

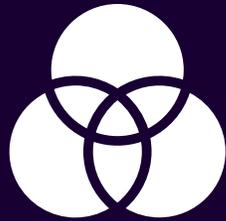


A Blueprint to Navigate Transition for Digital Workspace Leaders

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Benefits of Operationalizing Digital Workspace



Align Disparate
Teams



Make Decisions
Faster



Reduce
Friction

Why does
“digital
workspace” still
feel undefined?



IT owns the tools



Security owns the controls



HR owns the employee lifecycle



Operations owns the outcomes

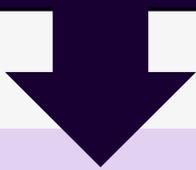
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Digital workspace is the operating system for how employees get work done — securely, consistently, and at scale.



The Failure Pattern

Digital workspace initiatives typically start as technology programs:

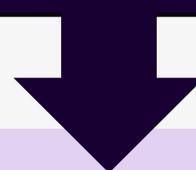


They're funded like infrastructure.

They're governed like infrastructure.

They're measured like infrastructure.

Success criteria sounds like:



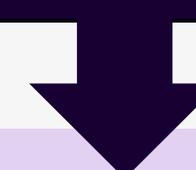
Platform deployed

Users migrated

Security validated

Ticket volume stabilized

And then leadership is surprised when:



The adoption rate is inconsistent

Employees create workarounds

Business leaders complain

“

***Digital workspace is not
a project. It's an
operating model.***



Digital Workspace Transition Framework

1

Experience
Anchors

2

Shared
Ownership

3

Translation
Metrics

4

Decision
Rights



Component 1: Experience Anchors



What is it?

Experience anchors are specific moments where friction is unacceptable.



Examples

- Day-one onboarding
- First role change
- Secure access during an incident
- Cross-agency collaboration
- Working from restricted or disconnected environments



Instead of asking:

“Should we deploy this platform?”

Try:

“Does this improve onboarding?”

“Does this reduce friction during incident response?”



Component 2: Shared Ownership Model



What is it?

Shared ownership is when business units make digital workspace decisions together based on outcomes.



Examples

- IT enables the platform, Security sets the risk boundaries.
- HR owns lifecycle moments, the business owns productivity outcomes.



Do this, not that.

Do this:

- Create a standing digital workspace decision council.
- Define ownership and force tradeoff decisions in the room.

Not this:

- Don't turn governance into a status update.
- Don't let tradeoffs default to whoever shouts loudest.

Component 3: Translation Metrics



What is it?

Translation metrics are IT measures expressed in business and human terms so decisions can be made outside IT.



Examples

Old Way	→	New Way
Account creation SLA		Time to productive access
Incident volume		Workflow interruption frequency
Security compliance rate		Reauthentication friction



Make measurement travel

- Rewrite at least 3 core IT metrics in business language.
- Tie each one to a human outcome (speed, friction, productivity, risk).
- Make every control decision show both cost and benefit.



Component 4: Decision Rights



What is it?

Decision rights define who has the authority to resolve tradeoffs, what must be escalated, and what is non-negotiable.



Examples

- The council decides when productivity outweighs policy constraints.
- Security sets non-negotiable controls; functions decide how they're implemented locally.



Make authority explicit

- Document which decisions belong to the council, which belong to functions, and which are non-negotiable.
- Publish it. Use it.



Case Study: Onboarding as an Experience Anchor (TATA STEEL)



THE PROBLEM

New hires waited up to 2 days to become productive.

Nothing broken. Everything slow.

LEADERSHIP DECISION

“Onboarding is our first experience anchor.”

Success = productive on day one.”

That single sentence changed behavior:

- HR prioritized device readiness
- Security automated compliance
- IT was measured on *time to productive access*

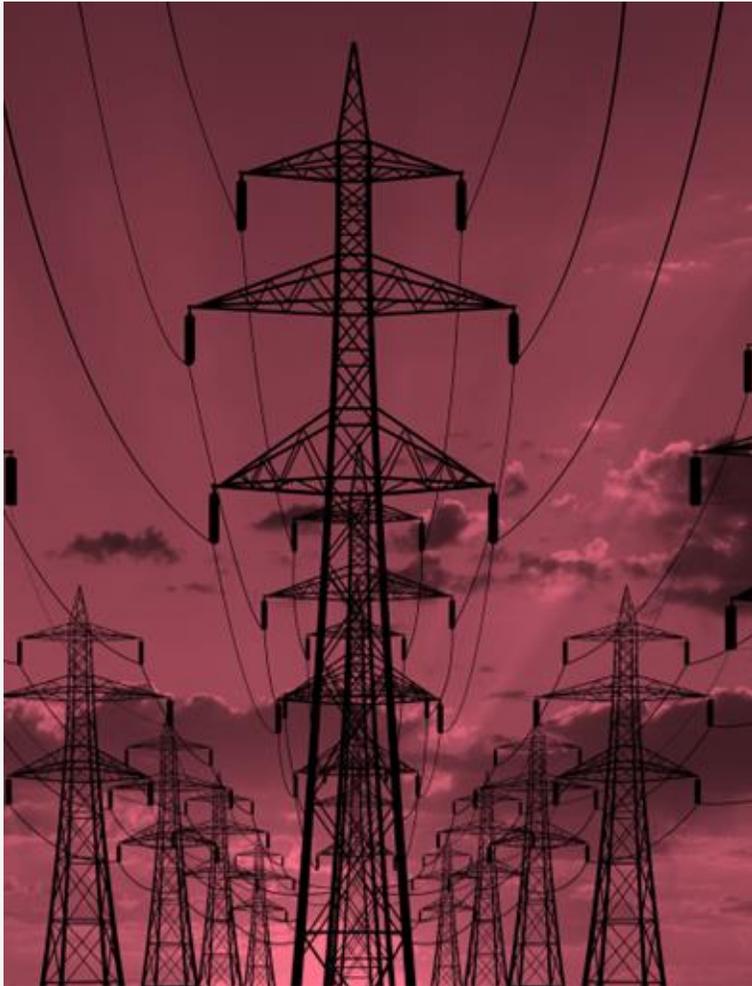
THE RESULTS

2 DAYS → 4 HOURS

But more importantly:

- Fewer escalations
- Fewer workarounds
- Higher day-one confidence

Case Study: Secure Scale Without Friction (National Grid)



THE PROBLEM

Highly regulated. Critical infrastructure.
Rapid growth.

Legacy workspace created friction at scale.

LEADERSHIP DECISION

Security and productivity are coequal outcomes.

Not competing priorities. Co-equal.

They aligned IT, Security, and Operations around:

- Near-continuous uptime
- Location-independent access
- Measurable productivity
- Cost discipline

THE RESULTS

- 99.99% uptime
- 47% user growth in 6 months
- 50% productivity increase
- 35% CapEx reduction
- Fewer user incidents

LESSON

When decision rights are clear and tradeoffs are made once, digital workspace becomes an operating model — not a project.

Executive Synthesis — What These Cases Prove

Different industries. Different pressures. Same operating model.

Neither started with:

*“What platform
should we deploy?”*

They started with:

*“Where does work break down
— and what does success look
like when it doesn’t?”*

Questions?

Visit me at booth #600

Also at booth #600:



Tell us about the hardest part of running digital workspaces on our **vintage typewriter**



Visit our networking break activity: a **human slot machine**



How ready is your org for a digital workspace transition?

Find out with this 60-second self-assessment.

