



# What Every IT Leader Needs to Know:

## Highlights From IDC's CIO Sentiment Survey

An IDC eBook





In September 2023, we asked 361 IT Leaders from 11 countries questions about the operational dynamics and strategic direction of their IT organizations, focusing on critical areas such as IT investment priorities, the integration of generative AI, talent management and skills development, and cybersecurity.

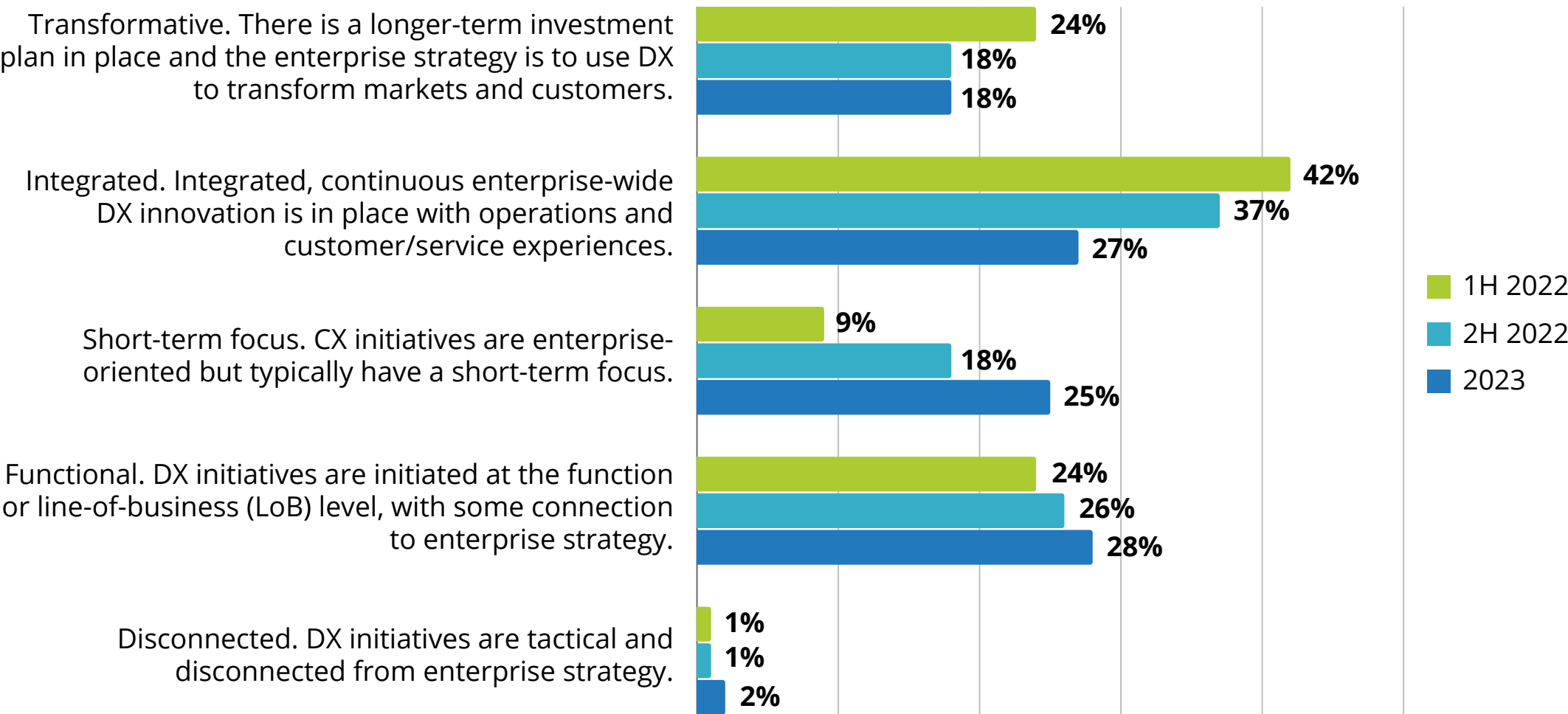
**Here's what they said.**



**HIGHLIGHT # 1: Digital Transformation (DX) Strategies Have Shifted to Be More Short-Term Focused**

Over the last year, organizations have seen a **shift from integrated, continuous enterprise-wide DX strategies to ones with a shorter-term focus** as they adapt to immediate market demands, reassess long-term digital road maps, and recalibrate their approaches. This may be driven by several factors, such as an organizational learning curve, economic uncertainty, or global disruptions and ongoing pandemic recovery.

**What is the current status of DX at your organization?**

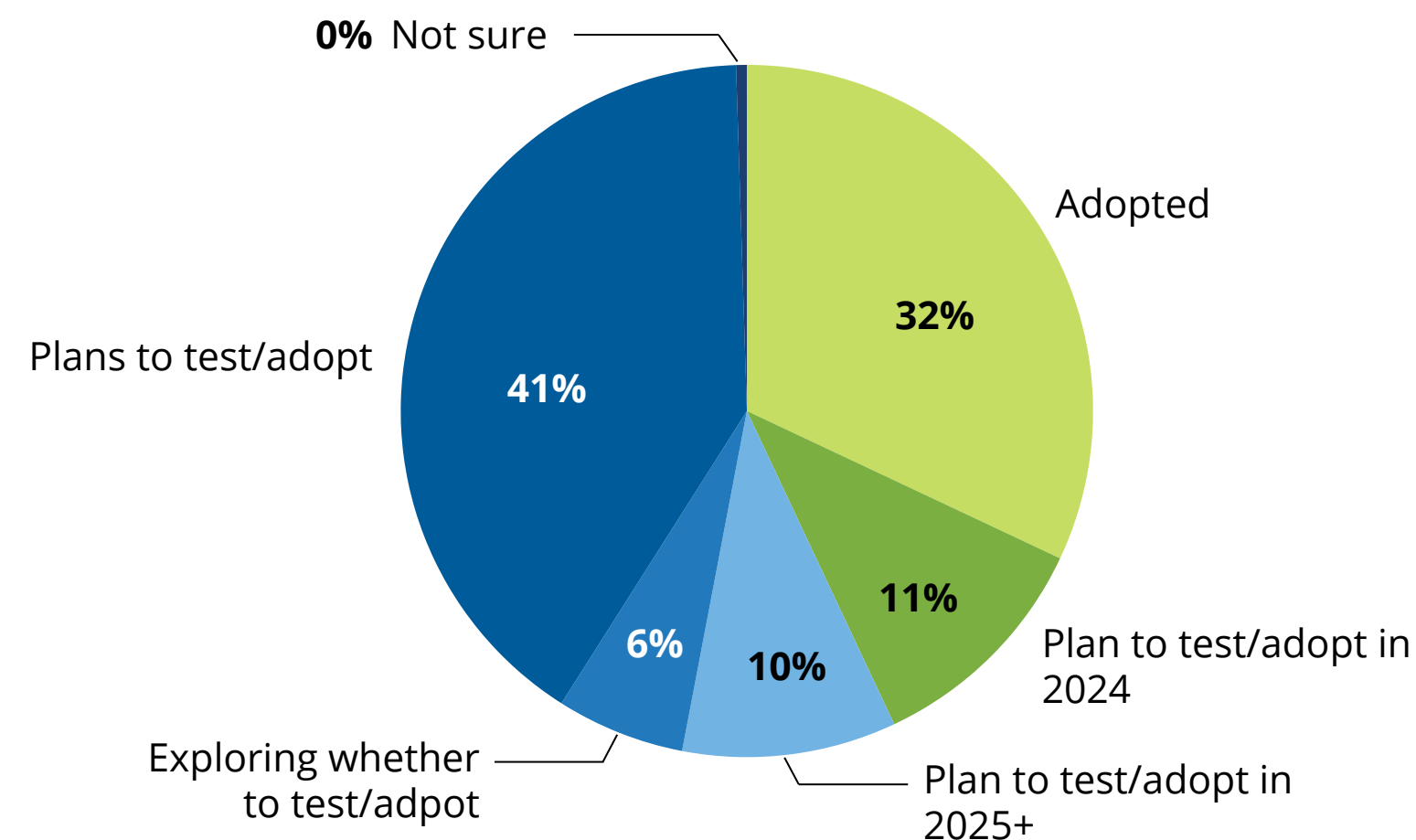




## HIGHLIGHT # 2: Facing the GenAI Wave, Some IT Leaders Are Embracing the Technology for Strategic Gains While Others Hold Back

CIOs are at a critical stage in the GenAI wave and must decide whether to spearhead AI innovation or deliberate further amid evolving AI capabilities. **32% of IT organizations have already adopted GenAI, with an additional 11% planning to test or adopt in 2024.** These early adopters and future planners may be looking to leverage GenAI for competitive advantage, improved efficiency, and innovation. Conversely, a substantial 41% have no plans to test or adopt GenAI.

Which description best fits your IT organization's situation regarding Gen AI?

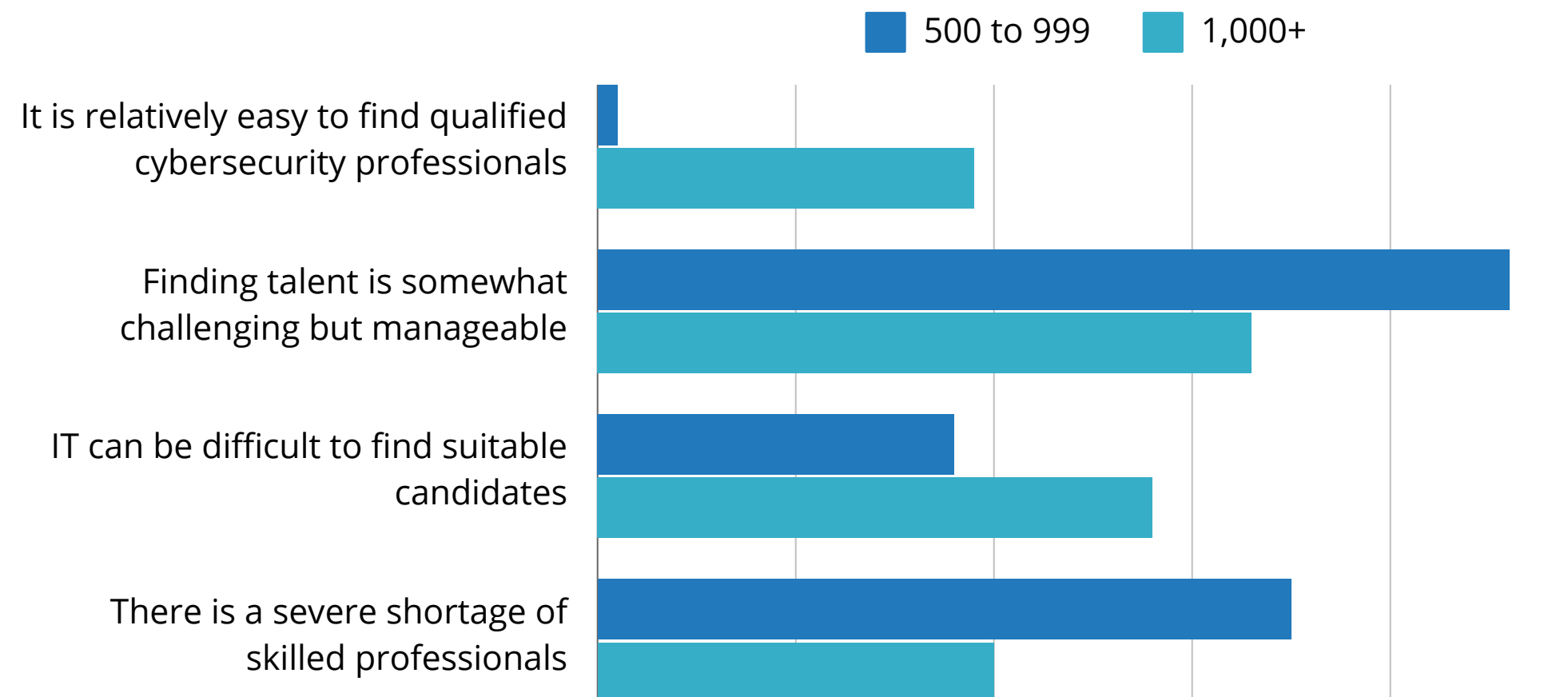




### HIGHLIGHT # 3: Both Midmarket and Large Enterprises Are Struggling to Find Cybersecurity Talent

Regardless of company size, both midmarket and large enterprises have challenges in recruiting cybersecurity talent. A **significant majority find it somewhat challenging to severely challenging to find the right skills**, pointing to a widespread talent gap in a growing industry. Only a portion **(19%) of large enterprises report that it is relatively easy to find qualified cybersecurity experts**, which could be due to greater resources to attract top talent.

How challenging is it to recruit cybersecurity talent?

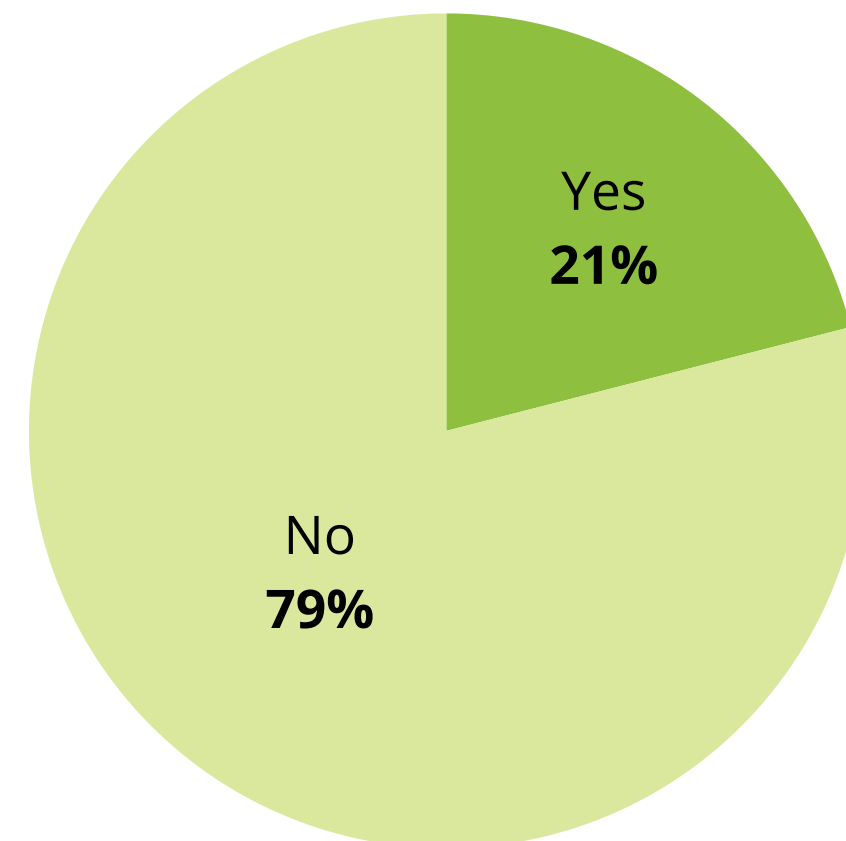




## HIGHLIGHT # 4: While Organizations Are Aware of Technical Debt, They Lack Structured Processes to Manage and Report It

**While a majority of organizations allocate a small portion (12.8% average) of their IT budget to reduce technical debt, a significant number (79%) do not have formal processes for tracking and reporting this debt.** This gap in tracking and reporting could affect the strategic planning and alignment of IT initiatives with business objectives. It also reflects a need for more structured reporting and management practices to ensure that technical debt is accounted for in executive decision-making.

**Does your organization have a formal, systematic process for tracking and reporting the technical debt to your executive team?**





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