

# IT Happiness Scan







## Understand, learn and improve: listen to the IT end users

The digital workplace is more important than ever. Systems and applications have to comply to standards that enable employees to efficiently work (together). But do the systems and applications work well? Do colleagues know how to use internal collaboration tools? Are some applications lagging-behind performance-wise? And how does the Service Desk respond to that? The IT Happiness Scan is a platform designed to give IT departments and leadership teams insight in the experiences that IT end users have with the digital workplace. With which you and your team can offer appropriate support and improvements where necessary.

## Take the IT Happiness Scan!

The IT Happiness Scan is a proven approach and implementation of an online survey amongst IT end users. It not only measures the IT end user experience in your organisation but the results can be compared with other organisations as well (benchmarking). We offer both a survey at a single point of time (SINGLE) or a continuous program (PULSE) with monthly reports so you can see developments and you can quickly react to changing situations and/or needs. With the IT Happiness Scan you will have a powerful instrument where you can continuously improve the end- user experience and your IT organisation.

## The IT Happiness Scan includes:

	The proven IT end user experience question set		Online dashboard including benchmarks
	The possibility of adding organisation specific applications		Management reports & certificate
	Single survey or continuous program option		Managed service by our expert team

## The IT Happiness Scan is based upon the following subjects:

- Hardware & accessories
- Network
- Office & business applications
- Service desk
- IT training
- IT communication
- Innovation
- IT security
- Productivity

# The process:

- 1 Kick-off meeting to discuss process & question set
- 2 Provide questionnaire and customisation based on user framework
- 3 The security settings, whitelisting policies and sender domain are fine-tuned
- 4 Advice and planning on internal communication
- 5 Data collection, processing and storage. We offer a continuous program (PULSE) or a survey at a single point of time (SINGLE)

## Online Dashboard

For the IT Happiness Scan we use the unique Yorizon Research Technology (YORT) - powered by Qlik Sense. This technology creates attractive interactive reports and dashboards using data to provide valuable information.

## Management report

In addition to the detailed information from the dashboard you will receive management reports (PDF):

- CIO report with high level results incl. benchmarks
- IT management report for service owners

In case of the continuous PULSE the reports are provided on a monthly basis.

## Benchmarks

Using the Yorizon benchmarks enables your organisation to find out what the best possible performance could be and how close you are to achieve it.

## What happens with the data?

Data from individual colleagues is not traceable and therefore anonymous. Data from individual organisations is treated in strict confidence and is only used for analysis. We maintain a high standard of privacy and the security of data and work following the GDPR guidelines.

## Interested?

Contact us directly:  
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## About HBT

HBT partner with leading IT experts Yorizon and combine scientific research with many years of practical experience with the monitoring of IT services of hundreds of internal IT departments and IT service providers worldwide. Therefore HBT can help to increase the awareness of the importance of IT to an organisation and it's customers. Yorizon supports IT departments with the activating of insights, so that they can provide a high quality service, create a flow and can provide the best possible environment for IT staff and technology for employees.

