ActivTrak FAQs

How long do we plan on using this tool?

ActivTrak is intended to provide ongoing insight into how our people, processes, and tools are enabling our productivity. All three of these areas can be underutilized at various points and impact our ability to work productively. For this reason, we aim to use ActivTrak on an ongoing basis to assist us in identifying those barriers we cannot easily see.

Will this still be needed when more/all employees return to the office?

ActivTrak provides productivity insights regardless of whether teams are working in the office or remotely. In fact, it can help us understand which types of tasks or work are best done from home vs. in the office.

When are you going to share results with us?

- ActivTrak results become useful in as soon as a day. Within a week, we'll have data that lends insight into top applications, unused applications, most productive hours, etc.
- Over time, the trends will be useful as we monitor deviations from the norm and better understand where solutions may be necessary to remove productivity barriers and better enable performance.
- We aim to share results routinely for two reasons: 1) ActivTrak insights benefit from context and validation from you and 2) we value your input in devising a solution that works.

Can I see my own data?

- We encourage all people managers to share data and trends with individual employees and teams so that everyone can discuss productivity obstacles and collaborate on their solutions.
- *[It's important to have your role permissions and view access strategy determined before hosting your manager roll-out. Insert strategy here.]*

Is this employee monitoring?

ActivTrak captures activity that takes place on *[company name]* computers. However, we've chosen this tool because it differentiates itself from others in that it focuses on insight, *not* oversight. Our goal is to empower employees, improve upon processes, and optimize our technology.

Are you going to watch what I am doing all the time?

- In the spirit of improved productivity, we have no intention of watching what you're doing all the time. Instead, we aim to collect rapid insight into how we can remove barriers to you being able to work effectively.
- ActivTrak does not monitor keystrokes, screen recordings, webcam recordings, etc
- ActivTrak captures website and application usage and active & passive computer time
- *[If applicable, outline the key configurations your organization has put in place to respect employee privacy.]*

How is ActivTrak going to be used to assess my performance?

- **For managers:** Managers are always responsible for leading successful teams, empowering them to do their jobs well, and removing obstacles that get in the way. That has not changed. What has changed is your ability to do this *better* and with *more information*. With the insights generated from ActivTrak, today, more than ever before, you will have access to real-time intel that guides you in how to better enable your teams.
- **For individual contributors:** ActivTrak is intended to provide insight into how you can achieve your goals better. *Better* could mean identifying where you could spend more focused time or leverage existing tools that you typically do not use. ActivTrak is not intended to be a performance management tool, but it is intended to help you manage your habits so that they can be most productive and conducive to your working style.

What data does ActivTrak collect?

ActivTrak collects and categorizes user activity data to provide views of productive time, most/least used apps and websites, messaging usage and more. It also gives us insights into how these resources are used so we can understand if employees are having to switch between multiple applications to get their work done, if they are spending more time than expected in meetings, or if frequent distractions are interrupting productive work.