

# How Government Agencies Resolve IT Issues Before They Have Mission Impact

## 5 Tips to Improve Employee Experience with Issue Detection and Remediation

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# How Government Agencies Can Resolve IT Issues Before They Have Mission Impact

## 5 Tips to Improve Employee Experience with Issue Detection and Remediation

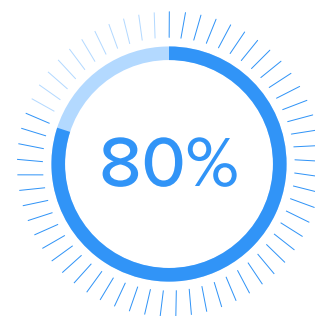
Federal and state government agencies face a daunting challenge to moderate resource consumption while serving the increasing needs of the public. Digital transformation has put IT at the center of that challenge, being always asked to do more with less in the face of increasing support needs, leading to wasted resources, poor service delivery and frustrated staff. This ultimately affects the ability of an agency to carry out its mission and the quality of the citizens' experience. Proactive IT leveraging Digital Experience Management is the most efficient way to improve IT outcomes, the productivity of staff, and the outcomes related to an agency's mission.

Without visibility, IT teams cannot deliver the desired employee experience. They cannot identify issues that will impact their employees and are stuck waiting to respond after an employee has submitted a ticket. When they work on each IT ticket, they are only solving the problem for one employee at a time, not everyone impacted.

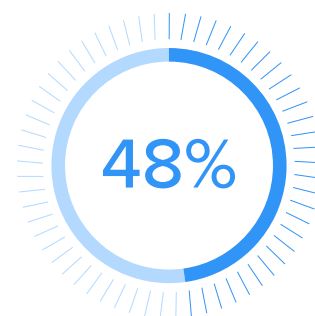
And there's no way to empower employees to solve that issue for themselves, locking both the Service Desk and employees into a vicious waiting game resulting in IT disruptions and poor employee experience.

When it comes to proactive IT, if an IT ticket is submitted, it's already too late, and government agencies need to get ahead of the issues before there's an even greater impact on employees and their customers.

### Recent Findings



Eighty percent of Department of Defense survey respondents rated their user experience as average or below.



Forty eight percent of Department of Defense survey respondents rated their experience as the "worst experience."

[\\*Defense Business Board, Recommendations to Improve IT User Experience within DOD](#)

# Help Your Service Desk Rise Above the Mounting Ticket Count and Resolve Issues Once and for All

## 1. Obtain Real-Time Visibility Over Non-Reported Incidents

If you don't have a clear view of what your employees are experiencing, you can't properly identify or fix it. Leverage a tool that provides real-time insights and data about the devices, applications, and networks in your digital workplace. By monitoring drops in technical performance as well as employee-reported sentiment, your team can quickly identify issues that could become major incidents. Once identified, you can drill-down into these red flags to determine the source of the issue and resolve it before it becomes a problem.

## 2. Automate Fixes to Speed Up Resolution Before Ticket Submission

Why do something manually when you can automate? Set up smart automation to resolve issues quickly and effectively with single-click fixes and investigations. You can set up a remote action behind the scenes to solve the issue without disrupting employees. For example, an American multinational information technology company used 15 automated remediations to close 105,000 tickets and saw productivity gains of over 47,000 hours. That was 15 remediations. Imagine what 30, 60 or 100 could do!

## 3. Scale Your Fix Across All Impacted Employees

Your Service Desk team shouldn't have to solve the same issue repeatedly. Instead, once an L1 agent spots an incident, they can drill-down and immediately identify every device with the same problem and scale the fix across all of them at the same time.

If the fix requires employee consent, your team can send a targeted pop-up notification to impacted employees only, which ensures a high response rate and issue resolution without having to schedule a one-on-one appointment. With this proactive approach, your team can avoid future tickets and prevent your Service Desk from having to fix the same issue over and over again.

## 4. Enable Employee Self-Help with Personalized Chatbots, Self-Service and Contextual Engagement

Avoid unnecessary IT-employee interaction by meeting employees where they are. Set up self-help capabilities through your chatbot or self-service portal. Once you have a fix for a recurring IT issue, you can add this to your self-help portal so that when employees log in, they would be given the option to resolve the issue themselves—in a single click. Another example of scaling this 1-click fix is through a self-help chatbot, which presents the solution to the impacted employee. Both of these examples provide an employee resolution without having to interact with IT.

## 5. Integrate Insights and Automations in Your Preferred ITSM Solution

If an employee does raise an IT ticket, empower your Service Desk team to solve the issue as quickly as possible with a single-click fix directly integrated into their incident management processes. That way, an L1 agent can immediately launch the solution without having to spend time collecting information from the employee.

## Learn More

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