

ONLYIA

Digital Workplace Framework

Workshop Facilitator Deck

Observe · Navigate · Yield Value · Improve · Adapt

OBSERVE

NAVIGATE

YIELD VALUE

IMPROVE

ADAPT

WORKSHOP AGENDA

Full-day or modular
half-day format

09:00	Welcome & ONYIA Overview
09:30	Observe — Measurement & DEX
10:15	Navigate — Strategy & Personas
11:00	— BREAK —
11:15	Yield Value — ROI & Reporting
12:00	— LUNCH —
13:00	Improve — Optimisation & Ops
13:45	Adapt — AI & Future Readiness
14:30	Live Assessment Scoring
15:15	Roadmap Workshop
16:00	Wrap-up & Next Steps

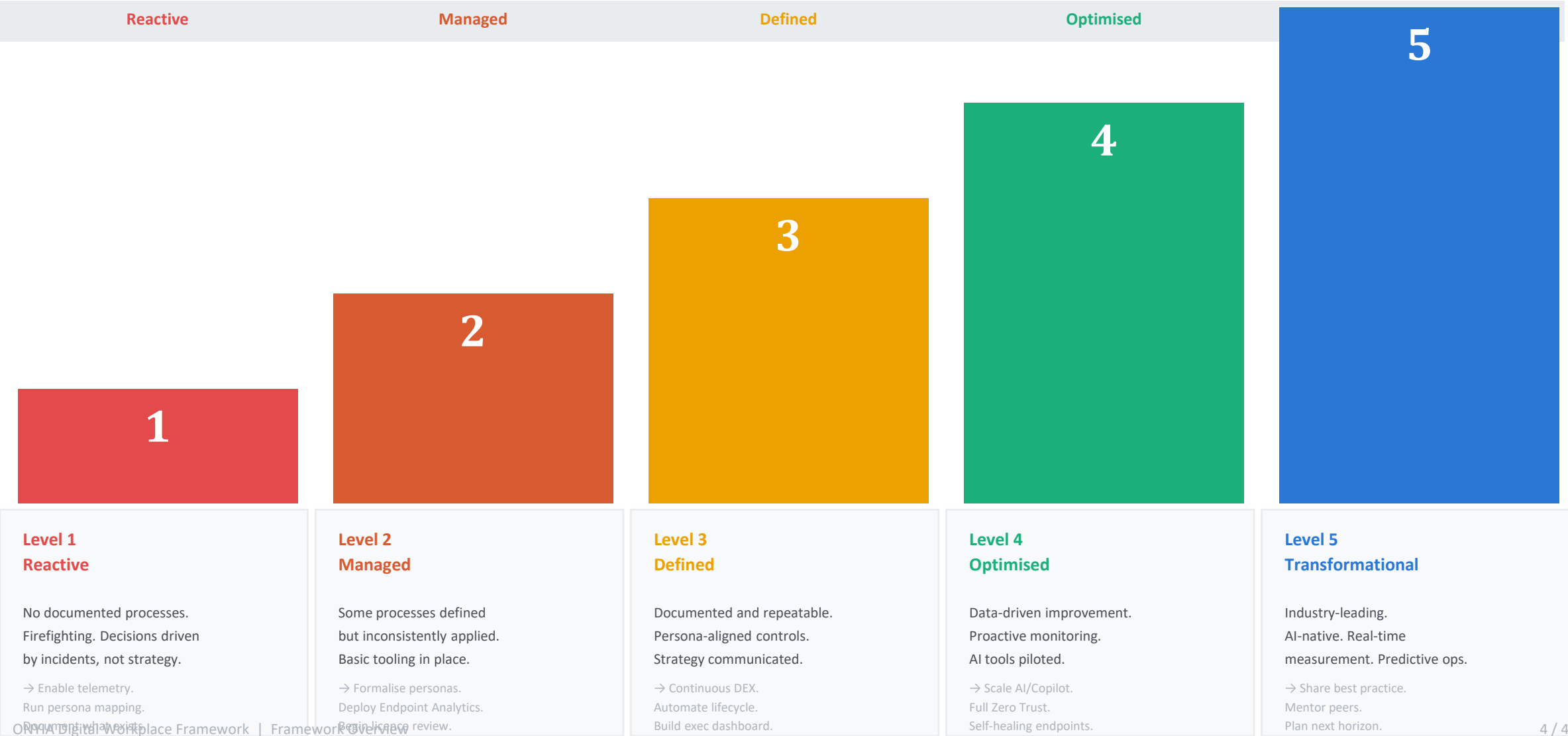
What is ONYIA?

A structured framework for assessing, improving and transforming how people work through technology.



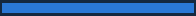
The ONYIA Maturity Model

Five levels describe where you are today — and define where you need to get to.



Why Digital Workplace Maturity Matters

68%



of employees say poor
technology reduces their
daily productivity

£4.3M



average annual cost of
unplanned IT downtime
per organisation

3.5×



more likely to attract
top talent with a strong
digital experience

41%



reduction in help-desk
tickets with proactive
endpoint management

2026



AI and Copilot readiness
is a baseline expectation
in enterprise RFPs

Running an ONYIA Workshop

Facilitation principles and participant guidelines for a productive session.

Who to invite

- IT Director / CIO
- CISO or Head of Security
- Head of Digital Workplace
- HR / People Experience Lead
- Finance Business Partner
- 1–2 Business Unit leaders

What to prepare

- Current device and app inventory
- Licence cost and assignment data
- Recent help-desk ticket trends
- Employee survey results (if any)
- Current Secure Score baseline
- Org chart and workforce type breakdown

How to score

- Score each question 1–5 as a group
- Discuss before settling on a number
- Evidence beats opinion — cite examples
- Disagreement is valuable data, note it
- Aim for consensus, not just average
- Document rationale in the Notes column

After the session

- Circulate the completed toolkit same day
- Present the radar to exec sponsor
- Prioritise top 3 roadmap actions
- Assign named owners within 48 hours
- Book a 30-day check-in before leaving
- Re-assess formally in 6 months

OB

S

SECTION

OBSERVE

20% of ONYIA Score

Measure what matters — employee experience,
endpoint health and technology adoption.

What Does It Mean to Observe?

You cannot improve what you cannot see. Observe builds the measurement foundation — visibility across employee experience, endpoint health and application performance.



Employee Experience (DEX)

How do employees actually feel about the technology they use every day? DEX platforms surface friction, frustration and satisfaction in real time, allowing IT to act before productivity suffers.



Endpoint Health & Telemetry

Is every device performing to standard? Endpoint Analytics and Intune telemetry reveal startup times, reliability events, app crashes and policy compliance — before the user raises a ticket.



Application Performance

2

3
Are business-critical apps loading fast, crashing or going unused? M365 Adoption Score and app health data answer these questions continuously and by persona group.

Tools & Technology Enablers

Microsoft 365

Microsoft Endpoint Analytics

Device startup scores, app reliability rates, proactive remediations and boot performance — broken down by persona group.

Microsoft 365

M365 Adoption Score

Measures how effectively employees use M365 apps — email, Teams, SharePoint, OneDrive — with industry peer benchmarks.

Device
Management

Microsoft Intune Reports

Device compliance status, configuration drift, policy assignment success rates and app deployment health dashboards.

DEX Platform

Nexthink / Lakeside SysTrack

Third-party DEX platforms providing real-time employee sentiment scoring, application experience metrics and root cause analysis.

People Analytics

Microsoft Viva Insights

Anonymised workforce analytics — meeting patterns, collaboration health, wellbeing signals and focus time by team.

Observability

Azure Monitor & Log Analytics

Infrastructure and application telemetry, custom dashboards and cross-workload alerting across hybrid environments.

Assessment Questions

Score each question 1–5 as a group. Evidence beats opinion. Note the rationale in the toolkit.

1

Do you actively measure employee experience?

Consider: sentiment surveys, IT NPS, pulse checks, DEX platforms (Nextthink, Lakeside, Endpoint Analytics), quarterly satisfaction tracking.

1

No measure-
ment exists

2

Ad-hoc
surveys only

3

Regular
structured

4

Continuous
DEX tracking

5

AI-driven
real-time DEX

2

Do you have telemetry and analytics across endpoints and apps?

Consider: Endpoint Analytics, M365 Adoption Score, Intune device health reports, application crash data, login success rates.

1

No telemetry
or visibility

2

Basic event
logs only

3

Endpoint
Analytics live

4

Proactive
monitoring

5

AI-driven
anomalies

3

Are persona-level device and app performance baselines documented?

Consider: per-persona SLAs, startup time benchmarks, app load targets, help-desk deflection rates by user type.

1

No baselines
exist

2

Informal
understanding

3

Baselines
documented

4

Tracked &
reported

5

Automated
benchmarking

OBSERVE — Workshop Exercise

Group activity · 20 minutes

Discuss as a group. One person captures the score and notes.

Q1

Q1 — Employee experience measurement

Score:

1

2

3

4

5

 Do you survey employees about technology? How often? What happens with the results? Can you show me the last survey report?

Notes: _____

Q2

Q2 — Endpoint telemetry and analytics

Score:

1

2

3

4

5

 Can you see, right now, which devices are underperforming? Do you have Endpoint Analytics enabled in Intune? What does your Adoption Score look like?

Notes: _____

Q3

Q3 — Persona-level performance baselines

Score:

1

2

3

4

5

 Do you know the average device startup time for a Frontline Worker vs an Information Worker? Are there SLAs for app performance by persona?

Notes: _____

NA

V

SECTION

NAVIGATE

20% of ONYIA Score

Set direction — digital workplace strategy,
persona mapping and Zero Trust navigation.

What Does It Mean to Navigate?

Navigate is about having a clear, documented direction. Without a strategy, technology investments become disconnected and value is lost. It covers strategy, persona mapping and Zero Trust architecture.



Digital Workplace Strategy

A board-approved strategy linking every technology investment to a defined business outcome. Without it, IT is reactive and perpetually under-resourced.



Persona Mapping

Defining who your users are — Frontline Workers, Information Workers, Privileged Admins, Executives, Contractors — and what each group needs in terms of device, identity and access.



Zero Trust & Conditional Access

2

3
Designing access controls that trust no one by default, verify everything, and apply the right level of friction based on who the user is, what device they use, and where they are.

The Persona Mapping Framework



Each persona requires its own device profile, identity type, authentication method, Conditional Access policy tier and data classification controls.

Assessment Questions

Score each question 1–5 as a group. Evidence beats opinion. Note the rationale in the toolkit.

4

Do you have a documented digital workplace strategy?

Consider: board-approved strategy, alignment to business goals, executive sponsorship, defined technology roadmap with funding committed.

1

No strategy exists

2

Informal direction only

3

Documented strategy

4

Governed & funded

5

Board-embedded business plan

5

Is your persona mapping current and actively maintained?

Consider: documented user types, device profiles, access tiers, quarterly review cadence, change management process for workforce changes.

1

No personas defined

2

Informal groupings

3

Documented personas

4

Quarterly reviews

5

Dynamic & automated

6

Is Conditional Access and Zero Trust architecture aligned to personas?

Consider: per-persona CA policy tiers, risk-based access, phishing-resistant MFA for admins, PIM, continuous access evaluation (CAE).

1

No CA policies

2

Basic MFA only

3

Policy tiers defined

4

Risk-adaptive access

5

Full Zero Trust

NAVIGATE — Workshop Exercise

Group activity · 25 minutes

Map your organisation's user personas. Capture the key attributes of each group in the table below.

Persona Name	Workforce Type	Primary Device	Identity	Auth Method	CA Tier	Data Risk	# Users
Frontline Worker	Employee	Mobile/Kiosk	Entra ID	MFA App	Location+Device	Low–Med	
Information Worker	Employee	Win Laptop	Entra ID	MFA+SSO	Device+Risk	Med–High	
Privileged Admin	Employee	Secured Core PC	Entra PIM	FIDO2	Strict CA	Critical	
Executive	Employee	MacBook	Entra+PIM	Passkey	Enhanced CA	High	
Contractor	Contractor	BYOD	B2B Guest	MFA	Restrictive	Variable	
[Your persona]							
[Your persona]							

YL

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SECTION

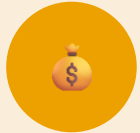
YIELD VALUE

20% of ONYIA Score

Prove value — ROI from technology investments,
licence optimisation and executive reporting.

What Does It Mean to Yield Value?

Technology investments must prove their worth. Yield Value ensures organisations can demonstrate ROI, optimise costs and communicate the impact of digital workplace investments to the business.



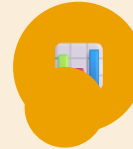
ROI Demonstration

Linking technology costs directly to productivity outcomes, help-desk deflection and employee satisfaction. Measured in time reclaimed, incidents avoided and staff retained.



Licence Optimisation

Right-sizing Microsoft 365 licences by persona. Frontline workers rarely need E5. Reclaiming unused licences and aligning costs to actual usage can save hundreds of thousands annually.



Executive Reporting

2

3 Building dashboards and board packs that communicate digital workplace health, ONYIA maturity progress and ROI in language executives understand and act on.

Building Your ROI Business Case

COST REDUCTION

- Unused licence reclamation
- Help-desk ticket deflection
- Device refresh cycle extension
- Vendor consolidation savings
- Self-service support adoption

PRODUCTIVITY GAINS

- Faster device startup (mins/day)
- Reduced app crashes & downtime
- Faster onboarding (Autopilot)
- Copilot time savings per user/week
- Fewer IT-related meeting delays

RISK REDUCTION

- Security incidents avoided
- Data breach prevention value
- Compliance penalty avoidance
- Audit readiness cost reduction
- Cyber insurance premium impact

EMPLOYEE EXPERIENCE

- DEX score improvement over time
- Talent retention uplift (eNPS)
- Reduced IT frustration hours
- Wellbeing and engagement gains
- Employer brand improvement

Assessment Questions

Score each question 1–5 as a group. Evidence beats opinion. Note the rationale in the toolkit.

7	Can you demonstrate ROI from workplace technology investments? Consider: cost per device, licence optimisation savings, productivity gain data, help-desk cost reduction metrics, TCO analysis for board.	1	2	3	4	5
		No ROI tracking	Cost tracking only	Business case ROI	Continuous reporting	Real-time dashboard
8	Are Microsoft 365 licences optimised and assigned by persona? Consider: licence tiering, unused licence reclamation, Frontline F-series vs E3 vs E5 alignment, annual licence review process.	1	2	3	4	5
		No optimisation	Annual review only	Persona-aligned	Automated reclamation	AI-driven optimise
9	Do you report digital workplace value to executive stakeholders? Consider: C-suite dashboards, board pack contributions, employee productivity metrics, ONYIA maturity score reporting, QBRs.	1	2	3	4	5
		No exec reporting	Annual IT report	Quarterly QBR	Monthly dashboards	Live exec dashboard

IM

P

SECTION

IMPROVE

20% of ONYIA Score

Optimise continuously — analytics, automation
and proactive security posture management.

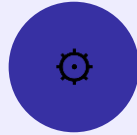
What Does It Mean to Improve?

Improve is the engine of continuous progress. It combines analytics, automation and security posture management to keep the digital workplace advancing — not just maintaining the status quo.



Analytics-Driven Optimisation

Using telemetry, usage data and DEX scores to identify friction before users raise tickets. Proactive IT means fixing things before they break — not waiting for the phone to ring.



Device Lifecycle Automation

Autopilot zero-touch provisioning, Intune update rings, automated patching and hardware refresh cycles that keep devices current without manual IT overhead.



Security Posture Management

2

Continuously tracking and improving Secure Score, Defender for Endpoint deployment, Endpoint Privilege Management, ASR rules and per-persona security baselines.

Assessment Questions

Score each question 1–5 as a group. Evidence beats opinion. Note the rationale in the toolkit.

10

Do you use analytics and telemetry to continuously optimise user experience?

Consider: Endpoint Analytics, Adoption Score, help-desk trend analysis, proactive remediation scripts, user satisfaction correlation.

1

2

3

4

5

Reactive only

Periodic reviews

Data-driven changes

Proactive automated

Predictive AI-driven

11

Is device and application lifecycle managed proactively?

Consider: Autopilot deployment, update ring strategy, app patching cadence, hardware refresh schedules, Windows Autopatch adoption.

1

2

3

4

5

Manual & ad-hoc

Scheduled maintenance

Managed via Intune

Automated rings

Self-healing endpoints

12

Is security posture continuously assessed and improved per persona?

Consider: Secure Score trend, Defender for Endpoint coverage, EPM deployment, ASR rule set, per-persona security baseline review.

1

2

3

4

5

No posture tracking

Annual pen test only

Secure Score monitored

Continuous hardening

AI threat response

IMPROVE — Workshop Exercise

Group activity · 20 minutes

Discuss as a group. One person captures the score and notes.

Q1

Q10 — Analytics and continuous optimisation

Score:

1

2

3

4

5

 Can you show me your Endpoint Analytics dashboard right now? When did you last act on help-desk trend data to fix something before it became an incident?

Notes: _____

Q2

Q11 — Device and application lifecycle management

Score:

1

2

3

4

5

 How are new laptops provisioned today? How long does it take? Are update rings configured in Intune? What's your current app patching cadence?

Notes: _____

Q3

Q12 — Security posture per persona

Score:

1

2

3

4

5

 What is your current Microsoft Secure Score? Has it improved in the last 6 months? Do Privileged Admins have stricter controls than standard Information Workers?

Notes: _____

AD
P

SECTION

ADAPT

20% of ONYIA Score

Stay future-ready — AI-readiness, workforce flexibility and cloud desktop evaluation.

What Does It Mean to Adapt?

Adapt is the forward-looking pillar. The digital workplace must evolve with AI, new workforce models and cloud-native computing. Organisations that fail to adapt will fall behind in talent, productivity and competitiveness.



AI Readiness & Copilot Strategy

Preparing the organisation for AI-augmented work — data governance, security controls, licence readiness and user enablement programmes for Microsoft Copilot and beyond.



Workforce Flexibility

Supporting BYOD, COPE, contractor onboarding, hybrid and remote work, and rapid workforce scaling. The digital workplace must be elastic — able to flex with the organisation.



Cloud Desktop Evaluation

2

3
Assessing Windows 365 Cloud PC and Azure Virtual Desktop for relevant personas — frontline workers, contractors, task workers and legacy application users.
4

Microsoft Copilot Readiness Checklist

LICENSING

- ✓ M365 E3/E5 or Business Premium as base licence
- ✓ Copilot for M365 licence assigned to pilot group
- ✓ Teams, Outlook, Word, Excel, PowerPoint — all current
- ✓ Power Platform licences for workflow automation

DATA GOVERNANCE

- ✓ Microsoft Purview Information Protection deployed
- ✓ Sensitivity labels applied to key data stores
- ✓ SharePoint oversharing audit completed
- ✓ Data Loss Prevention (DLP) policies active
- ✓ Retention policies configured for Copilot outputs

IDENTITY & SECURITY

- ✓ Entra ID P2 for risk-based access
- ✓ MFA enforced for all Copilot-eligible users
- ✓ Conditional Access policy covers M365 workloads
- ✓ Privileged Identity Management (PIM) for admins
- ✓ Defender for M365 Plan 2 deployed and reporting

USER ENABLEMENT

- ✓ Copilot champion network identified
- ✓ Prompt engineering training delivered
- ✓ Use case library built per business function
- ✓ Change management and adoption plan in place
- ✓ Feedback loop established for Copilot outputs

Assessment Questions

Score each question 1–5 as a group. Evidence beats opinion. Note the rationale in the toolkit.

13

Do you have an AI-readiness strategy for end-user computing?

Consider: Copilot readiness assessment completed, data governance baseline, AI skills training programme, change management plan, exec sponsor.

1

No AI planning

2

Awareness only

3

Pilots underway

4

AI in workflows

5

AI-native workplace

14

How well does your workplace model flex for workforce change?

Consider: BYOD/COPE options, contractor onboarding speed (<24 hrs?), hybrid work support, workforce type changes, scale-up/scale-down ease.

1

Very rigid

2

Some flexibility

3

Documented flexibility

4

Self-service onboarding

5

Fully elastic

15

Are Windows 365 / AVD / cloud desktop options evaluated for suitable personas?

Consider: Cloud PC suitability assessment, cost modelling vs physical device, frontline/task worker scenarios, contractor cloud desktop options.

1

Not considered

2

Awareness only

3

Pilot underway

4

Deployed for some

5

Optimised cloud model

L I V E A S S E S S M E N T

Scoring Session

Complete the ONYIA Assessment Toolkit together.

Score all 15 questions as a group and note your evidence.

OPEN: [ONYIA_PowerBI_Assessment_Toolkit.xlsx](#) → Assessment tab

Live Scoring Sheet

Record group scores here. Transfer to the Excel toolkit afterwards.

Observe	Q1 Do you actively measure employee experience?	1	2	3	4	5
	Q2 Do you have telemetry across endpoints and apps?	1	2	3	4	5
	Q3 Are persona-level baselines documented?	1	2	3	4	5
Navigate	Q4 Do you have a documented digital workplace strategy?	1	2	3	4	5
	Q5 Is your persona mapping current and maintained?	1	2	3	4	5
	Q6 Is Conditional Access aligned to personas?	1	2	3	4	5
Yield Value	Q7 Can you demonstrate ROI from technology investments?	1	2	3	4	5
	Q8 Are M365 licences optimised per persona?	1	2	3	4	5
	Q9 Do you report digital workplace value to executives?	1	2	3	4	5
Improve	Q10 Do you use analytics to continuously optimise UX?	1	2	3	4	5

T R A N S F O R M A T I O N

Roadmap Workshop

Prioritise your actions across three delivery horizons based on your ONYIA score.

90 DAYS

6 MONTHS

12 MONTHS

90-Day Quick Wins

High-impact, low-risk actions to build momentum in the first three months.

Observe	Enable Microsoft Endpoint Analytics and establish a DEX baseline across all device types and persona groups. Set initial performance benchmarks. Owner: IT Director	Navigate	Run a persona mapping workshop — document all user types, device profiles, identity requirements and access tiers. Validate against HR data. Owner: Head of Digital Workplace
Yield Value	Audit Microsoft 365 licence assignments and identify unused or over-assigned licences. Estimate reclaim value and present to finance. Owner: IT Finance Lead	Improve	Review Microsoft Secure Score and create a 90-day improvement plan. Identify the top 5 security actions by impact per persona type. Owner: CISO
Adapt	Complete a Copilot readiness check — assess data governance posture, identify pilot user groups and brief exec sponsor on AI enablement plan. Owner: CIO / IT Director	All Pillars	Establish a Digital Workplace steering group with IT, HR and business leadership. Set monthly cadence and agree ONYIA maturity target for the year. Owner: Programme Sponsor

6-Month Strategic Priorities

Building foundations and moving from reactive to defined — targeting Level 3.

Observe	Deploy a DEX platform (Endpoint Analytics, Nexthink, or Lakeside) for continuous experience measurement. Define per-persona experience SLAs. Owner: IT Operations	Navigate	Implement tiered Conditional Access policies aligned to persona risk profiles. Enforce phishing-resistant MFA for all privileged accounts. Owner: CISO / IAM Team
Yield Value	Build a digital workplace value dashboard reporting ROI, licence savings and productivity metrics to the exec team on a monthly basis. Owner: IT Finance / CIO	Improve	Deploy Windows Autopilot and Intune update rings to automate device lifecycle. Target sub-2-hour provisioning for all new device deployments. Owner: Endpoint Team
Adapt	Launch an AI skills programme for end-user computing. Train IT on Copilot governance, prompt engineering and AI support patterns. Owner: L&D / CIO	All Pillars	Define a persona review cadence — quarterly reviews tied to workforce change. Build a change management process for persona profile updates. Owner: Digital Workplace Lead

12-Month Strategic Goals

Reaching Level 4 Optimised — the target state for most organisations after 12 months of focused improvement.

Observe Achieve proactive DEX management with AI-driven issue detection before users raise tickets. Predictive device health scoring live for all personas.	Navigate Reach full Zero Trust maturity — continuous access evaluation, complete identity risk integration, passwordless authentication across all personas.	Yield Value Establish a technology value management practice — every workplace investment linked to a measurable business outcome and reported to the board.
Improve Achieve self-healing endpoint operations — automated remediation, predictive update management, sub-1-hour provisioning for all persona types.	Adapt Deploy Copilot and AI tools at scale across all eligible personas with governance guardrails, measurable productivity outcomes and executive reporting.	All Pillars Target ONYIA Level 4–5 overall. Publish the digital workplace maturity roadmap to the board and embed it in the next 3-year IT strategy cycle.

Understanding Your ONYIA Score

What your score means — and what to do next.

Range	What it means	What to do next
1.0–1.9 Level 1 — Reactive	Technology is managed reactively. No documented strategy, no measurement, no visibility. Immediate action required to build foundations.	→ Enable telemetry. Run a persona mapping workshop this quarter. Document what technology exists and who uses it.
2.0–2.9 Level 2 — Managed	Some processes exist but are applied inconsistently. Basic tools are in place but underutilised. Value is not formally tracked or reported.	→ Formalise personas. Deploy Conditional Access tiers. Begin licence optimisation and Secure Score tracking.
3.0–3.9 Level 3 — Defined	Documented, repeatable processes across most pillars. Persona-aligned controls in place. Strategy exists and is communicated to stakeholders.	→ Move to continuous DEX. Automate device lifecycle. Build exec dashboards. Begin Copilot readiness.
4.0–4.9 Level 4 — Optimised	Data-driven continuous improvement. Proactive monitoring, automated operations and AI tools piloted. Risk-adaptive access controls live.	→ Scale AI to all eligible personas. Achieve full Zero Trust. Target self-healing endpoint operations.
5.0 Level 5 — Transformational	Industry-leading digital workplace. AI-native, fully elastic workforce, real-time measurement and predictive security operations in place.	→ Share best practice. Mentor peers. Contribute to Microsoft partner programmes. Plan next horizon.

Reading Your Radar — Discussion Guide

Six questions to run as a group once your radar is plotted.

1 Look at the shape

Is your radar balanced or skewed? A spike in one pillar with a dip in another reveals a structural weakness. The goal is a high, balanced pentagon — strength in all five pillars.

2 Find the lowest pillar

Your lowest-scoring pillar is your biggest risk. It likely limits the effectiveness of your higher-scoring pillars. Start your roadmap here — the biggest gap is the biggest opportunity.

3 Celebrate the strengths

High scores in one or two pillars are real wins. Acknowledge them. Then ask: are we sustaining these, or are they at risk of slipping as the organisation changes?

4 Identify the quick wins

Look for pillars where you're at Level 2 and could realistically move to Level 3 within 90 days. These are your immediate actions — high impact, achievable with current resources.

5 Set your target state

As a group, agree where you want to be in 12 months. A target of Level 4 across all pillars is ambitious but achievable for most organisations with focused effort and executive support.

6 Name the blockers

For your lowest pillar, what is stopping you from improving? Budget? Skills? Tools? Executive sponsorship? Naming the blocker clearly defines the first action you need to take.

Before You Leave Today

1

Agree your ONYIA score

Confirm group consensus scores for all 15 questions. Questions with significant disagreement are valuable data points — note the range, not just the average.

2

Identify your top 3 priorities

From the roadmap, select the three actions with the highest potential impact relative to effort. These become your 90-day focus. Write them down now.

3

Assign a named owner to each

Every action needs a named person — not a team, not IT generally, but a specific individual. Unowned actions become nobody's responsibility within a week.

4

Set a 30-day check-in date

Book a 30-minute check-in in everyone's calendars before leaving the room. Progress without accountability disappears within a fortnight.

5

Schedule a 6-month re-assessment

The ONYIA framework is only as valuable as the improvement it drives. Book a return assessment in 6 months to measure progress against today's scores.

6

Circulate the toolkit today

Share the completed ONYIA Excel and Power BI toolkit with all attendees and the exec sponsor. This is your evidence base for future investment decisions.

The Digital Workplace Transformation Commitment

We will measure what matters — employee experience, endpoint health and application performance.

We will navigate with purpose — a clear strategy, defined personas and Zero Trust architecture.

We will yield measurable value — demonstrating ROI from every technology investment we make.

We will continuously improve — using data, automation and security best practice every day.

We will adapt for the future — embracing AI, workforce flexibility and cloud-native computing.

Key Takeaways

Five things to remember from today's workshop.

01

Observe:

Visibility is the foundation. You cannot optimise a digital workplace you cannot see. Start with measurement — DEX, telemetry and performance baselines — before anything else.

02

Navigate:

Strategy gives direction. Without a documented digital workplace strategy and clear persona definitions, every investment risks being misaligned to the people it is meant to serve.

03

Yield Value:

Value must be demonstrated. Technology that cannot show its ROI will always lose the budget battle. Build the evidence base early and report it in language the business understands.

04

Improve:

Improvement is never finished. The shift from reactive to proactive IT operations is the single biggest efficiency gain available to most organisations. Automate, measure, repeat.

05

Adapt:

Adapt or fall behind. AI, cloud computing and evolving workforce models are not future concerns — they are present-day competitive pressures. An AI readiness strategy is essential now.

ONYIA

Digital Workplace Framework

Thank you for participating in today's workshop.

Your ONYIA journey starts today.