



Key takeaways from KPMG's CIO Survey 2020

1. **"47% say the pandemic has permanently accelerated digital transformation and the adoption of emergent technologies":** – The digital revolution has matured rapidly; this growth was predicted to occur over a longer period than we witnessed due to Covid accelerating this shift. Businesses need to become leaner and more efficient in their operations and technology is the key enabler, don't get left behind this change.
2. **"71% anticipate automation to increase within their service delivery model":** – Businesses have recognised the benefits from using AI and automation in their operations, they want to make their supply chain frictionless, increase velocity and lower cost. Automation is a key enabler of that. This contributes to accelerating the revolution.
3. **"Digital leaders entered the pandemic much further down the line with emerging technology investment and are already seeing returns. They're more likely to put their foot on the accelerator when it comes to investing further":** – Projects were pulled during the pandemic and that money has been invested elsewhere to keep businesses surviving. It is digital leaders' skill of being effective at scaling good ideas and stopping bad ones quickly which meant they had an advantage going into the pandemic.
4. **"Digital leaders are nearly 4x as likely to maximise the value of their data effectively than others and while many organisations have a data strategy, digital leaders are 4½x more effective at executing against it":** – They manage their data as a critical asset, they know that success comes from everyone understanding data to aid their roles. They are focused on 'acting like a world-class company'. Digital leaders show how the people embracing innovation and change have fared better during the pandemic.
5. **"Pre-covid 66% of organisations had a skills shortage holding them back, since Covid it dropped down to 54% of organisations":** – Demand for technology and its practitioners has remained robust during the pandemic and technology leaders outsource or use managed services to do so to plug these skills gap. Since the pandemic, businesses have become aware how crucial IT is to be able to keep working throughout the pandemic. They plugged skills gaps quickly, ones which before Covid may not have been a priority to fill.
6. **"70% agreed Covid-19 has increased collaboration between the business and technology teams":** – The pandemic has opened everyone's eyes to the fundamental importance of technology and how without the IT team, working from home would not be possible. They are not just the "tech guys" anymore, they are part of the core strategy.
7. **"45% expect that 21-50% of their enterprise will work predominantly from home post covid-19":** – Covid has changed the way employees can and want to work, it is making working from home more normal. However, managing a remote team is different to working together in-house, this year businesses will focus on securing their remote workforce prioritising security and VDI platforms like WVD.
8. **"There was a 17% increase in organisations who were concerned about their employees mental health and already have a programme in place to support them":** – It's harder to get the same casual chat you'd get in the office over a video call, making it harder to detect the stress on personal life's. It's encouraging however that this pandemic has got more people asking "how are you?" checking in with each other and has also made team leaders more focused on providing support for the people who are struggling.