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www.hnkpmgciosurvey.com

IT leaders surveyed across a wide range of industries and geographies

BUDGETS & BOARD PRIORITIES

5% Mean additional IT spend due to the pandemic

5% Power and Utilities most optimistic

43% Headcounts expected to rise in next year

5% Leisure least optimistic

45% Budgets

OPERATIONAL PRIORITIES

Top 3

1. Operational efficiency to the business
2. Customer engagement
3. Enabling the workforce

4 modes of recovery:
1. Hard reset
2. Modified business-as-usual
3. Transform to re-emerge
4. Surge

47% Security is number 1 investment priority

MANAGING TECHNOLOGY

41% experienced additional incidents due to remote working.

EVERYTHING CHANGED.
OR DID IT?

IT leaders surveyed across a wide range of industries and geographies

Oil & Gas

5% most optimistic

High Tech

5% least optimistic

RESOURCING THE TECH TEAM

86% moved workforce to remote working

84% concerned with the mental health of team

8% concerned with the mental health of team

43% will keep more than half of workforce remote working

Culture & Leadership more important than Salary

47% Security is number 1 investment priority

41% experienced additional incidents due to remote working.

26% leave of their own accord

61% think the pandemic has increased the influence of the technology leader

11% female respondents

Technology leaders

Digital leaders:

52% embed security into projects at the start

4x better at operational efficiency

3.5x better at increasing revenues

7x more likely to use AI to manage enterprise data

DRIVING BUSINESS PERFORMANCE THROUGH TECHNOLOGY

Executive team membership for CIOs

Technology leaders

More than half agree that diversity improves:

Innovation

Access to skills

Engagement with the business

Trust & Collaboration

70% say crisis has increased the collaboration between their team and the business

4,219 responses before March 2020

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