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PRODUCTIVITY

Testing times for IT teams

In a world of work that has been irrevocably altered over the past two years, IT teams – like many others across the business – are still striving to adapt to changing needs.

According to a [McKinsey report](#) last year, such teams “...are now struggling to respond effectively to new demands, while poor coordination between functions slows decision making and hampers the mobilisation of resources to the most pressing issues facing the business.”

Having played the role of first responders when offices initially shut down, the IT department has been juggling challenges ever since and our latest research identifies three prevalent areas impacting their agenda going forward: **workload struggles, technological complexity and skills shortages**. Across this three-part series about people issues in IT, we delve deeper into the impacts these challenges have on the wider organisation.

With digital transformation initiatives rising up the organisational agenda over the last decade, many IT departments were playing an increasingly forward-looking, strategic role within their organisations, helping drive them forward. However, the disruption caused by the global pandemic since 2020 placed a heavy burden on them to switch to defence and revert to primarily being an enabler of business continuity in the urgency to adapt.

So, more than two years on, where do IT teams find themselves now? And what are the most pressing challenges they see on the horizon?

1 Workload struggles



Yes, the number of IT tickets has increased since lockdown quite significantly... Everything has to be pushed in via email or by calls, so we've seen a significant increase of about 30% in calls over a period of time.

Head of ICT in the retail sector

Around a third of IT decision makers see managing end users and workflow management as being among the biggest challenges for their organisation's IT department in the next 12 months.

IT department challenges over the next 12 months

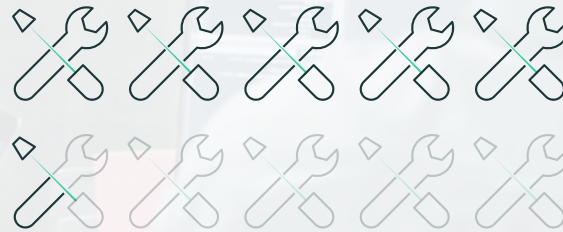
34%

Managing end users

30%

Workflow management

For most, these issues are being compounded by increased support demands from the wider business.



56%

of ITDMs state that there has been an increase in IT tickets over the last year

The vast majority of organisations' IT departments are managing their workflows in some form. For those relying on more basic solutions, this is likely impacting the ability for significant proportions to react to changing workloads and demands.

Managing the flow of work through the IT department

47%

Third party software

24%

Complex in-house solution

19%

Simple in-house solution

8%

Don't manage it

2 Technological complexity

The disruption caused by the pandemic brought about a rush to embrace new technologies to urgently adapt - many were potentially purchased and implemented at short notice and high cost. This is having a clear impact on organisations.

IT department
challenges over
the next 12
months

34%

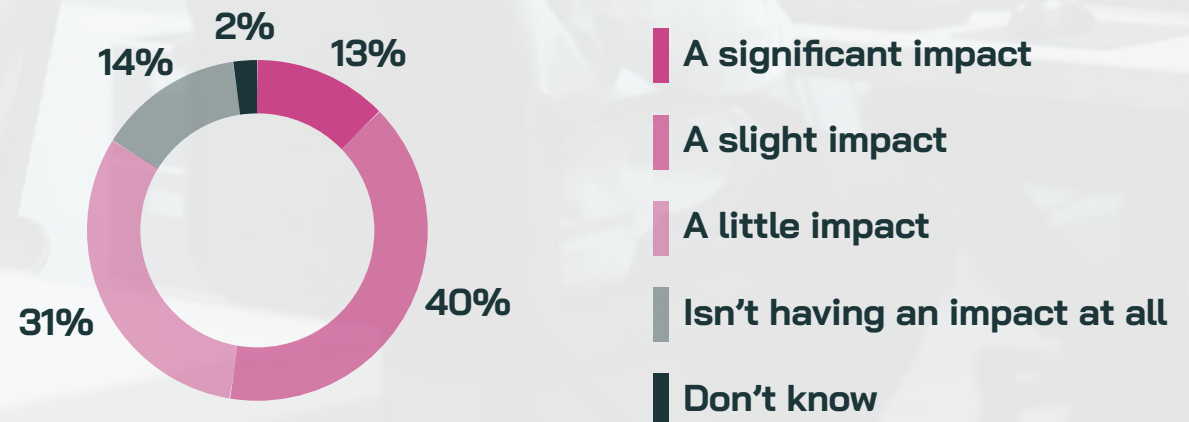
Dealing with incompatible
systems

13%

Procurement

Two years on, many IT teams are left picking up the pandemic pieces, while dealing with an even wider and more complex technology landscape than ever before, something not helped by a shortage of skills within the IT team holding them back.

84% believe that a shortage of skills is impacting the ability of their IT department to support the wider organisation



3 Skills shortages



I think that there is a bigger problem in recruiting people into the workplace at the moment or getting people that are suitable and we've noticed that definitely as a business and IT department.

Head of ICT in the retail sector

On top of workload struggles and technological complexity, there are many people-focused challenges to also address, in particular in terms of ensuring the required capacity and capability within teams.

IT department challenges over the next 12 months

44%

Recruiting the right skills

25%

Having the right headcount

A shortage of people may be the first challenge to tackle given widespread concerns about staff retention over the next year.



55%


are concerned about the number of employees leaving their organisation's IT department over the next 12 months

43%

say that there has been an increase in the number of employees tending their resignation since the pandemic began



Look out for the next in our People series, where we'll explore skills shortages in more detail, diving deeper into the impacts this is having on the wider organisation, and which skills are highest in demand.



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COMMUNITY

The network for technology insight

These survey findings are based on qualitative and quantitative interviews with 332 members of the Vanson Bourne Community, our insight network of IT and business professionals at the forefront of their industries. We regularly engage with our members to tap into their expertise and perspectives on the latest technology-driven trends facing their organisations today.

Whether you're looking for deeper market understanding or data to drive your strategy, insights from our expert community can help inform your thinking and test your hypotheses.

Our Productivity database and insight series harnesses Community insights to take a forensic look into the IT department, investigating the issues faced by tech teams in ever-changing times. You've just read the latest in our ongoing series, exploring the People issues in tech today.

Get in touch to learn more about these findings or to discover how the insights in our Productivity database can support your goals today:

[Let's talk about research](#)



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