

2024

THE FUTURE OF IT SURVEY REPORT

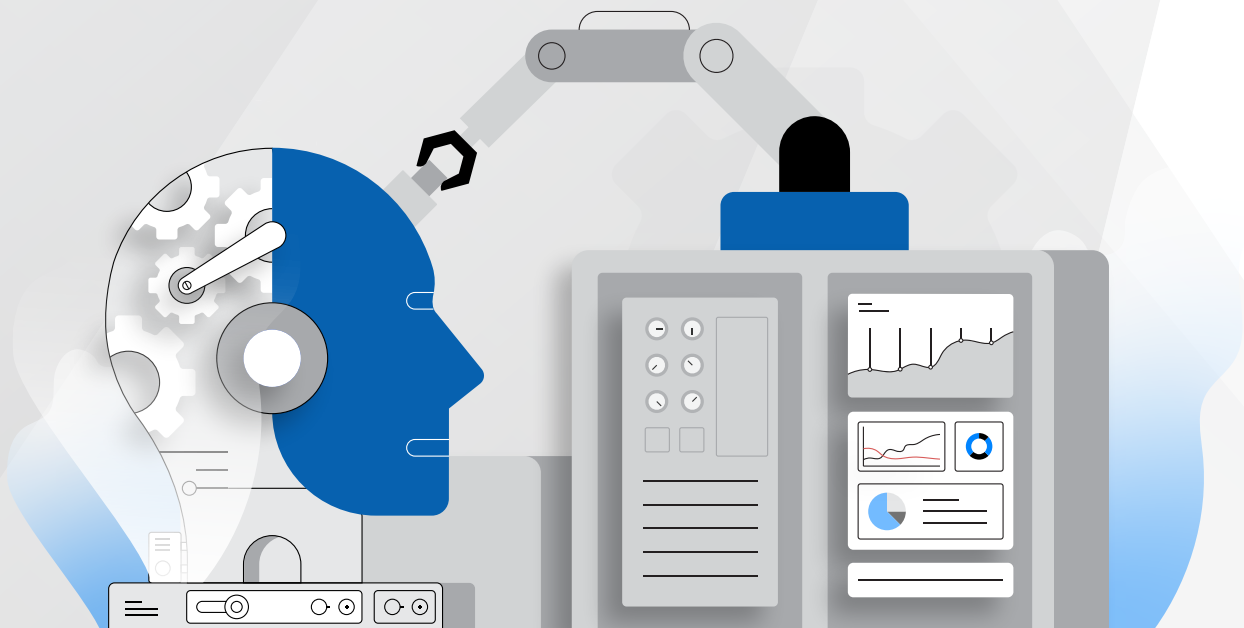


EXECUTIVE SUMMARY

In 2024, we renamed the annual “Kaseya IT Operations Survey” to “The Future of IT Survey” to reflect a strategic shift that emphasizes the forward-looking nature of our research. Starting this year, the survey will offer a comprehensive overview of the key trends shaping IT departments in midsized organizations.

As in years past, new questions have been introduced to gather opinions on the latest technology, strategies and market environments. With artificial intelligence (AI) emerging as a dominant force in IT departments, this year’s survey results highlight its significant impact on various IT functions. Respondents indicated a high level of interest in AI, with many planning to increase their investments in AI technologies over the next year. Automation continues to be a critical focus area for IT departments, and the survey results indicate a robust adoption of automation solutions across various IT functions, signaling a shift toward more automated and efficient IT operations.

Cybersecurity remains a top priority for midsized organizations. The survey results underscore its critical role in ensuring business continuity and resilience in an increasingly digital world. Read the report to gain actionable insights into future IT trends and technologies. It’s a valuable resource for everyone in IT, designed to help readers benchmark operations, understand industry directions and confidently plan for the future.



INSIGHTS AND OBSERVATIONS

Here are five key insights and observations from our survey responses:



Artificial intelligence (AI) is taking center stage.

Businesses are prioritizing investments in AI to enhance productivity and improve end-user efficiency. The planned investments in AI reflect its growing significance and optimism surrounding its potential to transform operations.



Cybersecurity remains a priority.

Cybersecurity remains a priority as businesses navigate the ever-changing cyberthreat landscape. Companies are investing more in cybersecurity, driven by the urgent need to protect their systems and maintain the integrity and security of their IT infrastructures.



Organizations are focused on complete solutions.

Companies are gravitating toward all-in-one solutions, appreciating the ease and convenience they bring. The growing demand for comprehensive IT management tools reflects a desire to streamline operations, reduce complexity and enhance overall efficiency.



Shorter vendor contracts are being sought.

Respondents have shown an increasing preference for shorter contract periods with vendors. This shift reflects their desire for more control and the ability to respond quickly to new challenges and opportunities.



Budgets are looking stable.

Budgets for 2024 look relatively stable, suggesting that companies feel better equipped to handle economic challenges and are more optimistic about navigating the uncertainties ahead.



Meet the respondents

The Future of IT Survey respondents come from diverse company sizes and industries, providing a comprehensive understanding of the factors shaping IT decisions at their organizations. From companies with fewer than 50 employees to those with over 3,000, and from heads of technology to software engineers, we have gathered a wide range of perspectives and opinions. This approach ensures we present you with a holistic picture. Let's take a closer look at the demographics.

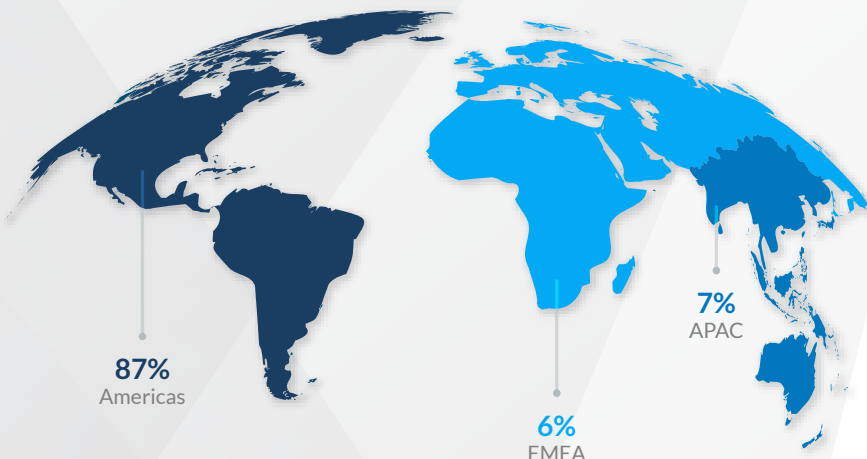
Regional breakdown

A total of **613 people** completed the 2024 survey, of which:

 **87%** are from the Americas

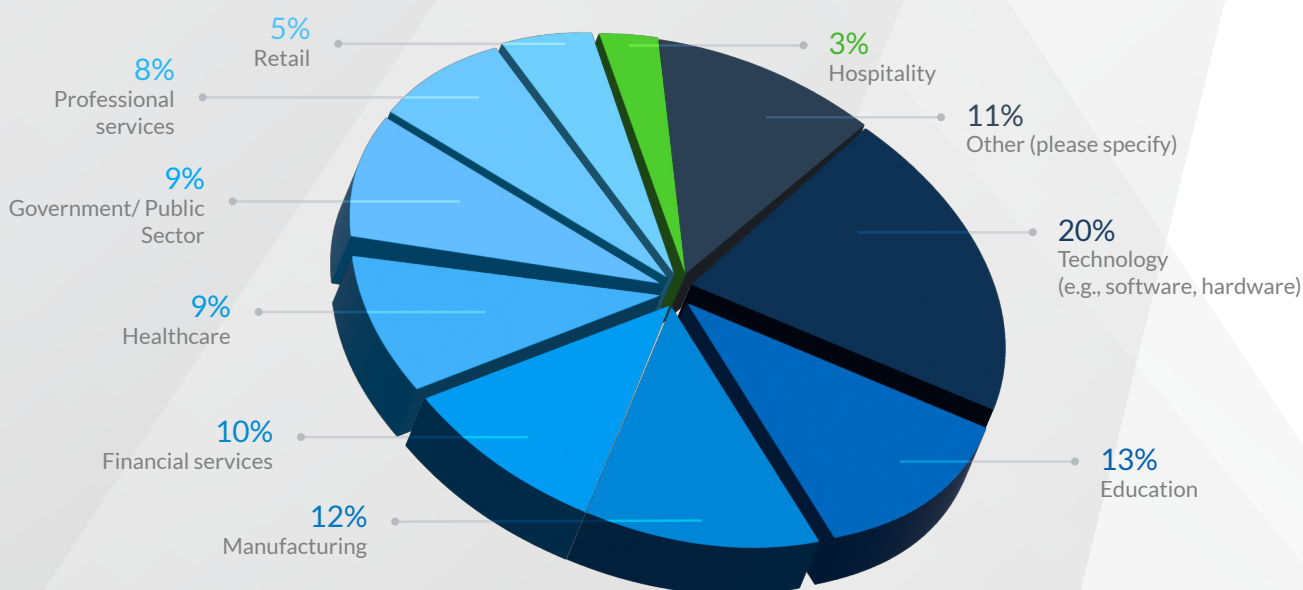
 **7%** are from APAC

 **6%** are from EMEA



Industry breakdown

In line with previous years, the top five sectors from which we receive the most respondents remain the same. Additionally, we had respondents from the government/public sector (9%), professional services (8%), retail (5%) and hospitality (3%). Beyond this, we had a diverse range of respondents from other sectors, including engineering and construction, non-profits, media and entertainment companies, and transportation firms.



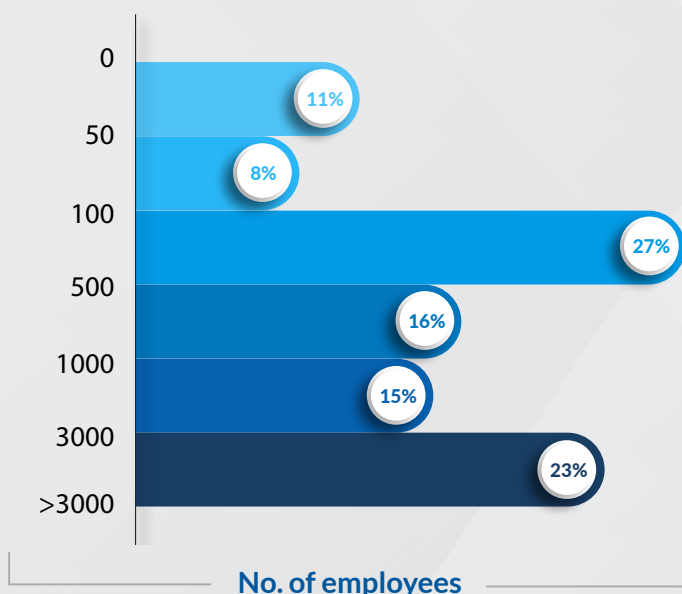
Respondents' industries

Respondent role

The Future of IT Survey respondents are IT professionals holding various mid- and senior-level positions in their respective companies. Their expertise and frontline experience have been invaluable in helping us accurately capture the global trends and challenges in the IT industry.

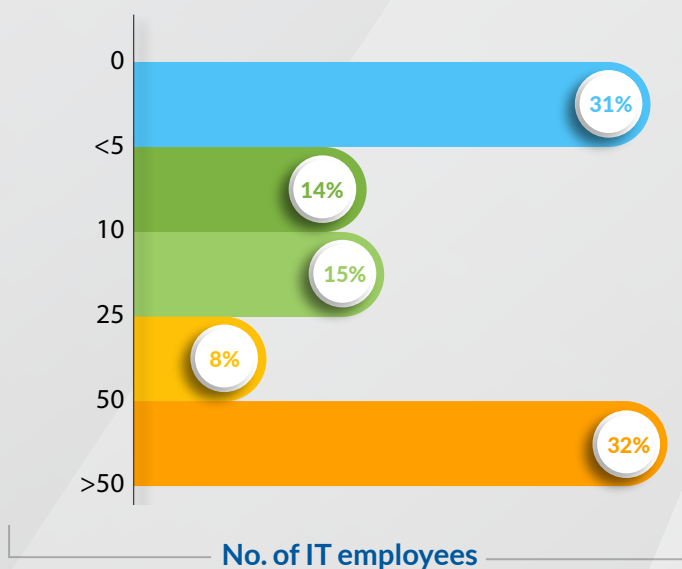
- **IT and help desk managers and supervisors** account for the largest segment of the respondent base at 26%.
- **Directors of IT** comprised 19% of the respondent pool.
- **System administrators or IT technicians** constituted 17% of the respondent base.
- Other professionals who took the survey included **heads of technology or C-level executives and project managers** at (8%) each, **network engineers** (7%), **software engineers** (4%) and **vice presidents** (3%).

Personnel and IT staff



The largest segment of respondents (27%) hails from companies with 101 to 500 employees while the smallest segment (8%) is in the 51 to 100 employees range. Additionally, nearly a quarter (23%) of respondents come from companies with over 3,000 employees.

The size of a company often dictates its operational dynamics and strategic decisions. Smaller companies might focus on niche markets or personalized services while larger companies can pursue extensive market expansion and diversification.

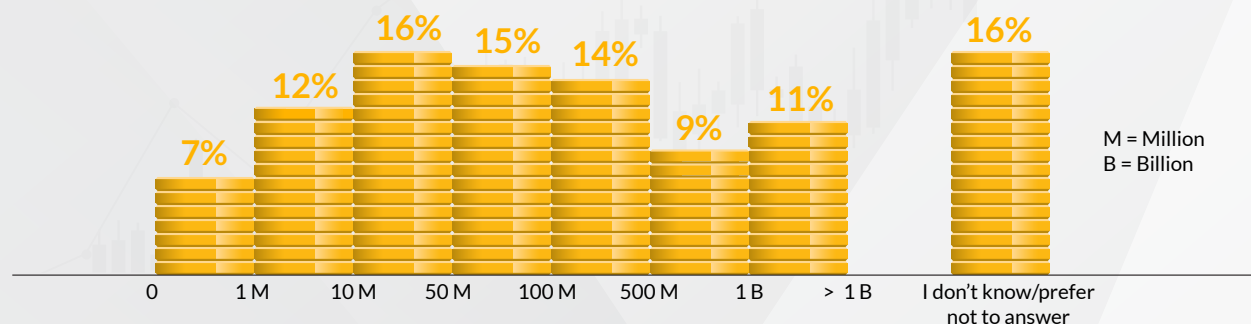


The very small IT teams (less than five employees) and very large IT teams (more than 50 employees) together account for a significant majority (63%) of the companies surveyed. Of this, nearly a third (32%) of companies have substantial IT departments of more than 50 employees.



Revenue

Interestingly, while there are significant numbers of both small businesses and major corporations, the data indicates a strong presence of mid-sized companies. The \$10 million to \$50 million range has the highest concentration at 16%. Mid-sized companies with revenues between \$50 million and \$500 million represent a substantial part of the sample, comprising 29% combined.



Annual revenue (2024)

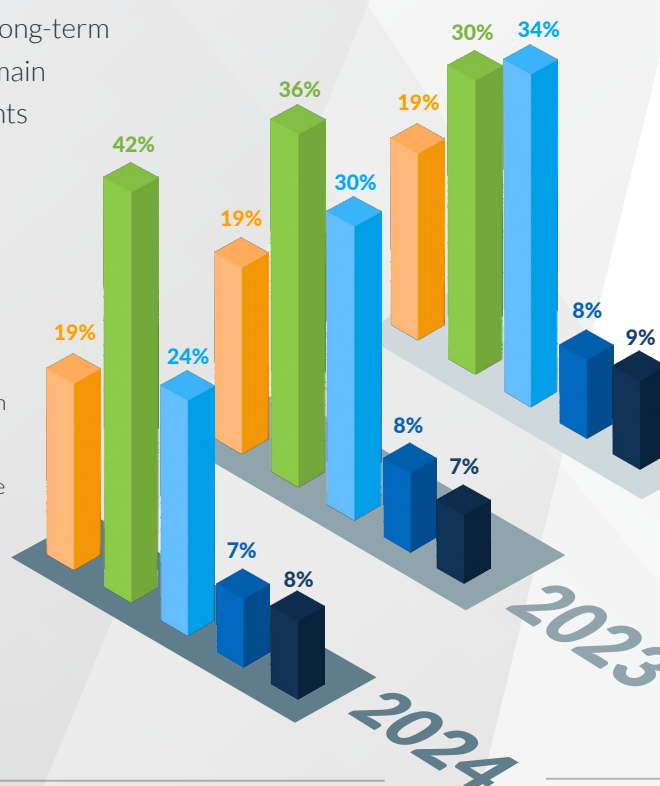
IT departments are becoming more efficient

Efficient IT processes are on the rise. Back in 2022, only 30% of companies reported their IT processes as efficient. That number climbed to 36% in 2023 and surged to 42% in 2024. This upward trend shows that more organizations are embracing structured processes to tackle known issues and manage daily tasks more effectively.

Meanwhile, IT's role as a strategic driver within businesses has experienced some fluctuations. A strategic IT role means that IT is crucial for driving innovation and achieving long-term business goals. Although the overall numbers remain relatively low, the slight increase in 2024 highlights a growing recognition of IT's potential to shape business strategy and foster innovation.

IT management capabilities

- **Reactive** — IT is always in fire-fighting mode.
- **Efficient** — IT has processes in place to solve known issues and accomplish daily tasks.
- **Proactive** — IT is focused on what's next. Repetitive tasks and remedial actions have been automated.
- **Aligned** — IT operationally excels. We actively track and manage against SLAs or availability and performance expectations.
- **Strategic** — IT plays a strategic role in the business, particularly around driving innovation.



Top IT priorities and challenges

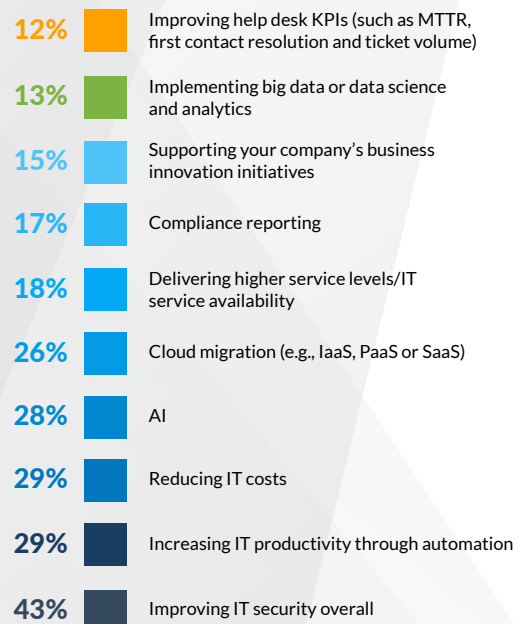
IT departments are navigating a complex landscape in 2024. With the rise of AI and automation and ever-present cybersecurity threats, the decisions made today will shape the future efficiency and security of organizations. Our respondents are focusing on critical areas such as updating legacy systems and finding ways to get the maximum bang out of their limited budget. Let's dive into the top challenges and priorities for IT teams in 2024.

Focus on AI and automation

Automation and AI have become top priorities in IT. With 28% of organizations focusing on AI and 29% aiming to boost IT productivity through automation, it's clear that leveraging advanced technologies to streamline operations is a key strategy.

IT security is also a major focus, with 43% of organizations emphasizing this area. The rising frequency and sophistication of cyberthreats make robust security measures essential for protecting sensitive data and maintaining operational integrity.

Reducing IT costs is another significant priority. This involves optimizing IT spending, negotiating better contracts with vendors and adopting cost-effective technologies. Efficient cost management allows businesses to allocate resources more effectively and invest in growth areas.



In 2024, the focus on AI, AI-driven automation and machine learning is clear. A whopping 40% of organizations are prioritizing investments in IT automation, 37% are investing in AI and machine learning, and 23% are exploring ChatGPT.

Automation reduces the need for manual intervention, minimizes errors and boosts efficiency. At the same time, AI enables advanced analytics, predictive maintenance and intelligent decision-making, all of which enhance customer experiences and optimize operations. This allows IT teams to shift their focus to more strategic tasks, driving innovation and growth within the organization.

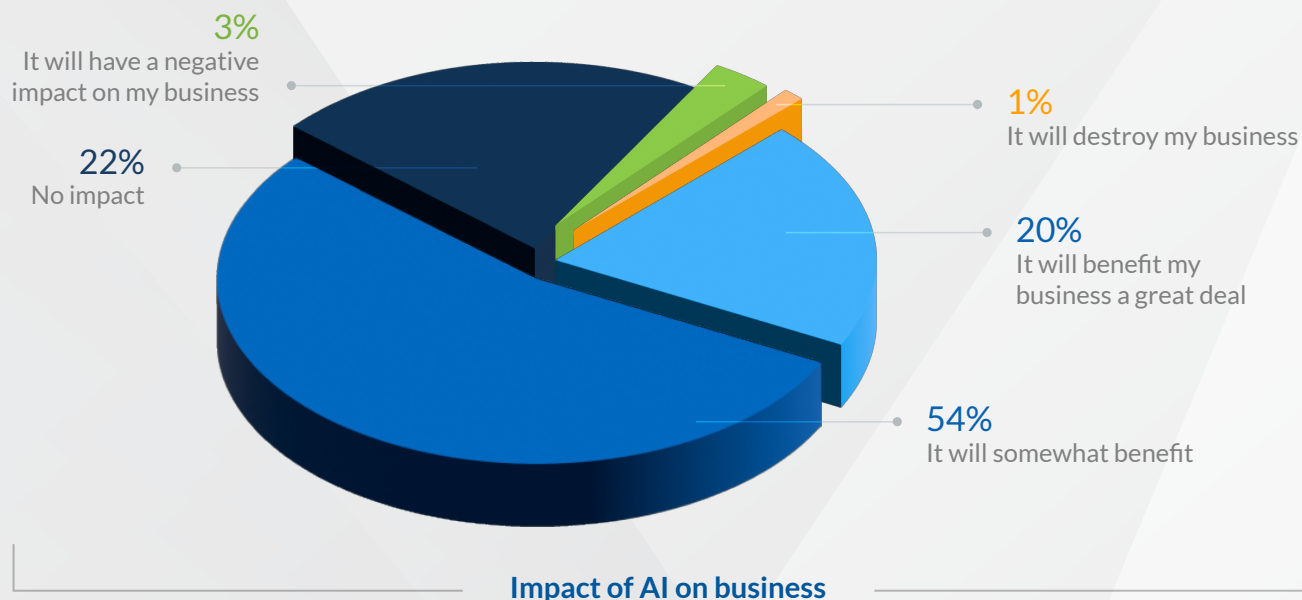
Cybersecurity remains a critical investment area, with email security, endpoint detection and response (EDR), and ransomware protection among the top priorities. As cyberthreats become increasingly sophisticated, organizations are more focused than ever on safeguarding their digital assets and maintaining operational integrity.



Technologies in focus for investments in 2025

Impact of AI on business

AI is reshaping the business landscape, offering both opportunities and challenges. About 20% of businesses are poised to reap significant benefits from AI. Meanwhile, a majority (54%) are anticipating moderate benefits from AI, reflecting a sense of cautious optimism. Not surprisingly, only about 4% of businesses foresee a negative impact from AI. However, the overall sentiment remains optimistic, highlighting the widespread belief in AI's ability to drive progress and innovation.



Cybersecurity and legacy systems continue to present challenges

For the following question, we asked the respondents to select the top three challenges faced by their IT department. Cybersecurity and data protection top the list of concerns, with 48% of organizations identifying this as a primary challenge. As threats from ransomware, phishing and other malicious activities grow, they disrupt operations and lead to significant financial and reputational damage, making cybersecurity a critical focus.

In contrast, legacy systems are a significant challenge for 23% of businesses — nearly half the percentage of those concerned with cybersecurity. Legacy systems, which are outdated and often incompatible with newer technologies, can severely restrict an organization's ability to innovate and scale. These systems can be costly to maintain, lack flexibility and create inefficiencies that hinder growth.

While many businesses recognize the impediments posed by outdated technology, they prioritize immediate threats to data security and system integrity.

Budget constraints also pose a major issue, affecting 21% of organizations. Limited IT budgets restrict investments in new technologies, hiring skilled personnel and implementing necessary upgrades, impacting overall IT performance and strategic initiatives.

Downtime and service outages trouble 19% of respondents, and 17% are challenged by the need to support a growing employee base. Managing cloud resources and costs is a significant issue for 17% of respondents. Additionally, 16% find meeting compliance requirements to be a challenge, and the same percentage struggle with rising storage needs. Challenges related to the capacity and speed of network infrastructure affect 16% of respondents, and 14% are dealing with changing requirements in backup and disaster recovery.

Top IT challenges	
Cybersecurity and data protection	48%
Legacy systems hampering growth and innovation	23%
Not enough IT budget or resources to meet demands	21%
Downtime and service outages	19%
Growing employee base to support	17%
Managing cloud resources and costs	17%
Meeting compliance requirements	16%
Increasing storage demands	16%
Capacity and speed of network infrastructure	16%
Changing backup and disaster recovery requirements	14%

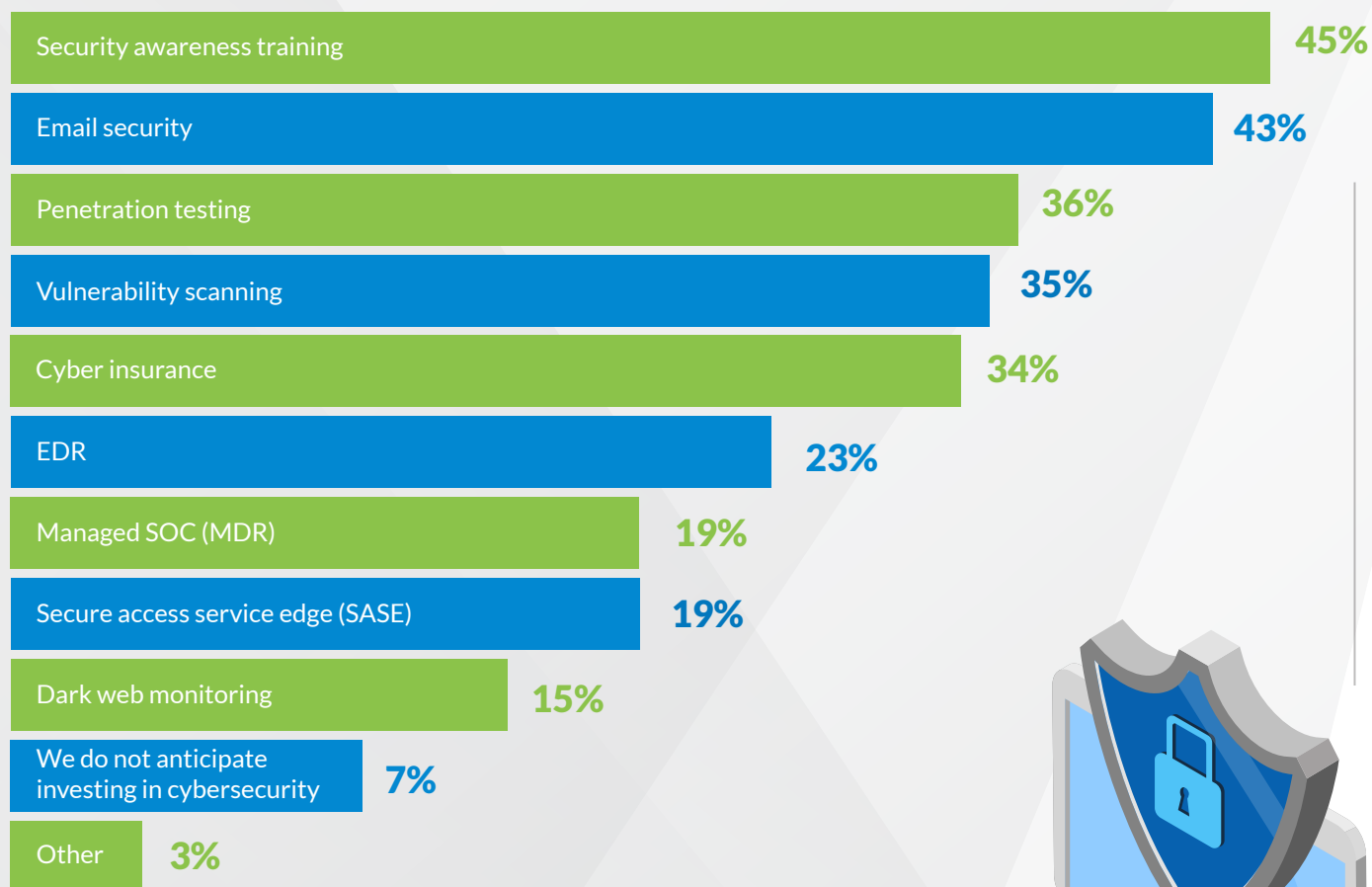
Key cybersecurity investments

With cybersecurity as one of the top IT challenges, what strategic investments are businesses making to strengthen their defenses?

Security awareness training, prioritized by 45% of organizations, is essential for reducing human error and increasing vigilance against cyberthreats. These training programs teach employees how to spot phishing attempts, create strong passwords and follow security protocols. By educating their workforce, companies can build a security-conscious culture and lower the chances of successful attacks. With email being a common vector for cyberattacks, implementing robust email security measures is crucial for protecting against phishing, malware and other email-based threats.



Additionally, penetration testing and vulnerability scanning are critical investments for 36% and 35% of organizations, respectively. These proactive measures identify and address security weaknesses before they can be exploited by attackers, enhancing the overall security posture. Moreover, by adding reactive measures, such as EDR, Managed SOC, SASE and cyber insurance, organizations can round out their cybersecurity strategy.



Cybersecurity investments



Balancing security and operational efficiency

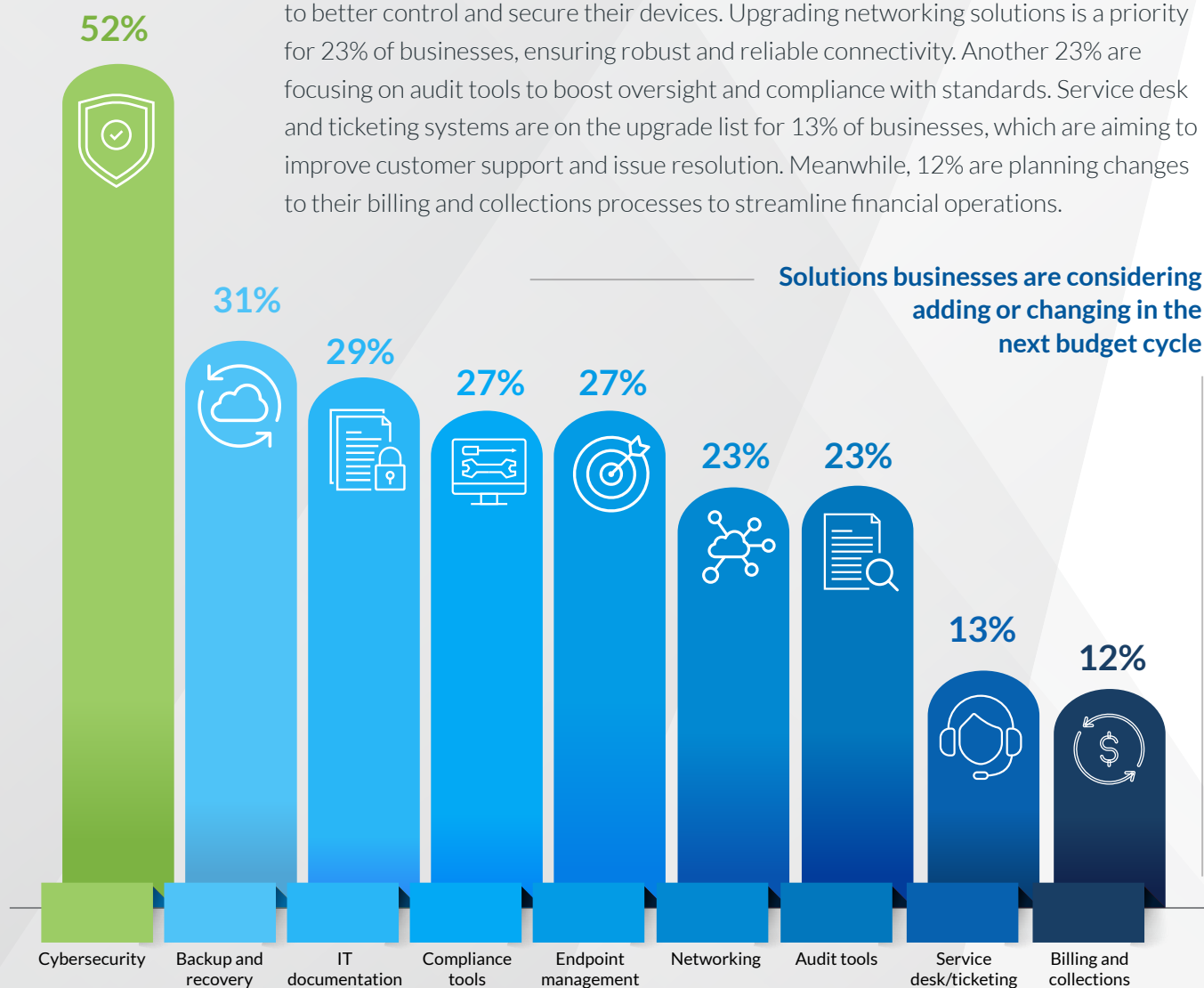
What solutions are businesses eyeing for their next budget cycle?

Leading the pack, 52% of organizations are prioritizing cybersecurity solutions. With the increasing threat of cyberattacks, bolstering security is a top concern. Close behind, 31% of organizations are focusing on backup and recovery solutions. Ensuring quick data recovery and maintaining operations during disasters is crucial for minimizing downtime.

This strong emphasis on both cybersecurity and backup solutions highlights the critical need to balance robust security with seamless operational efficiency.

Good documentation can streamline IT operations, simplify troubleshooting and clearly record all processes and configurations. Thus, investing in IT documentation tools is a top priority for nearly one-third (29%) of organizations. Close behind, compliance tools are a focus for 27% of organizations. These tools help businesses adhere to regulatory standards, avoid legal issues and maintain trust with stakeholders.

A similar percentage of organizations are looking at enhancing endpoint management to better control and secure their devices. Upgrading networking solutions is a priority for 23% of businesses, ensuring robust and reliable connectivity. Another 23% are focusing on audit tools to boost oversight and compliance with standards. Service desk and ticketing systems are on the upgrade list for 13% of businesses, which are aiming to improve customer support and issue resolution. Meanwhile, 12% are planning changes to their billing and collections processes to streamline financial operations.



Trends in IT staffing

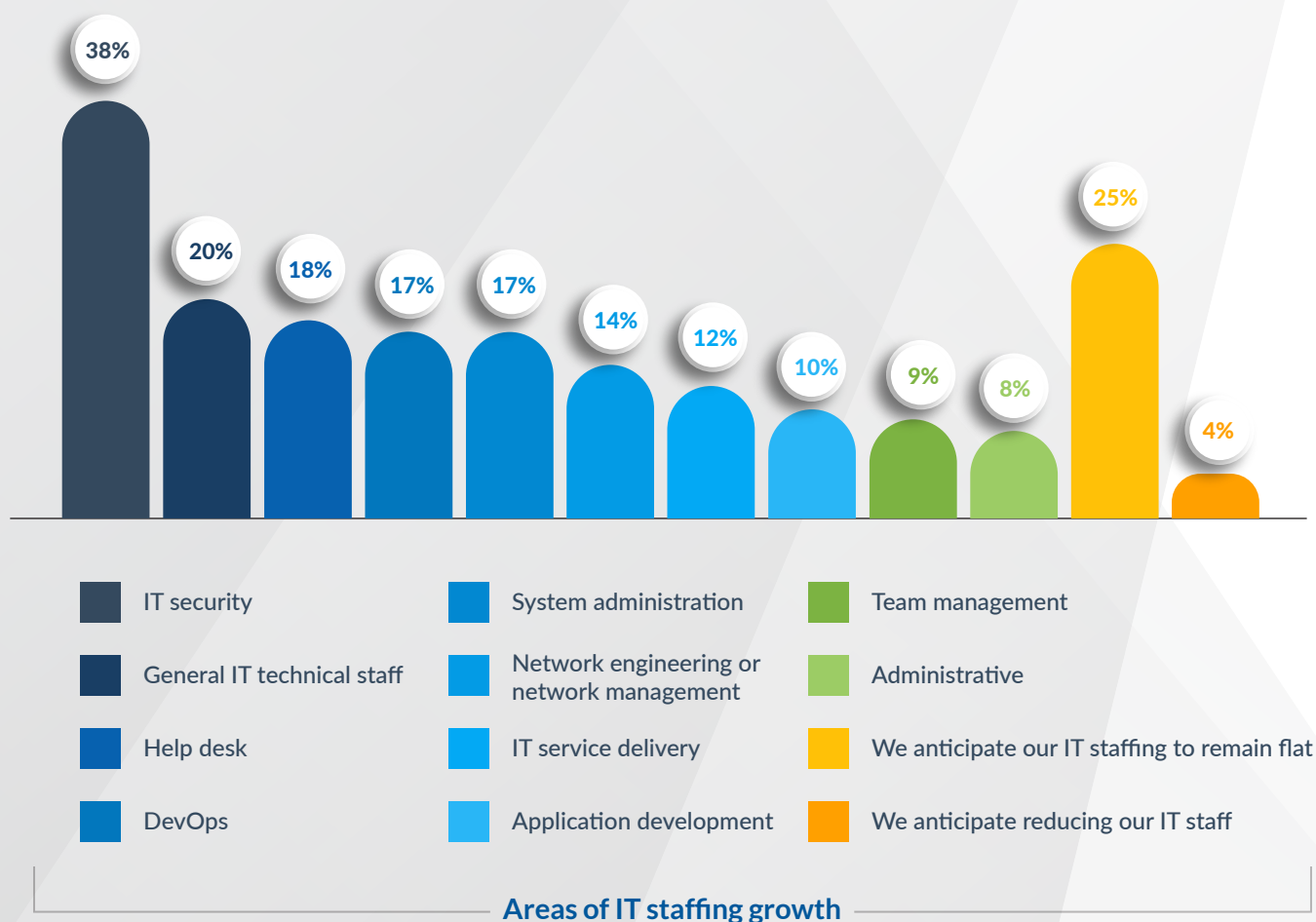
Only 29% of organizations expect their IT staff to remain the same or decrease, while a whopping 71% anticipate an increase in the number of IT staff members.

Among the top areas for IT staffing growth, IT security stands out, with 38% of companies increasing their staff in this area. Hiring skilled security professionals is essential for maintaining robust defenses and compliance with regulations. Similarly, general IT technical staff are crucial for keeping IT systems running smoothly and supporting daily operations.

In comparison, the demand for general IT technical staff is lower, with 20% of companies focusing on this area. General IT technical staff includes roles such as network administrators, system administrators and support technicians who maintain the everyday operations of IT infrastructure. While these roles are essential for the smooth functioning of IT systems, they do not address the immediate and pressing threats that cybersecurity professionals handle.

Help desk teams play a vital role in providing frontline support to users. The fact that 18% of organizations are focusing on help desk staffing indicates a strong commitment to improving customer service and user support.

One in five respondents are looking to hire general IT staff.



Budgets and impact of economic uncertainty

The AI revolution is in full swing, taking the top spot as the primary budget driver for organizations. AI is transforming business operations, driving efficiencies and enabling innovative solutions.

Business growth is also a major focus for 37% of organizations. This includes exploring new markets, boosting production capacity and scaling operations. Companies are also allocating funds to fend off competitive pressure, undertake digital transformation and address economic concerns. The economic concerns may involve preparing for potential market fluctuations, managing inflation and ensuring financial stability during uncertain times.

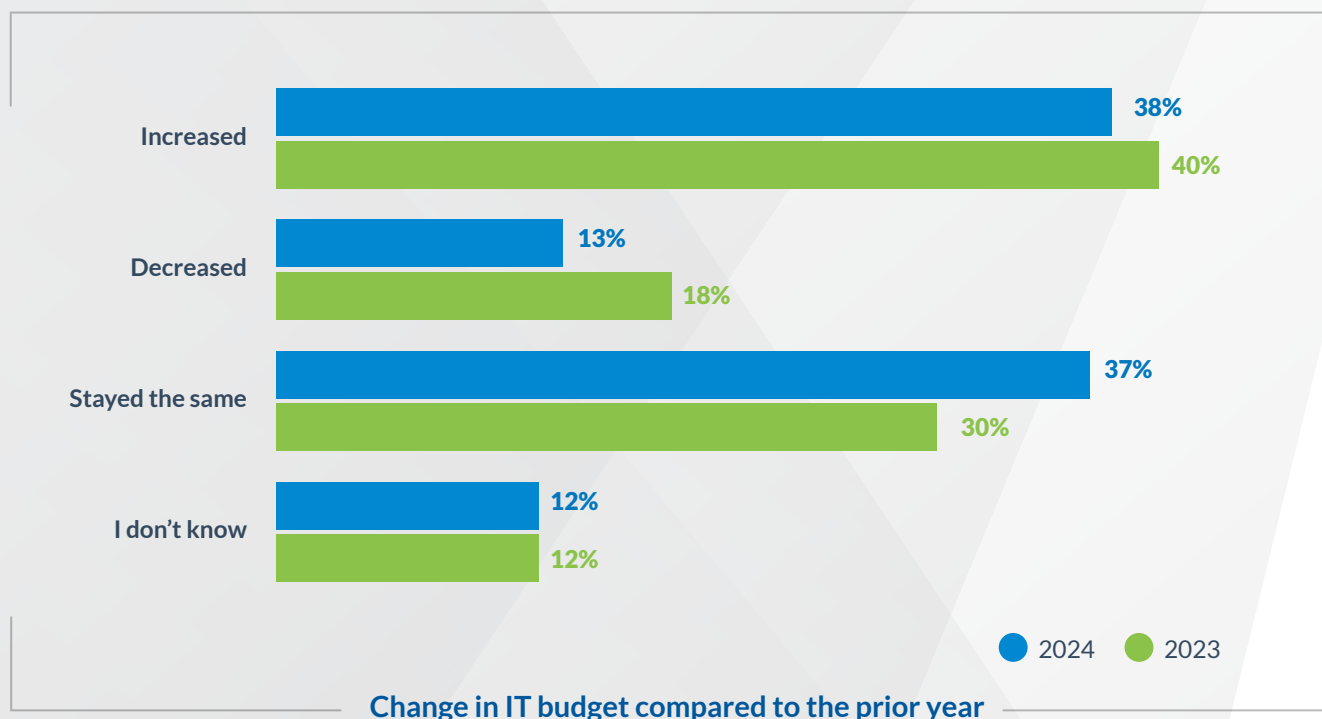
Innovation and strategic initiatives are motivators for 23% of respondents. Regulatory compliance is a major focus for 22% of organizations, which want to be sure they meet industry standards and avoid legal issues. Meanwhile, 17% are dedicating resources to managing and supporting a remote workforce. Addressing security incidents or concerns is a budget driver for 14% of businesses, and 12% are planning to update their outdated IT infrastructure to stay current and maintain operational efficiency.

By prioritizing investments in cutting-edge technologies and strategies, businesses are adapting to evolving market demands and striving to remain competitive.

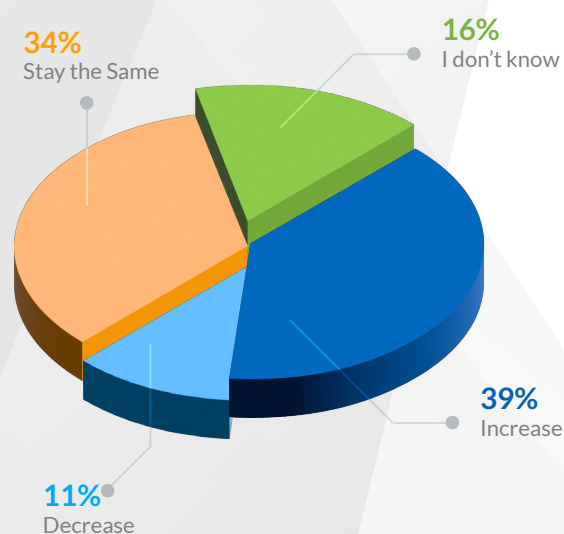
Top budget drivers	
Anticipated AI usage	40%
Business growth	37%
Competitive pressure	28%
Digital transformation	25%
Economic concerns	23%
Innovation and strategic initiative(s)	23%
Regulatory compliance	22%
Remote workforce management	17%
Security incidents or concerns	14%
Updating outdated IT infrastructure	12%
Other (please specify)	1%

Changes in IT budget

In 2024, 38% of organizations are seeing an increase in their IT budgets, a slight dip from 40% in 2023. However, there's good news: the number of organizations reporting budget cuts has dropped from 18% in 2023 to just 13% in 2024. This trend indicates a positive shift in IT spending, with fewer companies scaling back their technology investments. Moreover, the percentage of organizations with steady IT budgets has grown from 30% in 2023 to 37% in 2024. By maintaining consistent spending levels, businesses can focus on long-term projects and operational efficiency without the disruption of budget fluctuations.



The future looks even brighter. According to the survey results, 39% of organizations are gearing up for an increase in their next IT budget cycle. Meanwhile, 11% of organizations anticipate a decrease in their IT budgets. This cautious approach may stem from economic challenges, cost-cutting measures or strategic realignments. Overall, the trend indicates a cautiously optimistic outlook, with many organizations poised to make significant investments in their IT capabilities.



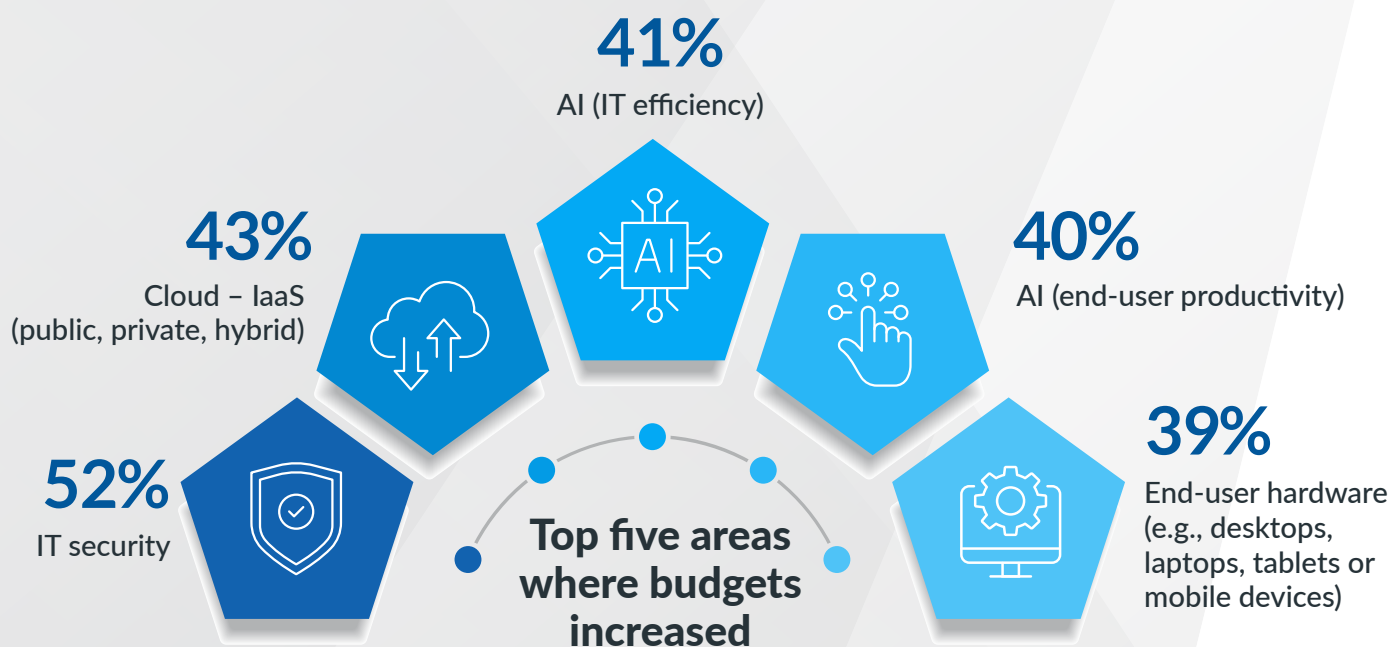
Change in IT budget in the next budget cycle

Change in IT budget for different business areas

Businesses are increasingly directing their budgets toward addressing their most pressing IT challenges, focusing on IT security, cloud infrastructure, AI and end-user hardware.

Leading the list, 52% of businesses have increased their budgets for IT security, underscoring its critical importance for business continuity and success. IT security also tops the list for IT staffing growth, reflecting the priority of maintaining robust defenses. Meanwhile, 43% of organizations have boosted spending on cloud infrastructure to better address the challenges of optimizing resource allocation and managing costs. Investments in end-user hardware address the obstacles posed by outdated legacy systems.

Additionally, AI-driven solutions are revolutionizing IT infrastructure, improving operational efficiency and freeing up IT staff to focus on strategic initiatives. By leveraging AI, businesses can maintain a competitive edge and drive innovation.



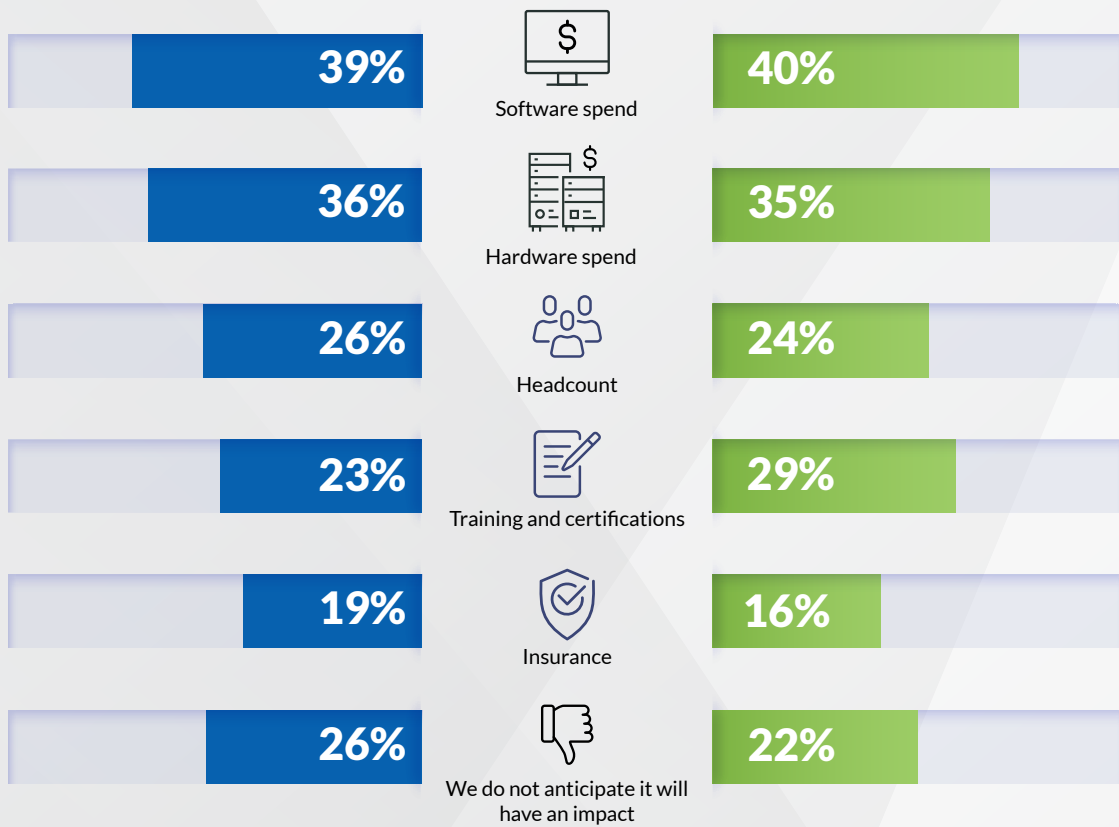
* For a detailed breakdown of businesses with increased, decreased, or unchanged budgets, please refer to the appendix.

Impact of economic uncertainty

As seen in the budget drivers' chart, economic concerns are influencing the budgets of nearly a quarter of organizations. While nearly three-quarters of respondents expect economic uncertainty to impact their software and hardware spending, 26% of organizations don't anticipate any impact on their operations in 2024, up from 22% in 2023. This shift suggests that some businesses have strengthened their resilience against economic fluctuations.

2024

2023

**Impact of economic uncertainty**

Overall, the data indicates a trend toward smaller budget allocations and a decrease in mid to high-range budgets, reflecting possibly tighter economic conditions, shifts in spending priorities, or strategic reallocations within IT departments.

IT budget (Not including headcount)	2024	2023
Less than \$100,000	13%	9%
\$100,001 to \$250,000	14%	14%
\$250,001 to \$500,000	13%	14%
\$500,001 to \$1 million	15%	13%
\$1 million to \$5 million	12%	15%
Over \$5 million	10%	14%
I don't know/prefer not to answer	23%	21%

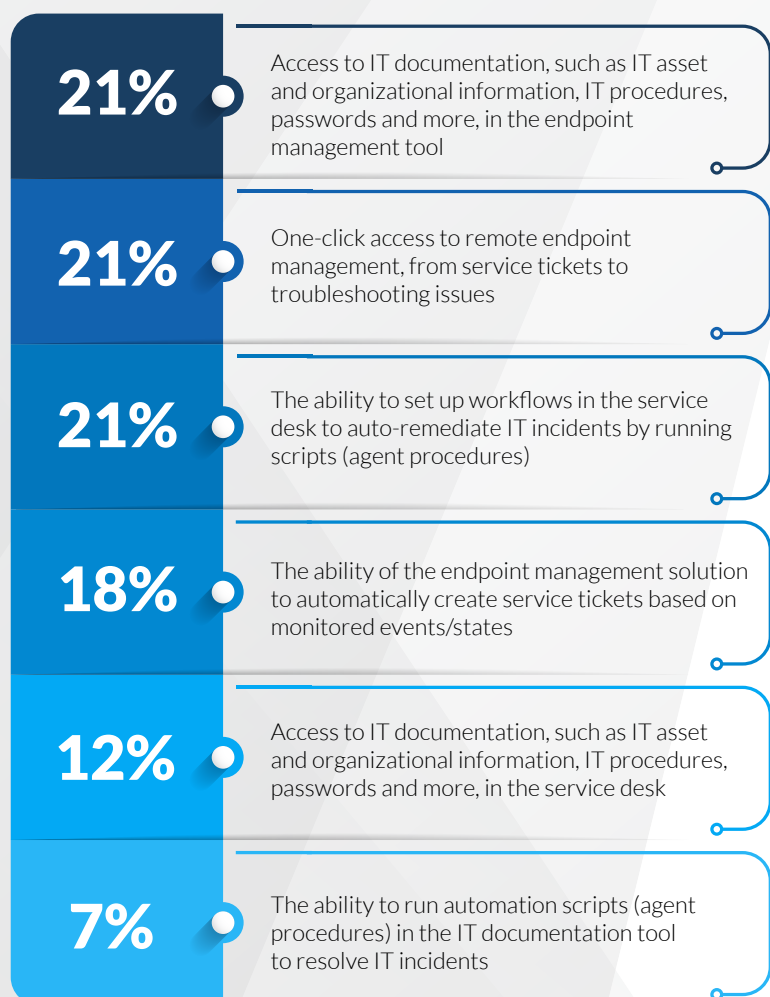
How businesses are streamlining their IT operations

In this section, we explore the top integrations that organizations value most, the key factors they consider when switching solutions and the services they commonly outsource to managed service providers (MSPs).

Most beneficial integrations

Effective IT management requires seamless integration of various tools and processes to enhance efficiency and productivity. Among the top beneficial integrations, three stand out with equal importance at 21% each: access to IT documentation in endpoint management tools, one-click access to remote endpoint management and the ability to set up workflows in the service desk for auto-remediation.

These integrations not only streamline IT operations but also support proactive and efficient issue resolution, making them highly valuable to businesses. By leveraging these integrations, businesses can improve their IT management processes, ensuring a more responsive and reliable IT infrastructure.



Most beneficial integration

Considerations when changing a core tool

Replacing a core IT tool is a major decision that can greatly impact an organization's operations and efficiency. In both 2023 and 2024, 42% of organizations emphasize the completeness of the solution when making such changes, highlighting the importance of investing in comprehensive, integrated solutions. All-in-one solutions enable technicians to manage all their IT from a single interface, offer better integration and user experience and significantly boost efficiency.

Interestingly, the importance of contract length surged from 25% in 2023 to 40% in 2024. This shift highlights how organizations are increasingly valuing flexible contract terms that allow for easier adjustments and renegotiations as their needs evolve.

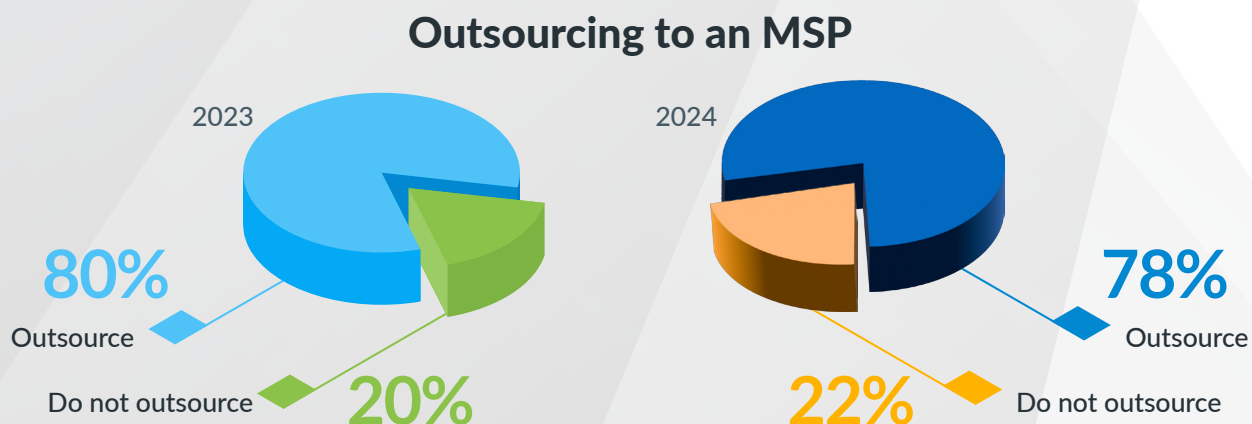
Ease of migration has also become more significant, reflecting the real-world challenges organizations face during transitions. A smooth migration process minimizes downtime and maintains business continuity, easing the stress and disruption that often accompany such changes.

While deep integration with other tools was a top priority for 41% of organizations in 2023, its importance dropped to 22% in 2024, suggesting that organizations could have made advancements on this front.

Considerations when replacing a core tool	2024	2023
Completeness of solution	42%	42%
Contract length	40%	25%
Ease of migration	38%	26%
Deep integration with other tools	22%	41%
Onboarding and training	17%	16%
Online forums and reviews	8%	6%
Peer recommendations	6%	7%
Post-onboarding support	5%	7%
Price	4%	11%
Other (please specify)	1%	1%

Outsourcing to an MSP

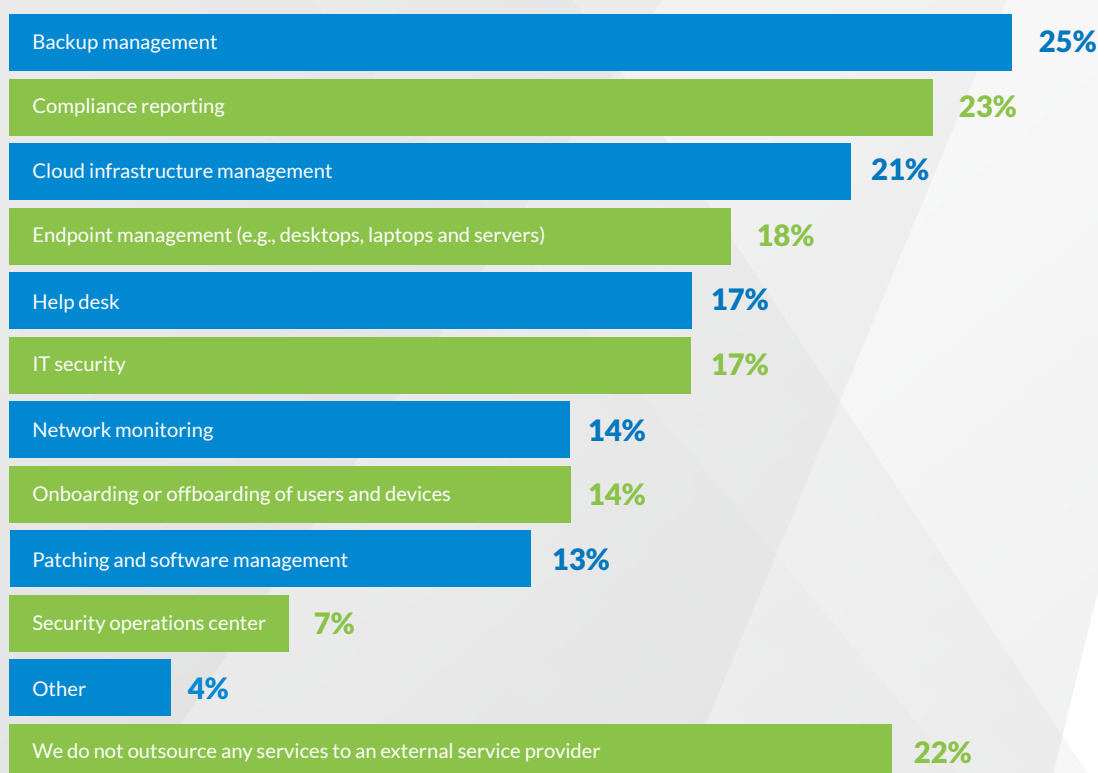
Outsourcing IT services to an MSP continues to be a popular strategy for many organizations aiming to boost efficiency, cut costs and tap into specialized expertise. In 2024, 78% of organizations said they outsource at least some of their IT services to MSPs, just a slight dip from 80% in 2023. This high adoption rate highlights the strong trust and reliance businesses place on MSPs to manage critical IT functions, freeing them up to focus on their core activities.



Understanding which functions are commonly outsourced provides insight into current trends and helps businesses make informed decisions. About a quarter of organizations outsource their backup management to MSPs. Reliable backup solutions are critical for data protection and disaster recovery, and MSPs offer expertise and robust systems to ensure data is securely stored and easily retrievable.

Compliance reporting follows closely at 23%, reflecting the complexity and importance of adhering to regulatory requirements. Cloud infrastructure management is outsourced by 21% of organizations. Endpoint management is outsourced by 18% while help desk and IT security services are each outsourced by 17%, highlighting the need for specialized support in these areas.

Network monitoring and the onboarding or offboarding of users and devices are each outsourced by 14% of organizations. Patching and software management is outsourced by 13% and security operations centers by 7%, showing targeted efforts to bolster security measures.



Functions outsourced to an MSP

State of work-life balance

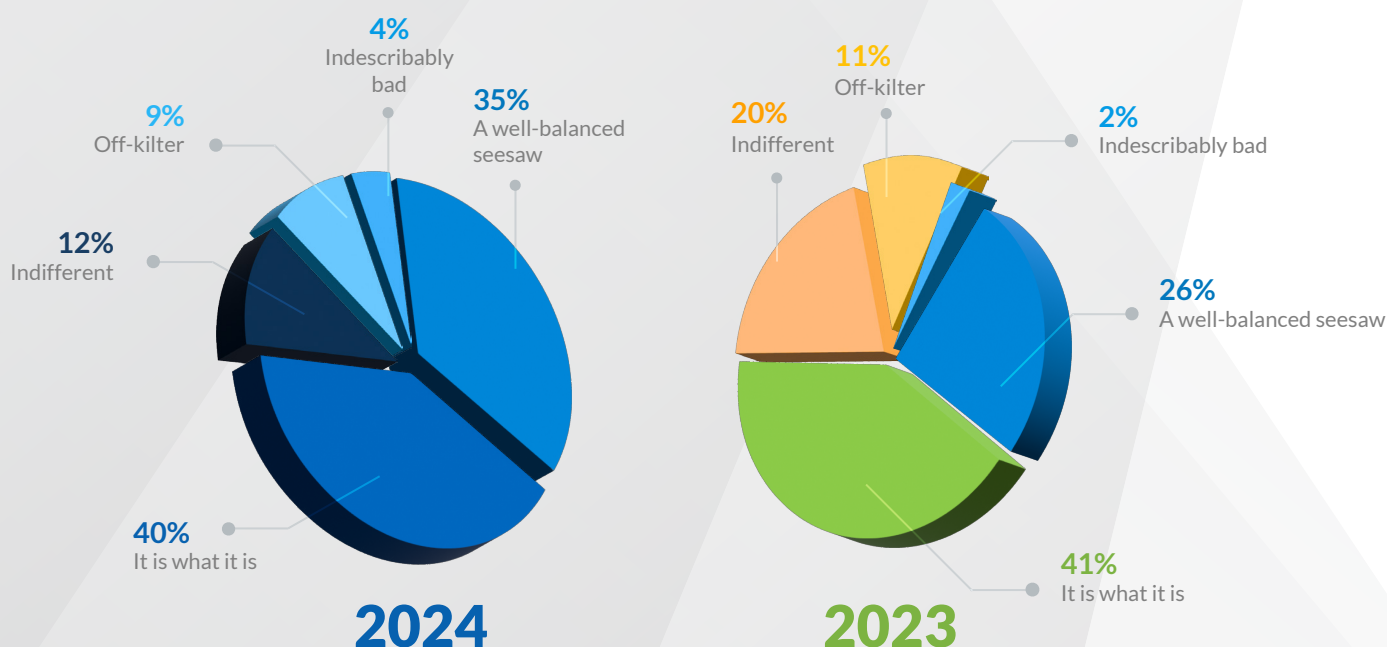
The data indicates an overall trend toward increased work demands outside of regular hours, with increases in working over holidays, weekends and longer workweeks. However, there is a notable increase in the

percentage of respondents who reported maintaining a traditional 9-5 work-life balance. While challenges persist, this change suggests that more employees are achieving a stable routine, which can contribute to better personal and professional life balance.

Situations disrupting work-life balance	2024	2023
Had to work over a holiday or weekend	69%	62%
Pulled an all-nighter	46%	46%
Worked consecutive 50+ hour weeks	42%	39%
Had a vacation interrupted by an IT crisis	39%	35%
Missed a family event due to an IT crisis	33%	37%
Had to cancel or end a vacation due to an IT crisis	19%	20%
Survived on Doritos and Mountain Dew	18%	19%
None of the above; my work life is 9-5	13%	8%

There's also been a noticeable improvement in the number of people who feel they have a "well-balanced" work-life situation. Additionally, a slight decrease in those who feel their work-life balance is off-kilter suggests some positive progress, though nearly one in 10 workers still struggle with this issue.

Overall, the state of work-life balance shows mixed trends. On the bright side, more employees report having a well-balanced work-life situation. However, the stable numbers in the "It is what it is" category and the increase in those experiencing an "indescribably bad" balance highlight ongoing challenges.

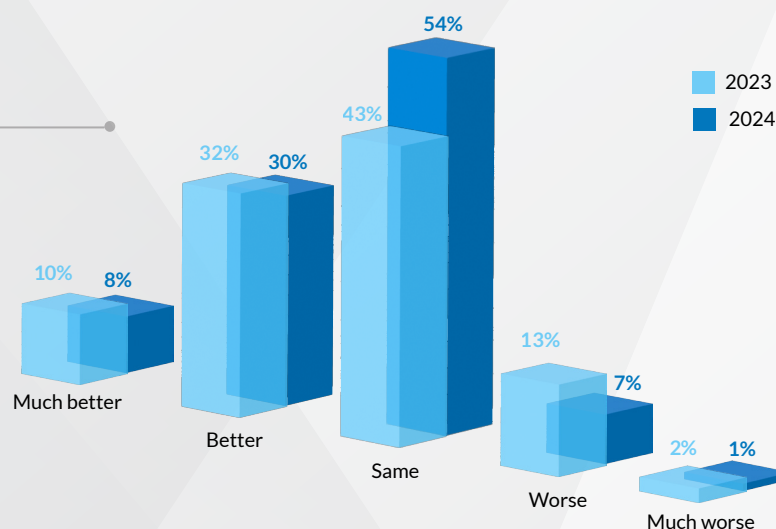


State of work-life balance

Outlook on work-life balance

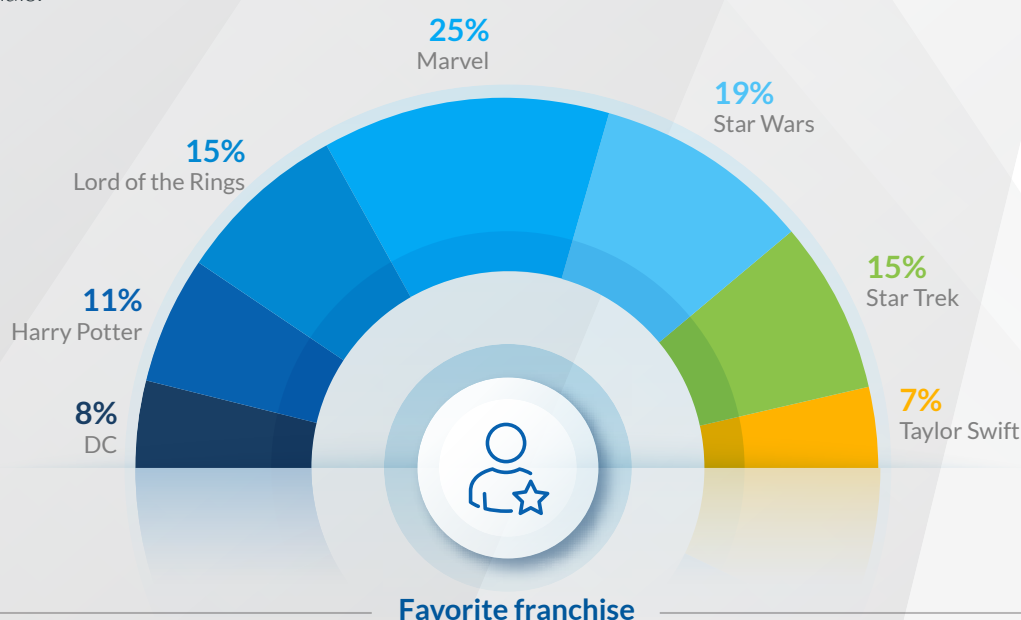
The outlook on work-life balance for the next 12 months shows mixed but generally stabilizing trends. While there is a decrease in the percentage of employees who expect their work-life balance to improve (either much better or better), there is a significant increase in those who expect it to remain the same. Additionally, there is a marked decrease in negative expectations (worse or much worse), suggesting a more stable or slightly more optimistic outlook among employees regarding their work-life balance.

Change in work-life balance over the next 12 months



What fuels the imagination of IT pros?

The entertainment preferences of IT professionals in 2024 reveal a strong love for superhero and sci-fi genres. Marvel, with its iconic superheroes and epic storylines, emerges as the top favorite among this group. The enduring appeal of classic franchises such as Star Wars, with its expansive universe and timeless battles, and the rich, fantastical worlds of Lord of the Rings, continue to resonate deeply. Star Trek, with its vision of futuristic exploration and progressive ideals, maintains a strong following, reflecting the forward-thinking mindset of IT professionals.





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Imagine having superpowers at work, where every IT challenge is just a minor bump in the road. That's the kind of capability Kaseya's tools and platforms provide.

Let's talk about our recently launched service, Kaseya 365. It is the ultimate solution for businesses wanting top-notch IT management without breaking the bank. This innovative platform has everything you need to manage, secure, back up and automate your IT environment, all within one affordable subscription.

Tired of the exhausting battle with multiple vendors? With Kaseya 365, you can finally say goodbye to that hassle. This platform integrates essential IT functions into one seamless system, leading to significant cost savings — up to 75% on your IT expenses. Funnel all the extra budget towards new projects, enhancing team skills or simply boosting your bottom line.

What makes Kaseya 365 truly remarkable is the sophisticated and advanced automation at its core. It is designed to streamline workflows, minimize errors and simplify complex tasks. Whether it's user onboarding or offboarding, managing common tickets, dealing with floods of alerts or even handling critical tasks like patching and backups, Kaseya 365 automates it all, making your workday smooth and efficient.

As part of the Kaseya [IT Complete platform](#), Kaseya 365 offers seamless integration and powerful automation capabilities to keep everything in perfect sync.

Transform your IT management with Kaseya 365 — a solution that is both powerful and cost-effective.

[Get in touch with our IT experts today.](#)

APPENDIX

This section provides additional data and information about our respondents.

IT budget

More than half of the respondents (52%) expect IT security budgets to increase in 2024. Additionally, about 40% anticipate budget increases for cloud investments and AI technologies aimed at enhancing IT efficiency and productivity.

Business vertical	Increase	Decrease	Stay the same	I don't know
IT security	52%	6%	33%	9%
Cloud – IaaS (public, private, hybrid)	43%	7%	37%	13%
AI (IT efficiency)	41%	6%	31%	22%
AI (end-user productivity)	40%	5%	32%	23%
End-user hardware (e.g., desktops, laptops, tablets or mobile devices)	39%	11%	42%	8%
Server technology (e.g., servers, storage, server backup, UPS or hyper-converged infrastructure)	34%	14%	42%	9%
Virtualization technologies	33%	9%	45%	13%
IT management tools	33%	8%	48%	10%
Installed software	31%	11%	49%	9%
IT staff	26%	13%	51%	9%
Managed service provider services	21%	9%	55%	15%
On-prem server technology SaaS applications	18%	18%	50%	15%
On-prem backup	16%	19%	52%	13%



IT purchasing decision-makers

IT directors play the most significant role in IT purchasing decisions, with half of all decisions involving their input. Their comprehensive understanding of IT needs and strategy positions them as key decision-makers.

Roles involved in IT purchasing decisions	
IT director	50%
IT manager or supervisor	40%
C-level exec	37%
Finance vice president or director	26%
System administrator or IT technician	24%
IT vice president	22%
CISO (or other security executive)	21%
Procurement manager	20%
Board of directors (private sector)	9%
Governing body/board (public sector)	8%

Key areas of responsibility

Nearly half of our respondents are IT professionals responsible for overseeing all IT operations, indicating the comprehensive and multifaceted nature of their roles. IT security is a major responsibility for 38% of professionals. Tasked with a wide range of responsibilities, the IT role highlights the diverse skill sets required to manage and support modern IT environments effectively.

Work responsibilities	
All IT operations	48%
IT security	38%
IT support or help desk	30%
Software deployment and patch management	29%
Cloud infrastructure	27%
Backup and disaster recovery	26%
Server management	26%
Desktop management	25%
Network management	25%
Business application management	23%
Identity and access management	21%
Data center operations	21%
Third-party service management	18%

IT management tools in use

The deployment of IT management tools in 2024 shows a strong emphasis on tools that enhance support, security and management of IT infrastructure. Help desk, endpoint management, IT documentation and network performance monitoring are among the most widely used, reflecting their critical roles in maintaining IT operations. The adoption of advanced security tools like EDR and SIEM highlights the ongoing focus on cybersecurity.

IT management tools deployed	
Help desk / ticketing	66%
Endpoint management	63%
IT documentation / knowledge management	59%
Network management / network performance monitoring	57%
Endpoint detection and response (EDR)	49%
Mobile device management (MDM)	46%
IT service management (beyond a help desk tool)	41%
Identity and access management (IAM)	41%
Security information event management (SIEM)	39%
Cloud cost management	30%
Configuration management database (CMDB)	23%



The planned deployment of IT management tools over the next 12 months indicates a strategic focus on enhancing service management, security and documentation within IT departments. The emphasis on deploying advanced security tools like SIEM and EDR along with IAM solutions, highlights the priority given to cybersecurity. Additionally, the planned adoption of tools for IT documentation, mobile device management and cloud cost management reflects a comprehensive approach to improving IT operations and cost efficiency.

IT management tools planned for deployment in next 12 months	
IT service management (beyond a help desk tool)	18%
Security information event management (SIEM)	17%
Endpoint detection and response (EDR)	16%
Identity and access management (IAM)	16%
IT documentation / knowledge management	15%
Mobile device management (MDM)	14%
Cloud cost management	13%
Configuration management database (CMDB)	13%
Network management / network performance monitoring	12%
Endpoint management	10%
Help desk / ticketing	10%
Other (please specify)	15%

METHODOLOGY

Kaseya conducted its 2024 “The Future of IT Survey” using a structured questionnaire in March 2024. All participants were asked if they were primarily employed in an IT operational role with some responsibility for IT infrastructure or IT services deployment, operational, management or support. Only responses from the 613 respondents who answered in the affirmative and completed the survey are included in the survey results. The focus of the survey was IT operations (individual and groups) at mid-sized organizations.

