Survey results show the need for business agility is causing IT to forge a new role based on delivering organisational resilience.

**Top areas for improvement:**
- 72% Supporting remote workers.
- 69% Integrating information and workflows across the organization.
- 69% Changing systems and processes quickly.

**Backlog:**
- 3-12 months is the average backlog for planned IT projects, and the situation is worsening as business project demand outstrips IT budget growth.

**Data issues:**
- 55% of respondents say business units already do more than IT to procure or develop new applications.
- 53% of business decision-makers (BDMs) believe the volume of applications built or sourced by non-IT business units will increase over the next 12 months.

**Missing applications:**
- 75% of BDMs state that when procuring or creating new applications, they prefer to keep their data where it is rather than move it to new repositories.
- 81% of BDMs report they’ve had to cancel a digital project because the proposed app or solution could not access the right data.

**Top technologies crucial to organisational success over the next 12 months:**
- Cloud computing
- Automation
- AI and machine learning
- Data science and analytics

**Top technologies for improvement:**
- 83% of respondents say adapting better to external change requires moderate-to-considerable IT infrastructure and apps improvement.

**IT’s control over digital infrastructure is slipping.**

Despite the importance of advanced automation technologies, 71% report that relatively few of their applications have AI and/or machine learning capabilities, and 57% report that RPA projects often fail.