



Humanizing IT

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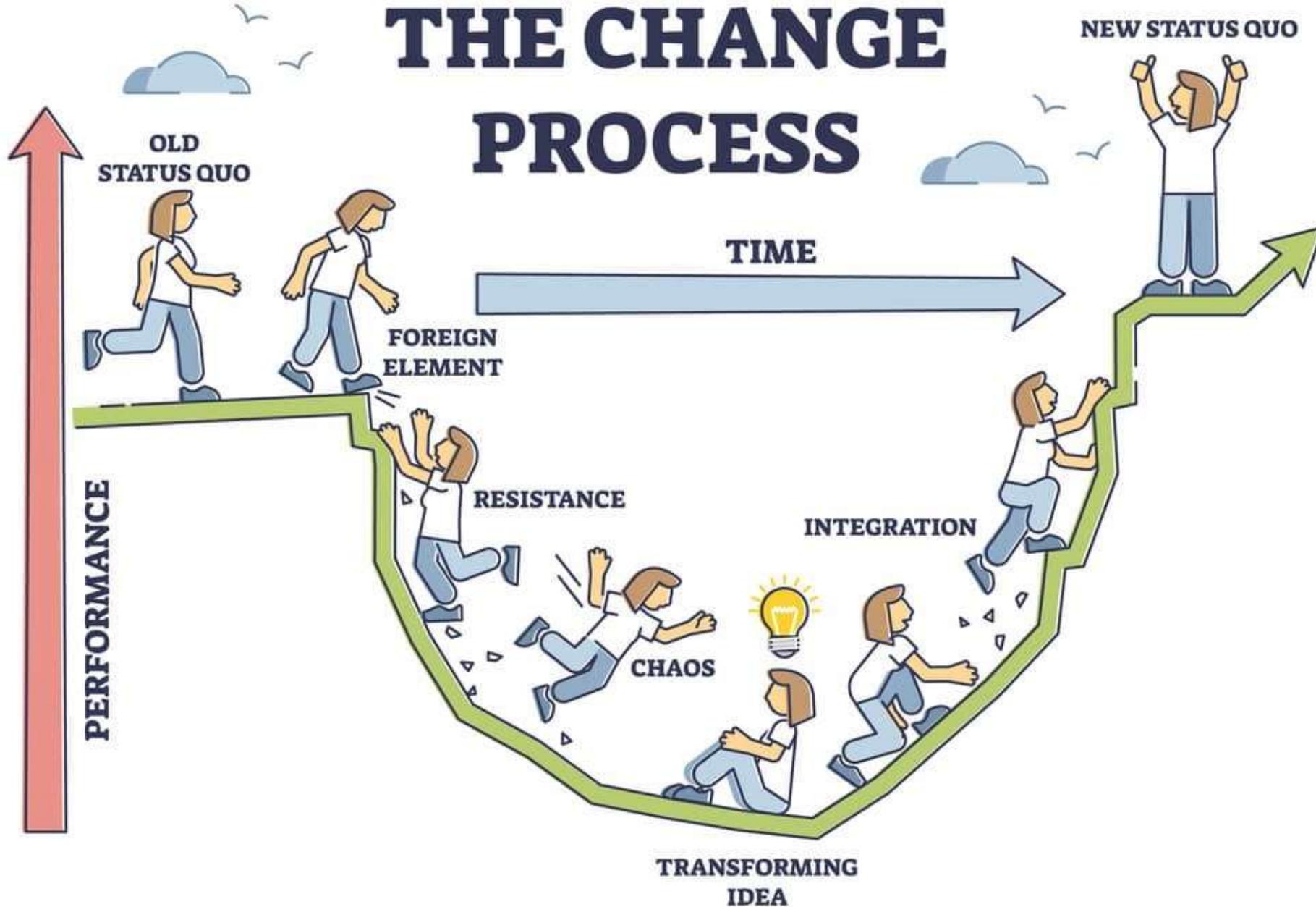
Why am I here?

Why am I here?

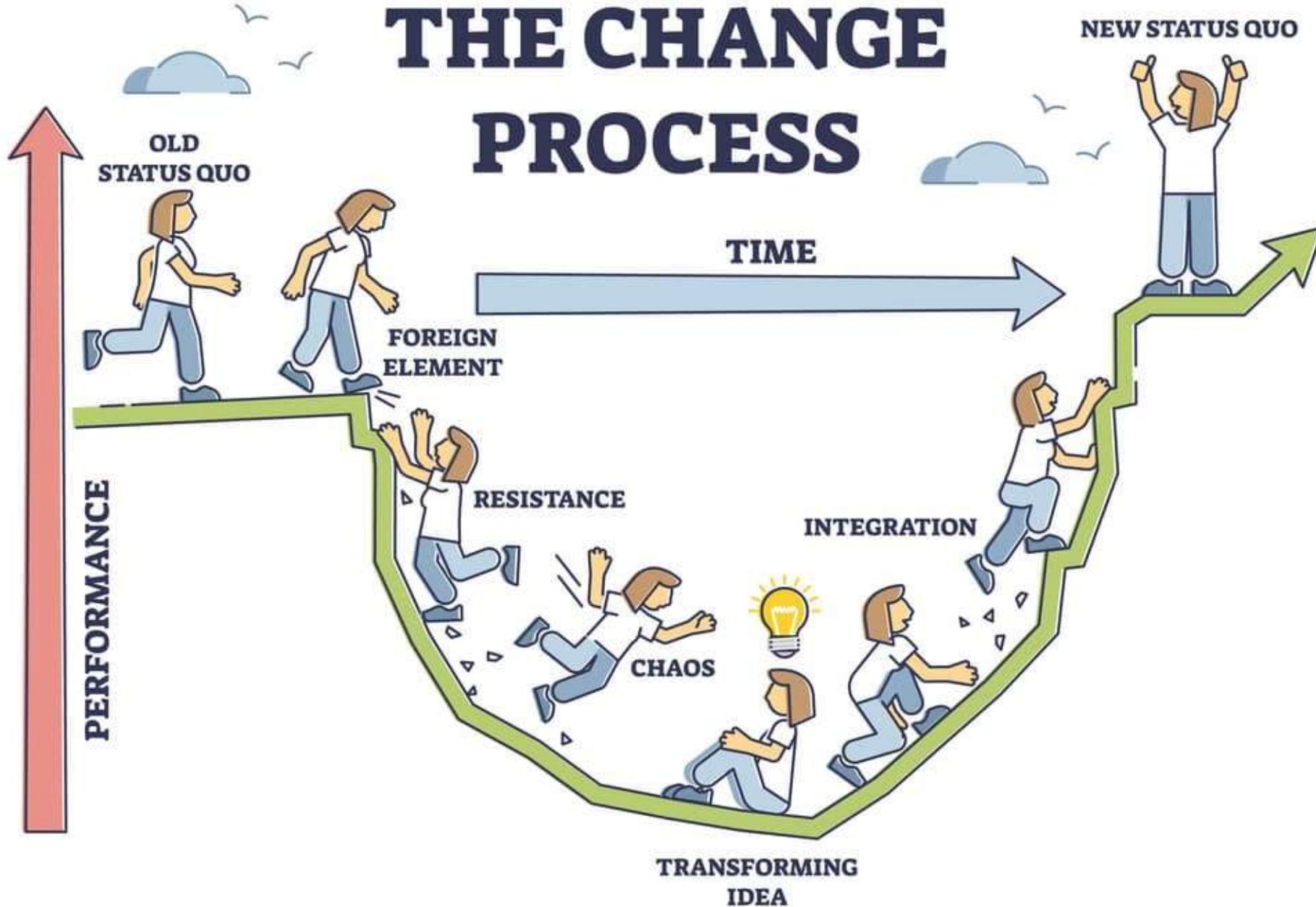
Can't wait to share our journey

Can't wait to share our journey

THE CHANGE PROCESS

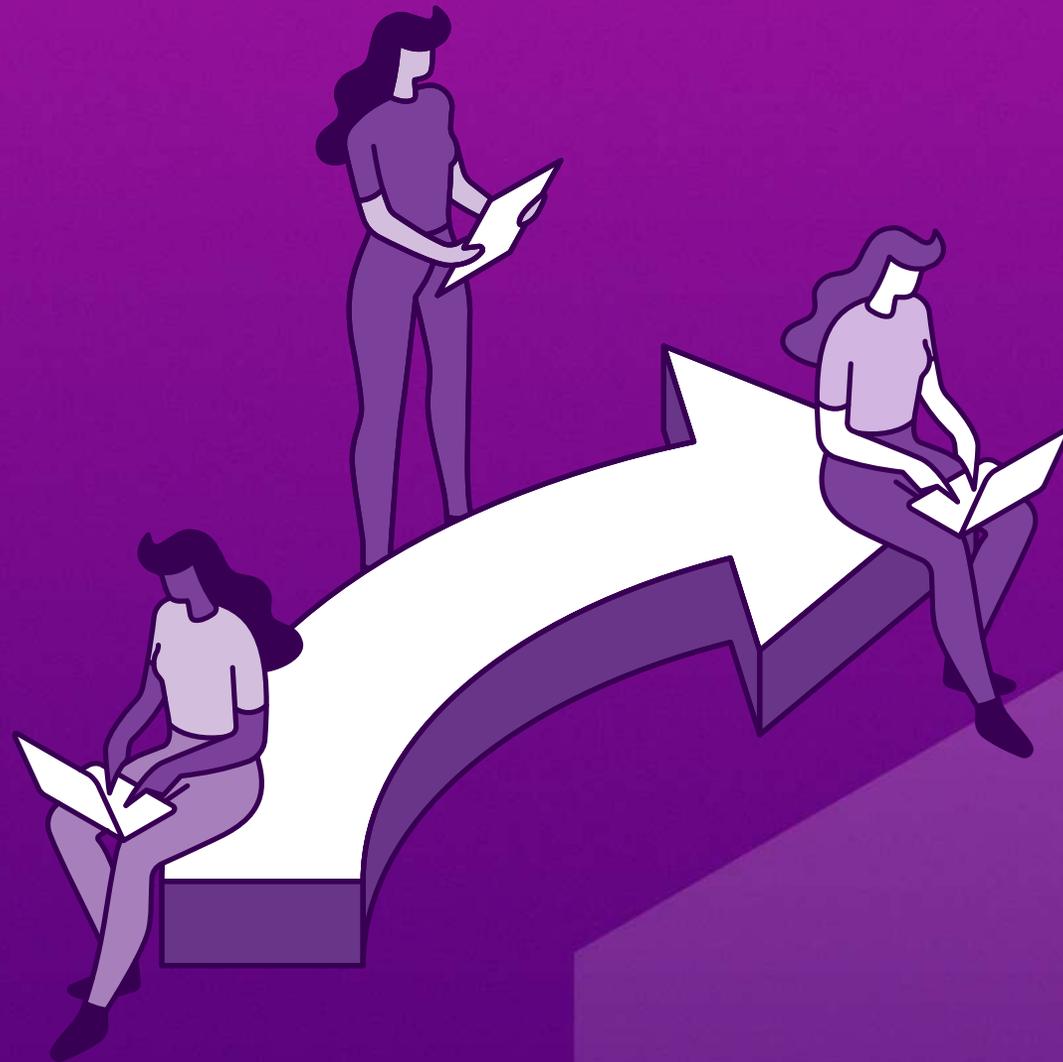


THE CHANGE PROCESS



We needed change!

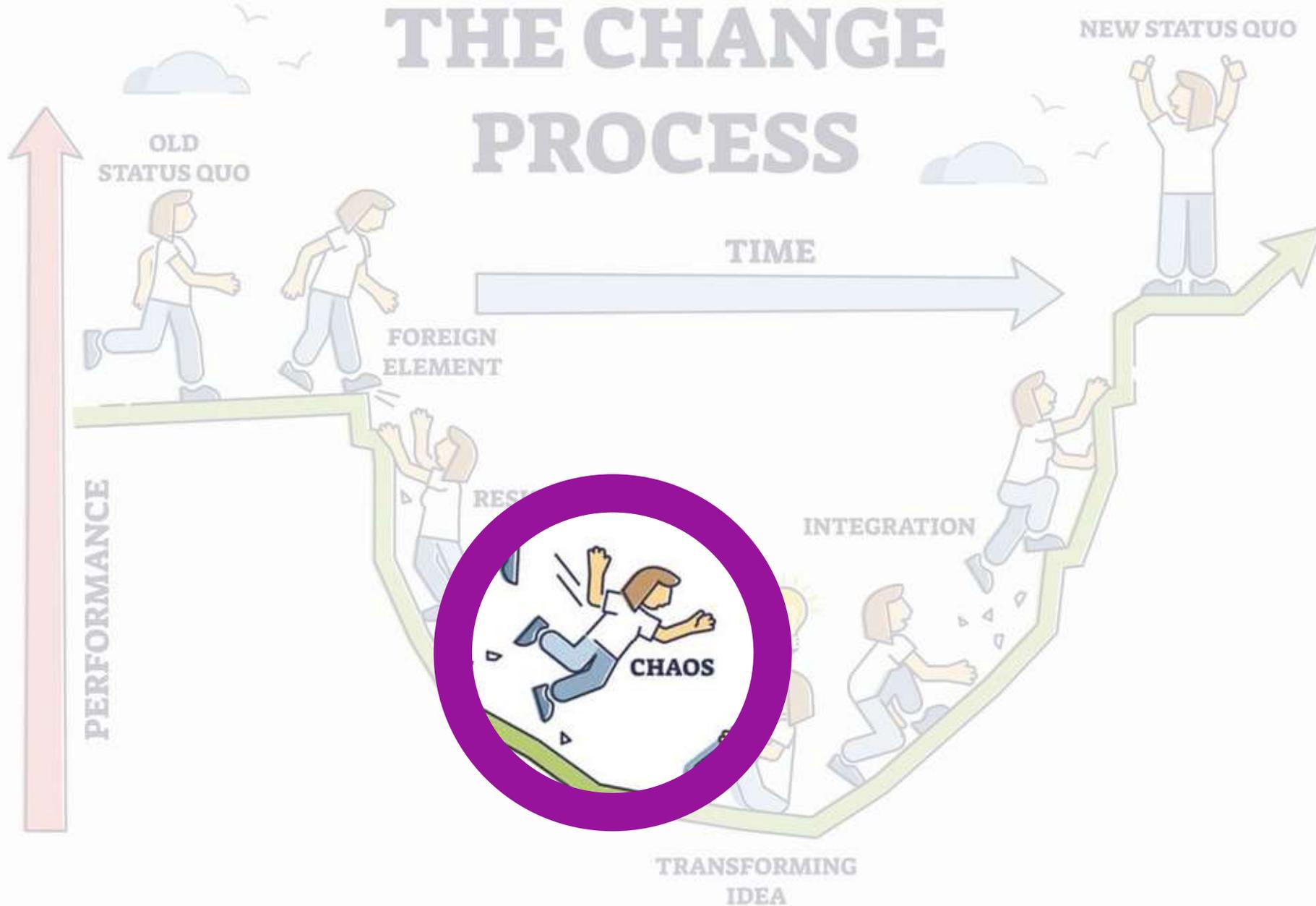




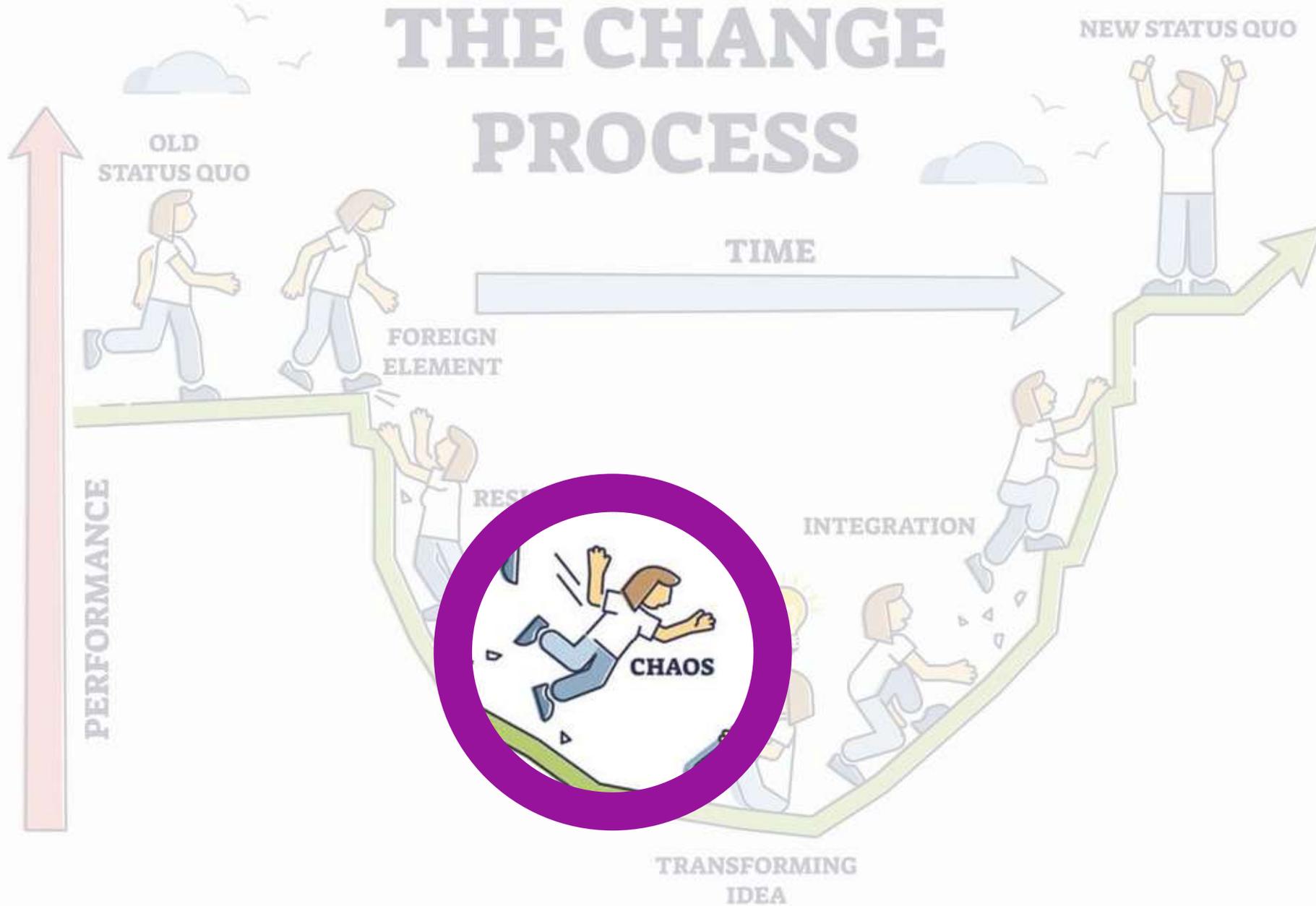
“
**We'll fix this
with tech!**
”

“
**We'll fix this
with tech!**
”

THE CHANGE PROCESS



THE CHANGE PROCESS



“

...**This is not**
working!

”

“

This is just
another IT project

”

Our goal?

Improve customer service
and employee experience

Why did it become an IT project?

IT

Processes

People

IT

Processes

People

People

Processes

IT

CX Roadmap

A different way of driving change

Fresh way of leading this change

Putting people at the center

Putting people at the center

Our customers know best

Our customers know best

Step 1

Step 2

Step 3

Listening

Customer feedback
collected

Step 1

Step 2

Step 3

Listening

Customer feedback
collected

Workshops with
frontline units

Step 1

Step 2

Step 3

Listening

Customer feedback
collected

Workshops with
frontline units

**“What can we do to
create an even better
Customer
Experience?”**

Step 1

Step 2

Step 3

Listening

Customer feedback
collected

**Workshops with
frontline units**

**“What can we do to
create an even better
Customer
Experience?”**

 No mention of
systems

Step 1

Step 2

Step 3

Listening

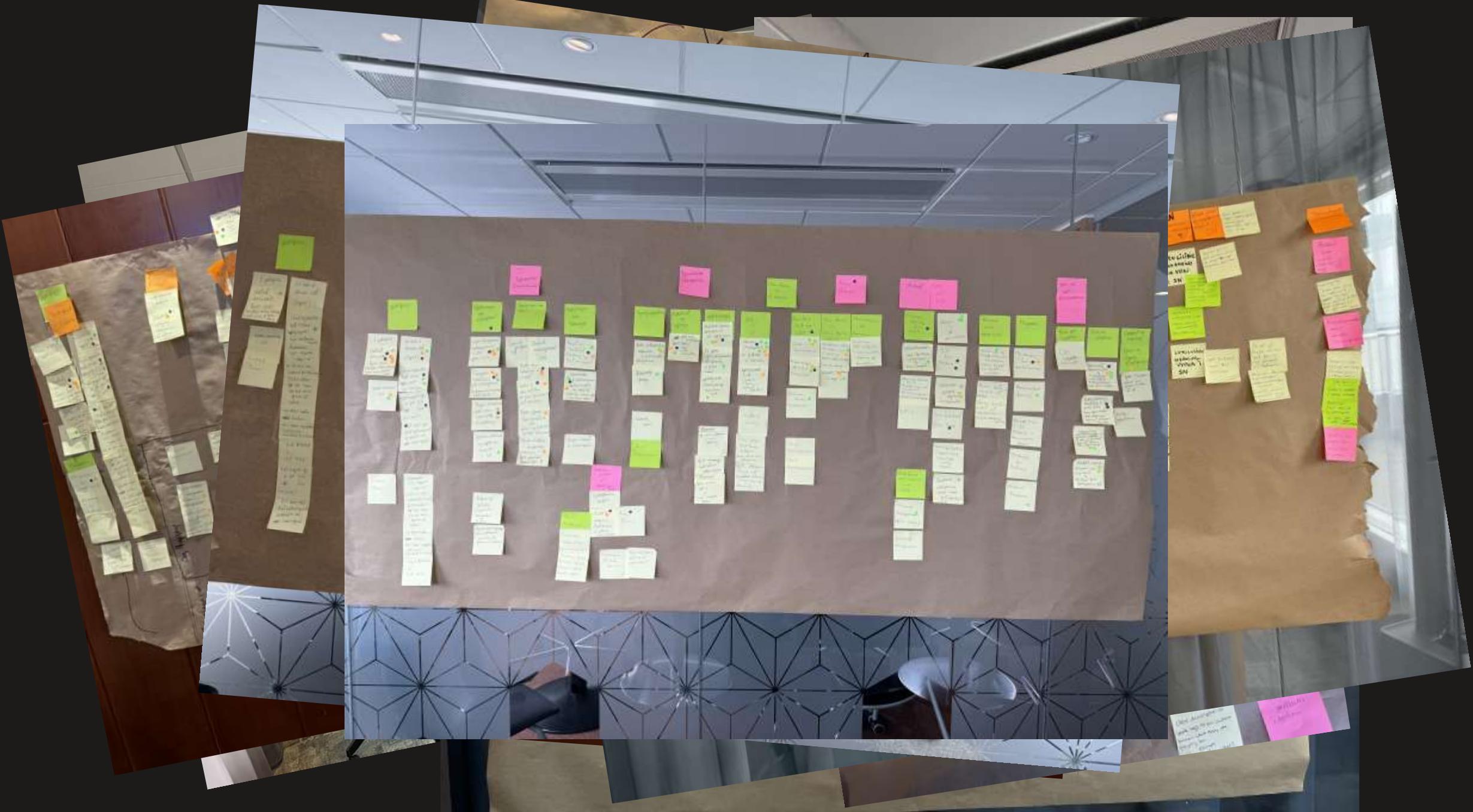
Customer feedback
collected

**Workshops with
frontline units**

**“What can we do to
create an even better
Customer
Experience?”**

🔑 No mention of
systems

🔑 Just experiences



Sticky notes on a large corkboard, organized into columns. The notes are mostly white with some green and pink highlights. The text is handwritten and appears to be a list or set of instructions. Some notes are grouped together, while others are separate. The board is mounted on a wall in a meeting room.

Sticky notes on a smaller corkboard, showing a mix of white, green, and orange notes. The notes are arranged in a somewhat organized manner, with some longer vertical strips of paper. The board is mounted on a wall in a meeting room.

Sticky notes on a corkboard, featuring orange, pink, and green notes. Some notes have handwritten text, including "Lack of..." and "...". The board is mounted on a wall in a meeting room.

Handwritten notes on a small piece of paper, including a pink sticky note with the text "Lack of..." and another pink sticky note with the text "...".



Step 1

Step 2

Step 3

Shaping

Service experts
brought in

Step 1

Step 2

Step 3

Shaping

Service experts
brought in

Looking at raw
ideas together

Step 1

Step 2

Step 3

Shaping

Service experts
brought in

**Looking at raw
ideas together**

**“How can we make
these happen and
where can our service
system help?”**

Step 1

Step 2

Step 3

Shaping

**Service experts
brought in**

Looking at raw
ideas together

**“How can we make
these happen and
where can our service
system help?”**

**Technical experts
brought in**

Step 1

Step 2

Step 3

Shaping

**Service experts
brought in**

Looking at raw
ideas together

**“How can we make
these happen and
where can our service
system help?”**

Technical experts
brought in

**Needs mapped into
tangible solutions**

Step 1

Step 2

Step 3

Prioritizing

We ended with 29
projects

Step 1

Step 2

Step 3

Prioritizing

We ended with 29
projects

**We built a clear, visual,
executable plan**

Step 1

Step 2

Step 3

Prioritizing

We ended with 29 projects

We built a clear, visual, executable plan

Value, impact, resources, effort, dependencies

Step 1

Step 2

Step 3

Prioritizing

We ended with 29 projects

We built a clear, visual, executable plan

Value, impact, resources, effort, dependencies

We needed the roadmap to be ambitious, but also realistic

Step 1

Step 2

Step 3

Prioritizing

We ended with 29 projects

We built a clear, visual, executable plan

Value, impact, resources, effort, dependencies

We needed the roadmap to be ambitious, but also realistic

We needed buy-in and we needed to deliver

... And that's what we did!

Current status



Current status



Current status



Where are we now?

Where are we now?

Where are we now?

Massive mindset shift!

Massive mindset shift!

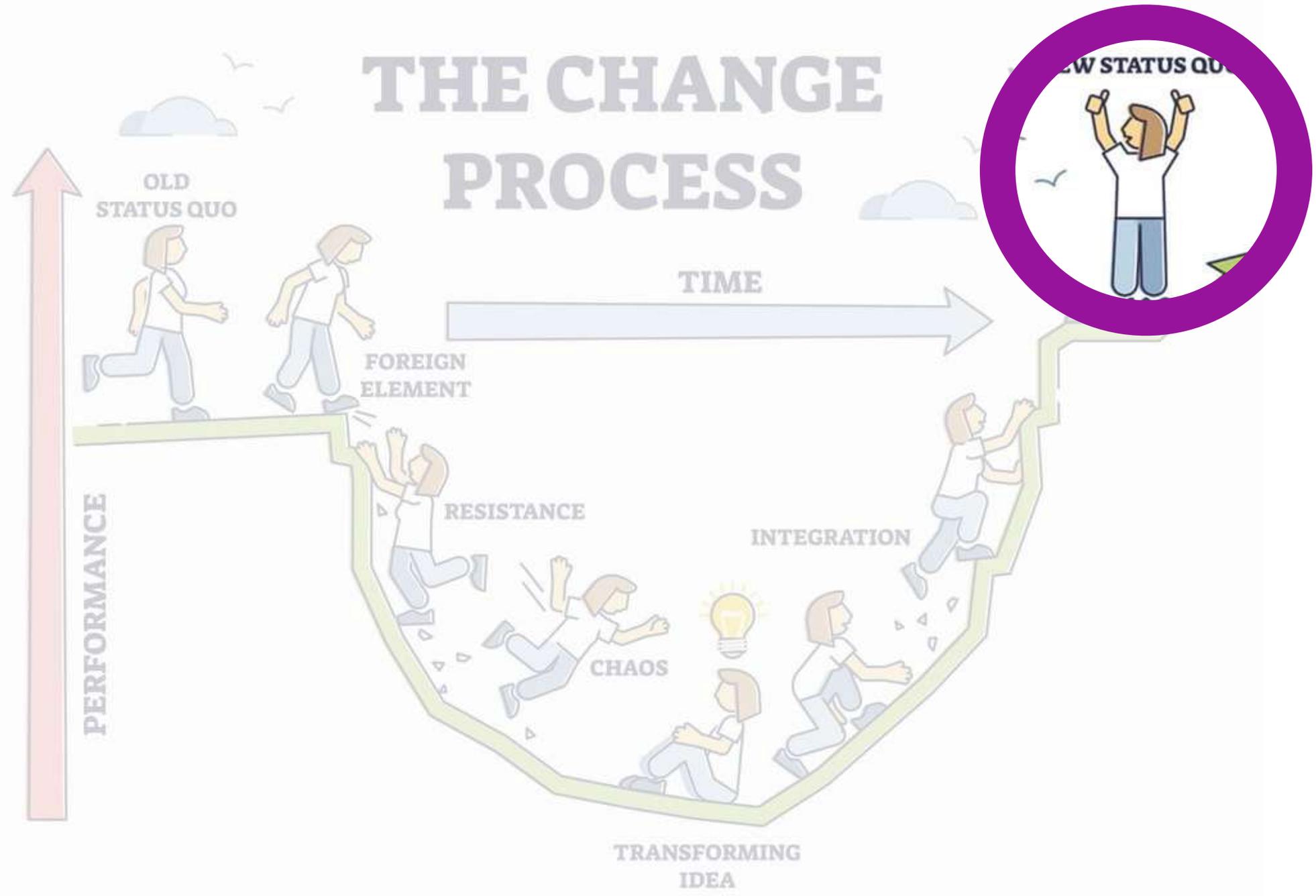


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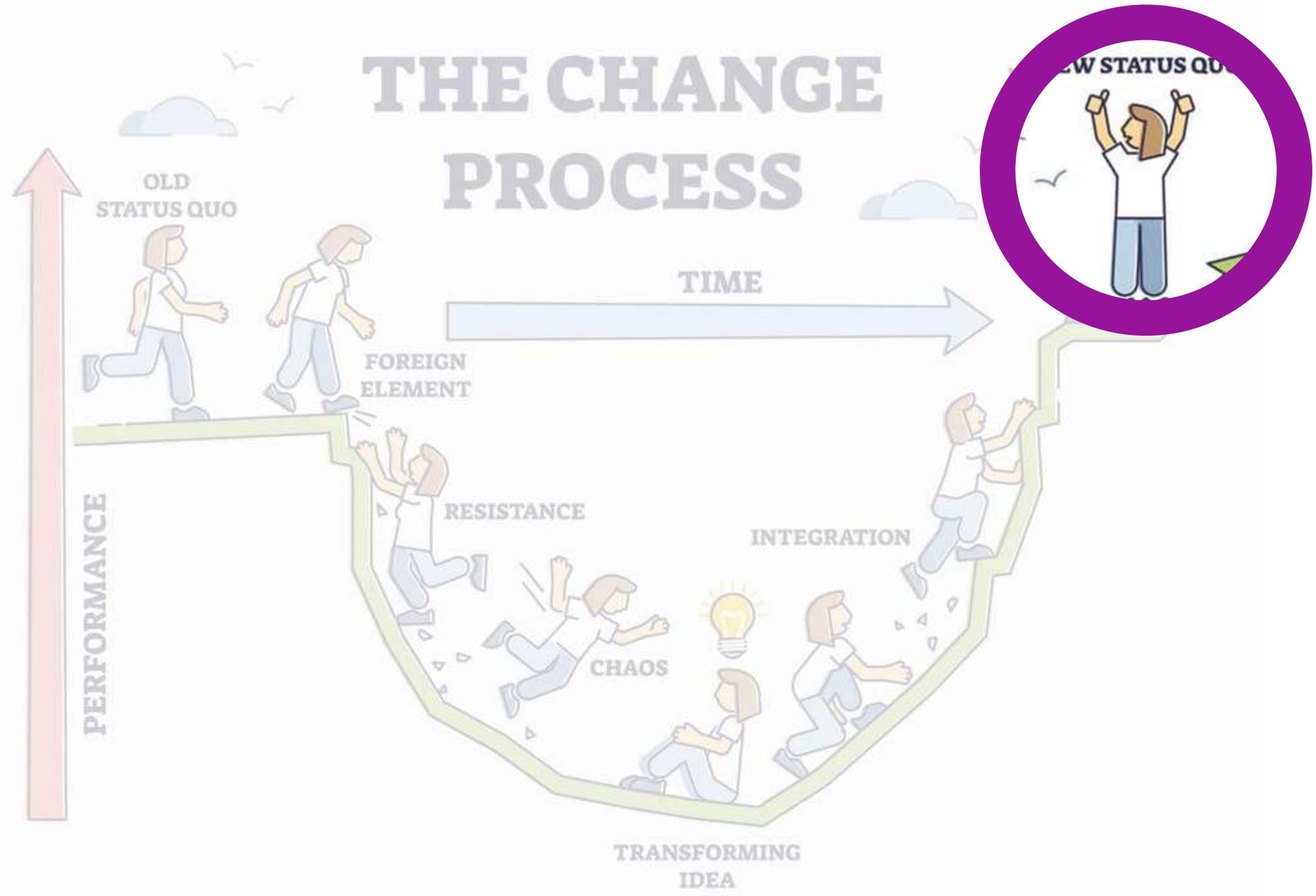


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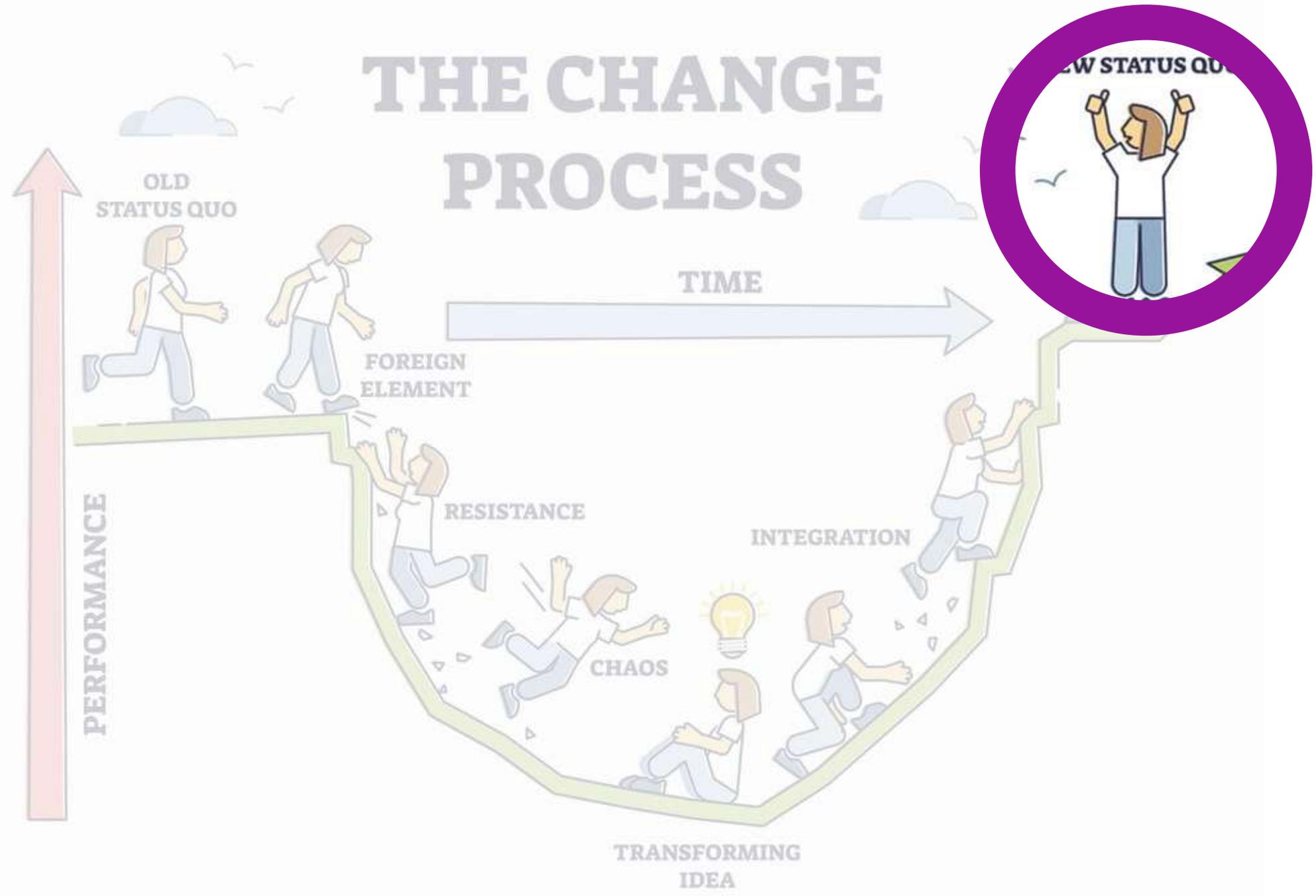
THE CHANGE PROCESS



THE CHANGE PROCESS



THE CHANGE PROCESS



Why Humanizing IT works?

Technology alone doesn't
transform organizations
– people do!

**Technology alone doesn't
transform organizations
– people do!**

Humanizing IT!

Humanizing IT!



advania