

Citrix Executive summary

3,770 IT decision makers in companies with 250+ employees in 7 markets (US, UK, Australia, Canada, France, Germany and the Netherlands)

23.04.2020 - 12.05.2020

Q1. Prior to the impact of COVID-19, on average how often did the majority of the office-based employees in your organization work from home?

- Prior to the impact of COVID-19, just over a fifth of respondents (22%) said the majority of the office-based employees in their organization worked from home around 5 days a week or more.
- Prior to the impact of COVID-19, 1 in 6 respondents (16%) said the majority of the office-based employees in their organization worked from home around 1 day a week.
- Prior to the impact of COVID-19, 1 in 9 respondents (11%) said the majority of the office-based employees in their organization worked from home less than 1 day a week.
- Prior to the impact of COVID-19, 1 in 9 respondents (11%) said the majority of the office-based employees in their organization worked from home around 2 days a week.
- Prior to the impact of COVID-19, 1 in 10 respondents (10%) said the majority of the office-based employees in their organization worked from home around 4 days a week.
- Prior to the impact of COVID-19, 1 in 11 respondents (9%) said the majority of the office-based employees in their organization worked from home around 3 days a week.
- Almost a fifth of respondents in Germany (18%) said the majority of the office-based employees in their organization worked from home around 3 days a week, whereas only 1 in 16 respondents in the UK (6%) said the same.

Q2a. Which of the following remote working tools and apps did your organization provide for employees in your normal operations prior to the impact of COVID-19?

- Just over 7 in 10 respondents (71%) said their organization provided employees with laptops in their normal operations prior to the impact of COVID-19.
- Just over two thirds of respondents (67%) said their organization provided employees with video conferencing accounts / cameras (e.g. Skype / Zoom) in their normal operations prior to the impact of COVID-19.
- Over 3 in 5 respondents (64%) said their organization provided employees with cloud-based document collaboration software (e.g. G Suite, Office365) in their normal operations prior to the impact of COVID-19.
- Just under 3 in 5 respondents (59%) said their organization provided employees with communications / instant messaging platforms (e.g. Microsoft teams, Slack) in their normal operations prior to the impact of COVID-19.
- Over half of respondents (54%) said their organization provided employees with remote access tools such as VPN prior to the impact of COVID-19.
- Over half of respondents (54%) said their organization provided employees with cloud storage solution (e.g. Dropbox) prior to the impact of COVID-19.

- Just over half of respondents (51%) said their organization provided employees with mobile phones or tablets prior to the impact of COVID-19.
- Just under half of respondents (49%) said their organization provided employees with public cloud services (e.g. AWS, Azure) prior to the impact of COVID-19.
- Well over 2 in 5 respondents (45%) said their organization provided employees with digital workspace software platform (e.g. Citrix) prior to the impact of COVID-19.
- Just under 2 in 5 respondents (39%) said their organization provided employees with desktops / screens at home prior to the impact of COVID-19.
- Over half of respondents in Germany (53%) their organization provided employees with digital workspace software platform (e.g. Citrix) prior to the impact of COVID-19, whilst just over 2 in 5 respondents in the UK (41%) said the same.
- Almost 3 in 5 respondents in France (58%) said their organization provided employees with remote access tools such as VPN prior to the impact of COVID-19, compared to over 2 in 5 respondents in the Netherlands (46%) who said the same.

Q2b. Which of the following remote working tools and apps has your organization introduced for employees to facilitate homeworking in response to COVID-19?

- Over 3 in 5 respondents (63%) said their organization has introduced video conferencing accounts / cameras (e.g. Skype / Zoom) for employees to facilitate homeworking in response to COVID-19.
- Well over half of respondents (56%) said their organization has introduced laptops for employees to facilitate homeworking in response to COVID-19.
- Over half of respondents (53%) said their organization has introduced communications / instant messaging platforms (e.g. Microsoft teams, Slack) for employees to facilitate homeworking in response to COVID-19.
- Just over half of respondents (52%) said their organization has introduced cloud-based document collaboration software (e.g. G Suite, Office365) for employees to facilitate homeworking in response to COVID-19.
- Almost half of respondents (48%) said their organization has introduced remote access tools such as VPN for employees to facilitate homeworking in response to COVID-19.
- Over 2 in 5 respondents (45%) said their organization has introduced cloud storage solution (e.g. Dropbox) for employees to facilitate homeworking in response to COVID-19.
- Just over 2 in 5 respondents (41%) said their organization has introduced public cloud services (e.g. AWS, Azure) for employees to facilitate homeworking in response to COVID-19.
- 2 in 5 respondents (40%) said their organization has introduced digital workspace software platform (e.g. Citrix) for employees to facilitate homeworking in response to COVID-19.
- 2 in 5 respondents (40%) said their organization has introduced mobile phones or tablets for employees to facilitate homeworking in response to COVID-19.
- Well over a third of respondents (37%) said their organization has desktops / screens at home for employees to facilitate homeworking in response to COVID-19.
- Well over 2 in 5 respondents in Australia (46%) said their organization has introduced digital workspace software platform (e.g. Citrix) for employees to facilitate homeworking in response to COVID-19, whilst over a third of respondents in Canada (36%) said the same.

- Over half of respondents in France (55%) their organization has introduced remote access tools such as VPN for employees to facilitate homeworking in response to COVID-19, compared to 3 in 10 respondents in the Netherlands (30%) who said the same.

Q2c. Which of the following remote working tools and apps does your organization anticipate introducing for employees to facilitate long term homeworking in a post pandemic world?

- Just under 3 in 5 respondents (59%) said their organization anticipates introducing video conferencing accounts / cameras (e.g. Skype / Zoom) for employees to facilitate long term home working in a post pandemic world.
- Well over half of respondents (56%) said their organization anticipates introducing laptops for employees to facilitate long term home working in a post pandemic world.
- Well over half of respondents (56%) said their organization anticipates introducing cloud-based document collaboration software (e.g. G Suite, Office365) for employees to facilitate long term home working in a post pandemic world.
- Just over half of respondents (52%) said their organization anticipates introducing communications / instant messaging platforms (e.g. Microsoft teams, Slack) for employees to facilitate long term home working in a post pandemic world.
- Well over 2 in 5 respondents (47%) said their organization anticipates introducing remote access tools such as VPN for employees to facilitate long term home working in a post pandemic world.
- Well over 2 in 5 respondents (47%) said their organization anticipates introducing cloud storage solution (e.g. Dropbox) for employees to facilitate long term home working in a post pandemic world.
- Over 2 in 5 respondents (44%) said their organization anticipates introducing public cloud services (e.g. AWS, Azure) for employees to facilitate long term home working in a post pandemic world.
- Just over 2 in 5 respondents (42%) said their organization anticipates introducing digital workspace software platform (e.g. Citrix) for employees to facilitate long term home working in a post pandemic world.
- Just over 2 in 5 respondents (41%) said their organization anticipates introducing mobile phones or tablets for employees to facilitate long term home working in a post pandemic world.
- Over a third of respondents (36%) said their organization anticipates introducing desktops / screens at home for employees to facilitate long term home working in a post pandemic world.
- Just over half of respondents (51%) in Germany said their organization anticipates introducing digital workspace software platform (e.g. Citrix) for employees to facilitate long term home working in a post pandemic world, compared to just over a third of respondents (35%) in Canada who said the same.

Q3. Approximately how many of your employees are now (or were if restrictions have since been lifted) working from home using personal devices rather than corporate devices?

- 1 in 6 respondents (16%) said 61% - 80% of their employees are now working from home using personal devices rather than corporate devices.

- 1 in 6 respondents (16%) said 41% - 60% of their employees are now working from home using personal devices rather than corporate devices.
- Just over 1 in 7 respondents (15%) said 21% - 40% of their employees are now working from home using personal devices rather than corporate devices.
- Just over 1 in 8 respondents (13%) said 1% - 20% of their employees are now working from home using personal devices rather than corporate devices.
- 1 in 8 respondents (12%) said 81% - 100% of their employees are now working from home using personal devices rather than corporate devices.
- A fifth of respondents in Germany (20%) said 41% - 60% of their employees are now working from home using personal devices rather than corporate devices, in comparison to just over 1 in 8 respondents in the Netherlands (13%) who said the same.

Q4. Thinking about your organizations response to COVID-19, to what extent do you agree or disagree with the following statements?

- Over half of respondents (54%) agree* with the statement 'There has been a spike in employees installing unsanctioned communications channels / software / software in business operations / communications.'
- 7 in 10 respondents (70%) agree with the statement 'I am concerned about information security as a result of employees working from home.'
- Almost 7 in 10 respondents (68%) agree with the statement 'I am concerned about information security as a result of employees using shadow IT / unsanctioned channels / software.'
- Just over 7 in 10 respondents (71%) agree with the statement 'The IT department has seen an increase in security-related queries as a result of home and remote working in response to COVID-19.'
- Just over 3 in 5 respondents (61%) agree with the statement 'Shadow IT is a significant risk to my organization's data compliance.'
- Just over 7 in 10 respondents (71%) agree with the statement 'Employees are reporting back to the IT department that the use of informal channels for communication and operations (e.g. Slack) is helping teams be effective in working from home.'
- Over three quarters of respondents (77%) agree with the statement 'The IT department has rapidly introduced new software / applications to enable home working in response to COVID-19.'
- Almost 3 in 5 respondents (57%) agree with the statement 'App sprawl has become a significant issue as a result of the rapid introduction of new software/applications.'
- 7 in 10 respondents (70%) agree with the statement 'Maintaining security updates and patches has become a significant issue as a result of the rapid introduction of new software / applications.'
- Just under two thirds of respondents (65%) agree with the statement 'The business (leaders and employees) has introduced new software / applications to enable home working in response to COVID-19 without fully involving the IT department.'
- 7 in 10 respondents (70%) agree with the statement 'The pros of rapid response to home working and business operations outweigh the cons of rapid introduction of new software / applications.'

- 3 in 5 respondents (60%) agree with the statement ‘The pros of shadow IT to home working and business operations outweigh the cons of security concerns.’
- Just over two thirds of respondents (67%) agree with the statement ‘The use of informal software / applications by employees (shadow IT) is generating more innovative approaches to teamwork and project collaboration.’
- Just over 3 in 5 respondents (62%) agree with the statement ‘The IT department is considering downsizing its physical IT infrastructure and moving from on premises servers and physical hardware towards a cloud model.’
- Almost 2 in 5 respondents in the US (38%) strongly agree with the statement ‘Employees are reporting back to the IT department that the use of informal channels for communication and operations (e.g. Slack) is helping teams be effective in working from home’, whereas just over 1 in 6 respondents in the Netherlands (17%) said the same.
- Just over 3 in 10 respondents in the US (31%) strongly agree with the statement ‘The pros of rapid response to home working and business operations outweigh the cons of rapid introduction of new software / applications’, whilst only just over a fifth of respondents in Germany (21%) said the same.

*Agreeing being selecting “strongly agree” or “somewhat agree”

Q5. Prior to the impact of COVID-19, did your organization have a business continuity plan that involved the majority of the workforce working from home?

- Over 2 in 5 respondents (45%) said their organization had a business continuity plan based on the vast majority of the workforce being mandated to work from home.
- Just over a third of respondents (34%) said their organization had a pandemic-ready business continuity plan.
- Just under a third of respondents (32%) said under their organization's business continuity plan they planned for a maximum of 25% of the workforce working from home simultaneously.
- Just under a quarter of respondents (24%) said the majority of their organization's workforce is already fully enabled to work from home simultaneously.
- Just under a fifth of respondents (19%) said they did not have a business continuity plan that envisaged home working by the majority of our workforce.
- Just under two thirds of respondents in the Netherlands (65%) said their organization had a pandemic-ready business continuity plan, whilst just over a fifth of respondents in the UK (22%) said the same.

Q6. What challenges is your workforce reporting back to the IT department while working from home?

- Almost 2 in 5 respondents (37%) said their workforce is reporting bandwidth issues at home causing employees to drop off calls and video meetings.
- Just over a third of respondents (35%) said their workforce is reporting employees having to wait a lot longer for technical support as capacity of the IT teams is stretched to breaking point.
- A third of respondents (33%) said their workforce is reporting lack of home WiFi bandwidth to support multiple family members working online at the same time.

- Just over 3 in 10 respondents (31%) said their workforce is reporting feeling a sense of loneliness due to the isolation and removal from the office environment.
- Just under 3 in 10 respondents (29%) said their workforce is reporting children and pets making a guest appearance on professional calls / videos.
- Just over 1 in 6 respondents (17%) said their workforce is reporting Employees failing to dress appropriately for video calls, causing corporate embarrassment.
- Just over a fifth of respondents (21%) said their workforce is reporting "Crossed lines" - video conferencing clashes where meeting participants accidentally join calls not meant for them.
- Just over a third of respondents in Canada (35%) said their workforce is reporting VPN (virtual private network) solutions slow or otherwise unreliable, compared to only 1 in 6 respondents in the Netherlands (16%) who said the same.
- Just over a third of respondents in the US (34%) said their workforce is reporting feeling a sense of loneliness due to the isolation and removal from the office environment, in comparison to under a fifth of respondents in the Netherlands (18%) who said the same.

Q7. What are the key problems you and/or your IT department have faced over the last few weeks?

The top five key problems respondents and/or their IT department have faced over the last few weeks are:

1. Speed of response required to enable mass simultaneous working from home. (32%)
 2. User error / lack of employee knowledge about how to use and or implement technology. (30%)
 3. Lack of availability of suitable hardware for all people working from home. (27%)
 4. IT teams are too small and can't scale quickly enough to cope with rapid increase in demand. (26%)
 5. Managing leadership expectations on realistic delivery of IT projects. (26%)
- Over a third of respondents in Australia (36%) said speed of response required to enable mass simultaneous working from home is one of the key problems they and/or their IT department have faced over the last few weeks, whilst under a quarter of respondents in the Netherlands (23%) said the same.
 - Just over 3 in 10 respondents in France (31%) said unscheduled VPN shutdowns is one of the key problems they and/or their IT department have faced over the last few weeks, compared to just under 1 in 6 respondents in the Netherlands (15%) who said the same.

Q8. How stressed is your IT team currently?

- Over half of respondents (55%) said their IT team is currently reasonably stressed.
- Over a fifth of respondents (23%) said their IT team is currently very stressed.
- A fifth of respondents (20%) said their IT team is currently not particularly stressed.
- Only 3% of respondents said their IT team is currently not at all stressed.
- Over 2 in 5 respondents in the Netherlands (45%) said their IT team is currently very stressed, whilst just over 1 in 7 respondents in France (15%) said the same.

- Just under two thirds of respondents (65%) in a company with 75,000-100,000 employees said their IT team is currently very stressed, in comparison to just under a fifth of respondents (19%) in a company with 5000-9999 employees who said the same.

Q9. How much has your workload increased or decreased in the first 2-4 weeks of your organizations response to COVID-19?

- Just under a quarter of respondents (24%) said their workload did not change in the first 2-4 weeks of their organizations response to COVID-19.
- 1 in 7 respondents (14%) said their workload increased 21% - 40% in the first 2-4 weeks of their organizations response to COVID-19.
- 1 in 9 respondents (11%) said their workload increased 20% or less in the first 2-4 weeks of their organizations response to COVID-19.
- 1 in 10 respondents (10%) said their workload decreased 21% - 40% in the first 2-4 weeks of their organizations response to COVID-19.
- 1 in 12 respondents (8%) said their workload increased 41% - 60% in the first 2-4 weeks of their organizations response to COVID-19.
- 1 in 12 respondents (8%) said their workload decreased 41% - 60% in the first 2-4 weeks of their organizations response to COVID-19.
- Just over 1 in 6 respondents in Australia (17%) said their workload increased 21% - 40% in the first 2-4 weeks of their organizations response to COVID-19, whilst only 4% of respondents in the Netherlands said the same.

Q10. Which of the following best characterize your organizations experience of rapidly moving the majority of the workforce to work from home?

- Just over 2 in 5 respondents (41%) said 'Presenting some challenges' best characterizes their organizations experience of rapidly moving the majority of the workforce to work from home.
- 3 in 10 respondents (30%) said 'Relatively straightforward' best characterizes their organizations experience of rapidly moving the majority of the workforce to work from home.
- Just over 1 in 7 respondents (15%) said 'Reasonably challenging' best characterizes their organizations experience of rapidly moving the majority of the workforce to work from home.
- 1 in 11 respondents (9%) said 'Seamless' best characterizes their organizations experience of rapidly moving the majority of the workforce to work from home.
- 1 in 20 respondents (5%) said 'Extremely challenging' best characterizes their organizations experience of rapidly moving the majority of the workforce to work from home.
- Just over a fifth of respondents in Australia (22%) said 'Reasonably challenging' best characterizes their organizations experience of rapidly moving the majority of the workforce to work from home, compared to only 3% of respondents in France who said the same.
- Over half of respondents (54%) in a company with 75,000-100,000 employees said 'Seamless' best characterizes their organizations experience of rapidly moving the majority of the workforce to work from home, in comparison to only 1 in 20 respondents (5%) in a company with 1000-4999 employees who said the same.

Q10b. How significant were the following factors in creating these challenges in your organization of rapidly moving the majority of the workforce to work from home?

Respondents whose organizations' experience of rapidly moving the majority of the workforce to work from home wasn't 'seamless'

- Just over a third of respondents (34%) said IT hardware (availability) was very significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home.
- Just over 3 in 10 respondents (31%) said IT software (number of licenses, ability to scale) was very significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home.
- Just under two thirds of respondents (65%) said Corporate culture was either very significant or quite significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home, with over a fifth (23%) saying it was very significant.
- Just under a quarter of respondents (24%) said Corporate policies and procedures was very significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home.
- Just under a quarter of respondents (24%) said Lack of employee training was very significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home.
- Just under a quarter of respondents (24%) said Regulatory restrictions was very significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home.
- Just over 3 in 10 respondents in the Netherlands (31%) said Lack of employee training was very significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home, whilst only 1 in 6 respondents in Germany (16%) said the same.
- A third of respondents in the Netherlands (33%) said Regulatory restrictions was very significant in creating these challenges in their organization of rapidly moving the majority of the workforce to work from home, whereas only just over 1 in 8 respondents (13%) in Germany said the same.

Q11. Do you feel the rapid shift to home and remote working in response to COVID-19 has accelerated your organizations IT/digital transformation?

- Just over 7 in 10 respondents (72%) said yes they do feel the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation.

- Just under a quarter of respondents (24%) said no they do not feel the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation.
- 4 in 5 respondents in France (80%) said yes they do feel the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation, whereas over 3 in 5 respondents in Germany (63%) said the same.
- Just under 3 in 10 respondents (29%) in a company with 50,000-74,999 employees said no they do not feel the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation, in comparison to under a quarter of respondents (23%) in a company with 500 -999 employees.

Q11b. By how much do you think the rapid shift to home and remote working in response to COVID-19 has accelerated your organizations IT/digital transformation?

Respondents who feel the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation

- Under a fifth of respondents (18%) think the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation by less than 6 months.
- Almost 2 in 5 respondents (38%) think the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation by 6 months, up to 1 year.
- Almost 3 in 10 respondents (28%) think the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation by more than 1 year, up to 2 years.
- 1 in 10 respondents (10%) think the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation by more than 2 years, up to 3 years.
- Over a third of respondents in Germany (36%) think the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation by more than 1 year, up to 2 years, whereas only 1 in 7 respondents in the Netherlands (14%) said the same.
- Over half of respondents in the Netherlands (54%) think the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation by less than 6 months, whereas only 1 in 10 respondents in the UK and Germany (both 10%) said the same.

Q12. What do you think has held back this digital acceleration within your organization before?

Respondents who feel the rapid shift to home and remote working in response to COVID-19 has accelerated their organizations IT/digital transformation

- Over a third of respondents (36%) think digital acceleration within their organization has been held back before because IT budgets have been constrained.
- A third of respondents (33%) think digital acceleration within their organization has been held back before because of Presenteeism / 'Old school' leadership thinking - leaders wanting people to be present in the office at all times.

- Just over 3 in 10 respondents (31%) think digital acceleration within their organization has been held back before because there has been a lack of engagement / appetite for change until now from their organisation.
- Just under 3 in 10 respondents (29%) think digital acceleration within their organization has been held back before because there hasn't been a business driver to increase remote and home working.
- Just over a quarter of respondents (27%) think digital acceleration within their organization has been held back before because regulatory or compliance issues preventing remote and home working.
- Just over a quarter of respondents (27%) think digital acceleration within their organization has been held back before because the culture in our organization has not supported remote and home working.
- Just over a quarter of respondents (27%) think digital acceleration within their organization has been held back before because no one thought it was possible before now.
- Just over a fifth of respondents (22%) think digital acceleration within their organization has been held back before because lack of relevant technologies available for their organization.
- Just under a fifth of respondents (19%) think digital acceleration within their organization has been held back before because IT budgets have not recovered since the 2008 Financial Crisis.
- Over 2 in 5 respondents in the US (43%) think digital acceleration within their organization has been held back before because IT budgets have been constrained, whilst under a quarter of respondents in the Netherlands (23%) said the same.
- Over a third of respondents in Australia (36%) think digital acceleration within their organization has been held back before because there has been a lack of engagement / appetite for change until now from their organisation, compared to just over a quarter of respondents in France (26%) who said the same.

Q13. Thinking about how your role has changed since the impact of COVID-19, to what extent do you agree or disagree with the following statements?

- Almost 7 in 10 respondents (68%) agree* with the statement 'My visibility and status in my organization has increased.'
- Just over three quarters of respondents (76%) agree with the statement 'The IT function / department is more valued than it has ever been before.'
- Just under 7 in 10 respondents (69%) agree with the statement 'I am in a much better position to negotiate increasing my IT budget in the future.'
- Just under three quarters of respondents (74%) agree with the statement 'Contact between IT and my organization's leadership team has increased significantly.'
- Just over 3 in 5 respondents (62%) agree with the statement 'I have never felt more important to my organization.'
- Just over three quarters of respondents (77%) agree with the statement 'IT is seen as business critical to my organization right now.'
- 3 in 5 respondents (60%) agree with the statement 'I am personally much better placed to seek a promotion after the COVID-19 crisis.'

- Just over 3 in 5 respondents (62%) agree with the statement 'I will have more opportunity to move into a key leadership role due to the impact of COVID-19 and the new needs of the business.'
- Just over three quarters of respondents (77%) agree with the statement 'My organization has now realised how critical IT is to the operations of the business.'
- Just over 7 in 10 respondents (72%) agree with the statement 'I have interacted with colleagues more via video conferencing than I usually do face-to-face.'
- Well over half of respondents (56%) agree with the statement 'I have had to deliver IT hardware to colleagues at their home.'
- Over half of respondents (52%) agree with the statement 'Working in isolation has made me realise I don't need to talk to colleagues to do my job.'
- Over half of respondents (53%) agree with the statement 'If I was unable to work for longer than a week the organization I work for might fail due to lack of IT support.'
- Well over half of respondents (55%) agree with the statement 'My new job title should be 'working from home warrior' or 'corporate saviour'.'
- Over 2 in 5 respondents in the US (43%) strongly agree with the statement 'The IT function / department is more valued than it has ever been before', compared to just over a fifth of respondents in the Netherlands (21%) who said the same.
- Just over a third of respondents in the US (34%) strongly agree with the statement 'I am in a much better position to negotiate increasing my IT budget in the future', whilst just over a fifth of respondents in Australia (21%) said the same.

*Agreeing being selecting "strongly agree" or "somewhat agree"

Q14. Thinking about the impact of increased home-working in response to COVID-19, to what extent do you agree or disagree with the following statements?

- Just under 7 in 10 respondents (69%) agree* with the statement 'It has been surprisingly easy for the majority of the organization to work from home'.
- Just over 7 in 10 respondents (71%) agree with the statement 'My organization should have invested more in the software that enables employees to work from home'.
- Just over 7 in 10 respondents (71%) agree with the statement 'My organization should have invested more in the hardware that enables employees to work from home.'
- Just over 7 in 10 respondents (71%) agree with the statement 'Employees can collaborate just as effectively through technology as they can face-to-face.'
- Three quarters of respondents (75%) agree with the statement 'I believe this way of working will change the way employees feel about working from home and it will be more prominent in the future. Employees won't want to go back to how it was before as they know the technology works.'
- Just under 2 in 5 respondents in the US (39%) strongly agree with the statement 'I believe this way of working will change the way employees feel about working from home and it will be more prominent in the future. Employees won't want to go back to how it was before as they know the technology works', whereas only a fifth of respondents in Germany (20%) said the same.

- Just over a third of respondents in the US (34%) strongly agree with the statement ‘It has been surprisingly easy for the majority of the organization to work from home’, whilst just under a fifth of respondents in Germany (19%) said the same.

*Agreeing being selecting “strongly agree” or “somewhat agree”

Q15. Thinking about the impact of the COVID-19 response, how much total disruption did this cause your organization in terms of:

Service / IT outage.

- Just over a fifth of respondents (21%) said the impact of COVID-19 response caused less than an hour of disruption to service/IT outage.
- Just under a third of respondents (32%) said the impact of COVID-19 response caused 1 hour, up to 1 day of disruption to service/IT outage.
- Just under a quarter of respondents (24%) said the impact of COVID-19 response caused more than a day, up to 3 days of disruption to service/IT outage.
- Just under 1 in 7 respondents (13%) said the impact of COVID-19 response caused more than 3 days, up to a week of disruption to service/IT outage.
- Almost 3 in 10 respondents in the UK (28%) said the impact of COVID-19 response caused more than a day, up to 3 days of disruption to service/IT outage, whereas only a fifth of respondents in the US (20%) said the same.

The organization operating efficiently / business as usual.

- 1 in 7 respondents (14%) said the impact of COVID-19 response caused less than an hour of disruption to the organization operating efficiently/business as usual.
- A quarter of respondents (25%) said the impact of COVID-19 response caused 1 hour, up to 1 day of disruption to the organization operating efficiently/business as usual.
- Just over a quarter of respondents (27%) said the impact of COVID-19 response caused more than a day, up to 3 days of disruption to the organization operating efficiently/business as usual.
- Just over 1 in 6 respondents (17%) said the impact of COVID-19 response caused more than 3 days, up to a week of disruption to the organization operating efficiently/business as usual.
- Just under a third of respondents in the UK (32%) said the impact of COVID-19 response caused more than a day, up to 3 days of disruption to the organization operating efficiently/business as usual, whilst over a fifth of respondents in the US (23%) said the same.

The research was conducted by Censuswide 3,770 IT decision makers in companies with 250+ employees in 7 markets. Between 23.04.2020 - 12.05.2020. Censuswide abide by and employ members of the Market Research Society which is based on the ESOMAR principles.