

Understanding The Relationship Between DEX and ITSM

Introduction

Digital employee experience (DEX) and IT service management (ITSM) are two critical disciplines that play a vital role in ensuring a positive and productive work environment for employees. They have two different goals, however. While DEX focuses on the overall employee experience with technology, ITSM focuses on the delivery and management of IT services.

One of the main goals of an enterprise may be that by understanding the relationship between DEX and ITSM, organizations can build a stronger relationship between IT and end-users. Truly forward thinking enterprises take this a step further, and use DEX to identify patterns, and then use the tools within ITSM to proactively remediate issues and resolve problems all while providing visibility into the systems.

For instance, a DEX score could be within the threshold of needing to be looked at, and the ITSM tools can parse through the log files and system information to determine if there is something that may be amiss. In this example, it could be that the battery is failing. DEX could reflect a lower score, and the ITSM tools can automate the process that orders a new battery, and schedules it to be installed, all without the affected end-user ever noticing that there was a problem.

DEX and ITSM: A Complementary Relationship

DEX and ITSM are complementary disciplines that share a common goal: to improve the employee experience. However, they approach this goal from different perspectives. DEX focuses on the employee's experience with technology, while ITSM focuses on the delivery and management of IT services. By working together, DEX and ITSM can create a holistic approach to improving the employee experience.

Benefits of Building a Strong Relationship Between DEX and ITSM

There are several benefits to building a strong relationship between DEX and ITSM. These benefits include:

- Improved employee productivity: A positive employee experience can lead to increased productivity.
- Reduced IT costs: By understanding the needs of end-users, IT can deliver more efficient and effective services.
- Improved employee morale: A positive employee experience can lead to improved morale and job satisfaction.
- Stronger IT-end-user relationships: A strong relationship between DEX and ITSM can help build trust and understanding between IT and end-users.

How to Build a Strong Relationship Between DEX and ITSM

There are several steps that organizations can take to build a strong relationship between DEX and ITSM. These steps include:

- Create a shared vision: DEX and ITSM should have a shared vision for improving the employee experience.
- Establish a common language: DEX and ITSM should use a common language to communicate with each other.
- Collaborate on projects: DEX and ITSM should collaborate on projects that improve the employee experience.
- Share data and insights: DEX and ITSM should share data and insights with each other to help improve the employee experience.

Conclusion

DEX and ITSM are two critical disciplines that play a vital role in ensuring a positive and productive work environment for employees. By understanding the relationship between DEX and ITSM, organizations can build a stronger relationship between IT and end-users.