Increasingly uncertain times seem to be correlated with shifting IT leadership priorities:

**INCREASINGLY important compared with last year:**
- Delivering consistent and stable IT performance **UP 21%**
- Developing innovative new products and services **UP 21%**
- Saving costs **UP 8%**
- Increasing operational efficiencies **UP 7%**

**DECREASINGLY important compared with last year:**
- Better engagement with customers/prospects **DOWN 18%**
- Improving the success rate of projects **DOWN 15%**

**TOP RESPONSES TO POLITICAL/BUSINESS/ECONOMIC CHANGE:**
1. Creating a more nimble technology platform 59%
2. Working with restricted budgets 45%
3. Investing in cyber security 45%

**NIMBLE TECHNOLOGY**

- 52% of respondents say the political, business and economic environment is becoming more unpredictable.
- Navigating uncertainty.

**PEOPLE, SKILLS AND TALENT**

- **Six in ten** consistently report technology skills shortage.
  - 2017 (62%), 2016 (65%), 2015 (59%), 2014 (60%)
  - Skills shortage is unequal across the world.

**SKILLS THAT ARE MOST SCARCE:**
- Big Data/Analytics (42%) – most in demand by large employers
- Business Analysis (34%) – most in demand by smaller employers
- Enterprise Architecture (34%) – fastest growing – up 26% compared with last year

**CIO PRIORITIES**

**MANAGING CHANGE**

- 64% say the political, business and economic environment is becoming more unpredictable.

**TOP TACTICS TO FOSTER DIGITAL INNOVATION ARE TO:**
1. Ringfencing innovation budgets 31% a distant third
2. Partner with innovative organisations e.g. academic institutions 52%
3. Dedicate more time for innovation 54%

**DEALING WITH DIGITAL**

**Proportion of organisations with enterprise-wide digital strategy is up by 52% in three years:**
- 2017 41%, 2016 33%, 2015 27%

**Biggest impediment to digital success is resistance to change 43%**
- Only 25% saw lack of budget as a major issue

**IT BUDGETS ARE GROWING:**
- 7% in 2014, 2015, 2016
- 17% in 2017
- 25% in 2018

**Chief Digital Officer:**
- A quarter of organisations (25%) now employ a Chief Digital Officer.
  - 2017 25%, 2016 18%, 2015 17%, 2014 7%

**MANAGING IT**

**TOP WAYS IT LEADERS ARE LOOKING TO IMPROVE AGILITY AND RESPONSIVENESS:**
1. Implementing agile methodologies 28%
2. Buying more solutions as a service 19%
3. Taking different approaches with multiple IT 15%

**RELENTLESS RISE:**
- 54% of organisations being subject to ‘major’ cyber attacks during past four years:
  - 2017 52%, 2016 31%, 2015 22%, 2014 22%

**IT SATISFACTION:**
- The majority of CIOs (58%) can expect to be in the job for five years or less.
- 34% of IT leaders are already investing or are planning to invest in digital labour in 2017:
  - 31% believe digital labour is most effective at improving quality, ahead of 24% who value efficiency.

**CIO CAREERS**

- CIO job satisfaction has risen by 18% since 2015 and is at a three-year high (39% rate themselves ‘very fulfilled’).
- 44% of CIOs who sit on their executive management team report the highest levels of job satisfaction.
- Non-Profit CIOs see 12% drop in fulfilment (likely linked to career restlessness).
- 33% of CIOs benefited from an increase in base salary last year.
- 62% of salaries were unchanged.