

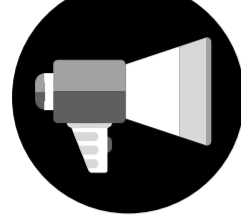
# IT executives vs everyone else:

Where they agree, and disagree, on IT's role in digital transformation and business strategy.

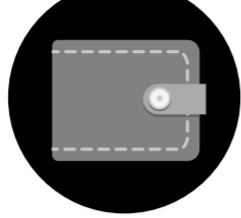
A recent survey by the Economist Intelligence Unit, sponsored by DXC Technology, explored the often very different views of IT executives and their non-IT peers on what IT is getting right as companies move down the path of closer alignment between business strategy and digital technologies, how they're managing IT, and expectations for IT's role in driving business success going forward.



That divergence of opinion is echoed in views on most core areas of IT management, such as:



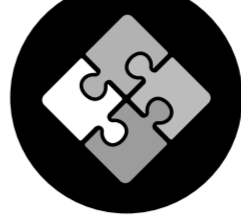
who's in charge



who controls the budgets



how digital their companies are



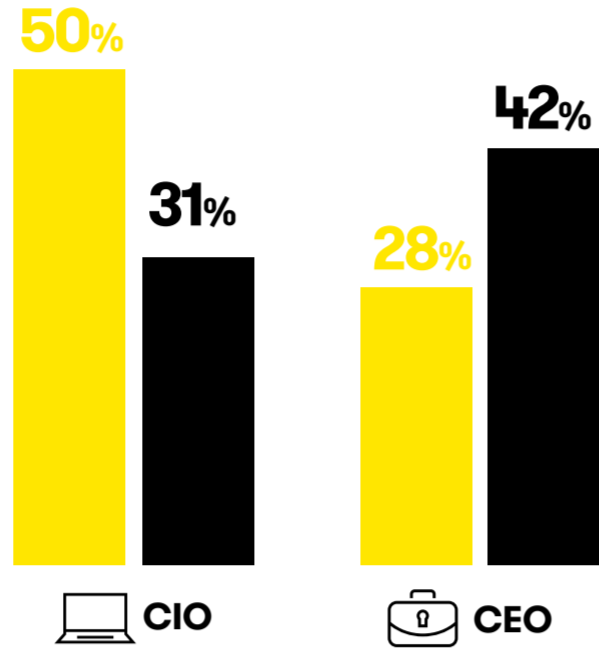
how integrated their companies are



the why and how of becoming more digital

## 1 Who's leading the strategy?

IT executives vs non-IT executives who say the strategy is led by:



## 2 Where's the money?

IT vs non-IT executives who say any budget is controlled by:



## 3 How digital are companies?

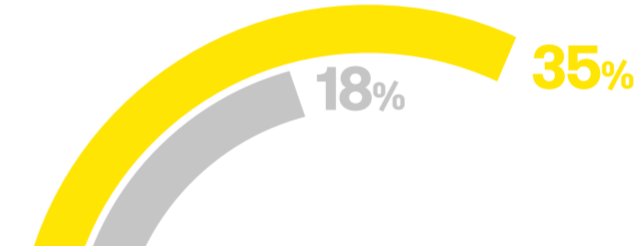
IT executives more often say their functions are mostly or entirely digital.



A much smaller share of executives outside IT say so.

Functions range from strategy to manufacturing to IT.

## 4 How integrated are companies?

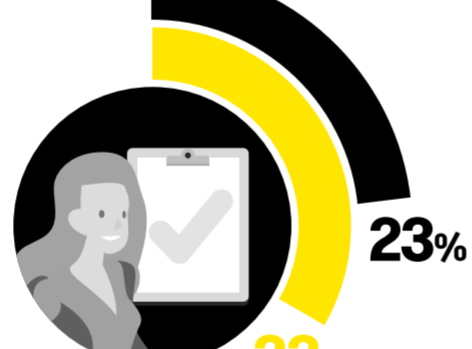


35% of IT executives say all of their functions, from strategy to manufacturing to IT, are somewhat or entirely globally integrated.

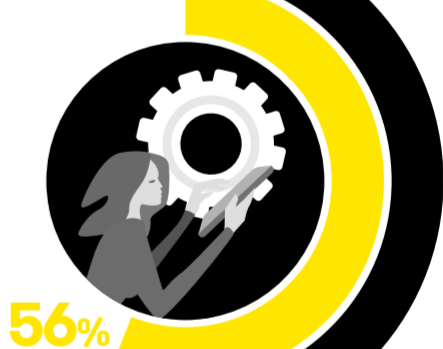
Only 18% of executives outside IT say so.

## 5 Becoming more digital: Why and how

IT executives more often perceive digital technologies as a way to meet customer expectations than non-IT executives.

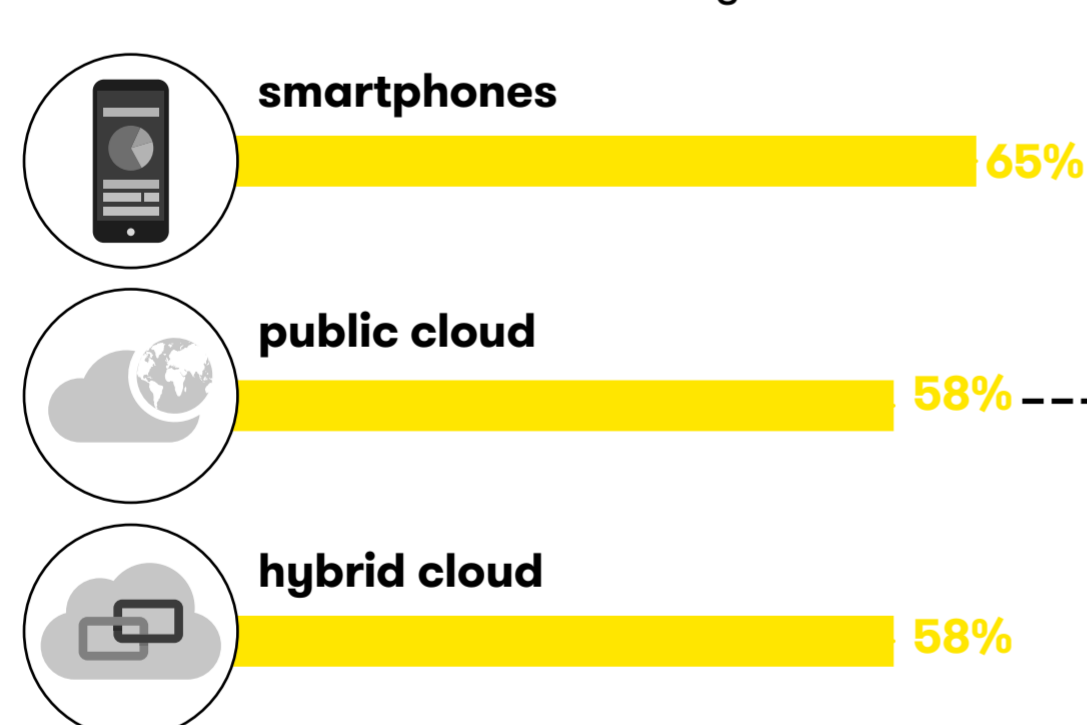


But the most often cited goal for becoming more digital, chosen by more than half of both groups, is to become more efficient.

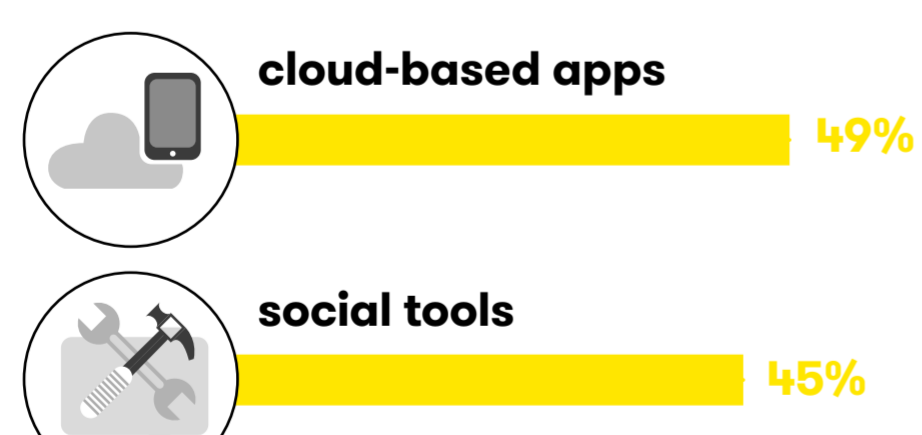


The tools and capabilities the two groups see as priorities also differ markedly.

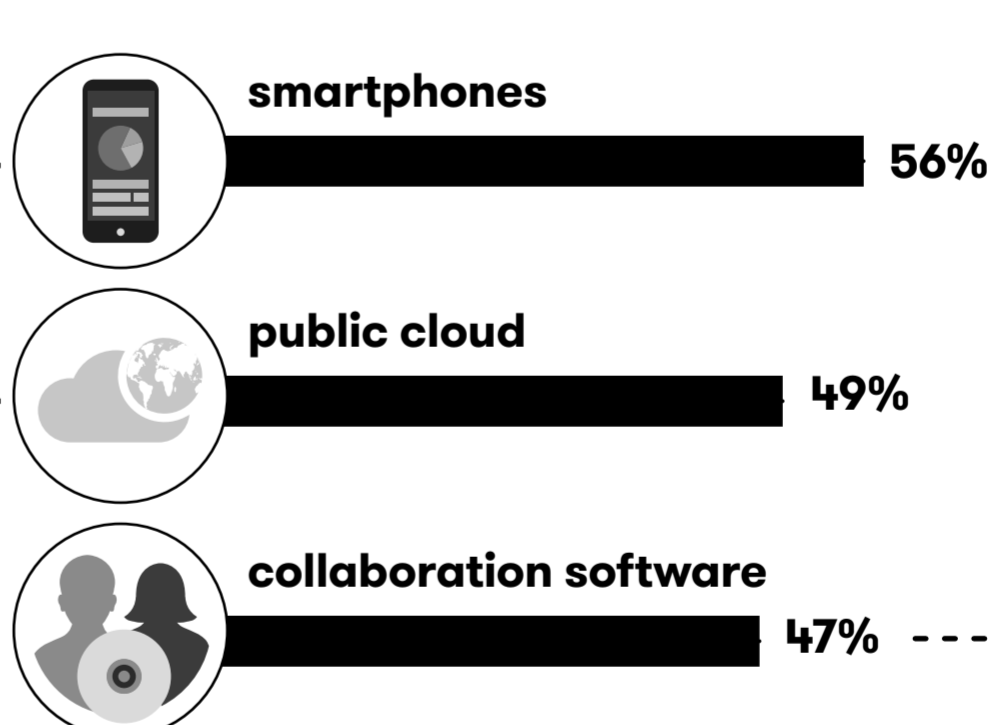
The tools and technologies that most IT executives say their companies plan to invest more in over the next three years are:



They also far more often than other executives plan to increase use of:



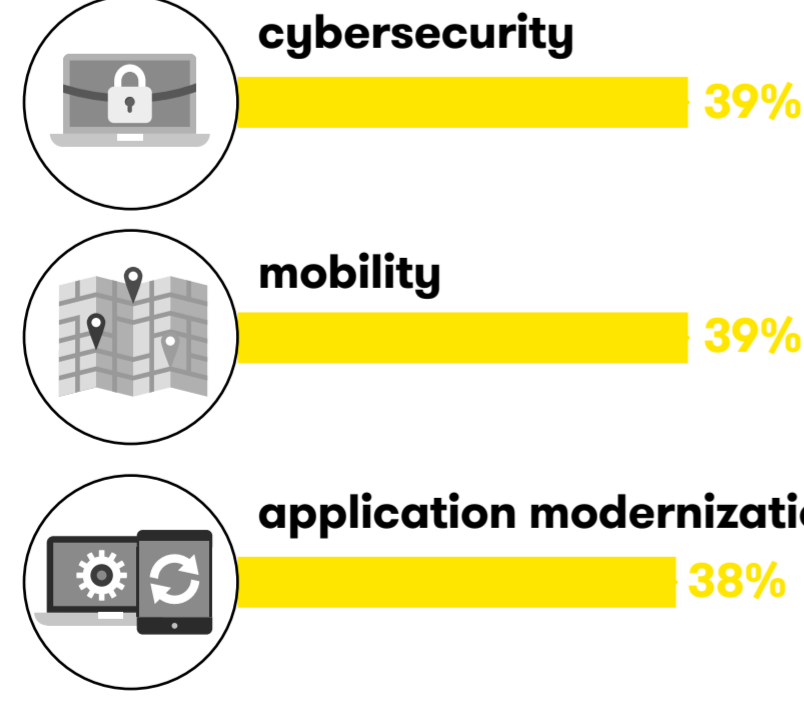
Executives in other functions have a different third priority:



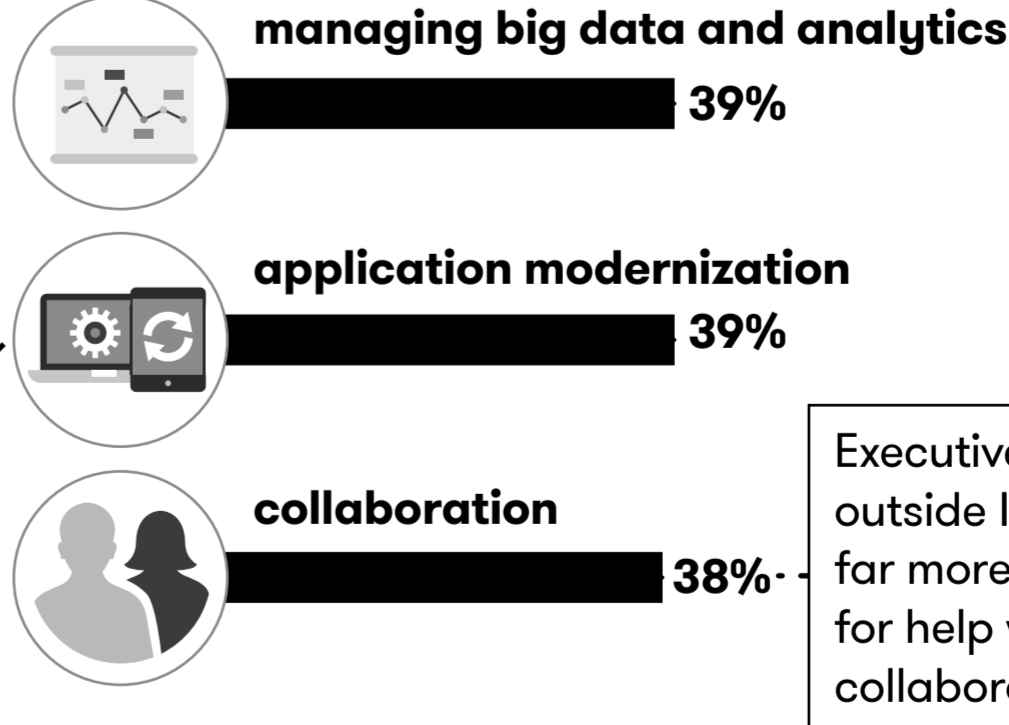
Notably, 3% of all respondents say they plan to stop using PCs over the next three years.



The capabilities IT executives think they need most:



The capabilities other executives think IT needs most:



Executives outside IT see far more need for help with collaboration

## 6 A point of agreement

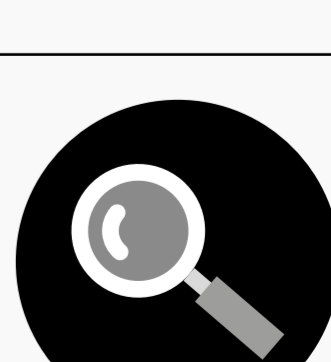
Notably, all executives agree on the top three barriers to IT's ability to deliver the technologies and capabilities the company will need:



Budget constraints



Resources primarily focused on managing existing IT workloads



Difficulty finding staff with the needed capabilities

### In summary

Executives in IT and those in other functions disagree about IT's effectiveness, how it's managed and how it should improve. But everyone does agree on the barriers IT will have to overcome to help companies meet their strategic goals.

From this common starting point, executives across functions should be able to work together to overcome those barriers, increase companies' digitisation and increase IT's contributions to business success.

### Source

Global survey by the Economist Intelligence Unit, "CIOs and the future of business strategy", 2016. This research program was originally sponsored by CSC, which has become DXC Technology as of April 2017. © Economist Intelligence Unit 2017

### Written by

