The State of Canadian Technology Adoption and the IT Workforce

The information technology industry knows no borders. To paint a more complete picture of enterprise IT and the IT employment landscape, non-profit trade association Comp-TIA surveyed business executives and IT managers in 10 countries on a variety of topics – from their organizations' tech spending and security to their thoughts on the IT skills gap. Here's a look at what Canadian businesses have been up to in 2013, and what's in store for the future.
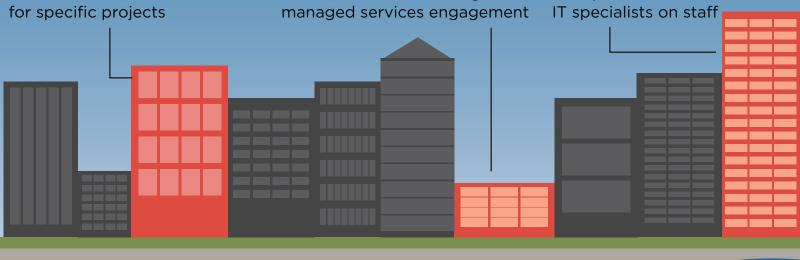
IT Priorities

75% of Canadian businesses planned to increase their IT spending this year in hopes of reaching a new customer base and reducing overhead costs. To achieve this, organizations are funneling resources into better security and more modern hardware or software.

Top 3 business priorities

62% Reduce costs/overhead

59% Reach new customers

55% Improve staff productivity

CEO

Top tech priorities

56% IT security

44% Updating aging computers/software

46% Web presence/e-commerce

CIO

Managing the IT Function

The changing role of the IT department and rising consumerization of technology has lead a growing number of Canadian firms to outsource at least part of their IT workload.

36% periodically use an outside IT firm/tech consultant for specific projects

12% regularly use an outside IT firm/consultant through a managed services engagement

46% of firms have a formal IT department with dedicated IT specialists on staff

61% of Canadian firms rely on IT solution/service providers for repair, maintenance and troubleshooting

The IT Skills Gap

Similar to the U.S., Canada faces a high IT skills gap – with 90% of executives indicating at least some gap within their organizations. This discrepancy has negatively impacted existing business operations and renewed the importance of skills training and education.

38% of Canadian executives say the IT skills gap negatively affects staff productivity

30% of Canadian executives say the skills gap negatively affects customer service/engagement

43% of executives believe that fast changing technology makes it difficult for IT workers to stay current with skills, and contributes to the gap

IT Certifications

Despite a perceived lack of IT skills development resources, Canadian executives believe an IT certified staff brings a multitude of business benefits, and expect the overall importance of certifications to boom within the next 24 months.

63% of Canadian executives say teams with IT certified staff benefit from having a common knowledge foundation

Networking certifications are perceived to provide the highest value and ROI (54%), followed by cybersecurity (41%) and virtualization (40%)

CompTIA