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# IT Professionals Worldwide Feel Ill-Equipped for the Shift to Remote Work
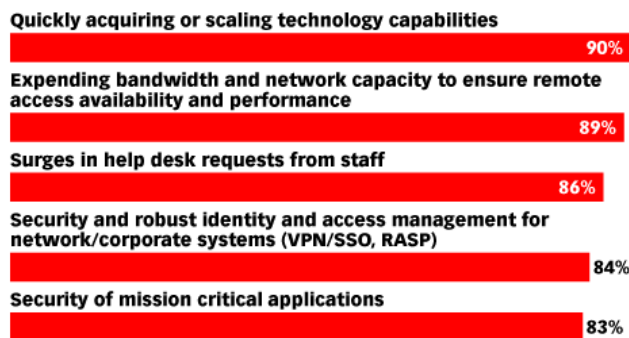
**ARTICLE**

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With most companies working remotely, many IT departments realize that they don't have the right infrastructure for this transition amid the pandemic.



**What Are the Major Digital Workplace Challenges IT Professionals Worldwide Face in Mobilizing a Remote Workforce During the Coronavirus Pandemic?**
*% of respondents, May 2020*

**Quickly acquiring or scaling technology capabilities**
90%

**Expending bandwidth and network capacity to ensure remote access availability and performance**
89%

**Surges in help desk requests from staff**
86%

**Security and robust identity and access management for network/corporate systems (VPN/SSO, RASP)**
84%

**Security of mission critical applications**
83%

Source: AppDynamics, "The Agents of Transformation Report," May 26, 2020
255866                                                    www.**eMarketer**.com

According to May 2020 data from AppDynamics, 90% of
IT professionals worldwide cited quickly acquiring and scaling the
necessary technology to be a major challenge, while 89% and 86% of

respondents noted expanding network capacity and addressing a surge in help desk requests, respectively.

**Read more:**

- **Live Video Is Replacing In-Person Interactions**

- **Twitter and Other Companies Allowing Employees to Work from Home Indefinitely Will Need to Adopt Additional Technology**

- **Organizations Are Embracing Shifts to Remote Work, Presenting Opportunities for Tech Companies**

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