

# A Solution to the IT Skills Gap: IT Professional Development

## IT Skills Gap Is Costly

The IT skills gap has cost companies worldwide more than

# \$300 BILLION

due to delayed release of products, missed revenue, or increased expenses.

By 2022, IDC estimates that figure will grow to more than

# \$775 BILLION



The IT skills gap has a measurable impact on business outcomes. IT professionals who lack the right skills, in the right place and time, can have a disastrous impact on a project's schedule – or success.

## IT Training Matters

Highly proficient teams responsible for critical IT functions are almost 20% more productive than less proficient staff.



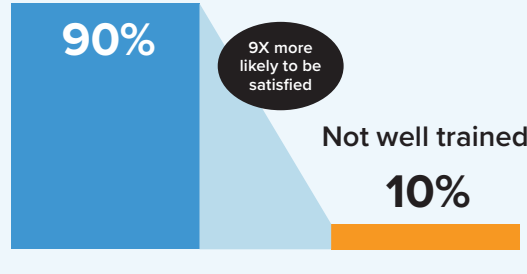
Well-trained cloud migration teams meet nearly **90% of their business and project milestones** compared with less than 50% of milestones met by teams at only "average" skill level.

Well trained IT staff



% of organizations satisfied with **Business Impact of Cloud**

Well trained IT staff



% of organizations satisfied with **Impact of Network Resources**

Source: A Solution to the IT Skills Gap: IT Professional Development Sponsored by VMware, IDC, November 2020 #US46966820

## IT Certifications Improve IT Professional Influence



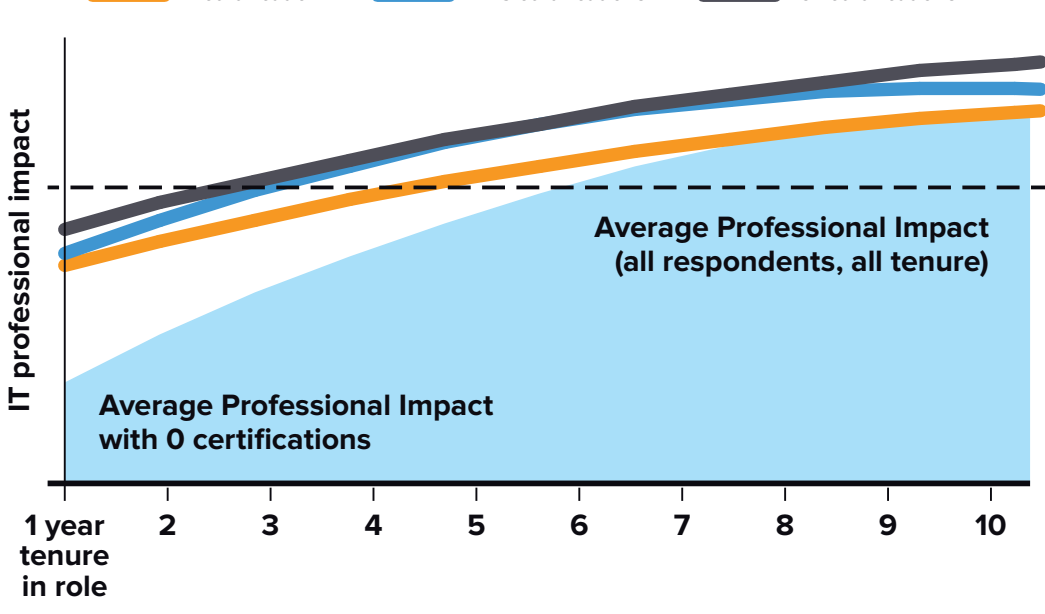
IT professionals with at least one relevant certification have nearly **2.5 times** the professional influence as an IT professional with no certification.



IT professionals with one certification consistently have **greater influence** than peers with the same tenure.

**Rigorous training and certification immediately increases IT professional impact in the enterprise**

Professional Impact Score on Digital Transformation Projects in the Past Year by Tenure in the Role and Documented Competence



Source: Do Certifications Increase IT Professional Impact in the Enterprise? IDC, February 2020 | Doc #US46090520

## IT Training Accelerates Career Advancement

IT professionals with greater skills enjoy more career opportunities, rapid advancement, and higher salaries.



Employees with a certification before their first IT position are typically promoted 68% faster.

## Do IT Certifications Increase Promotion Opportunities?

Training before first IT position (n=556)

**ABOUT 7 PROMOTIONS** in a career



**About 2.8 years** between promotions

Training after first IT position (n=525)

**ABOUT 6 PROMOTIONS** in a career



**About 3.4 years** between promotions

No rigorous training (n=107)

**ABOUT 4 PROMOTIONS** in a career



**About 4.7 years** between promotions

Q. Did you get your first certification before or after you were hired for your first position in IT?  
Q. Over your entire career, how many promotions have you received?  
Years between promotions by timing of first certification

Source: Do IT Certifications Increase Promotion Opportunities? IDC, March 2020 | Doc #US46090620, IT Professional Performance and Career Milestones Survey, IDC, 2019; n=1,181



Trained IT professionals also get promoted more quickly. **And every promotion means an increase in pay.**



Meaningful training — provided at the beginning of a new career or the start of a new assignment — **increases the value of an IT professional to their organization.**

## Important Trends in Building an IT Skills Development Program

At the heart of every strategy, product, or service innovation is an IT workforce that must conceive, develop, and execute to make the organization successful. To achieve that success requires a robust professional development program that:

- ✓ Uses assessments
- ✓ Leverages both "manager-assigned learning" and "learner-directed learning"
- ✓ Provides virtual instructor-led training (V-ILT) for flexibility
- ✓ Utilizes labs for learning and assessments
- ✓ Makes use of learning subscriptions

To learn more, download the IDC Analyst Connection, "A Solution to the IT Skills Gap: IT Professional Development," sponsored by VMware.

## Message from the Sponsor

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