IT Teams	**Process & Technology**
Partners	**Process**
Vendors	**Technology**

All systems are running at 99,8% availability?

We are meeting agreement SLAs

We have new tech to solve your problems

Old Way of Measuring IT

People, the employees of the company

IT issues are frustrating

Business

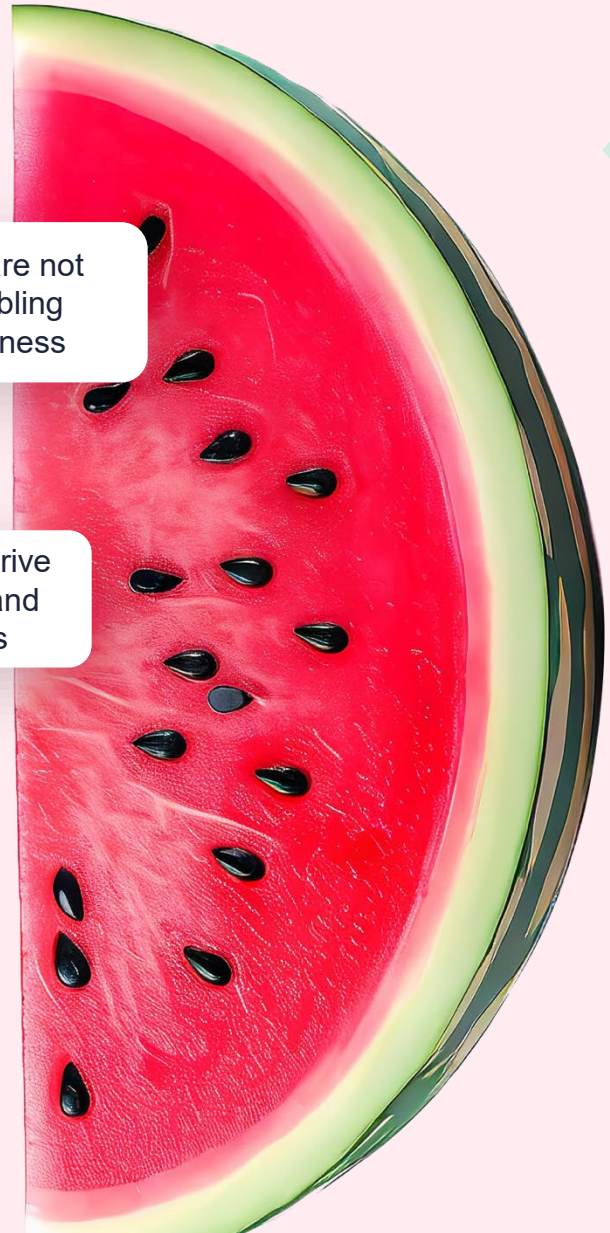
You are not enabling business

CFO

You need to drive productivity and avoid costs

HR

You need to improve Employee Experience



IT Teams — Process & Technology

Partners — Process

Vendors — Technology

Change is needed

Business

How do we prove the value of IT and become a trusted partner for business?

CFO

HR

People,
the employees of
the company

IT Teams

Process &
Technology

Partners

Process

Vendors

Technology

How do we lead IT teams, partners and vendors with metrics that matter to Business?

Human-Centric IT Experience

Simple metrics between IT and Business

Business

CFO

HR

People

Happiness
How people feel about IT?

Productivity
Where do people lose time?

CIO Office

IT Management Teams

IT Teams

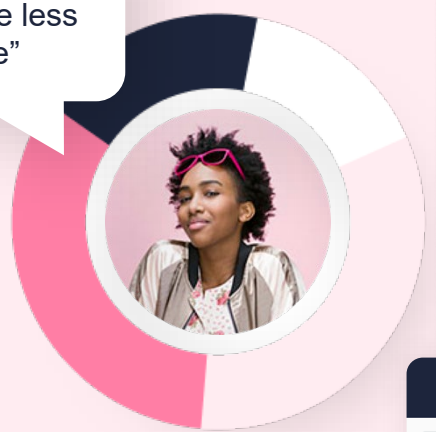
Partners

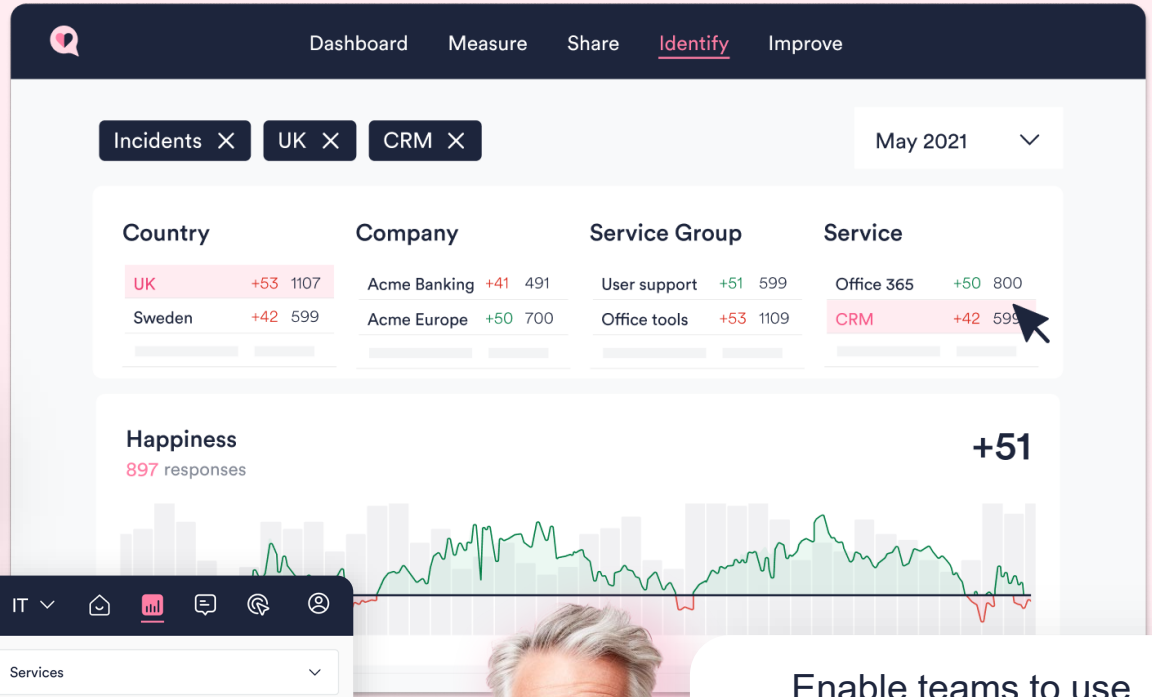
Vendors

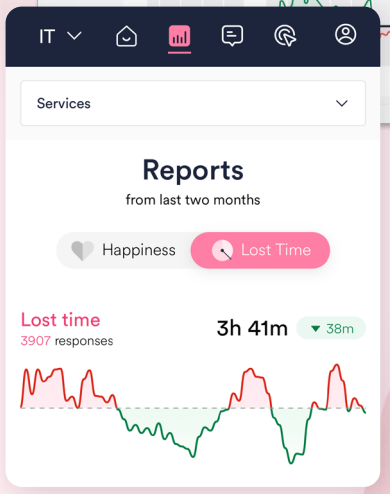
Give Focus for IT

"CRM is frustrating and makes me less productive"

People







Enable teams to use Experience Data to identify where people are unhappy and lose time

CIO Office

IT Management Teams

IT Teams

Partners

Vendors

Improve what matters the most

Happiness +20%

People

CIO Office

IT Management Teams

We have identified areas that are important for end-users, and made them happier

IT Teams

Partners

We have implemented XLAs to focus on end-users' experiences

Vendors

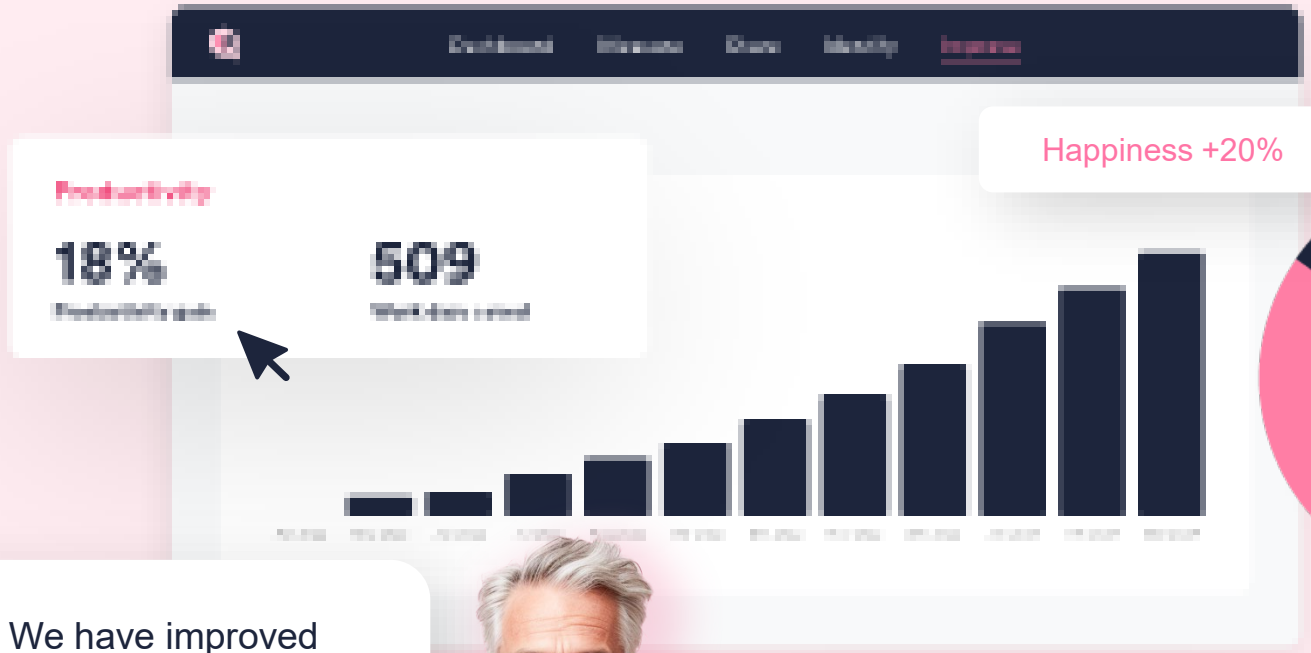
We brought in new tech to solve the issues that end-users reported

Metrics that Matter to Business

Business

CFO

HR



Happiness +20%

People

"CRM is now a joy…"

"If only VPN would be faster..."

We have improved happiness and productivity of our employees

We have identified the next improvement areas which are…

CIO Office

IT Management Teams

Metrics that Matter to Business

Business

IT understands end-users and contributes to business goals

CFO

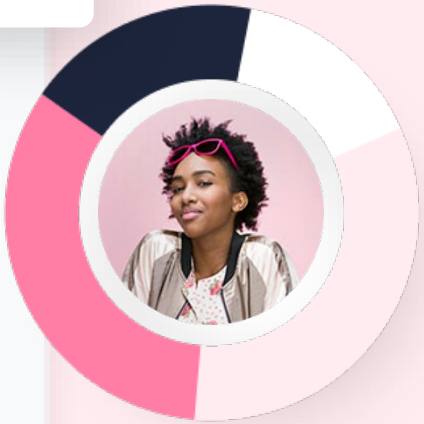
Better IT investment decisions

HR

Employee Experience has been greatly improved by IT

Happiness +20%

People



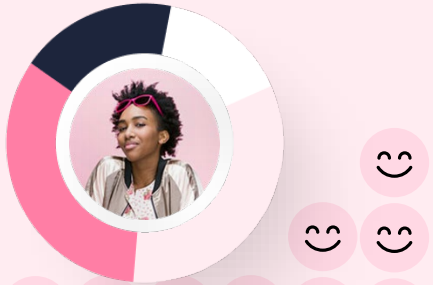
CIO Office

IT Management Teams

Outcomes of Human-Centric IT

24%
Increase in Happiness

Understand all employees' situations



Biggest benefits for your Organization?

26%

Higher End-User Productivity on Average

Enhancing IT cost-effectiveness by prioritizing end-user needs and improvements that promote value creation

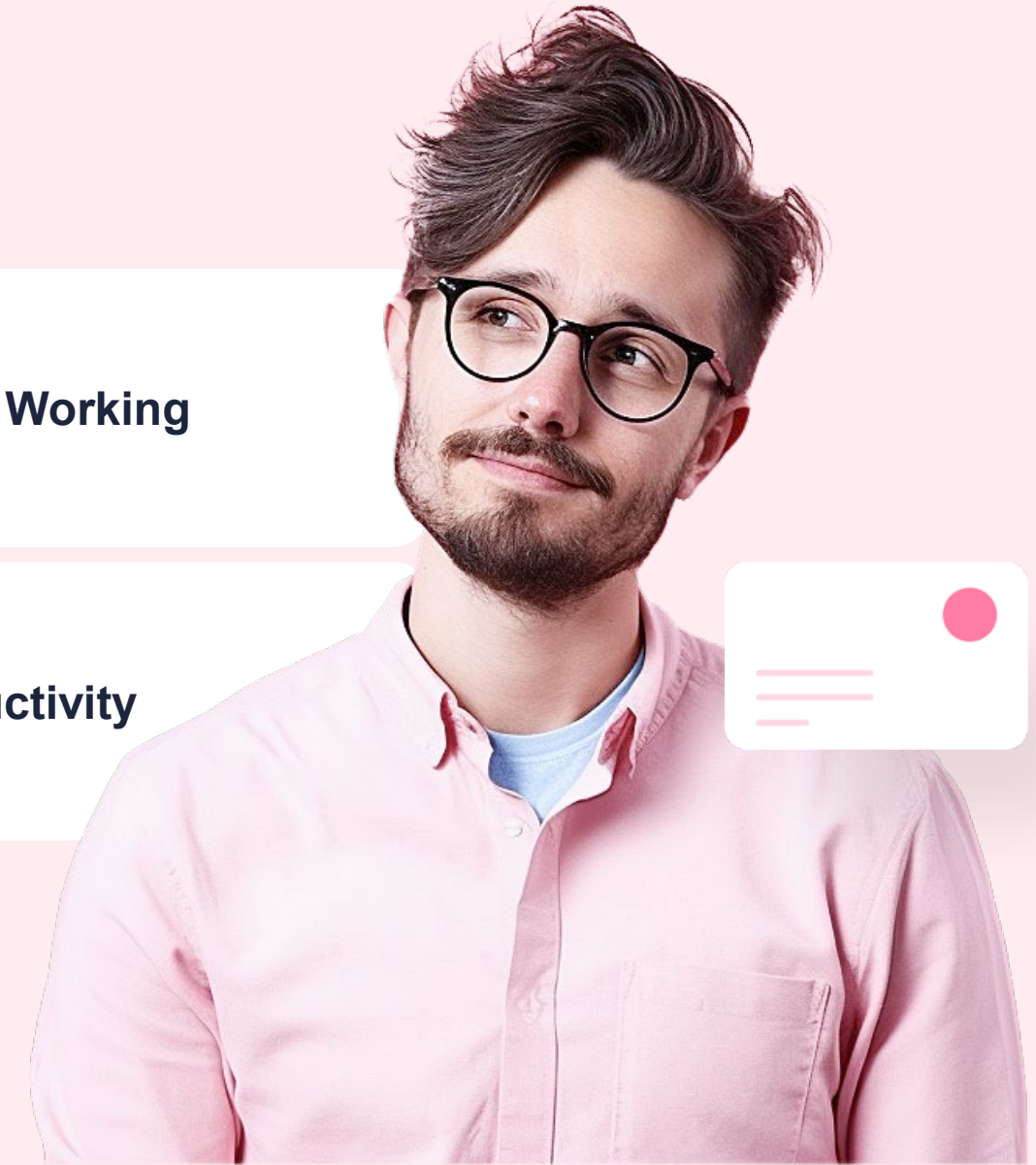
Where are you today?

Data & Tooling

Ways of Working

XLAs

Productivity

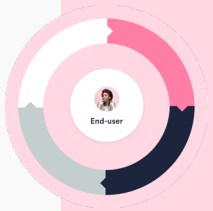


Steps to Happiness

Culture

XLAs

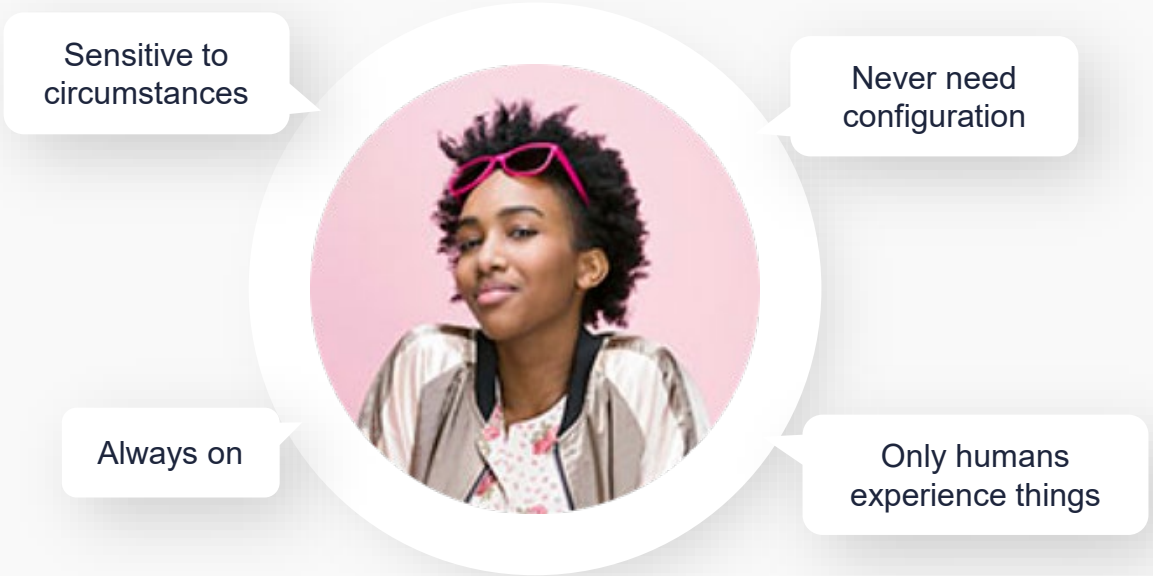
Productivity



Ways of Working

Data & Tooling

Humans are the best sensors



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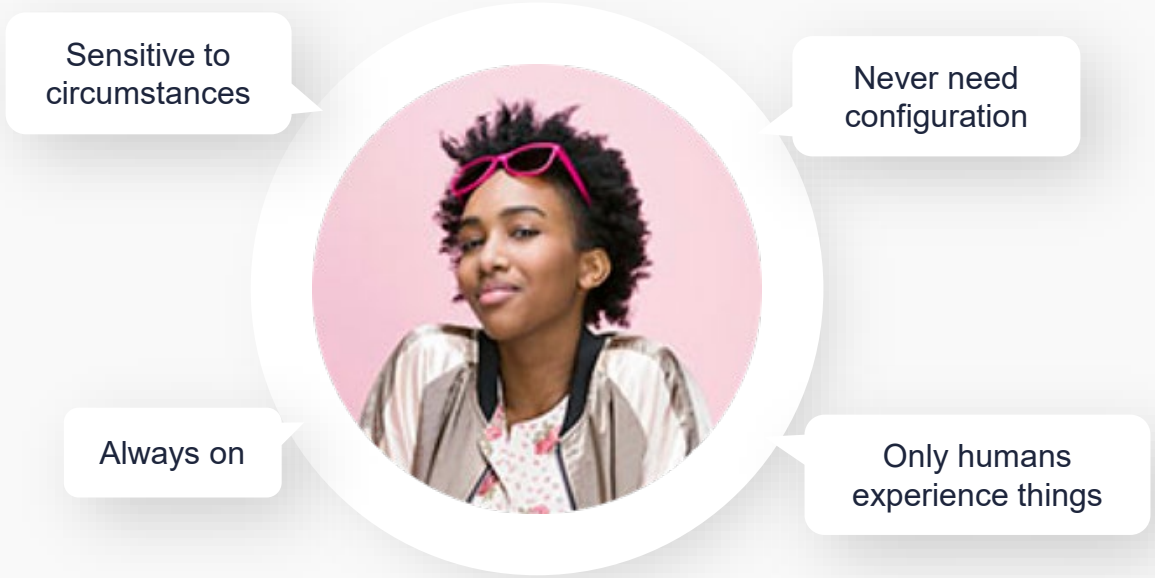

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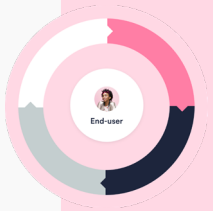

Ways of Working

Data & Tooling

HappySignals

Thank you!

Leading IT Experience Management Platform