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How Workplace Change Brings IT Pains

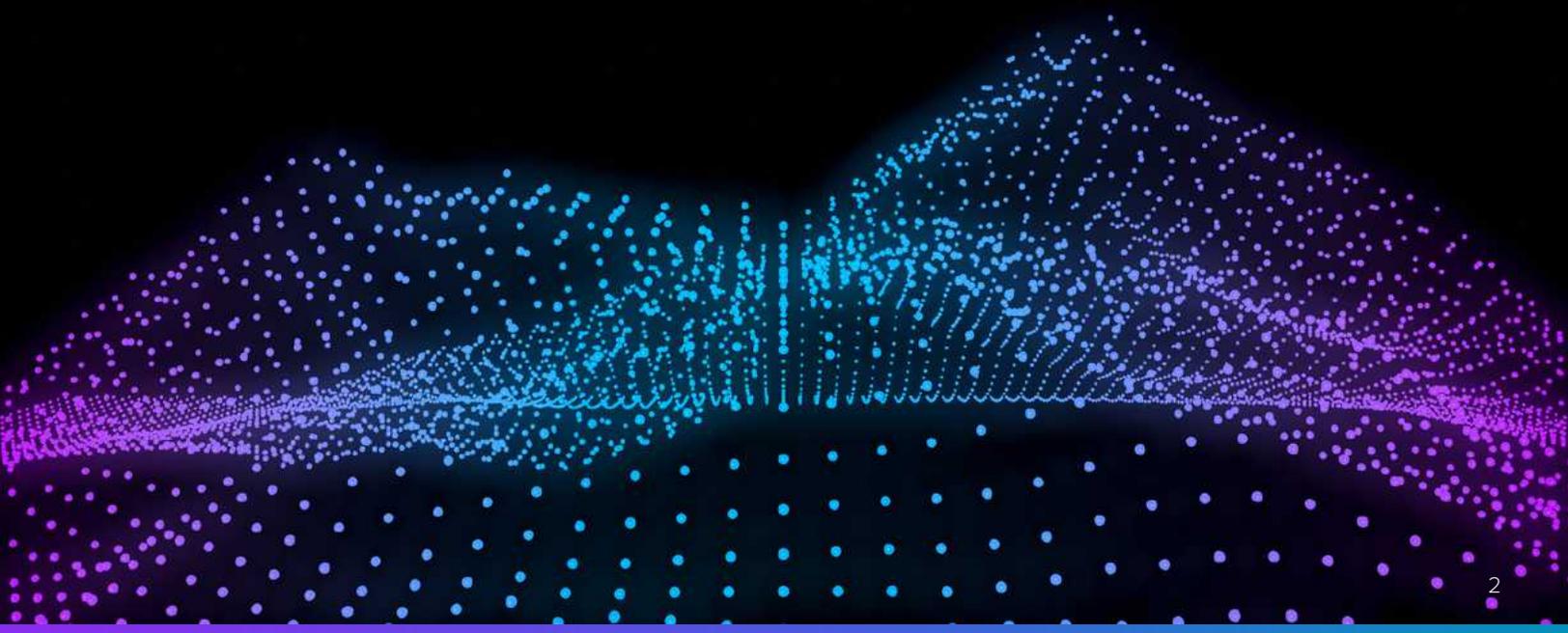
IT teams still experience stress and anxiety over company preparedness for another major disruption

Spring 2022



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Introduction

The confluence of a growing economy and a pandemic-impacted work environment forever changed how companies large and small operate. In an ever-evolving workplace it is imperative that IT teams are prepared for disruption – technologically, economically and mentally.

The tools that IT teams have can mean the difference between being proactive or reactive in the face of change.

Key Themes identified include:



The expediting of remote and hybrid work



Pain points and worries brought forward by IT teams



How teams could have been better prepared and plan to be better prepared in the future

Overview/Executive Summary

Two years ago when the pandemic first hit, it was unclear what change it would bring and if those changes would be here to stay. It's now clear that the pandemic permanently changed the way businesses connect and collaborate across the world, elevating the strategic importance of IT and placing emphasis on how businesses connect with employees, customers and partners. As technology leaders help businesses navigate the pace of change, what resources will IT turn to?

To better understand the ever-evolving business landscape ngena surveyed and analyzed major themes and pain points faced by IT teams and leaders. The survey looks back over the last 18-24 months at major shifts and changes IT team leaders and members faced and looks forward into how IT plans to address and prepare for further changes and possible major disruptions.

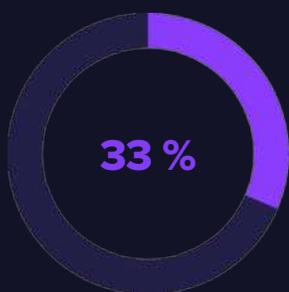
Methodology

ngena, the only global end-to-end orchestrated SD-WAN as a service company, conducted the survey in February 2022, consisting of over 375 qualified respondents spanning IT teams across the US to better understand IT needs in the changing workplace.

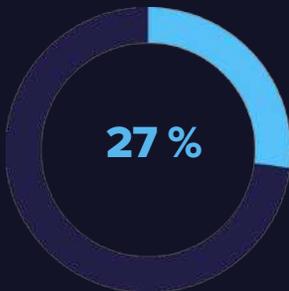
Looking Back 18-24 Months

Of the over 375 respondents, **83%** of IT team leaders and members felt stress and anxiety over the change to hybrid or remote work in their workplace; with **77%** of IT teams expressing that they did not feel fully prepared overall for the change.

When asked how their teams could have been better prepared for the swift change in the workplace, the top four responses were:



Better communication tools



Stronger network security



Stronger network connection



Faster remote deployments

The top five biggest challenges faced during the last 18-24 months were:

Network security threats **21%**

27% Communication tools within my company (Slack, Teams, Zoom, etc.)

22% Speed of remote deployments

21% Managing multiple endpoints

Managing networks **21%**



The dispersed workforce environment caused three-fourths of respondents to report a limited visibility of operations.

77%

of respondents experienced a lack of visibility as the workplace changed

71%

of respondents experienced a lack of control

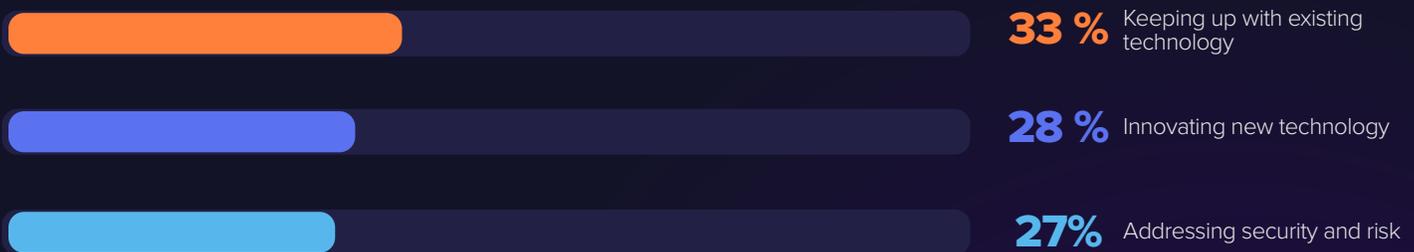
Even though **83%** of IT teams reported feeling stress and anxiety over the change and challenges faced, respondents still reported having an adequate budget to address these changes and challenges. **84%** of respondents reported an adequate budget over the past 18-24 months.

Looking Forward in Preparation

The next major disruption is undoubtedly just around the corner and IT teams know they need to prepare now for the unknown. From popping up new networks across the globe to preventing security risks and adjusting budgets when asked about the future, the survey showed that IT teams need solutions to help them prepare today.

While **52%** of respondents reported confidence in their company's IT preparedness for another major disruption, just under half (**48%**) were not confident or only somewhat confident.

IT teams believe the biggest IT challenges in the next three to five years will be:



84% of IT teams reported an adequate budget to address the changes over the past 18-24 months.

87% of respondents say budgeting has changed over that period of time as well, to be better prepared for any future disruptions. Suggesting that although IT teams had the funds to acclimate to sudden change the money was not allocated appropriately.

40% of respondents chose secure connectivity as a service as the number one solution IT teams are turning to when asked about solutions to future challenges.

65% of IT teams plan to implement solutions within the next year.



Conclusion

Changes in the workplace such as the mass movement toward remote work brings forth new challenges for IT. A loss of visibility and control can leave IT professionals feeling stress, anxiety and a lack of confidence in their ability to handle the next major disruption.

As our definition of “workplace” got flipped upside down, increased pressures to adapt to new circumstances paired with the importance of keeping everything running smoothly creates a need for new tools that simplify processes and minimize risk to reduce stress and anxiety when preparing for the unknown.