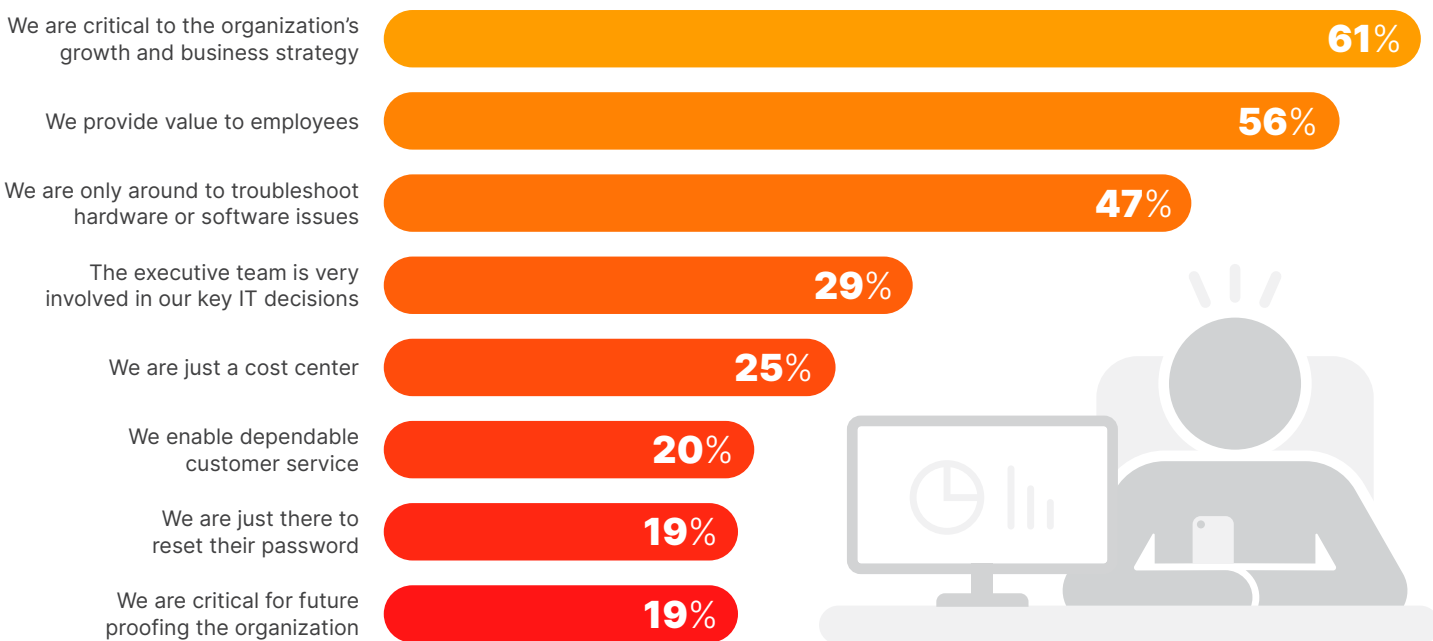


The IT department is critical to the organization—but teams can be overworked

Most respondents say the executive team views the IT department as critical to the organization's growth and business strategy (61%) and a source of value to employees (56%). However, 47% believe their executive team views the IT department as only around to troubleshoot hardware or software issues.

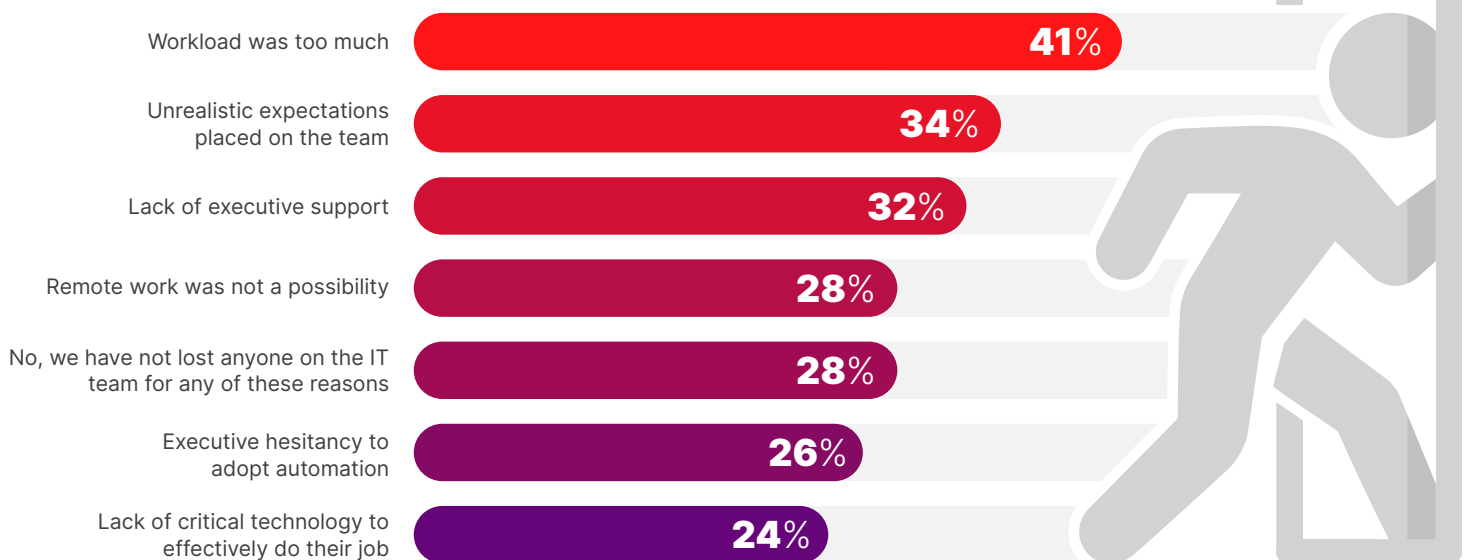


In your opinion, how does the executive team view the IT department?



For those whose organizations have over 50% of IT services automated, **74% feel the IT department is viewed as critical** to the organization's growth and business strategy, while only 32% feel it is viewed as only around to troubleshoot hardware or software issues.

Have you lost anyone on the IT team due to any of the following reasons:



Respondents say they have lost IT team members due to high workloads (41%), unrealistic expectations placed on the team (34%), and lack of executive support (32%).