

# Digital Experience Checker

This checklist helps you evaluate and improve the digital tools your employees use daily. It focuses on making technology help, not hinder, your employees.

## Before you start:

- List all major digital tools employees use
- Gather recent help desk tickets
- Get feedback from new and experienced users

## Step 1: Tool Assessment

Complete for each major system. Example:

**System Name:**

### Usage Check:

- % of employees who use it regularly: \_\_\_\_\_
- # of help desk tickets last month: \_\_\_\_\_
- Average time to complete common tasks: \_\_\_\_\_

### Pain Points:

- Most common complaints: \_\_\_\_\_
- Features people avoid using: \_\_\_\_\_
- Mobile access issues: \_\_\_\_\_

### Quick Wins:

- Training needed? \_\_\_\_\_
- Interface improvements? \_\_\_\_\_
- Process simplification? \_\_\_\_\_

## Step 2: Priority Matrix

Plot each tool on this simple grid:

IMPACT	LOW SATISFACTION	HIGH SATISFACTION
High Usage	Fix First	Keep & Improve
Low Usage	Consider Replacing	Promote or Remove