

Advise IT Solutions
Productive IT.

TOP 7 IT CHALLENGES FOR 2022



The IT landscape evolves rapidly, yet the challenges IT leaders face can often feel all too familiar. This eBook explores top tech challenges for 2022. We also provide practical advice for IT management, security, and operational resilience.



Today, technology is the backbone of business, regardless of industry. Both public- and private-sector IT leaders need to innovate with technology, plus improve customer experience, engage employees, and support remote work and secure networks. It is a lot to juggle.

The 985 IT leaders in CIO.com's [2022 State of the CIO](#) research had many items on their to-do lists:

- modernizing infrastructure and applications (40%).
- aligning IT initiatives with business goals (38%).
- cultivating the IT/business partnership (30%).
- functional tasks (84%).
- security management (51%).
- improving IT operations and systems performance (43%).
- controlling costs and expense management (29%).

The bad news? These obligations take away from *“driving business innovation, developing strategy, or identifying opportunities for competitive differentiation.”*

This eBook's seven top tech challenges are also impacting IT leader priorities. Our discussion explores key imperatives for 2022. You will gain strategic advice to achieve IT goals, and you will also be able to modernize, secure, and innovate the technology infrastructure.



#1 Combat Cybercriminals

Cybersecurity is a significant, ongoing area of IT investment. Tech leaders have a mandate to cut exposure to cyber risks. They must prevent data breaches and protect networks in diverse IT environments.

The pandemic added layers of complexity. IT is no longer only about protecting data on-site inside carefully constructed security perimeters. Now, the tech team must defend devices for a hybrid, distributed workforce.

Employees rely on IT infrastructure. Even a brief period of downtime can prove disastrous. Meanwhile, cybercriminals are always mapping out new ways to attack. Staying abreast of cyberthreats requires continuous effort. The business needs to:

- maintain user access while deploying rigorous cybersecurity.
- constantly monitor for suspicious activity.
- act immediately upon detecting threats.
- identify and plug security gaps.
- educate employees about cyber risks (especially ransomware, a frontrunner threat in 2022).



Three Ways to Meet the Challenge



Implement multi-factor authentication and Zero Trust, which verifies everything connecting to your system.



Install multiple defensive layers to defend against threats and protect network resources.



Upgrade your hardware and software regularly to take advantage of new defensive measures, enhanced functionality, and software patching.

#2 Technology Shortages

Challenges facing the global supply chain are constraining business IT. The pandemic sent many people home to work, which, in turn, prompted more people to buy new infrastructure. At the same time, manufacturers struggle to get parts they need to make in-demand devices. A shortage of computer chips and semiconductors is expected to extend into 2023.

Further complicating the situation. There are rumors of people hoarding technology to drive up prices even further. Your business may need to upgrade its IT but struggle to find the technology or be flabbergasted by the timeline and budget required.

Three Ways to Meet the Challenge



Inventory your systems and identify needs.



Establish short- and long-term priorities for IT strategy



Make a plan to cut severe business impact from supply-chain challenges

#3 Data Sprawl

Your business aims to be data-driven, yet sometimes it can feel as if you are being run over by all that data. Business software solutions can be great time savers if you know where the work is being done. But it gets confusing when a remote employee works in one application, and someone uses a different application in the office.

Data integration is further complicated by the many different solutions business uses. You could have data in sales, customer relationships, accounting, and enterprise management software, but it is siloed across your sprawling infrastructure.

Three Ways to Meet the Challenge



Implement new IT with care, looking to minimize multiple places for information.



Plan proactively to avoid abandoning data on older systems or in older applications when you upgrade.



Identify software solutions that are duplicating services. This can not only reduce data sprawl but also save you money.

#4 Asset Management

IT asset management used to be easier. The IT department could control everything because it was all on-site. That is no longer true. Employees want to download tools from the app store and use their own devices. This presents new asset-management challenges.

- The business needs to inventory both hardware and software
- provide your employees with the tools they need to be productive and effective.
- update for optimization.
- patch against vulnerability.
- avoid paying for duplicate licenses.
- secure from theft or breach.

Plus, without proper asset management, the already costly IT asset budget line bloats. According to Gartner, “many organizations can cut spending on software by as much as 30 percent.”

Three Ways to Meet the Challenge



Thoroughly document IT assets and where they are in your environment. A spreadsheet may no longer be enough, so consider IT asset-management software.



Develop procedures to account for, deploy, maintain, upgrade, and dispose of IT assets.



Communicate a policy to employees regarding download and use of “shadow IT.” This is software and other assets used without IT knowing about them.

#5 Data Backup

Ransomware and other cybercriminal activity is not the only reason for the need for data backup. Human error is unavoidable, and a server crash or power outage can also create a data disaster.

You know your business needs to have a backup solution and a continuity plan. But do you have a good handle on which data to backup? Do you know where your data is? If you do not have eyes on all your data and understand its importance, it is at greater risk. That information may not be there when you need it. Cybercriminals could steal, see, corrupt, or change it.

Three Ways to Meet the Challenge



Take more than one approach to data backup to provide peace of mind.



Inventory your data to know what you need immediate access to when disaster strikes. The cost of backup is dictated by how much you store and how quickly you want to get it back.



Ensure your remote and on-site employees are all creating and collecting data where IT can see it and back it up.

#6 Employee Engagement

Employee engagement is an ongoing challenge for business, but you may not think of it as an IT issue. Technology makes work easier and more efficient, so it is important for employee satisfaction. Individuals today expect simple, quick, and intuitive workplace technology. They are not going to want to work for you if they feel frustrated by slow systems, or challenged by your software solutions, or have to deal with unexpected downtime.

At the same time, your in-house IT team could be facing burnout. There is a shortage of skilled IT workers, and the people you may have, are being asked to address this eBook's challenges and much more. It is a lot of work. Much of it can be routine and repetitive, which does not help your people feel invigorated by their work.

Three Ways to Meet the Challenge



Become a Bring Your Own Device (BYOD) company, as individuals often want this and have more advanced personal devices. Make sure you have a BYOD security policy, though!



Establish systems and software platforms to enable collaboration and effective communication.



Reduce attrition across the business with flexible work options, competitive pay, and intentional efforts to engage employees in your organizational culture.

#7 Driving Change

The rapid pace of technology evolution necessitates change. The problem, though, is that your people become used to working on a specific system or in a particular way. Transitioning to a new IT solution can be difficult.

Digital transformation has its own challenges to overcome:

- poor strategy (or lack of it).
- complex software or IT.
- lack of proper IT skills.
- security concerns.
- budget constraints.
- resistance to adoption of new tools or processes.

Three Ways to Meet the Challenge



Make sure the change meets business objectives and will bring results. Don't innovate for the sake of it.



Involve people in the change process to learn what they want and/or fear and earn their support.



Empathize with employees struggling to adapt to change. Results are important, but do not ignore the disruption's impact on humans.

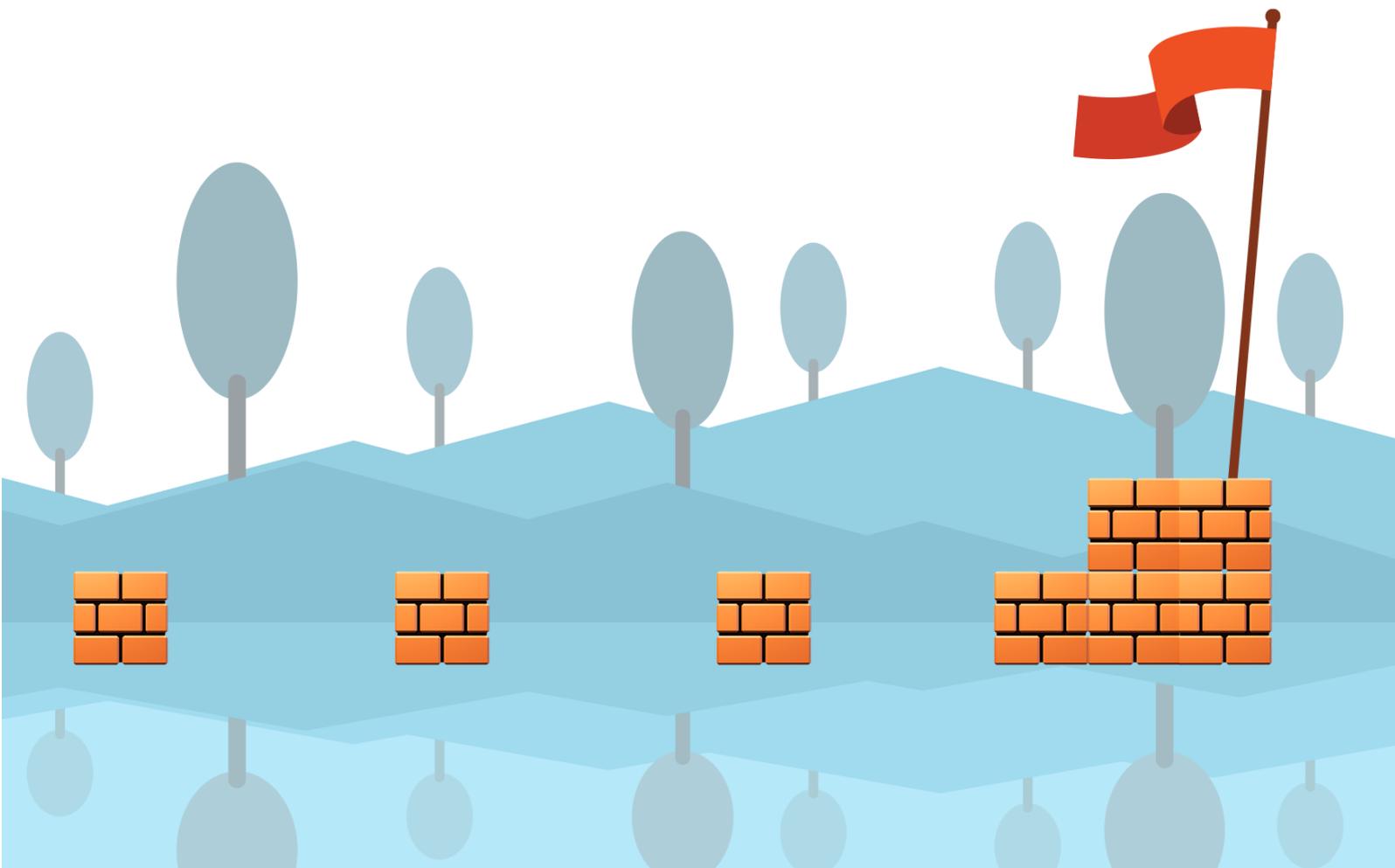
How an MSP Can Solve These Issues

This eBook has identified seven top tech challenges currently facing IT leaders. For each, we also provided suggested strategies that can help your business tackle these concerns. Still, there is one more key piece of advice we can offer: **partner with a managed service provider (MSP).**

An MSP's IT experts can take on these challenges head on. You can focus instead on business innovation and revenue generation. The MSP can assess your specific IT challenges and focus on solutions.

Partnering with an MSP gives you access to professionals. We know what we are doing and can provide a foundation for your IT success.

Contact us today at (951) 777-2004.





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