

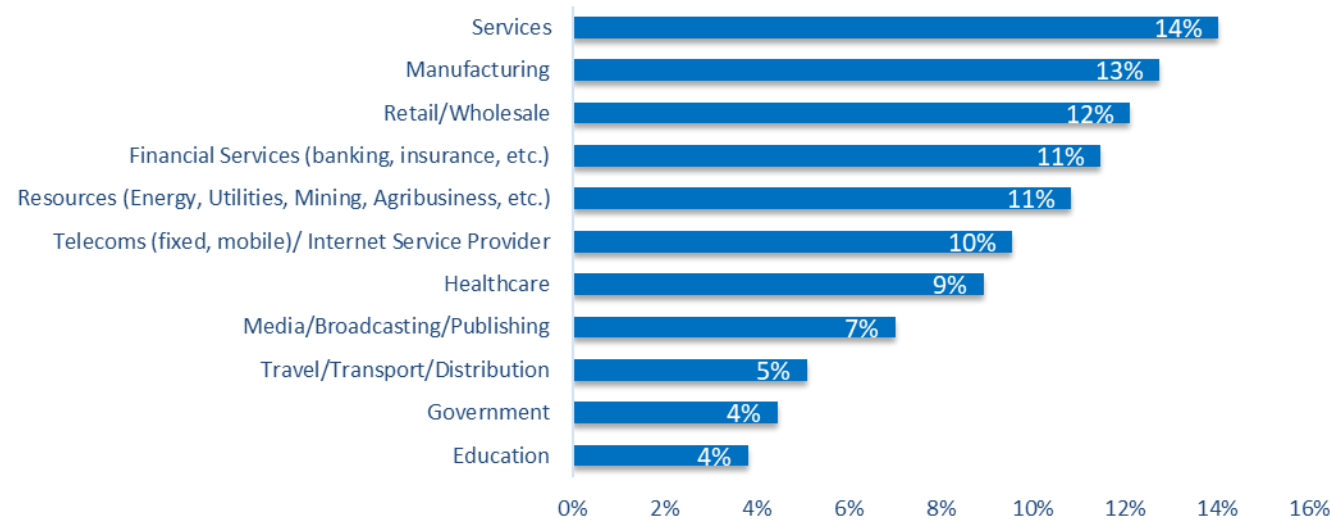
Digital skills and talent to harness the ICT value for the business

Survey conducted in Brazil, Colombia, Mexico, Argentina, and Peru.

August 2023

Demographics

Surveyed Industries by Percentage

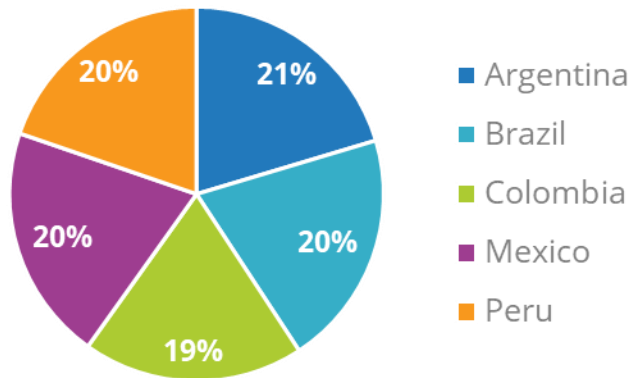


Source: IDC Latin, Digital skills and talent to harness the ICT value for the business, 2023.

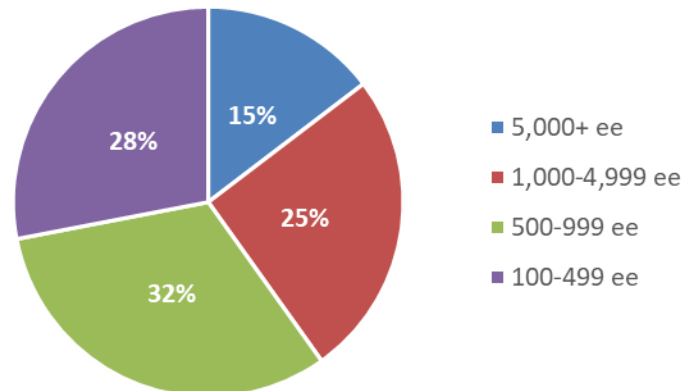
Data Points:

- The survey was conducted in 5 countries among all types of company sizes with more emphasis on companies from 500-999ee (32%), from 100-499ee (28%), from 1000-4999ee (25%), and 5000+ee (15%).
- The greater responses to the survey came from the Services industry (14%), Manufacturing (13%), Retail/Wholesale, and Financial services with 11% each.
- When asked about the female distribution with ICT skills we found out that there is more than 75% of women participated in only 8 companies (5% of companies interviewed) **while** in 45% of interviewed companies, the average is only 23%

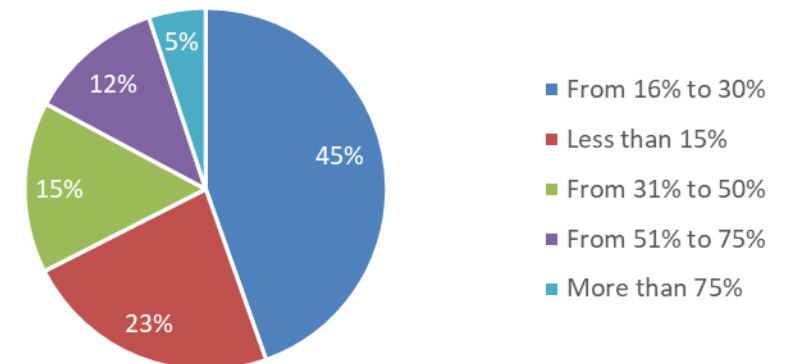
Sample Country Distribution



Survey by Company Size



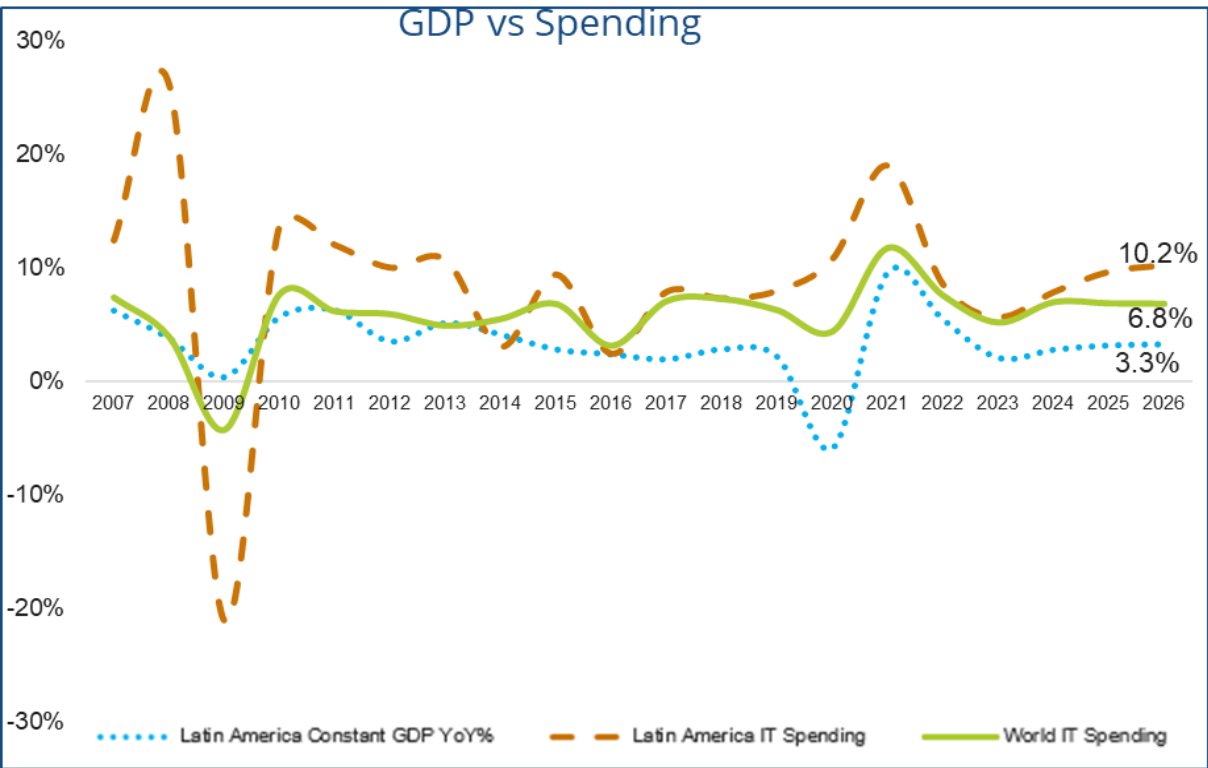
Female Distribution with ICT skills



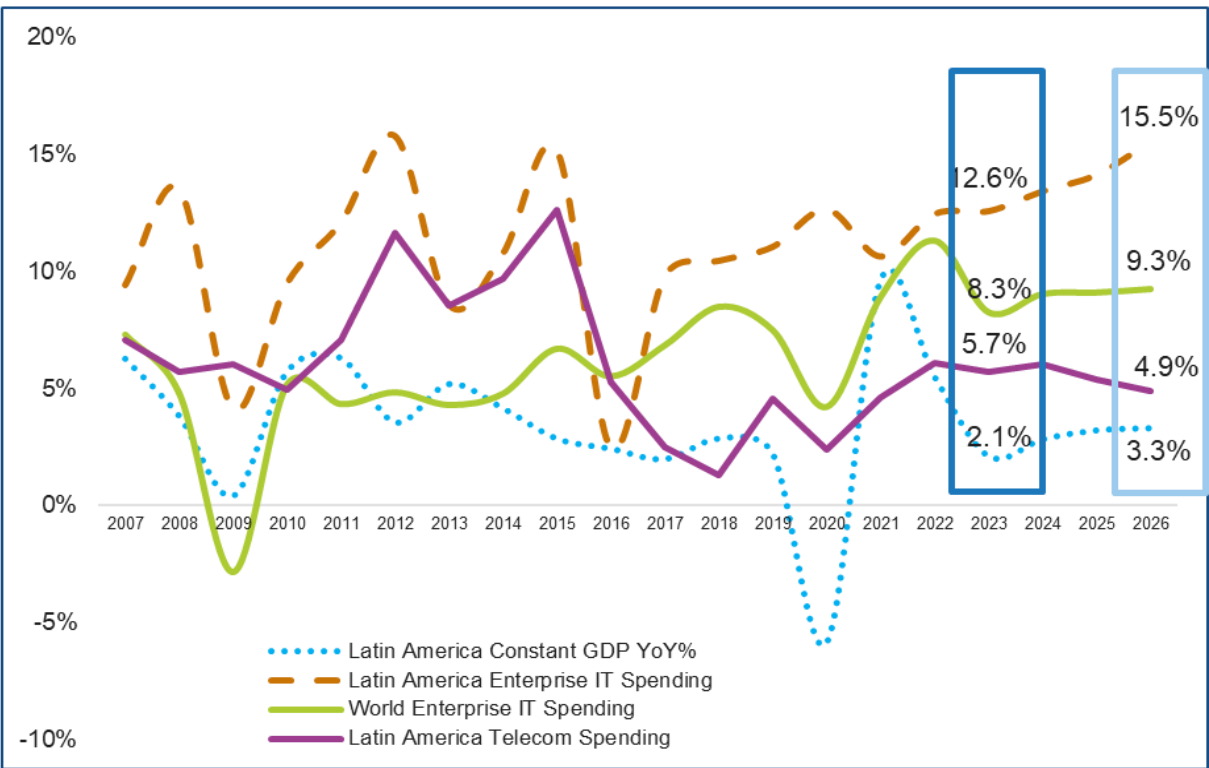
Source: IDC Latin, Digital skills and talent to harness the ICT value for the business, 2023.

Latin America CT spending forecasts for 2023 are down overall, but the market outlook continues to reflect resilience in the face of a mild economic recession (IT Enterprise), with growth around 6xGDP; a more severe recession could lead to escalating spending cuts in the form of project delays, capital spending reductions and incremental deployment slowdowns.

Total IT Market in Latin America



IT Enterprise and Telecom Spending in Latin America



Note: Latin America GDP and IT Spending in Constant Value 2007-2025

IT Enterprise: Enterprise HW, Commercial SW, Public Cloud Services and IT Services

Latin America Situation Overview: Storms of disruption are impacting IT budgets, and IT automation can provide a quick ay back. For instance, Enterprises report a payback of fewer than 12 months after investing in ICT Automation projects. This is a key step in building an autonomous operation.

- IT operations now the second most difficult area to fill within IT at 33.1% of responders.
- Cybersecurity continues as the top open role to hire.
- Aging population and dropping college enrollments impacting the hiring pool.
- Automation can fill gaps and reduce overtime and after-hours support calls.
- Automation is also shown to provide a higher level of security through consistent provisioning, helping relieve pressure there too.

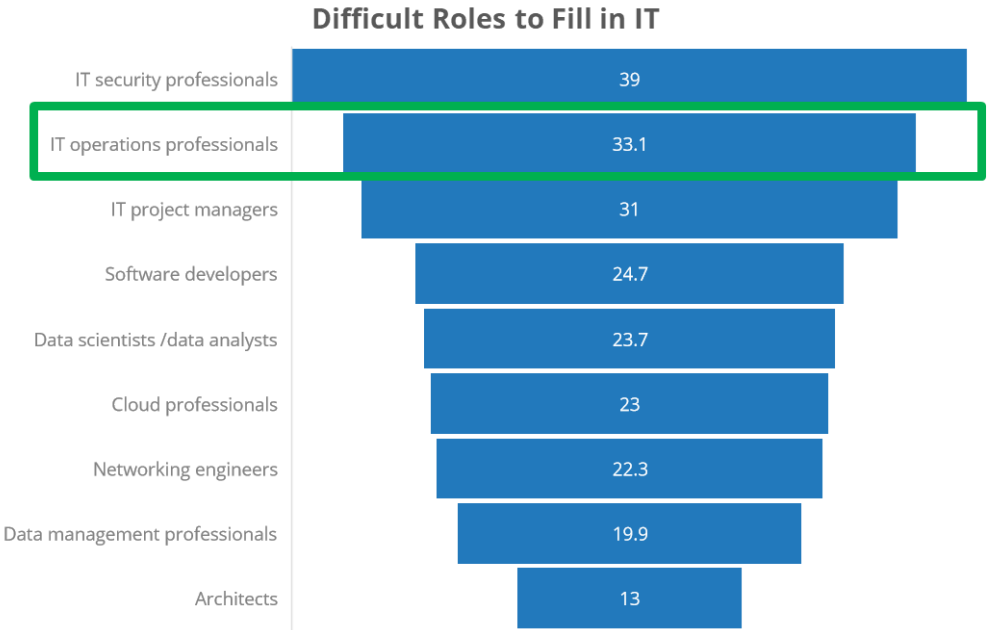
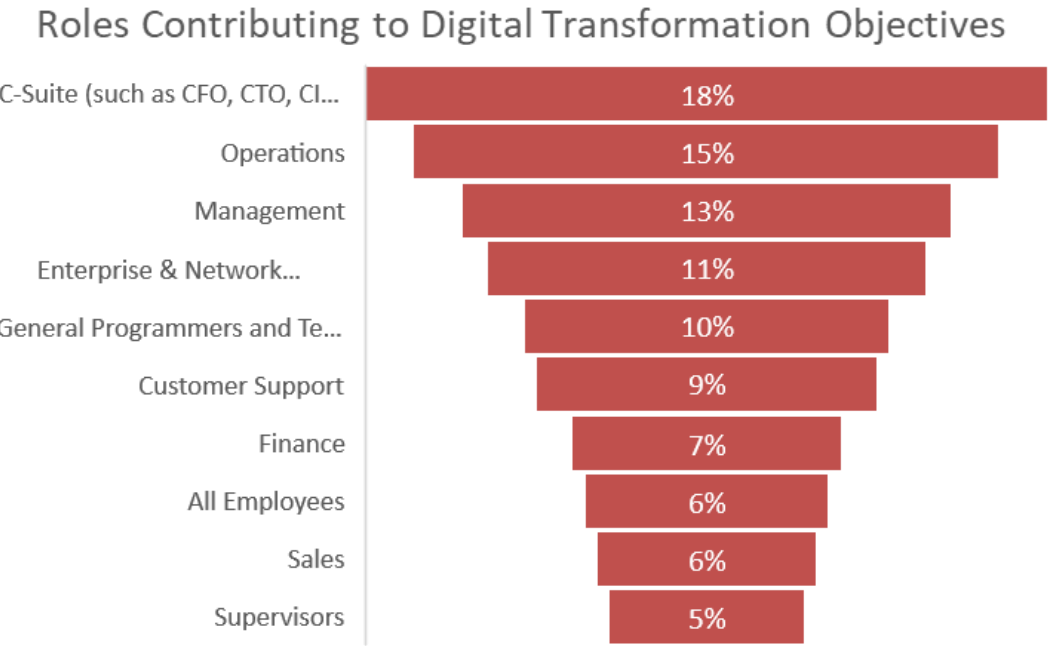
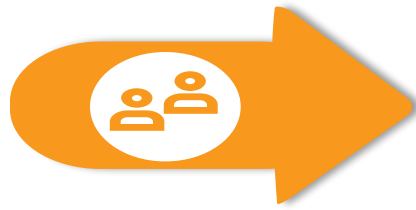


Table 46 QTR_Q1. What technology roles are in highest demand for the most important technology initiatives?
Source: Future Enterprise Resiliency & Spending Survey - Wave 6, IDC, July, 2022. N=816. Weighted by Country GDP.



Latin America continued its struggles with workforce and skill shortages. **Skill retention** of current workers and the growing maturity of IT Automation adoption for better business outcomes is an issue to be addressed

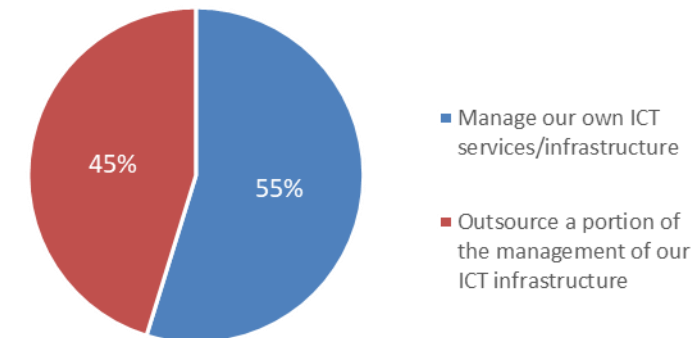
Skill major challenges

- ❑ IT automation is no longer about reducing staffing. IT Automation can reduce the toil and manual work of current staff. As manual work and control increase in the same way people resign or ‘quiet-quit’.
- ❑ Self-driving and self-healing autonomous digital infrastructure can free teams to focus on higher value project improvement morale by less late nights and weekend work. More engaged employees are less like to resign.
- ❑ Leading vendors are adding event-driven capabilities to automate the resolution of common incidents while adding guardrails to their automation platforms. CIOs should activate this feature to see higher level of returns.
- ❑ As Enterprises increase levels of automation maturity, better business outcomes can be expected through faster provisioning and automated workload placement as demand changes.
- ❑ Enterprises can often get free or low-cost assessments to find where their teams are and how to get to the next level. Automation is more than “day-one” with many benefits for “day-two” support also as enterprise maturity level grows.

Options available.

- ❑ 55% of the surveyed organizations managed their own ICT services and infrastructure while 45% outsource part of their ICT infrastructure.
- ❑ The distribution of the survey among ICT executives was performed almost equally among Decision Makers (37%) Key Decision Makers (36%) and Key Influencers (27%).
- ❑ So, we found that there is a great opportunity to sell outsourcing services among companies in Latin America according to top Decision makers in the ICT departments.

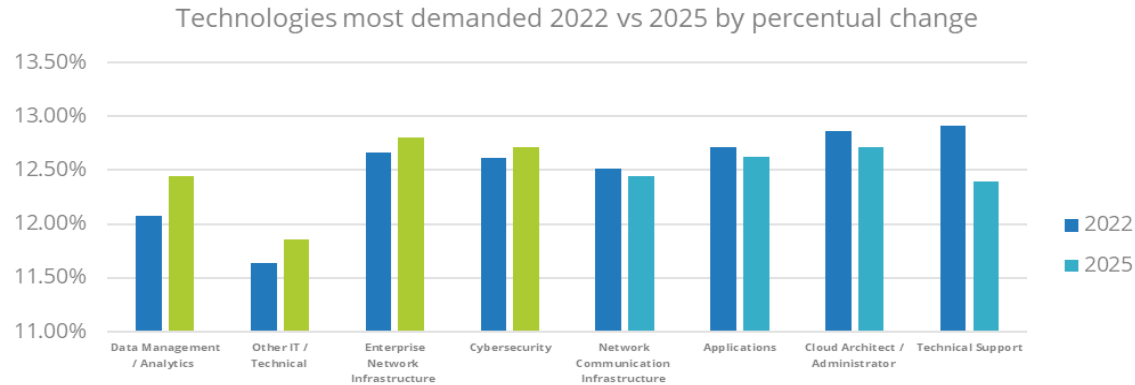
How organizations manage their Services Infrastructure



Source: IDC Latin, Digital skills and talent to harness the ICT value for the business, 2023.

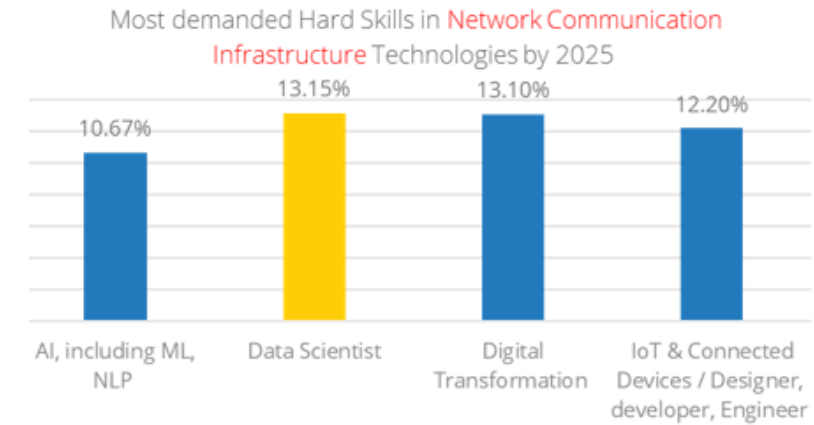
The technologies that will be more in demand by 2025 compared to 2022:

- Data Management & Analytics
- Other IT Technical areas
- Enterprise Network Infrastructure
- Cybersecurity



Source: IDC Latin, Digital skills and talent to harness the ICT value for the business, 2023.

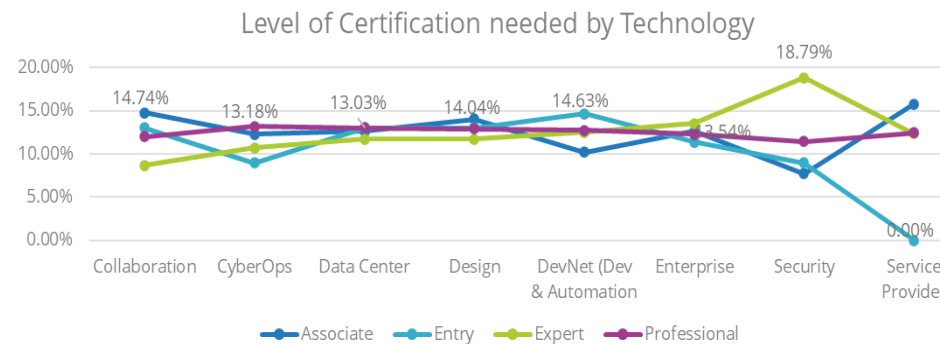
■ Hard skills most demanded in Enterprise Network & Network Communication infrastructure by 2025



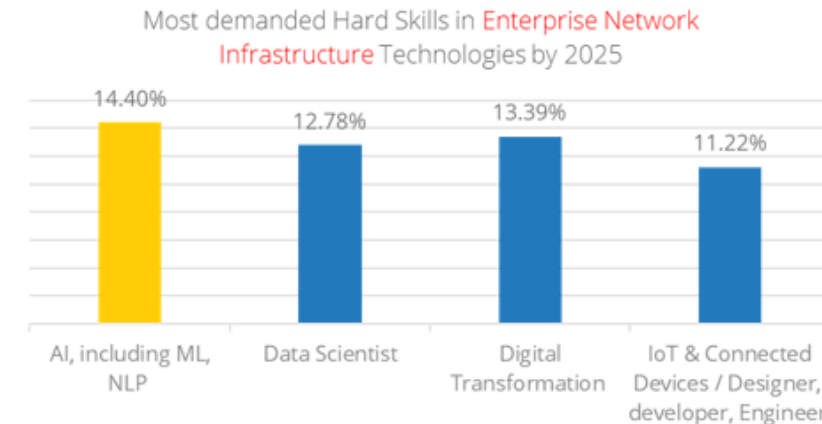
■ Level of soft skills training and certifications needed in ICT organizations

The level of **Soft Skills** training and certifications needed in ICT organizations are at the Professional level (as per 43% of interviewed people). But when analyzing what Professional Training & Expertise are needed depending on the Technology, we found that:

- Collaboration, Design, and Service Providers are mostly in need of Associates.
- **CyberOps and Data Centers need Professionals.**
- DevNet (Development & Automation) is mostly in need of Entry level.
- Enterprise and Security are mostly in need of Experts.

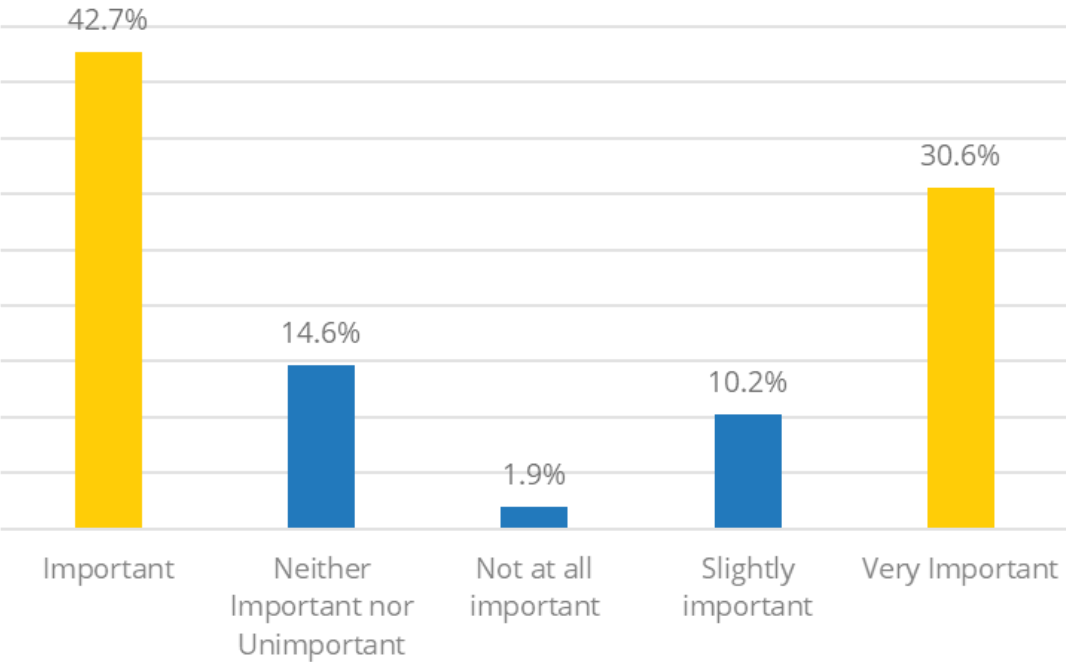


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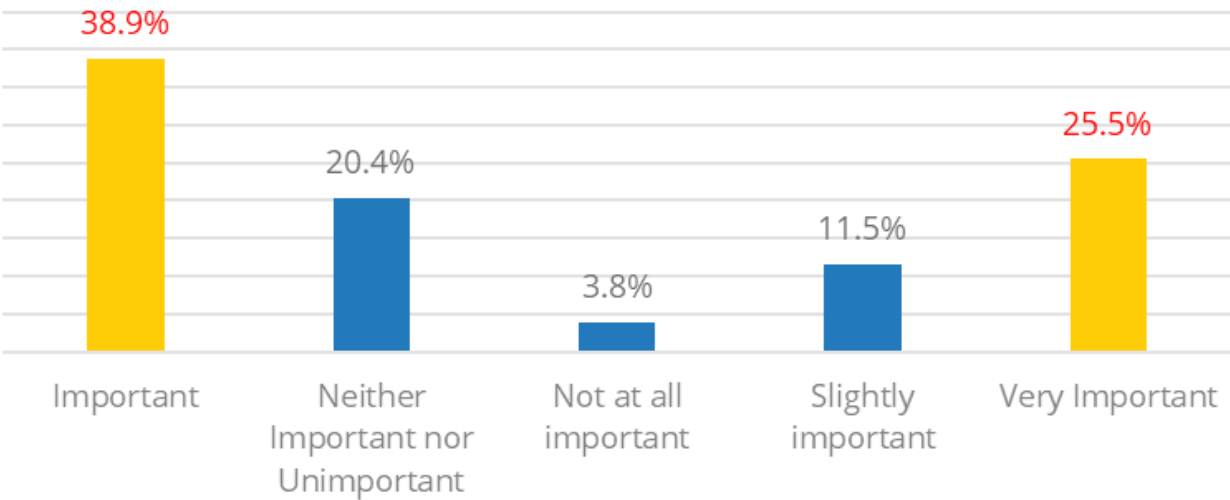


Organizations' perception of HOW ICT technologies have impacted their Digital Transformation plans.

73.3% of the interviewed people manifested that ICT technologies had been **IMPORTANT** or **VERY IMPORTANT** to the company's Digital Transformation.



How much do you consider AI Technologies have been relevant in importance, against other technologies?



Continued struggles with workforce and skill shortages. Retain current workers and grow maturity of IT Automation adoption for better business outcomes.

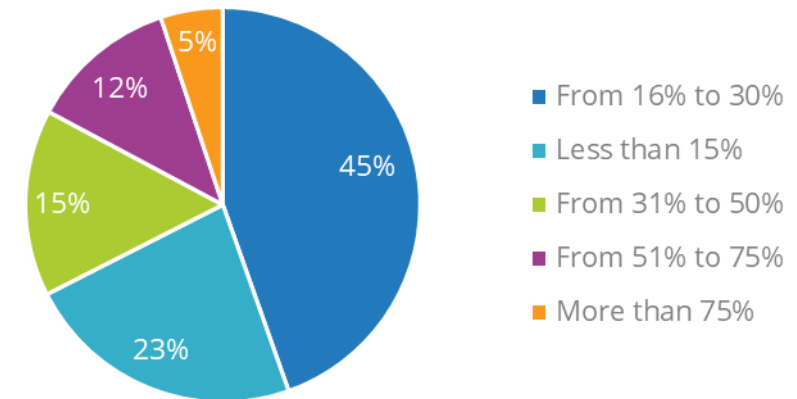
According to interview, 70.7% of the ICT departments have less than 10 people frequently working.

On the other hand, finding the right ICT professionals with the right combination of skills is becoming harder according to 73.25% of people interviewed. . The main reasons for leaving were Lack of professional advancement (29.3%), low salary, and other better offers from the market (25.8%), and only 23.67% mentioned issues with management or co-workers.

The number of people frequently working in the ICT departments



Female Distribution with ICT skills in your organization



- IT automation is no longer about reducing staffing, can reduce toil and manual work of current staff.
- Self-driving and self-healing autonomous digital infrastructure can free teams to focus on higher value projects.
- Leading vendors are adding event-driven capabilities to automate the resolution to common incidents; while adding guardrails to their automation platforms. This can reduce the time to resolution while reducing need for first and second-level manual human resolutions.
- As Enterprises increase levels of automation maturity, better business outcomes can be expected through faster provisioning and automated workload placement as demand changes.

Essential Guidance

IDC Recommends



1. Cloud Automation underpinned with AI/ML enables the Digital Business.

Resiliency is key to customer experience. Complexity of cloud native applications requires modern observability solutions to speed root cause analysis. Create step by step approach to Autonomous Infrastructure.

2. Workforce and skill gaps drive need for Automation.

IT automation reduces manual efforts and toil of operation teams. Long lead times in filling open headcount and need to improve employee productivity and free time for creative, value-add projects.

3. FinOps and Cloud Transparency Tools are a solution to IT Budget challenges.

Data shows 10-30% of cloud spending is wasted. Inflation is rising. Executives frustrated with surprise public cloud monthly invoices can combine leading tools with FinOps culture to reduce costs and increase accountability.

Executive summary

- Winds of change drove enterprises to implement digital transformation projects in the recent past. Now the storms of disruption are impacting digital business models.
- Digital businesses are driving new workloads to support and improved customer experiences with modern applications.
- Complexity of digital businesses can overwhelm understaffed operations teams.
- Workforce skill gap is a decades-long issue in IT. A tight labor market and demographics, cultural changes have exacerbated the issue.
- New solutions to address costs, workloads, and staffing are needed. While there are no silver bullets, this presentation will cover the drivers, justification, and solutions to these challenges.

Source: IDC Latin, Digital skills and talent to harness the ICT value for the business, 2023.

We are now in our 10th year of Seeds For The Future program in LAC

2,000 Seeds for the Future
Since 2014, first in Colombia



458 Partner Universities for
Huawei ICT Academy



2,000 Participants in 2022
Global ICT Competition



4 Training Centers
Mexico, Colombia, Brazil, Argentina



20+

Countries and regions
in LAC participated
SFTF program



60,000+

ICT talents trained
in all ICT programs



330+

College teachers
Trained



Bridging the gender gap in ICT

3000+

Female students

3

Subjects
(5G, AI, Big Data)

Argentina

1,000 Talented Women for the LAC region



Mexico

Education4All



Colombia

Seeds for the Future 2023 in LAC

offices already in progress, all offices started convocation

Mexico

- Dates: 09 – 16 Oct
- Bootcamp “**Innovation Path**”:
- ✓ Cooperation with local university Tec de Monterrey;
- ✓ project mentor;
- ✓ Entrepreneurs Experience and Workshops.

Multi Country

- Dates: 09 – 16 Oct
- The seeds from 8-9 main countries of the rep office will be gathered in **Costa Rica** for the program participation.

Colombia

- **10 edition** of Seeds for the Future
- Dates: May – Jul
- In cooperation with **The Ministry of Information and Communication Technologies**
- 30 students traveled to Mexico for 10 days training

Bolivia

- Dates: 11 – 19 Sep
- In cooperation with the **Minister of Public Works, Services and Housing.**
- Local training of cloud computing.

Chile

- Dates: 24 – 31 July
- 40% of the selected students are from areas **outside the capital Santiago.**
- **50%** female participation
- Local workshops with sustainable topics.



LAC ICT TALENT 23

BOGOTA NOVEMBER 2023 SUMMIT

Building a Fully Connected, Intelligent World

