

SURVEY

IT Leaders Respond to Impact of COVID-19 Pandemic

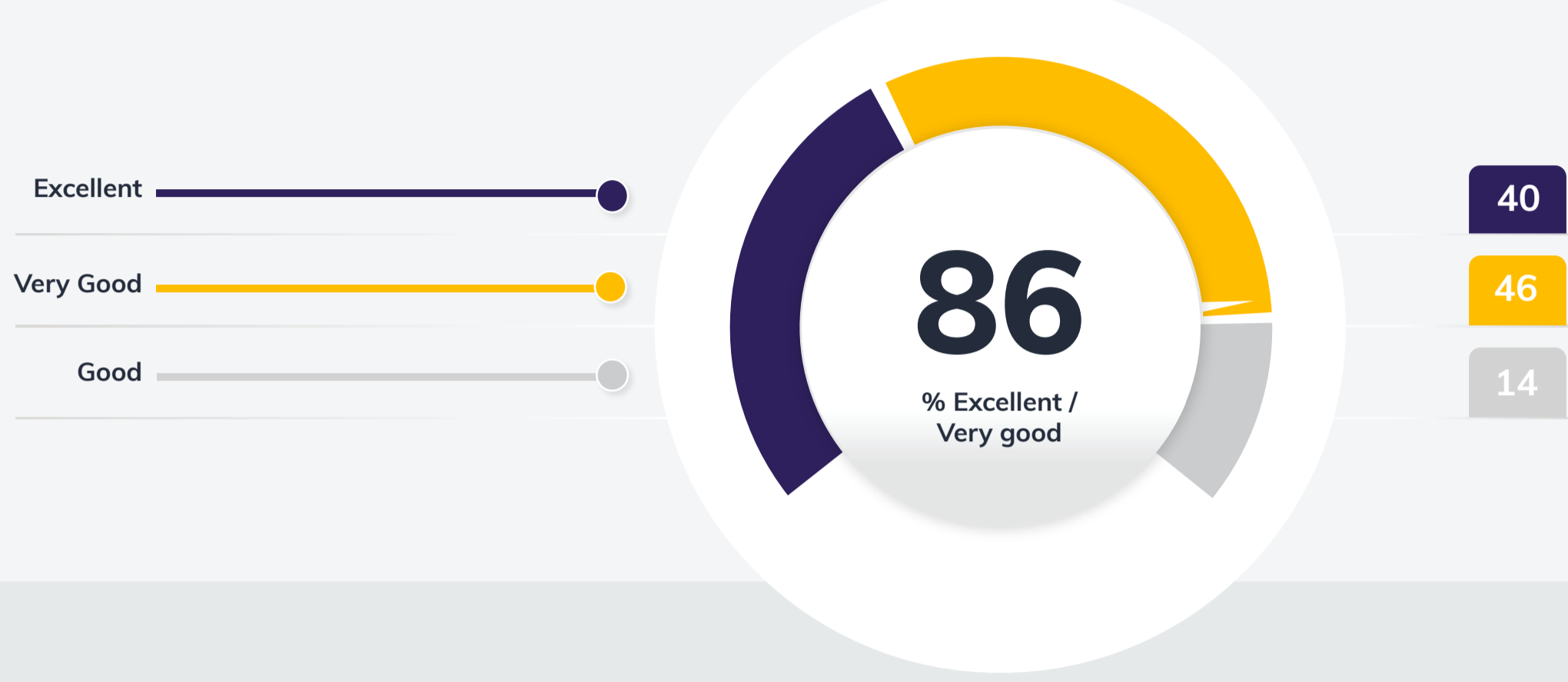


Executive Summary

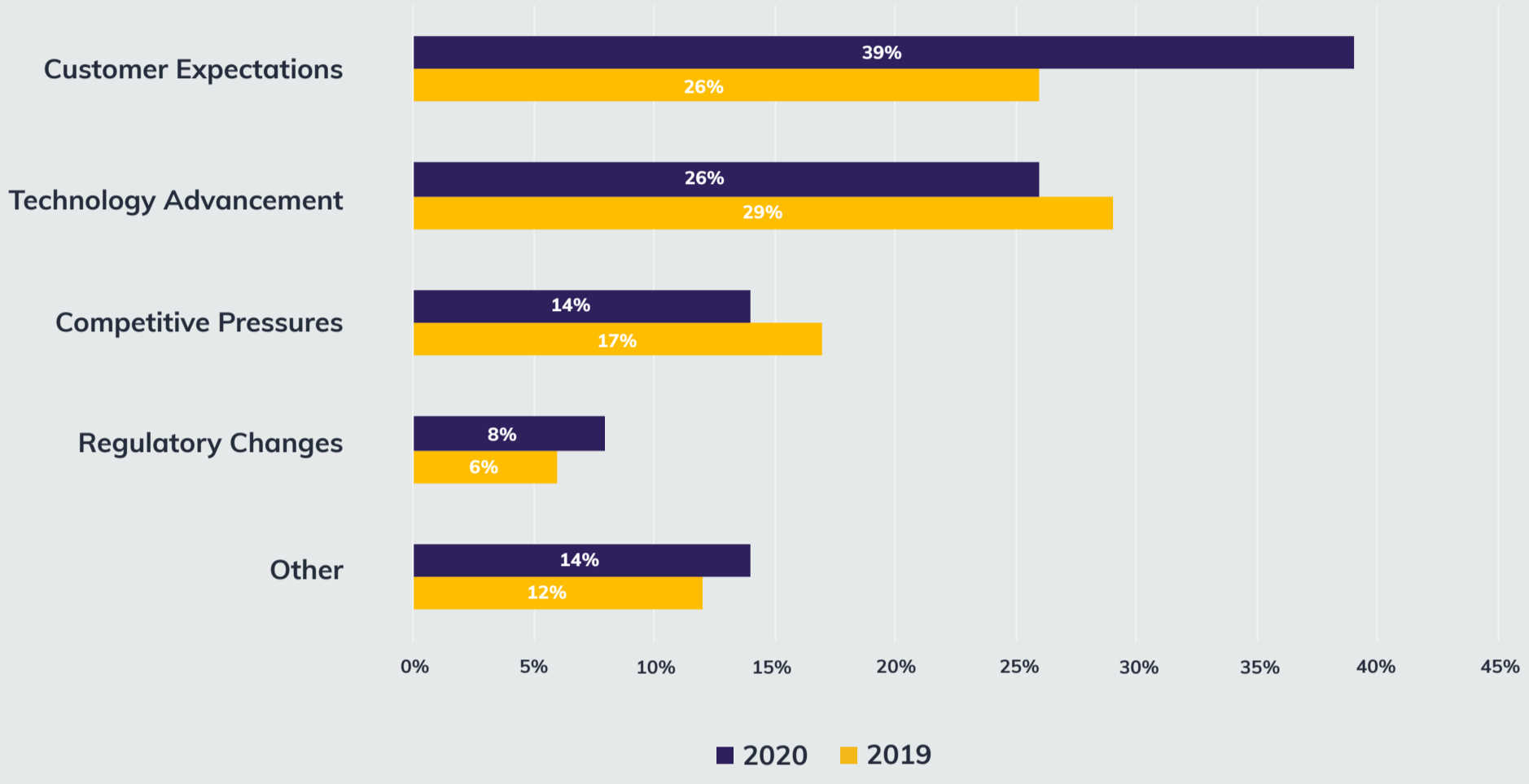
We invited IT Leaders in Indianapolis to respond to a web-based survey about the challenges they faced in 2020 and their outlook for 2021. Here is what we learned from 65 survey respondents:

- Most IT Leaders thought their companies did well responding to the challenges of 2020
- Optimism abounds in 2021 as the general business and IT outlook are expected to improve
- Zoom/Teams fatigue and longer work hours are productivity challenges IT Leaders will have to deal with in 2021
- Rising customer expectations, rapidly advancing technology and competitive pressures continue to drive IT change
- IT Leaders acknowledge change resistance and fatigue act as a major barrier to change

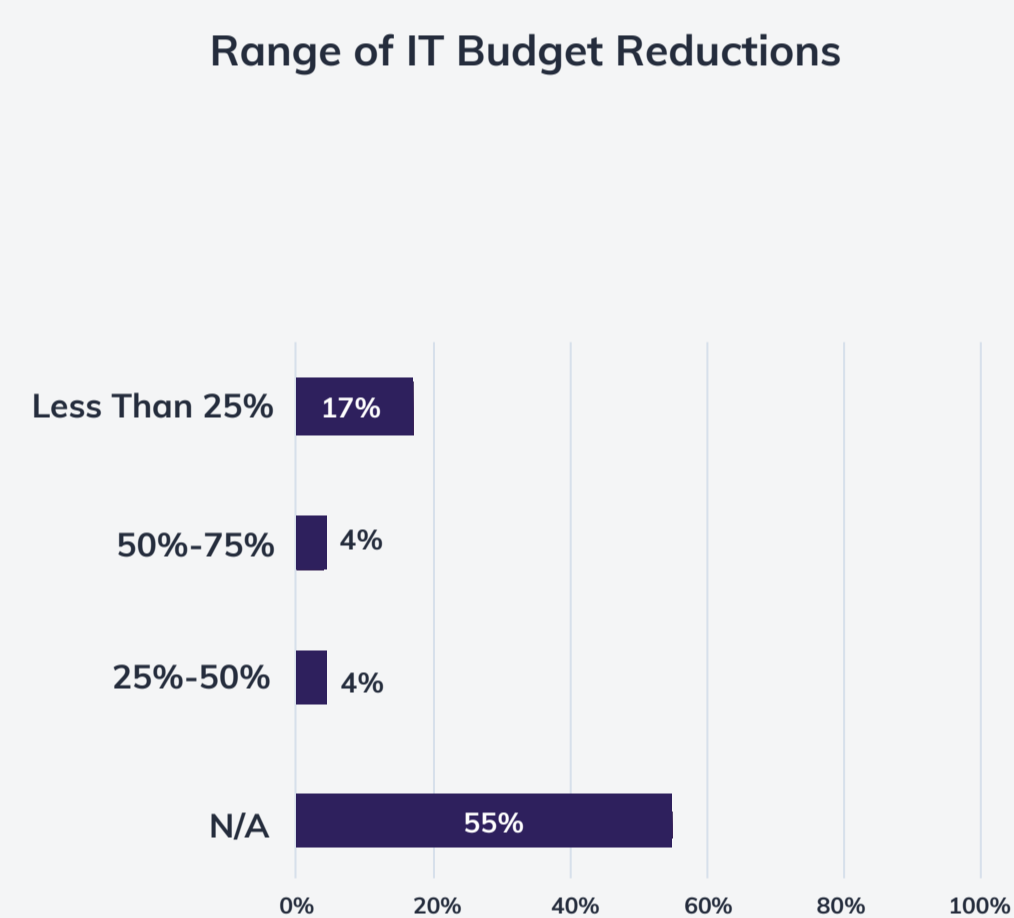
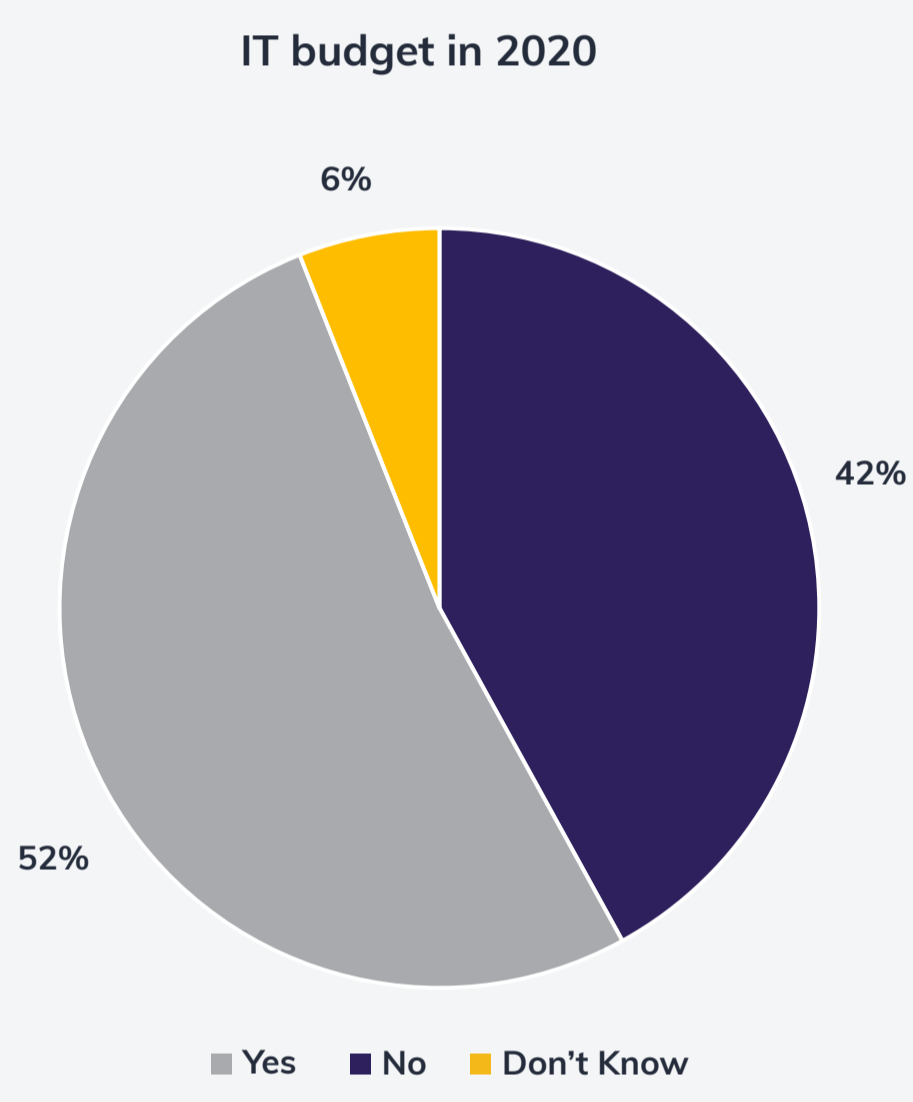
Company Performance Adapting to Challenges



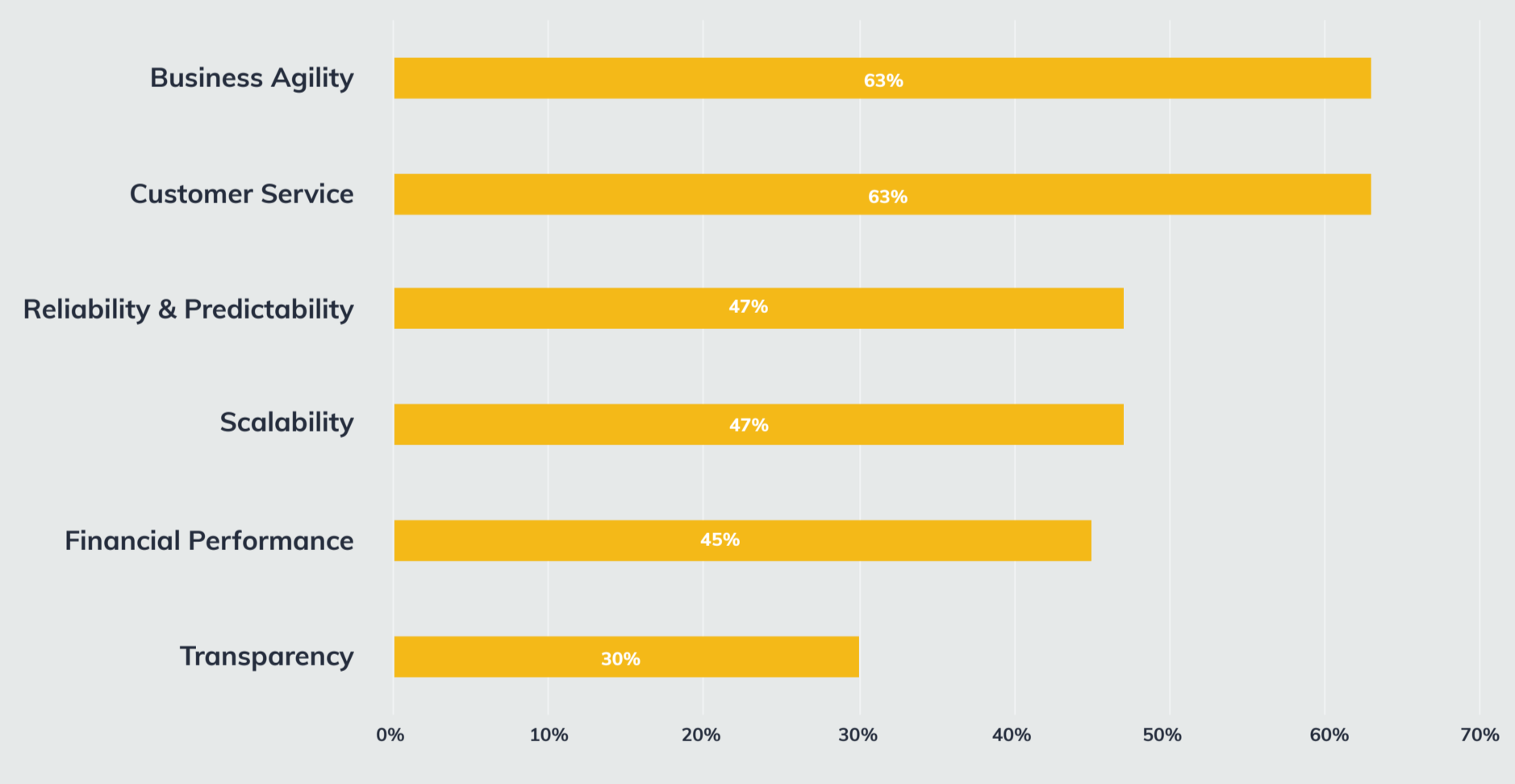
Primary Drivers of Change Over Past Year



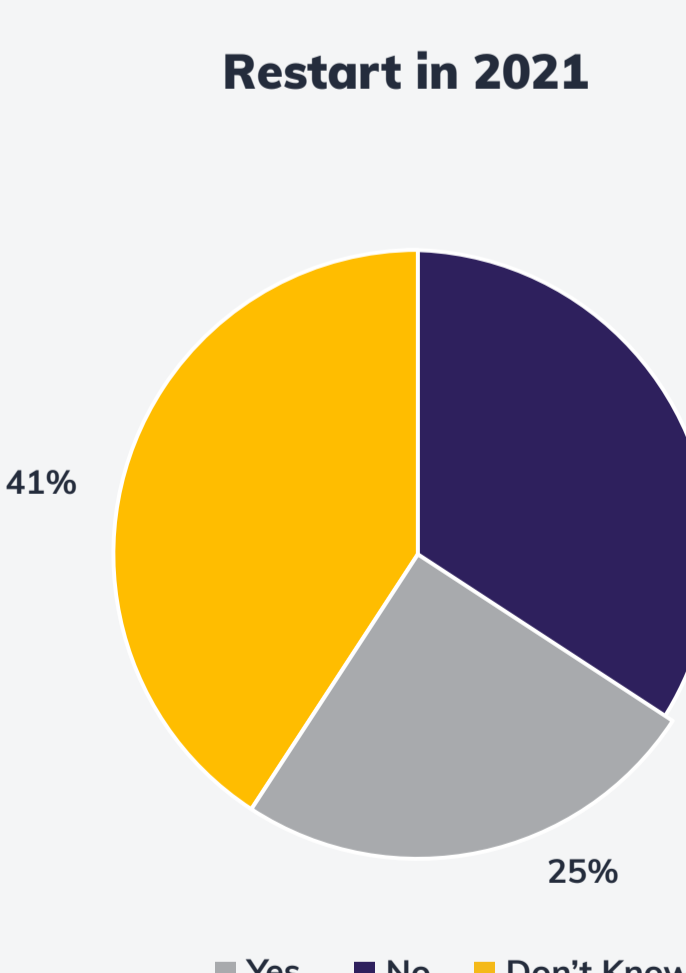
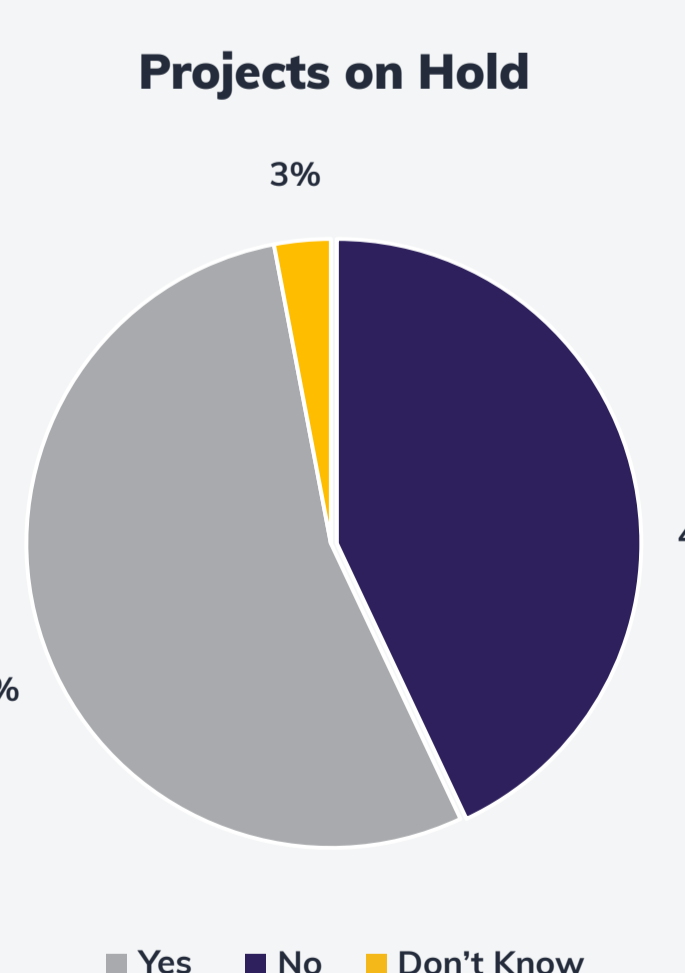
IT Budget Reductions



Planned Process Improvements for 2021



Projects Put on Hold in 2020



Most Important Company Benefit

