

## BUDGETS & BOARD PRIORITIES

**10%** Mean additional IT spend due to the pandemic

Budgets **38%** & Headcounts **37%** expected to rise in next year

## OPERATIONAL PRIORITIES



Power and Utilities most optimistic

Leisure least optimistic

## INVESTMENT PRIORITIES



**4,219**

IT leaders surveyed across a wide range of industries and geographies

**2,791**

responses before March 2020

**1,428**

responses to modified pandemic survey

**351**

Banking & Capital Markets industry respondents

EVERYTHING CHANGED.  
OR DID IT?

## MANAGING TECHNOLOGY

**49%**

Security is in top 3 investment priorities

Phishing **81%**

&

Malware **55%**

Experienced an increase in attacks during the crisis



Data curators (...and 'Robot Overlords'!)

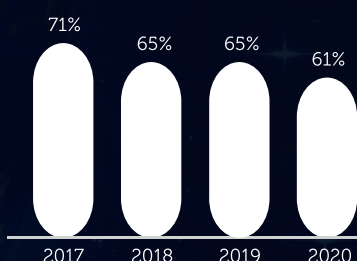
**35%**

experienced additional incidents due to remote working.

31% investing in automation as a top priority

## TECHNOLOGY LEADERS

Executive team membership for CIOs



**61%** think the pandemic has increased the influence of the technology leader

**70%** Banking and Capital Markets

**70%**

say crisis has increased the collaboration between their team and the business

**26%** tech leaders are moved on

**9%**

female respondents IT executive level

More than half agree that diversity improves:

- Engagement with the business
- Trust and collaboration
- Accessing the right skills
- Creating customer focused products
- Ability to innovate
- Risk tolerance

## RESOURCING THE TECH TEAM

**87%** moved workforce to remote working

**47%** will keep more than half of workforce remote working



**63%**

have enacted employee mental health programs

Culture & Leadership more important than Salary

## TOP 5 SKILLS SHORTAGES HIGHLIGHTED BY COVID-19



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.hnkpmgciossurvey.com](http://www.hnkpmgciossurvey.com)

## DRIVING BUSINESS PERFORMANCE THROUGH TECHNOLOGY

Digital leaders:

the **36%** that are 'very' or 'extremely' effective at using digital technology to advance their business strategy

**4.5x** as effective at scaling digital channels

**2.2x** better on time to market for new products and service offerings

**4.1x** better at increasing revenues

**2.8x** better at collecting valuable data

**3.3x** more likely to increase profit margin