THE HARVEY NASH / KPMG CIO SURVEY 2018

3,958 IT leaders surveyed across a wide range of industries and geographies

BUDGETS, OUTLOOK & PRIORITIES

IT INVESTMENT GROWS

49% Budget increases at their highest level since tracking began
47% expect IT headcount to increase

COULD INFLUENCE BE STALLING?

Fewer CIOs on executive boards this year (down 9%)
Fewer IT leaders report CIO influence is growing (down 8%)

OPERATIONAL PRIORITIES

Top 3 priorities for ‘digital leaders’*
1. Developing innovative new products
2. Delivering stable IT
3. Increasing operational efficiencies

Top 3 priorities that have grown
1. Improving cyber security (+23%)
2. Managing operational risk & compliance (+12%)
3. Improving business process (+12%)

MAKING STRATEGY HAPPEN

55% of organisations rate their IT/business alignment 'moderate' or worse

The successful ones
1. Favouring customer/revenue growth over inward-facing activities
2. An acting or dedicated CDO makes organisations more effective at leveraging customer data

CIO CAREERS

46% of IT leaders enjoyed salary rises in the last year
78% are either quite or very fulfilled in their jobs

Digital leaders* are the most fulfilled in their roles

13% less are ‘very fulfilled’ this year

General Data Protection Regulation
38% do not expect to be compliant by the May deadline

MANAGING TECHNOLOGY

69% have, or expect to implement, intelligent automation within IT and within customer support

DIGITAL LEADERS MUCH MORE LIKELY TO BE INVESTING SIGNIFICANTLY IN NEW TECHNOLOGIES COMPARED TO OTHERS

6x more virtual reality
5x more blockchain
2.5x more robotic process automation

PEOPLE, SKILLS & TALENT

SKILLS SHORTAGE CONTINUES

65% report a lack of talent holding their organisation back
67% plan to use automation to remove the need for additional headcount
46% use outsourcing to access skills. Cost savings is a lower priority

SUCCESSFUL ORGANISATIONS

Organisations with a CDO, either in a dedicated or acting role, are over twice as likely to have a clear and pervasive digital strategy than those without one (44% versus 21%).

ALL ABOUT DIGITAL

MAKING DIGITAL EFFECTIVE IS TOUGH

78% of CIOs believe their digital strategy is only moderately effective, or worse

32% of organisations have an enterprise-wide digital strategy

38% think their digital strategy would fail without an innovative and experimental culture

DIGITAL STRATEGIES STILL IN THEIR INFANCY

Most digital investment is focused on "front-end," rather than deeper operational activities

*Digital leaders rated the organisation 'very' or 'extremely' effective at using digital technologies to advance their business strategies.

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