

Digital Workplace Scorecard

Financial

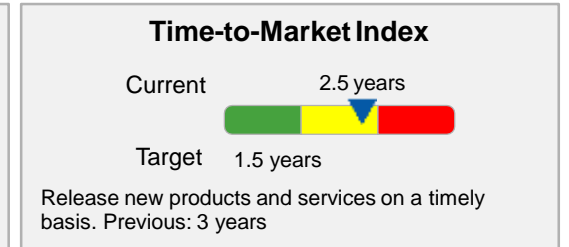
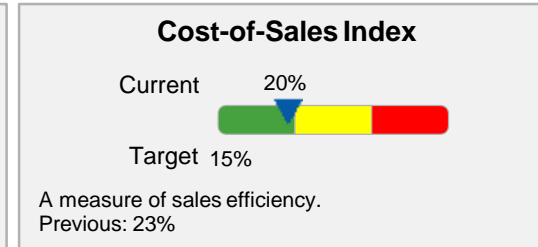
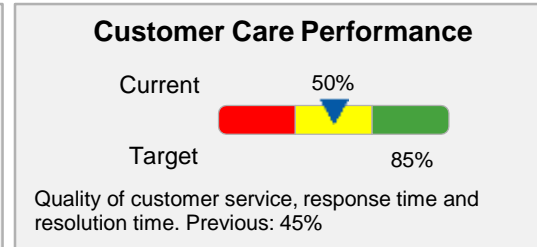
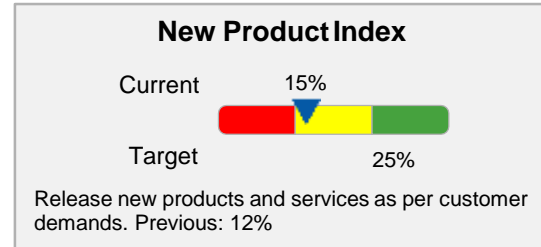
IT Alignment

People Alignment

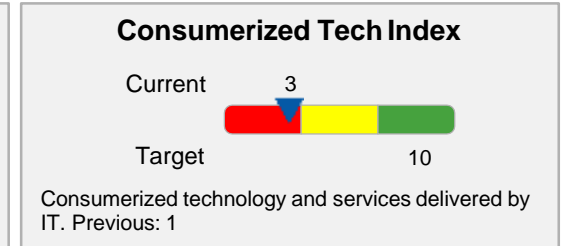
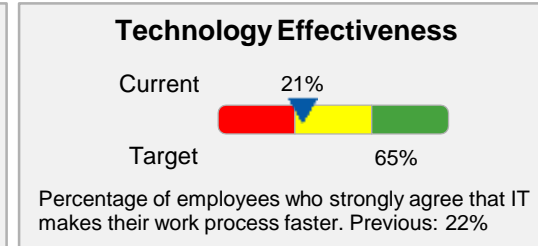
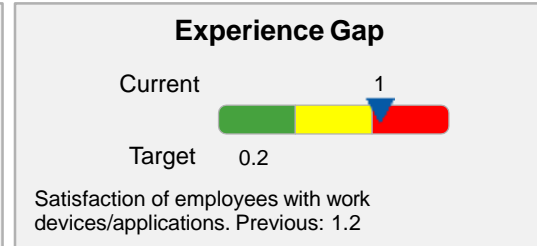
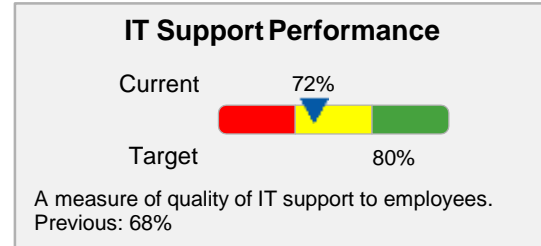
Business Alignment

Digital Workplace Scorecard — Sample

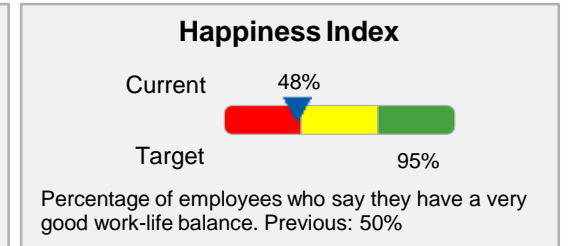
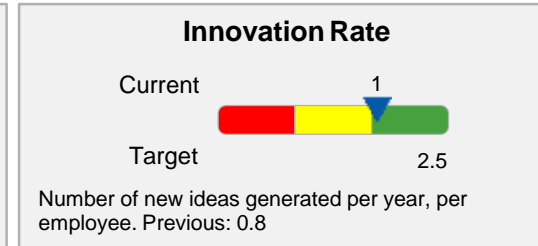
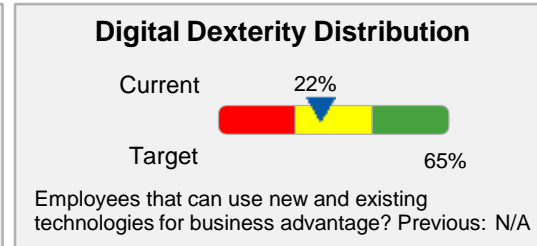
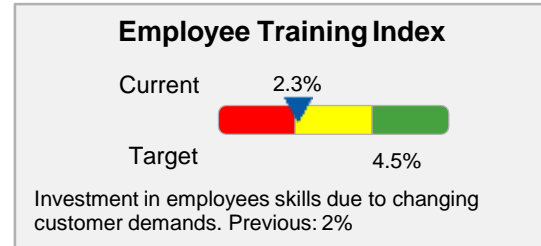
Financial



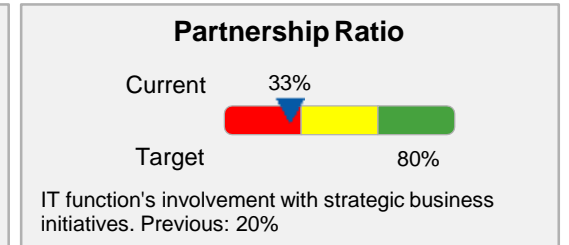
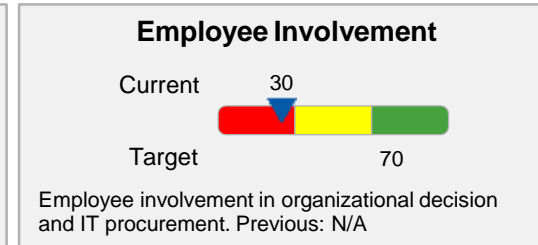
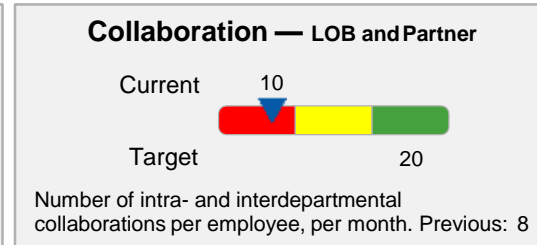
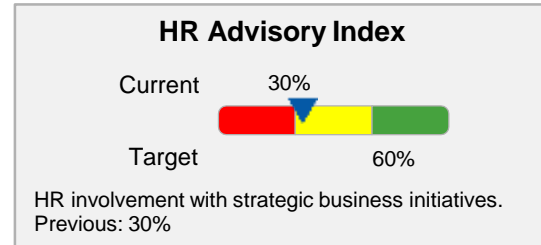
IT Alignment



People Alignment



Business Alignment



■ Metric is much below the expected value and needs improvement
 ■ Mediocre
 ■ Metric is delivering at >= target

Digital Workplace Scorecard — Sample

Strategy Category	Principle, Maxim or Strategic Statement	KPI or Metric Name	Update Period	Status	Target	YTD or Quarter Result	Change and Trend
Financial	We manage a digital workplace program and ensure its alignment with organizational financial goals	New Product Index	Quarterly	● ● ●	25%	15%	25% ▲
		Customer Care Performance	Monthly	● ● ●	85%	50%	10% ▲
		Cost-of-Sales Index	Quarterly	● ● ●	15%	20%	13% ▼
IT Alignment	We provide the right tools for the right use cases in a timely manner that makes employees efficient	Experience Gap	Quarterly	● ● ●	0.2	1	17% ▼
		Technology Effectiveness	Monthly	● ● ●	65%	21%	5% ▼
		Consumerized Tech Index	Quarterly	● ● ●	10	3	200% ▲
People Alignment	We ensure that we have a highly engaged workforce that contribute autonomously	Innovation Rate	Monthly	● ● ●	2.5	1	25% ▲
		Happiness Index	Quarterly	● ● ●	95%	48%	5% ▼
		Digital Dexterity Distribution	Quarterly	● ● ●	65	50	●
Business Alignment	We ensure right set of business processes and transparency that leads to employee involvement engagement	HR Advisory Index	Quarterly	● ● ●	60%	30%	0%
		Employee Involvement	Quarterly	● ● ●	70	30	●
		Collaboration — Line of Business and Partner	Monthly	● ● ●	20	10	25% ▲

● = New metric to scorecard or ambiguous understanding of data

Update period: Organizations should feel free to change the update period. However, most of the metrics mentioned might not benefit a great deal if tracked for less than quarterly.