

# What's the BIG Deal?



How can you **boost user satisfaction** and engagement by leaps and bounds?

How can you **elevate service-management** operational efficiencies and effectiveness?

By focusing on the **ITSM** experience of users.

**LEARN WHY IT MATTERS AND HOW ITSM OPERATIONS CAN HELP.**

## User Experience Is a Strategic Priority

### 1 MEASURES OF CIO PERFORMANCE

**31.9%**

IT USER/CUSTOMER SATISFACTION

**35.5%**

IT'S CONTRIBUTION TO BUSINESS STRATEGY

**34%**

AVAILABILITY/uptime

CIOs say one of the most common measures of their performance value is IT user/customer satisfaction (31.9%), along with IT's contribution to business strategy (35.5%) and availability/uptime (34%).<sup>1</sup>

### 2 NO. 1 STRATEGIC PRIORITY

for ITSM team growth is improved end-user experience internal to the business.<sup>2</sup>

### 3 67% OF SUPPORT CENTERS

surveyed say the top reason for change is to provide a better customer experience.<sup>3</sup>

## So How Can You Improve the User Experience?

### ENABLE USERS TO HELP THEMSELVES

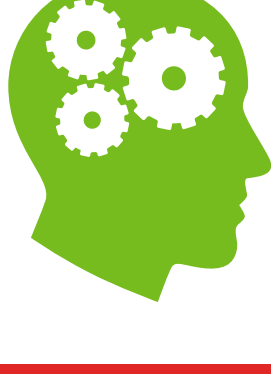
**81%**

of end users try to solve their own IT problems before asking for help.<sup>4</sup>



**28%**

of service desks that reduced ticket volumes did so through self service.<sup>5</sup>



“Among workers that resolved their own technology issues, **64% leveraged knowledge management.**”<sup>6</sup>

### IMPROVE USER PRODUCTIVITY

#### Automate Repeatable Processes



Forrester estimates that “an organization’s users with manual IAM will average about **300 minutes per year waiting for the help desk to provision or change their access.**”<sup>7</sup>

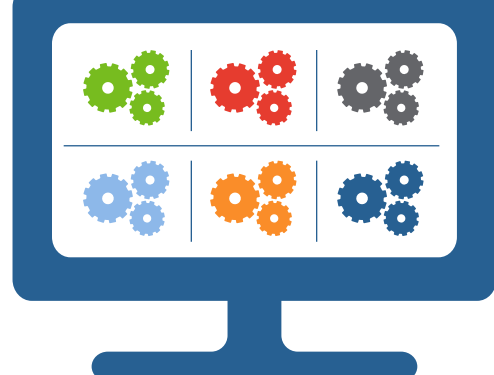
**28x PER YEAR**

Users contact the help desk about 28 times annually for password issues.<sup>7</sup>

“IT costs technology management upwards of **\$179 per user per year to deal with password-related issues.**”<sup>7</sup>



#### Provide Tools to Speed Resolution



“Average first-level resolution rates are higher for technical support organizations with knowledge management systems (**70.3% service requests; 67% for incidents.**)”<sup>8</sup>

**43%**

of organizations are resolving more than half their desktop support tickets through remote support.<sup>9</sup>



2014

**58%**

2012

**43%**

**38%**

2009

“Customer service chat usage rates have risen year-on-year, from 38% in 2009 to 43% in 2012 to 58% in 2014.”<sup>10</sup>

“**50%** of survey respondents actively engaged in ITSM allow end users to make **ITSM-related service requests via mobile.** Of those, 78% saw meaningful or dramatic improvement in service delivery.”<sup>11</sup>



Let Ivanti Help You Improve Your User Experience. Visit [www.ivanti.com](http://www.ivanti.com) and learn how we can help.

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