

The top section of the page features a red-to-orange gradient background. On the left, the word "ivanti" is written in white lowercase letters. To the right, there is a complex, abstract network graphic composed of numerous yellow lines connecting various points, resembling a digital or data network.

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Remote Worker Survey Report

**IT Professionals see an Increase in Security Issues
due to an Expanded Remote Workforce**

Introduction

Amidst the COVID-19 pandemic, the working reality for many companies was turned upside down as they needed to adjust to remote work for their employees. This is especially true for IT departments, as IT professionals needed to support remote employees as they themselves made the transition to provide IT services from home.

This survey looked at the state of IT departments in this new remote-work environment and after surveying more than 1,600 IT professionals, it's clear workloads have increased. Of those surveyed, 63% of IT professionals reported an increase in their IT workload since going remote.

Overall, while things have gone well when transitioning to a remote-work environment, the exception is an increase in security incidents. In fact, 66% have seen a rise in security issues in their expanded remote environment. The top issues include:



This report details the survey's key findings.



How many employees are actually working remotely?

43% of professionals reported 75% of their employees are now working remotely. And 35% said 100% of their employees are working remotely.

- Interestingly enough, of those surveyed, all reported having at least some employees working remotely.

93% reported the number of remote workers has increased over the last few months. This increase was driven by the following reasons:

- 67% said a government mandate
- 63% said an executive decision
- 25% said due to a change in family situations
- 24% said an employee decision



How IT professionals are adjusting to continue providing seamless support.

With all these changes, IT professionals are working hard to continue providing seamless support to employees. To cope with the shift to remote work, IT professionals had to do the following:



70%

Increased VPN access to more employees



54%

Sourced, set up and distributed extra devices



52%

Created more "how to" knowledge articles for employees

IT professionals had to work with many departments when it came to increasing support for remote workers. The top departments they interacted with were:

- 25% Engineering
- 23% HR
- 21% Security



IT professionals face an increased workload.

63% of IT professionals have reported a 37% increase in their IT workload since going remote. 66% reported the number of incidents and requests submitted have increased by 39% due to more remote workers.

The top incidents/requests that have increased?

- 74% VPN issues
- 56% video conferencing
- 48% bandwidth constraints
- 47% password resets
- 47% messaging issues
- 45% file/data access problems
- 45% new hardware requests



Challenges IT professionals have faced.



1 in 5

IT professionals report their top challenge is lack of communication.

When it comes to managing IT inventory in this new remote-working environment, 60% reported it's been about the same as before, and 26% say it's harder to track and manage users' devices. 82% reported knowing what devices are accessing the corporate network, with 13% reporting they are unsure.

29% of respondents have experienced more difficulty in upgrading software in a remote environment, while 32% say it's been about the same.



Tools employees and IT professionals are using:

Many IT professionals reported being prepared for this type of remote work situation. In fact, 91% reported already having the collaboration infrastructure needed to support more employees going remote. The most popular collaboration tools?



73% of respondents are planning to move forward with scheduled software upgrades, pointing to little disruption to this effort as a result of COVID-19.

48% of respondents reported their company has recently adopted a formal remote-work policy in the past few months.



The benefits of working from home?

52% of professionals reported their work from home ensemble consisted of “casual dress,” followed by 15% saying business casual. 7% admitted pajamas was their new look.

The best benefit of working remotely? 44% said “no commute” followed by 19% liking their flexible work hours and 16% said they are more productive.

However, working from home has its challenges and distractions. 50% of respondents reported having a video conference interrupted by internet outage. Some additional interruptions included:

- 47% a child
- 36% a pet
- 33% a spouse/significant other
- 19% a delivery




Conclusion

IT teams have faced an increased workload but have worked hard to provide seamless support to end users in this new remote working environment. While more attention may need to be given to better securing remote workers, IT departments are continuing to move forward with software upgrades—even if some have enjoyed the occasional run in from a pet or child during the classic video conference call.

About the Research

The survey polled more than 1,600 IT professionals. Research was generated by Ivanti in April/May of 2020.

Learn More

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