

2019 State of IT Training

Your Source for Technology and IT Training
Trends to Build a Brighter Future



Introduction

IT departments power businesses, enabling them to connect with customers, scale operations and grow like never before. With new applications cropping up daily, IT professionals need the skills and savvy to evaluate and implement IT solutions that will drive their organizations into the future.

Despite the proliferation of cloud, software and cybersecurity solutions, only 40 percent of organizations have a structured IT training program in place.

Offering formal IT training is also an investment in employee retention. In fact, employees who feel they can't develop in their company and fulfill their career goals are **12 times more likely to leave**.

With digital transformation in full swing and the IT talent pool growing fiercely competitive, retooling your IT workforce and retaining top talent will be essential for building business longevity.

Providing IT training opportunities to staff has countless benefits, including:

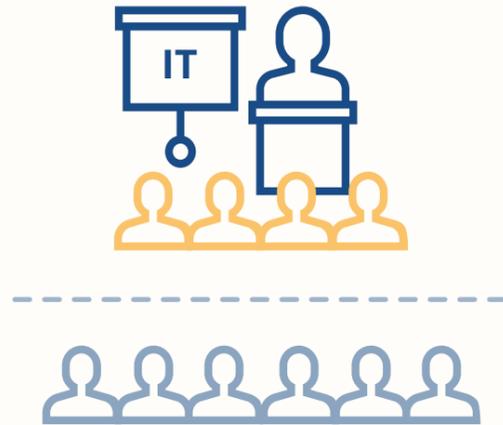
- **Adopting new technologies faster**
- **Increased job satisfaction and motivation**
- **More efficient processes**
- **More innovation in strategies and products**
- **Lower turnover costs**
- **Better retention rates**

New Horizon's 2019 State of IT Training report features responses from 1,514 IT professionals and decision-makers to help you navigate the challenges, opportunities and skills gaps facing the IT industry.

What technologies are companies adding in 2019 and beyond? Which training methods have the highest return? What types of IT training should businesses prioritize to remain competitive?

Discover how companies are approaching IT training in 2019 and what you can do to future-proof your workforce or career today.

Report Highlights



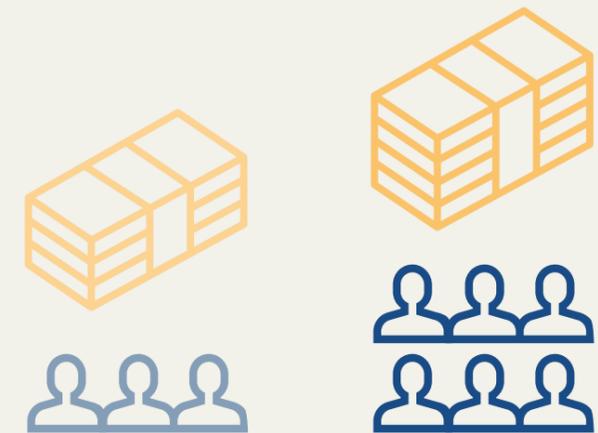
6 out of 10 respondents

do not have a formal IT training program in place at their organizations.



The largest IT skill gaps

are software/app development, cybersecurity and cloud computing.



Nearly 63% of decision-makers

plan to increase or maintain their IT budget this year.

Report Highlights



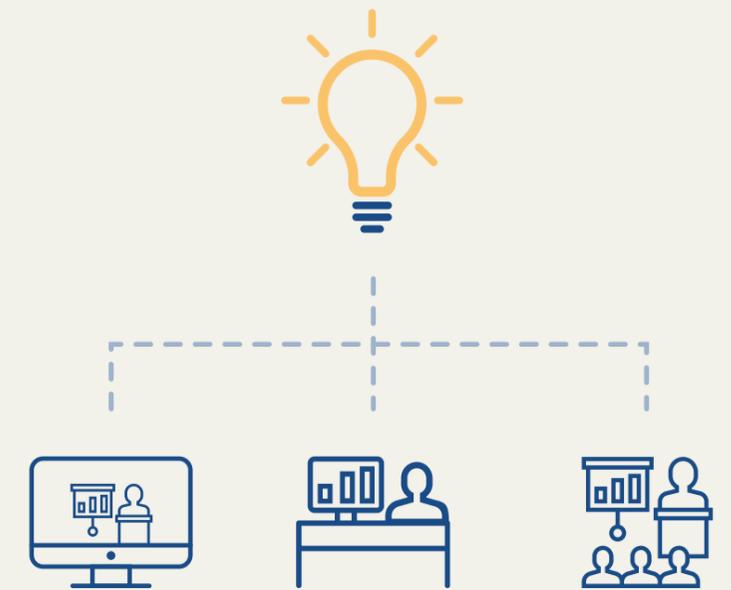
Only 36% of respondents

believe their IT training strategy is effective.



88% of decision-makers agree

that relevant vendor certifications are somewhat or very important when vetting candidates for their IT team.



The most successful learning methods

are instructor-led online courses, on-the-job training and instructor-led classroom courses.

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Who We Surveyed

This report compiles survey responses from 1,514 IT professionals and decision-makers worldwide to represent data on the current state of IT training. Here's an overview of who contributed to the report findings.

Source: 2019 State of IT Training Report



Learn more at www.newhorizons.com

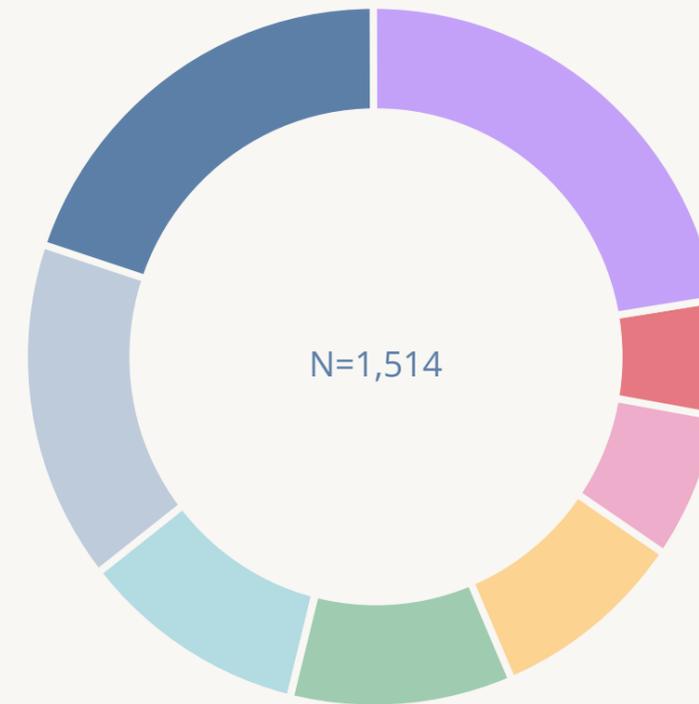
Industries

● **19.4%**
Nonprofit or government
293 Responses

● **15.3%**
Industrial and manufacturing
231 Responses

● **10.3%**
IT services
156 Responses

● **10.1%**
Education
152 Responses



● **24.2%**
Other
369 Responses

- 2.8% Sales
- 2.7% Ecommerce
- 2.4% Telecommunications
- 1.1% Marketing / advertising
- 0.2% Staffing and recruiting
- 15.0% Various write-ins

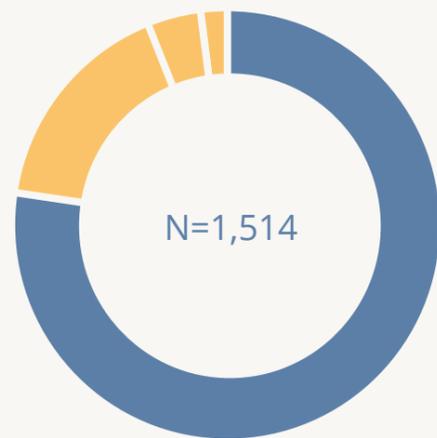
● **8.8%**
Healthcare and medical
133 Responses

● **6.5%**
Financial services
98 Responses

● **5.4%**
Transportation
82 Responses

Who We Surveyed

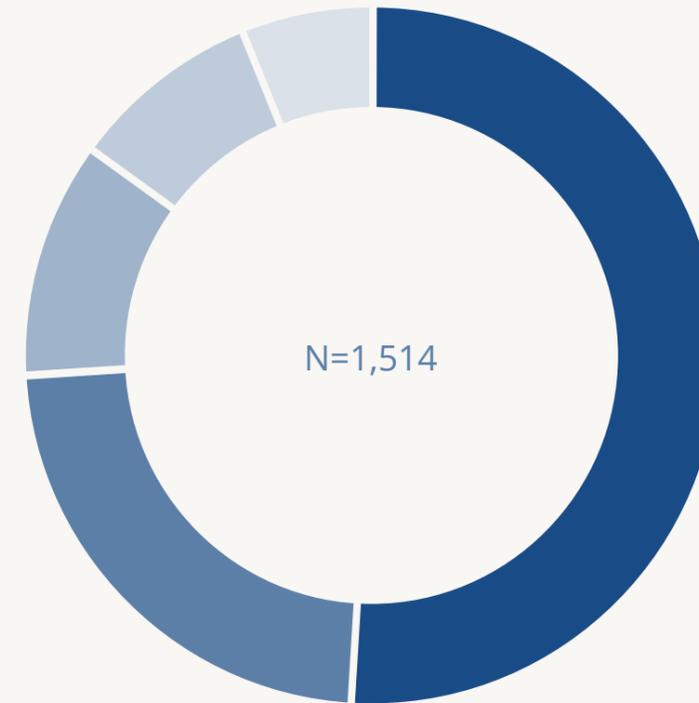
Job Titles



- **77.2%**
IT professionals
- **16.8%**
IT director or manager
- **4%**
C-level executive, VP or business director
- **2%**
HR manager
- ➔ **22.8%**
Decision-makers
We group these titles together and refer to them as decision-makers throughout the report.

Source: 2019 State of IT Training Report

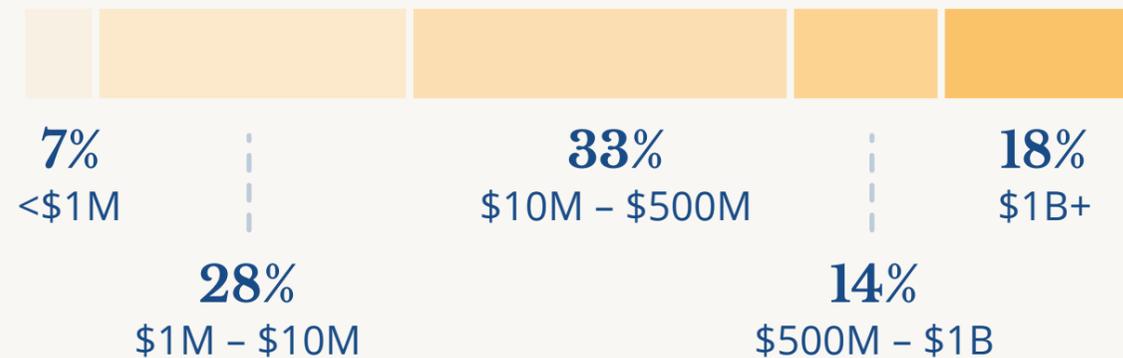
Company Size



- **51%**
1,000+ employees
- **23%**
251 - 1,000 employees
- **11%**
101 - 250 employees
- **9%**
26 - 100 employees
- **6%**
≤25 employees

Annual Company Revenue

n=231 (Only includes those reporting revenue)



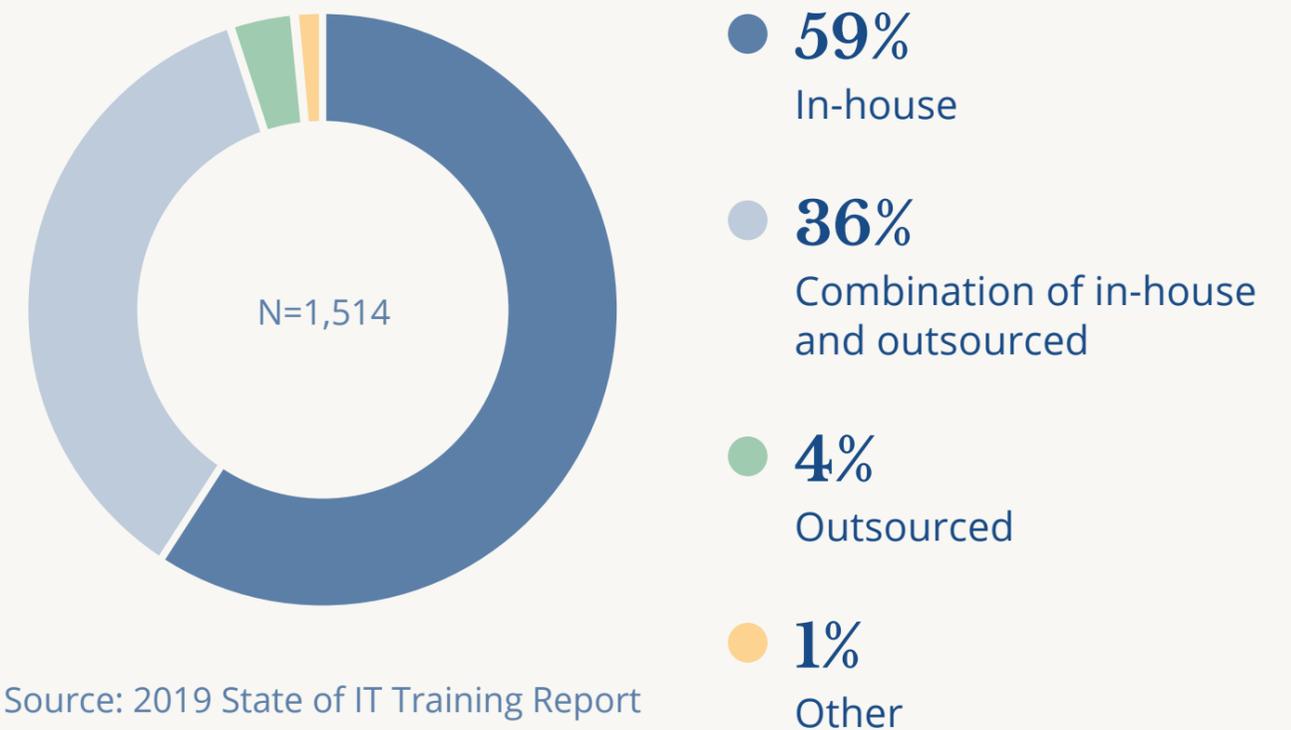
The Modern IT Department at a Glance

How Companies Manage IT

In 2019, a larger percentage of companies are using a combination of outsourced and in-house IT resources. Last year, only **15 percent of respondents** reported using a blended IT management approach.

Corporate IT environments are becoming more complex and specialized. Thanks to limited technology budgets and IT talent shortages, businesses are turning to outsourced experts to manage diverse aspects of IT – such as security, managed services and help desk support.

How Companies Manage IT



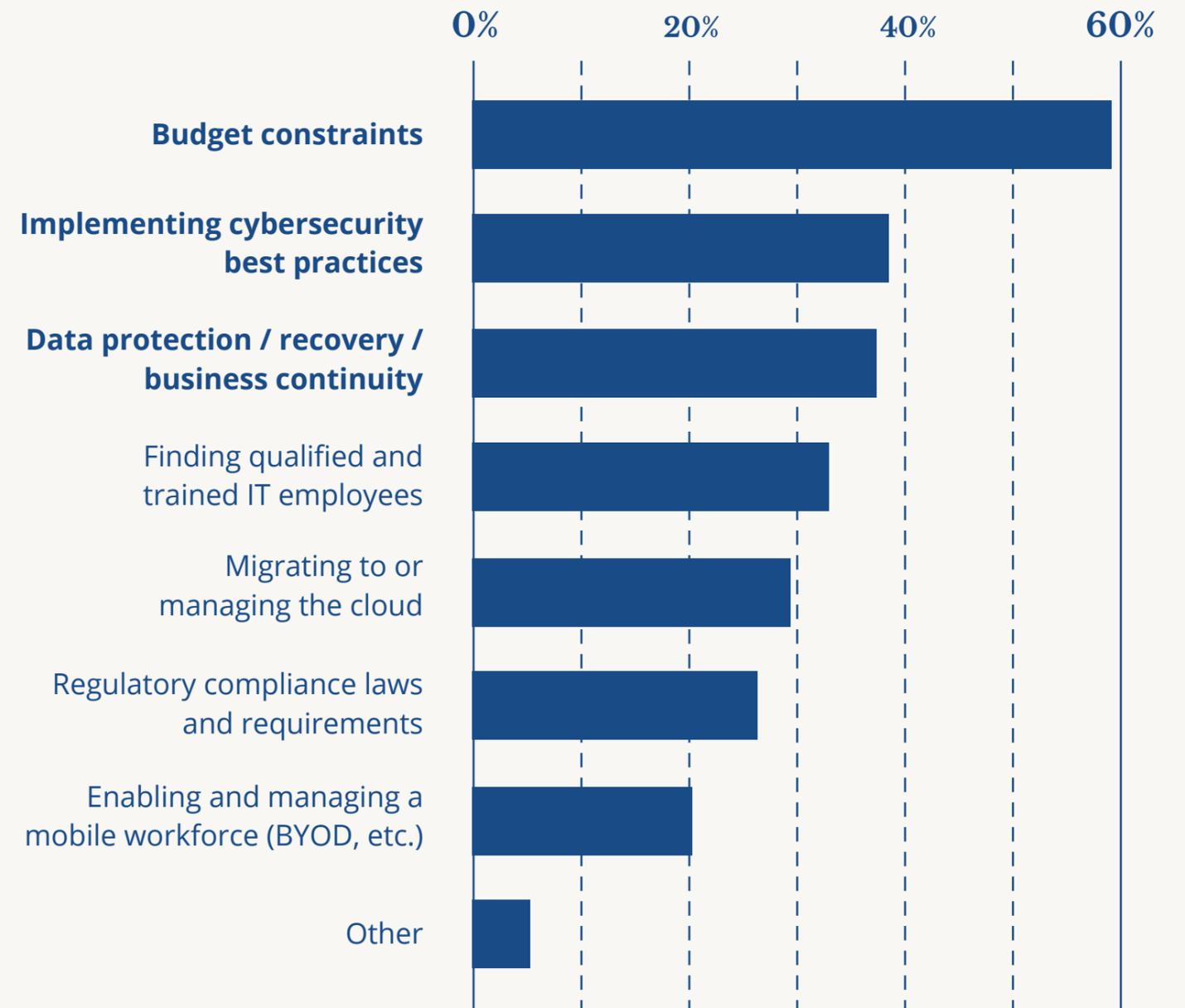
The Top Challenges IT Departments Face

Budget constraints continue to dominate the list of top IT challenges. Last year, 54 percent of respondents reported budget constraints as a top IT challenge, compared to nearly 60 percent this year.

Implementing cybersecurity policies and data recovery also grew in importance from 2018 to 2019. Candidates skilled in data science are scarce, making it difficult for businesses to protect and harness the full power of their data. In fact, the demand for data scientists exceeds the supply by more than **50 percent**.

Upskilling or reskilling existing IT professionals through certifications, professional courses and on-the-job training is an effective way to get your business up to speed in data science and cybersecurity.

The Top 3 IT Challenges



*Respondents selected up to three top priorities. N=1,514
Source: 2019 State of IT Training Report

IT Solutions Companies Are Prioritizing in 2019

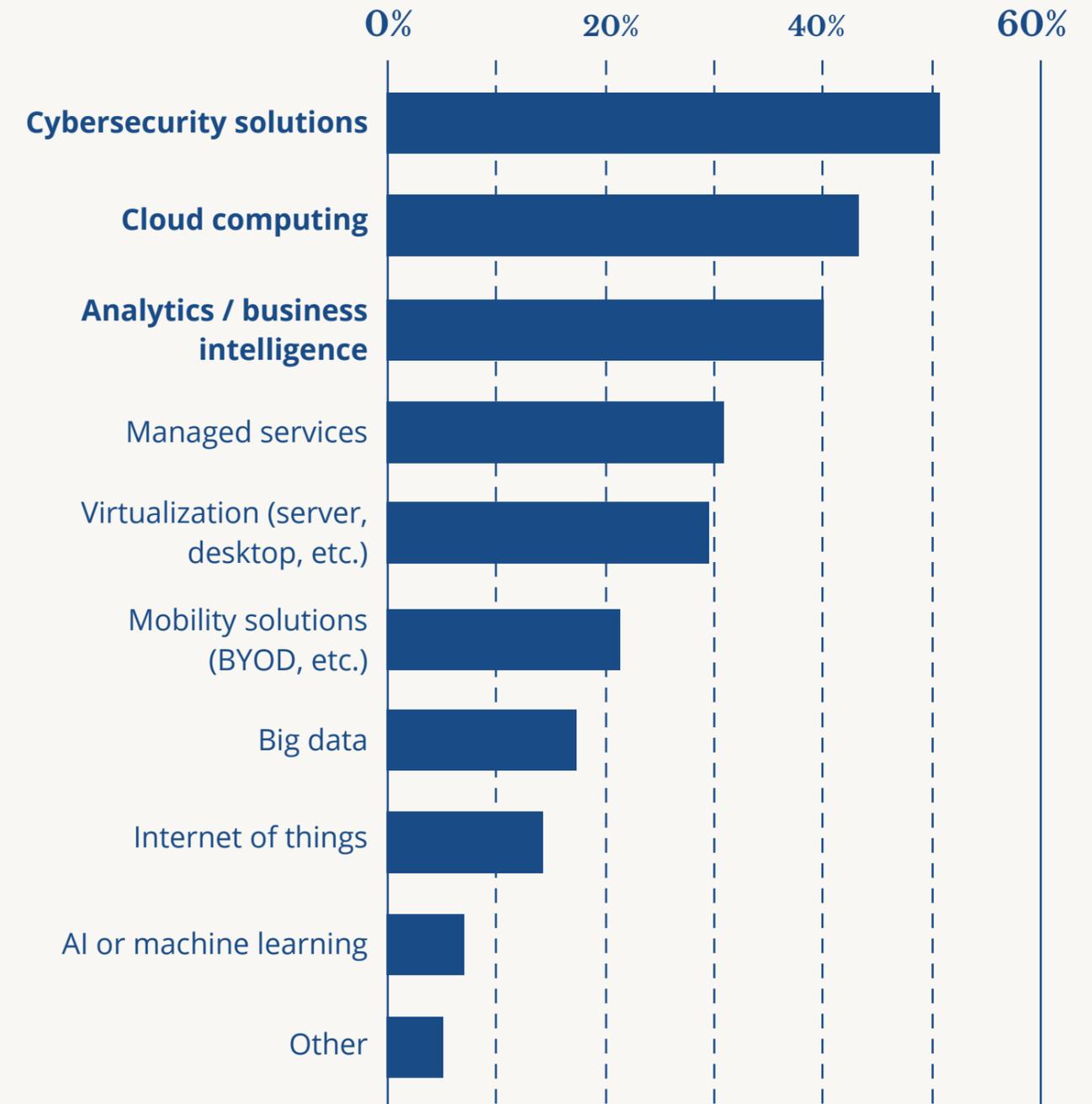
Cybersecurity, cloud computing and business intelligence are the top IT priorities in 2019.

IT professionals and decision-makers have cited cybersecurity as the No.1 IT priority two years in a row. They realize that basic security measures like anti-virus and spam filters won't cut it. Industry regulations around cybersecurity have also grown more stringent. Advanced security architecture, processes and tools are now requirements that rely on highly trained cybersecurity professionals to manage and deploy.

Only 7 percent of respondents consider artificial intelligence one of their top three priorities in 2019.

It's likely that AI and machine learning technologies are too new to be considered primary initiatives for the average business.

The Top 3 IT Priorities Over the Next 12 Months



*Respondents selected up to three top priorities. N=1,514
Source: 2019 State of IT Training Report

2019 State of IT Training

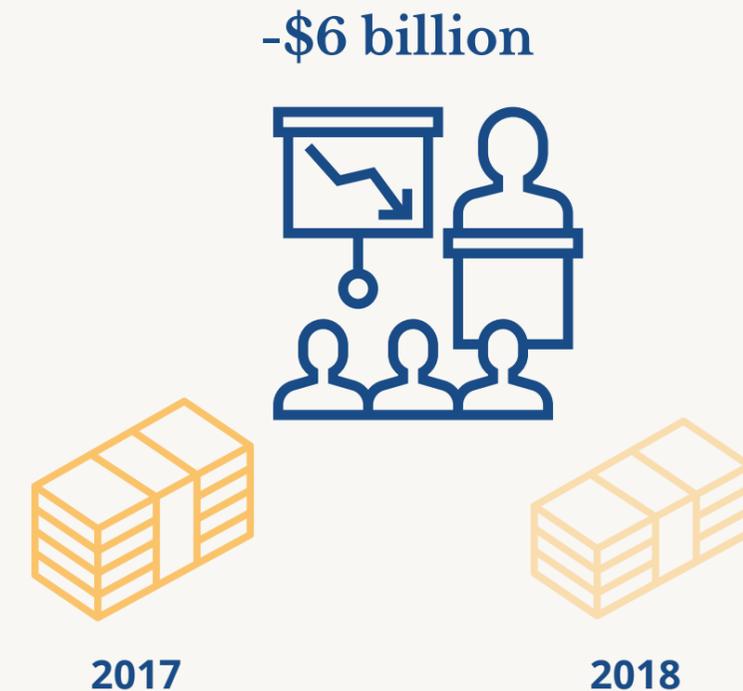
The Growing IT Skills Gap

The IT skills gap is growing. In 2019 and beyond, employing skilled IT workers will be a key factor separating successful companies from the ones that fall behind.

The demand for advanced skills in programming, app development and data analysis is on the rise. Emerging technologies like machine learning and AI are poised to generate at least 133 million new roles by 2022, according to the **World Economic Forum**.

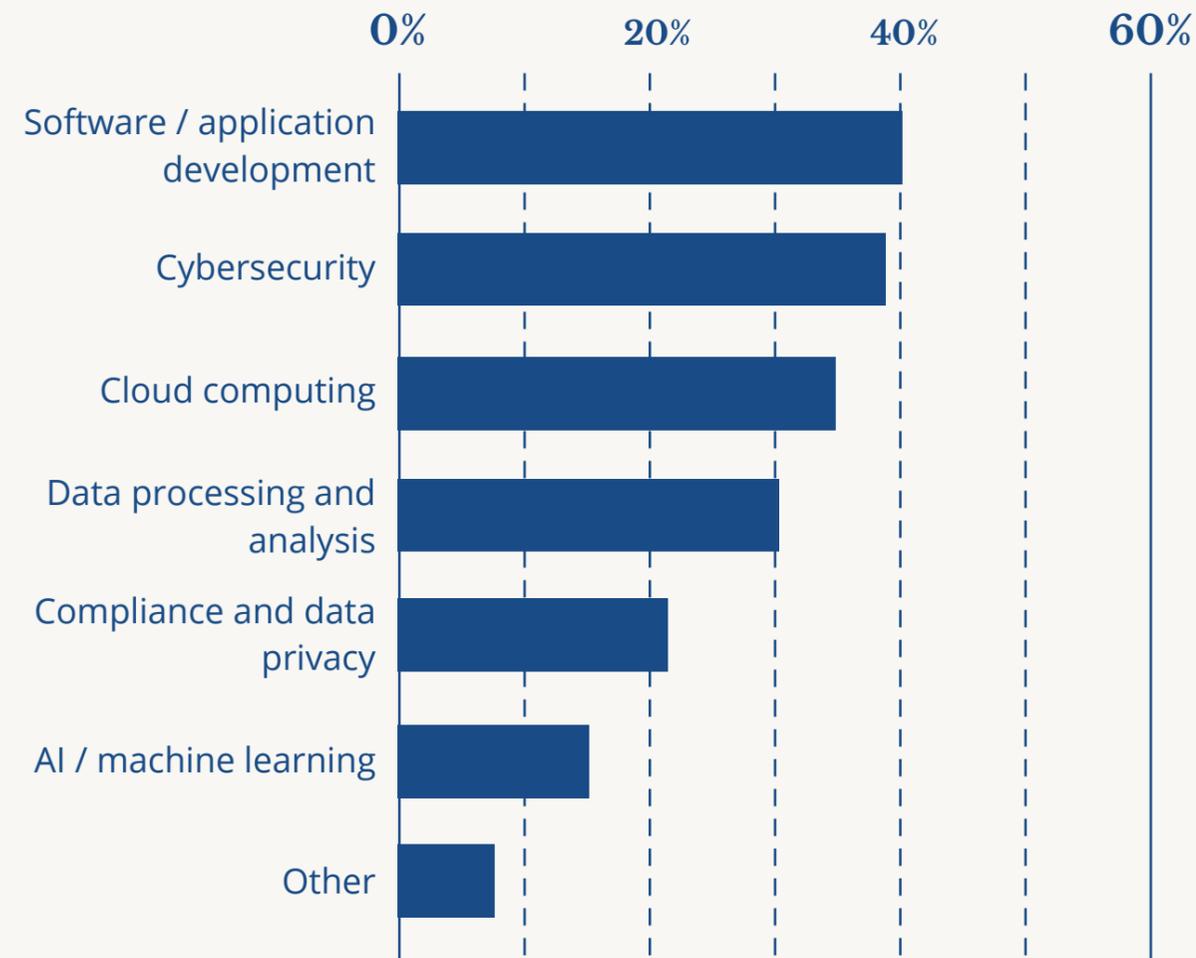
But new jobs aren't beneficial if no one can fill them. While new technologies are creating more job opportunities than ever, an enormous deficit exists of workers skilled in data science, programming and development.

Hiring managers can't count on the ability to bring on new employees that possess these skills. Timing is critical – and acquiring new talent is expensive and highly competitive. Instead, organizations need to invest in training to upskill their existing workforce.



Spending on corporate training in the U.S. decreased from \$93.6 billion in 2017 to \$87.6 billion in 2018.

The Biggest Skills Gaps Between IT Professionals' Capabilities and Organizations' Technology Needs



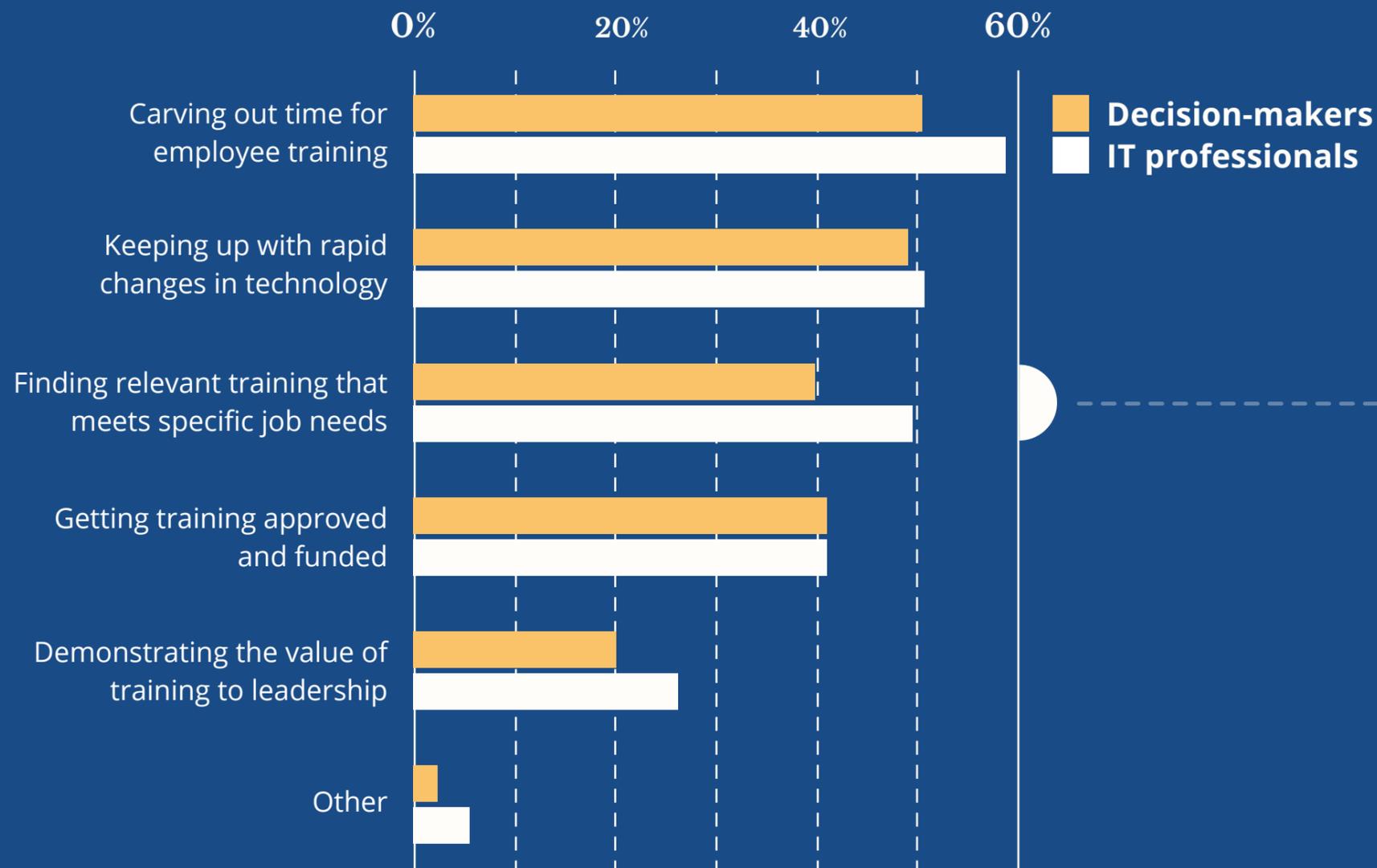
*Respondents selected all that applied. N=1,514
Source: 2019 State of IT Training Report

Businesses are overrun by software and applications. Those with 1,000-4,000 employees deploy an average of 44 custom applications today, according to **McAfee**.

Developing applications in-house is easier and cheaper than ever before. But companies struggle to secure the right talent to spin up custom software. 40 percent of respondents see software/application development as their biggest skills gap.

Decision-makers also recognize that finding and hiring qualified talent in cybersecurity, cloud computing and data analysis is a major challenge.

The Top IT Training Challenges



*Respondents selected up to three top IT training challenges. N=1,514
Source: 2019 State of IT Training Report

Carving out time for training and keeping up with rapid technology changes are the top two IT training challenges reported by both decision-makers and IT professionals.

Half of IT professionals struggle to find relevant IT training that meets their specific needs in their role.

The cost of IT training is another friction point. Four out of 10 IT professionals and decision-makers face the challenges of getting IT training funded and approved.

Common Perceptions of IT Training

Four out of 10 respondents primarily use IT training to improve employee productivity.

Preparing staff to adopt new technologies and optimize existing ones is another common motivator for investing in IT training.

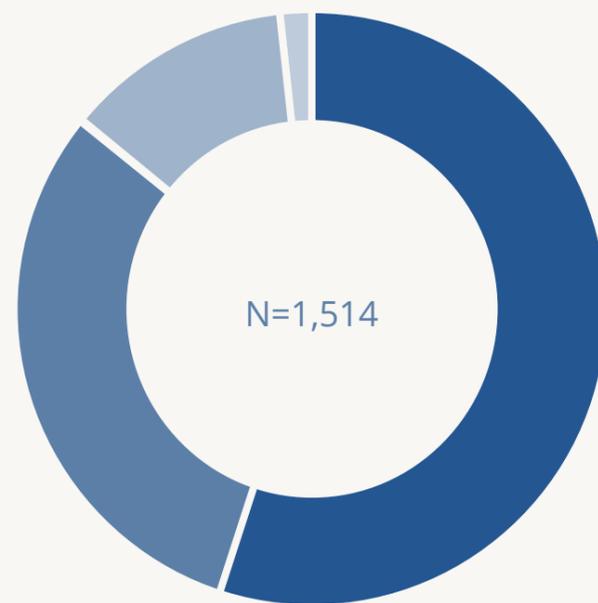
Hardware and applications can quickly turn into massive cost centers if they aren't properly managed and optimized. Utilizing technology to its full capacity requires skilled IT workers with the latest knowledge and best practices at their disposal.

Primary Goal of IT Training



*Respondents selected one answer. N=1,514
Source: 2019 State of IT Training Report

Is it important for IT teams to stay on top of industry trends and gain experience with new technologies?



Source: 2019 State of IT Training Report

- **55%**
Very Important
- **31%**
Important
- **12%**
Somewhat important
- **2%**
Not at all important

86 percent of respondents consider staying on top of new IT trends an important or very important initiative.

It's clear that IT professionals and decision-makers need up-to-date technical skills to successfully adopt new technologies. But without adequate budgets and management sign-off, IT teams won't have the resources to keep pace with evolving technologies.

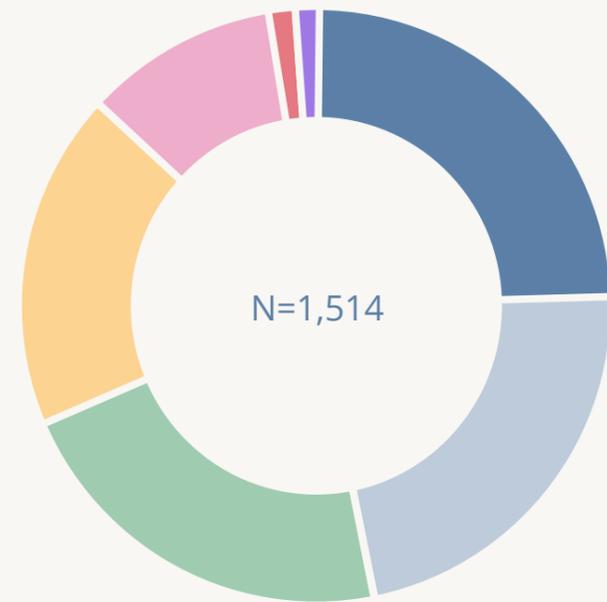
How Companies Train IT Professionals

Outsourcing IT training typically yields a better return than unstructured or self-led training. Instructor-led online and classroom courses and on-the-job training are especially effective.

Many IT professionals prefer instructor-led courses because they can provide a structured curriculum and emphasize hands-on experience – preparing students to use their new skills in the real world.

Students may have a hard time staying motivated and absorbing learning material when relying on self-paced learning or free resources.

Most Successful Learning Methods



- **49.6%**
Instructor-led online courses
- **46.4%**
On-the-job training
- **43.9%**
Instructor-led classroom courses
- **36.5%**
Self-paced e-learning

● **22.1%**
Free online resources:
whitepapers, videos, etc.

● **2.7%**
No training

● **2.3%**
Other

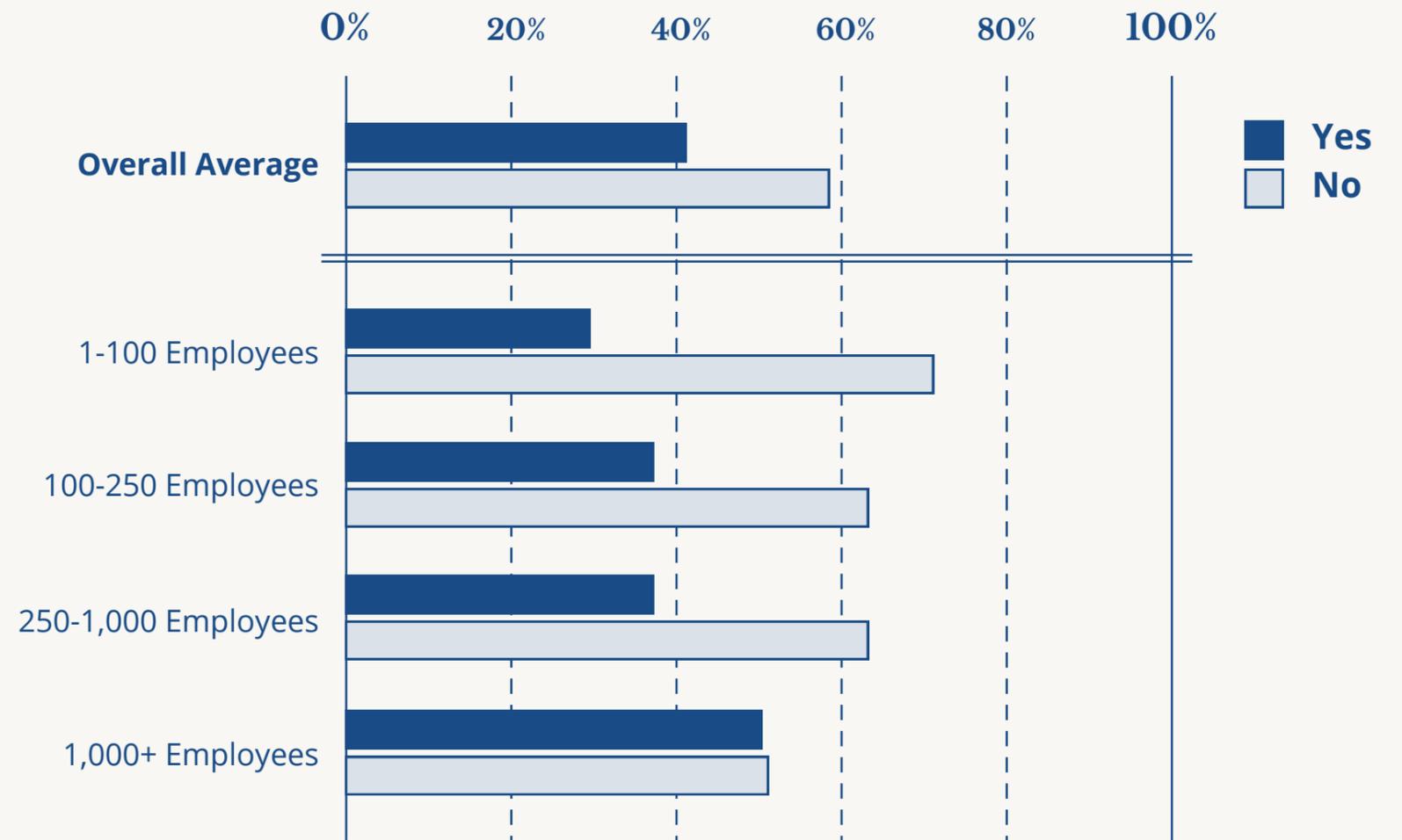
*Respondents selected all that applied. N=1,514
Source: 2019 State of IT Training Report

Measuring the Effectiveness of IT Training Programs

98 percent of companies agree that it's important for their IT teams to stay on top of industry trends and gain experience with new technologies. But 6 out of 10 of respondents say their companies don't have a formal IT training program in place.

Smaller companies are less likely to have a structured IT training program. Only 29 percent of respondents with fewer than 100 employees have a formal IT training program, compared to 49 percent of respondents with more than 1,000 employees.

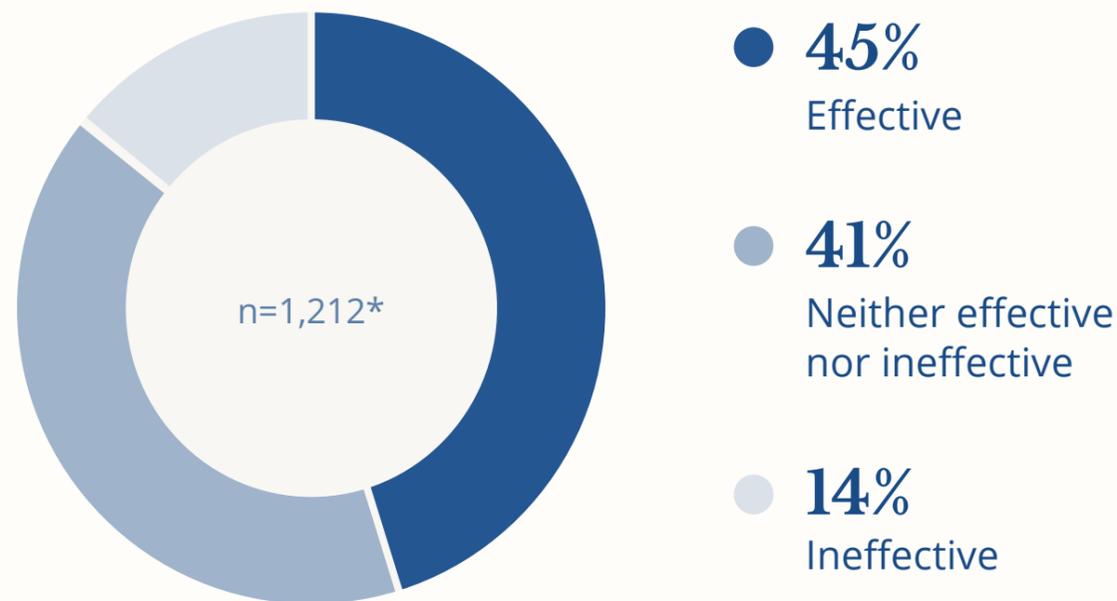
Do Companies Have Formal IT Training Programs in Place?



Source: 2019 State of IT Training Report

Opinions on IT Training Strategy Effectiveness

For respondents working inside organizations with formal IT strategies, less than half rate their companies' training methods as effective. 14 percent consider their strategy ineffective.



*Only includes companies who report having an IT strategy in place.
Source: 2019 State of IT Training Report

Measuring IT Training Effectiveness

Only **one in four respondents** measures the effectiveness of IT training in their organization.

Without performance metrics, IT training programs can quickly become obsolete and waste employees' time on outdated or ineffective training.

Organizations can better gauge the impact of their IT training program by:

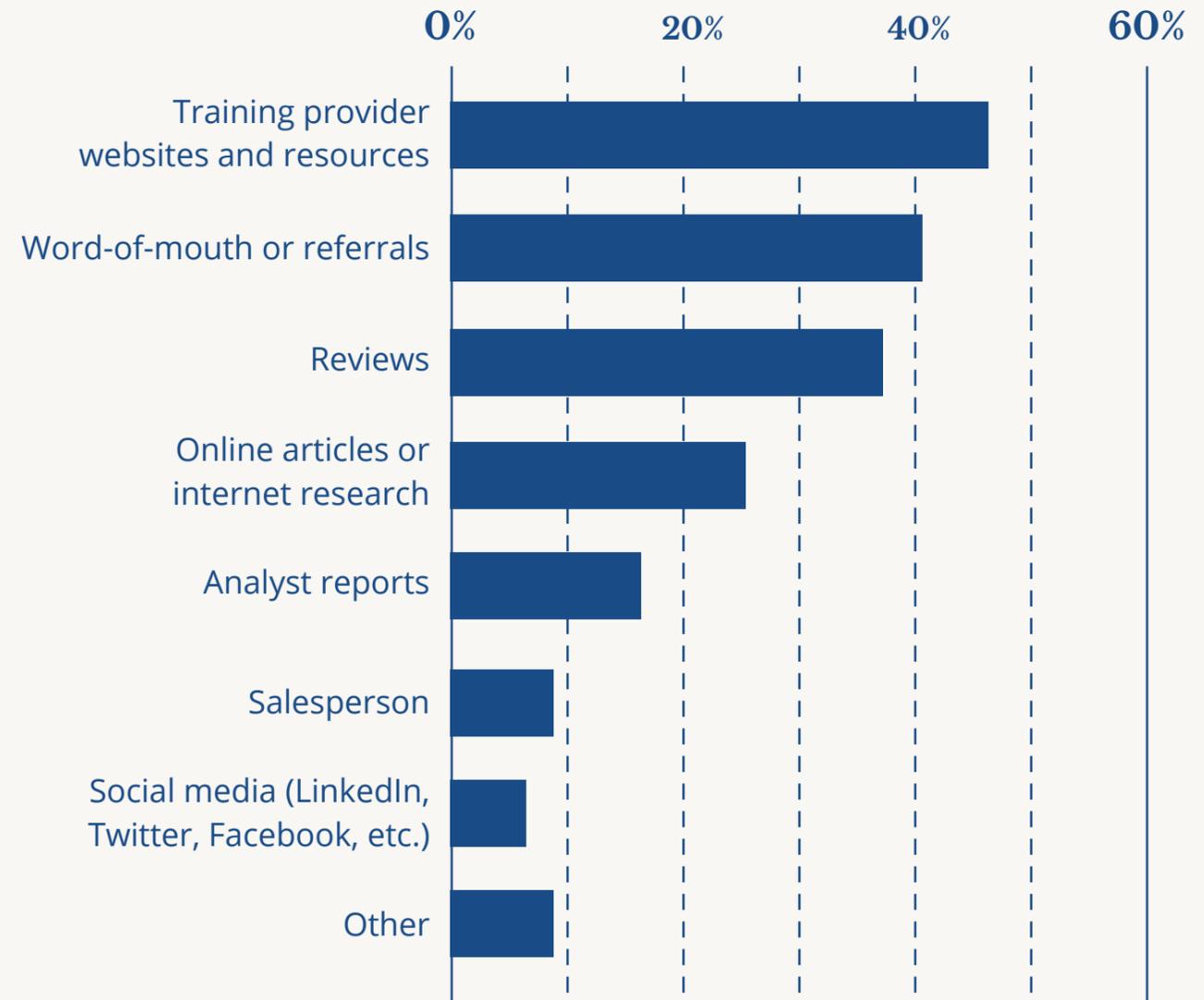
- **Providing post-training quizzes or surveys to test new skills**
- **Requiring employees to pass certification exams**
- **Scheduling one-on-one discussions with employees to gain program feedback**
- **Performing case studies to measure improvements in performance after training, such as the time needed to complete tasks**

How Companies Select IT Training

There are countless IT training vendors to choose from. Many people turn to internet research, referrals and reviews to weigh their options when purchasing IT training for themselves or their technical staff.

Nearly half of the survey respondents search for information on training provider websites and resources when comparing training vendors.

Key Resources That Decision-Makers and Individuals Rely on to Compare IT Training Companies and Vendors



*Respondents selected all that applied. N=1,514
Source: 2019 State of IT Training Report

Looking Ahead: How Companies Are Approaching IT Training in 2019

How IT Training Budgets Are Shifting This Year

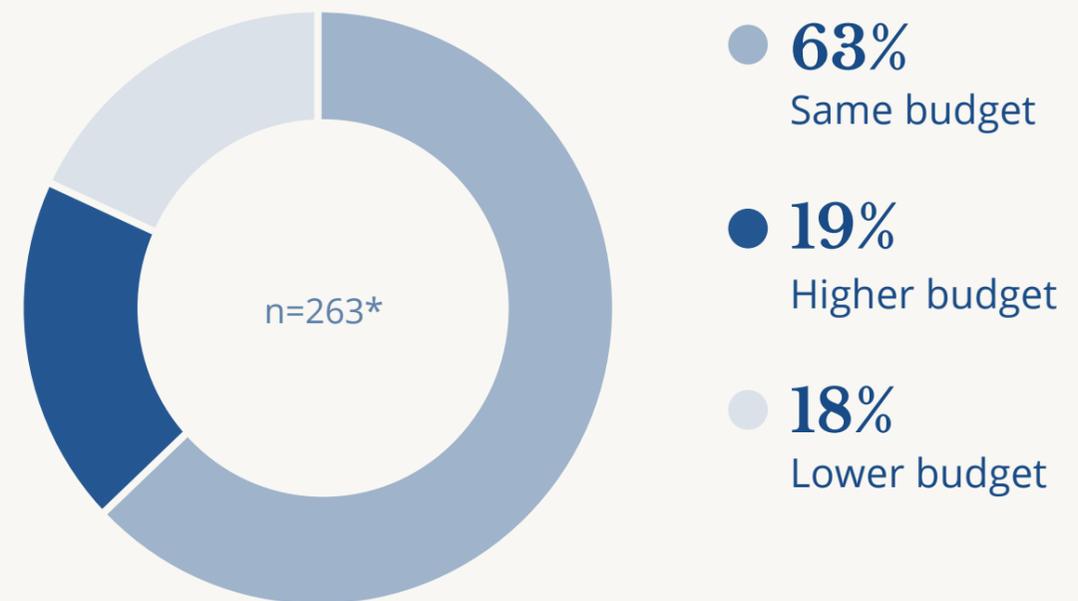
Only 19 percent of decision-makers plan to increase their IT training budget in 2019.

IT teams have notoriously struggled to get management approval to expand IT programs. 41 percent of decision-makers report that budgeting for training is one of their top three IT training challenges.

Training your IT professionals enables your organization to fix inefficient processes, reduce project waste, prevent employee turnover and mitigate risk – all of which directly cut costs and increase profits.

Allocating more money to IT training today will better position your business for growth and prosperity in the future.

IT Training Budgets Compared to 2018

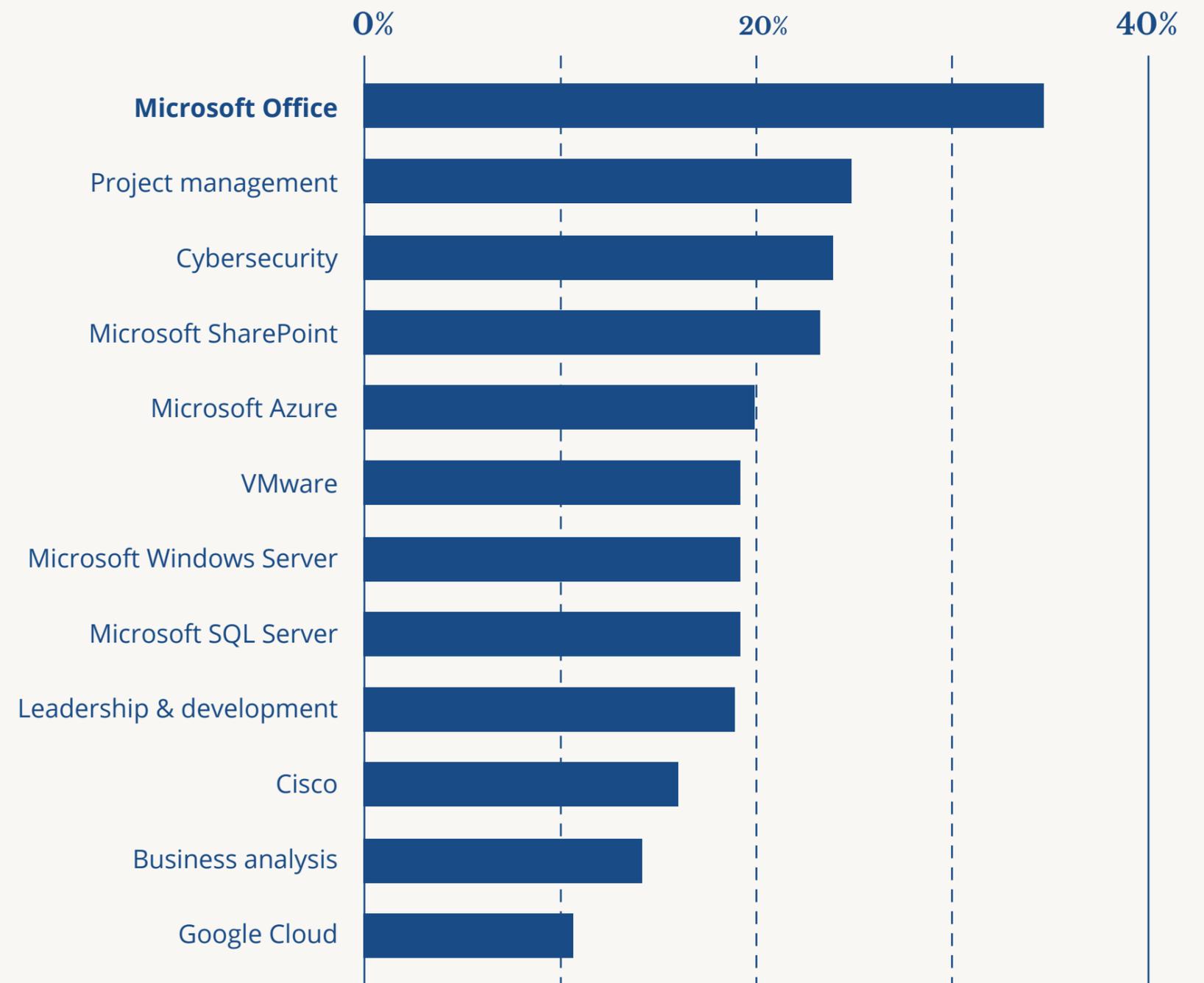


*Only counts respondents with knowledge of their company's budget.
Source: 2019 State of IT Training Report

The Most Popular Technology Training in 2019

A third of respondents will prioritize Microsoft Office training in 2019. Nearly a quarter plan to provide training for project management, cybersecurity and SharePoint.

Technologies/Skills Organizations Will Train IT Professionals on This Year



*Respondents selected all that applied. N=1,514
Source: 2019 State of IT Training Report

Well-Trained IT Professionals Are the Key to Your Future Success

The IT industry is progressing at a breakneck pace. As technology advancements make AI, cloud computing, data analysis and cybersecurity solutions more accessible to modern businesses, the demand for highly skilled IT employees will only grow.

Training your existing IT employees is the most cost-effective way to future-proof your business and embrace digital transformation.

As the world's largest independent IT training company, New Horizons equips IT

professionals and teams with the skills they need to guide their organization into the future of technology.

After more than 35 years training millions of people, we continue to empower individuals and organizations worldwide through learning.

We strive to help businesses see tangible results by upgrading their most important resources – their people. With a diverse selection of in-person and on-demand training options, New Horizons arms your team with the skills to succeed.



95 percent of students feel they achieved professional growth with New Horizons' authorized training.



Ready to maximize your IT training budget?

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