After a lengthy time away, IT decision-makers (ITDMs) are finally prepping their organizations to return to the office. Based on CIO’s 2021 Pandemic Business Impact Study, this infographic outlines current and future technology initiatives as they relate to remote and hybrid work.

**PANDEMIC IMPACT & FUTURE INITIATIVES**

56% of IT decision-makers agree that the pandemic has changed how their customers choose to interact with them

55% of ITDMs agree that the WFH shift has forced the creation of new, more efficient and potentially lasting workflows and processes

49% of ITDMs agree that the effects of the pandemic are accelerating their digital transformation efforts

**WHICH TECH INITIATIVES ACCELERATED BY THE PANDEMIC WILL BE LONG LASTING?**

- **Maintaining a hybrid workforce**: 65%
- **Maintaining a remote workforce**: 60%
- **More automation of IT and business processes**: 55%
- **Greater investment in security/risk management**: 52%
- **Adoption of new security solutions for remote work**: 51%

**BUSINESS OBJECTIVES ON THE RISE**

- **Maintain workplace health and safety**: 65%
- **Enforce security workflows**: 66%
- **Maintain business resilience**: 61%
- **Improve customer experience**: 59%
- **Increase internal collaboration**: 56%

63% of organizations say that they continue to struggle to adequately address employees working from home as opposed to the pre-pandemic status quo.

**SUPPORTING A MIX OF WORK ENVIRONMENTS IN 2022**

- **Hybrid** 38%
- **Remote only** 39%
- **Office only** 23%

**HYBRID WORK CONCERNS**

- **Maintaining a hybrid workforce**: 59%
- **Ability to efficiently collaborate**: 55%
- **Workforce morale and burnout**: 54%
- **Maintaining security systems and processes**: 47%
- **Increase in internal collaboration**: 47%

**INVESTING IN TOOLS TO –**

- **Address Hybrid Work Concerns**
  - Enhanced collaboration/meeting tools 56%
  - Enhanced security controls 53%
  - Headphones 31%
  - “Hoteling” applications to enable employees to reserve desk space 27%
  - Wireless devices 25%

- **Maintain Workplace Health and Safety**
  - Automation of business processes 39%
  - Online training services for health and safety instruction 33%
  - Automation of IT processes 32%
  - Space planning tools to ensure social distancing 32%
  - Enhanced HVAC and/or air circulation/cleaning technologies 32%

For a deeper look into the future of work and to learn how your solutions can assist organizations on their journey, download the 2021 CIO Pandemic Business Impact Survey. Contact your IDG sales representative for a full briefing.