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Titolo	Employee-centric IT : advancing the digital era through extraordinary IT experience // Mark Ghibril
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ISBN	1-4842-9186-7
Edizione	[1st ed. 2023.]
Descrizione fisica	1 online resource (138 pages)
Disciplina	004
Soggetti	Organizational change Computer literacy Employees - Training of Business - Technological innovations
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Part 1: The Need for Employee Centric IT -- Chapter 1: From Technology Centric to Employee Centric IT -- Chapter 2: Employee Experience and its core pillar – Employee Centric IT -- Part 2: Winning Employees' Hearts -- Chapter 3: Winning the Engagement -- Chapter 4: Winning the Support -- Chapter 5: Winning the Culture -- Part 3: Winning Employees' Minds -- Chapter 6: Winning the Operations -- Chapter 7: Winning the Transformation -- Chapter 8: Winning the Innovation -- Part 4: Winning your IT Team -- Chapter 9: Winning the IT Team's Structure -- Chapter 10: Winning the IT Team's processes -- Chapter 11: Winning the IT Talent and Culture -- Part 5: Evangelizing Employee Centric IT in Your Organization -- Chapter 12: Implementing & Scaling Employee Centric IT for your Company -- Conclusion: There is no end in Sight.
Sommario/riassunto	Global surveys from McKinsey, BCG, Gartner, and others show that less than 30% of digital transformation programs succeed in their missions to improve a company's performance and employee productivity. This is due to the fact that IT efforts within the company do not center around the employee. This book will provide concrete steps to allow both IT professionals and business leaders to transform the way they

deliver IT to employees – with the employee (the human) centered in their transformation. The concepts, models, checklists, and playbook you'll review are based on the author's many years of experience, lessons learned, and proven outcomes. IT organizations want to improve their employee experience but don't know how and this is the "must have" book for those who don't know where to start. More than two-thirds of today's jobs require good digital and IT skills from employees. The expectations of management, who invest in these big digital transformations, is that the employees will become more productive, effective and help the bottom line. However, this can only happen through active and proactive change of IT operations and transformations that center the employee, rather than technology or senior management. This book reveals the benefit of moving towards an approach where employees gain technology aptitude, are up for technology change, and are willing to learn more for their benefit and even provide feedback on ways to improve these tools, trainings and support. You'll see how employee engagement and experience research, concepts, and implementations are growing rapidly across many organizations and taking a key role in their global strategies. Employee-centric IT will transform employees to own their digital literacy and development, and this in turn reduces or even eliminates the shadow IT need and allows the organization to drive and implement successful digital transformation.

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