CROSSING

THE TRANSFORMATION DIVIDE

WHAT FRONTLINE **IT workers** NEED TO MAKE **the Leap**

IT Transformation... WE'VE ONLY JUST BEGUN

2/3 of IT professionals say their company's IT transformation hasn't even begun or is "just getting started"

MEANWHILE, IT Hasn't Been GIVEN A CLEAR ROADMAP

Only **15%** say their IT roadmap is clearly defined

...And IT Skills Need to CATCH UP TO BUSINESS NEEDS

WHAT THE BUSINESS WANTS

- Innovative business apps + customer-facing services
- IT-enabled business productivity + performance
- More strategic contributions and accountability

But Frontline IT SAYS IT'S SHORT ON CRITICAL CAPABILITIES

1. Long-term Planning
2. Application Development
3. Software Engineering
4. Data Analysis + Architecture

AND, MANY BUSINESS ISSUES STAND IN THE WAY

LACK OF COLLABORATION BETWEEN business + IT

52% say business is waiting too long to bring IT into planning process

IT teams are UNDER-FUNDED AND UNDER-RESOURCED

62% are under-resourced in staff + finance

SHIFTING PRIORITIES TAKE TIME AWAY FROM INNOVATION

82% spend over half their time on emergencies + maintenance

+ Perceived needs change faster than they can be addressed

WHAT IT Professionals SAY THEY NEED TO SUCCEED

- Improved collaboration + alignment between IT + business units
- Business case + increased funding for innovation + new projects
- Deeper understanding of business + customer needs within IT

TRANSFORM TO BETTER PERFORM

SOURCE: "BRINGING DEXTERITY TO IT COMPLEXITY: WHAT'S HELPING OR HINDERING TECH PROFESSIONALS" REPORT

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