



ManageEngine  
**Analytics Plus**

# The 3-step plan to reduce your daily **IT workload by half**

Streamline workload management and reduce  
daily tasks in 3 quick steps



# Introduction

**O**verworked employees, missed deadlines and inefficient processes—all clear signs that point to a need for better workload management within your organization. Balanced and dynamic workloads are a surefire way to ensure employees are engaged and stimulated which, in turn, ensures all deadlines are met. As organizations scale and daily workloads expand, employees often struggle to prioritize their tasks and meet organizational deadlines.

This e-book provides an intricate 3-step plan that not only outlines an efficient workload management strategy, but also helps IT leaders tackle process inefficiencies and repetitive tasks to reduce daily workloads drastically.

# Accurate prioritization of IT tasks

It is no secret that setting clear goals helps employees efficiently work towards their targets. However, what is often overlooked is the accurate prioritization of an organization's workload before delegating tasks and setting goals.

Accurate workload prioritization goes a long way towards reducing your team's daily workload. Often, when there is a lack of visibility into the priority of tasks, employees fail to give it the required importance, which results in a mad scramble as they rush to meet deadlines in the eleventh hour. Ensuring work is prioritized accurately based on business impact and urgency lays the foundation for reduced and manageable workloads.

When prioritizing workloads, we often believe, falsely, that tasks with immediate turnarounds hold the highest importance, resulting in the incorrect prioritization of urgent tasks over essential work. This also adds an increased sense of urgency to employees, impacting their workloads and contributing to burnout. To overcome this urgency bias, let us apply learnings from the **Eisenhower principle**<sup>[1]</sup> to an AI-powered analytics platform.



## Eisenhower matrix

|     | Importance    | Urgency    | Subject                                      |
|-----|---------------|------------|--|
| 1.  | Important     | Urgent     | Central database application is inaccessible |
| 2.  |               |            | Missing antivirus software                   |
| 3.  |               |            | Patch deployment failure                     |
| 4.  |               |            | Security issue fixes                         |
| 5.  |               | Not urgent | Application crashes frequently               |
| 6.  |               |            | CRM database issues                          |
| 7.  |               |            | No internet connectivity                     |
| 8.  |               |            | Printer issues                               |
| 9.  |               |            | Unable to connect to database                |
| 10. | Not important | Urgent     | API and Tool related changes                 |
| 11. |               | Not urgent | Mouse not working                            |
| 12. |               |            | Revamp the VM UI                             |
| 13. |               |            | Access to database                           |
| 14. |               |            | Administrative work                          |
| 15. |               |            | Desktop upgrade                              |
| 16. |               |            | Documentation update                         |
| 17. |               |            | Email attachment problem                     |
| 18. |               |            | Internal issues                              |
| 19. |               |            | MPLS link down                               |
| 20. |               |            | Unable to login to ERP                       |

This visualization places your team's tasks into four buckets, segregated by their determined importance and urgency levels. While urgency levels can be easily determined based on work deadlines, it's recommended that you base the importance ranking on the extent of a task's impact on organizational growth or operating efficiency. For instance, a broken keyboard affects an employee's productivity while internet connectivity issues can impact the entire department or local office, severely affecting daily business operations.

A good rule of thumb is to focus on the important tasks, and relegate the lowest priority to the tasks that are not as important, regardless of their urgency status. Though these urgent tasks might be easily achievable, their combined workloads takes up a good chunk of an employee's time that can be utilized instead to tackle critical work.

While this analysis effectively helps managers identify and prioritize essential tasks and projects, what of the unplanned breaks that occur in a regular day?

NOC teams are plagued by a constant deluge of alarms, and beyond being taxing and overwhelming, this also affects their ability to identify and focus on those that are critical. While applying the previous analysis across the alarms that inundate your NOC team can help identify critical alarms with the highest priority, we can take this strategy a step further to also identify critical applications.

#### Critical applications and devices

|     | Application                             | Potential impact | Usage                   | Status   |
|-----|---|------------------|-------------------------|----------|
| 1.  | Endpoint management system              | Affects business | Organization-wide usage | Warning  |
| 2.  | Kaspersky Endpoint Security for Windows | Affects business | Organization-wide usage | Critical |
| 3.  | Zoho Cliq                               | Affects business | Organization-wide usage | Critical |
| 4.  | Zoho Mail                               | Affects business | Organization-wide usage | Clear    |
| 5.  | Central database application            | Affects business | Across remote offices   | Warning  |
| 6.  | Ultraloq Pro WiFi                       | Affects business | Across remote offices   | Clear    |
| 7.  | CMS software                            | High             | Across remote offices   | Critical |
| 8.  | FortiClient                             | High             | Across remote offices   | Clear    |
| 9.  | Nest Learning Thermostat                | Low              | Across remote offices   | Clear    |
| 10. | HP Business Laserjet printer            | High             | Across departments      | Warning  |
| 11. | UniFi access point                      | High             | Across departments      | Critical |
| 12. | API upload tool                         | Low              | Across departments      | Clear    |
| 13. | Docker                                  | Low              | Across departments      | Critical |
| 14. | Windows 10 version 21H2                 | Low              | Across departments      | Warning  |

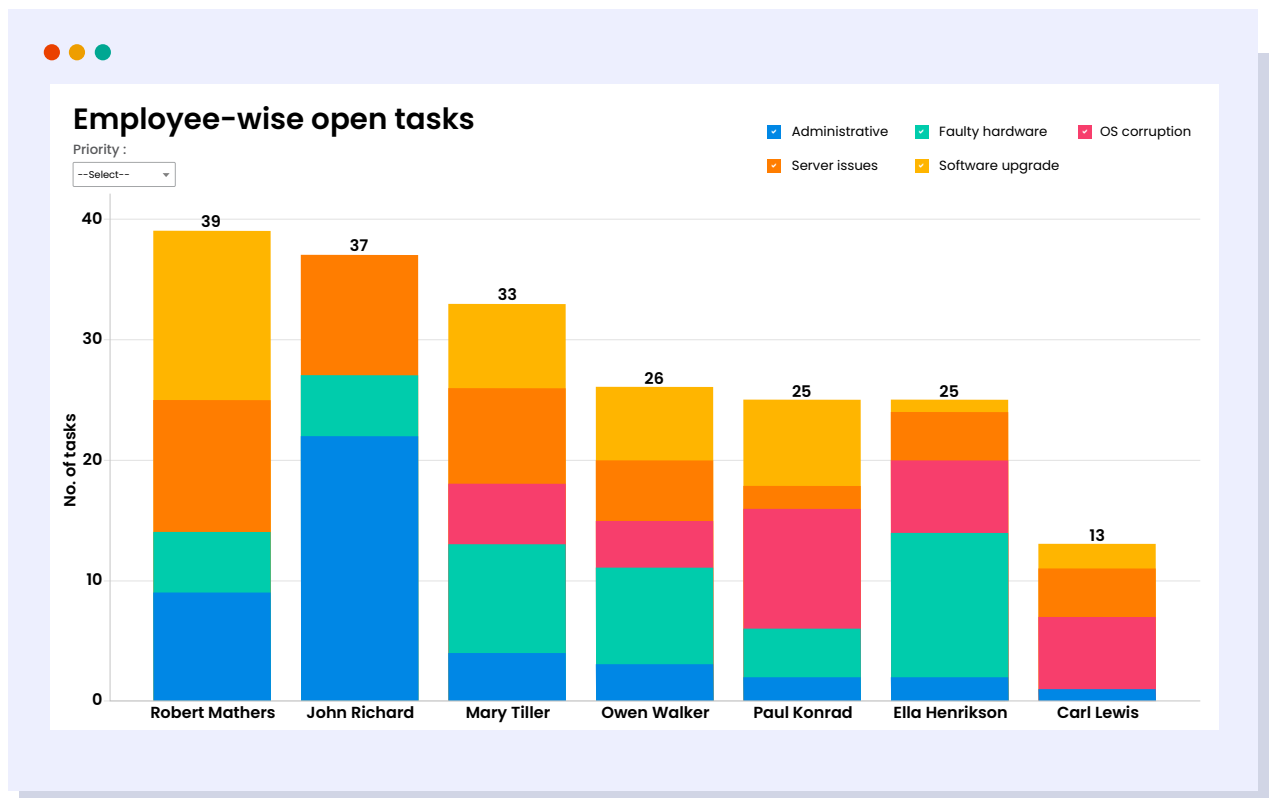
These are applications or servers that are widely used across your organization, and therefore cause the biggest impact when affected. By building a smart visualization that analyzes an application's impact and usage across the organization, you can determine its importance accurately, which further helps NOC teams prioritize, tackle, and reduce their workload effortlessly.

These visualizations go a long way to ensure IT managers are equipped with the necessary tools to cut through the noise and accurately prioritize their team's daily tasks for manageable workloads.

# Tackle delays with accurate delegation and performance tracking

With prioritization out of the way, the next logical step is to delegate the segregated tasks in a way that ensures their completion. Inaccurate task delegation results in missed deadlines, which sets off a domino effect that increases employees' workloads and wrecks havoc on organizational growth and productivity.

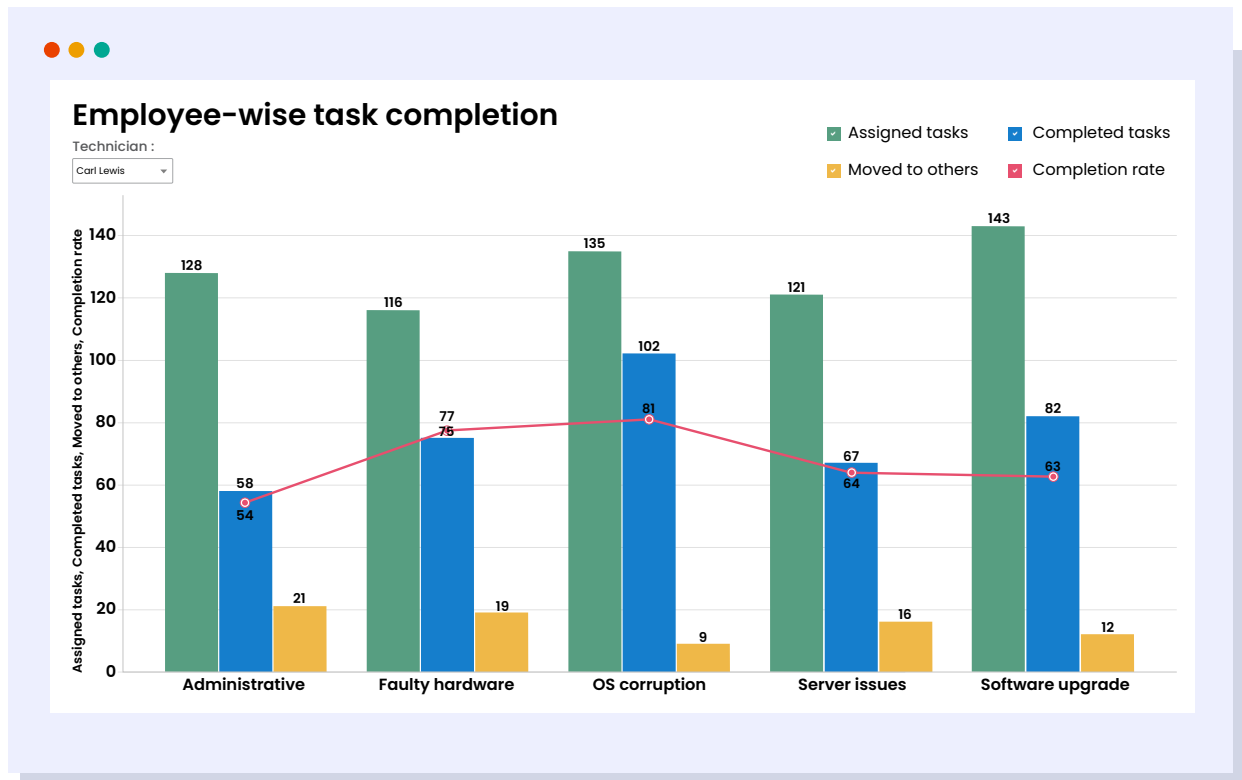
To delegate the right tasks to the right person, comprehensive visibility into employee's existing workload and proficiency is mandatory. This visualization tracks your employee's current workload, and segregates it based on the category of pending tasks.



Not all tasks are created equal—those pertaining to specific categories require sustained effort, while others are easily tackled within hours.

When looking to delegate new tasks, IT managers can discern the estimated effort involved by looking at the distribution of assigned tasks across the different business avenues. For instance, John Richard might get through the smaller administrative tasks well before Paul Konrad resolves all issues pertaining to OS corruption.

However, before assigning new tasks to employees with comparatively smaller workloads, it is pertinent to understand and account for their ability to handle specific tasks. Having a detailed analysis of employee proficiency across various categories is helpful.

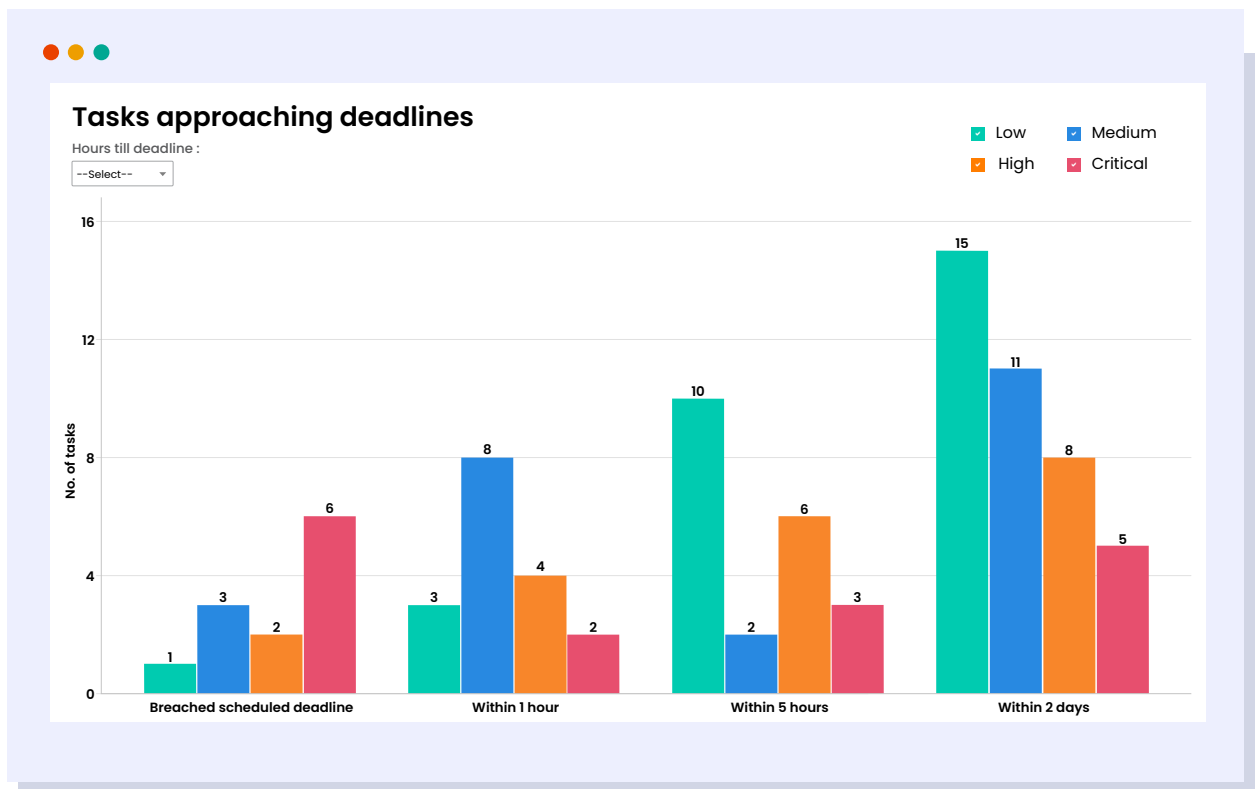


This analysis tracks the category-wise tasks assigned to an employee, the number of completed tasks, and the rate at which these tasks were completed. It also accounts for the tasks moved to others for completion, providing an accurate picture of the employee's proficiency and work. You can evaluate the employee's skills in tackling specific tasks by looking at the completion percentage. The higher the percentage, the more proficient the employee is in the specific business category. You can also switch between the details of different employees to gain nuanced insights on individual employees.

Managers can accurately delegate tasks by combining insights from these visualizations to understand the employee's availability, and their ability to tackle specific work. This ensures employees' workloads are balanced, and goes a long way in avoiding delays and missed deadlines.



To evaluate the effectiveness of your delegation strategy, and to ensure no deadlines are skipped, IT managers can track task progress across their team. In addition to merely displaying the various open tasks that are approaching their deadlines, the visualization below also allows managers to filter the tasks based on the hours left on the clock. These tasks are further categorized based on their priorities, which helps managers bear down on the ones with the greatest impact.



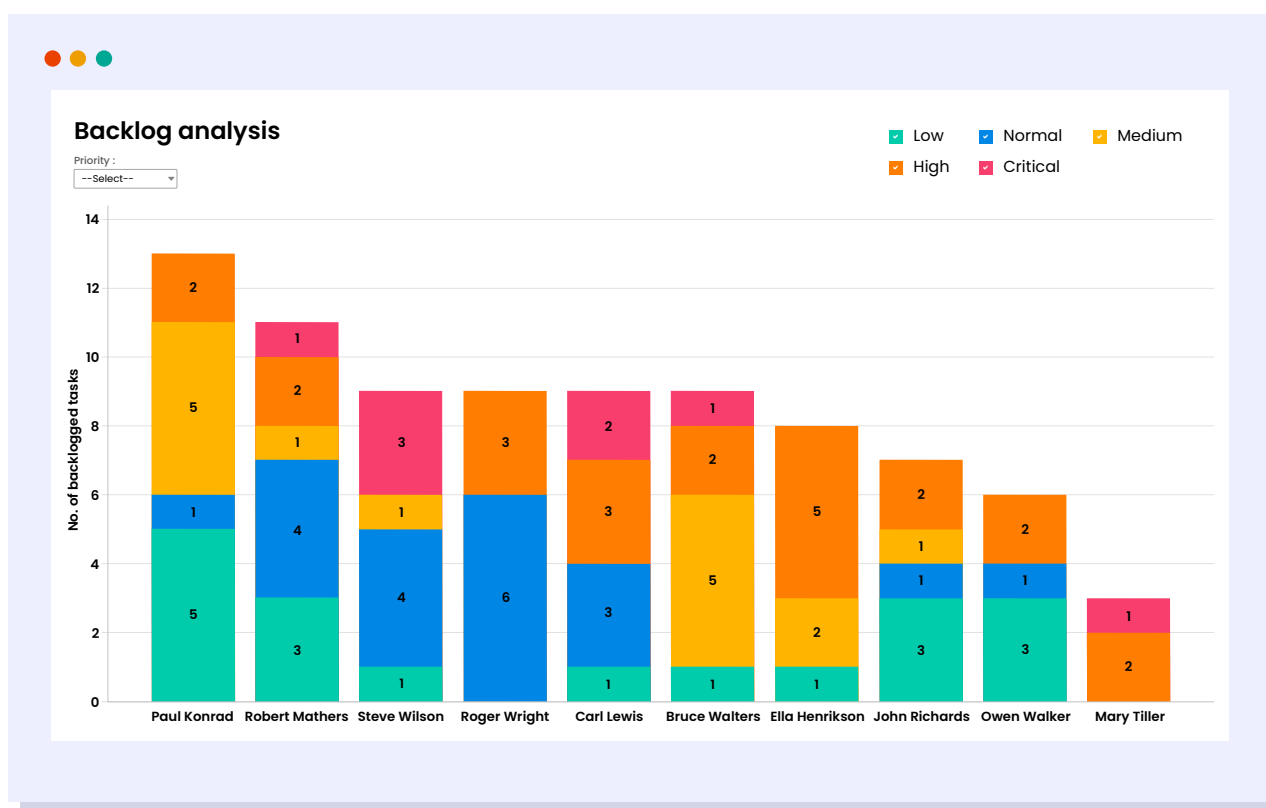
You can also jot down a hierarchy of people to be notified of delays with each passing hour. By configuring smart alerts accordingly, timely notifications will be sent out to the concerned employees of the approaching deadlines, which helps to eradicate delays.

# Tackle process inefficiencies and bottlenecks

The first two steps in this e-book covered the major leg of managing an organization's existing workload, but what of the avenues that can effectively reduce your employees' workload in the first place?

Process inefficiencies are the silent cost drains in any industry. These can take diverse forms and have varying impact, but inevitably result in increased workloads. It stands to reason then, that the mere elimination of inefficient processes and bottlenecks can instantly reduce your organization's workload.

A great starting point in eliminating inefficient workload management practices is to tackle backlogged tasks. The sad truth is that despite best efforts, your team will usually have a handful of backlogged tasks that are awaiting resolution. This forces your team to stay in the issue-fixing mode, unable to truly become proactive.



This visualization helps IT managers keep an eye on technicians' backlogged tasks, and acts as a good reference while working towards their resolution. By eliminating long-pending backlogs, you can quickly clear out the clutter and pesky tasks that add to your technician's workload.

Another inefficiency that quickly rakes up your team's workload is the duplication of effort. Consider this scenario—two technicians in your help desk work on separate high-priority requests, which you later uncover had originated from the same root cause. Such duplication of work can double your team's workload and impede technicians from focusing on other priority work.



### Correlated root causes

|     | Affected asset                 | Request ID | Requester         | Subject                          | Technician     | Estimated effort |
|-----|--------------------------------|------------|-------------------|----------------------------------|----------------|------------------|
| 1.  | Epson VS250 Business Projector | 121        | Mike Paulson      | Issues with projector            | Ella Henrikson | 8 hours          |
| 2.  |                                | 122        | Laura Leeds       | Issues with projector            | Robert Mathers | 8 hours          |
| 3.  | HP Business Laserjet Printer   | 102        | Kyle Garrick      | Printer not working              | John Richard   | 5 hours          |
| 4.  |                                | 104        | Luca Sanchez      | Printer not working              | Mary Tiller    | 5 hours          |
| 5.  | MySQL 5.1                      | 173        | Maureen Pike      | Central database is inaccessible | Ella Henrikson | 18 hours         |
| 6.  |                                | 174        | Nathan Scott      | Central database is inaccessible | John Richard   | 18 hours         |
| 7.  | UniFi access point             | 143        | Pete Edwards      | Network is slow                  | Owen Walker    | 13 hours         |
| 8.  |                                | 145        | Anna Wesley       | Network is slow                  | Paul Konrad    | 13 hours         |
| 9.  |                                | 146        | Renee Henderson   | Network is slow                  | John Richard   | 13 hours         |
| 10. |                                | 148        | Vincent Bennedict | Network is slow                  | Mary Tiller    | 13 hours         |

The analysis above leverages AI technologies to identify every incident raised across your IT team that originated from a common root cause. For instance, you can infer that a break in a UniFi access point has created four separate incidents that were assigned to different technicians, resulting in several hours of duplicated work.

Armed with such information, managers can simply assign one employee to the underlying issue's resolution, and eliminate duplicate work efforts and service tickets for technicians.

Establishing correlations and uncovering commonalities is an effective way to eliminate process inefficiencies in your organization. You can easily achieve this by establishing a comprehensive overview of your IT environment that weaves its various threads together.

By leveraging AI-driven technologies, you can effortlessly blend data from various service management, endpoint management and NOC tools to gain a unified overview of your IT environment. This equips managers with the tools required to achieve an overarching view of interconnected IT processes, and perform department-wide root cause analysis with ease.



### NOC alarm analysis

|     | Alarm ID | Created on   | Assigned to    | Estimated effort | Cause                        | Site of origin |
|-----|----------|--------------|----------------|------------------|------------------------------|----------------|
| 1.  | 11       | 06 Sep, 2022 | Ella Henrikson | 5 hours          | Patch deployment failure     | Cape town      |
| 2.  | 12       | 06 Sep, 2022 | John Richard   | 5 hours          | Patch deployment failure     | Cape town      |
| 3.  | 14       | 06 Sep, 2022 | Mary Tiller    | 5 hours          | Patch deployment failure     | Cape town      |
| 4.  | 31       | 21 Nov, 2022 | John Richard   | 16 hours         | Security breach              | Japan          |
| 5.  | 32       | 21 Nov, 2022 | Paul Konrad    | 16 hours         | Security breach              | Japan          |
| 6.  | 35       | 21 Nov, 2022 | Ella Henrikson | 16 hours         | Security breach              | Japan          |
| 7.  | 36       | 21 Nov, 2022 | Carl Lewis     | 16 hours         | Security breach              | Japan          |
| 8.  | 38       | 21 Nov, 2022 | Owen Walker    | 16 hours         | Security breach              | Japan          |
| 9.  | 39       | 21 Nov, 2022 | Robert Mathers | 16 hours         | Security breach              | Japan          |
| 10. | 56       | 17 May, 2022 | Owen Walker    | 11 hours         | Blacklisted app installation | San Diego      |
| 11. | 58       | 17 May, 2022 | Paul Konrad    | 11 hours         | Blacklisted app installation | San Diego      |
| 12. | 66       | 03 Aug, 2022 | John Richard   | 9 hours          | Server failure               | London         |
| 13. | 68       | 03 Aug, 2022 | Mary Tiller    | 9 hours          | Server failure               | London         |

The visualization above intuitively identifies surges in NOC alarms, and unearths the common root cause behind these alarms. For instance, the surge in alarms in November originated due to an endpoint breach in Japan, while another was due to a simple patch deployment gone wrong.

Identifying these interconnecting threads between NOC teams and other IT departments helps eliminate repetitive tasks in your organization.

Beyond simply identifying repetitive and mundane processes, an efficient alternative is to establish an automation strategy in your organization that can intuitively identify and automate repeated tasks. Not only does this initiative provide far-reaching cost benefits, but it also instantly eliminates repetitive and mundane tasks. To reap these added benefits, **read our free e-book<sup>[2]</sup>** to establish an automation initiative in your organization.

# Conclusion

Beyond the immediate benefits of reduced workloads and faster turnarounds, strategic workload management helps overcome employee burnout and attrition, promote organizational growth, and provide increased cost-savings. Implement the strategies detailed in this e-book to reap these benefits today.

# About

ManageEngine Analytics Plus is a self-service, AI-driven IT analytics solution that helps organizations implement complex initiatives that address requirements of expanding businesses. Available on-premises and on the cloud, Analytics Plus visualizes IT data from several applications and integrates out-of-the-box with several popular IT applications such as ManageEngine ServiceDesk Plus, Jira, Service Now, Zendesk, and ManageEngine Endpoint Central. Analytics Plus features an AI-powered analytics assistant that responds to voice and text prompts to provide meaningful visualizations. This eliminates the need for a data analyst to aid help desk managers and reduces report building time while enabling organizations to make faster, data-driven decisions.

**Kickstart your IT analytics journey** with a free trial of Analytics Plus. Want to learn more about the product before giving it a try? **Sign up for a free, virtual tour** with one of our solution experts.

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customers  
across the world

**90+**  
products  
and free tools

**190+**  
countries  
served

**20+**  
years of IT  
management experience

## Reference

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2. <https://download.manageengine.com/analytics-plus/docs/e-book-on-hyperautomation.pdf>



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