

# TRANSFORMATION

As we emerge from the ashes of challenging times, this 14th annual survey shows IT is poised to embrace new ways to accelerate digital transformation and achieve operational excellence.

Nearly 800 IT leaders and professionals share their ongoing initiatives and the obstacles to achieving optimal service delivery while safeguarding critical corporate assets.

## SKILLS GAP AND MEASURING NETWORK HEALTH ARE TOP CHALLENGES WHEN TROUBLESHOOTING APPLICATIONS

For the first time in the history of the survey, a non-technology challenge is the top response!

- 39%** Finding the requisite talent to solve performance issues
- 38%** Measuring underlying network health (e.g. latency delay, retransmissions)
- 35%** Understanding end-user experience
- 33%** Problem domain isolation (Client, Server, Application, Network)
- 28%** Managing application bugs and patches
- 8%** Monitoring bandwidth consumption

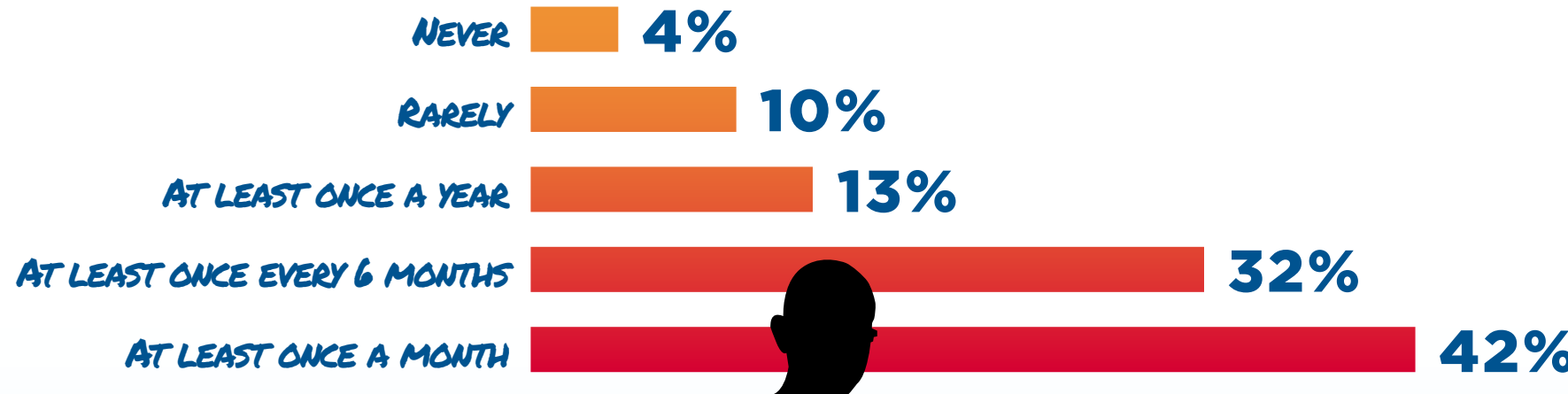
## THE TOP BENEFITS OF USING AUTOMATION



**66%** Reduce risk of performance issues, equipment failure data breaches, and regulatory compliance violations

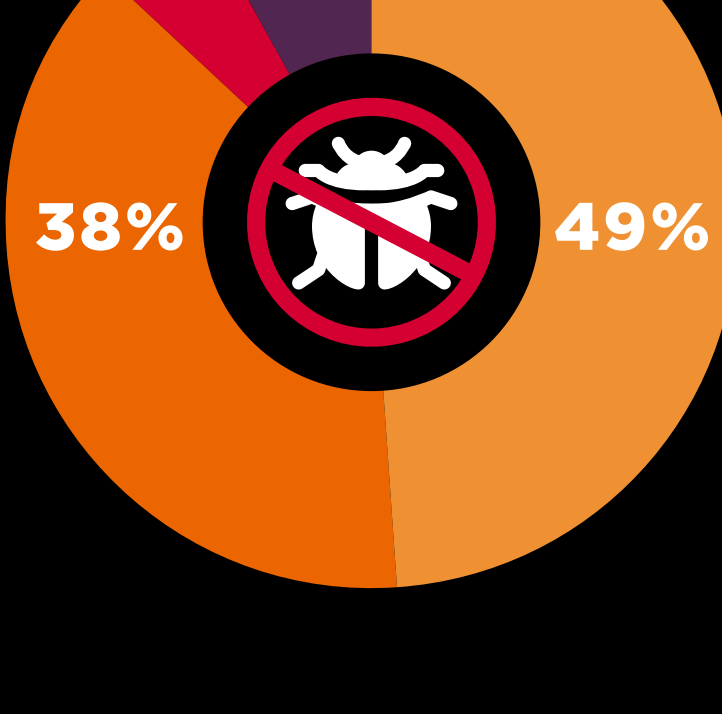
**50%** Free IT Staff to focus on strategic initiatives, identify opportunities, and drive business innovation

## HOW OFTEN DOES YOUR ORGANIZATION MEET IN THE IT WAR ROOM?

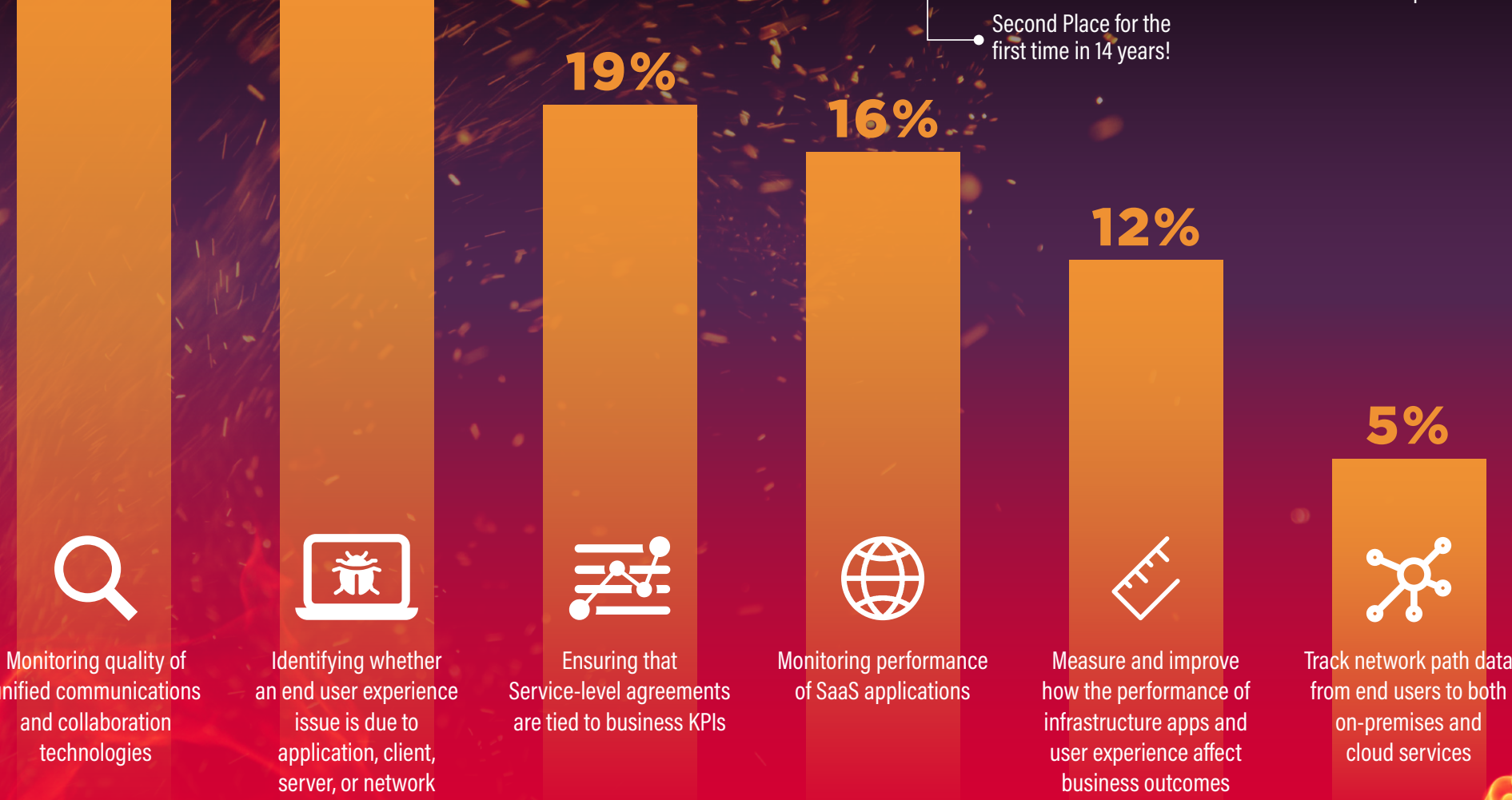


## MORE THAN HALF OF ORGANIZATIONS WERE IMPACTED BY THE SUNBURST ATTACK

### TIME SPENT RESOLVING SECURITY ISSUES HAS INCREASED



## THE MOST CRITICAL ASPECTS OF END-USER EXPERIENCE MONITORING FOR IT ORGANIZATIONS



## 65% OF RESPONDENTS REPORTED SPENDING OVER 10 HOURS PER WEEK TROUBLESHOOTING UC ISSUES IN 2021 vs 2018

Time spent resolving UC issues has increased overall since 2018

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## NEW TECHNOLOGY ROLLOUTS POISED TO EXPAND

More than 70% adoption for all new technologies by 2022

