

# The 5 Es every IT team needs for success



“IT’s role in employee productivity is paramount. Our job is to ensure that we reduce the friction in the system. To make sure that processes and systems work better and seamlessly.”

—RON GUERRIER CIO at HP

The current demands on IT leaders are exponential. Behind every IT team, there is a mission and vision to help drive business-critical digital transformation—accuracy of data, uncompromising security, employee productivity, and seamless integration of systems.

HP CIO Ron Guerrier shares the 5Es he uses to ensure his IT teams can deliver on the key transformations for hybrid employee success.

## 1. EXPLORE

IT teams need to **explore what’s going on with the employees** they serve. As technologists, they need to keep a pulse on the next big thing. Innovation can come from all areas of the business, so keeping teams engaged is key.

## 2. ENGAGE

IT should regularly **engage with employees** in their own environments. Personal interactions like fireside chats, roundtables, and one-on-one conversations can fuel innovation and enable new ways to resolve arduous problems.

## 3. ENABLE

IT organizations must **enable employees to succeed** by optimizing performance and saving them from worrying about whether their tools will work. IT has to bring new ways of working and new solutions to shed legacy approaches that weigh down change.

## 4. ELIMINATE

IT should fight waste in processes. By creating a frictionless environment for employees and customers, we **eliminate inefficient processes**. This frees up capacity and gives us the mindshare to find better ways to grow the business.

## 5. EVANGELIZE

IT leaders need to **evangelize and articulate the value and outcomes** of technology investments. By asking tough questions about what can be gained from prospective investments, IT builds the credibility to explore more.

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