PEGA®

The future of IT in Telecoms

Executives and managers in the sector must take advantage of new technologies, such as 5G networks and the Internet of Things, to mitigate demands on skill sets and workloads.

Privacy and security are top of mind

According to our Future of IT survey, IT executives and managers in Telecoms will face three top challenges in the next three to five years – the increasing pace of technical innovation, data security, and data privacy.

Just over half of IT workers we surveyed highlighted data security as a challenge for their business in the next three to five years, followed by data privacy at 42%. Almost 40% indicated that they will struggle to keep pace with the rate of technical change, which is moving rapidly in the Telecoms space thanks to the rolling out of 5G networks, the Internet of Things (IoT), cloud computing, and big data – to name just a few.

Workloads and roles will shift as well. The heavy investments the sector has made in intelligent automation and low-code solutions over the last two years have reduced the time IT executives and managers spend on routine admin and IT management tasks.

Those tech investments have made IT managers' jobs feel easier, yet 60% of the IT professionals we surveyed still expect to see a significant increase in their workloads. In the coming years, they will spend more time on driving innovation, adding value, and creating new product offerings – all to make the most of the opportunities that recent tech advances provide.
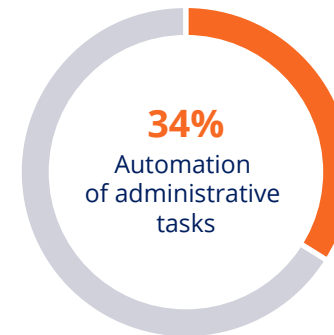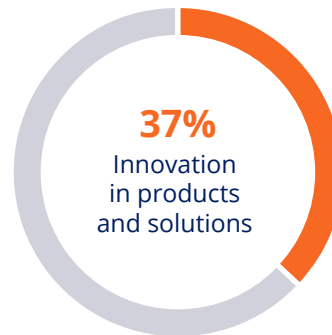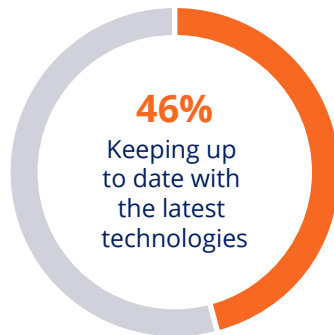
Growing responsibilities

Telecom IT workers' contributions to their organizations will increase in significance in the future – as their companies' revenue growth increasingly depends on new technology to drive product offerings, expand their client base, and increase average revenue per user.

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As a result of digital transformation and technology, what changes have created a transformational impact to your role as an executive?

46%
Keeping up to date with the latest technologies

37%
Innovation in products and solutions

34%
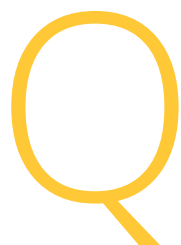Automation of administrative tasks

A constantly evolving skill set

More than 60% of Telecom IT workers expect to see increased demands on their existing skill sets over the next three to five years – with IT workers focused on using the latest tech to create digital solutions for their customers. They will also need to develop new skills to keep pace with tech innovations.

Digital and computational skills will remain just as important for the IT function as they are today. However, knowing which technologies to strategically focus on, how to navigate the complex opportunities provided by 5G, and how to collaborate across functions will require IT professionals to develop more people-focused skills.

Leadership skills will end up more than doubling in importance, with problem-solving skills greatly increasing in significance as well.

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Which competencies are important to you now, and which will be most important to you in two years' time?

Talent retention will take precedence

Out of all the sectors we surveyed, IT professionals in Telecoms are expected to be in highest demand in the future. Companies will need to focus heavily on talent retention and making the right technology choices to decrease workloads in order to manage turnover.

More than 30% of respondents said talent retention was already a challenge for their business function. That is unlikely to improve any time soon – as Telecoms workers believe more than any other sector that it will be easier to switch jobs in the future.

But to dominate their markets in the future, Telecoms will have to reduce turnover. The sector may prioritize salary increases and talent retention strategies for roles that are in the shortest supply or disproportionately drive growth.

Leadership
20%
43%

Digital & computational
41%
41%

Problem solving
29%
38%

Currently
In two years

The right tech

Telecoms should expect to invest heavily in the next three to five years, in areas like cybersecurity, the IoT, DevOps, and the cloud – technologies that will help IT teams securely and efficiently increase the pace of digital transformation internally and drive digital transformation in the sectors that Telecoms helps operationalize.

For Telecoms, it will be key to implement low-code platforms that reduce IT workload and allow teams to quickly and easily create data and security products that serve their customers' needs and meet demand.

Companies that invest in technologies designed to make IT workers' jobs easier by simplifying complexity and automating processes won't just get ahead of the competition – they'll also keep workers happy, boosting talent retention.

The bottom line

To succeed, IT leaders in Telecoms will have to navigate the increasing pace of technology change by cultivating a drive for constant learning that will allow their employees' skill sets to continually evolve. Leadership and problem-solving skills will be critical as IT leaders in the field navigate opportunities to drive revenue growth for their companies and deliver the tech necessary for talent retention.

Survey scope and methodology

To understand how IT managers and leaders' roles are being shaped in response to digital transformation, we surveyed IT senior vice presidents, vice presidents, senior directors, directors, senior managers, and managers across key sectors.

For more on The Future of IT and our research methodology,
go to **pega.com/futureofit**

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