The Case of the

Hidden
IT Critics

FINISHED

Incident Details

- A department supervisor reports multiple user complaints about poor system performance affecting their daily work
- Employees criticize company IT in exit interviews and online reviews
- A review by IT staff finds:
  - No deficiencies or faults in installed systems and software
  - No user reports of problems cited
  - Little correlation with submitted support tickets
  - Many complaints vague or undocumented

After implementing Argus Experience

- Users submit real-time and follow-up feedback on positive and negative experiences via a pop-up window
- System data shows IT admins that various crashes could be traced to an outdated browser extension only used by affected users, which they immediately corrected.
- Direct feedback from multiple users across the company added even more insight:

65% are satisfied with IT performance

30% report disruptions from software updates during working hours

Result

- baramundi Argus Experience used with the baramundi Management Suite (bMS) enabled IT to address both browser issue as well as disruptions from maintenance.
- The Argus Experience survey tool showed an immediate improvement in user satisfaction.
- IT teams used Argus Experience data and reports to document actions taken and resulting improvements for departmental and company managers.

Incident:
Dissatisfied employees criticizing IT

Reporting IT team member:
Anna Admin

Born:
1997-03-31

Anna stood before me with a face that revealed a dedicated IT pro living through too many late nights at work, too much bad coffee and too little fresh air.

Her red-veined eyes spoke of a woman, whose valiantly struggling against being drowned by a tsunami of previously unexpressed complaints from deeply frustrated users.

With a strained and quavering voice that betrayed her fading ability to stay on the narrow bridge to solution and safety, she revealed her story to me:

Concerned managers notice rising discontent

It all started quite innocently with one email, then another and then many more. A department manager said that a growing number of his employees were sharing their very low opinion of the IT team. According to him, departing employees also were very critical about their IT experiences in exit interviews. The IT team felt blindsided. They immediately checked the management console - was the wrong software installed, were systems out of date, was a network device throwing off errors? But all system indicators were as green as a summer-ripe watermelon.
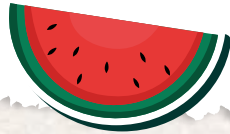
The silence — and the frustration — finds a constructive outlet

To encourage users to abandon their silence and direct their frustrations toward a solution, I used the most powerful weapon in an investigator's arsenal: Listening. Argus Experience invited users to share their experiences with their devices via a small pop-up window and add relevant details in an attached text field.

The probing eyes of the Argus

I decided to take the case and used the all-seeing eyes of Argus to explore what was inside that otherwise healthy-looking melon. It revealed spotty areas of bruised red flesh that could be missed in the absence of a clue or lead. But why had users not reported the problems they were having? The lack of information was a daunting obstacle. Helpdesk tickets usually only came in when a certain pain threshold had been exceeded. The fact that the users were being negatively affected below that threshold remained hidden from the IT team.

The numbers don't lie

It didn't take long for everything to become clear to me. More than half of the workforce was willing to give feedback, and 65% rated their IT experiences as good or very good. The poor ratings, on the other hand, revealed problems that could be solved with little effort. The simple change of scheduling Windows updates outside of working hours could alleviate the majority of complaints.

In addition, it became apparent that a whole series of seemingly individual problems actually had a common cause: various application crashes could be traced to an outdated browser extension used on some systems, incl. many in the department with unhappy users. Two simple, seemingly minor changes resulted in significant improvements in user productivity, satisfaction and regard for the hard-working IT team.

Proof of good work

My client was overwhelmed. She would never have suspected the discontent that was welling up from beneath the seemingly calm surface of the IT infrastructure. Conversely, it only took a little effort aided by the detective skills of Argus to find and eliminate the causes of the complaints. A short time later, the surveys showed a massive improvement in user satisfaction. With the data and documented fixes in hand, she presented the proof of her good work.

What are the DEX Files?

Based on real-world case scenarios and presented like classic detective mysteries, the DEX Files provide examples of all the benefits that IT teams, users and company managers can achieve by implementing a Digital Employee Experience (DEX) solution.

DEX is an explicit shift away from traditional device-centric approaches to IT infrastructure management toward a focus on the quality and productivity of day-to-day user experiences with the hardware, software and networks they use for work.

Poor network performance is productivity killer. Unstable, high-latency, and low-throughput connections are among the most common sources of productivity slowdowns and user complaints.

In DEX File 002 you'll learn how Argus Experience enables IT teams to identify and quickly address the causes of network performance issues even before they affect users and generate support tickets.

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