**IMPACT OF COVID-19 on Digital Transformation**

A recent industry survey of 300 IT professionals and 300 consumers found a shift in digital service operations roles. Digital services are the electronic delivery of information including data and content across multiple platforms and devices like web or mobile.

**THE DIGITAL SERVICES CONUNDRUM**

- 75% of IT pros report they have a sufficient set of tools and processes to support digital service offerings effectively during this work from home period. However...
- 54% of consumers still experience an increase in application performance errors (e.g., a service outage, a website error, a slowdown in service, etc.)

**SURGE IN DIGITAL SERVICES = CULTURAL AND OPERATIONAL CHALLENGES FOR IT**

- 69% of consumers are using a website or mobile application to complete tasks such as banking, ordering takeout, grocery shopping, etc. several times a day at a minimum.
- 90% of consumers are taking advantage of new digital services or applications to do their job as a result of the current stay at home period (i.e., video conferencing, workflow automation, collaboration tools).
- 90% of consumers are using a website or mobile application to complete tasks such as banking, ordering takeout, grocery shopping, etc. several times a day at a minimum.
- 82% of IT pros say the current remote work environment has increased the importance of IT infrastructure security and privacy in their organizations.
- 79% of consumers will continue to use websites or mobile applications to complete tasks such as banking, ordering takeout, grocery shopping, etc. in the same capacity after the current stay at home period resulting from COVID-19.

**DIGITALLY ADAPT OR FACE BUSINESS CONSEQUENCES**

- Businesses can adapt & flourish in the new digital reality with a focus on safety first. 79% of consumer would stop using a critical website or mobile app if it is not secure.
- 48% of consumers would stop using a critical website or mobile app if it is not fast.
- 43% of consumers would stop using a critical website or mobile app if it is not reliable.

**What new responsibilities are IT teams taking on?**

- Need to learn new technologies in the realm of automation, orchestration, cloud, etc.
- Need to understand incident management and issue resolution best practices.
- Less time spent on-call.
- More time spent on resolving issues/incidents.
- More time spent on troubleshooting.
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