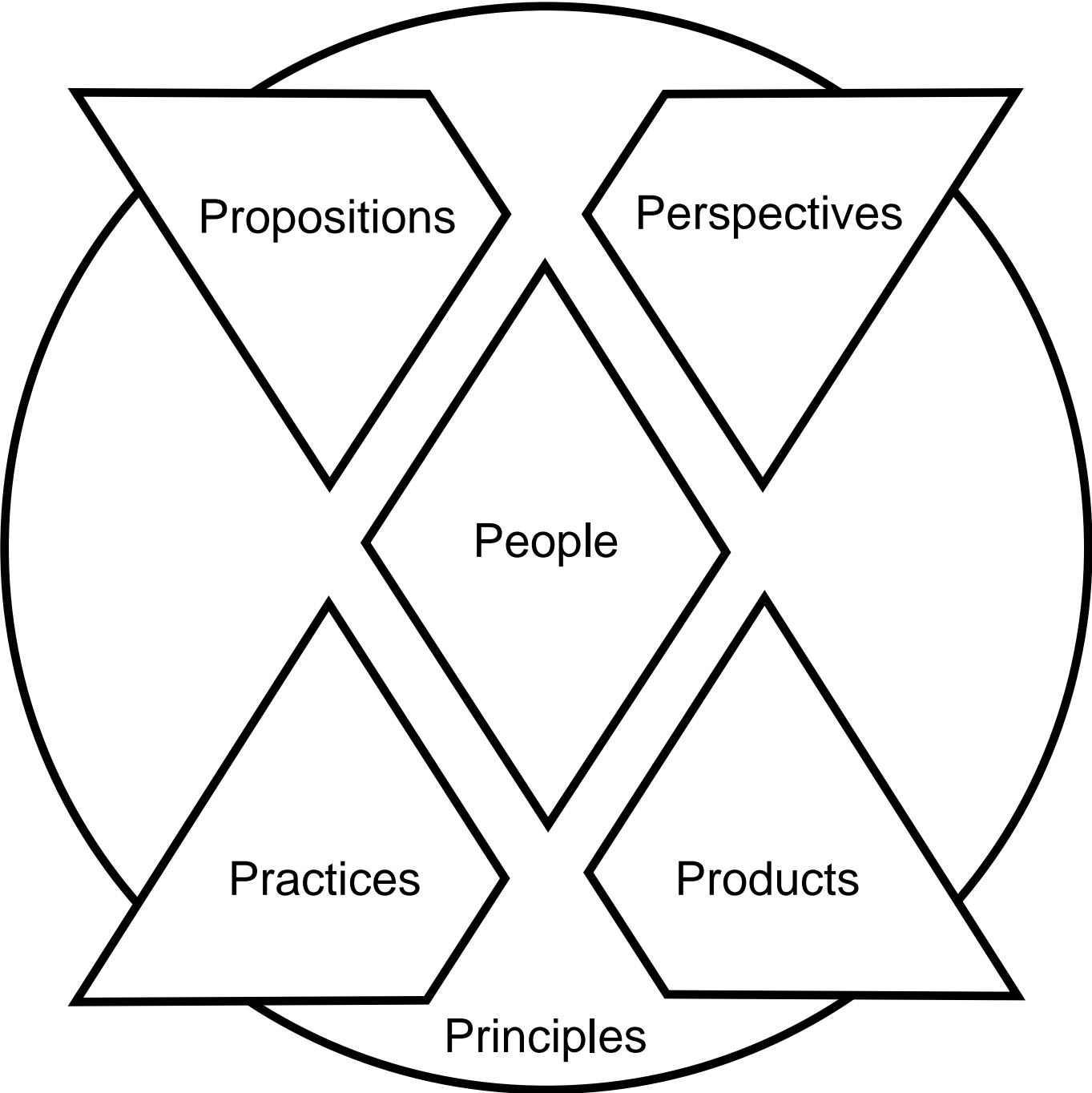
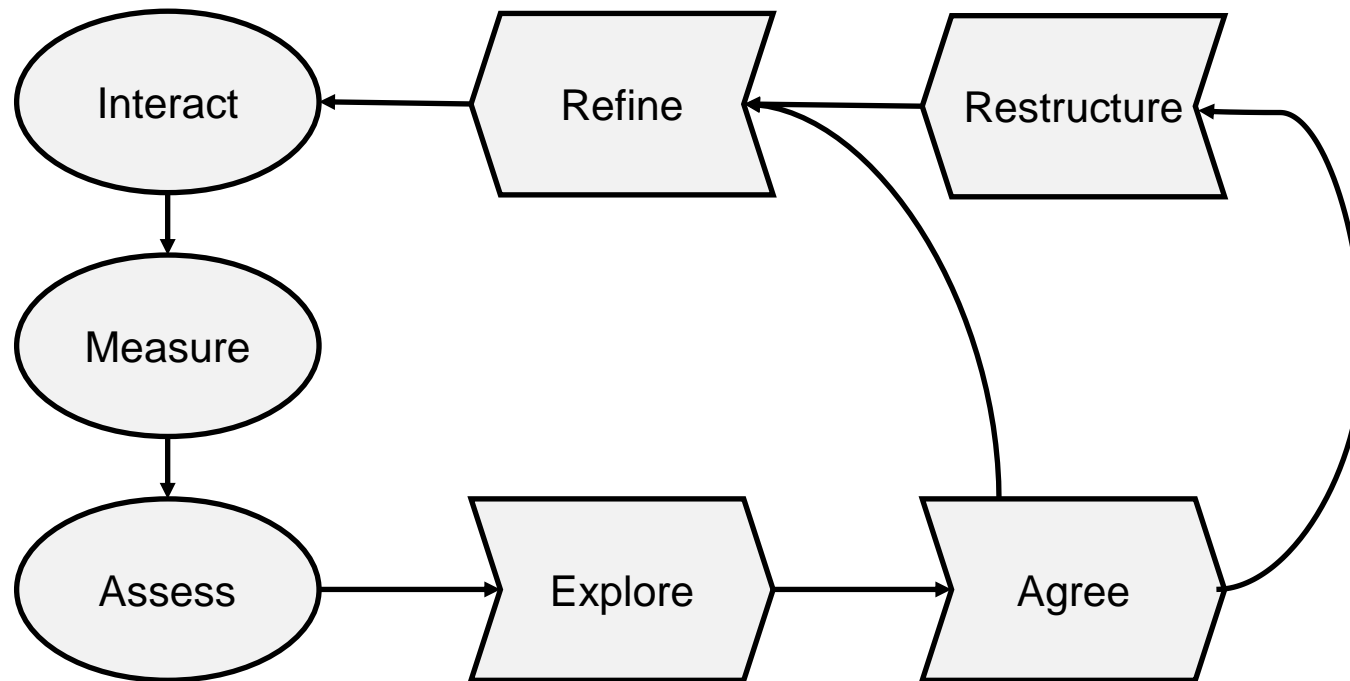


XLA Pocket book figures

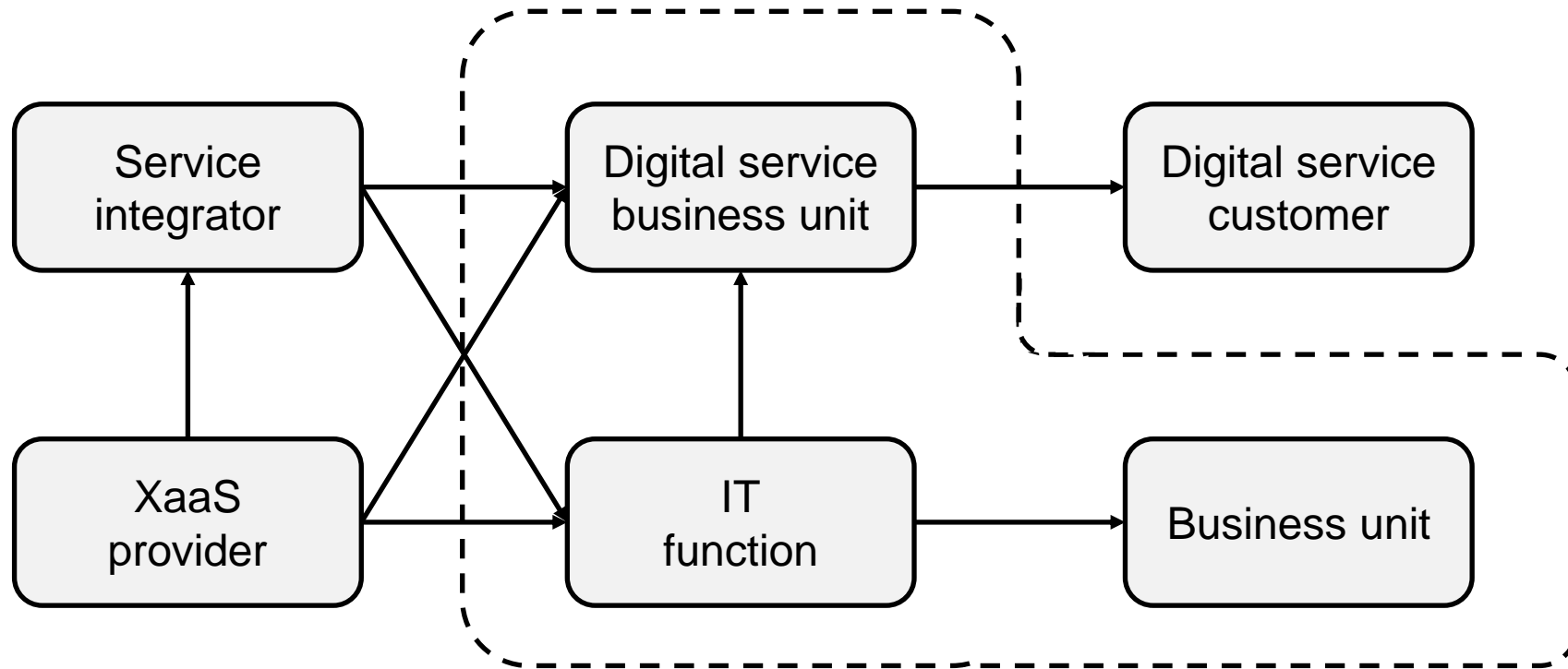
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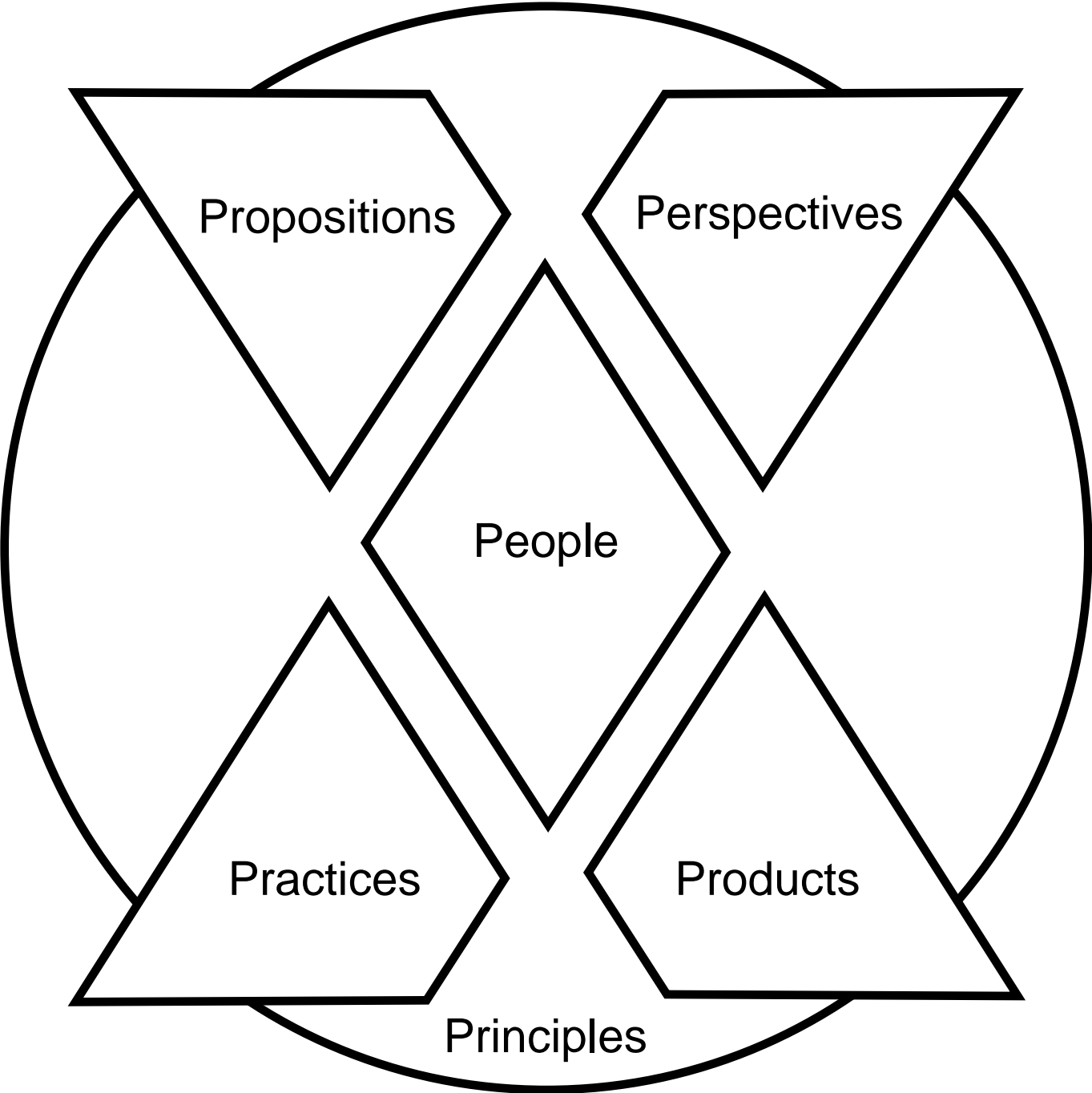
The XLA Practice Areas



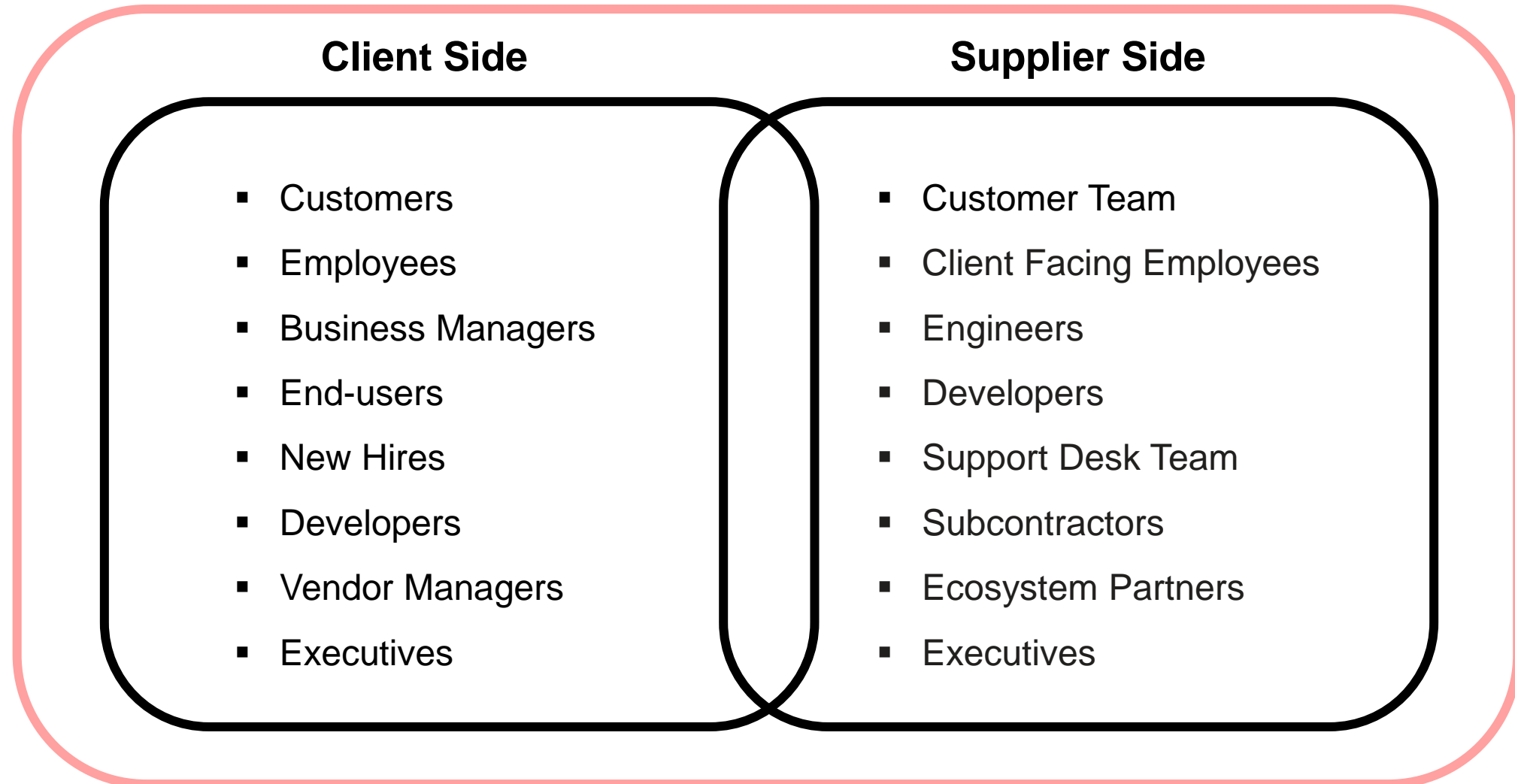
Types of organizations that benefit from XLA



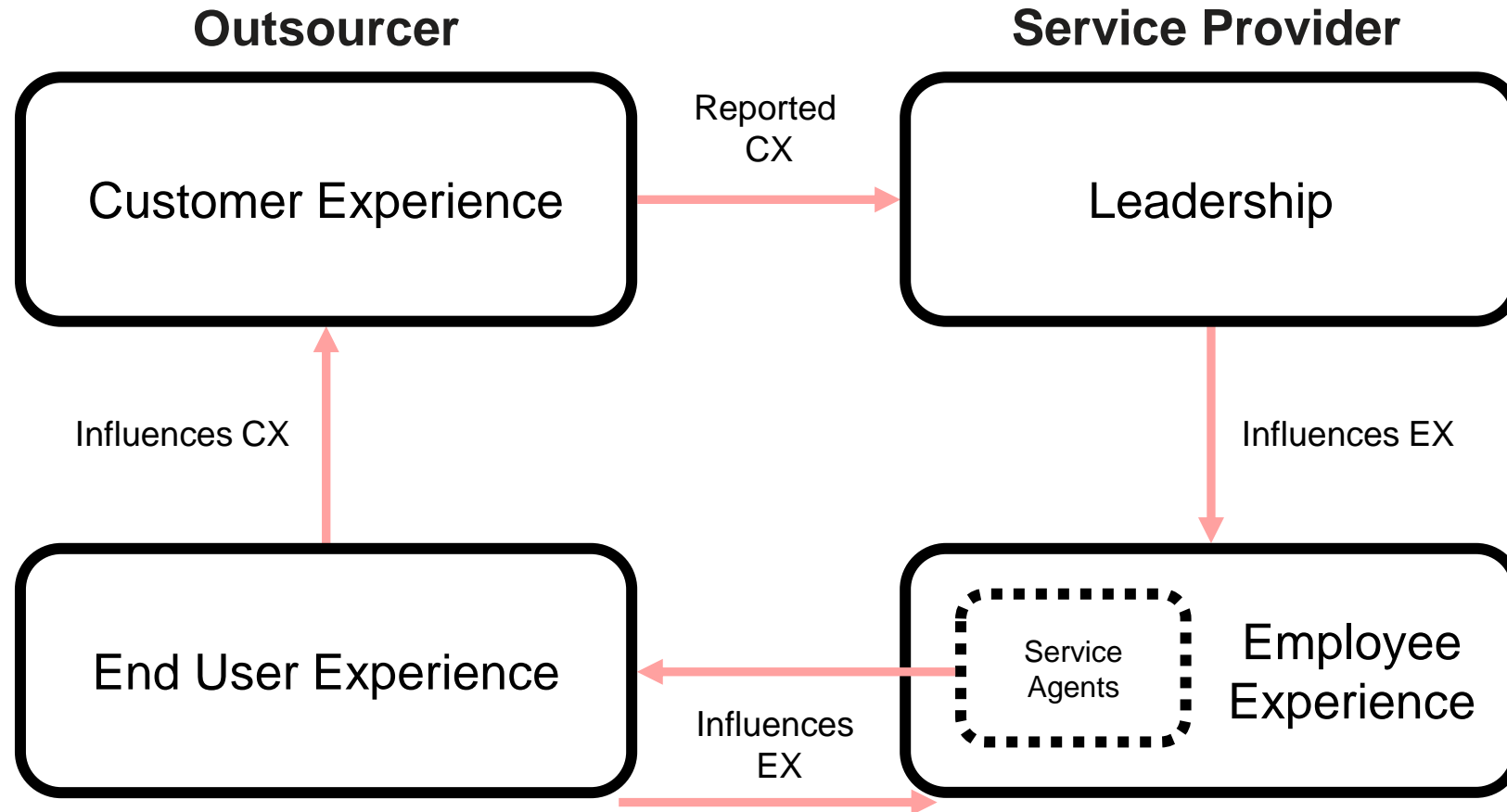
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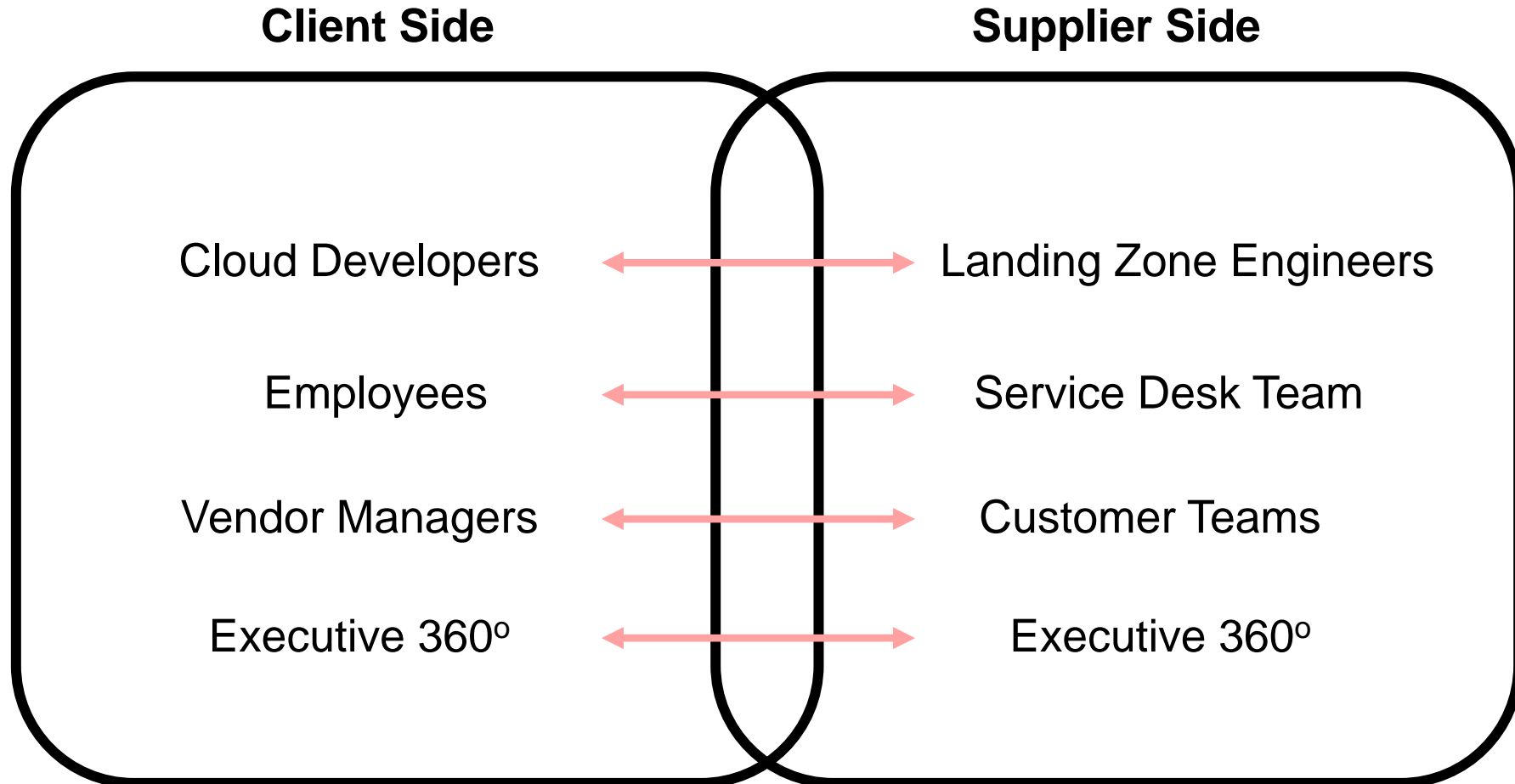
Human Experiences in Outsourcing Relationships



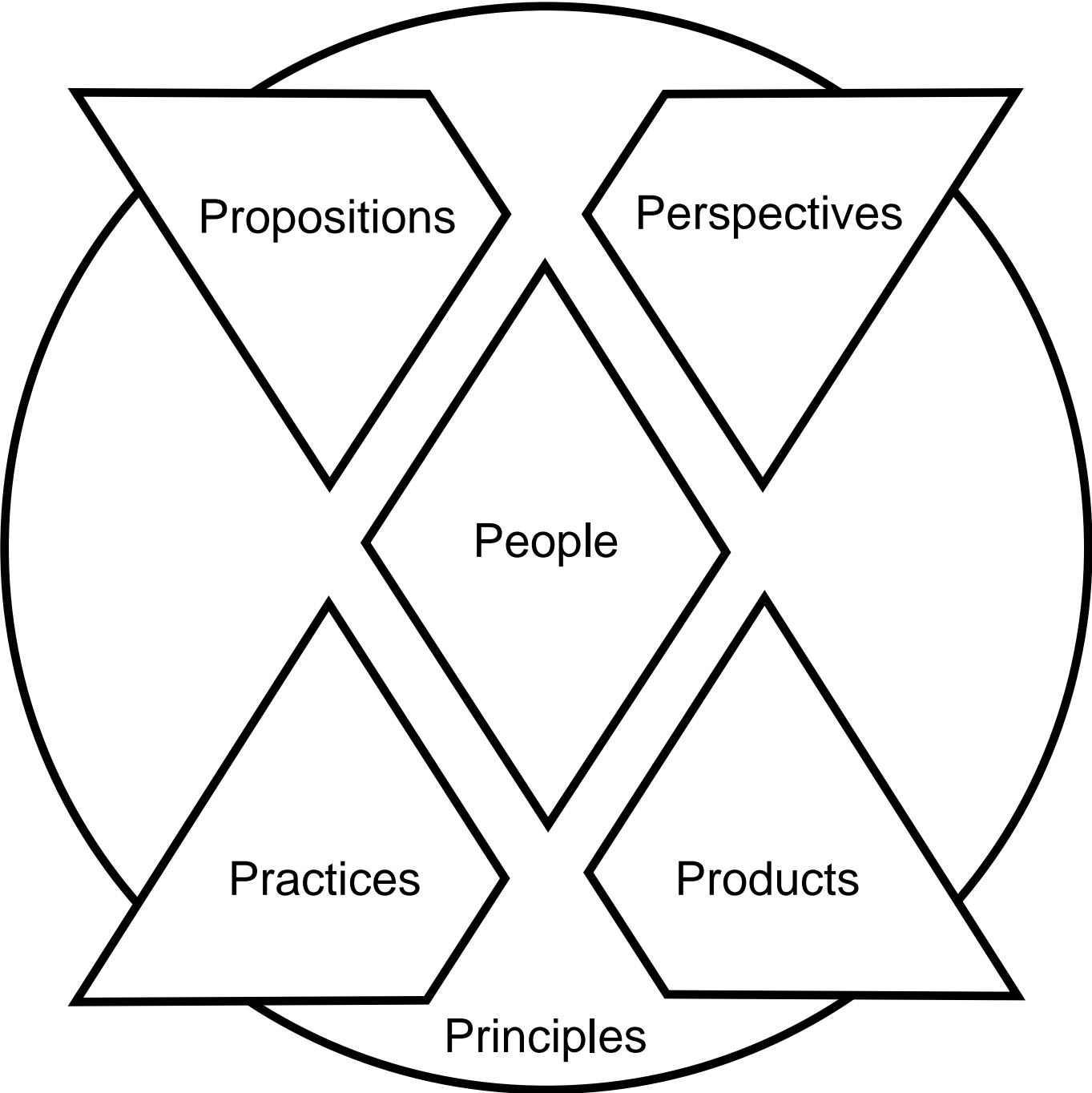
Human experiences in outsourcing relationships: $EX + EX = CX$



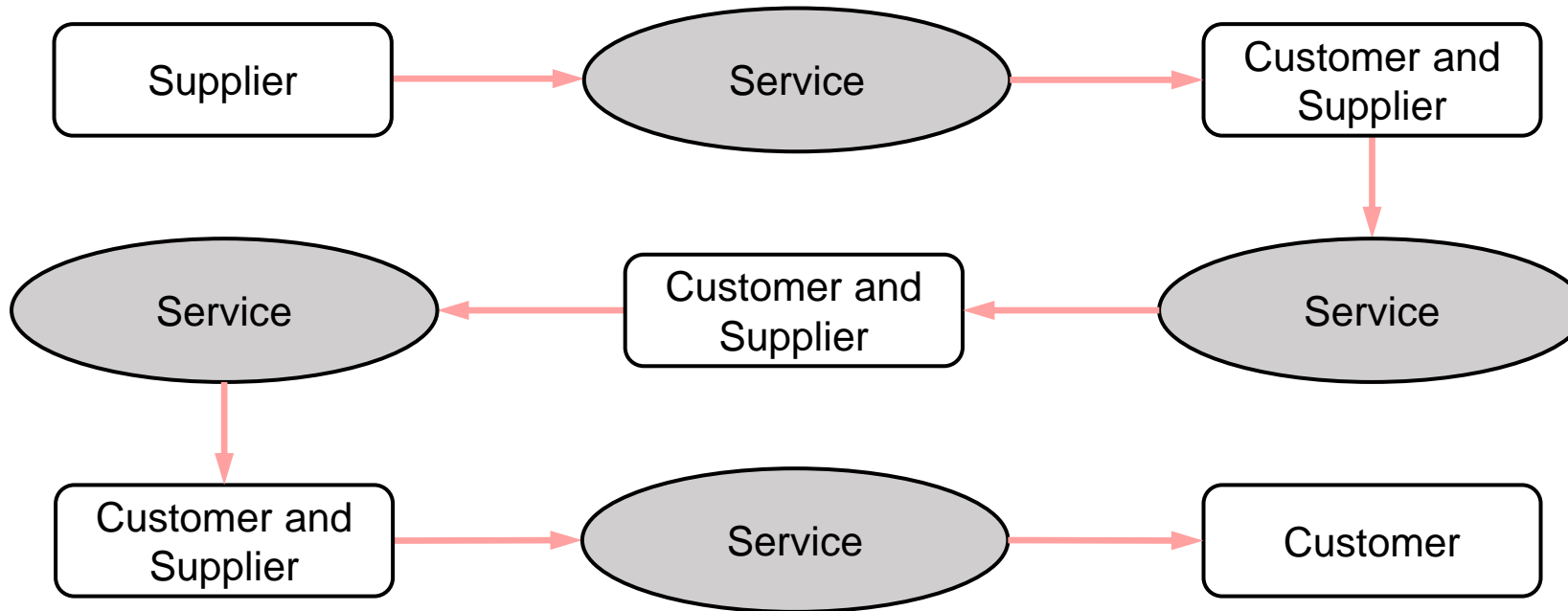
Human Experiences Alignment



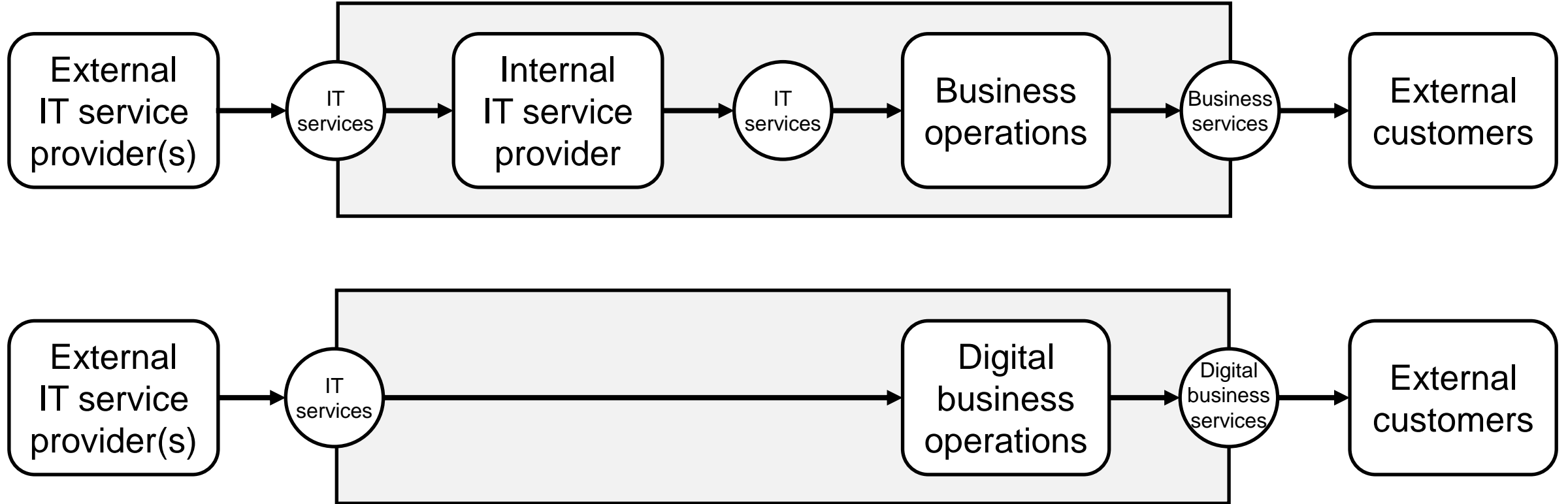
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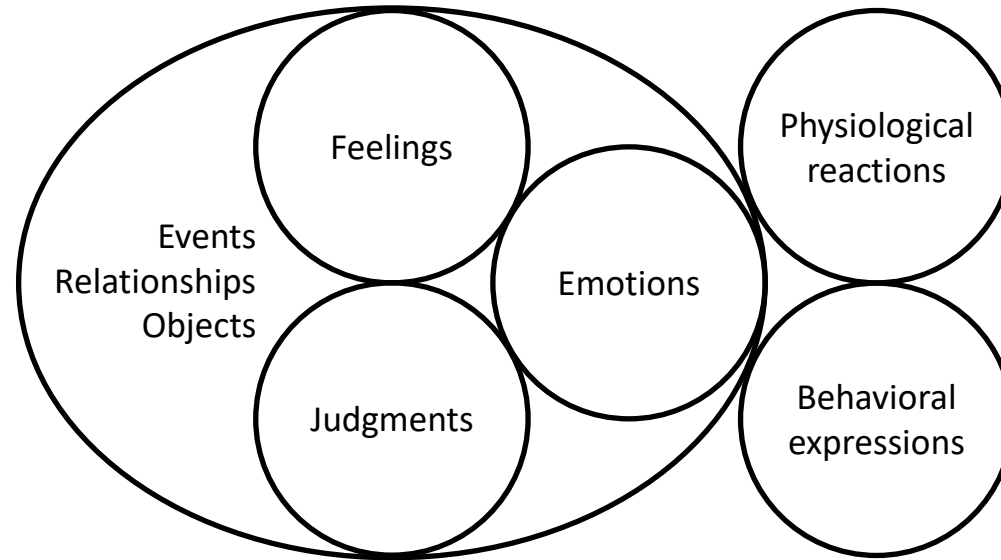
The service chain with customer and supplier roles



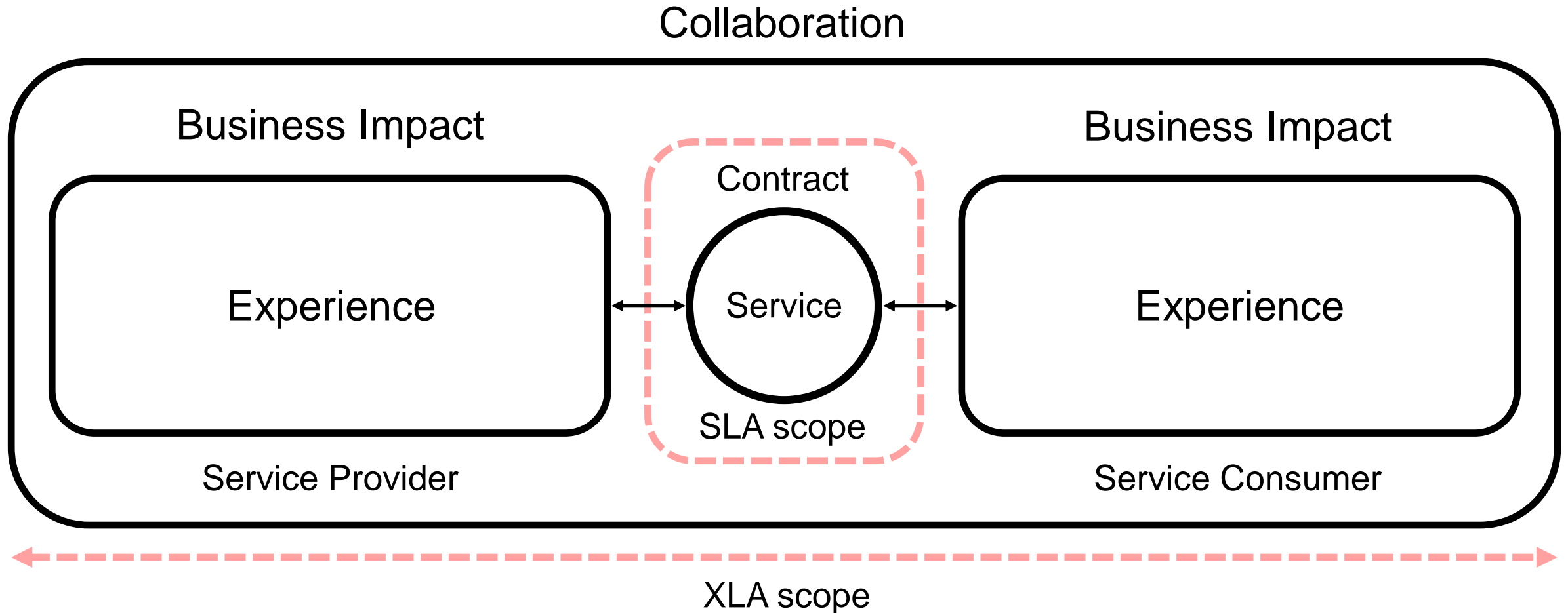
Two IT service chains



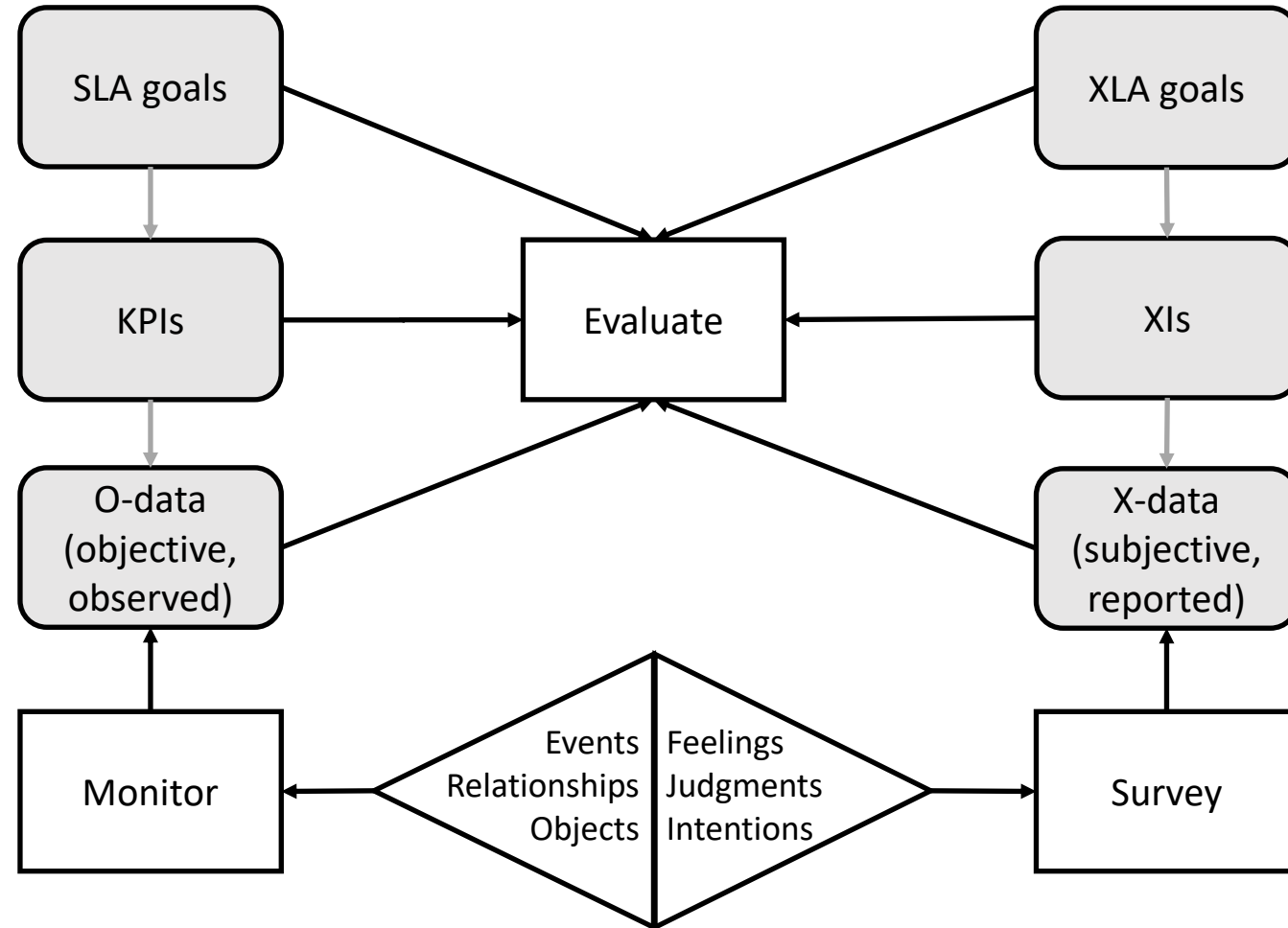
the anatomy of perception of events, relationships and objects



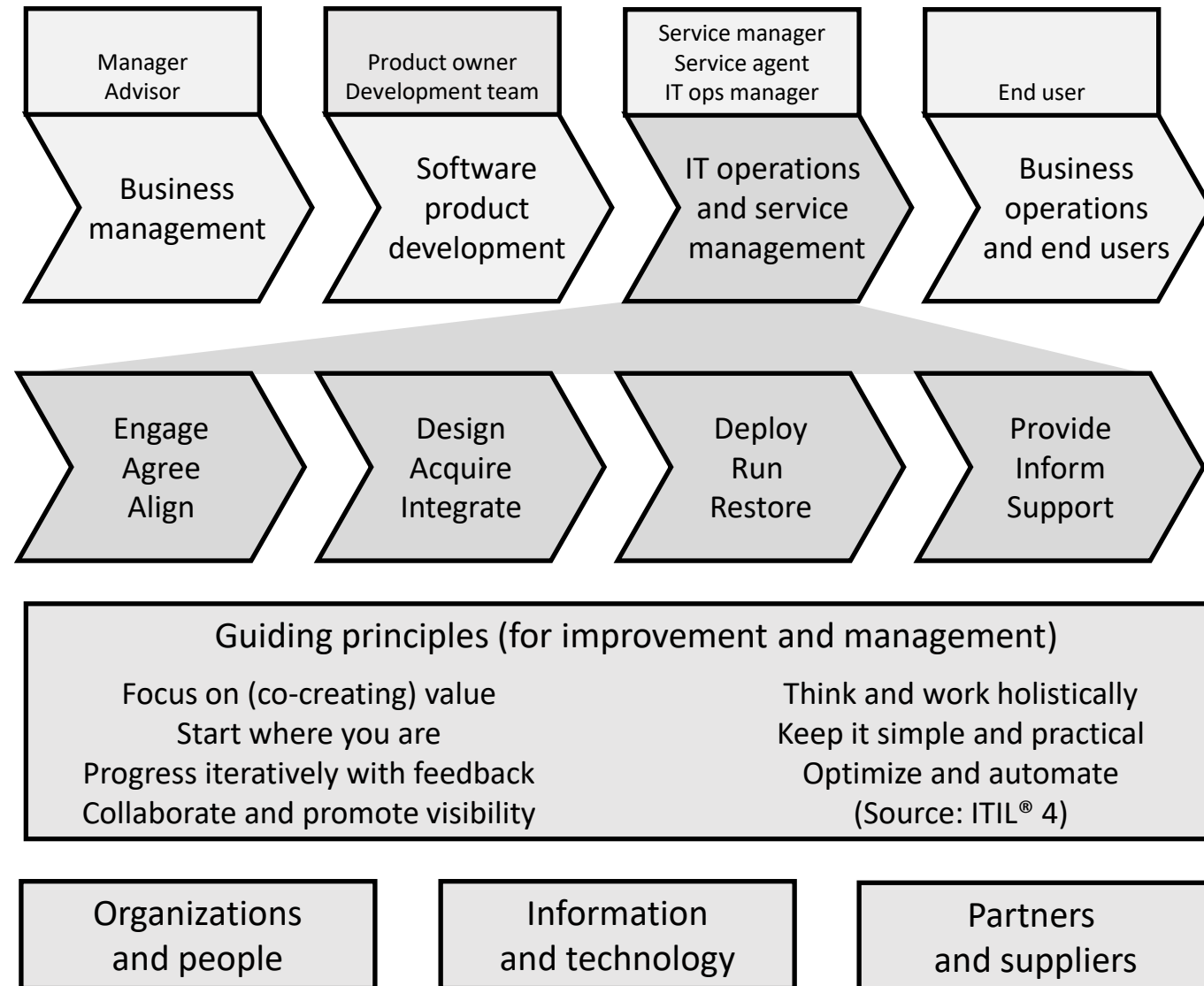
The role of value drivers in service interactions



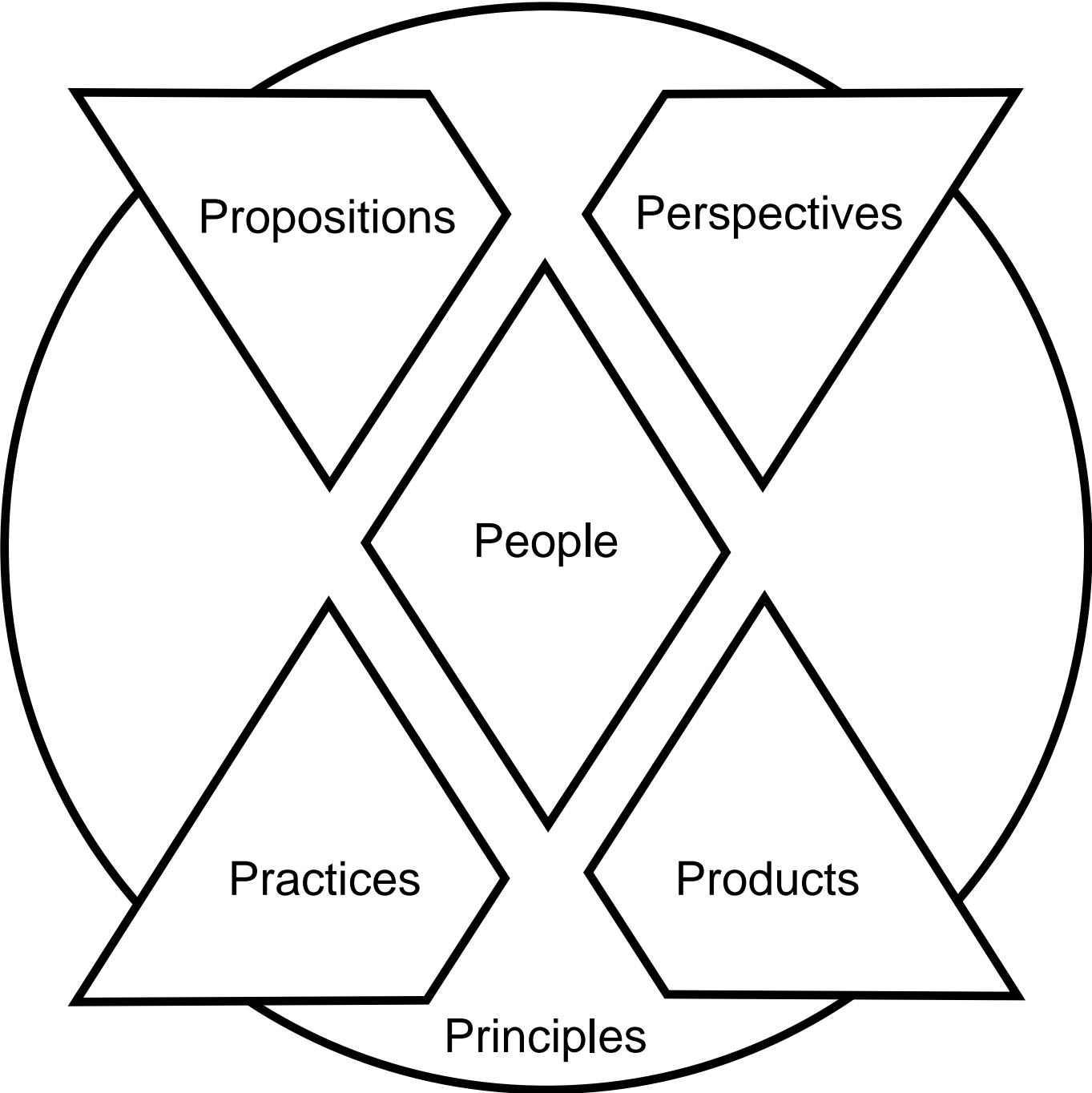
Relationships between key XLA concepts



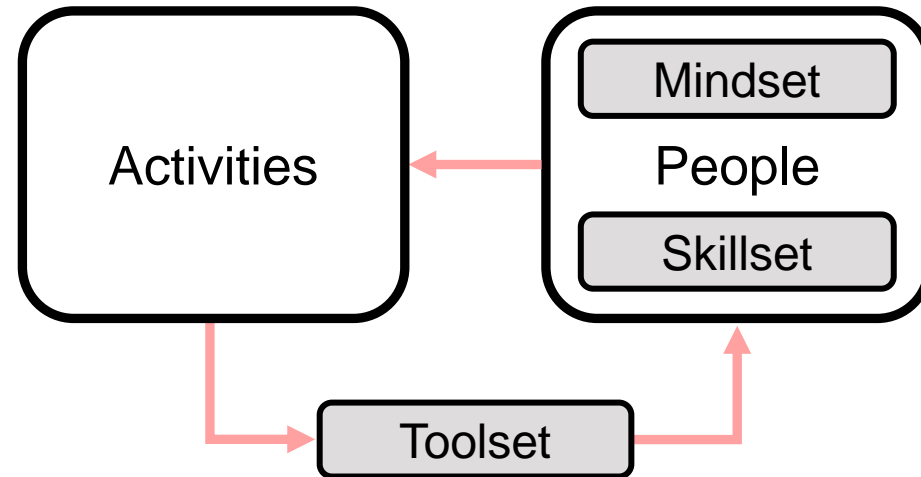
An IT service management operating model



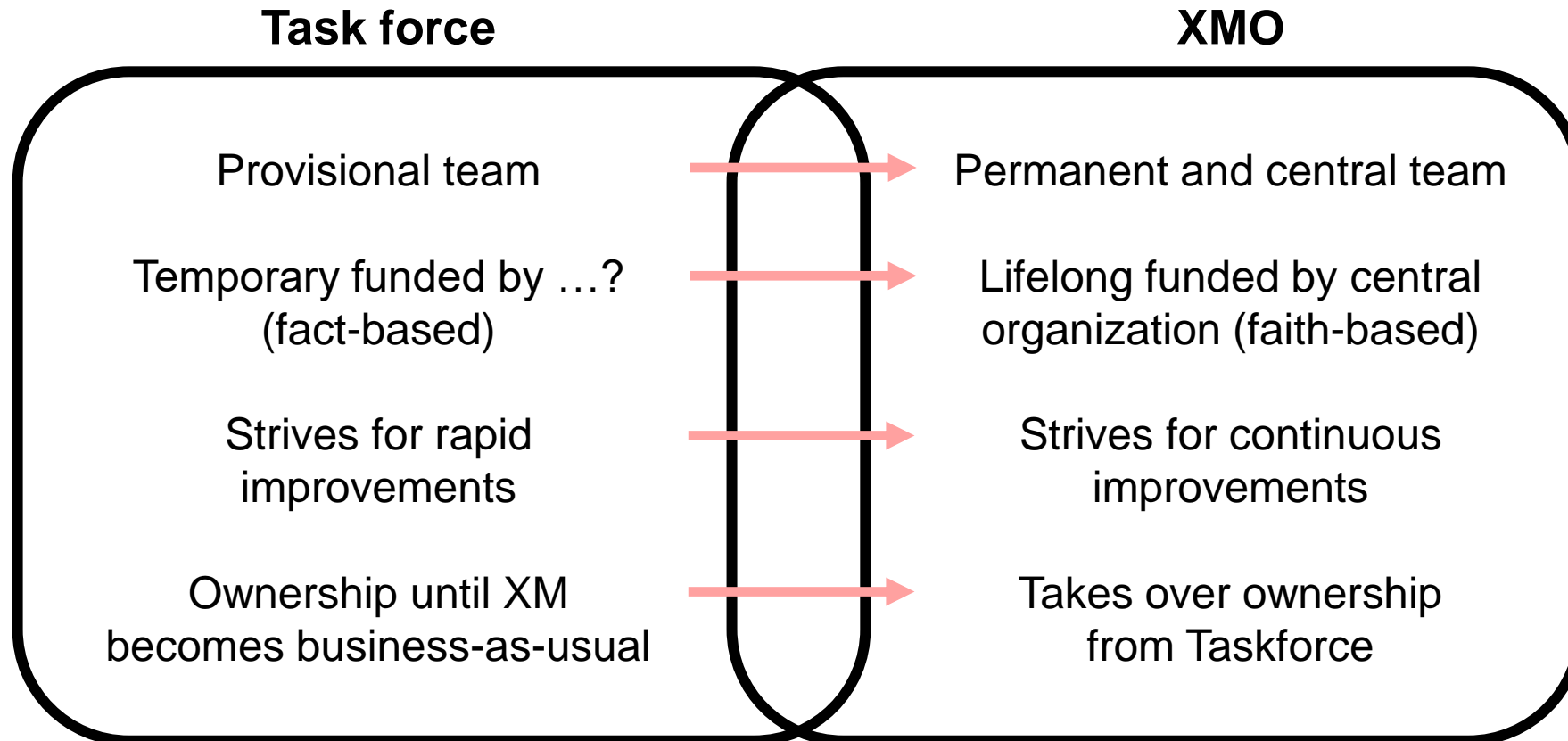
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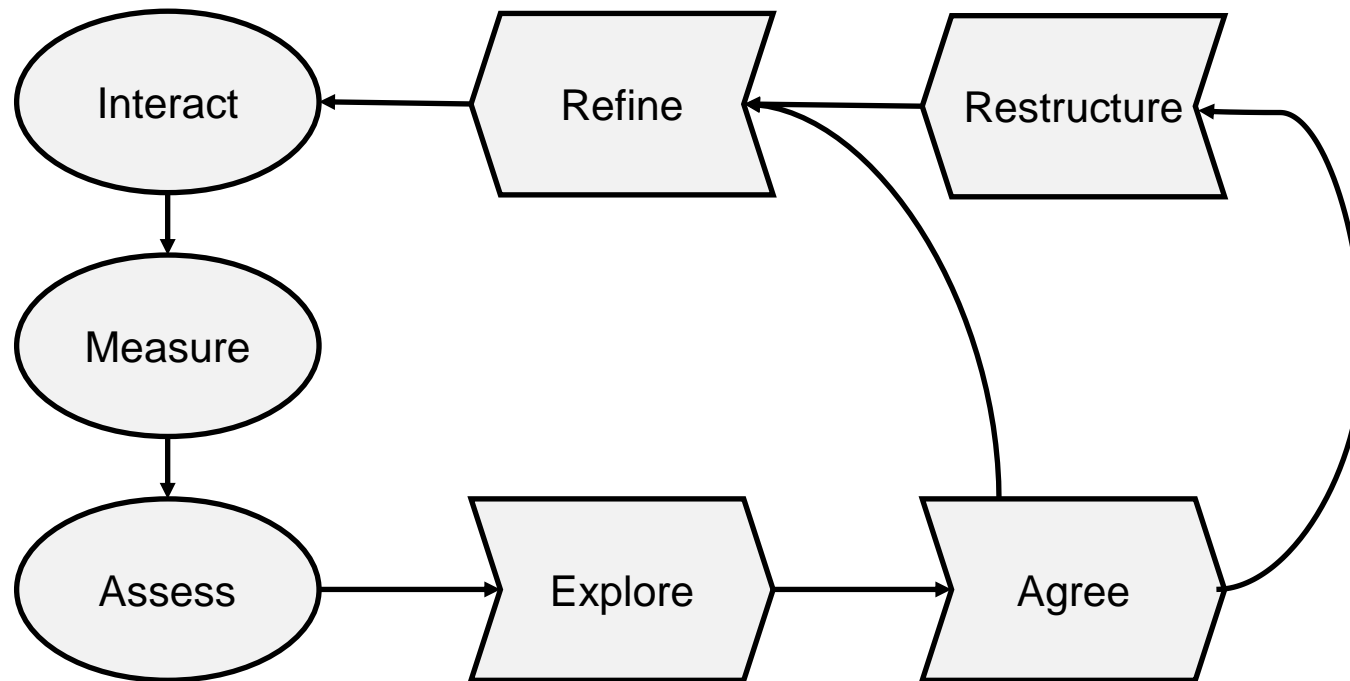
Mindset, Skillset, and Toolset



Task force vs. XMO



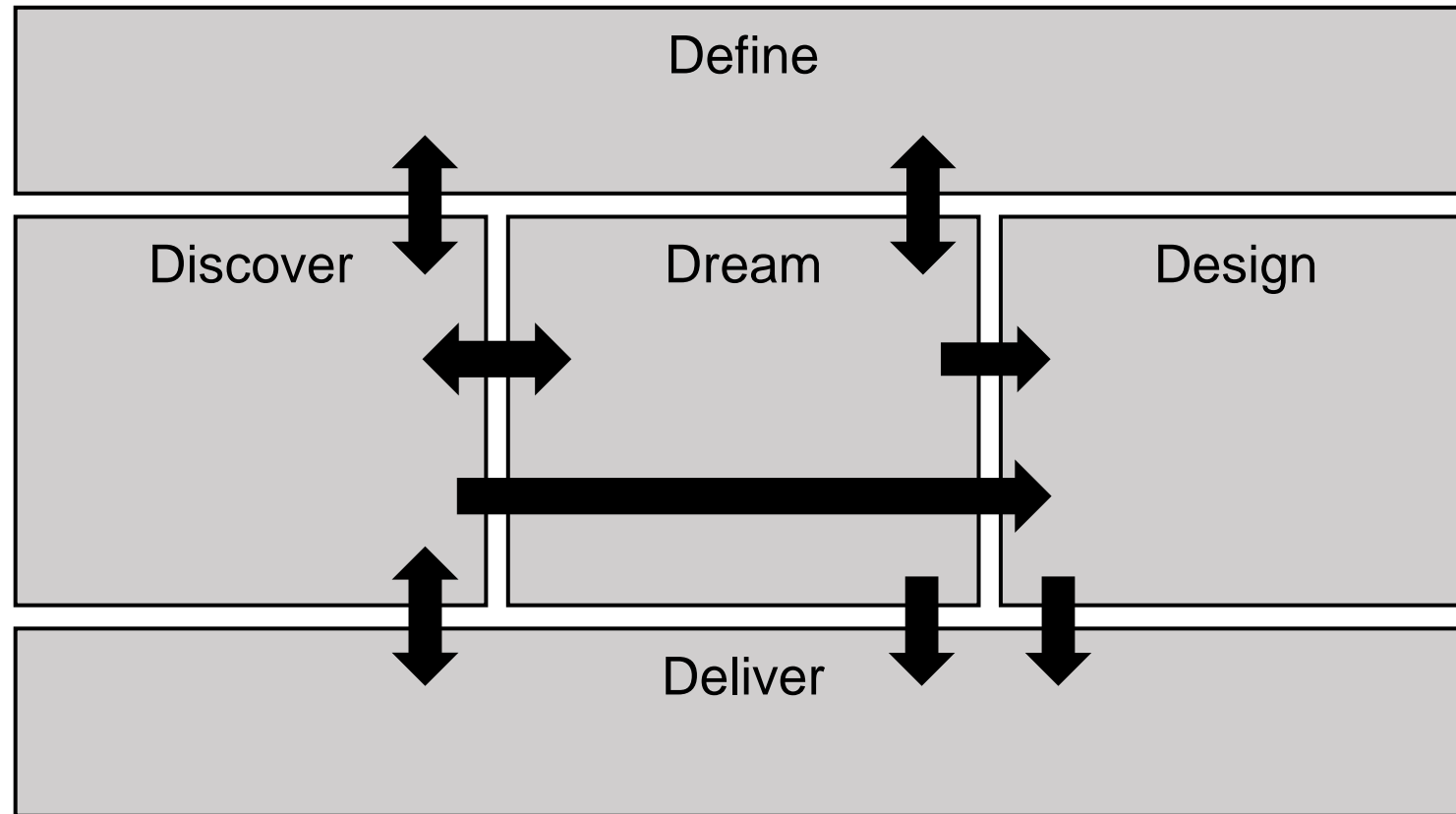
The XLA Practice Areas



Cascading Examples

	Fit for Purpose	Onboarding
Purpose	Software expenditure per employee represents, on average, +25% of the total IT spend of companies. The value is too often intangible. F4P is a litmus test.	Poor onboarding is a significant cause of employee turnover, costing a company 100-300% of the employee's salary in total. Onboarding is an IT-HR tandem.
Desired Outcome	Fit for Purpose (F4P) means that business applications must be good enough to do the job. Low F4P is needed to strip out waste based on the voice of the customer.	When a new employee comes to work for the first day, they must be able to start working, rather than wait for IT or HR to sort things out.
Xperience Indicator	Subjective feedback related to Fit for Purpose helps to prioritize (the backlog) and prevents throwing good money after bad in application Life Cycle Management.	“Welcome” to measure onboarding experience as the heartbeat during the first two months. Low scores trigger proactive support. Tracking for 24 months optional.
X + O Data	Correlation with O-data from IT Asset Management (ITAM) tools on software inventory tracking and DEM tools for non-functional application performance.	Correlation with O-data on timeliness of onboarding processes like registering new accounts and profiles to various systems in HR, IT, and probably Facilities.

Five interconnected phases of the XM Journey



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