ivanti PULSE

Top IT Trends for the Everywhere Workplace

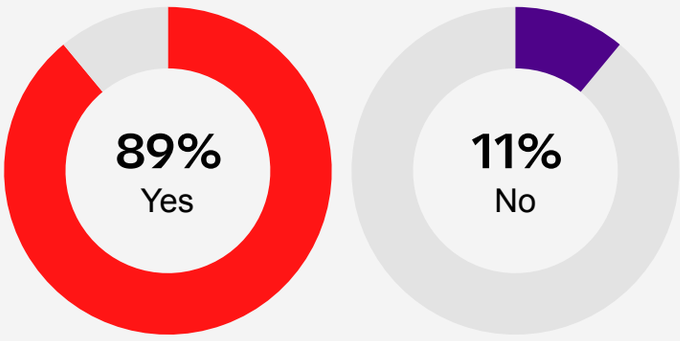
IT teams tend to be overworked and undervalued—but in reality, they are an integral part of achieving an organization's goals. Automation appears to be the next step forward to save IT staff hours and boost productivity. With organizations increasing their levels of IT service automation, are decision-makers seeing the benefits?

Pulse and Ivanti surveyed 250 IT and security decision-makers to understand how IT is evolving and what challenges the IT department faces.

Most don't have high levels of IT maturity and spend under 6 hours resolving each service ticket

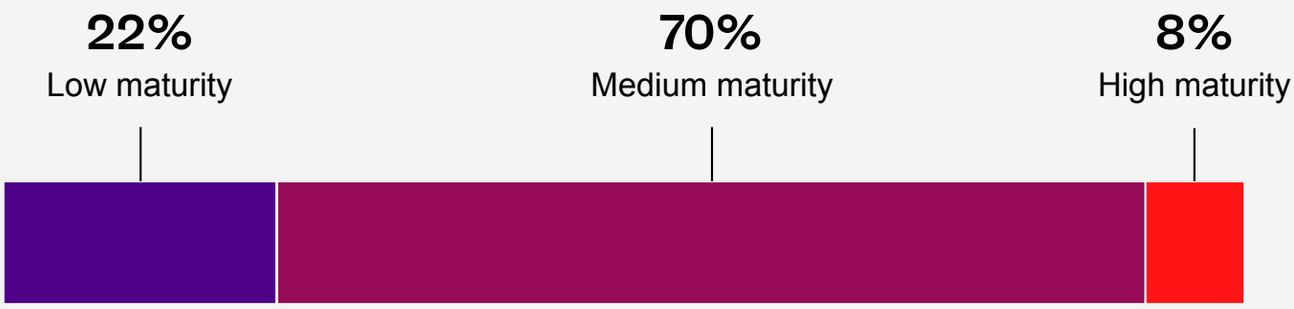
89% of respondents say that an IT Infrastructure Library (ITIL) is relevant to their organization today.

Do you find that an IT Infrastructure Library (ITIL) is relevant to your organization today?



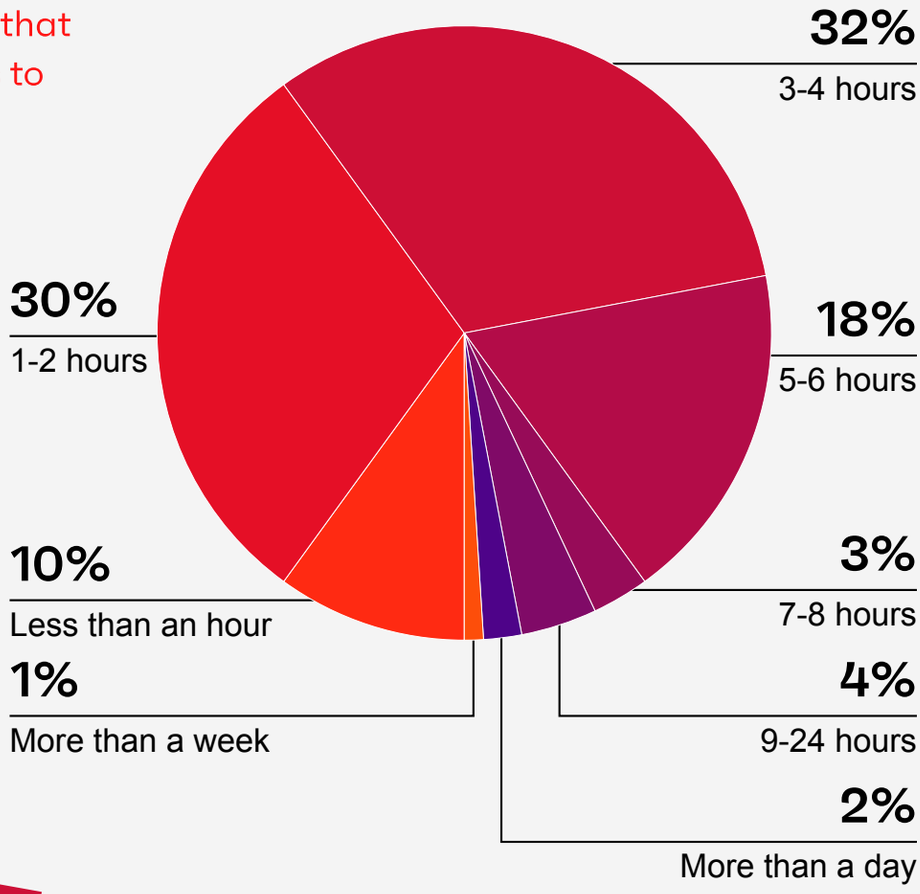
Only 8% of decision-makers have reached a high level of IT maturity in the adoption of best practices.

How would you rate your IT organization's maturity in the adoption of best practices (according to ITIL or other standards)?



80% of respondents say their IT department spends between 1 and 6 hours to resolve a service ticket.

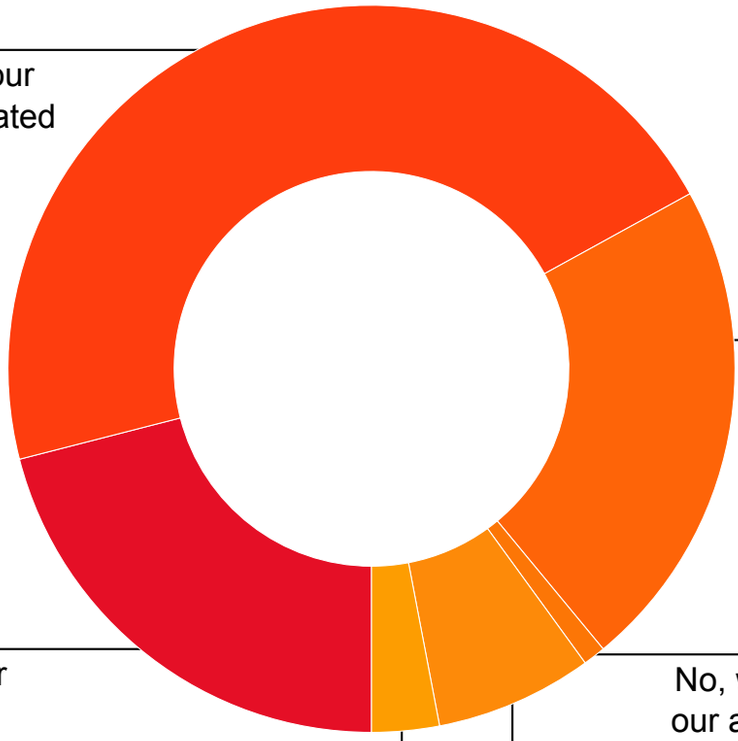
What is the average time that the IT department spends to resolve a service ticket?



Many have automated IT services that saves their IT department time

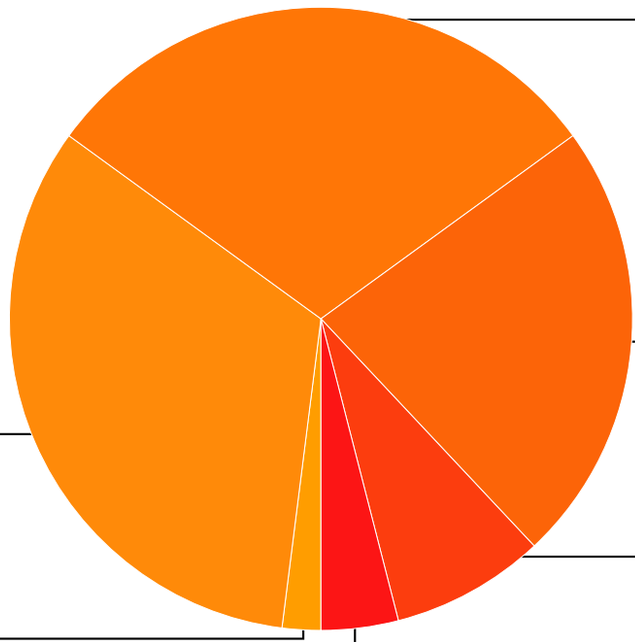
Two-thirds (67%) of decision-makers said they either accelerated their plans or increased their rate of adoption of automated IT service offerings due to the pandemic.

Did the pandemic speed up your organization's adoption of automated IT service offerings?



65% of respondents say they have automated 30% or less of their IT service offerings.

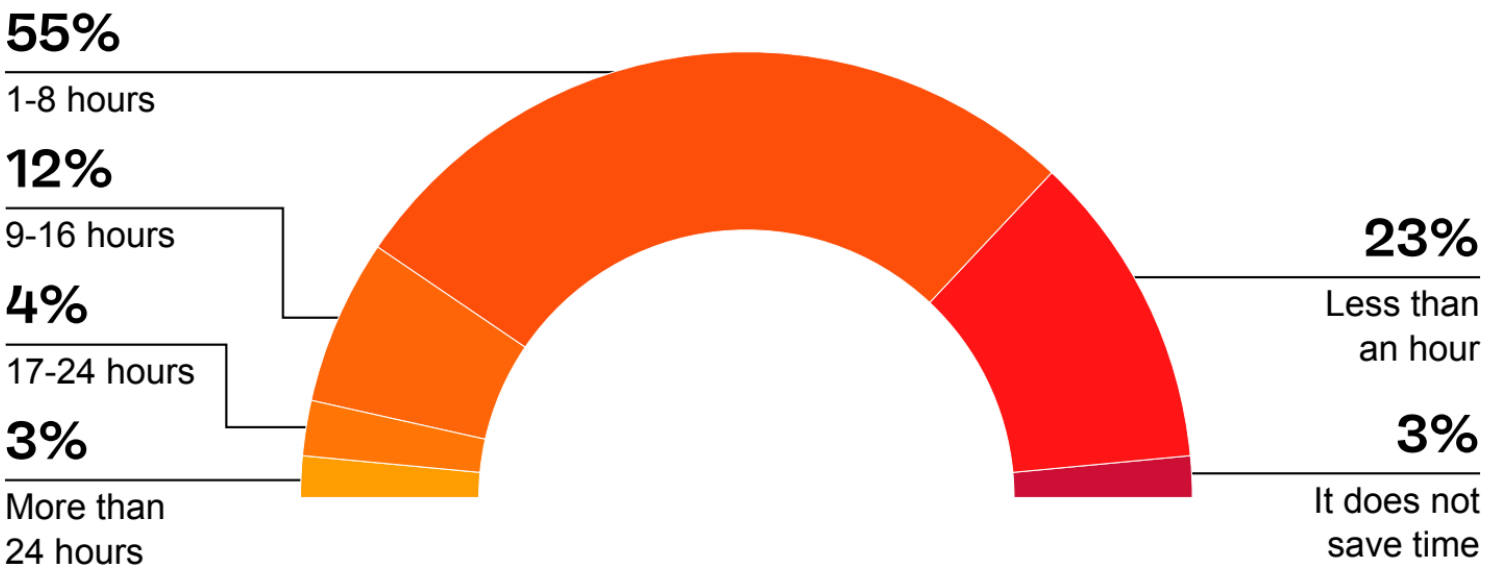
About what percentage of your IT service offerings are automated?



Even with moderate levels of automation, decision-makers are saving time. The majority of respondents (55%) say their IT department saves 1-8 hours per service request by automating processes. 12% say automation saves them an equivalent of 1 to

2 days (FTE).

How much time does automating processes save the IT department per service request?

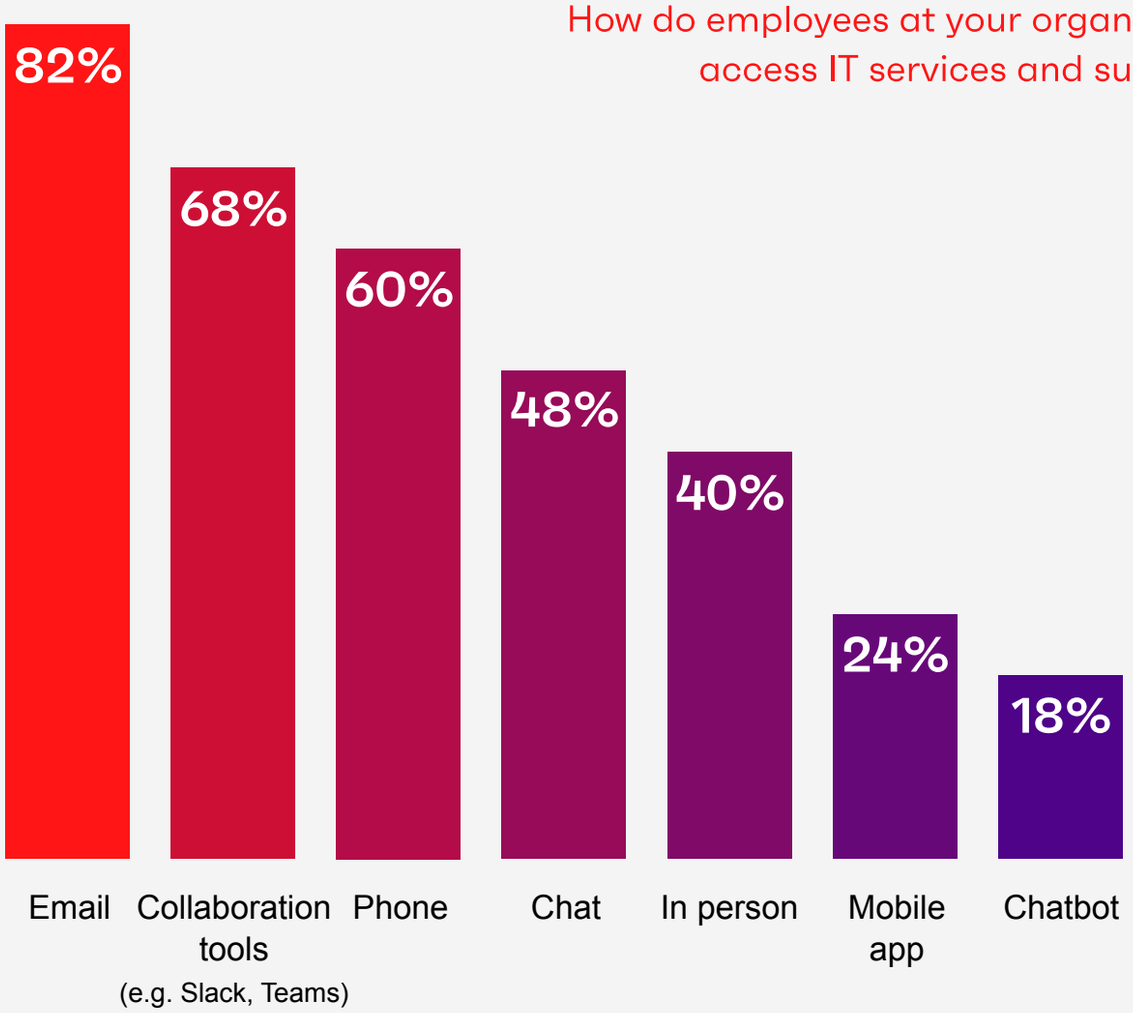


For those who have over 50% of their IT services automated, 32% of respondents say their IT department saves more than 16 hours per request.

And most offer or plan to offer self-service tools for IT support and other employee services

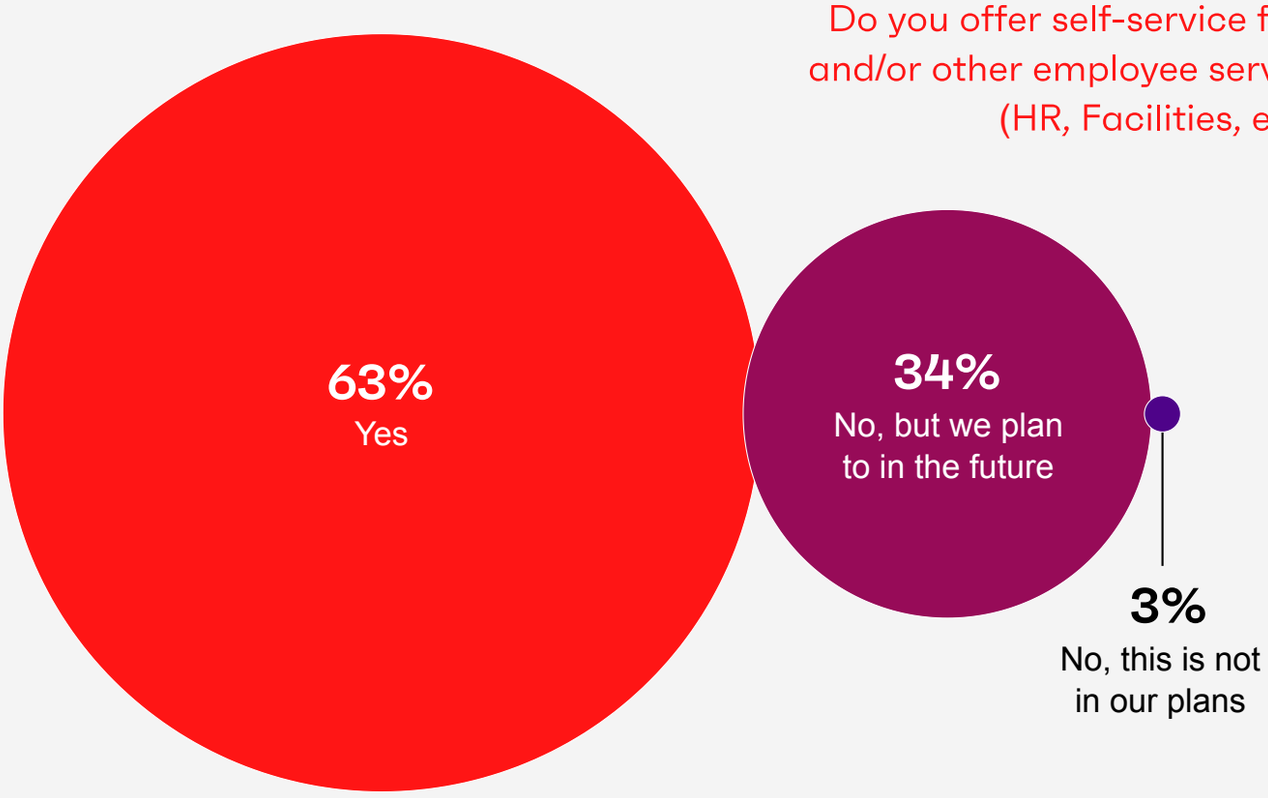
Decision-makers say that employees at their organization access IT services and support through email (82%), collaboration tools (68%), and phone (60%).

How do employees at your organization access IT services and support?



Only 3% of decision-makers say they have no plans to offer self-service for IT and other employee services.

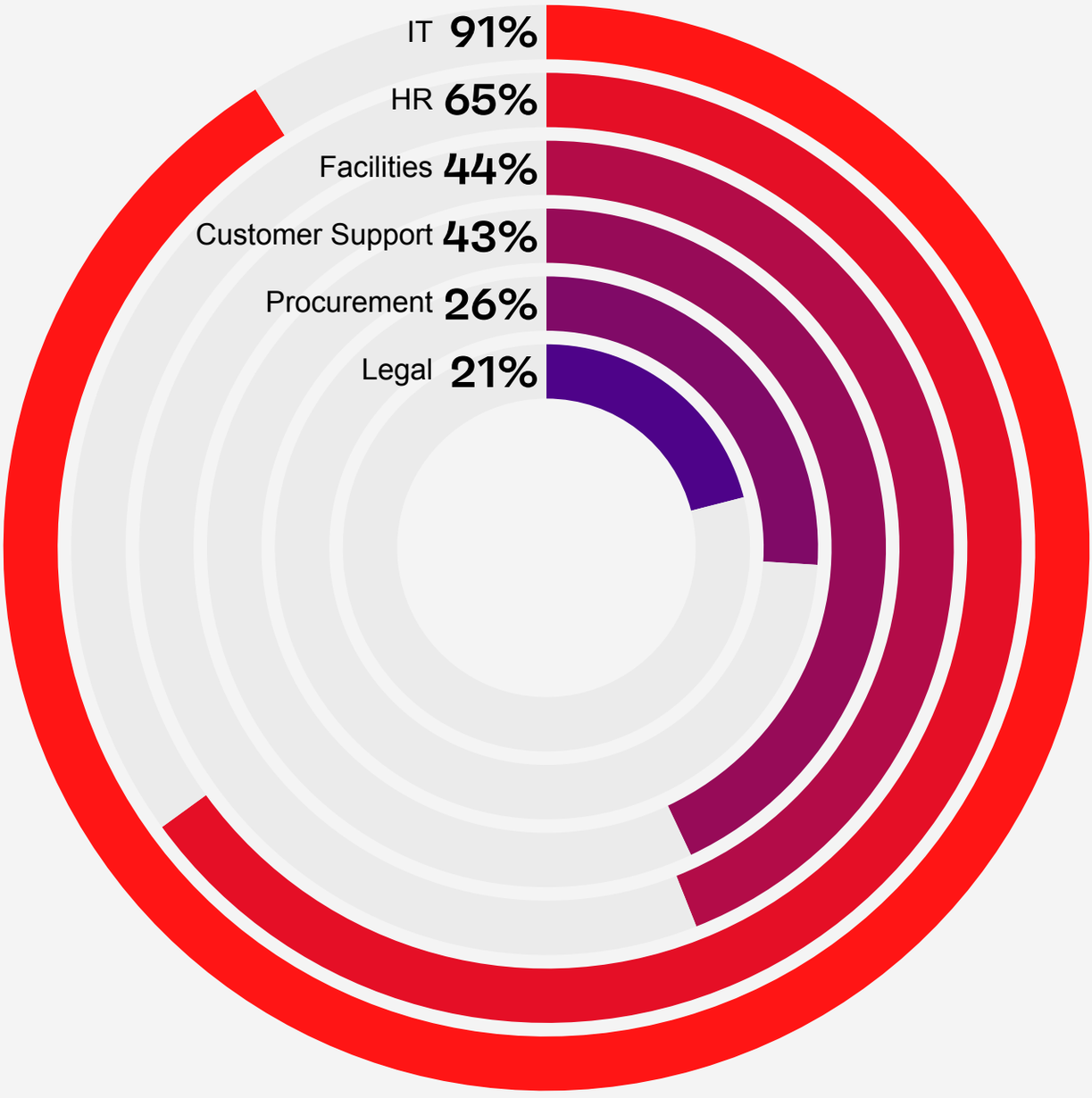
Do you offer self-service for IT and/or other employee services (HR, Facilities, etc.)?



For those who currently offer self-service tools, respondents say they use it for IT

(91%) and HR (65%).

Which line of business functions have you extended self-service tools to?*

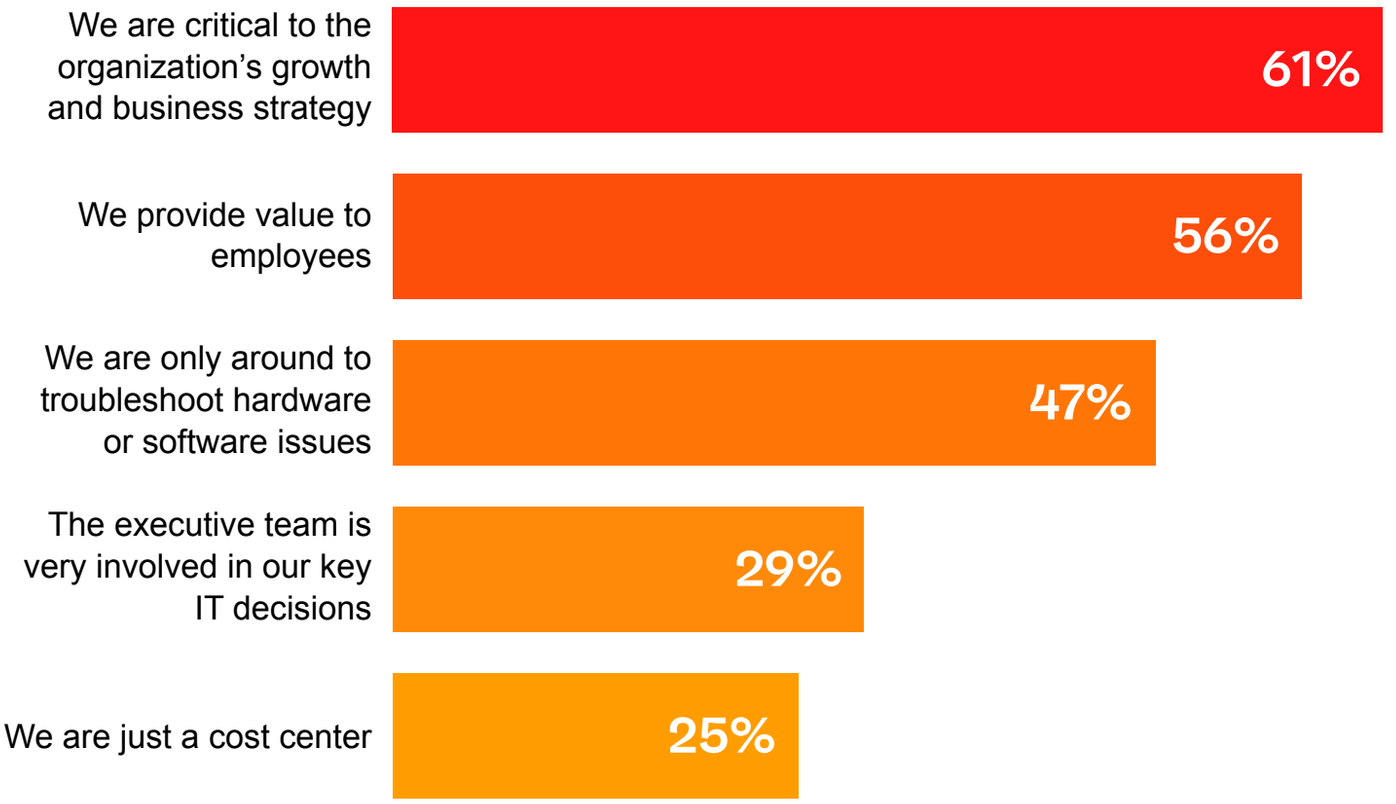


* The results of this question are calculated from 159 responses

The IT department is critical to the organization—but teams can be overworked

Most respondents say the executive team views the IT department as critical to the organization's growth and business strategy (61%) and a source of value to employees (56%). However, 47% believe their executive team views the IT department as only around to troubleshoot hardware or software issues.

In your opinion, how does the executive team view the IT department?

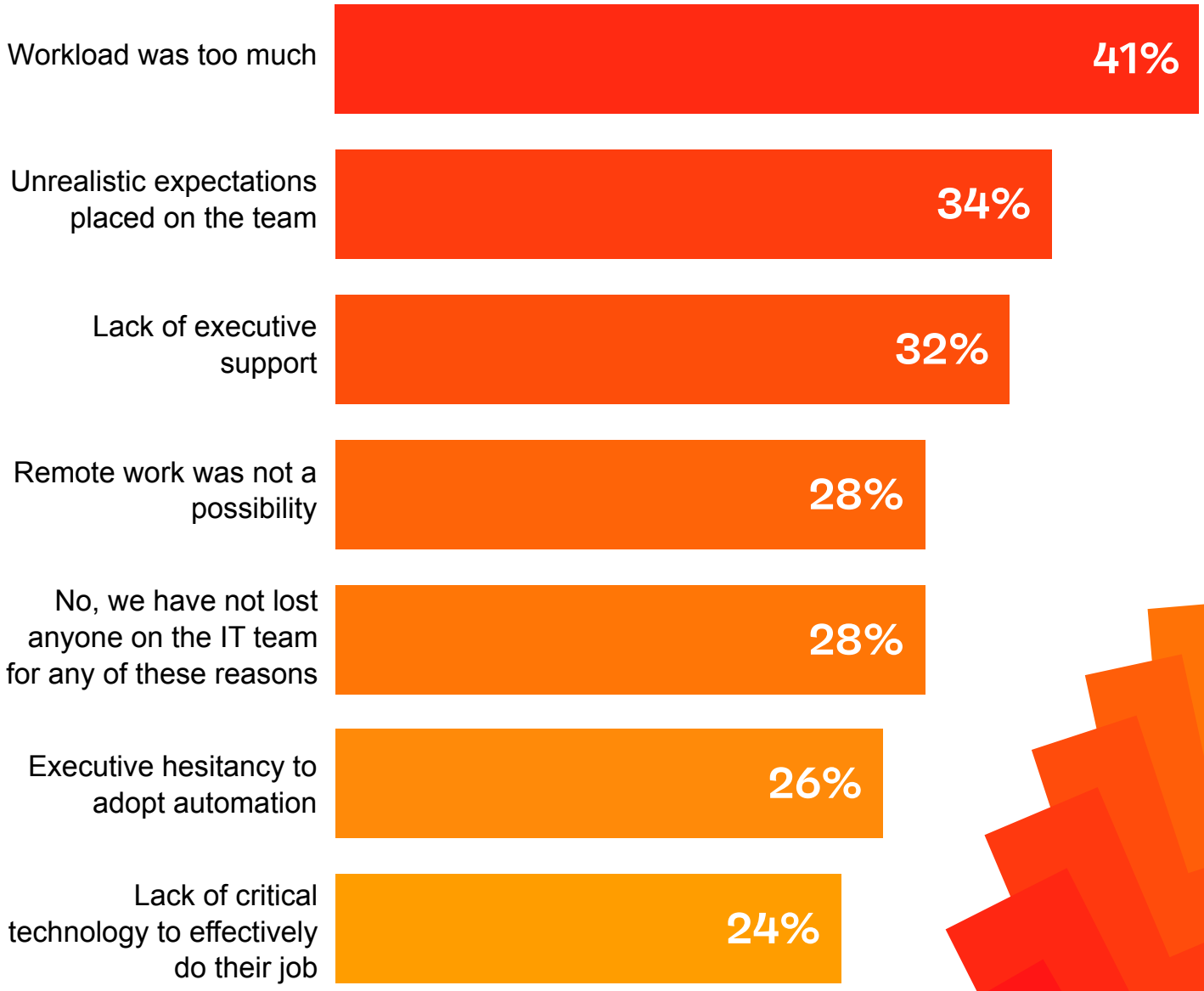


We enable dependable customer service **20%**,
We are just there to reset their password **19%**,
We are critical for future proofing the organization **19%**

For those whose organizations have over 50% of IT services automated, 74% feel the IT department is viewed as critical to the organization's growth and business strategy, while only 32% feel it is viewed as only around to troubleshoot hardware or software issues.

Respondents say they have lost IT team members due to high workloads (41%), unrealistic expectations placed on the team (34%), and lack of executive support (32%).

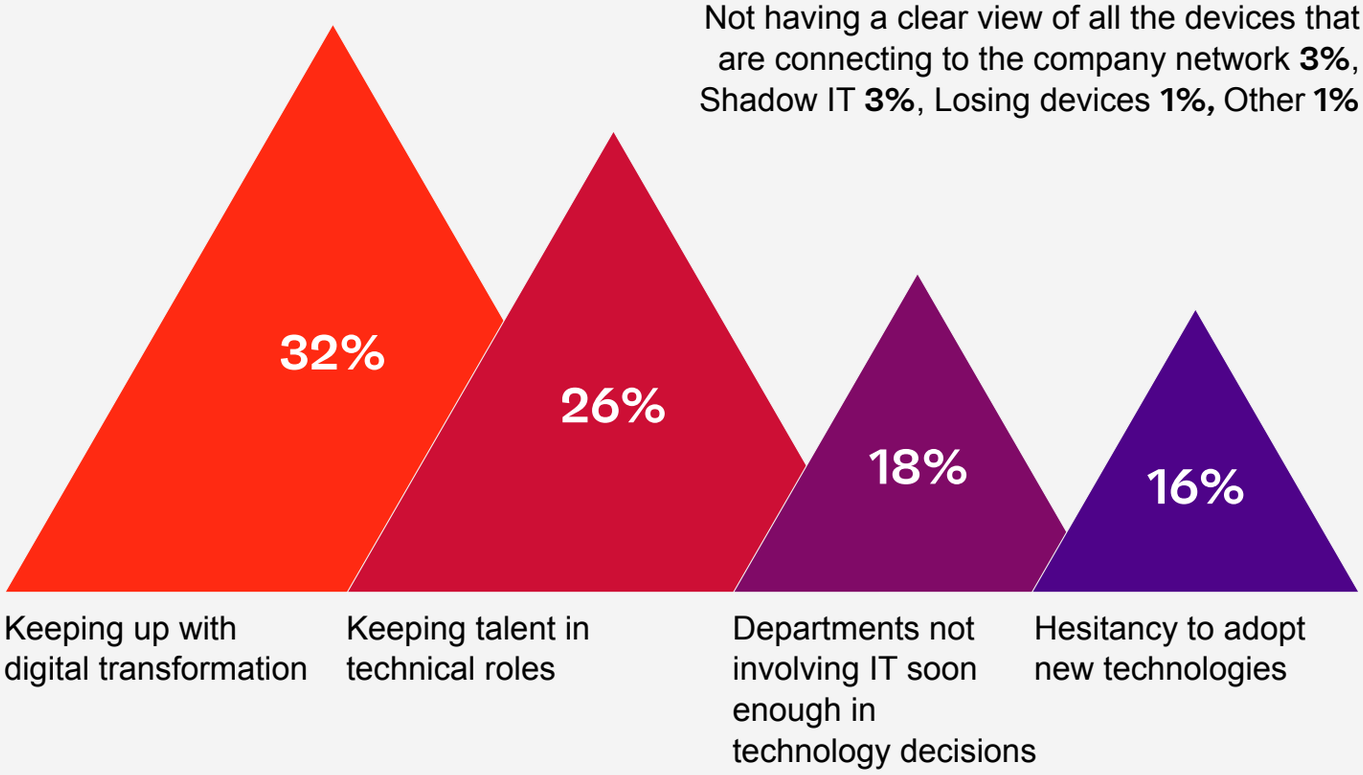
Have you lost anyone on the IT team due to any of the following reasons:



Faced with the challenge of digital transformation and keeping talent, IT teams may be further impacted when transitioning back into the office

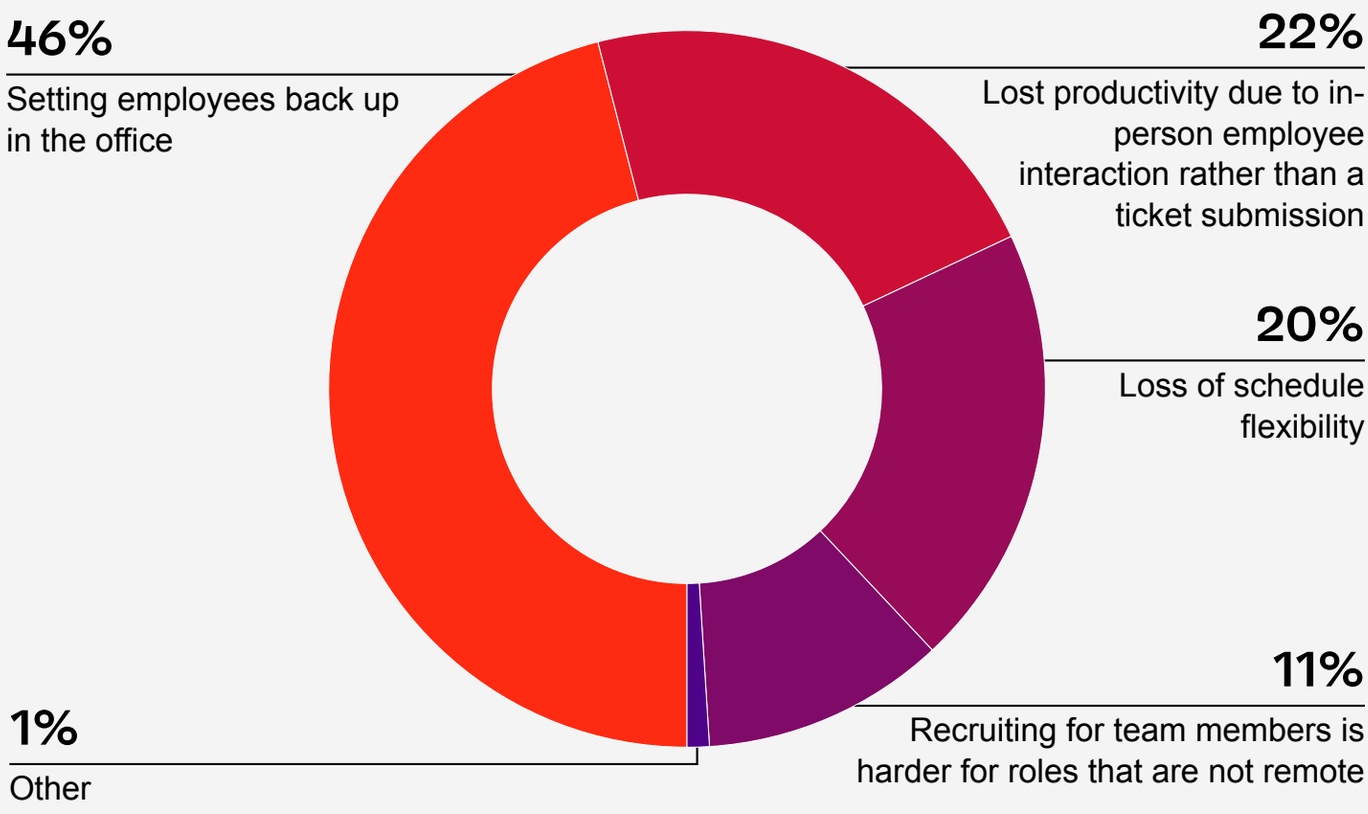
Decision-makers feel that keeping up with digital transformation (32%) and keeping talent in technical roles (26%) are the biggest IT challenges their organization faces today.

In your opinion, what is the biggest IT challenge your organization faces today?



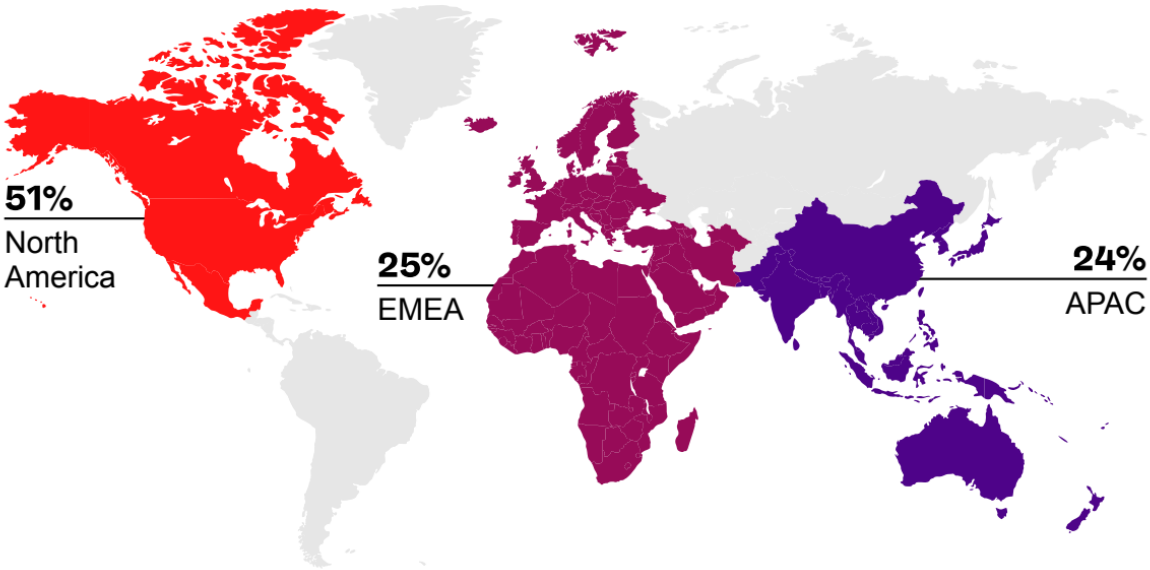
Almost half (46%) of decision-makers say the most challenging aspects of employees returning to the office will be setting employees back up in the office. Respondents are also concerned with lost productivity due to in-person employee interaction rather than a ticket submission (22%) and loss of schedule flexibility (20%).

For the IT department, what will be the most challenging aspect of employees returning to the office?

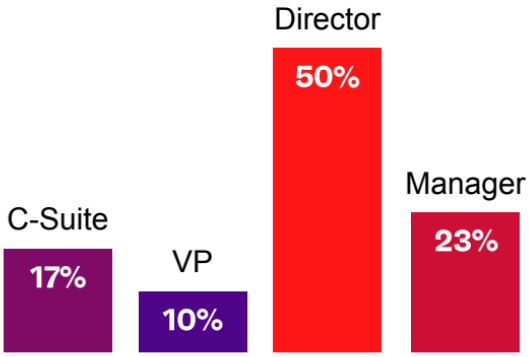


Respondent Breakdown

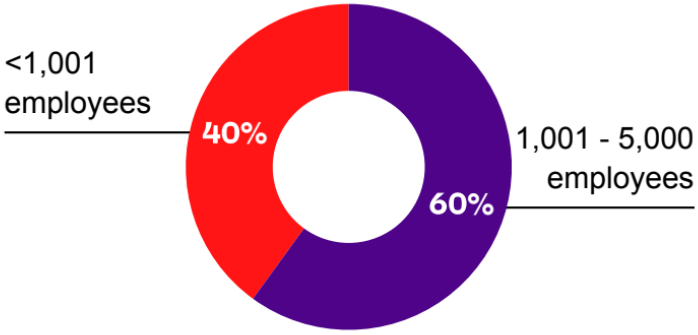
Region



Title



Company size



Data collection: August 20 - October 12, 2021

Respondents: 250 IT and security decision-makers