Proactively improve digital employee experience though automation

Digital modernization and the adoption of collaboration tools is supposed to make work easier, especially in a hybrid environment. Employees want the flexibility to be productive in whatever manner best suits them. Unresolved technology issues can impede productivity.

In its latest survey of industry employees and IT professionals, Ivanti found that 49% of employees are frustrated with the tools they use and 26% are considering leaving their jobs because of that.

"There are issues that affect knowledge workers every business day, ranging from authentication to initiating a virtual private network, accessing applications and initiating a service request," said Mareike Fondufe, product marketing director at Ivanti. "We want to help our clients eliminate these types of productivity degradations through implementing intelligent automation. At Ivanti, what we mean by intelligent automation is that we can use artificial intelligence and machine learning to help detect issues that hinder the performance of your laptop, phone or other devices and resolve the issue without manual intervention — by resolving the issues automatically."

Employee experience is a top priority in government right now, and employees are internal customers of an agency's IT services. By improving their experience your agency can realize gains in productivity and retention.

Monitor your employees' digital experience

That's where an automated digital employee experience solution comes in, Fondufe said.

"Agencies need to measure actual experience and productivity degradations. Ivanti provides a digital experience (DEX) score that gathers intelligence from indicators on how a device is performing and providing that context," she said. "We collect metrics, including inventory on the devices: application inventory, hardware inventory, battery health, application crashes and errors, and usage of CPU, disk and memory. The Ivanti solution also analyzes the security context: Is the device in compliance with your patching policy, your network access policy, and has the device OS been tampered with?"

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> **— Mareike Fondufe, Product Marketing Director, Ivanti**

DEX sensors can initiate predictive or preventative actions. They can monitor processes that are running, health of the device, compliance issues and configuration drift. With that intelligence, they can plot a trendline that allows IT support to step in before an issue develops.

For example, Fondufe said, one university used automated digital employee experience software to establish a threshold for battery operations in its users' laptops. It then tracked battery operations based on that threshold, and an automated workflow ordered new batteries before any in use failed, avoiding interruptions in productivity by addressing an issue before it even arose.

Start by inventorying all assets

"It is critical to have a baseline of actionable data. The first step is to have a comprehensive asset inventory and then augment that data with lifecycle information and aggregate all the different information sources for your endpoints: your devices, your security data, your service desk escalations and tickets," Fondufe said.

This provides helpdesk personnel with far more data about each user's experience, allowing the helpdesk to resolve more issues at the initial point of contact, rather than having to escalate to a specialist, she said. From there, new workflows can be created to automate and proactively resolve most common issues, reducing the number of trouble tickets opened in the first place.

"We often hear: 'We're still fighting fires here. We're trying to resolve people's issues. We're not even looking at experience right now,' " Fondufe said. "Having that balance of immediate outcomes and aspirational goals that automation can help you with is good. It's good to get on that train earlier than later, not just to make sure that your organization is set up for the future but also to get the benefits now."

Proactively Improve Your Digital Employee Experience

Track, measure and optimize your employees' digital experience to improve productivity, security and employee retention.

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