Blood, Sweat & Employee Happiness…

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How many of these problems do you have?

Acceptance of our problems….

How many incidents?

Too many and no holistic view…

- **Support structure** - **>1 group** handling incidents
- **Reduction targets** – **Low** and **easy** – "Shall we go for **10%**?"
- **Metrics/Reports** – "We have **lots**, they all look **beautiful**, we are **great**…"

Our employees are saying **what**?

Our **colleagues** are not happy…

- **Surveys** – "You're name is **not** on the list!"
- **Low expectations/standards** – "This **isn't as good** as out of work"

It takes **how long** to resolve our issues?

It's taking too long…

- **Aged incidents** - **>1000**
- **Service Manager escalations** - **60%+** time
- **Hours of support** – "Can I have the **menu** please?"

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How can YOU help?

Let's speak up and make things better!

How many incidents!

Cut the noise!

- **Support structure** – Think of your **colleague** before your metrics!
- **Reduction targets** – **HIGH** reduction target
- **Metrics/Reports** – **Review** and **simplify**

Our employees are saying **what**?

Make colleagues happier ☺

- **Surveys** – You're important, you're on the list, **how can I help**?
- **Co-locate** – Sit support with those using the services. Wear the t-shirts!
- **Low expectations/standards** – Review (and change) the service provider agreements. Like minded people!
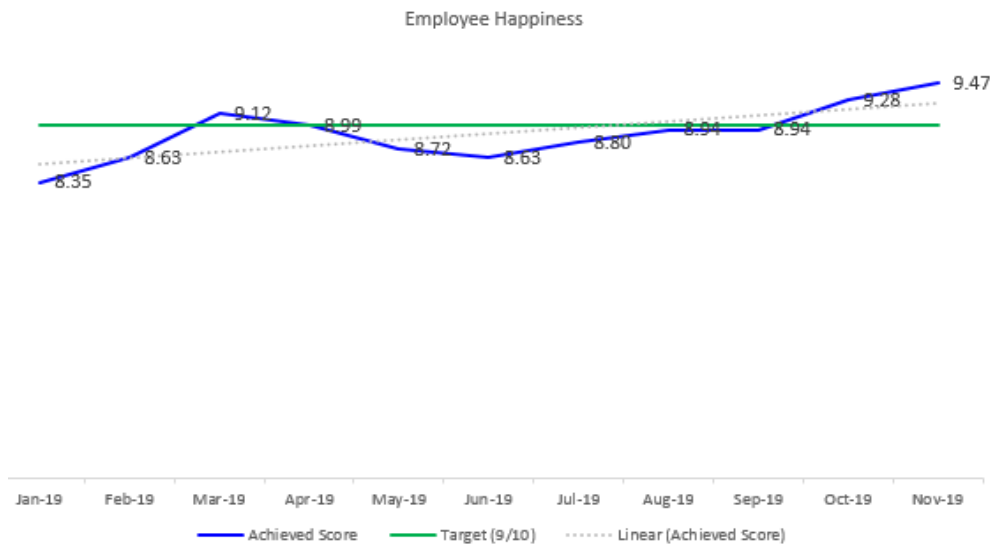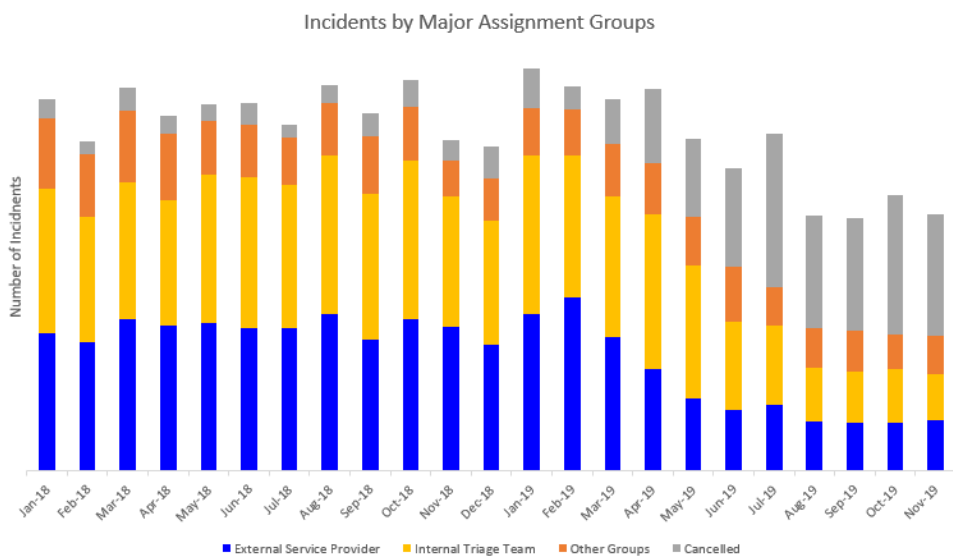

It takes **how long** to resolve our issues?

Pull your/our socks up!

- **Aged incidents** – Change approach (+ ops metrics) to reduce
- **Service Manager escalations** – Co-location, daily "how can I help?" open calls, training, support 1st!…
- **Hours of support** – Change in line with our colleagues working hours

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The results...

How's it going?

Incidents by Major Assignment Groups

Employee Happiness

8.35 8.63 9.12 8.99 8.72 8.63 8.80 8.94 8.94 9.28 9.47

Achieved Score — Target (9/10) — Linear (Achieved Score)

External Service Provider — Internal Triage Team — Other Groups — Cancelled

Employee's voice is now being heard

The service was really good

I really appreciate the quick turn around on this incident

I was very pleased with the service provided in resolving this issue

I really appreciate the new approach in seeking feedback and following up with issues that have been resolved – this attitude will greatly help…

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Takeaways…

If I have bored you, just remember this slide…

How can I help? (talk)

Be BOLD! (get help)

Change (communicate)

Don't stop!

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Thank you