

IT Happiness Audit

Understand, learn and improve: listen to the IT end users

The digital workplace is more important than ever. Systems and applications have to comply to standards that enable employees to efficiently work (together). But do the systems and applications work well? Do colleagues know how to use internal collaboration tools? Are some applications lagging-behind performance-wise? And how does the Service Desk respond to that?

The IT Happiness Audit has been developed by Yorizon in order to give IT departments insight in the experiences that IT end users have with the digital workplace. With which you and your team can offer appropriate support and improvements where necessary.



Take the IT Happiness Audit!

The IT Happiness Benchmark is a proven approach and implementation of an online survey amongst IT end users. It not only measures the IT end user experience in your organization but the results can be compared with other organizations as well (benchmarking). After the baseline measurement you can opt for a trend measurement so you can see developments and you can quickly react to changing situations and/or needs. With the IT Happiness Audit you will have a powerful instrument where you can continuously improve the end-user experience and your IT organization.

The IT Happiness Audit includes:

	The proven IT Happiness question set		Online dashboard including benchmarks
	The possibility of adding organisation specific applications		Management report & Certificate
	Baseline measurement and the possibility for trend surveys		Support by our expert team

The IT Happiness Audit is based upon the following subject:

- Hardware & accessories
- Network
- Office and business applications
- Service Desk
- IT training
- IT Communication
- Innovation
- IT security
- Productivity

The process:

- 1 Registration of your organization
- 2 Kick-off meeting to define questionnaire
- 3 You are able to test the questionnaire
- 4 Alignment on the security compliance
- 5 Sharing of communication templates
- 6 You are able to invite your IT end users to the survey (if required our team will do this for you)
- 7 Access to the dashboard
- 8 Delivery of report
- 9 Issue the certificate to you
- 10 Optional consultancy or presentation

Interested?

[Plan a Teams meeting](#)

[Request a quotation](#)

[Request full documentation & pricing](#)

Or you can contact us using:

Email: info@yorizongroup.com

Telephone: +31-(0)10 240 90 88

Online Dashboard

For the IT Happiness Audit we use the unique Yorizon Research Technology (YORT) - powered by Qlik-Sense. This technology creates attractive interactive reports and dashboards using data to provide valuable information.

Management report

In addition to the detailed information from the dashboard you will receive management reports (PDF):

- CIO report with high level results incl. benchmarks
- IT management report with detailed information incl. benchmarks

Benchmarks

Using the Yorizon benchmarks enables your organization to find out what the best possible performance could be and how close you are to achieve it.

What happens with the data?

Data from individual colleagues is not traceable and therefore anonymous. Data from individual organisations is treated in strict confidence and is only used for analysis. We maintain a high standard of privacy and the security of data and work following the GDPR guidelines.

About Yorizon

Yorizon combines scientific research with many years of practical experience with the monitoring of IT services of hundreds of internal IT departments and IT service providers worldwide. Therefore Yorizon helps to increase the awareness of the importance of IT to the organisation and its customers. Yorizon supports IT departments with the activating of insights, so that they can provide a high quality service, create a flow and can provide the best possible environment for IT staff and technology for employees.