

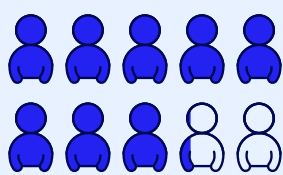


IT's Changing Mandate in an Age of Disruption.

The Economist Intelligence Unit, sponsored by Appian, conducted a global survey of business and IT leaders.

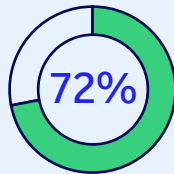
Survey results show the need for business agility is causing IT to forge a new role based on delivering organizational resilience.

Change.

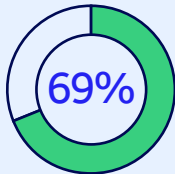


83 % of respondents say adapting better to external change requires moderate-to-considerable IT infrastructure and apps improvement.

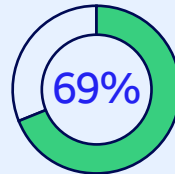
Top 3 areas for improvement.



Supporting remote workers.

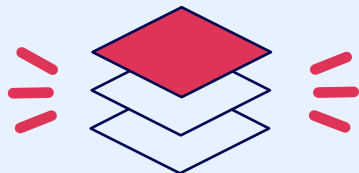


Integrating information and workflows across the organization.



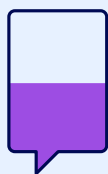
Changing systems and processes quickly.

Backlog.



3-12 months is the average backlog for planned IT projects, and the situation is worsening as business project demand outstrips IT budget growth.

IT's control over digital infrastructure is slipping.

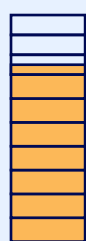


55% of respondents say business units already do more than IT to procure or develop new applications.

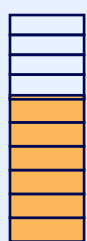


53% of business decision-makers (BDMs) believe the volume of applications built or sourced by non-IT business units will increase over the next 12 months.

Data issues.

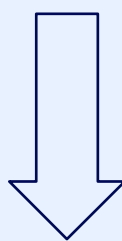


75% of BDMs state that when procuring or creating new applications, they prefer to keep their data where it is rather than move it to new repositories.



61% of BDMs report that they've had to cancel a digital project because the proposed app or solution could not access the right data.

Missing applications.



Despite the importance of advanced automation technologies, 71% report that relatively few of their applications have AI and/or machine learning capabilities, and 57% report that RPA projects often fail.

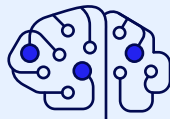
Top technologies crucial to organizational success over the next 12 months:



Cloud computing



Automation



AI and machine learning



Data science and analytics



[Download the report.](#)

Read this report and talk to Appian about how low-code automation accelerates IT and improves business collaboration, performance, and resilience.