Infographic: 2024 Planned Technology Spend for CIOs in Italy

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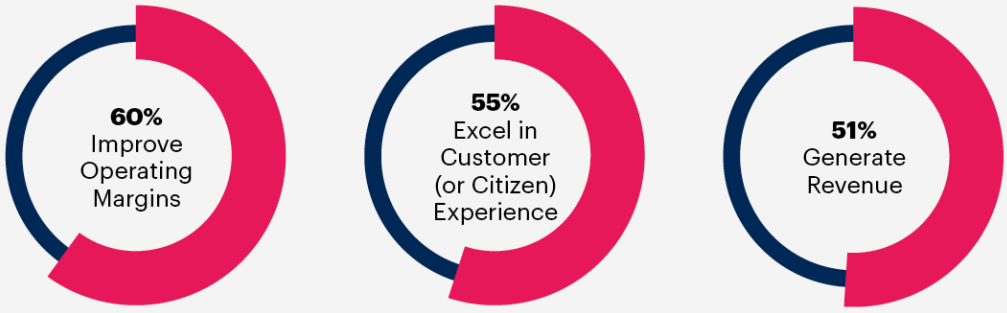
By Analyst(s): Monica Basso, David Mogini

Initiatives: CIO Technology and Innovation Leadership

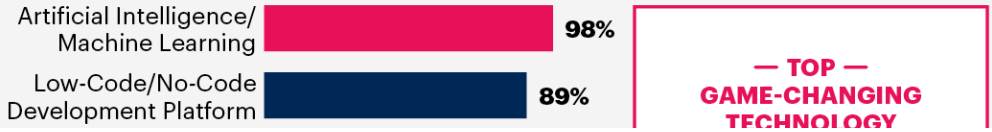
The 2024 Gartner CIO and Technology Executive Survey identifies technology spending trends and digital technology investment objectives for CIOs and technology executives in Italy. Italian CIOs can use this research to benchmark their own technology adoption.

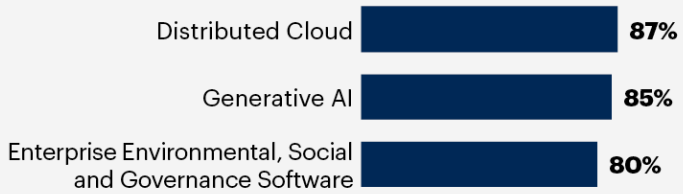
Infographic: 2024 Planned Technology Spend for CIOs in Italy

What are the most critical outcomes for digital technology investments?



Which technologies are most likely to be implemented by 2026?

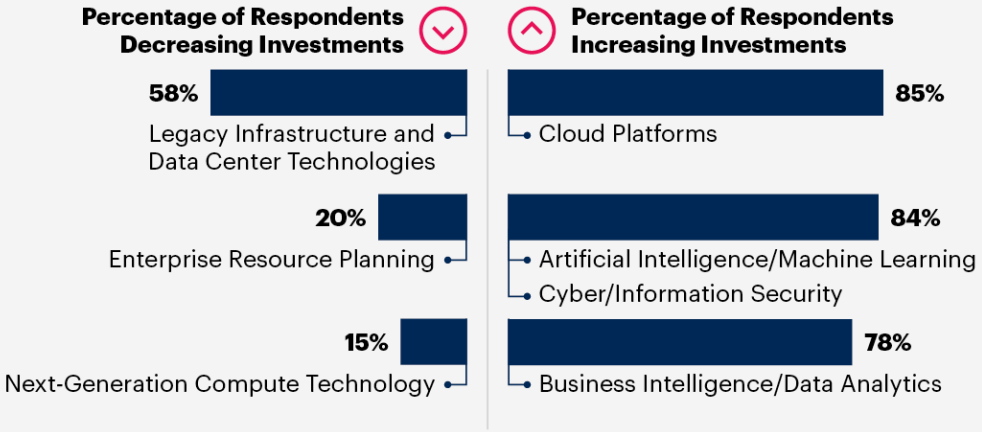




in the next three years:

Artificial Intelligence

What are the top three technologies where CIOs will increase and decrease investments?



What can you do now?

Pursue **innovation** by rapidly acquiring **GenAI capabilities**, building GenAI use cases and exploring business value and feasibility.

Enable speed and agility to cope with future disruptions by **creating a digital foundation** with cloud platforms, principles and governance.

Build operational efficiency, productivity and engaging client experiences by implementing **low-code/ no-code platforms** and hyperautomation technologies.

n = 55 CIOs and technology executives in Italy

Source: 2024 Gartner CIO and Technology Executive Survey

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Overview

Italian respondents to the 2024 Gartner CIO and Technology Executive Survey indicated that the most common outcomes expected from digital technology investments are:

- Improve operating margins.
- Excel in customer (or citizen) experience.
- Generate revenue.

Digital investments will help to pursue those goals. In particular, over the next few years, increased investments in artificial intelligence (AI)/machine learning (ML), low-code/no-code development platform and generative AI (GenAI) will accelerate the democratization of digital delivery in Italy, and help achieve business goals such as improved margins and growth. At the same time, cybersecurity will remain a top concern to counterbalance increased digitalization.

The close percentages among top technology investments suggest a need for CIOs in Italy to carefully prioritize, in order to avoid the risk of spreading resources too thin across multiple areas.

On the other hand, the range of different new technologies to invest in will raise competencies and skill issues. Therefore, CIOs should prioritize acquiring digital talents as crucial. By orchestrating the transition to a more mature postdigital phase, CIOs will gain leadership within the organizations to manage the next challenges of a future that is focused on a generation of net new revenue and brand-new business models.

Evidence

2024 Gartner CIO and Technology Executive Survey. This survey was conducted online from 2 May to 27 June 2023 to help CIOs determine how to distribute digital leadership across the enterprise and to identify technology adoption and functional performance trends.

Ninety-seven percent of respondents led an information technology function. In total, 2,457 CIOs and technology executives participated, with representation from all geographies, revenue bands, and industry sectors (public and private), including 55 respondents from Italy.

Disclaimer: The results of this survey do not represent global findings or the market as a whole, but reflect the sentiments of the respondents and companies surveyed.

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