SYMPHONY SUMMITAI

SUMMIT Gamification

DATA SHEET

Gamification

Today's IT management change initiatives require significant effort to change people's behavior. Earlier, IT organizations used simple, manually administered contests and rewards to engage IT people and boost their morale. As a way to apply game mechanics to drive engagement in non-game business scenarios, Gamification embeds fun into the primary IT support function, while ensuring that the output is in line with the organizational objectives.

SUMMIT Gamification feature have been thoughtfully designed to foster higher levels of IT staff and business user engagement. It also builds up the desired behavior in individuals, enabling IT companies to deliver more efficient solutions.

Key Features

- Real-Time Feedback
- KPI Monitoring
- Transparency
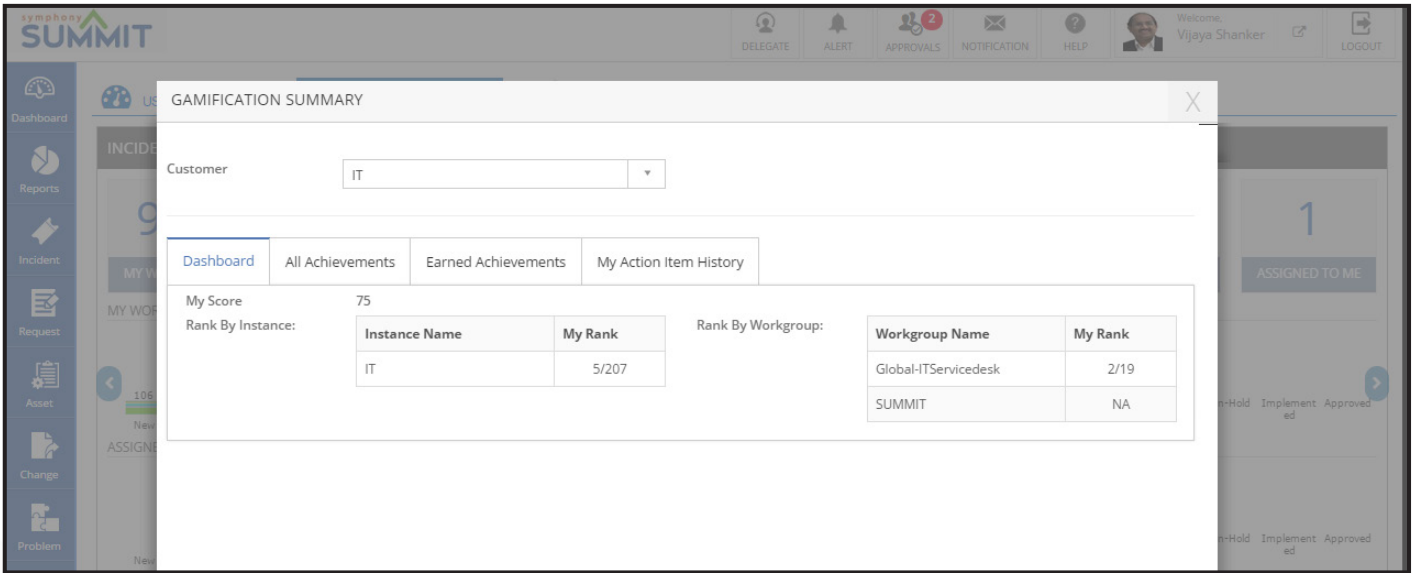- Goal Setting
- Trophies/Badges

Real-Time Feedback

Any time, an analyst interacting with the SUMMIT application, would get an instant feedback in the form of points. Positive points reinforce good behavior, strategy, and troubleshooting tactics, while negative points enable them to learn quickly and improve.

KPI Monitoring

The management can define over 100+ KPIs to benchmark the performance of the Analysts and review them.

GAMIFICATION SUMMARY   X

Customer   IT ▼

Dashboard | All Achievements | Earned Achievements | My Action Item History

My Score   75
Rank By Instance: Rank By Workgroup:

Instance Name	My Rank
IT	5/207

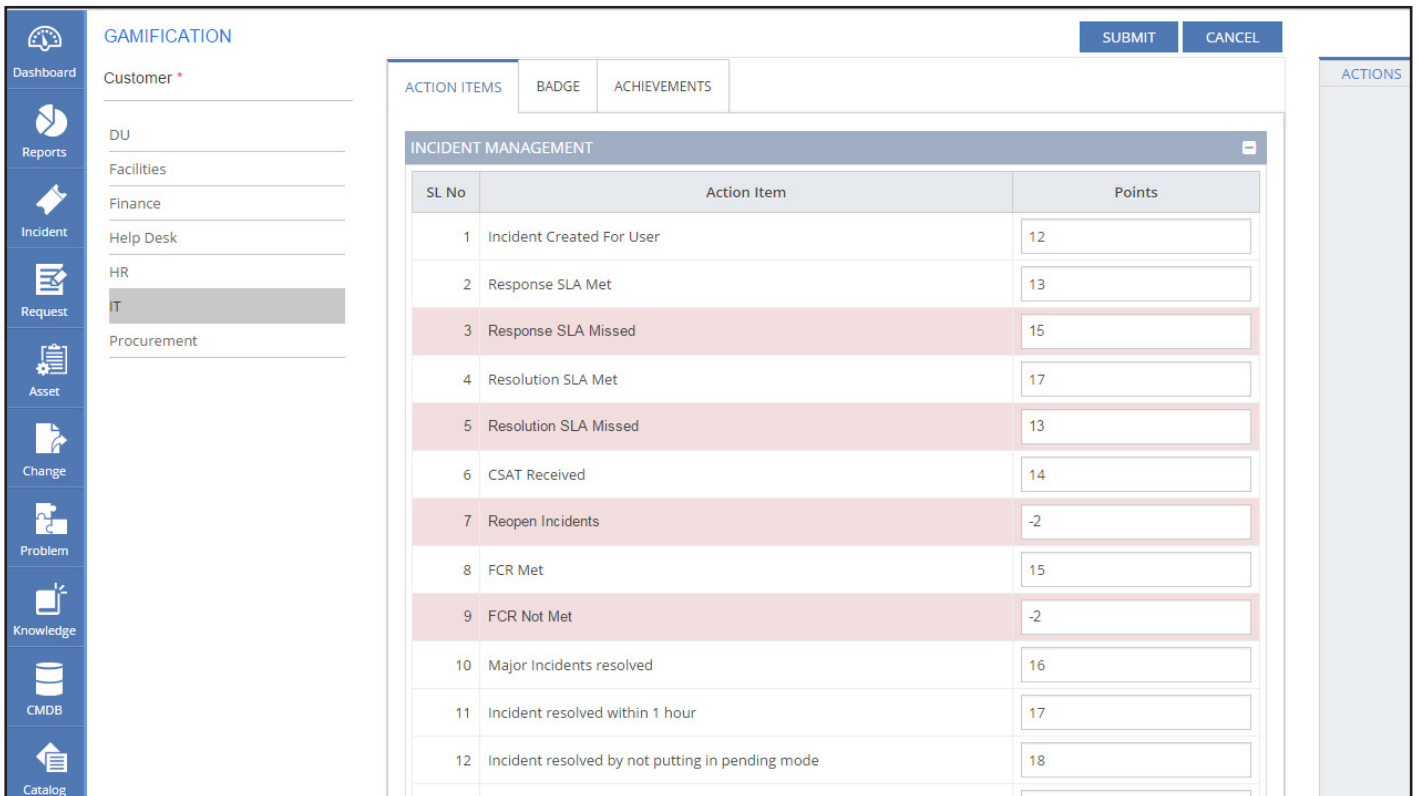| Workgroup Name	My Rank
Global-ITServicedesk	2/19
SUMMIT	NA

Transparency

SUMMIT, allows analysts to view their current work status and the performance of their peers. This progress is tracked and communicated in real-time.

Goal Setting

IT management can set goals for the Analysts on a weekly, monthly, quarterly, half-yearly and yearly-basis. The SUMMIT application can provide an instant feedback in real-time on the target achieved versus the goal set.

GAMIFICATION   SUBMIT   CANCEL

Customer *   ACTIONS

DU
Facilities
Finance
Help Desk
HR
IT
Procurement

ACTION ITEMS | BADGE | ACHIEVEMENTS

INCIDENT MANAGEMENT   ▬

SL No	Action Item	Points
1	Incident Created For User	12
2	Response SLA Met	13
3	Response SLA Missed	15
4	Resolution SLA Met	17
5	Resolution SLA Missed	13
6	CSAT Received	14
7	Reopen Incidents	-2
8	FCR Met	15
9	FCR Not Met	-2
10	Major Incidents resolved	16
11	Incident resolved within 1 hour	17
12	Incident resolved by not putting in pending mode	18

Trophies/Badges

The Management can reward Analysts based on the badges/trophies accumulated. A badge is associated with a specific number of points. Analysts with multiple points automatically earn the corresponding value of badges/trophies.

Core Benefits

- Integrates enhanced game mechanics to shift rewards from being extrinsic to intrinsic (e.g. money and promotions to status and achievement).

- Provides a real-time feedback loop to collect contextual data (what the workforce personnel did, when they did it, and which users and services were supported).

- Allows the reporting system to automate scoring and the associated ranks.

| GAMIFICATION | | | | | SUBMIT | CANCEL |

Customer *

| Dashboard | Reports | Incident | Request | Asset | Change | Problem | Knowledge | CMDB | Catalog |

DU
Facilities
Finance
Help Desk
HR
IT
Procurement

| ACTION ITEMS | BADGE | ACHIEVEMENTS |

Name * GOLD

Milestone *   Point 50

☑ Add/Edit Action Item *

Required Badge   SELECT ▾

Badge Awarded *   Gold ▾

Bonus Point   50

Validity   Date Range ▾

From *   2015-03-17

To *   2015-04-30

Description *   Achieved Goals

Active ☑

☐ Include Inactive

Achievement Name	Achievement Description	Milestone Point	Required Badge	Awarded Badge	Awarded Bonus Point	Active
GOLD	Achieved Goals	50		Gold	50	True