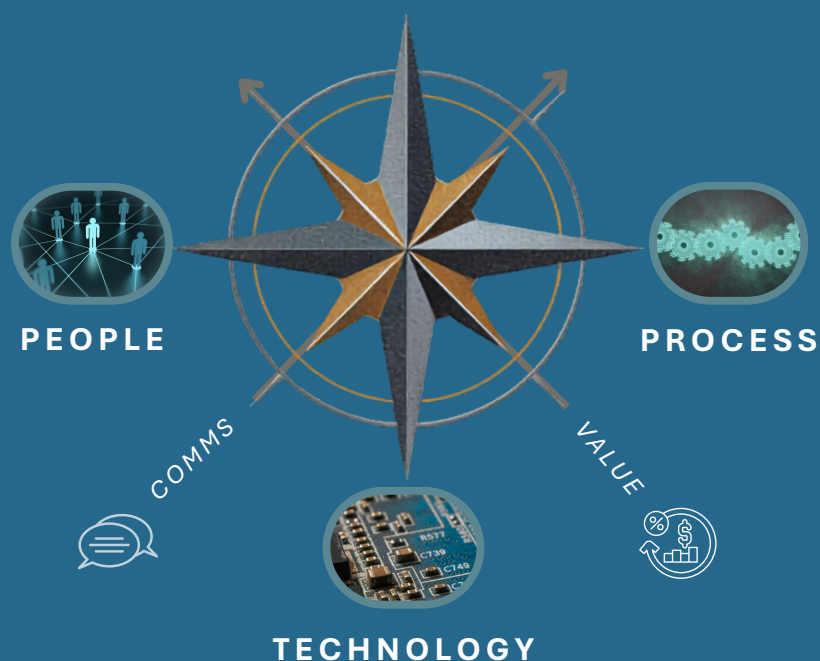


The DEX-COSTM

Your North Star to Operationalizing a
DEXOps Practice



THE DEX AUTHORITY, LLC

DEX Common Operating System - Technology Layer -

The DEX-COS Technology Layer will define the telemetry, automation, and AI architecture that turns organizational design into engineered, measurable experience.

Key Components of the Standard

- Experience Telemetry
- Automation & Remediation
- AI as Digital Teammate
- Integration & Data Fabric
- Platform & Tooling Architecture
- Real-Time Observability
- Proactive Remediation
- Human + AI Workflows
- Unified Experience Data
- Maturity-Aligned Stack

Most enterprises are not short on tools.

They are short on an architecture that connects those tools into one system of experience.

The People and Process Layers redesign the organization.

The Technology Layer gives it the telemetry, automation, and AI to run that design at scale.

Technology Architecture

The Five Pillars of the Technology Layer

Experience Telemetry

Sensors and signals across endpoints, apps, and networks that measure how work actually feels for employees.



AI as Digital Teammate

AI that works alongside IT, surfacing insight, drafting fixes, and guiding employees in the flow of work.

Platform & Tooling Architecture

A rationalized, maturity-aligned tool stack that scales with the organization.



Automation & Remediation

Orchestration and self-healing that resolve issues before employees feel them.

Integration & Data Fabric

A connected data layer that unifies signals from every tool into one system of experience.



The Technology Layer turns the DEX-COS operating model into working systems. Telemetry, automation, and AI make experience measurable and self-improving.

Maturity Model*

Understanding Technology Maturity Stages

Level 1 • Reactive

Tools are siloed and alert-driven. Teams react to outages with little view of real experience.

Gartner Alignment: **Reacting



Level 2 • Responsive

Telemetry comes online. Endpoint and application signals show IT what employees actually experience.

Gartner Alignment: **Supporting



Level 3 • Proactive

Automation and analytics find and fix issues before employees report them, and experience becomes measurable.

Gartner Alignment: **Enabling



Level 4 • Preventative

Self-healing systems and AI teammates prevent disruptions and remove manual effort across the estate.

Gartner Alignment: **Empowering



Level 5 • Strategic

Experience metrics now drive investment decisions and inform enterprise strategies.

Gartner Alignment: **Transforming



Sources:

* DEX-COS Technology Layer (V2 preview), © The DEX Authority

** Gartner Digital Workplace Maturity Assessment

<https://www.gartner.com/en/documents/5312163>