



IT team alignment workshop

Start solving your IT team's problems today

This one-hour interactive workshop will help your IT team to discuss challenges, make decisions together and prioritize solutions.



Time to tame the chaos

Your IT department is overwhelmed with requests? No time for structural improvements? Even the best of IT teams can get stuck in this vicious cycle, but you know that your team can do better.

So, how do you improve your situation and stop working reactively? It's all about some extra focus and structure to get you started.

That's where this canvas workshop comes in. An easy-to-follow, 1-hour interactive team session to help you:

- Align your team.
- Gather input in a clear form.
- Prioritize problems and predict future problems.
- Ideate solutions.
- Be able to predict problems that may occur in the future.
- And, consequentially, begin to solve the most urgent issues immediately.

Everything won't fall into place right away, and that's OK. As long as you follow this workshop and remember that you don't have to change everything all at once, the rest will follow.

Some results you can expect

Working with the Canvas will result in a structured discussion for actionable change. You'll get your whole team in one place to talk freely about the struggles you all face and how to best prioritize issues and tackle them. Your team will feel heard and empowered to start improving.

What's more, dedicating some time to do this workshop means you'll stay focused

and avoid the risk of going back to "business as usual".

When you've completed the workshop, you'll have some concrete plans, so experimenting and making changes to your services becomes a breeze. As a long-term return on investment, you can expect happier employees, satisfied end users, and a smoothly operating IT team that's valued by your organization.



Before you begin

We've made this workshop as clear and easy for you to follow as we can. But before you start: here are some tips for an even better experience.

1 Ideally, the workshop is a team effort. Get the IT manager, your service desk employees, and preferably end users on board. Doing this activity as a team will bring out the most well-rounded and optimal results.

2 Make sure everybody schedules time for this meeting and is not distracted by other work activities.

3 For a more engaging experience, why don't you plan the meeting in-person? Print out the workshop materials, so people can write their ideas directly on paper or use sticky notes. If you share the board in advance, people can already have a look at it and prepare themselves.

Workshopping list

- Quiet space
- Sticky notes

- Working marker
- Clock or timer

- Drinks and snacks
- Positive mindset

1

Let's start with the green flags.

1. List all the aspects of your work where you and your teams excel; from teamwork and collective spirit, to meeting your KPIs and the quality of the services you offer. Think of everything that drives you closer to your goal.
2. Write these ideas on green sticky notes.
3. Do this privately and without discussing with the group.
4. Once everyone has finished writing their ideas down, place all notes on a wall.
5. Discuss what you see and try to find if there are similar notes. If yes, cluster them together.
6. If new ideas come up during the discussion, don't be afraid to add them to the wall.
7. Once you're done, please proceed to step 2 below.



2

There's no good without the bad...

1. List the problems your team is currently facing when it comes to getting closer to service excellence.
2. Write these ideas on red sticky notes.
3. Do this privately and without discussing with the group.
4. Once everyone has finished writing their ideas down, place all notes on a wall.
5. Discuss what you see and try to find if there are similar notes. If yes, cluster them together.
6. If new ideas come up during the discussion, don't be afraid to add them to the wall.
7. Once you're done, please proceed to step 3.



What is pushing us closer to [insert goal]?

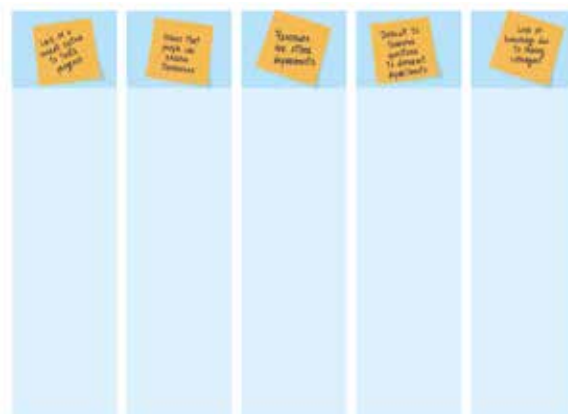


What prevents us from reaching [insert goal]?

Getting your priorities

3 Time to rank your problems

1. Take a look at all the notes your team has written in step 2.
2. Everyone gets 3 dots to place on the notes with the problems they believe are most urgent. Which problems are most critical in preventing you from reaching your goal?
3. Do this privately and without discussing with the group just yet.
4. Once you're done, proceed to step 4.



4 Ideate as many solutions as you can

1. Take the sticky notes with the most votes from step 3, and place them at the top of each column.
2. Think of solutions to the problems you've outlined and write them down on green sticky notes. Keep writing as many solutions as you can until the time is up. You can use the workarea 2.
3. Our tip: focus on the quick wins first. Which solutions are low effort and high impact?
4. Place all green notes on a wall. If you see similarities between some notes, cluster them.



Problem
Category 1

Problem
Category 2

Problem
Category 3

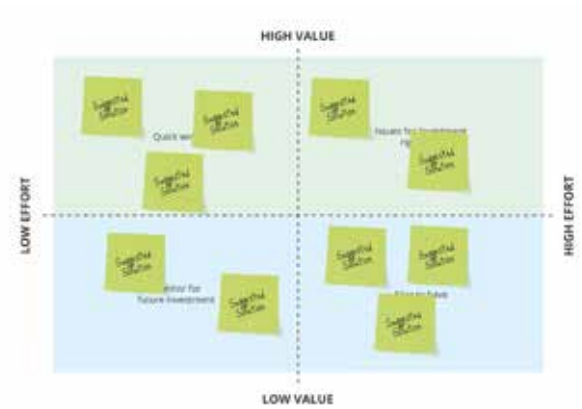
Problem
Category 4

Problem
Category 5

5

Prioritize the suggested solutions

1. Take a look at all the notes your team has written in step 4.
2. As a group, vote for the top 5 solutions you find most urgent to implement. Each person has 6 dots.
3. Do this privately and without discussing with the group just yet.
4. The workshop facilitator takes the highest voted solution and places it in the middle of the 4-segment priority matrix below.
5. Take 3 to 5 minutes for the team to discuss in which segment of the graphic they want to place each of the solutions: Monitor for future investments | Target for investments | Nice to have | Quick wins
6. Repeat for all other listed solutions, spending between 3 to 5 minutes for each.
7. Once you're done, proceed to step 6.



HIGH VALUE

LOW EFFORT

Quick wins

Issues for Investment
right now

HIGH EFFORT

Monitor for
future investment

Nice to have

LOW VALUE

6

Roll up your sleeves and let's get moving

1. The workshop facilitator picks one solution from each segment of the priority matrix from step 5, starting with the uppermost left segment and rotating until there are no solutions left.
2. For each solution the facilitator picks out, the group takes a maximum of 3 minutes to discuss when the problem needs to be solved. Then, the facilitator places the problem in the respective timeline segment in this step's graph: Now | Next | Later. After a solution has been placed in its timeline segment, the group takes an extra 5 minutes to go through the What, Who, When and KPI aspects of the problem-solving process, as listed in the graphic rows.
3. Repeat the two steps above for all solutions you have listed.



Now

Next

Later

What

Who

When

KPI

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Time for celebration

So, what now?



First off, take a moment to congratulate yourself and your team for carrying out this workshop together! That's a big step towards all of you becoming better and more confident in working successfully as a team. We hope this exercise has helped you align with your team, start conversations about the issues you're facing, and to have hopefully already found some quick solutions to the most urgent problems at hand.

So far, so good. You've got a better understanding of your problems and possible solutions. But we can also imagine that at this point after the workshop, you notice that the scope of your problems is harder to fix than you had expected. We advise you to take on a "think big, start small", step-by-step mindset and tackle problems gradually.

You don't need to solve everything on your own. Some issues simply require a bit of outside help, and we're here to assist you with that.

About TOPdesk

TOPdesk is the only service management solution that combines a ready-to-go tool with dedicated in-house experts. We don't just create software for consistently great service delivery. We make sure you can achieve your goals, step by step.

Whether you want to focus on self-service first or automate your ticket routing, our people have loads of best practices to share. Because our software is easy to use and maintain, you can continue to make improvements yourself.

Need some more help? We're just a phone call away and always willing to give you advice. Let's make service happen together!

Feel more comfortable with someone else facilitating the workshop for you? Feel free to reach out to a TOPdesk consultant and we'd be happy to help you out.

For more information visit www.topdesk.com