BUDGETS & BOARD PRIORITIES

- 5% Mean additional IT spend due to the pandemic
- Budgets & Headcounts
  - 43% expected to rise in next year
- Power and Utilities: most optimistic
- Leisure: least optimistic

OPERATIONAL PRIORITIES

- Top 3:
  1. Operational efficiency to the business
  2. Customer engagement
  3. Enabling the workforce
- 4 modes of recovery:
  1. Hard reset
  2. Modified business-as-usual
  3. Transform to re-emerge
  4. Surge

RESOURCING THE TECH TEAM

- 86% moved workforce to remote working
- 84% concerned with the mental health of team
- Culture & Leadership: more important than Salary

TECHNOLOGY LEADERS

- Female respondents: 11%
- CIOs or CTOs: 9%

DRIVING BUSINESS PERFORMANCE THROUGH TECHNOLOGY

- 52% embed security into projects at the start
- 4x better at operational efficiency
- 3x better at customer experience
- 3.5x better at increasing revenues
- 7x more likely to use AI to manage enterprise data

MANAGING TECHNOLOGY

- Security is number 1 investment priority
- Phishing: 83%
- Malware: 62%
- Experienced an increase in attacks during the crisis
- Data curators (…and ‘Robot Overlords’!): Some of the new roles being created
- Investing in emergent technology has aided crisis response

EVERYTHING CHANGED. OR DID IT?

- Executive team membership for CIOs
  - 71%
  - 65%
  - 65%
  - 61%
- 2017 2018 2019 2020
- 23% leave their own accord
- 61% think the pandemic has increased the influence of the technology leader
- More than half agree that diversity improves:
  - Innovation
  - Access to skills
  - Engagement with the business
  - Trust & Collaboration
- 70% say crisis has increased the collaboration between their team and the business

THE 2020 HARVEY NASH / KPMG CIO SURVEY 2020

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