SUMMARY OF FINDINGS

BRINGING DEXTERITY TO IT COMPLEXITY

What's Helping or Hindering Tech Professionals

Frontline IT workers around the globe say they're struggling to implement transformational technologies at their companies due to lack of long-term planning, insufficient funding and a paucity of communication and collaboration with their colleagues on the business side.

A new survey from the Business Performance Innovation Network (BPI) in partnership with Dimension Data raises significant questions on whether IT teams have the tools, training and strategic grounding they need to deliver on the hype associated with cloud-based technologies.

Eighty-two percent said they spend more than half their time maintaining legacy systems instead of driving innovation. And 17 percent said they spend more than 90 percent of their time on routine maintenance tasks. In an earlier BPI Network survey, senior business executives overwhelmingly cited these cloud-based and hybrid technologies as the best path to increased agility, greater cost efficiencies and faster time to market for innovative new products and services. However, the latest study casts serious doubt over that optimistic outlook.

Among the survey's major findings:

- 70 percent of 200 IT workers surveyed said their companies have not even begun or are "just getting started" on the road to transformation. Only 35 percent rate their company's ability to adapt as good or very good.

- 37 percent listed application development and data analysis as their team's greatest weaknesses, the very areas where strength is required.

- Only 15 percent said they have a "clear and detailed" technology roadmap. A surprising 83 percent say their plans provide only general direction, need updating or don't exist at all. And 47 percent of the workers said long-term planning was the weakest element of their IT overall program.

- 42 percent said improved collaboration between IT groups and business leaders is needed. Only 18 percent said there are active cross-functional teams in their companies today. Another 17 percent said they rarely speak with business managers or speak only out of necessity.

Other complaints from the IT team is that business managers wait too long to bring them into the process (52 percent), don't provide sufficient resources to do the job (48 percent) and change job requirements before completion (46 percent). Two percent called the relationships "confrontational."

The BPI Network, a global advocacy group of executive change agents, sampled opinions from front-line IT workers and managers in the Americas, APAC and EMEA. The survey is part of an ongoing Transform to Better Perform thought leadership initiatives, which is sponsored by Dimension Data.