A FedRAMP Authorized, people-centric approach to Digital Employee Experience

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A FedRAMP Authorized, people-centric approach to Digital Employee Experience

Gain actionable insights and make data-driven decisions to enhance digital experiences for citizens and government employees.

Tanium's unified approach to IT operations and security, offers government agencies visibility, control, and remediation of endpoints on premises, or in cloud-based or hybrid environments. Providing near real-time capabilities at any scale, Tanium's applications monitor the performance of customer-facing infrastructure for complete security posturing to support digital services and workflows.

Adding Digital Employee Experience (DEX) components to this offering provides a FedRAMP Authorized solution that allows agencies to monitor, manage, and enhance employees' digital experiences, contributing to improved service delivery and efficiency. The DEX solution seamlessly combines existing Tanium modules Engage, Perform, and Investigate (a recommended add on) for maximized employee productivity and positive sentiment.

Providing federal technology professionals with the ability to proactively monitor the health and performance of internal-facing systems to secure highly sensitive data, DEX allows agencies to focus on public-facing services while streamlining compliance with government regulations, orders, directives, and mandates.

This solution supports the Office of Management and Budget (OMB)'s memorandum on delivering a digital-first experience for constituents. The OMB's guidance outlines the following counsel:

> Tanium's unified approach to IT operations and security, offers government agencies on-premises or FedRAMP Authorized, cloud-based visibility, control, and remediation of endpoints.

1. **Policy framework and digital modernization:** The guidance sets a robust policy framework for digital modernization across the federal government. It establishes common standards for delivering online tools and experiences that align with modern expectations, such as the use of e-signatures and other digital services.

2. **People-centric approach and Federal Customer Experience:** The guidance emphasizes a people-centric approach, directing federal agencies to offer simple, seamless, and secure services that are accessible and meet the needs of all Americans. This includes reducing administrative burdens and piloting new technologies to enhance the customer experience.

3. **Impact on Federal agencies and public interaction:** Digital experience is crucial to federal agencies' mission delivery, affecting millions of people, including tax filers, Social Security beneficiaries, and veterans. Improving these digital services is central to providing efficient and user-friendly interactions between the government and the public.

4. **Customization and dynamic experiences:** There is a focus on providing customizable and dynamic digital experiences that reduce the burden on users, making it easier for them to complete tasks online.

5. **Digital Employee Experience (tools):** Enhancing the digital employee experience is essential for improving internal processes and communication within agencies. By prioritizing the employee experience, agencies can deliver better services to the public and meet the evolving expectations set by the OMB's guidance and related orders and directives.

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FedRAMP

Tanium is FedRAMP Authorized at the Moderate impact level

With Tanium DEX, IT administrations can support these recommendations and empower employees by:

- Evaluating endpoints and applications in real time to ensure they are healthy, performant, and in use

- Monitoring performance metrics like hardware resource consumption, CPU utilization, disk latency, and application crashes

- Creating qualitative and quantitative feedback loops to measure and improve employee satisfaction with their digital employee experiences

- Sending automated self-healing remediation actions, workflows, notifications, and surveys to employees based on threshold triggers

- And more

Key federal executive orders and directives this solution helps to support:

1. Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government
2. The President's Management Agenda
3. OMB Guidance: Delivering a Digital-First Public Experience

Tanium is uniquely positioned to support these strategies, satisfy federal guidelines, and meet regulatory requirements with a flexible, automation-enabled platform that goes beyond Zero Trust and EDR while supporting CISA directives and National Cybersecurity Strategy orders.

Test drive Tanium in your own environment.

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