

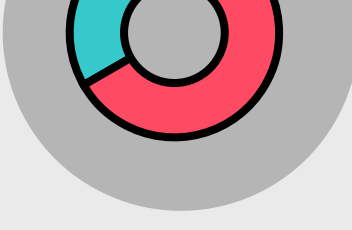
# 2020 Focus on The State of IT Training

The world is currently experiencing its fourth industrial revolution. Industry 4.0 will involve a move towards automation, "smart cities," "smart factories," the heavy use of cloud technology, and an expansion of the internet of things.



**Businesses all around the world need to adapt to this transition by instituting a culture of lifelong learning** so that professionals can keep up with all of the technological advancements that will occur during this period.

## 1



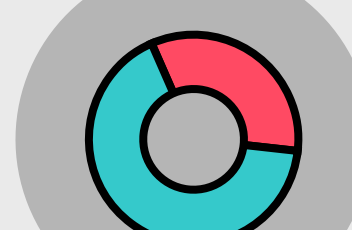
**Only one-third of organizations** are consulting IT leadership in the decision-making process for learning and development initiatives.

### DESPITE THE FACT THAT

In 2020 and beyond, the speed at which business analytics, artificial intelligence (AI), big data, Internet of Things (IoT) and other advanced digital technologies **will replace conventional systems and processes will quicken.**<sup>1</sup>

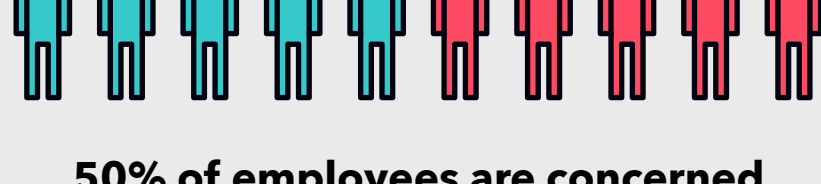


### THIS COULD EXPLAIN WHY



**70% of L&D executives say they have no plans to incorporate emerging technologies** like AR, AI and chatbots into their learning and training initiatives.<sup>1</sup>

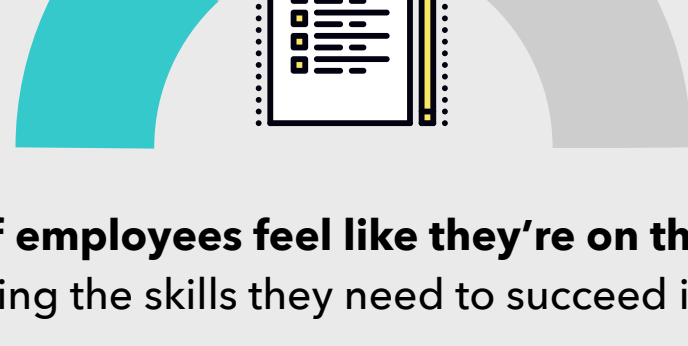
## 2



**50% of employees are concerned** about their current level of skills.<sup>1</sup>

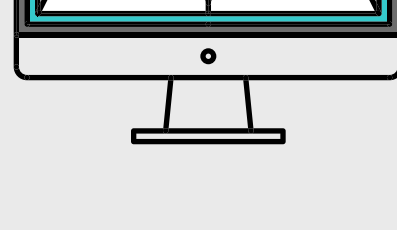
### AND

## 3



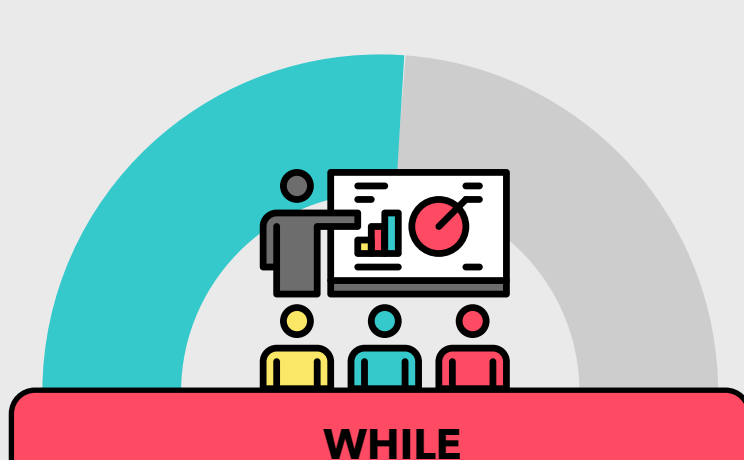
**27% of employees feel like they're on their own** for developing the skills they need to succeed in their jobs.<sup>1</sup>

## 4



Across all sectors and business sizes, **executive and business manager requests are the top drivers** for new IT training and learning initiatives.<sup>1</sup>

## 5



### WHILE

52% of training professionals state that they surveyed their employees about the **types of training and tools they need to do their jobs.**<sup>1</sup>

## 6

The top five **most popular technical skills** in 2020 will be:<sup>2</sup>



Python

React (Web)

Angular

Machine Learning

Docker

## 7



This year, **2/3 of CXOs said their companies either have no formal strategies or are taking ad-hoc approaches** to industry 4.0.

**Only 10% of leaders said they have longer-range strategies** to leverage new technologies that reach across their organizations.<sup>1</sup>



## 8

The three industries with the highest level of concern around hard technical skills are:<sup>1</sup>



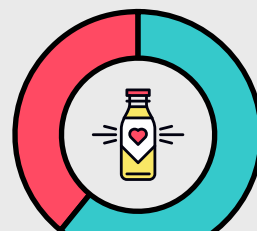
**71%**

Energy and Utilities



**63%**

Manufacturing

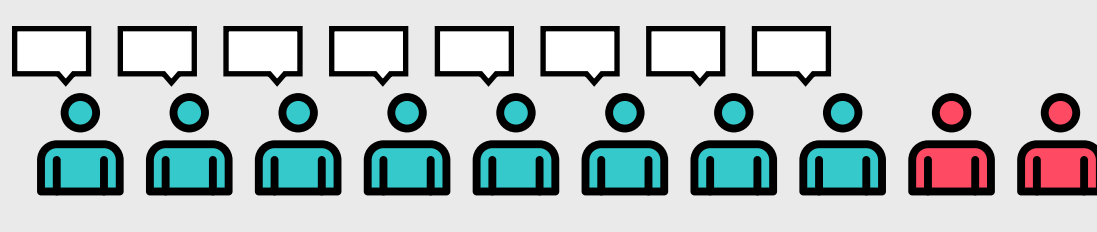


**61%**

Consumer Goods

## 9

81% of employees are looking for CEOs and business leaders to **speak out on automation's impact on jobs.**<sup>1</sup>



## How can companies optimize their IT training and operations?

CGS is a trusted partner to many of the most admired companies in the world. We support more than one million employees through custom content development, digital learning strategy, global delivery, help desk & technical support and ROI-driven transformations.

We've been ranked a Top 20 Training company by Training Industry for nine consecutive years and have been awarded for excellence in IT Training, Outsourcing, and Content Development in 2019.

**Learn more:** <https://www.cgsinc.com/en/learning>

<sup>1</sup> CGS, 2020 Enterprise Learning Trends Report  
<sup>2</sup> Forbes, AI Skills Among The Most In-Demand For 2020  
(<https://www.forbes.com/sites/louiscolombus/2019/11/27/ai-skills-among-the-most-in-demand-for-2020/#b8fa4856b441>)