



End-User Computing Strategy Checklist

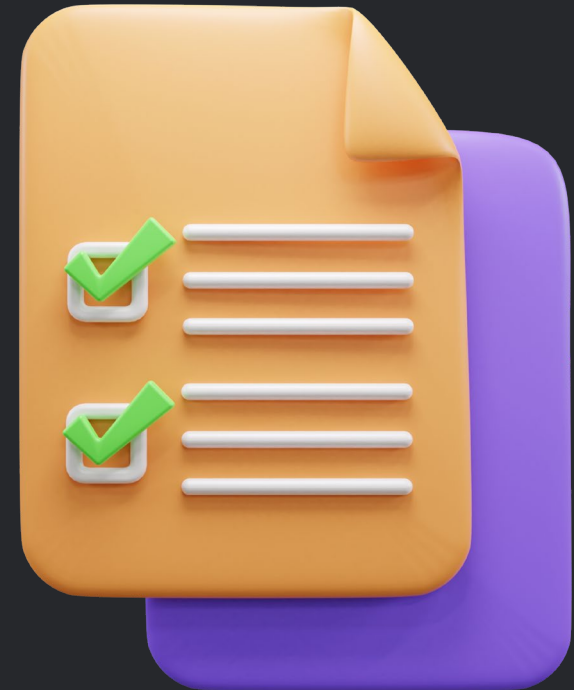
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In a [previous blog](#), I explored why organisations need to rethink their end-user computing strategies in light of shifting business demands, evolving user expectations, and operational challenges.

Building on that, this post offers a strategy template: a living framework to guide sustainable, responsible tech procurement. Use it to define clear requirements that reflect your business goals, regional context, and workforce needs. Then tailor it further to suit your industry standards and organisational realities, revisiting it regularly as your environment evolves.



1. Business Alignment and Objectives

- > Primary business goals such as productivity, collaboration, security, and innovation.
- > Strategic initiatives, including digital transformation, hybrid working, and compliance.
- > Alignment between EUC objectives, overall business strategy, and industry-specific drivers.

2. Industry-Specific Considerations

- > Regulatory requirements (Data privacy, compliance frameworks, cybersecurity).
- > Industry-specific applications (e.g., finance platforms, healthcare EMR, retail POS).
- > Business-critical workflows and processes supported by EUC.



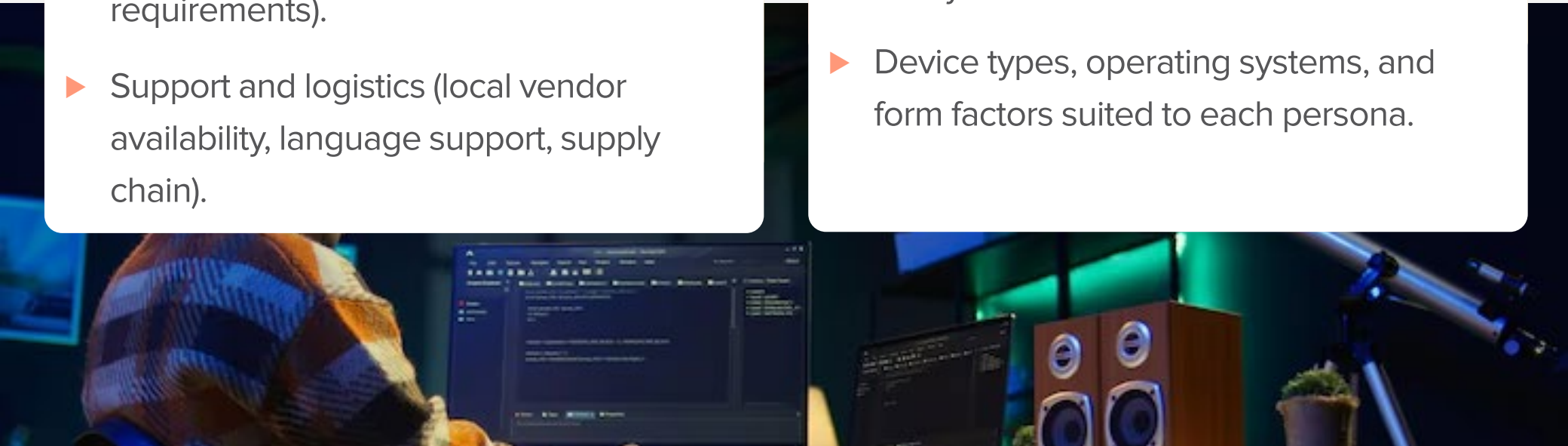


3. Geographic & Regional Factors

- ▶ Infrastructure considerations (network availability, connectivity quality, 4G/5G, Wi-Fi).
- ▶ Regional compliance (local privacy laws, cybersecurity regulations, data residency requirements).
- ▶ Support and logistics (local vendor availability, language support, supply chain).

4. Persona-Based Device Strategy

- ▶ Employee personas including:
 - Frontline/Mobile workers
 - Knowledge workers
 - Power users/Technical teams
 - Executives
 - Hybrid/Remote workers
- ▶ Device types, operating systems, and form factors suited to each persona.





5. Technology and Platform Choices

Operating system selection (Windows, macOS, Chrome OS, Android, iOS).

Cloud-based productivity suite selection (Microsoft 365, Google Workspace).

VDI/DaaS selection (Citrix, VMware Horizon, AWS WorkSpaces, Azure Virtual Desktop).

Unified Endpoint Management (UEM) platform selection.

6. Security and Compliance Strategy

Endpoint security model (Zero Trust, EDR, MFA, biometrics).

Identity and Access Management (IAM) policies.

Data encryption and privacy management strategy.

Incident response and threat detection framework.



7. User Experience and Employee Engagement

- 01 Employee experience objectives (ease-of-use, personalisation, productivity).
- 02 Self-service portals and automation for IT support.
- 03 End-user training, change management, and continuous feedback loops.
- 04 Plans for local AI capabilities - Agents, Information and data management, etc.

8. Operational Excellence and Lifecycle Management

- 01 Device procurement, deployment, and lifecycle policies.
- 02 Automation and AI-driven analytics for device management.
- 03 Sustainability and environmental impact (device recycling, energy efficiency).
- 04 Other GRC requirements (anti-slavery etc).

9. Cost Optimisation and Budgeting

- > Total Cost of Ownership (TCO) calculation framework.
- > CAPEX vs OPEX considerations (purchase, lease, consumption-based).
- > Vendor financing and budgeting strategies.

10. Vendor and Partner Management

- > Vendor evaluation criteria (support, innovation, geographic coverage, pricing).
- > Partnership strategy (managed services, system integrators, technology alliances).
- > Vendor risk management and vendor performance monitoring framework.





11. Metrics and Measurement

Outcome-focused success metrics (e.g., productivity, satisfaction, security).

Monitoring and reporting structure.

Continuous improvement plan based on metric analysis.

12. ESG

Eco-labels, ISO 14067 or PAS 2050 carbon disclosures, and climate-condition testing to avoid energy waste.

Vendor take-back in all regions, minimums for firmware support and repairability to slow refresh cycles.

Supply-chain ethics evidence, including up-to-date RBA VAP scores or modern slavery reports.

Tracking of tightening regulations to stay ahead of compliance risks.



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