

TDX Market Stats

From EdTechXGlobal joint report with IBIS, May 25, 2016:

<http://www.marketwatch.com/story/global-report-predicts-edtech-spend-to-reach-252bn-by-2020-2016-05-25-4203228>

- Global education expenditure market is now over \$5tn, but education is only 2% digitized
- Edtech market is projected to grow at 17.0% per annum, to \$252bn by 2020
- By 2035, there are expected to be 2.7bn students worldwide, and in order to meet higher education demand under the current structure; two universities need to be built per day, over the next twenty years.

From Research and Markets report, August 4, 2016:

<http://www.businesswire.com/news/home/20160804005951/en/Global-ITSM-Market-Growth-7.78-CAGR-2020>

http://www.researchandmarkets.com/research/c785vk/global_itsm

- Global ITSM Market Growth of 7.78% CAGR by 2020
- “Consumerization of IT will be a major trend for market growth during the forecast period. The rise in the consumerization of IT is reflected in the trend, whereby, employees seek user-friendly devices, apps, and personal computing at the workplace. Such technologies also enable the modern mobile workforce to function effectively from any location.”
- “Report states that risk of ITSM project failure will be a challenge for the market...Technical collaboration and regular communications between the client's firms IT department and service vendors are required to successfully execute ITSM projects on time. The key is to identify and resolve several risks that arise during ITSM project implementation.”

Markets and Markets Report on ITSM

<http://www.marketsandmarkets.com/PressReleases/cloud-based-itsm.asp>

From Research Gate ITSM Education and Research July 2015

https://www.researchgate.net/publication/278847115_IT_Service_Management_ITSM_Education_and_Research_Global_View

(Published in 2015 but cites Gartner from 2003)

- “A recent Gartner study has found that approximately 80% of IT service failures are the result of process failures (70%) or the lack of employee skill and competence (10%). Only 20% of IT service failures are the result of technology failures, such as poor performing software or hardware.”

From TDX Pulse Study 2016

- 46% of study participants state that lack of resources tops the list of key challenges for 2016-2017.
- (Emphasizes importance of working with an ITSM partner who understands the budget challenges of higher ed and can work within those, for example by supporting student technicians)

- Unique challenge of supporting a higher ed campus: Each year hundreds, thousands or even tens of thousands of new users flood the campus, each toting an average of three devices (according to a recent EDUCAUSE study). The ability for the IT organization to effectively support this unique user base is instrumental to the overall brand reputation and rankings of the institution.
- 55% of study respondents state that less than 10% of service requests can be fulfilled via a self-service portal; particularly alarming when paired with the fact that the number one challenge is lack of resources.