

ManageEngine

IT at work: 2022 and beyond

Australia & New Zealand



Index

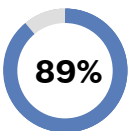
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Introduction

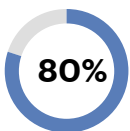
centrally, or in support of other departments within the organisation. Artificial intelligence and machine learning is already used extensively across the business, but more training may be required for its use to be maximised outside of the IT department. IT's role, therefore, is set to be even greater in the next five years. But with such a pivotal role, organisations must be careful not to push their IT talent away.

This report examines the status, future, and risks of IT and technology use, in large and enterprise-sized organisations in Australia and New Zealand.

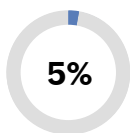
Key findings



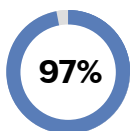
89% of decision makers agree that IT is more responsible for business innovation than ever before



80% of IT decision makers agree that their organisation should have supported them more in the last two years



Only 5% of decision makers believe that everyone in the organisation should be responsible for protecting their organisation from cyberattacks



Nearly all (97%) business decision makers say that their organisation's employees face barriers when it comes to taking full advantage of technologies

SECTION 1

Evolving role of IT

The IT department works well with senior management in most organisations. Nearly all (96%) respondents believe that their organisation's IT department and C-suite work extremely well or fairly well together.

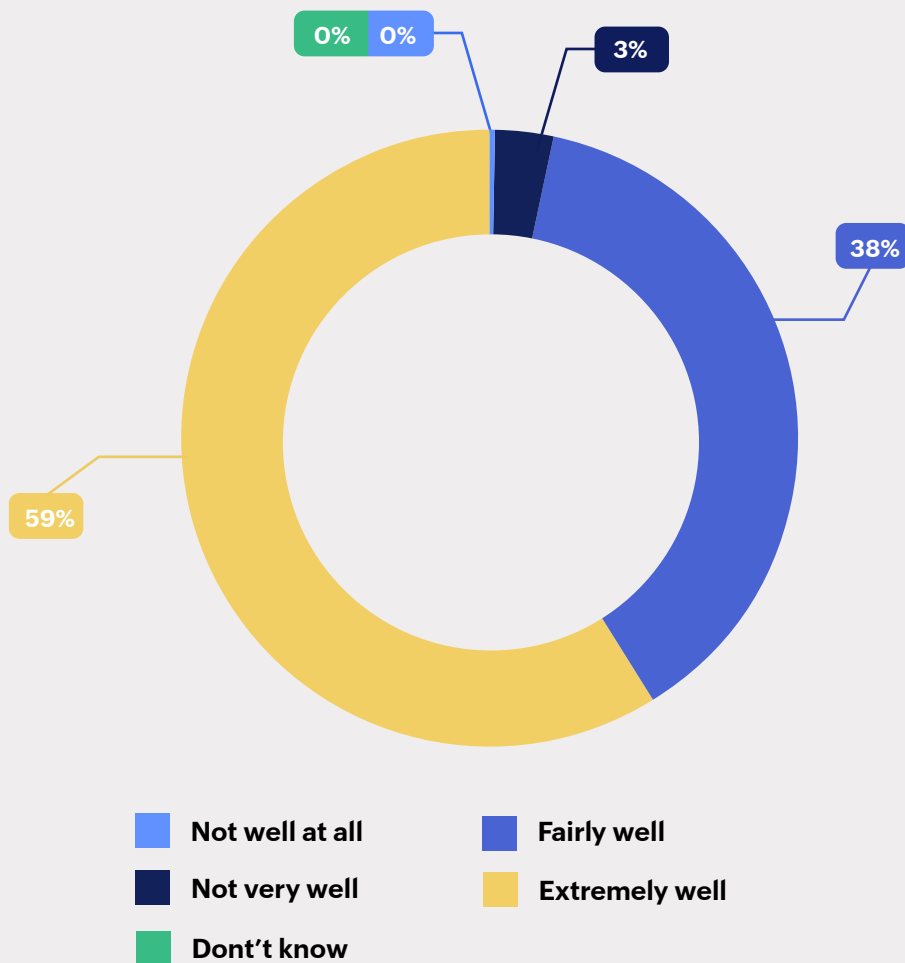


Figure 1: How well do you believe your organisation's IT department and the C-suite work together?

But how does the IT department function in practice? According to the majority of IT decision makers (ITDMs) (69%), their organisations have already successfully decentralised their IT structures, with the vast majority of the remaining ITDMs' (30%) organisations' currently attempting to do so.

This has not been without its challenges however, with almost all (99%) reporting there are challenges with decentralising their organisations' IT function; the most likely being maintaining IT security levels (51%) and regulatory structure (47%). Despite the challenges faced, the perceived benefits are widely recognised amongst ITDMs and business decision makers (BDMs) as almost all (99%) believe there are benefits to decentralising their IT function. The majority of decision makers believe that if their organisation decentralises its IT function, the importance of IT's role in the business will become more recognised or acknowledged (57%), there will be professional growth through upskilling (56%) or increased scope of innovation (52%) as a result.

But non-IT departments have a role to play too when it comes to IT and technology. Two-thirds (67%) of respondents agree that non-IT employees in their organisation are more knowledgeable about IT than they were before 2020. However, this is 10% lower than the global average, showing that non-IT employees in Australia and New Zealand may require more training in IT and technology if they are to have the same level of knowledge as their their peers across the globe.

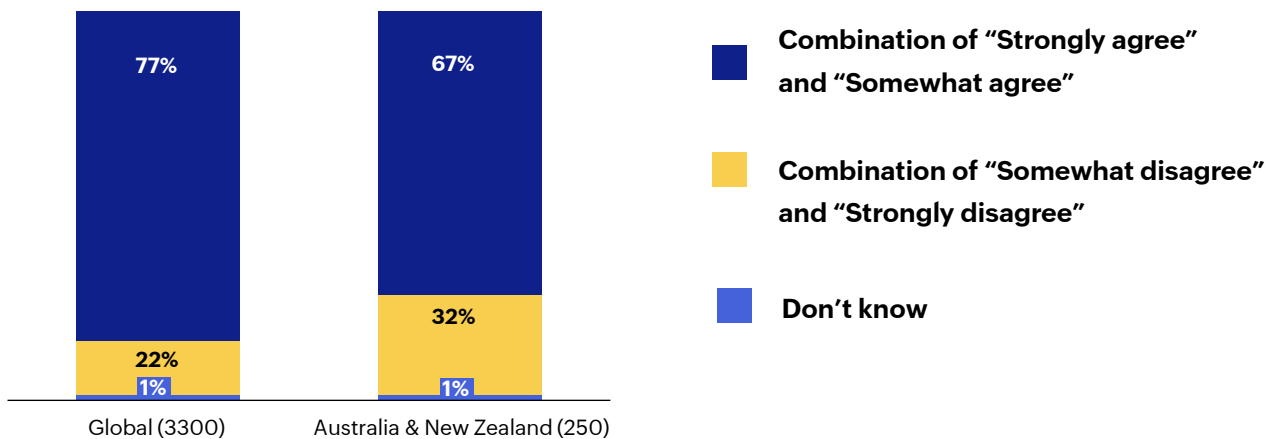
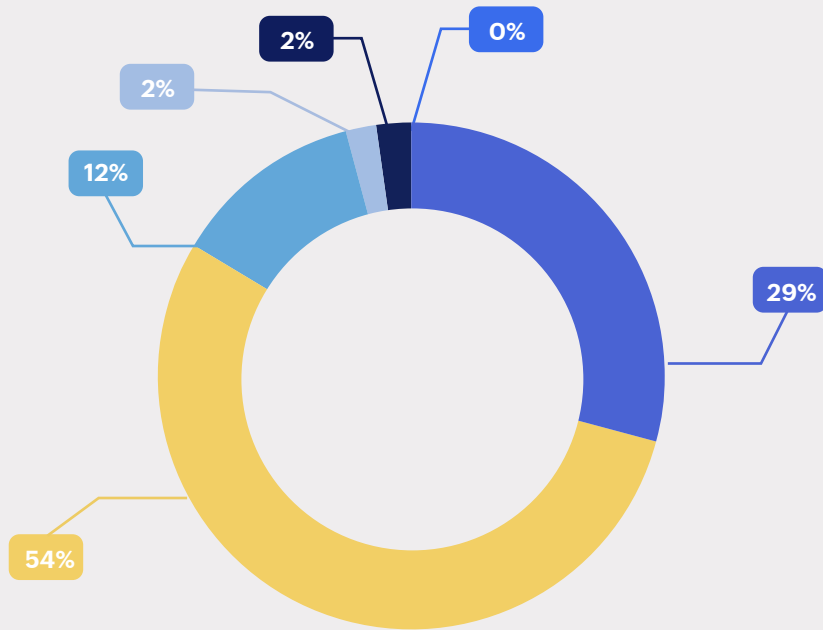


Figure 2: To what extent do you agree with the following statement: "Non-IT employees in my organisation are more knowledgeable about IT than they were before 2020"

With technology knowledge growing in many organisations outside of IT, this may leave IT out of decision making. This is reflected in the fact that four in ten (40%) ITDMs felt they were either 'Not consulted at all' or 'Consulted inadequately' while their organisations adapted and adopted a flexible working model.

In addition to such decision-making, IT also plays a large role in more strategic priorities such as implementing sustainability policies. More than eight in ten (83%) ITDMs and BDMs report their IT department plays a critical or significant role in implementing sustainability policies in their organisations.



- My IT department plays a critical role
- My IT department plays a significant role
- My IT department plays a minor role
- My IT department doesn't play any role
- My organisation doesn't have sustainability policies
- Don't know

Figure 3: What role does your IT department play in implementing your organisation's sustainability policies?

Alongside their other roles, IT professionals are also increasingly expected to be innovators, with the vast majority of respondents (89%) agreeing that IT is more responsible for business innovation than ever before. But a similar percentage (84%) agree that IT could drive innovation if they had a stronger leadership position, showing that there is room for even more growth (albeit only 34% of decision makers 'strongly' agree, which is the lowest compared to the other surveyed regions).

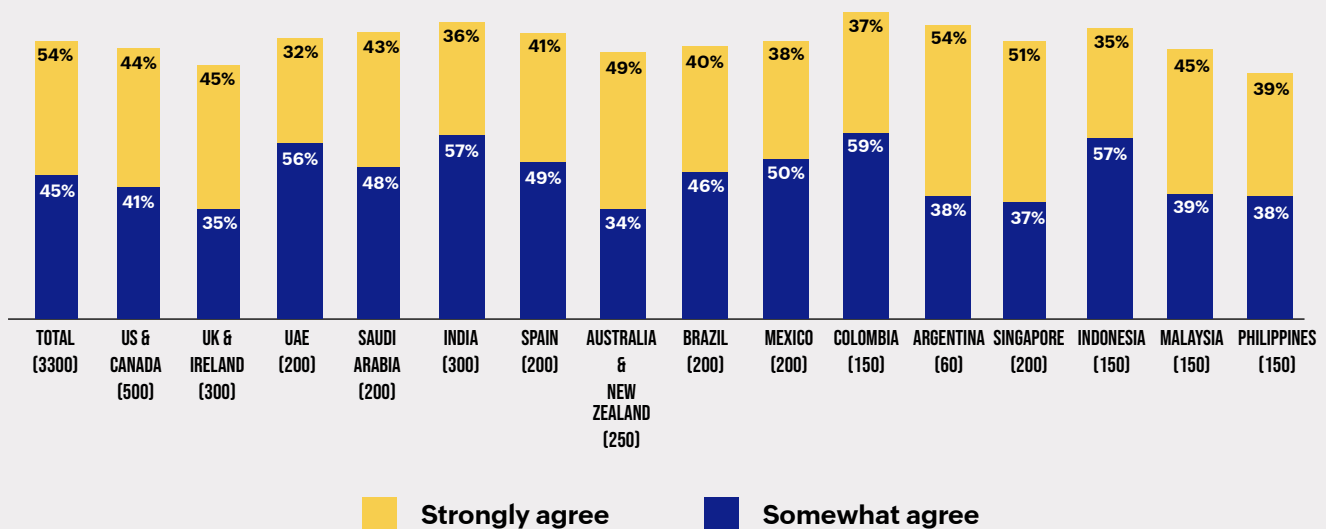


Figure 4: To what extent do you agree with the following statement: "IT could drive greater innovation if it had a stronger leadership position"

SECTION 2

New technology

The majority (82%) of respondents agree that “AI and ML technologies will play a significant role in strengthening our IT security framework in the near future”.

This shows that AI/ML is increasingly being used for critical business tasks. But it is also being used in a variety of departments, according to BDMs. IT is unsurprisingly most likely, alongside data science/analytics, to be using AI/ML (both 27%), but AI/ML is clearly being used in a number of contexts across organisations: customer services (25%), design/research and development (21%), client services/relationship management (21%), among many others. On average, respondents report that four departments are using AI/ML in their organisation.

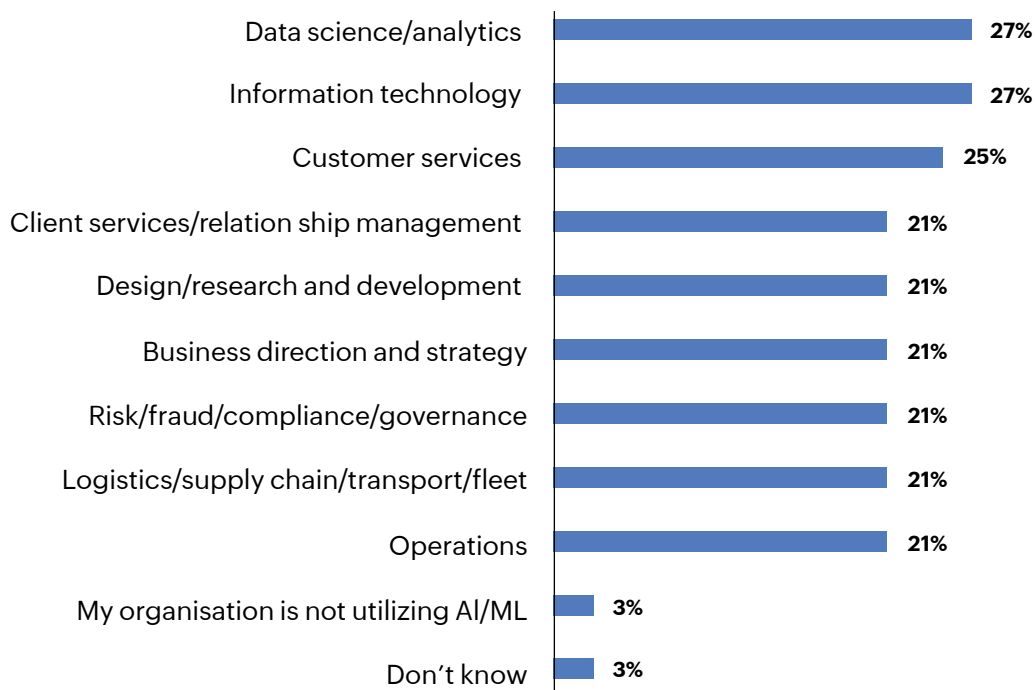


Figure 5: Which departments, if any, within your organisation currently utilize AI/ML technology?

While this shows that AI/ML is being extensively deployed, it is still a lower average compared to any of the other regions surveyed. This demonstrates that Australia and New Zealand are somewhat behind the curve when it comes to AI/ML being utilised across multiple departments in organisations.

Almost all (96%) BDMs say that their organisation has invested in AI/ML, and are doing so for more than one use case, on average. Automation is unsurprisingly the most highly-reported area (54%), but only slightly fewer (50%) report using AI to prevent cyberattacks.

More than two-thirds (68%) of respondents agree that their organisation “encourages non-IT employees to develop their own applications using low/no code platforms”. IT is most likely (at 66%) to be developing these application types.

But there are challenges when it comes to maximising the use of these technologies. Nearly all (97%) BDMs say that their organisation’s employees face barriers when it comes to taking full advantage of technologies. Nearly half (46%) say that their employees are used to working in a certain way or without technology, and the same proportion (46%) also say that employees are usually not included in decisions concerning technology that they will use. Both these figures are far higher than the global equivalent (31% and 35%, respectively) and both are among the highest of all the regions. This demonstrates that these problems are particularly acute in Australia and New Zealand. The same proportion (46%) also cite the evolving nature of technology as a barrier (although this is only a little higher than the global average of 40%).

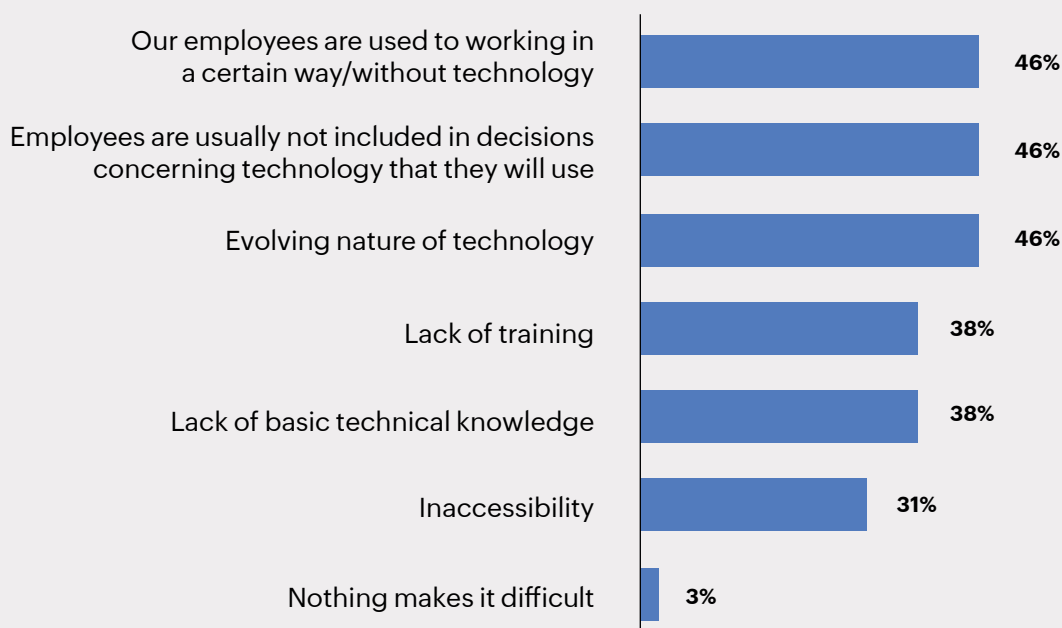


Figure 6: What are the barriers for your organisation’s employees to take full advantage of the technologies that your organisation currently uses?

SECTION 3

Cybersecurity concerns

Expectations to protect the organisation against cyberattacks also feature as part of IT's role. Three in ten (30%) decision makers report that third-party security specialists are responsible for protecting the organisation from cyberattacks, suggesting that internal IT departments are most likely to be expected to protect the business from cyberattacks. Indeed, IT and security teams are most likely to be reported as being responsible for protection (53%); yet there is an indication that, as a group, this responsibility is more likely to collectively fall on the C-suite's shoulders, with Chief Security Officer (42%), Chief IT Officer (40%), or Chief Technology Officer (39%) to be looked to for protection. What is most surprising is that fewer than one in ten decision makers (5%) expect everyone in the organisation to play a role in protecting their organisation against cyberattacks.

Responsibility for protecting their organisation from cyberattacks

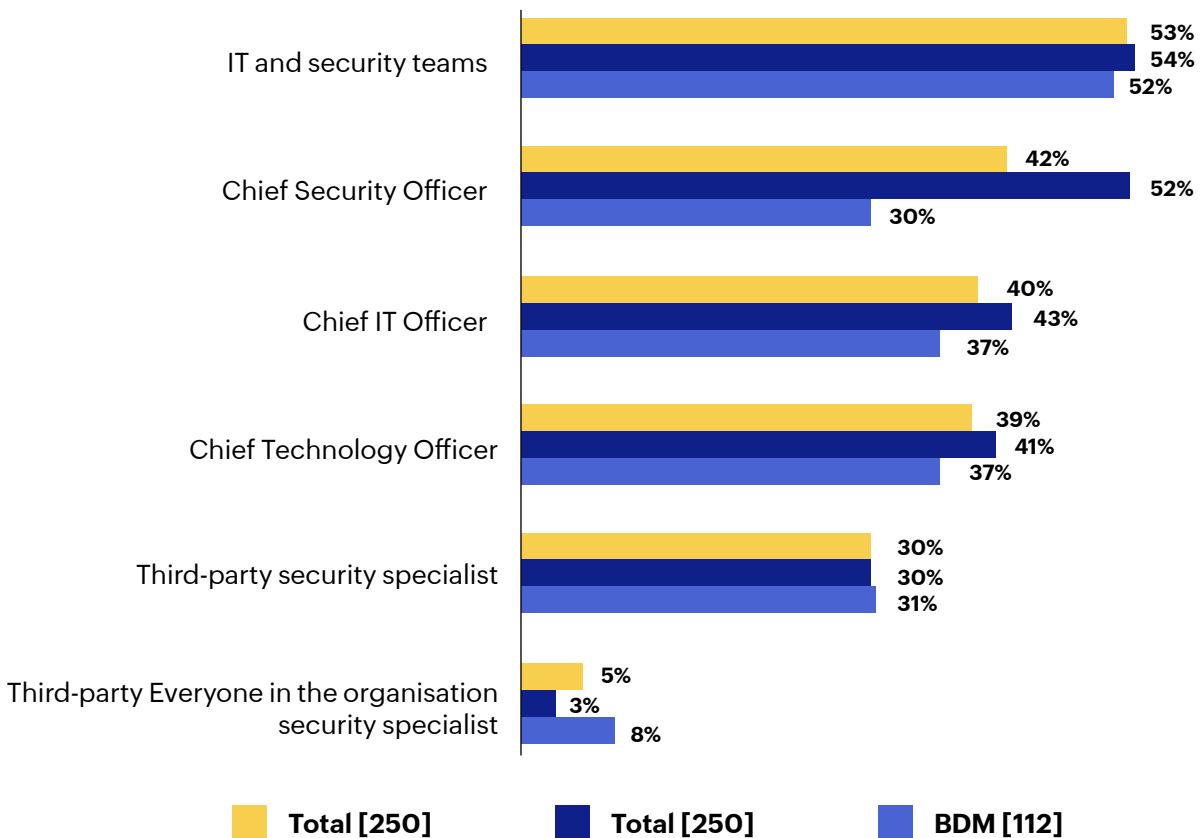


Figure 7: Whose responsibility should it be to protect your organisation from cyberattacks?

While more than six in ten (62%) agree that their organisation’s non-IT employees try to help protect against cyberattacks, this is among the lowest across all the regions surveyed.

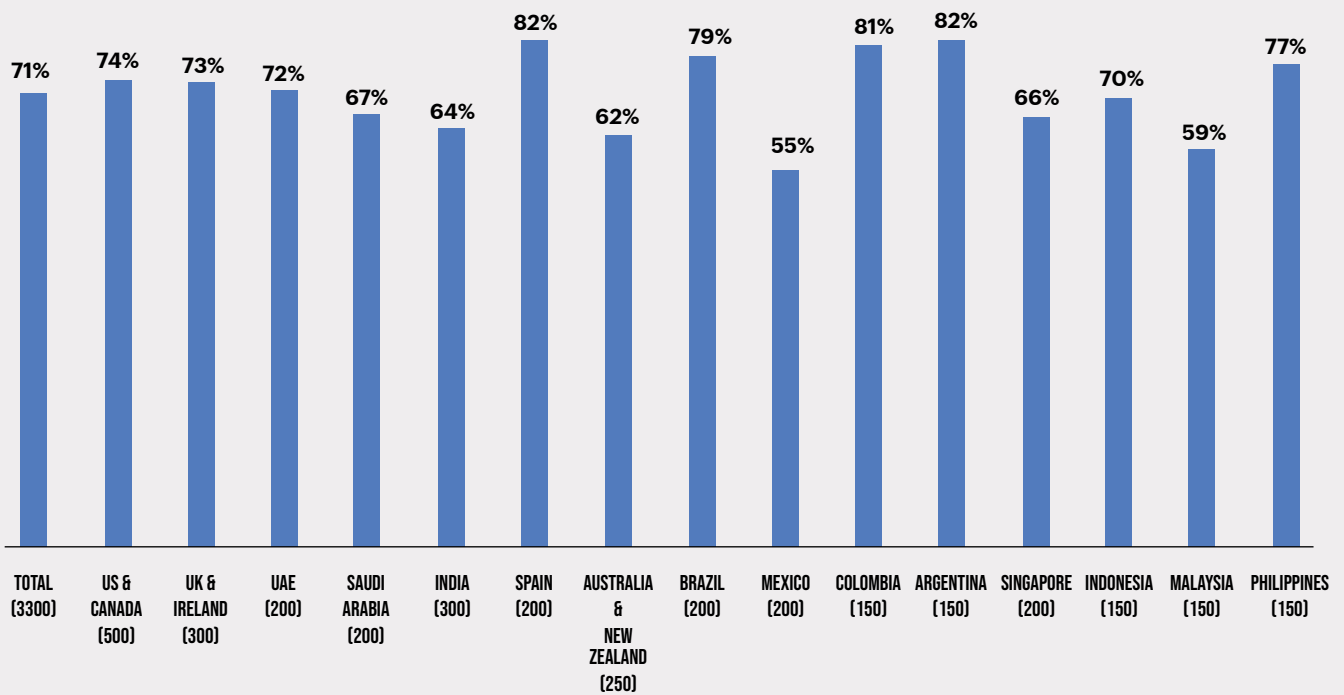


Figure 8: To what extent do you agree with the following statement: “Non-IT employees at my organisation try to help protect against cyberattacks”



SECTION 4

Employee wellbeing

The truth is that ITDMs may be looking beyond their current employer when it comes to their future. Although only 44% of ITDMs agree they are actively looking for a new job, 74% agree they are more willing to make a risky career move than they were two years ago. Similarly, 55% of ITDMs agree that “I feel less loyalty to my employer than I did two years ago”, and 70% agree that “I am more concerned about losing my job than I was six months ago”.

However, while ITDMs may be at risk of feeling alienated from their organisation and be ready to move on, there may still be a chance for organisations to keep hold of their talent. When it comes to what they want from their role in the next five years, more collaboration with teams across the business (46%) is most likely to be important.

Equally, as well as offering opportunities to their IT talent, organisations must be careful to not take away existing benefits from their employees. Nearly half of ITDMs say that they would be driven to resign from their organisation if the flexible working model (49%), technical training (46%), or acknowledgement from/working with senior management (45%) were taken away (along with the removal of several other existing benefits).






Figure 9: Which of the below would drive you to resign from your current organisation if it was no longer offered?

There is clearly a delicate balance for organisations to strike between employee expectations and business demands if they are to hold on to the knowledge and skills that have been built up in their IT department's leadership.

Conclusion

Questions remain regarding the best way to involve IT in business strategy. There is no consistent approach regarding innovation (the level and manner of IT's involvement is up for debate). Decentralising IT is already happening, but there are notable challenges in doing so.

Departments outside of IT are already likely to hold autonomy to some degree when it comes to tech choices. This has influenced decisions around recruitment and skills training in these departments. But organisations in Australia and New Zealand in particular seem to be struggling with their employees when it comes to maximising the use of technology, with lack of inclusivity leading to employees relying on tried and trusted methods. And yet it is at this critical time for IT, that ITDMs may at least be considering leaving to find a new role in another organisation.

If IT decentralisation is to continue successfully, innovation is to flourish, and functions across the organisation are to take full advantage of technologies available, organisations will need to work hard to retain their tech talent.

Methodology

ManageEngine commissioned independent market research agency Vanson Bourne to conduct the research upon which this executive summary is based. 250 decision makers across IT and other key business functions, from organisations across Australia and New Zealand, were surveyed from a range of private sector organisations. The wider global research included 3,300 decision makers across IT and other key business functions, surveyed from a range of private sector organisations across the globe.

All interviews were conducted using a rigorous multi-level screening process to ensure that only suitable candidates were given the opportunity to participate.

About ManageEngine

ManageEngine is the enterprise IT management division of Zoho Corporation. Established and emerging enterprises—including 9 of every 10 Fortune 100 organizations—rely on ManageEngine’s real-time IT management tools to ensure optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has offices worldwide, including the United States, the United Arab Emirates, the Netherlands, India, Colombia, Mexico, Brazil, Singapore, Japan, China and Australia, as well as 200+ global partners to help organizations tightly align their business and IT.





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