

ManageEngine

IT at work: 2022 and beyond

Malaysia



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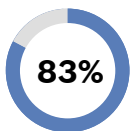
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Introduction

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

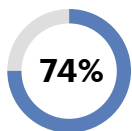
This report examines the status, future, and risks of IT and technology use in large and enterprise-sized organisations across Malaysia.

Key findings



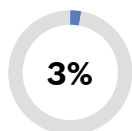
83%

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



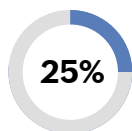
74%

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



3%

Only 3% of decision makers believe that everyone in the organisation should be responsible for protecting their organisation from cyberattacks



25%

Only 25% of business decision makers report that their organisation's IT department has complete authority in preventing decisions based on security and technical concerns

SECTION 1

Decentralisation of IT

According to the majority of IT decision makers (ITDMs) (75%), their organisations have already successfully decentralised their IT structures, with the vast majority of the remaining ITDMs' (22%) organisations' currently attempting to do so.

This has not been without its challenges however, with all (100%) reporting there are challenges with decentralising their organisations' IT function; the most likely being maintaining IT security levels (57%). A notable proportion also report that they face challenges pertaining to maintaining quality levels (38%) or struggle with maintaining output levels (32%).

Despite the challenges faced, the perceived benefits are widely recognised amongst ITDMs and business decision makers (BDMs), as almost all (98%) believe there are benefits to decentralising their IT function. The majority of decision makers believe that if their organisation decentralises its IT function, there will be more opportunity to influence C-level decisions (54%), the importance of IT's role in the business will become more recognised or acknowledged (49%), or there will be professional growth through upskilling (46%) as a result. Forty-five percent also believe that there will be increased scope for innovation.

Nearly two-thirds (64%) of respondents agree that their organisation "encourages non-IT employees to develop their own applications using low/no code platforms." According to 85% of respondents, the highest percentage of all countries, IT is the department most likely to be developing these application types.



SECTION 2

Evolving role of IT

IT is set to have a greater role in organisations in the next five years. More than eight in 10 (82%) ITDMs believe that IT will have a greater position in setting strategy—much higher than the global average (65%), showing that ITDMs in Malaysia have an extremely positive view of IT's role in the business.

Alongside their other roles, IT professionals are also increasingly expected to be innovators, with the vast majority of respondents (83%) agreeing that IT is more responsible for business innovation than ever before.

However, despite IT's involvement in decision-making and the expectation for the department to prevent cyberattacks, only a quarter of BDMs (25%) consider IT to have complete authority in preventing decisions based on security and technical concerns. While just over two-thirds (69%) of BDMs felt that IT teams either have “complete authority” or “considerable authority” in preventing business decisions based on technical and security concerns, this is the lowest of all countries reported, with the exception of the UAE (58%).

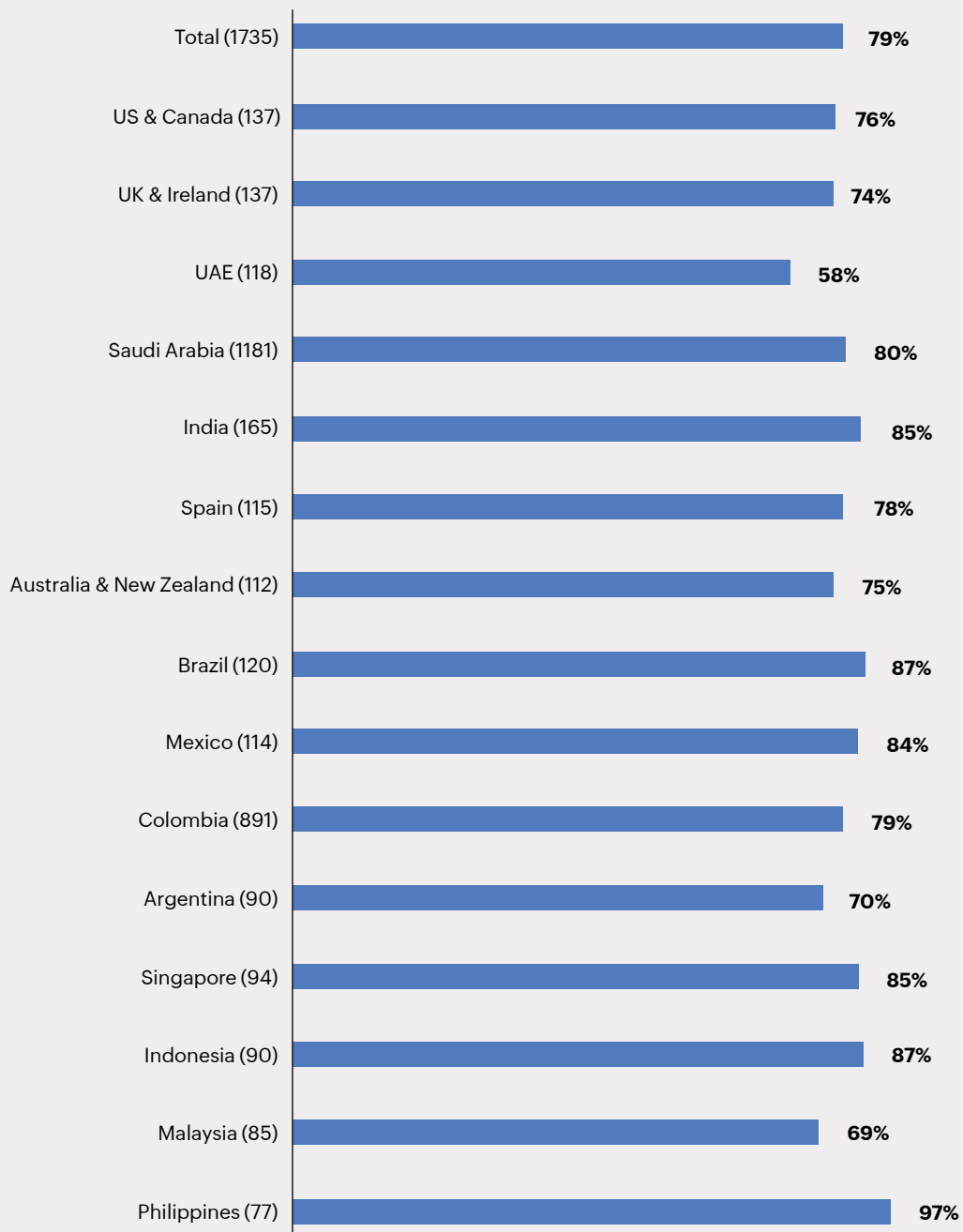


Figure 1: How much authority does your organization’s IT team have in preventing business decisions based on security and technical concerns? Combination of “complete authority” and “considerable authority” [Base sizes in chart], shown to BDMs, split by country, omitting some answer options

SECTION 3

Cybersecurity concerns

Nearly all (98%) BDMs have invested in AI/ML, and are doing so for more than one use case, on average. Automation is unsurprisingly one of the most highly reported areas (60%), but a similar proportion (61%) report using AI to prevent cyberattacks.

Expectations to protect the organisation against cyberattacks also feature as part of IT's role. Just over a quarter (26%) of 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, the chief IT officer is most likely to be reported as being responsible for protection (62%), making Malaysia the only region more likely to turn to the CIO rather than IT and security teams (54%). What is most surprising is that fewer than one in twenty decision makers (3%) expect everyone in the organisation to play a role in protecting their organisation against cyberattacks.

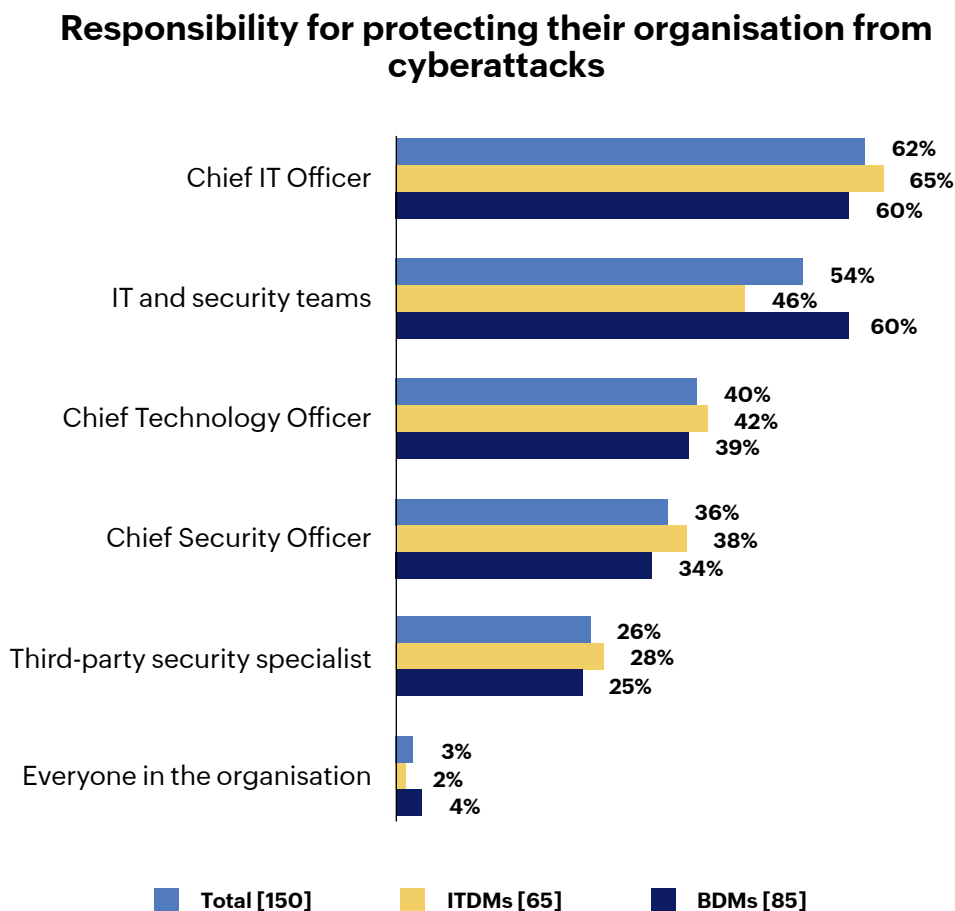


Figure 2: Whose responsibility should it be to protect your organisation from cyberattacks? [Base sizes in chart], shown to all respondents, split by respondent type, omitting some answer options

However, one-third (33%) of respondents either ‘strongly disagree’ or ‘somewhat disagree’ that AI and ML technologies will play a significant role in strengthening their organisations’ IT security framework in the near future. This is the highest proportion to disagree with this statement, compared to respondents interviewed in other countries.

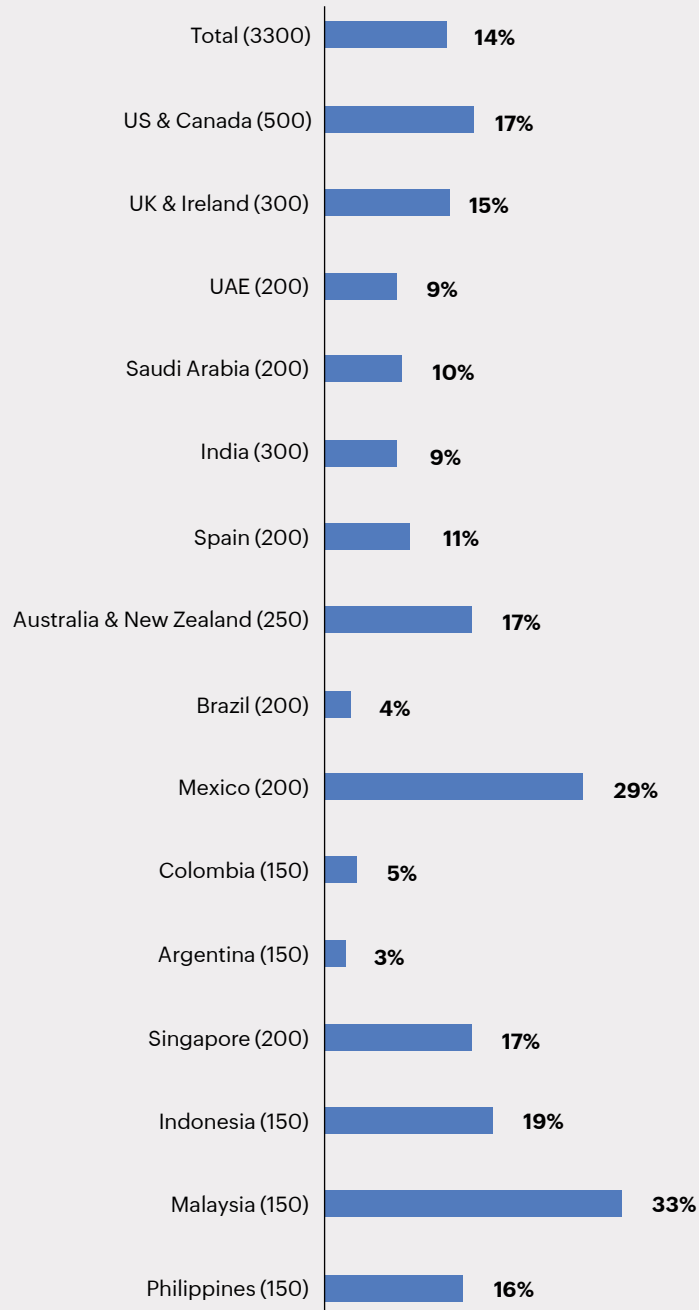


Figure 3: To what extent do you agree with the following statement: AI and ML technologies will play a significant role in strengthening our IT security framework in the near future? Combination of “Somewhat disagree” and “Strongly disagree” [Base sizes in chart], shown to all respondents, split by country, omitting some answer options



SECTION 4

Employee wellbeing

When it comes to what ITDMs want from their role in the next five years, the potential to learn new skills (48%) is most likely to be important, with nearly as many (45%) desiring more collaboration with teams across the business.

But 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 away from their organisation if technical training (48%) was no longer offered, and there are several other existing benefits that may drive IT employees away if they were removed.

The truth is that ITDMs are looking beyond their current employer when it comes to their future. Nearly three-quarters (74%) of ITDMs agree with the statement “My organisation should have supported me more in the last two years.” Similarly, 72% of ITDMs agree that they are more willing to make a risky career move now than they were two years ago, and 66% (highest among other APAC countries: Australia & New Zealand (44%), Singapore (53%), Indonesia (53%), Philippines (33%)) agree that they are actively looking for a new job.

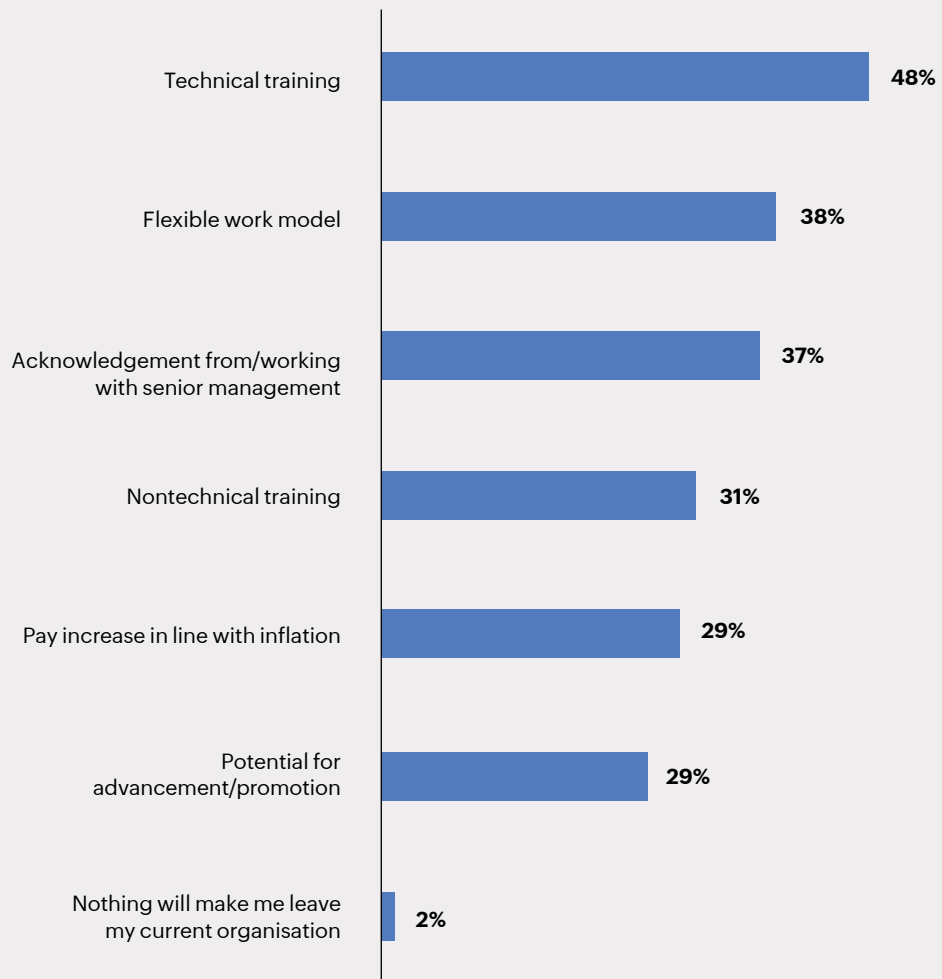


Figure 4: Which of the below would drive you to resign from your current organisation if it was no longer offered? [65], shown to ITDMs, omitting some answer options

Conclusion

Questions remain regarding the best way to involve IT in business strategy. Decentralisation of IT is already happening, but there are notable challenges in doing so.

Departments outside of IT are already likely to hold a degree of autonomy when it comes to tech choices. This has influenced decisions around recruitment and skills training in these departments. But skills training is a definite weakness in a large proportion of organisations. And with employees potentially feeling disenfranchised from decision making around technology, they are taking training into their own hands, perhaps without IT's assistance. Yet it is at this critical time for IT that ITDMs may be considering leaving to find a new role in another organisation.

If organisations are aiming to decentralise IT successfully, promote innovation, and function collaboratively while leveraging disruptive technologies, companies 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. One hundred and fifty decision makers across IT and other key business functions, from organisations across Malaysia, 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, from a range of private sector organisations

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, desktops 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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