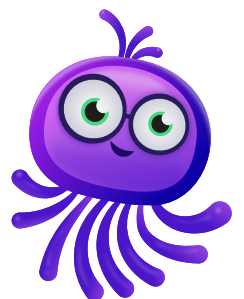


IT Dashboard:

3 Essential Metrics You Should
be Measuring (But Probably
Aren't)



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Executive Summary

Your IT dashboards pull together your key metrics into single, easily digested summaries. They show, at-a-glance, what's working and what isn't. This ebook considers the possibility that traditional metrics may not be telling the full story post-pandemic. It proposes different metrics that really matter in an age where the employee experience is paramount, and hybrid working is a reality. In doing so, it shows how IT leaders and service desk managers can support the organization's wider strategic objectives.

Introduction

Today's IT teams are in the spotlight like never before. They are tasked with keeping systems running today. They are also tasked with undertaking the digital transformations that will drive progress tomorrow.

The status of the IT team means you will be required to set targets and demonstrate progress on them. The IT dashboard is an essential tool in this progress. It gives an at-a-glance summary of the KPIs that matter, showing where you are against where you'd like to be. Because, as the maxim commonly attributed to management consultant Peter Drucker has it: "you can't manage what you can't measure."

With this in mind, it's perhaps surprising that more than a third of IT teams still struggle to move beyond the most basic measurement and reporting capabilities.¹

In the first section of this ebook, we'll consider what a typical IT dashboard might track and why.

We'll then ask whether these numbers really tell the whole story.

Because the past few years have seen fundamental shifts. Trends such as the Great Resignation and Quiet Quitting have led to a fierce war for talent.² It's why 77% of CIOs are focused on hiring and retaining talent. It's also why employee experience and engagement are more important than ever.

IT issues are often the source of huge friction and frustration for employees, so providing an exceptional experience in this area makes a significant contribution to employee satisfaction. According to Gallup, only one in three employees strongly agrees that they have the materials and equipment they need to do their work right or that they have the opportunity to do what they do best every day.³

At the same time, the shift to remote and hybrid working seems here to stay – Gartner suggests that, post-pandemic, 48% of employees will work remotely at least some of the time.⁴

Taking these shifts as a starting point, the second section of the ebook will consider three new metrics that help IT teams better support the wider organization and its strategic goals as it moves forward.

¹ [Info-Tech Research Group: IT Metrics Library](#)

² [PwC Pulse Survey: CIOs, CTOs and technology leaders](#)

³ [Gallup: How to Improve the Employee Experience](#)

⁴ [Gartner: Future of Work Trends Post COVID-19](#)

The IT Dashboard Basics

Every organization's IT dashboard will be different depending on the KPIs that matter to you. However, it's useful to look at a few starting points to provide a good grounding or sense check what you already have.

Different Dashboards for Different Purposes

Perhaps the most important thing to remember is that you may have more than one dashboard.

You might choose to have dashboards that group KPIs by business unit, by function, by type, by project, or by business KPI. Each dashboard will have a different mix of metrics that give a snapshot of the state of play in that particular area.

When you understand the purpose of the dashboard you are better placed to understand the metrics it needs to track. And by cutting out the noise of unnecessary or irrelevant numbers, you ensure the data you feature is relevant and actionable.

The 5 Things Every IT Dashboard Should Have in Common

Whatever the type of dashboard you build, they should all share similar characteristics:

- Short – focus on the metrics that really matter and don't try to cover too much
- Visual – information needs to be understandable at-a-glance
- Intuitive – especially when the dashboard is for a non-IT expert, the data should need no explanation
- Accurate – this goes without saying when you consider that the data will inform decision-making
- Up-to-date – again, this goes without saying.

Showcasing IT's Strategic Importance

As well as showing essential information, remember that your dashboards also act as internal sales tools that show how IT underpins everything that matters to the organization.

- By showing your progress towards goals, you show how well your team is performing.
- By tracking targets set by the C Suite, you show you're focused on the bigger picture.
- By summarizing what is happening across IT, you demonstrate your productivity and output.
- By documenting the value IT provides to the organization, you demonstrate your ROI.
- By providing information that supports decision-making, you help the organization move forward with confidence.

Re-Assessing the Metrics

IT dashboards do a lot of heavy lifting for your organization – but they shouldn't involve heavy lifting to produce. They should pull information from your systems at the click of a mouse, if not automatically to a regular schedule.

However, no matter how your dashboard is produced, it's very easy to forget the bigger picture. It's why it's worthwhile taking a step back every now and again. Are the metrics you track in your dashboards the right ones for right now?

That's what we'll look at next.



Are You Measuring These Three IT Dashboard Metrics?

Post-pandemic, two significant shifts are underway. The first is the renewed focus on the employee experience to boost employee engagement in order to combat the Great Resignation and the Quiet Quitting trends. The other is the move to remote and hybrid working, which has significant knock-on effects in every area of the business, not least IT.

The question is, are your IT dashboard metrics really helping your organization drive the changes that are needed in these areas?

In this section, we'll look at three new metrics you could consider tracking in order to help your organization successfully navigate these shifts.



⁵ [PwC Pulse Survey: CIOs, CTOs and technology leaders](#)

Employee Satisfaction Levels

Today's employees increasingly expect consumer-level experiences in their interactions with their organizational services such as IT. It's why 'employees' are often considered to be 'customers' in an IT context.

It's likely you're already tracking experience-type metrics. Metrics such as:

- Tickets logged vs tickets resolved
- Response SLA
- Resolution SLA
- SLA targets
- Tickets resolved as a first-time fix

But what if these metrics aren't telling the full story?

Your 'tickets logged vs tickets resolved' numbers might look great. Job done and happy customers, you might think.

But what if it took the employee 20 minutes to find the right email address to send the support ticket to? What if it took them half an hour to explain the problem to the support team? What if they felt patronized during the process or made to feel their query was a petty annoyance?

In any of these instances, the headline might look good – a ticket was raised and a ticket was resolved. But from the employee's perspective, their interaction with IT was unpleasant, even if it was ultimately helpful.

Or let's look at it from the perspective of 'tickets resolved as a first-time fix'.

Maybe these numbers aren't so great. Maybe an employee has had to chase a support ticket two, three, or four times before it was resolved.

Sure, each time they chased it was irritating to have to do.

But what if the reply they received each time was apologetic, friendly, and informative. The employee felt they were 'on the radar' and a real person facing a real issue, not another problem nobody really cared about.

This time, the headline might look bad – the first-time fix rate isn't where you want it to be. On the other hand, the employee feels broadly positive about the IT team.

The New Metric to Track

As well as tracking tickets and SLAs, consider tracking XLAs – Experience Level Agreements – that track employee satisfaction with the services provided. This could be as simple as a star-rating system or could ask for specific feedback so you can understand what went well and what could have been better.

TIP

1

If service levels need improvement, solutions that focus on self-service reduce the number of calls coming into the service desk (allowing teams to focus on the more complex tasks) as well as helping employees feel more in control.

[Find out how IFS assyst helps drive improved service experiences](#)

Service Desk Staff Satisfaction

Perhaps no team is more aware of the war for talent than IT. Research shows that 64% of organizations struggle to recruit and retain service desk staff.⁶

It isn't hard to understand why when you learn that 71% of ITSM workers said working in IT had adversely affected their wellbeing to some extent.⁷ Worse, for one in five, it had affected their wellbeing considerably.⁸

So, while you'll have your eye on employee satisfaction levels across the business, your main focus will be on your own team's experience.

Of course, as we already know, you can't manage what you can't measure. Is it time you put metrics in place to track the satisfaction levels of your team?

⁶ [IFS assyst: 7 Critical Success Factors for an Effective & Efficient Service Desk](#)

^{7&8} [ITSM.tools: The State of Wellbeing in ITSM – it's Not Great](#)

The New Metric to Track

The bottom line when it comes to employee satisfaction levels is your employee turnover. If you aren't already, start tracking the frequency of staff turnover in your team. Equally as important, if it needs work, put in place the strategy you need to improve it.

TIP
2

If your team is demoralized by the grind of dealing with routine requests, consider the value of AI chatbots in looking after thousands of incidents, queries, and requests, freeing up agents to focus on bigger-picture projects.

[Explore how IFS assyst transforms IT service desk teams](#)

Remote and Hybrid Working Security Measures

48%

of employees will work remotely at least some of the time post-pandemic⁹

Remote working is here to stay – and so are the increased cybersecurity risks that come with it. The statistics don't make happy reading.

- 20% of organizations say they have faced a security breach as a result of a remote worker
- 28% of organizations say employees are using personal devices for work-related activities more than their work-issued devices, which could create new opportunities for cyberattacks
- 18% of organizations say that cybersecurity is not a priority for their employees, while 5% admit their employees are a security risk and oblivious to security best practices.¹⁰

The bad news doesn't stop there. IBM found that the average cost of a breach was nearly \$1 million higher where remote work was a factor in causing the breach compared to those where remote work was not a factor.¹¹

It all means it's time to take cybersecurity metrics more seriously than ever.

The New Metric to Track

There are a multitude of metrics you could track in this space. Consider:

- Number of firewall breaches detected
- Number of unauthorized devices discovered on the network
- Number of vulnerabilities discovered
- Satisfaction with IT's ability to continue critical business operations in the event of a significant disruption
- Percentage of critical systems covered by disaster recovery plan
- Percentage of disaster recovery plan verified by tests
- Active users vs inactive users
- Site of security incident (remote access, MS Office, third party applications, LAN connectivity, WAN connectivity etc)

TIP
3

Cloud-based services with leading-edge security protocols are essential to enable and secure remote work. If your service desk is still using on-premise technology, [take a look at what IFS assyst has to offer.](#)

⁹ [Gartner: Future of Work Trends Post COVID-19](#)

¹⁰ [Malwarebytes: Enduring from home COVID-19's impact on business security](#)

¹¹ [IBM: Cost of a Data Breach Report 2022](#)

Introducing IFS assyst

IT leaders everywhere struggle with the same old challenges.

IFS assyst streamlines IT processes and brings all your systems together in a single window that gives you full control – and the metrics to measure.

Build IT Management Capabilities

Empower Your IT Team

Put your IT team back in charge of service and deliver a better experience for everyone.

Get Your Time Back

Automate manual tasks so you have time for the work that really matters.

Enhance Service Experience

Identify, raise, and resolve customer issues faster and with better outcomes.

Streamline Processes

Bring all of your processes together for better collaboration and more efficient working.

Gain Full Visibility

Bring all your service requests into one place so nothing slips between the cracks.

Reduce Costs

Get a handle on your spending with granular cost tracking functionality.

Improve IT Agility

Streamline IT processes so you can tackle strategic improvement projects.

“The assyst process workflows allow us to implement the solution right across the business, and as we grow we can add more and more automation, giving us the visibility of resources required to fulfil the services. This enables us to save time and money, or use resources elsewhere.”

Robert Herring MMG

Drive Service Desk Improvements

Reduce Admin

Automate your service desk so you can eliminate unnecessary admin and stop drowning in low-value tasks.

Enable Self-Service

Give end users the power to find simple solutions to their issues so you don't have to.

Boost Service Experience

Bring all requests into one window so requests can be resolved quickly - and nothing gets forgotten.

Deliver Remote Access

Give your service teams the freedom to view and resolve requests from anywhere, at any time.

Decrease Repeat Calls

Divert up to 80% of calls from the service desk with easily accessible service tools.

Gain Useful Insights

Real-time IT data analysis pushes useful insights to the agents, helping resolve issues quicker.

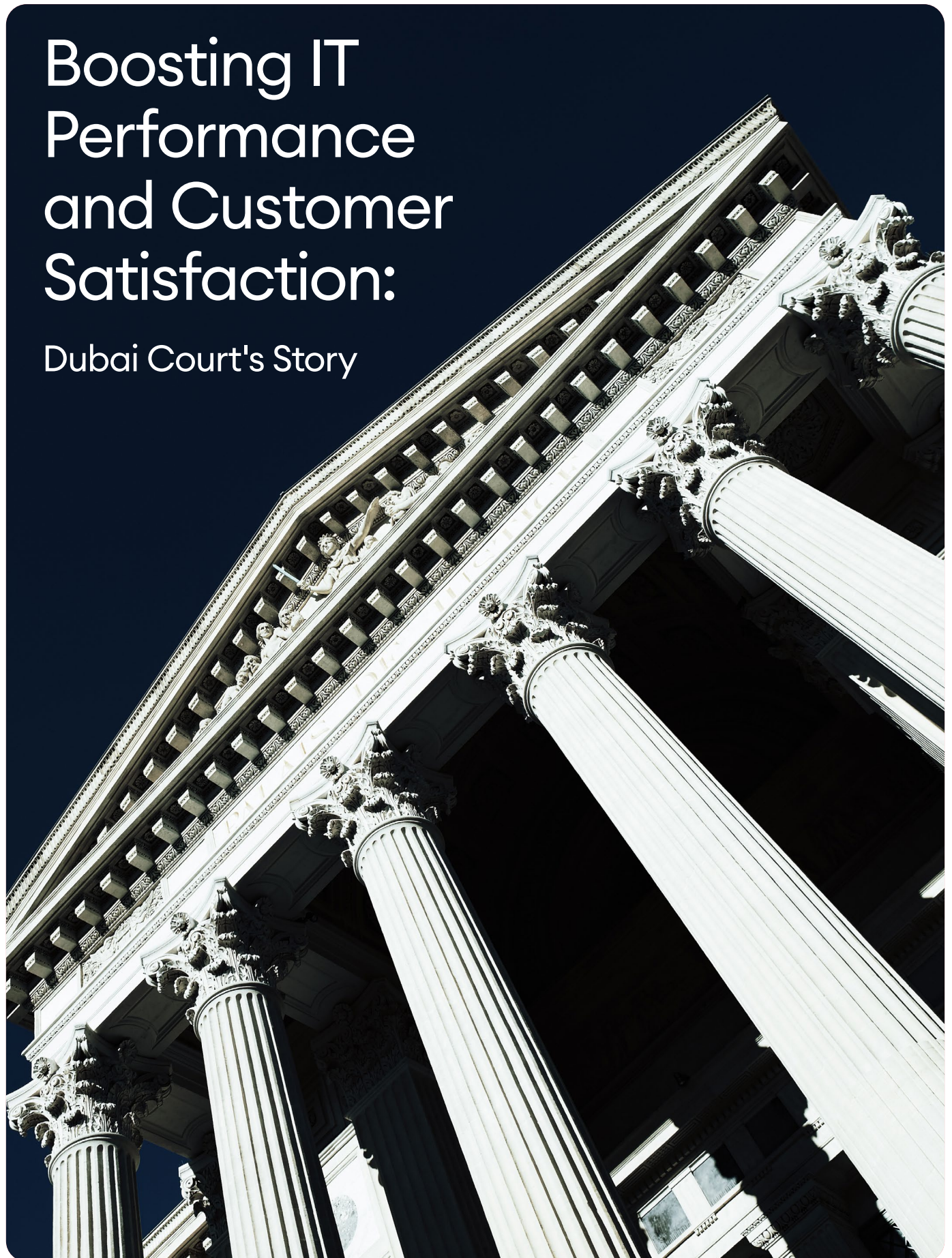
“We were looking for a flexible system which encompassed all our activities and tied them to Asset Management. Realistically, we wouldn't have been able to do that without assyst.”

Dave Rowland, Allied Bakeries

[Find out more about IFS assyst.](#)

Boosting IT Performance and Customer Satisfaction:

Dubai Court's Story



About Dubai Courts

Established in 1970, Dubai Courts implements justice in Dubai with services including civil, labor, legitimate appeals, legal and civil authentication, judgments, and accreditation of lawyers. Its vision is to be a pioneer in court procedure, while valuing justice, equality, ingenuity, excellence, teamwork, and independence.

Dubai Courts relies on qualified nationals, correct procedures, and newly developed technology. It prides itself on maintaining high levels of technology in order to provide speedy justice for the welfare of society. Dubai Courts employs 1200 staff.

The Selection of assyst

Dubai Courts previously used another Service Desk tool to manage their IT Service Management (ITSM), but found that it failed to meet their enterprise-level requirements. That platform's processes also proved too limited for the courts' goals and objectives. So, in 2014, the organization decided to go out to the market for a new solution to remove these barriers to innovation.

Dubai Courts' primary goal was to underpin its service delivery strategy with an enterprise ITSM solution that would allow IT to align with the needs of the organization whilst increasing user satisfaction, IT team effectiveness, and quality of delivery. With the IT department responsible for leading business change, it was essential that the chosen solution would serve the organizational needs professionally and effectively, while helping to expand consistent services and user experience across the enterprise.

Having reviewed a number of solutions, including BMC Remedy and LANDesk, Dubai Courts chose assyst.

Creating Excellent User Adoption

assyst has been rolled out to manage incident, problem, and change management processes as well as implemented for CMDB, service catalog for self-service and mobile. Integrations with AD, Oracle, and SCCM are also in place.

In rolling out the service catalog across the business, Dubai Courts started by choosing champions from each department and trained them on using the catalog. They were then able to pass this training on to their own end users. To supplement the training and as part of the strategy to ensure uptake, an

awareness session was conducted for end users. This involved an assyst showcase to the users, highlighting the benefits of using the self-service portal. This was run by the Dubai Courts' IT team and educated users on how they would benefit from tracking their request and showing how that request follows the right process of approval and assignment to ensure efficiencies in resolution.

Users are now successfully using the self-service portal. The actionable and easy-to-use service request catalog describes the products and services they are entitled to order or request from IT. In addition, they can quickly browse or search for available services in the catalog, submit a request, and monitor delivery status – making it as easy as possible for employees to find and order IT services.

The Results

- 75% SLA improvements
- 60% reduction in calls to the service desk, freeing up time to concentrate on higher priority tasks
- 100% end user adoption of assyst self-service portal within only six months
- Reduction of follow up calls to the service desk because end users can track their own service requests

“assyst self-service has increased our customer satisfaction through providing Dubai Courts with an efficient and streamlined process. Users are now able to log and track their own incidents and feedback has been positive all round.”

Zahra Al Sharif, Head of Support Section, Dubai Courts

[Read the full story](#)

About IFS assyst

Global brands trust IFS assyst to automate complex business processes easily without fuss. We deliver frictionless customer and employee experiences, one intelligent workflow at a time. Our modern service management technology lets you automate service delivery and support so your customers get what they need fast, and you can focus on building the future of your organization. IFS assyst is uniquely easy to buy, set up, use, and upgrade. Whether you're in IT, HR, Facilities, Finance, or any other team that provides services to customers and employees, IFS assyst puts service management technology within your reach.

Our process automation takes the boring out of everyday tasks, allowing you to focus on work that matters.

Everyday we assyst!

About IFS our Parent company

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry-specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

Find out more

For further information, e-mail assystme@ifs.com, contact your local IFS office or visit our website, <https://www.ifs.com/solutions/enterprise-service-management/>