ManageEngine

IT at work:
2022 and beyond

India

Index

Introduction

The IT department's role is wide-reaching, varied, and pivotal to an organisation's success, either centrally or in support of other departments within the organisation. AI and ML are already used extensively across the business, but more training might be required for their use to be maximised outside of the IT department. IT's role, therefore, is set to be even greater in the next five years. With IT playing such a pivotal role, organisations must be careful not to push their IT talent away.
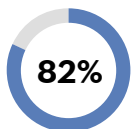
This report examines the status, future, and risks of IT in large organisations across India.
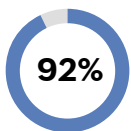
Key findings
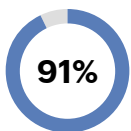
91% of all decision-makers (DMs) reported that collaboration between IT and other departments has increased.

82% of all IT decision-makers (ITDMs) agree that their organisations should have supported them more in the last two years.

92% of all business decision-makers (BDMs) reported that their organisation's IT department has complete or near-complete control of data access for their department.

The role of IT

The vast majority (91%) of DMs reported that collaboration between IT teams and other departments has increased over the last two years. In fact, just over half (54%) of them report that collaboration has increased significantly in that time.

Perhaps it is because of this collaboration that nearly all BDMs (97%) said that their department has autonomy when it comes to making technology decisions. As shown in Figure 1, this autonomy relates not only to purchasing apps and software (73%) and purchasing devices (57%) but also to hiring tech talent (54%). This shows that non-IT departments often have notable freedom regarding the technology decisions they can make. Apparently, non-IT departments are playing a role in the organisation when it comes to IT.

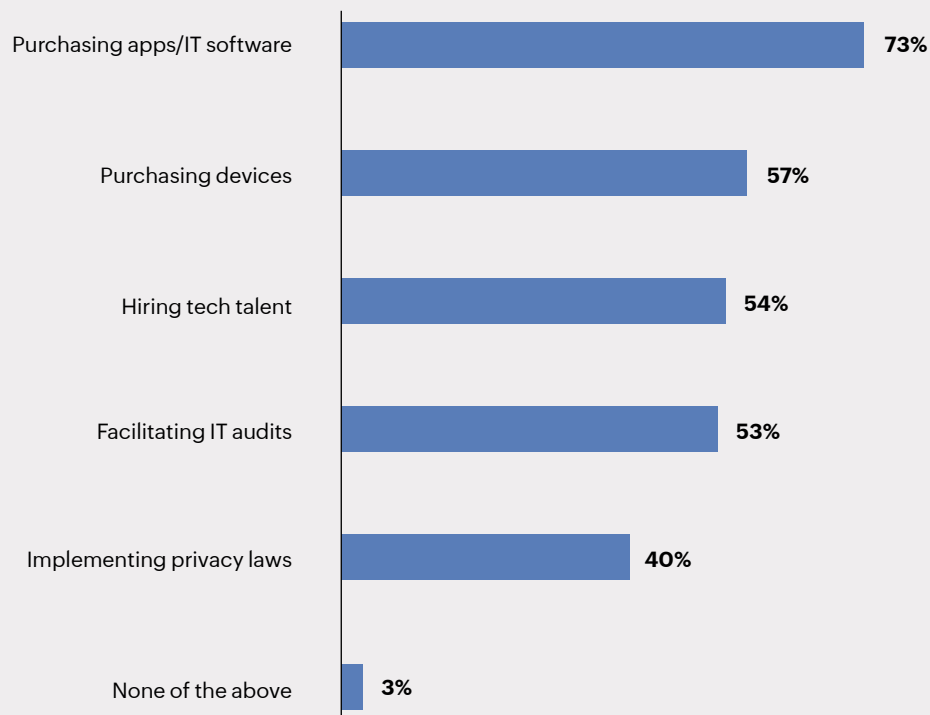| Category	Percentage
Purchasing apps/IT software	73%
Purchasing devices	57%
Hiring tech talent	54%
Facilitating IT audits	53%
Implementing privacy laws	40%
None of the above	3%

Figure 1. Which of these technology decisions does your department have the autonomy to make? (Based on the responses of BDMs).

A possible reason for the increase in collaboration and the variety in decision-making authority across the business might be the decentralisation within an organisation's IT structure.

- The majority (53%) of ITDMs said their organisations have already successfully decentralised their IT structures, and most (44%) of the remaining ITDMs said their organisations are currently attempting to do so.

- However, almost all ITDMs (98%) reported that there are challenges in decentralising their organisations' IT, with the biggest ones being maintaining IT security (69%) and maintaining the quality of the overall IT operations model (55%).

- Despite these challenges, almost all DMs (96%) believe there are benefits to decentralising their IT.

- The majority of DMs believe that if their organisation decentralises its IT, there will be an increased scope for innovation (67%), and the importance of IT's role in the business will become more recognised and acknowledged (65%) as a result (Fig. 2).
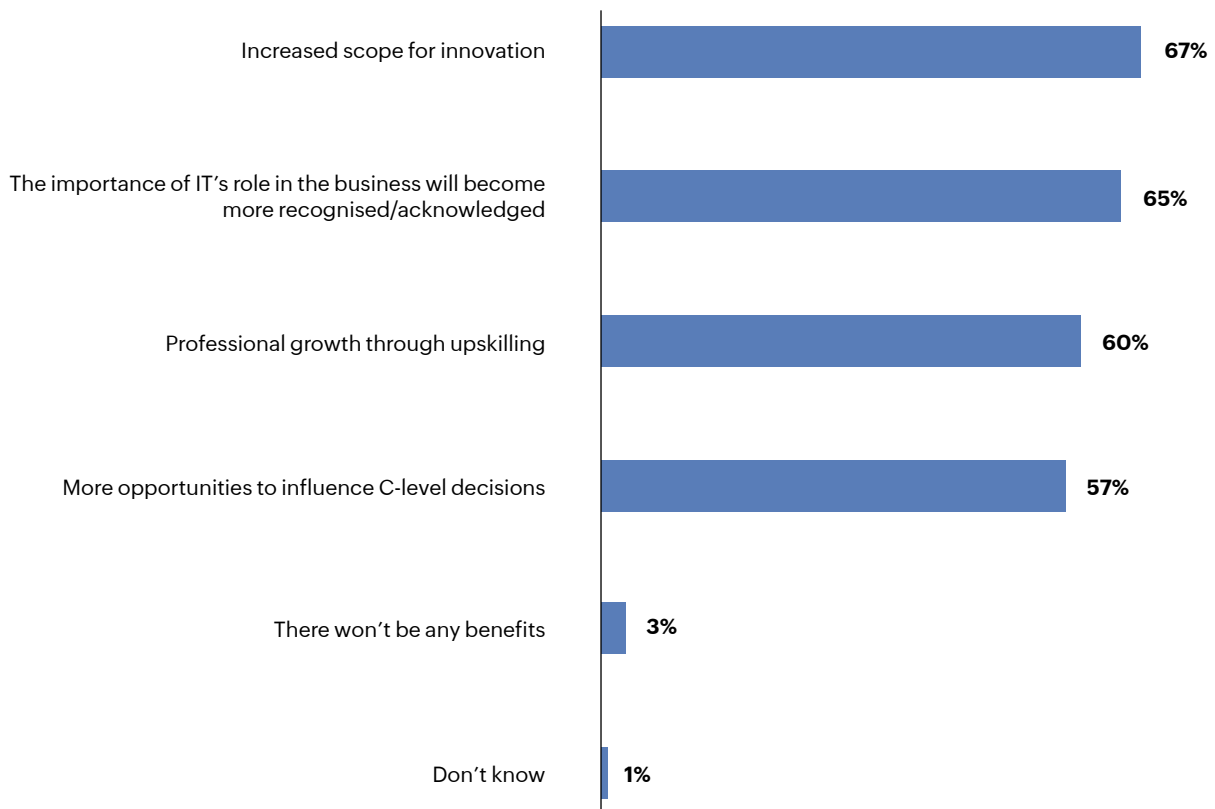

Increased scope for innovation	67%
The importance of IT's role in the business will become more recognised/acknowledged	65%
Professional growth through upskilling	60%
More opportunities to influence C-level decisions	57%
There won't be any benefits	3%
Don't know	1%

Figure 2. What will be the benefits, if any, if your organisation decentralises its IT functions? (Based on the responses of all DMs).

Control of technology

More than two-thirds (68%) of all respondents agree that non-IT employees in their organisation are more knowledgeable about IT than they were before 2020. With technological knowledge growing in non-IT departments in many organisations, IT teams may potentially get left out of decision-making.

However, it appears this is not the case in India, for the most part. Nearly a quarter (24%) of Indian ITDMs feel they were either not consulted at all or consulted inadequately when their organisation adopted a flexible working model (Fig. 3). Yet that leaves just over three-quarters (76%) of Indian ITDMs feeling that they were consulted adequately, which is 12% higher than the global average (64%). This shows that Indian IT departments might be left out of decision-making less often than their equivalents elsewhere.

Legend:
- **Not consulted at all**
- **Consulted inadequately**
- **No flexible working model has been implemented**
- **Consulted adequately**
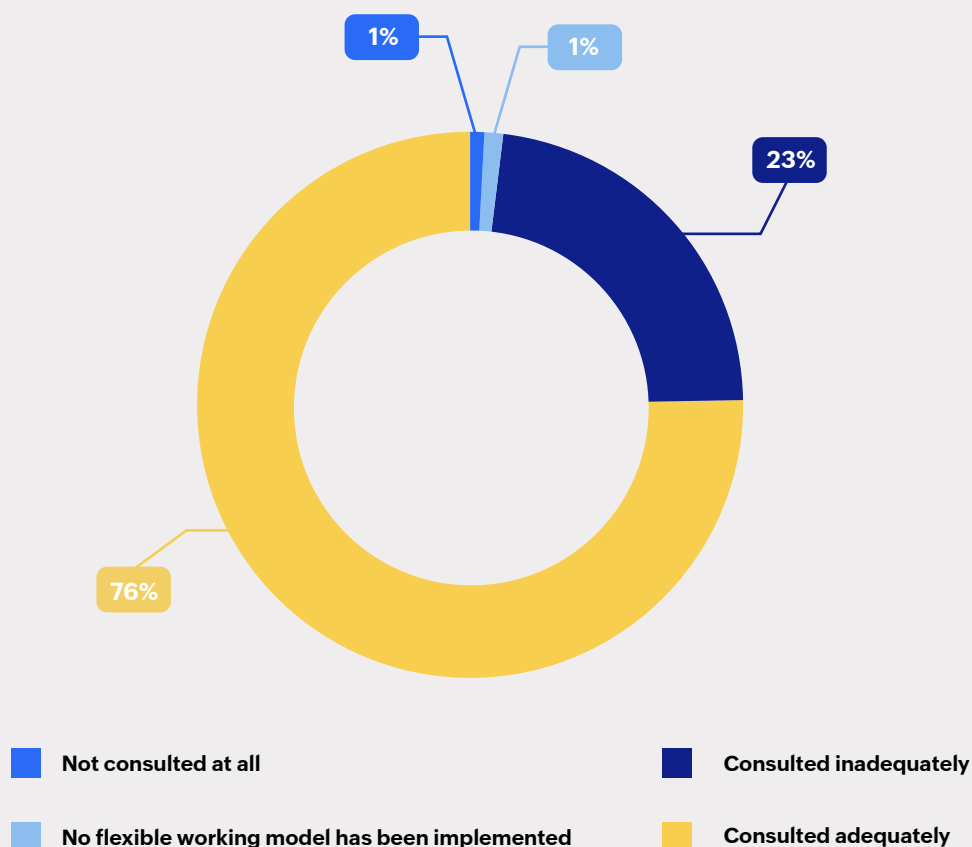
As expected, BDMs reported that controlling access to data features within the IT department's realm of responsibility. Nearly all Indian BDMs (92%) reported that IT has complete or near-complete control of access to their department's data, which is 9% higher than the global average (83%).

Alongside their other responsibilities, IT professionals are also increasingly expected to be innovators. The vast majority (93%) of DMs agree that IT is more responsible for business innovation than ever before and that IT could drive further innovation if they had a stronger leadership position. On the other hand, 61% of DMs think IT's role is actually to assist the innovators. This perhaps suggests that the IT department's role has traditionally been one of assistance, but now its responsibility for innovation has grown.

Nearly all BDMs (98%) have invested in AI and ML and are doing so for more than one use case on average (Fig. 4). Automation is the most common use case (64%), and cyberattack prevention follows close behind (59%).
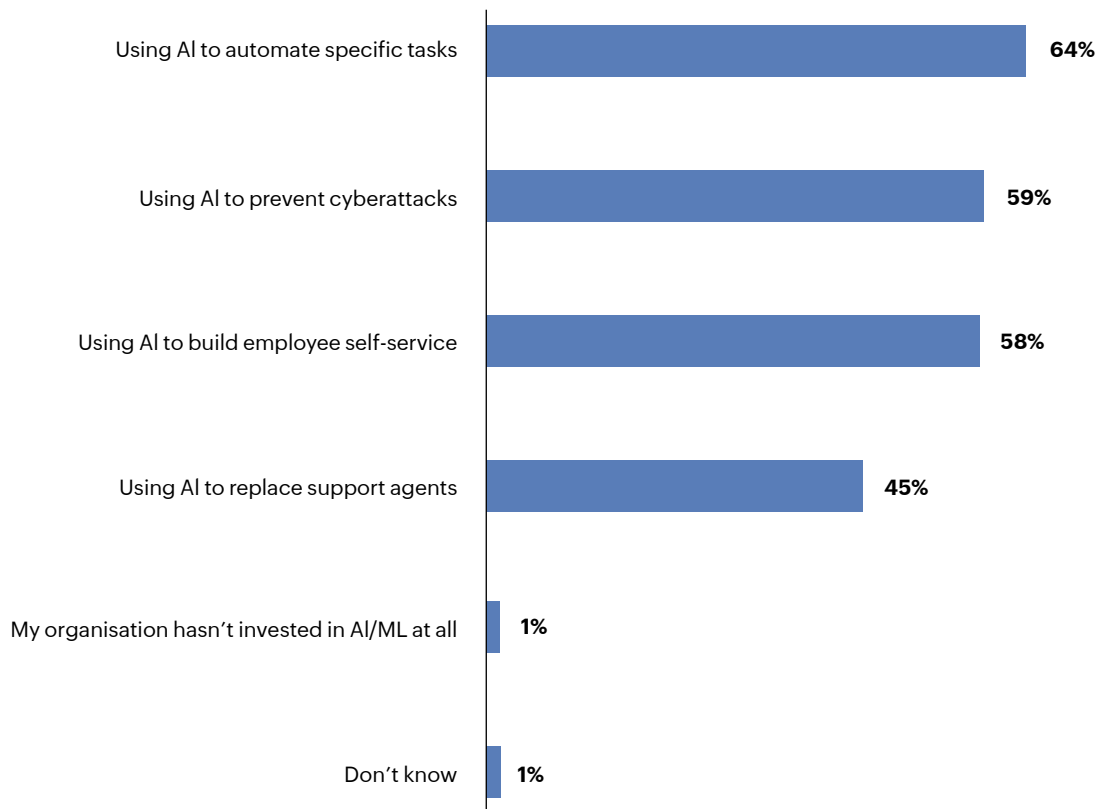

Figure 4. In what specific areas has your organisation invested in AI and ML? (Based on the responses of BDMs).

Furthermore, 91% of all respondents agree that AI and ML technologies will play a significant role in strengthening their organisation's IT security framework in the near future.

The future of IT

IT is set to play a greater role in organisations in the next five years. As shown in Figure 5, more than two-thirds of ITDMs believe IT teams will have a greater position to set IT strategies (72%), will need to support other departments so that they can be proactive and innovative (70%), and will increasingly adopt new technologies (69%)

Figure 5. How do you see IT evolving within your organisation in the next five years? (Based on the responses of ITDMs).

Yet ITDMs are looking beyond their current employer when it comes to their future. More than eight in 10 ITDMs (82%) agree that their organisation should have supported them more in the last two years. Furthermore, 52% of ITDMs feel less loyalty to their employer than they did two years ago. Potentially most concerning is the fact that 53% of ITDMs are actively looking for a new job, with 67% being more willing to make a risky career move than they were two years ago.

The potential loss of IT talent through staff turnover might be impacting how non-IT departments are approaching recruitment. Just over half of BDMs (56%) think it is considerably important that there is a minimum level of technical proficiency required when hiring new employees outside of the IT department. BDMs may believe this is necessary to offset issues caused by the potential departure of IT talent.

Conclusion

The IT department holds considerable control over many aspects of the company, and while there is significant, improving collaboration between departments, there is still room for further enhancement. The decentralisation of IT is already happening, but there are several challenges involved.

Non-IT departments are already likely to hold autonomy to some degree when it comes to making tech choices. If IT decentralisation is to continue successfully with flourishing innovation and departments across the business taking full advantage of the technologies available, organisations will need to work hard to retain their tech talent, or else to expand the technological knowledge of their non-IT business departments.

Methodology

ManageEngine commissioned independent market research agency Vanson Bourne to conduct the research upon which this executive summary is based. Three hundred DMs across IT and other key business functions from a range of private sector organisations across India were surveyed. The wider global research included 3,300 DMs from across the world. All interviews were conducted using a rigorous, multi-level screening process to ensure that only eligible candidates were given the opportunity to participate.

About ManageEngine

ManageEngine is the enterprise IT management division of Zoho Corporation. Established and emerging enterprises—including 9 of every 10 Fortune 100 organizations—rely on ManageEngine's real-time IT management tools to ensure optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has offices worldwide, including the United States, the United Arab Emirates, the Netherlands, India, Colombia, Mexico, Brazil, Singapore, Japan, China and Australia, as well as 200+ global partners to help organizations tightly align their business and IT. For more information, please visit manageengine.com, follow the company blog and get connected on LinkedIn, Facebook and Twitter.
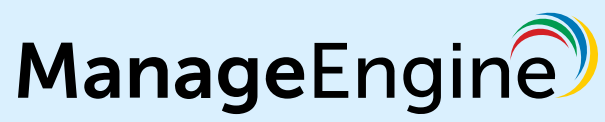
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