



IT at Work: 2022 & Beyond (The empowerment of IT)

North America





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Introduction

As technology becomes more integral to and prominent in every area of an organization, the IT department increasingly shares a voice in matters that were previously the exclusive purview of line-of-business managers. Technologists have the ability to influence and make business decisions, and to help determine company goals and strategy. This benefits the organization as a whole, including the IT department.

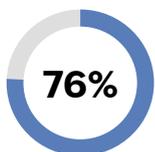
By bringing its tech teams into the business-making process, the enterprise leverages a whole new sphere of expertise. This enables the organization to make more informed decisions about technology choice and deployment, precisely as these become more important than ever. It also brings the skills and experience of the IT department into the business decision-making process for the first time.

The report examines the ways in which this dynamic is changing how enterprises in North America—specifically the United States and Canada—engage with technology, and what this means for the relationship between IT and the rest of the enterprise. More than 500 decision-makers, across IT and other key business functions, were surveyed from a range of private sector organizations from these two countries.

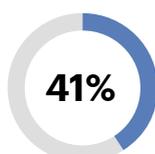
Key findings



88% of respondents agree that IT is more responsible for business innovation than ever before.



76% of business decision-makers (BDMs) say that their organization’s IT team has complete or considerable authority in preventing business decisions based on security and technical concerns.



41% of IT decision-makers (ITDMs) report they are consulted inadequately or not at all as their organization adopts and adapts a flexible working model.



58% of ITDMs agree they are actively looking for a new job.

SECTION 1

IT's limited influence

The findings suggest that the IT department is becoming more involved in business decisions. The vast majority (88%) of respondents agree that IT is more responsible for business innovation than ever before. There is also a clear willingness for even greater involvement in innovation, with a similar proportion (85%) agreeing that IT could drive greater innovation if it had more representation at the organization's leadership level.

When it comes to decision-making and control of data access:

- Around half of the BDMs surveyed report that IT plays an advice role in finance (53%), security (52%), and strategy-related (51%) decision-making.
- 76% of BDMs say that IT has complete or considerable authority in preventing business decisions based on security and technical concerns
- The vast majority (85%) of BDMs report that their organization's IT department has complete or near-complete control of access to their department's data.

While IT's input is clearly valued, there are limits. Almost all (99%) of North American respondents observed that their organizations have implemented a flexible working model. However, just over four in ten (41%) ITDMs in North America report they have been either consulted inadequately or not at all, as their organization adopts and adapts this model.

At least 45% of BDMs say that IT has a role in final approval for strategy decisions. Specifically for operations, that rises to 46%, and for security, it increases to 47%. Just over a third (36%) of BDMs say that IT has a role in final approval over all financial decisions. Survey results indicate that the figure does not exceed 50% for any major areas of business decision-making.

However, more than half (54%) of BDMs say that their departments have autonomy to make decisions about which IT software, and 45% over which devices to buy. More than half (52%) of BDMs state that they have autonomy in facilitating IT audits, and 48% state this is true for the hiring of tech talent.

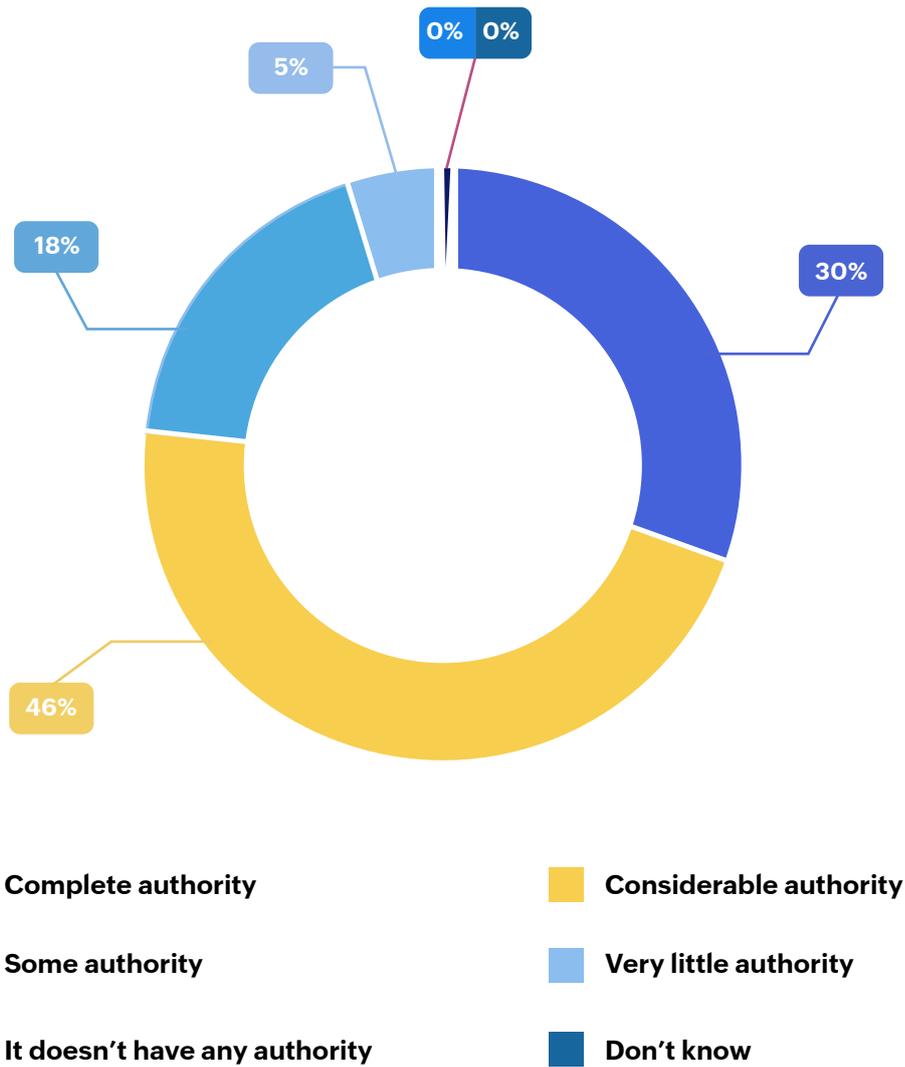


Figure 1: How much authority does your organization's IT team have in preventing business decisions, based on security and technical concerns?

SECTION 2

Dissatisfaction of IT leaders

- 58% of ITDMs in North America agree they are actively looking for a new job, this is notably higher than the reported global average (48%).
- The majority (56%) of ITDMs surveyed also agree they feel less loyalty to their employer than they did two years ago.
- 81% of ITDMs agree their organization should have supported them more in the last two years—and this is notably higher than is reported by the global average (70%).
- Almost half (48%) of ITDMs say that they would be driven to resign from their current organization if flexible work was no longer an option, while a similar proportion (45%) would be driven away from their organization if it no longer offered the potential for advancement or promotion.

Unsurprisingly given these findings, the vast majority (72%) of ITDMs agree they are more willing to make a risky career move than they were two years ago. This indicates that there might be greater dissatisfaction within IT teams in North America compared to most of the rest of the world.

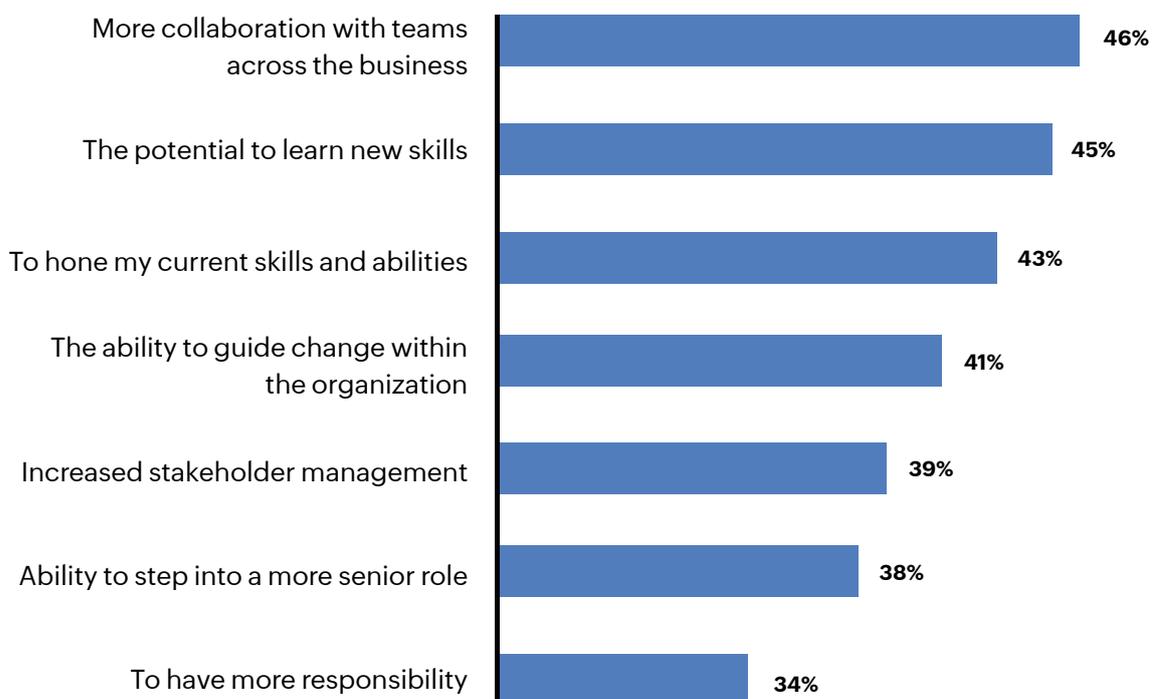


Figure 2: What do ITDMs want most from their role in the next 5 years?

Despite this, ITDMs still aspire to progress within their current roles and organizations. When asked what they want most from their role in the next five years, 41% want to be able to guide change within the organization, and 38% want to step into a more senior role. This aligns with their overall vision for the evolution of IT within their company as a whole—that IT should have a greater role in setting strategies for the organization.

Conclusion

IT is closer to business decision-making than ever before. This has given IT decision-makers new roles and new significance within their organizations. It has also given ITDMs good reason to be ambitious about seeking a new role either in their current organization or with a different organization—potentially within the next few months. But at the same time, there are clear signs that this increase in the use and significance of IT-department talent has not been accompanied by greater support or resourcing. The result is an increase in stress and job dissatisfaction that organizations urgently need to address to avoid losing key talent and disrupting business operations.

Methodology

ManageEngine commissioned independent market research agency Vanson Bourne to conduct the research that this executive summary is based on. 500 decision makers across IT and other key business functions, from organizations across the US and Canada, were surveyed from a range of private-sector organizations. This North America study is a subset of the wider, global research obtained through a survey of 3,300 decision makers across IT and other key business functions from numerous private sector organizations. 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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