Rate Your Digital Workplace
Narrow the Gap Between the Present and the Perfect
Why Rate Your Digital Workplace?

Because it might suck...
... and it might not ...
... and it should grow and change with your business needs

84% of Digital Workplace Projects Fail

Forbes
PEOPLE SUPPORT
WHAT THEY HELP
CREATE

THE LUCK PRINCIPLE
Meet Your Presenter

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Continuous Benchmarking and Improvement
The Survey
Collaborate
A Framework for Rating People-Centric Technology
Work together to Share Some Ideas and Lessons Learned
FIND YOUR WHY
Better User Adoption
Great Functionality
Leadership Buy In
POWERED BY LUCK

LISTEN
#BigData #Content #Integration
Listen to people and remember what they say.

UNDERSTAND
#Analytics #AI #Search #ROTII
Distribute and analyze knowledge to discover insights.

CONNECT
#CX #UX #Process #Adoption #PM #Governance
Create more impactful processes and experiences.

KNOW
#Collaborate #Innovate #KPI #Engagement
Know, share and improve the score together.

GOOD LUCK

#Leadership #Culture #Purpose #Why – Use digital workplace tools to create a more people-centric LUCK-based culture.
Find Your Why and Your ROI
Approaches to Digital Workplace Ratings

- Primary Research
- Digital Workplace Reports
- Survey Feedback

Detailed:
- Brief
- Comprehensive
- Actionable
- Historical
- Statistically Sound
- Cost Effective
Approaches to Digital Workplace Ratings

Survey Approaches Used

- Net Promoter
- Importance to User
- User Satisfaction (CSAT)
- User Effort
- Gap Analysis
The Survey

A. Participant Profile (Page 5)
   Segment your users

B. Prioritization (Page 7)
   What is important to you

C. Satisfaction (Page 8)
   Satisfaction level with functionality

D. Effort / Ease of Use (Page 9)
   Time required to perform tasks (note the scoring system)
Analyzing the Results

<table>
<thead>
<tr>
<th>Question</th>
<th>Importance</th>
<th>Satisfaction</th>
<th>Level of Effort</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. How important is an effective intranet for your job?</td>
<td>4.3</td>
<td>3.2</td>
<td></td>
</tr>
<tr>
<td>12. How satisfied are you with our intranet in general?</td>
<td></td>
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<tr>
<td>LISTEN - Data Capture and Integration</td>
<td></td>
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<tr>
<td>7. How important is it that the intranet provide a place to share content and access data?</td>
<td>4.4</td>
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<tr>
<td>13. How satisfied are you that the intranet reduces the number of places you have to go to look for data?</td>
<td>3.6</td>
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<tr>
<td>18. What level of effort are you required to put forth to add/enhance content on the intranet?</td>
<td>1.8</td>
<td></td>
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<tr>
<td>UNDERSTAND - Data Quality, Finding and Analyzing Data</td>
<td></td>
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<tr>
<td>8. How important is it that you can quickly find accurate, timely and relevant info?</td>
<td>4.8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. How satisfied are you that information is accurate, timely and relevant, for decisions?</td>
<td>3.1</td>
<td></td>
<td></td>
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<tr>
<td>19. What level of effort are you required to put forth to find what you are looking for on our intranet?</td>
<td>1.4</td>
<td></td>
<td></td>
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<tr>
<td>CONNECT - Process and Customer Experience</td>
<td></td>
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<tr>
<td>9. How important is it that the intranet provide access to processes and SOPs?</td>
<td>2.1</td>
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<tr>
<td>15. How satisfied are you that our intranet enables you to deliver a good customer experience?</td>
<td>2.1</td>
<td></td>
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<tr>
<td>20. What level of effort are you required to put forth to follow formal and informal processes?</td>
<td>2.5</td>
<td></td>
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<tr>
<td>KNOW - Collaboration and KPIs</td>
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<tr>
<td>10. How important is it that the intranet help you find and engage with people across the organization?</td>
<td>3.2</td>
<td></td>
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<tr>
<td>16a. Satisfaction with connecting: within department</td>
<td>4.8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16b. Satisfaction with connecting: across departments</td>
<td>4.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16c. Satisfaction with connecting: vertically - executives to front-lines</td>
<td>1.3</td>
<td></td>
<td></td>
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<tr>
<td>16d. Satisfaction with connecting: externally</td>
<td>1.1</td>
<td></td>
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<tr>
<td>21. What level of effort do you have to put forth to share or find KPIs?</td>
<td>2.1</td>
<td></td>
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<tr>
<td>GOOD LUCK - Intranet Project Engagement</td>
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<tr>
<td>11. How important is it for users to have a voice in the development of the intranet?</td>
<td>3.9</td>
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<tr>
<td>17. How satisfied are you that your needs are being taken into account as a part of the intranet project?</td>
<td>1.9</td>
<td></td>
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<tr>
<td>22. What level of effort are you required to put forth for suggestions, questions, training?</td>
<td>1.7</td>
<td></td>
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</tbody>
</table>
Guide Your Digital Workplace to Success

- Baseline Evaluation
- Prioritize
- Re-Benchmark
- Historical Analysis
# Quick Survey

<table>
<thead>
<tr>
<th></th>
<th># High</th>
<th># Low</th>
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</thead>
<tbody>
<tr>
<td><strong>360 Degree View:</strong> I can easily find and share everything I need to do my job in 1 place.</td>
<td></td>
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<tr>
<td><strong>Analytics:</strong> I have the forms, reports, dashboards and AI that make it easy to make better decisions and have more relevant conversations.</td>
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<tr>
<td><strong>Process:</strong> Guidance, automation and training that makes it fast and easy to follow processes; it is easy to identify and create new processes; everyone follows processes.</td>
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<tr>
<td><strong>Collaboration:</strong> Everyone knows their metrics, and everyone has a voice in improving team performance.</td>
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<tr>
<td><strong>Purpose:</strong> We are all moving in the same direction as a company; and I get all the support I need using the digital workplace tools provided by the organization.</td>
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</tbody>
</table>
Where did the most people score lowest? Let’s talk about how we can improve that area.
People don’t want to feel like a number, people want to know that they count.

- The LUCK Principle
Q&A and Resources

Dynamics 365 and Office 365 Implementation and Advisory Services

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The LUCK Principle
Grab a Copy of the Book on Amazon!
www.gotluck.link/book

- eBook: Rate Your Intranet
- eBook: Digital Workplace ROI
- eBook: LUCK Infographics