

# 4,219

IT leaders surveyed across a wide range of industries and geographies

# 2,791

responses before March 2020

# 1,428

responses to modified pandemic survey

# 568

Tech industry respondents

## EVERYTHING CHANGED. OR DID IT?

### BUDGETS & BOARD PRIORITIES

**12%** Mean additional IT spend due to the pandemic

Budgets **46%** & Headcounts **49%** expected to rise in next year

### OPERATIONAL PRIORITIES

- Top 3
- 1 Improving customer engagement
  - 2 Developing new products and services
  - 3 Improving agility and speed to market
- Power and Utilities most optimistic | Leisure least optimistic

### INVESTMENT PRIORITIES

- Top 3
- 1 Security and privacy
  - 2 Customer experience and engagement
  - 3 Automation

### MANAGING TECHNOLOGY

# 50%

Security is number 1 investment priority

Phishing **83%**

&

Malware **68%**

Experienced an increase in attacks during the crisis



Data curators (...and 'Robot Overlords'!)

# 46%

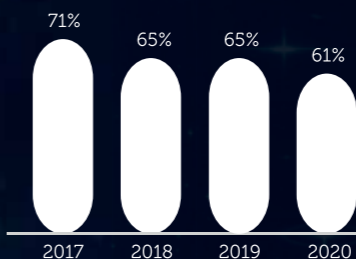
experienced additional incidents due to remote working

Investment in automation

Tech sector out-pacing global average by 7%

### TECHNOLOGY LEADERS

Executive team membership for CIOs



# 64%

think the pandemic has increased the influence of the technology leader

# 69%

Tech industry respondents

# 70%

say crisis has increased the collaboration between their team and the business

# 26%

tech leaders are moved on

# 9%

female respondents IT executive level

More than half agree that diversity improves:

- Trust and collaboration
- Innovation
- Access to skills
- Engagement with the business
- Creating customer focused products

### RESOURCING THE TECH TEAM

# 85%

moved workforce to remote working

# 62%

will keep more than half of workforce remote working



# 58%

have enacted employee mental health programs

Culture & Leadership more important than Salary

### TOP SKILLS SHORTAGES HIGHLIGHTED BY COVID-19

- 1 Cyber security **40%**
- 2 DevOps **25%**
- 3 Modern architecture **25%**
- 4 IT strategy **24%**

The 2020 Harvey Nash / KPMG CIO Survey is the largest IT leadership survey in the world in terms of number of respondents. The survey was conducted of 4,219 CIOs and technology leaders across 83 countries. [www.hnkpmgciosurvey.com](http://www.hnkpmgciosurvey.com)

### DRIVING BUSINESS PERFORMANCE THROUGH TECHNOLOGY

Digital leaders:

the **53%** that are 'very' or 'extremely' effective at using digital technology to advance their business strategy

# 3.9x

as effective at scaling digital channels

# 3x

as effective at increasing worth of company

# 2.3x

better at customer experience

# 2.1x

better at customer loyalty

# 2.7x

more likely to increase profit margin