

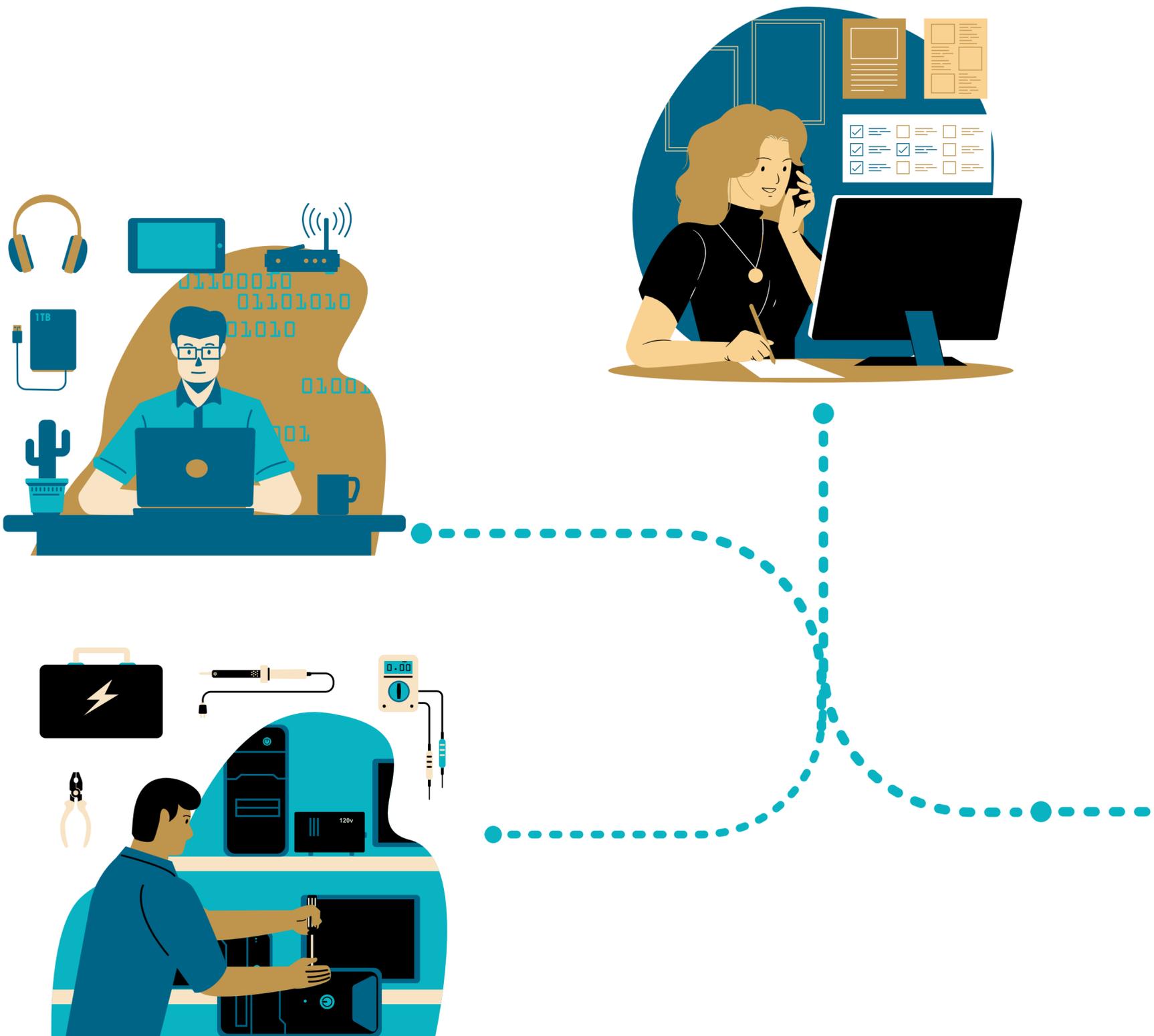


VirtaMove
Migration Intelligence

SURVEY FINDINGS

How COVID-19 Is Impacting IT Plans

A VirtaMove White Paper



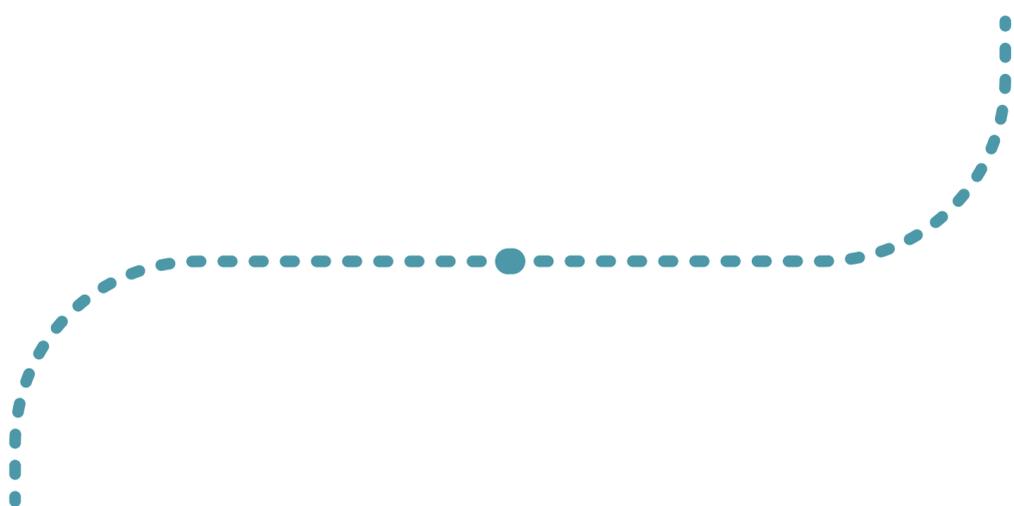


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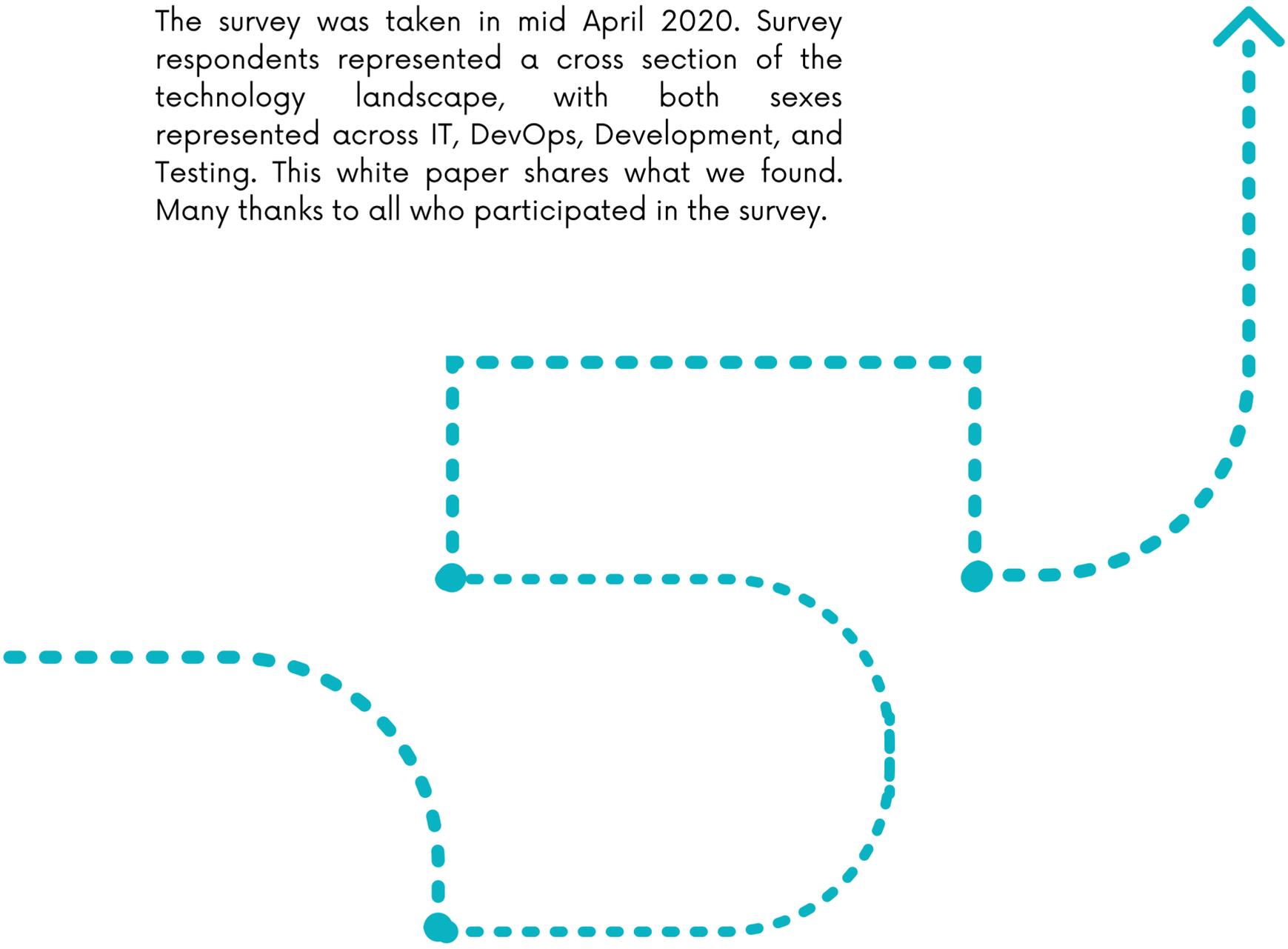
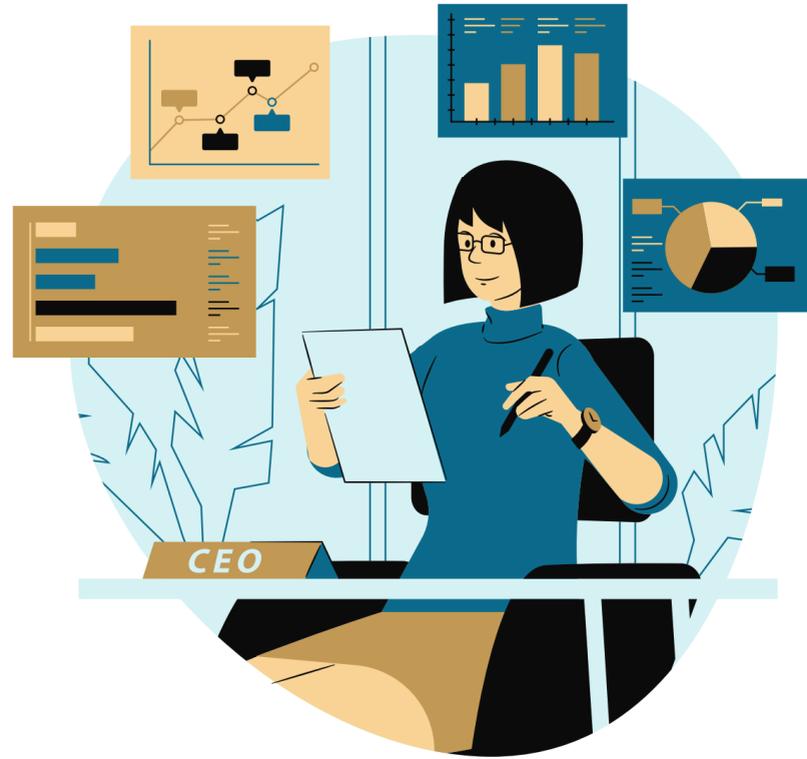
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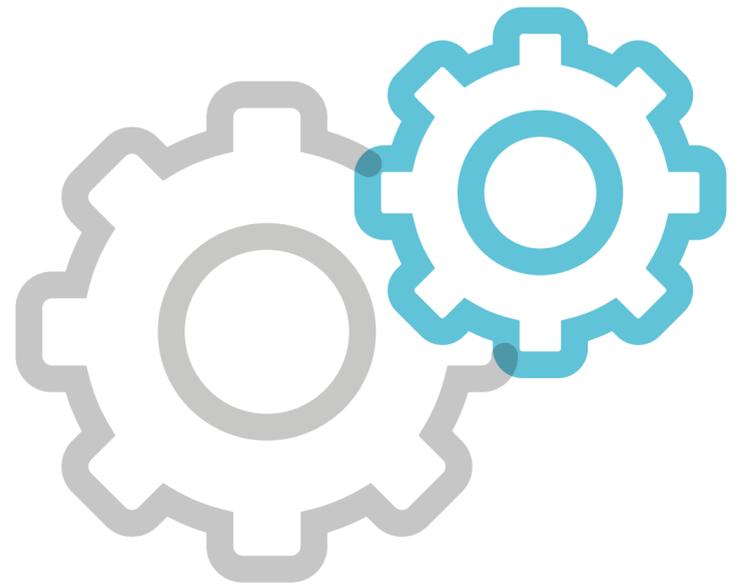
INTRODUCTION

The COVID-19 coronavirus was declared a pandemic by the World Health Organization in early 2020. The global crisis is a health and socio-economic crisis, whose costs continue to grow.

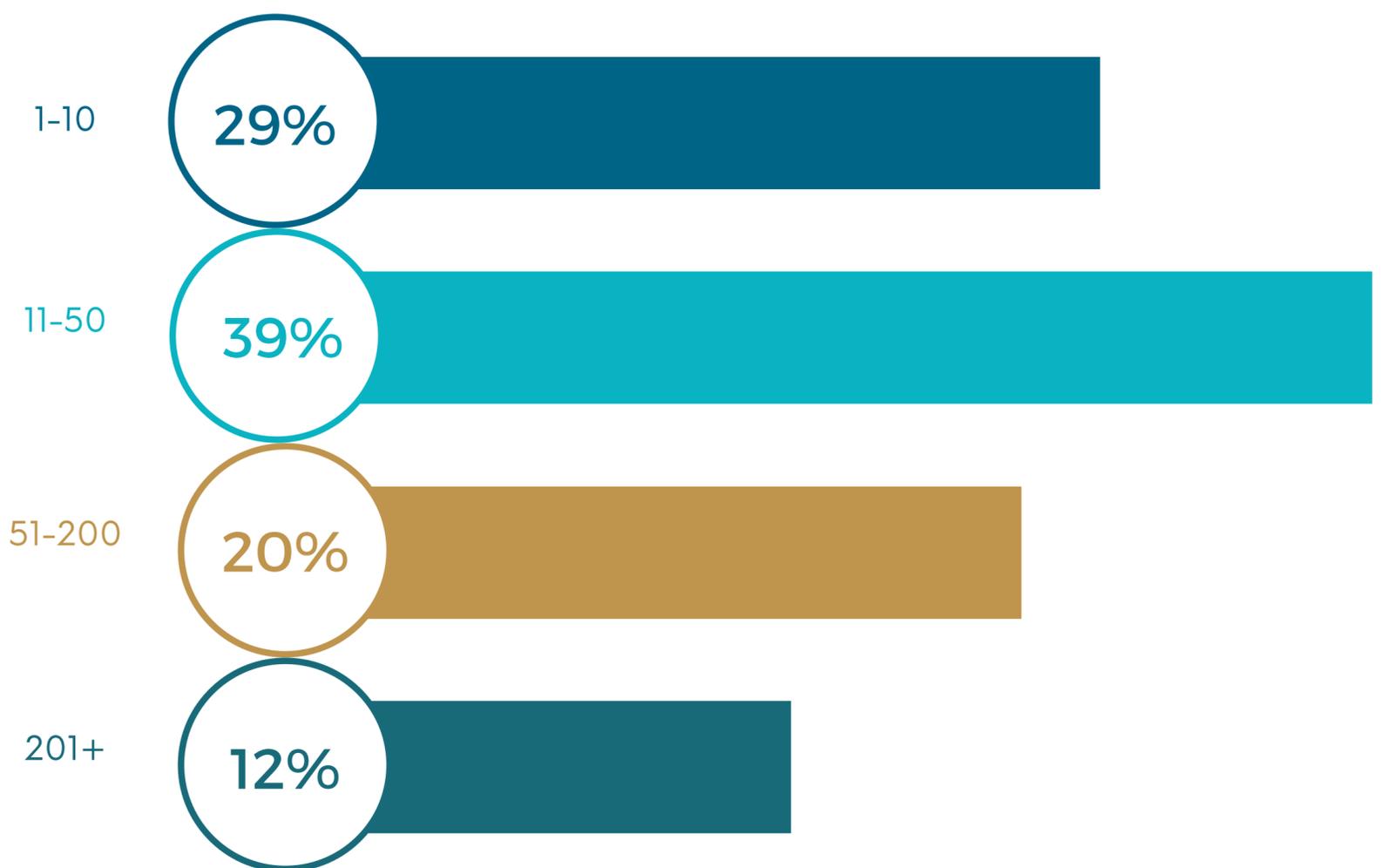
COVID-19 is disrupting businesses and affecting entire industries, including many in IT and tech. It is directly impacting how IT conducts business and how business is spending. The intent of this VirtaMove Survey was to get insights about how the pandemic is affecting IT personnel, operations, and projects in the immediate to medium term. We hoped to get an idea of how the Technology sector is attempting to balance business needs and employee health. We were also interested in knowing whether the sector is contributing to community support and the fight against the virus.

The survey was taken in mid April 2020. Survey respondents represented a cross section of the technology landscape, with both sexes represented across IT, DevOps, Development, and Testing. This white paper shares what we found. Many thanks to all who participated in the survey.

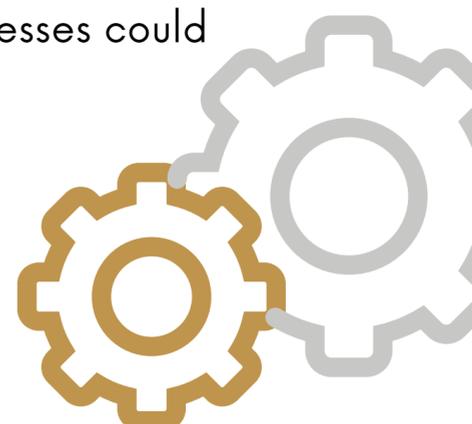




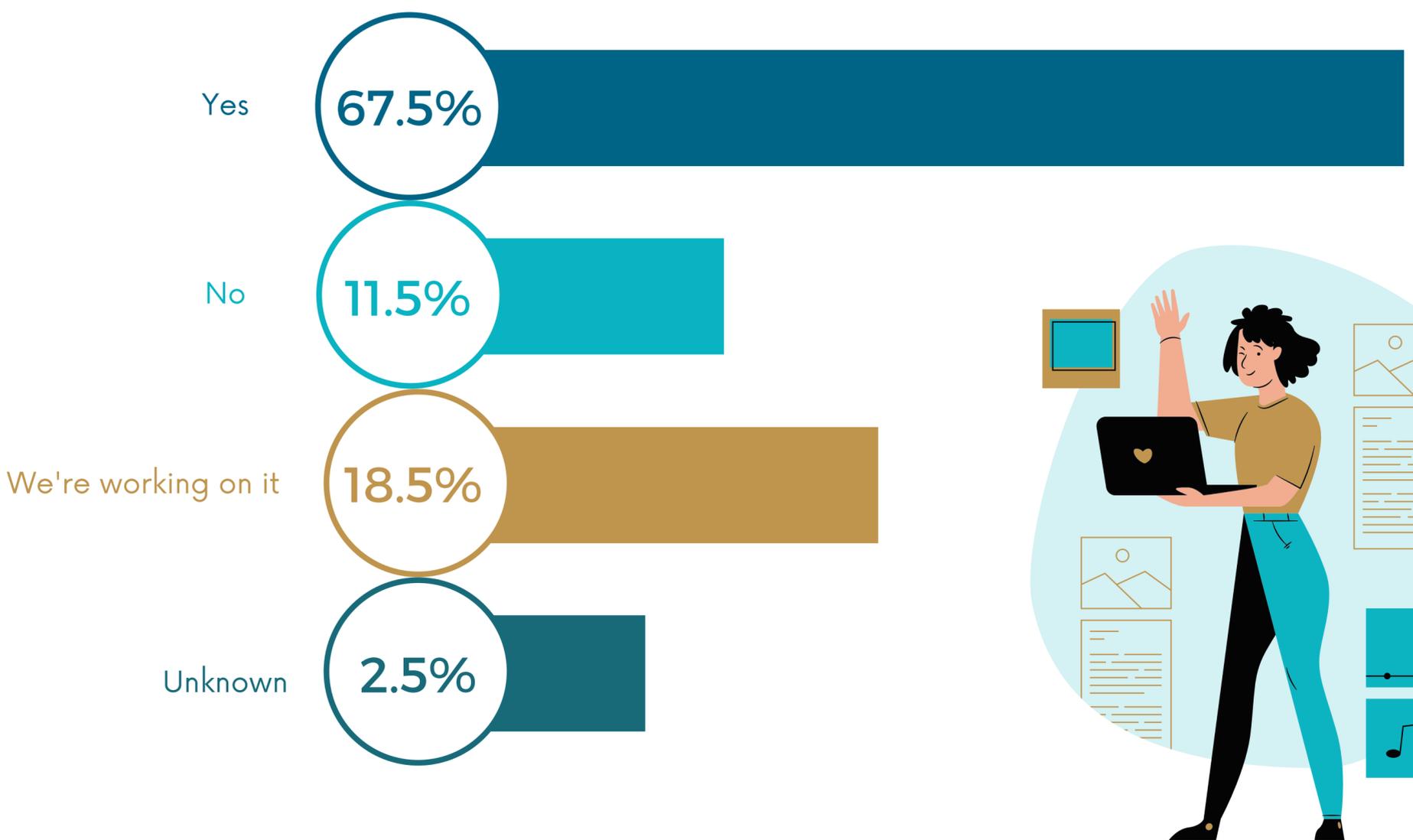
1. HOW LARGE IS YOUR IT TEAM?



Most of the respondents represented medium to very large IT teams, with just over 70% falling into these categories. Less than one third represented IT teams of 1-10 persons. Therefore, most organizations included in this survey are sizeable ones, whose established processes, operations, and personnel have been significantly affected due to the high number of staff involved in an IT team. That is, a team of 2 IT staff might be less affected by work from home measures than a team of more than 200 staff. In a large team, developing, communicating, and implementing business continuity measures and remote work technologies and processes could well be complex and costly tasks.



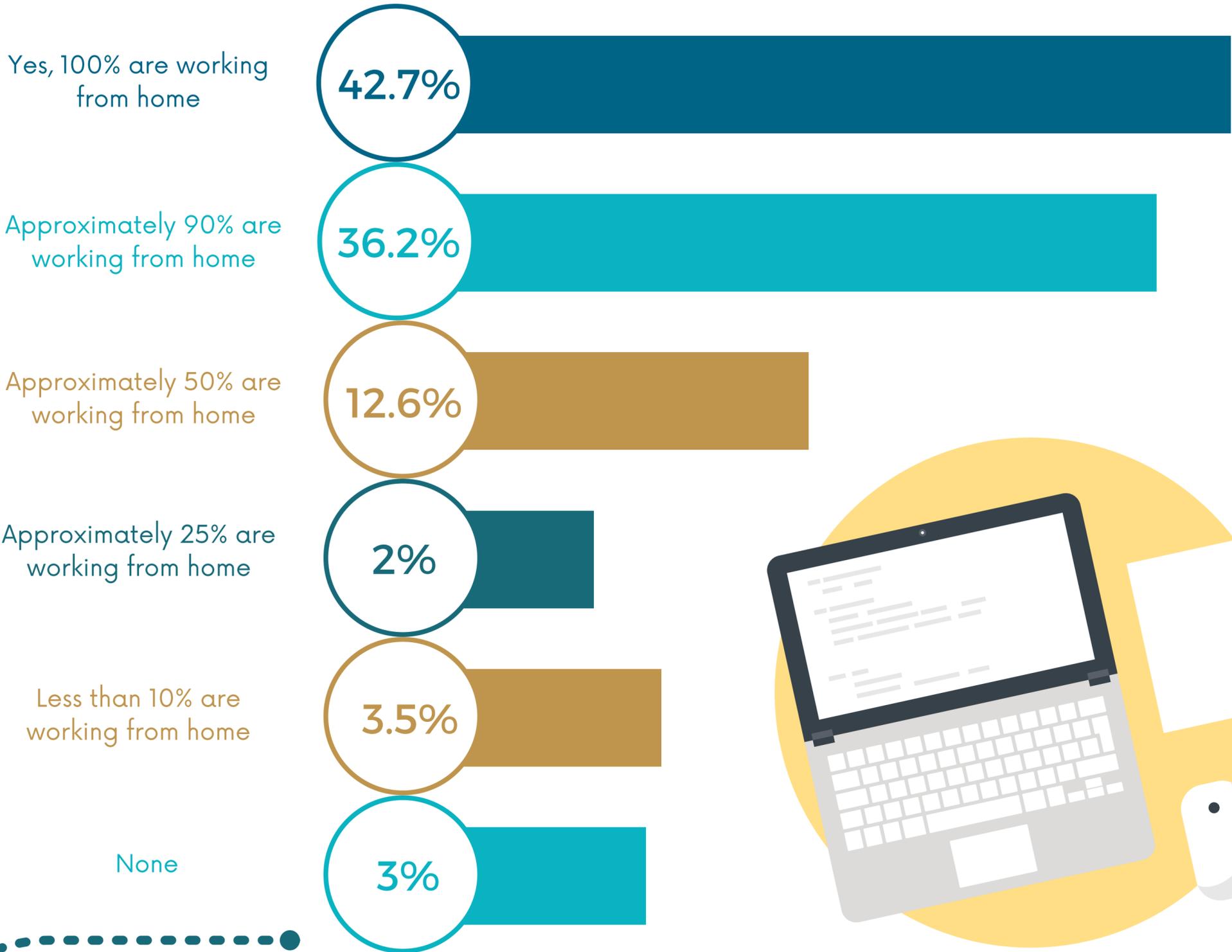
2. HAS YOUR IT DEPARTMENT OR ORGANIZATION IMPLEMENTED A BUSINESS CONTINUITY PLAN AS A RESULT OF THE COVID-19 CRISIS?



Business continuity involves a proactive plan to keep business moving in times of uncertainty and crisis. It describes steps to be taken before, during, and after an incident or crisis to maintain the financial viability of an organization and protect its reputation. The vast majority of respondents (86%) indicated that their IT Department or organization has implemented a Business Continuity Plan or is working on it. Only 14% indicated No or did not know. The positive response to this question indicates that business resiliency is an important factor for most of the organizations involved in this survey.



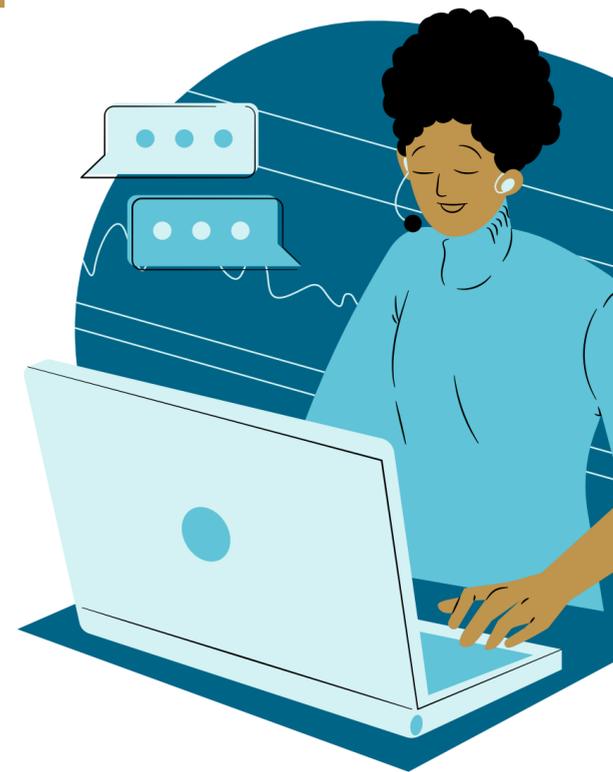
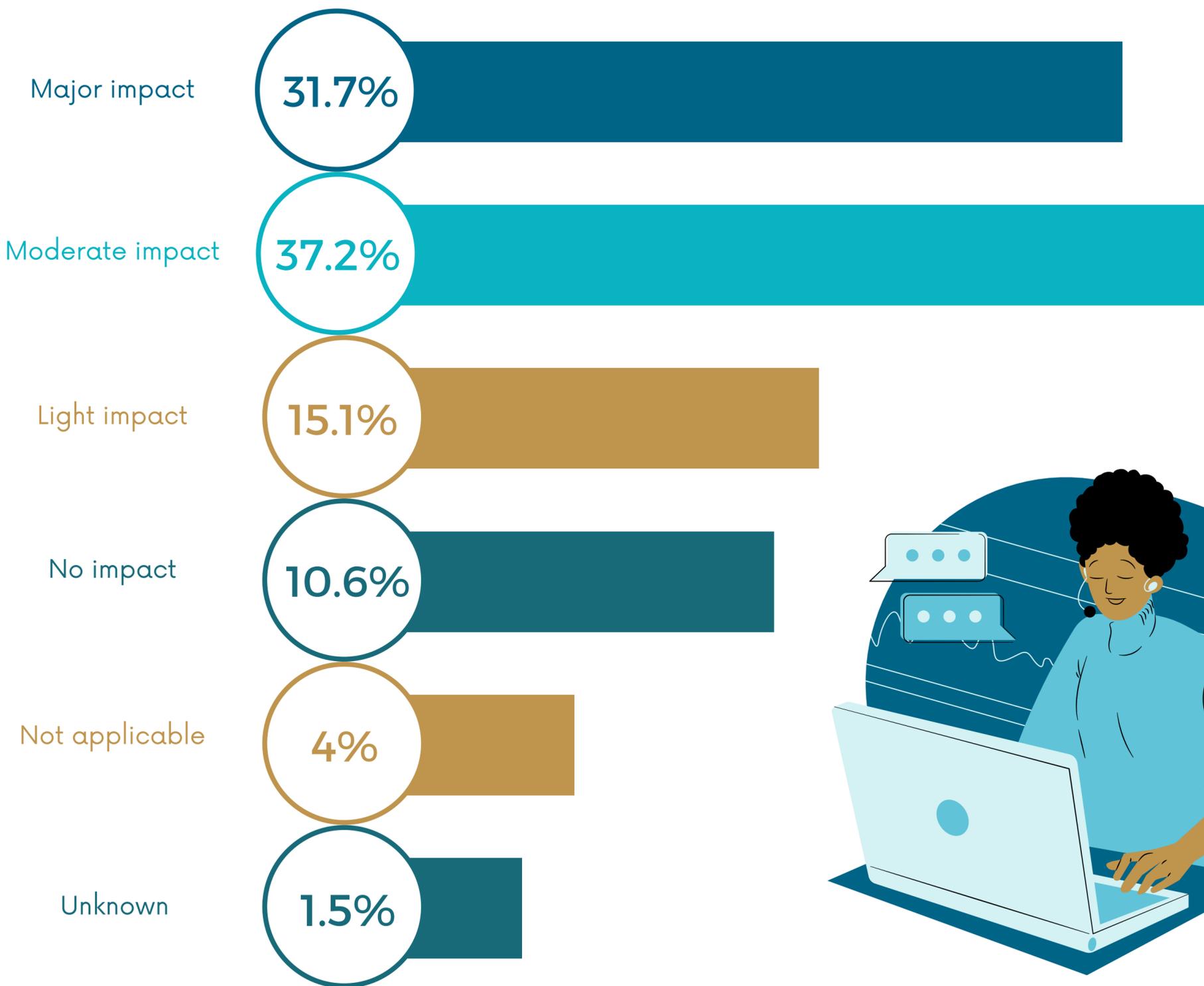
3. ARE YOUR IT TEAM MEMBERS WORKING FROM HOME?



The vast majority of IT team members are working from home during the COVID-19 crisis. A combined 80% are all working from home or almost all working from home. Responses where few or no IT team members work from home account for only a small percentage, at a combined 10%.

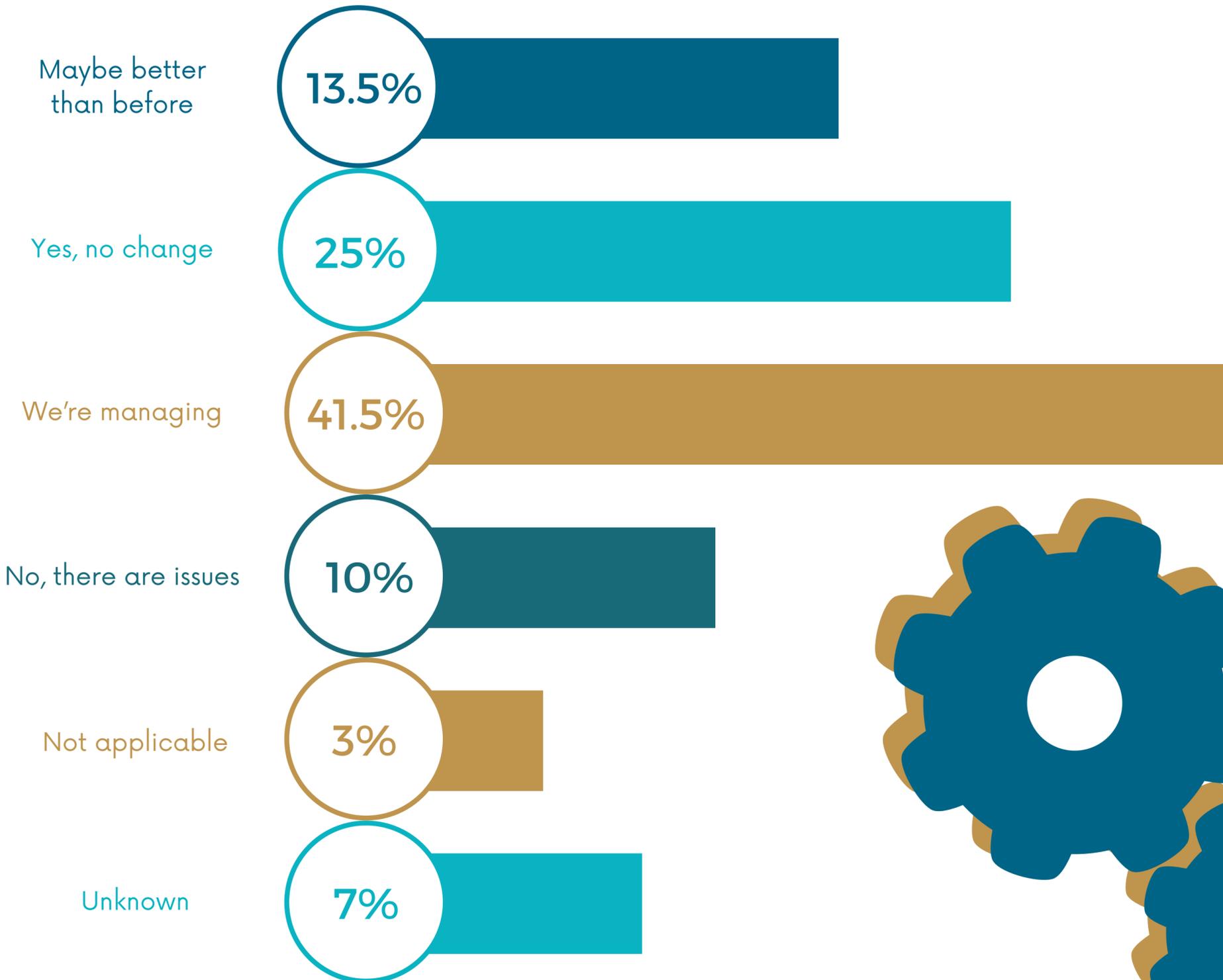
Most of the organizations and departments involved in this survey are large, and most are experiencing the majority of team members working remotely. In this context, one can imagine the scale of the processes and technologies that had to be put into place to accommodate novel operations.

4. IS WORKING FROM HOME HAVING AN IMPACT ON YOUR IT PLANS AND PROJECTS?



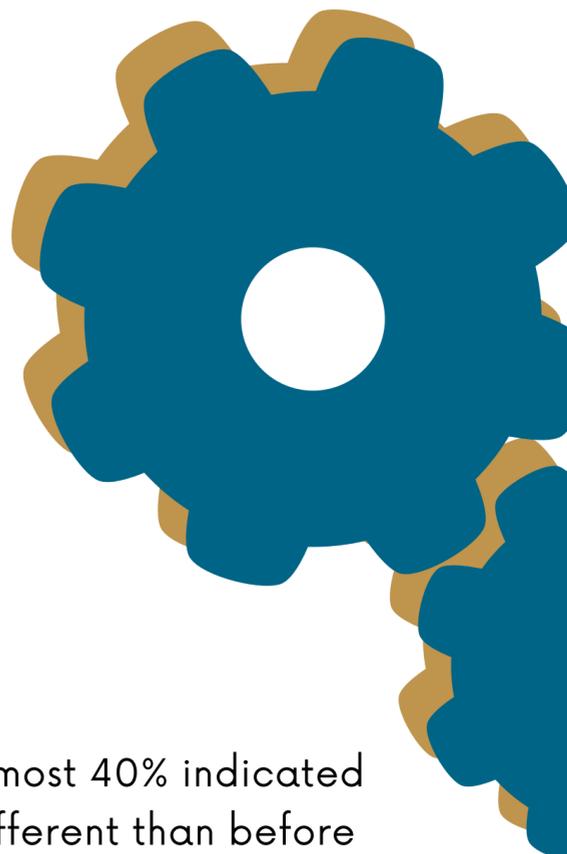
The vast majority indicated that working from home is having a Major or Moderate impact on their organization's IT plans and projects (almost 70%). Remote work can affect processes and methodologies: how work is performed on a daily basis. It may also have a direct and significant impact on plans and projects themselves: scheduling, budgets, and targets.

5. IF YOUR IT TEAM WORKS REMOTELY/FROM HOME, IS THE TEAM EFFECTIVE AND PRODUCTIVE?

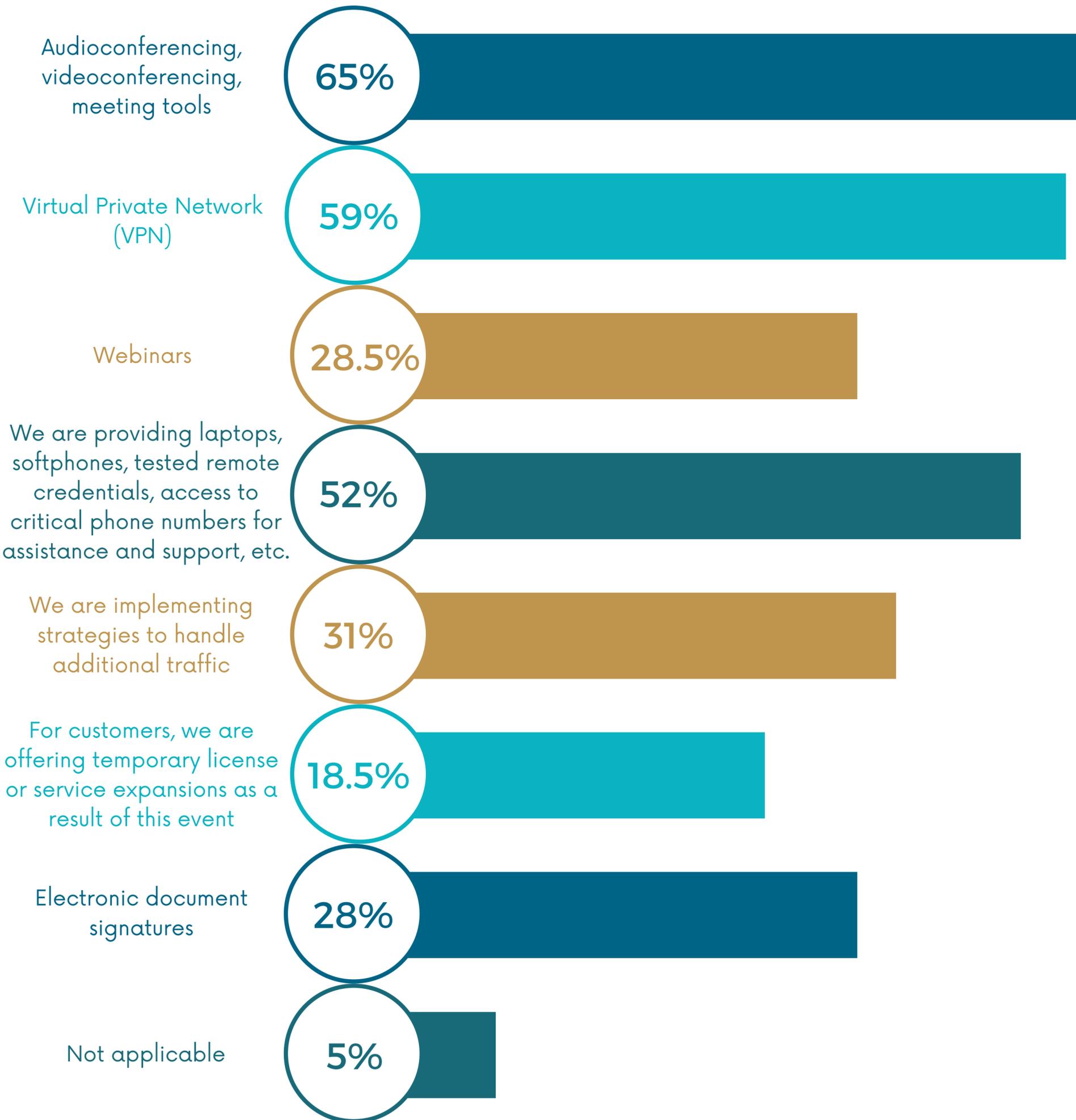


Perhaps unexpected is the positive responses to this question. Almost 40% indicated that their team is performing Maybe better than before or no different than before the pandemic. Therefore, for a significant number of organizations, remote work is either beneficial to their bottom line or a neutral factor. For an almost equal group (41.5%), working from home is perhaps bringing some challenges but teams are “managing” despite this. For a small minority (10%), working from home is a negative factor, with associated “issues” that are presumably difficult to redress.

For organizations that have been historically reluctant or unwilling to embrace remote work, it could be interesting to determine in the future whether the high number of positive or neutral views on remote work might factor into long term operations, especially given the infrastructure investments already made to accommodate remote work.



6. IF YOUR IT TEAM WORKS REMOTELY/FROM HOME, WHAT TECHNOLOGIES HAVE YOU IMPLEMENTED FOR VIRTUAL ENGAGEMENTS?



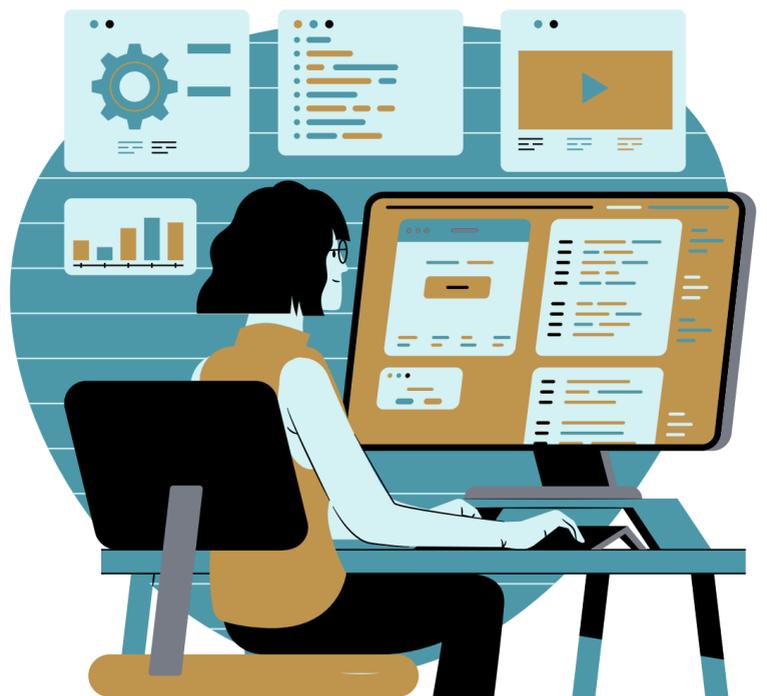
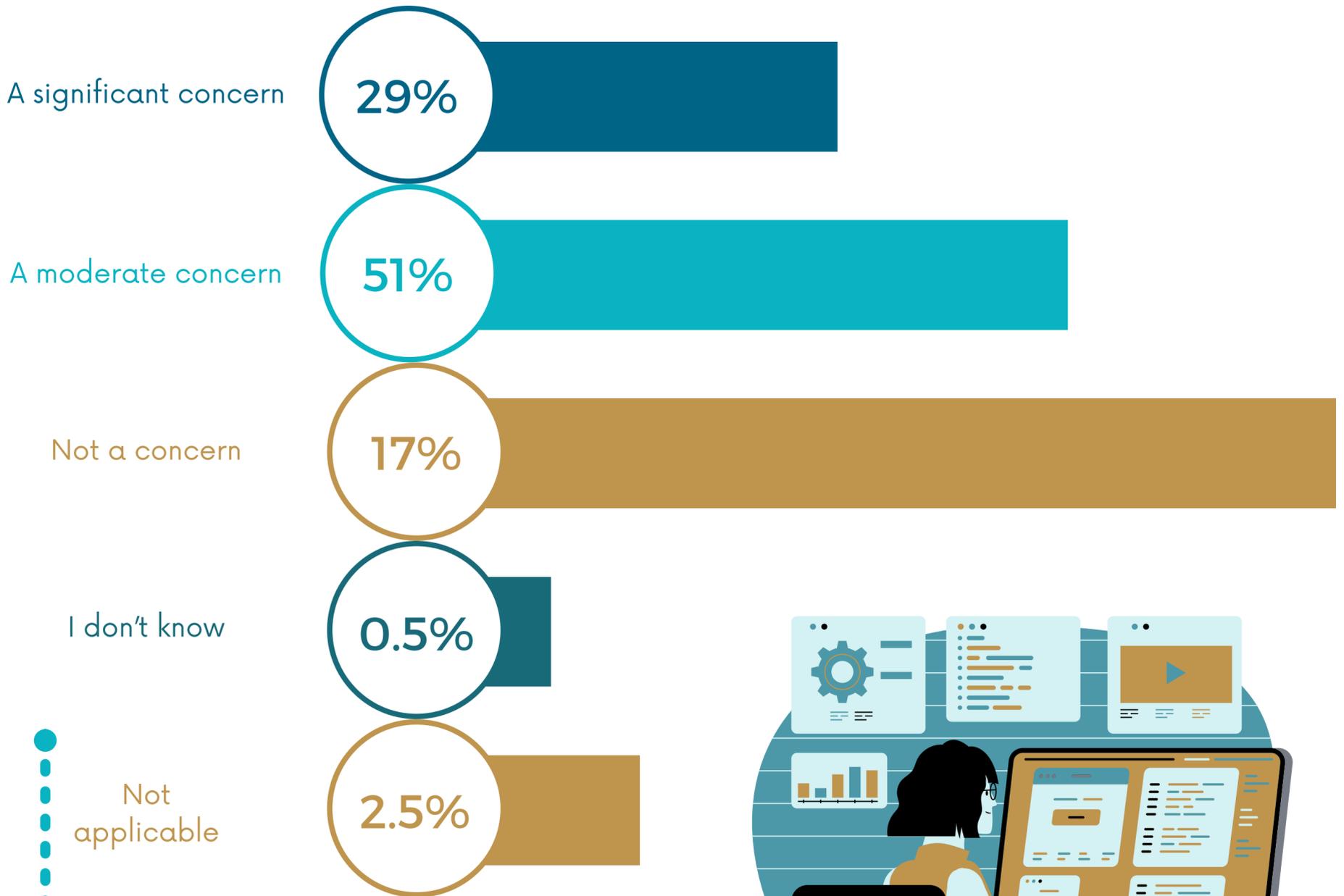
6. IF YOUR IT TEAM WORKS REMOTELY/FROM HOME, WHAT TECHNOLOGIES HAVE YOU IMPLEMENTED FOR VIRTUAL ENGAGEMENTS?

(cont'd)

Clearly, the COVID-19 crisis has propelled IT teams and organizations to embrace various technologies and tools to assist remote staff, support remote processes, and encourage business continuity in the absence of face-to-face engagements with staff and customers. Virtual meeting tools are favored, with 65% of respondents indicating their use, followed by 59% using a Virtual Private Network for connectivity and communications. Nearly half of organizations are providing remote staff with hardware such a laptops and software-based phones.



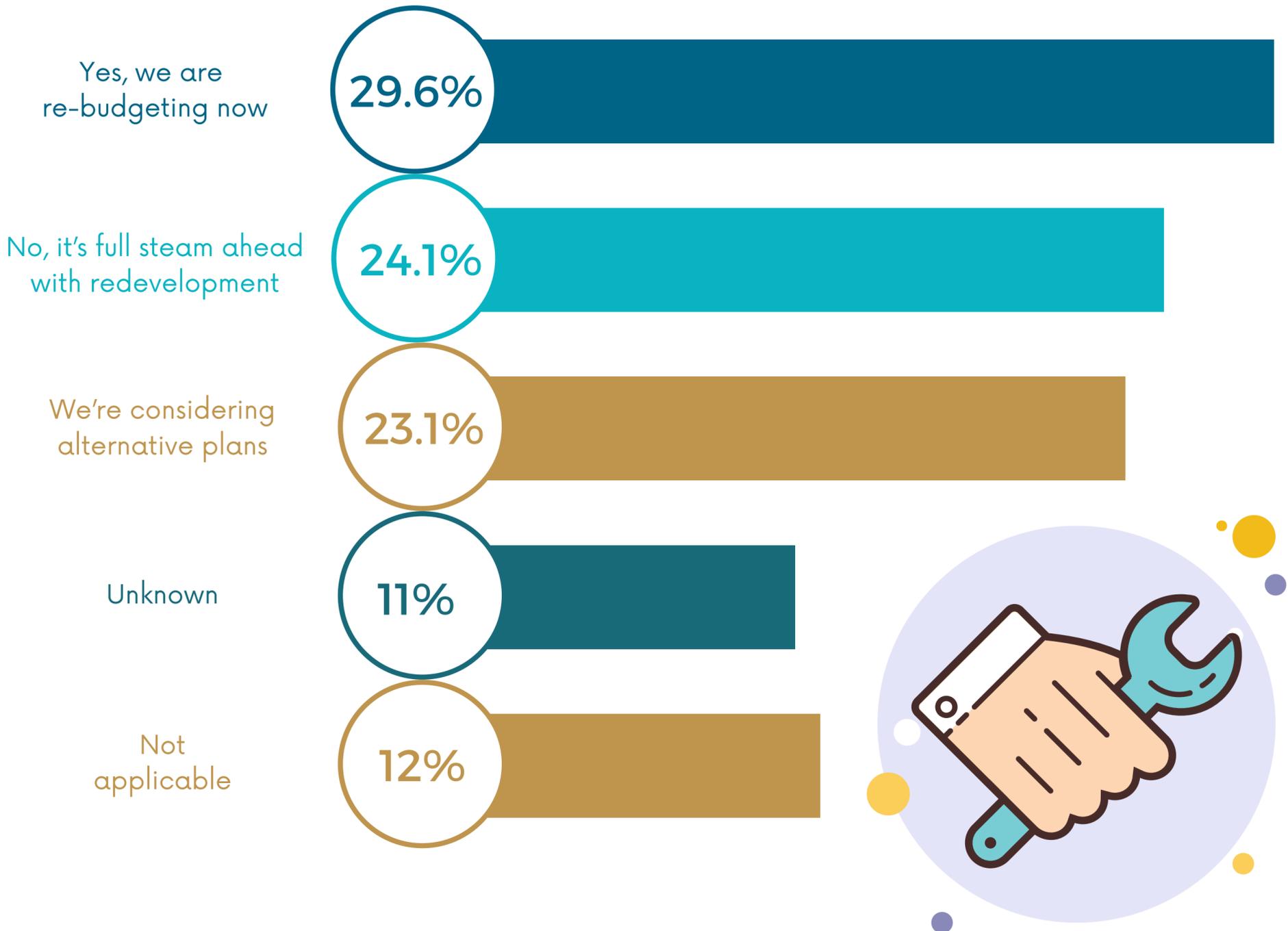
7. IF YOUR IT TEAM WORKS REMOTELY/FROM HOME, IS CYBERSECURITY A CONCERN?



Cybersecurity seems to be a concern for remote work, with a combined 80% of respondents indicating that it is a “significant” or “moderate” concern. Only 17% of respondents indicated that cybersecurity is not a concern. On the other hand, it may be useful to keep in mind that cybersecurity is not a new IT concern.

It would be interesting to know what measures have been implemented or are being considered to mitigate the risk of data breaches and accidental data loss during the COVID-19 crisis, and whether cybersecurity issues factor into the difficulties indicated with remote work in Question 5.

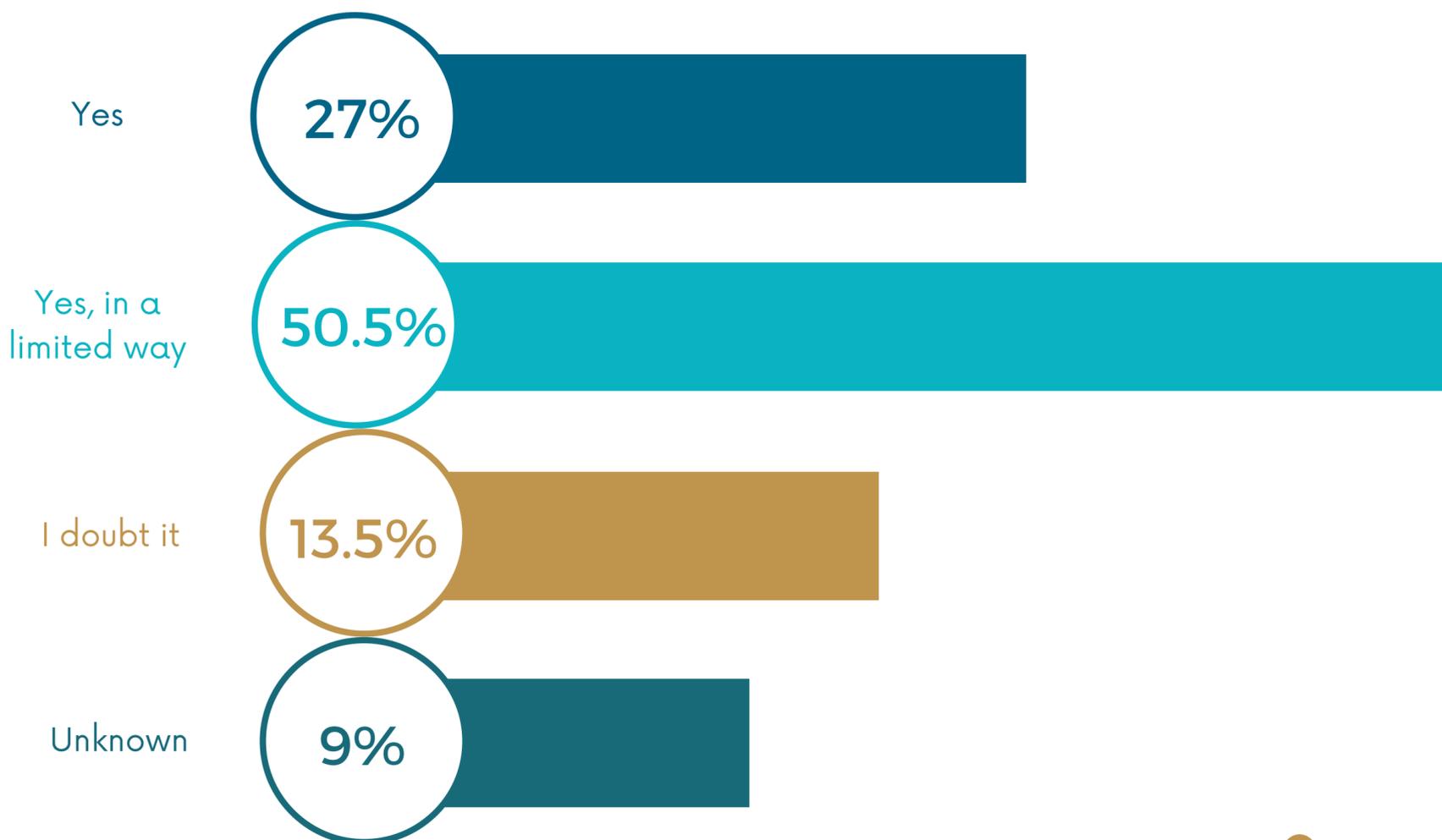
8. WILL THE COVID-19 CHALLENGE CHANGE YOUR APP REDEVELOPMENT PLANS?



Nearly 53% indicate that they are currently re-budgeting or “considering alternative plans” to app redevelopment. This aligns fairly well with the 70% who indicated that the crisis is having a significant or moderate impact on their IT plans and projects in Question 4.

Almost one third indicated that they are going “full steam ahead with redevelopment”, which also aligns with the roughly one third of respondents indicating in Question 4 that the crisis is having little to no impact on IT plans and projects.

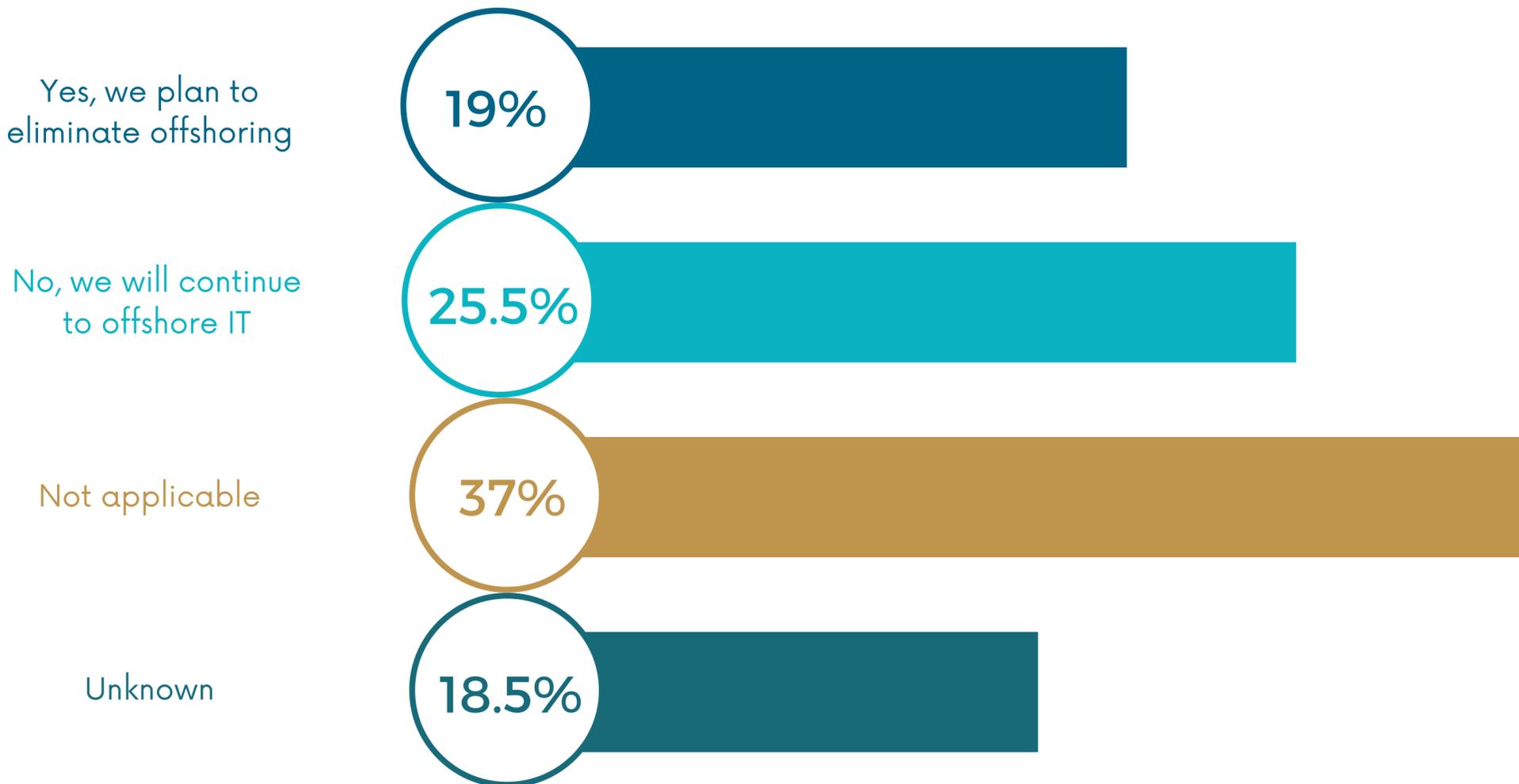
9. DO YOU THINK IT WILL BE POSSIBLE TO MOVE FORWARD WITH APP MODERNIZATION IN SOME WAY OVER THE NEXT 12 MONTHS?



We were a little surprised at the positive responses toward remote work in Question 5; similarly, respondents seemed to feel very positive about whether it will be possible to move forward with app modernization in some way in the near term. Nearly one third provided an unqualified Yes and more than 50% replied “in some way”. In contrast, the negative “I doubt it” responses were clearly in the minority at only 13.5% of responses.



10. IF YOUR IT TEAM IS OFFSHORED, WILL COVID-19 AFFECT OFFSHORING?

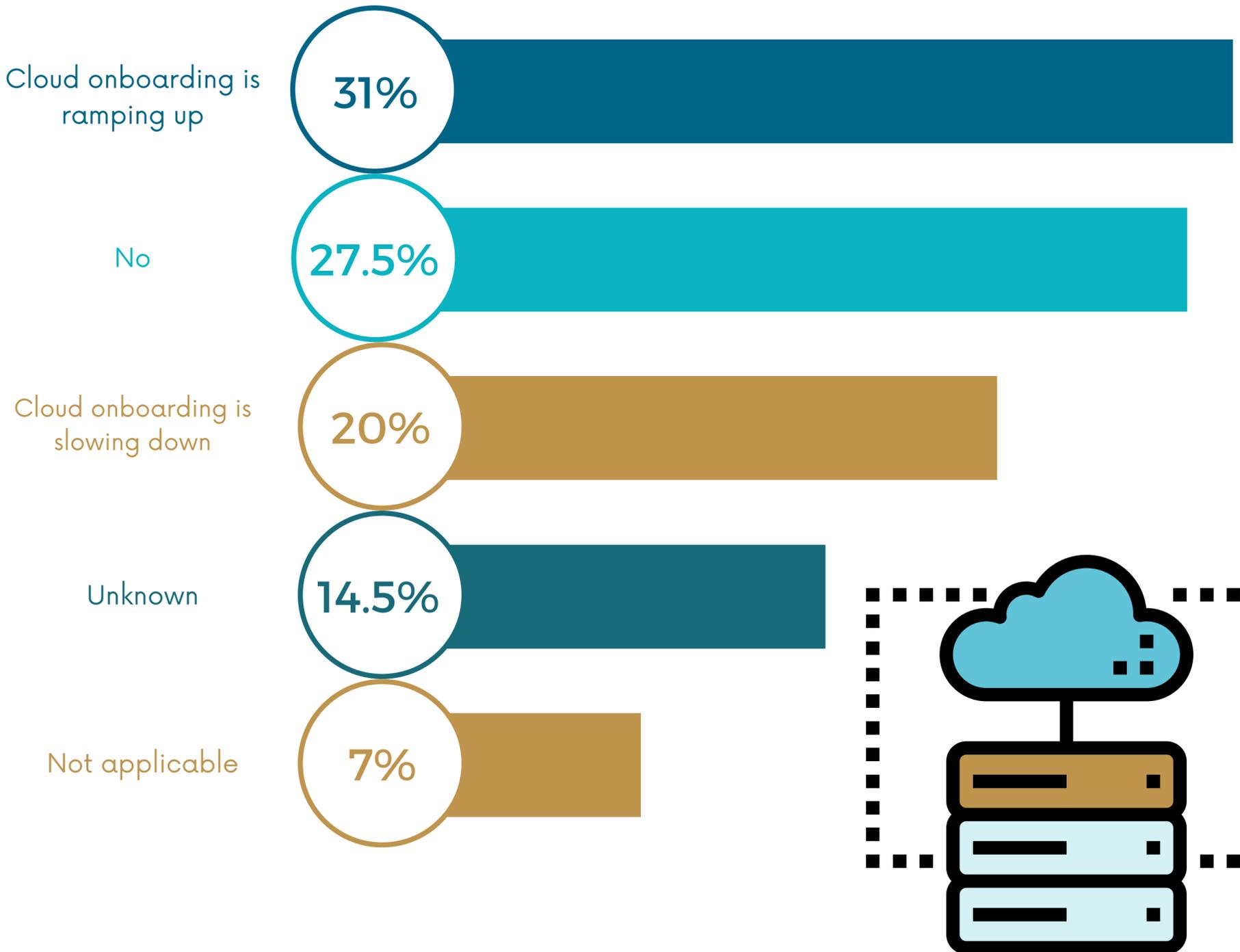


Slightly more than one quarter of respondents indicated that offshored IT will continue to be offshored regardless of COVID-19. What we find interesting here is that offshored IT is not applicable to nearly 40% of respondents, yet a high number of respondents (19%) indicated that they plan to eliminate IT offshoring as a result of COVID-19. Therefore, “eliminate offshoring” becomes more significant when you factor in that close to half of respondents don’t offshore.

The high number of responses favorable to eliminating offshored IT suggests that offshored IT in some way negatively affects business resiliency and efficiency.



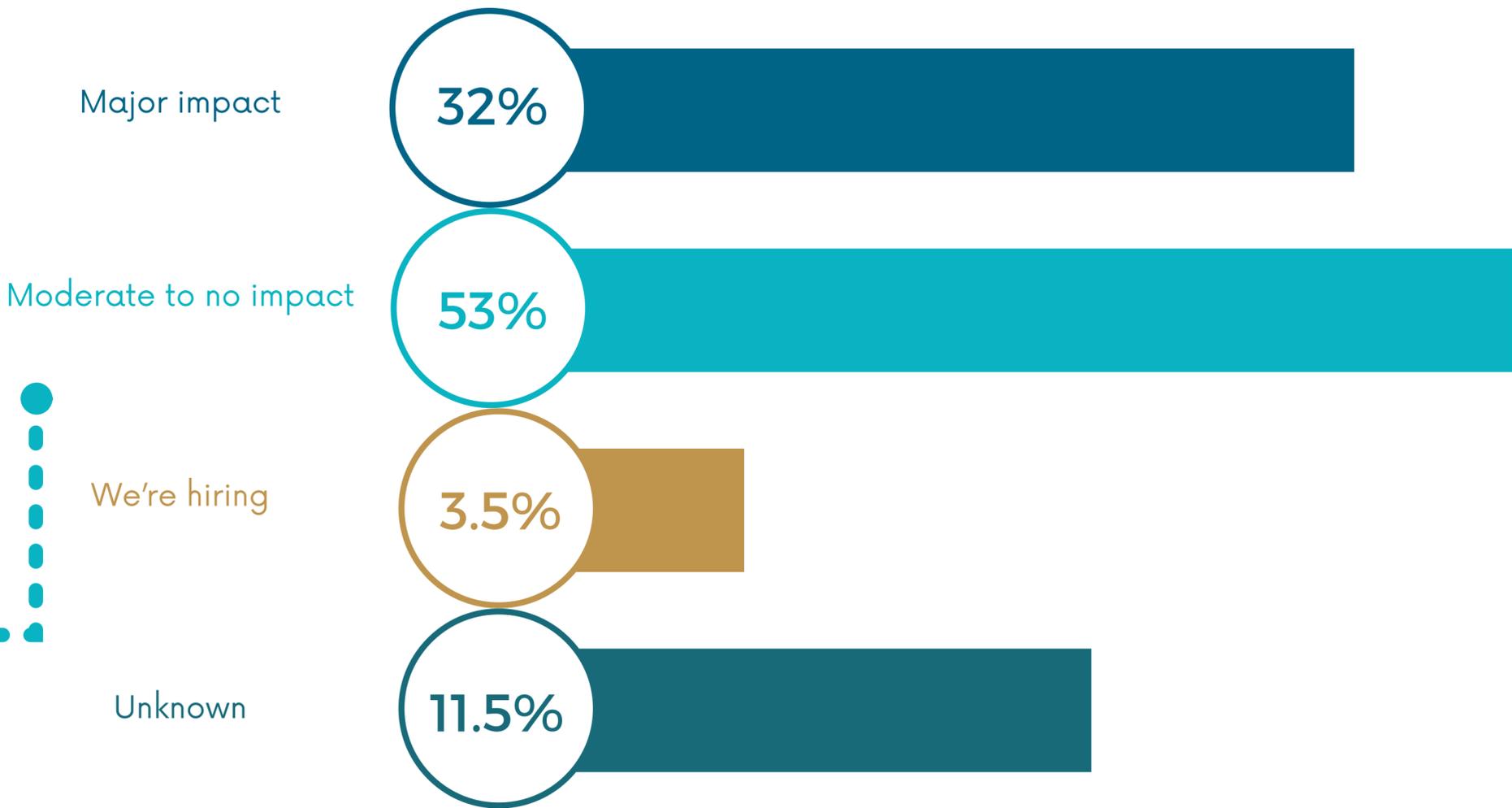
11. WILL COVID-19 AFFECT YOUR PLANS TO MOVE TO THE CLOUD?



Only 20% of respondents indicated that cloud onboarding is slowing down. Combined, almost 60% of respondents indicated that cloud onboarding is unaffected or even “ramping up”.

With over one third indicating that cloud onboarding is ramping up, one can wonder about what factors might be making the COVID-19 crisis an opportune time to move to the cloud.

12. IS COVID-19 AFFECTING YOUR IT HIRING AND/OR STAFF LEVELS?

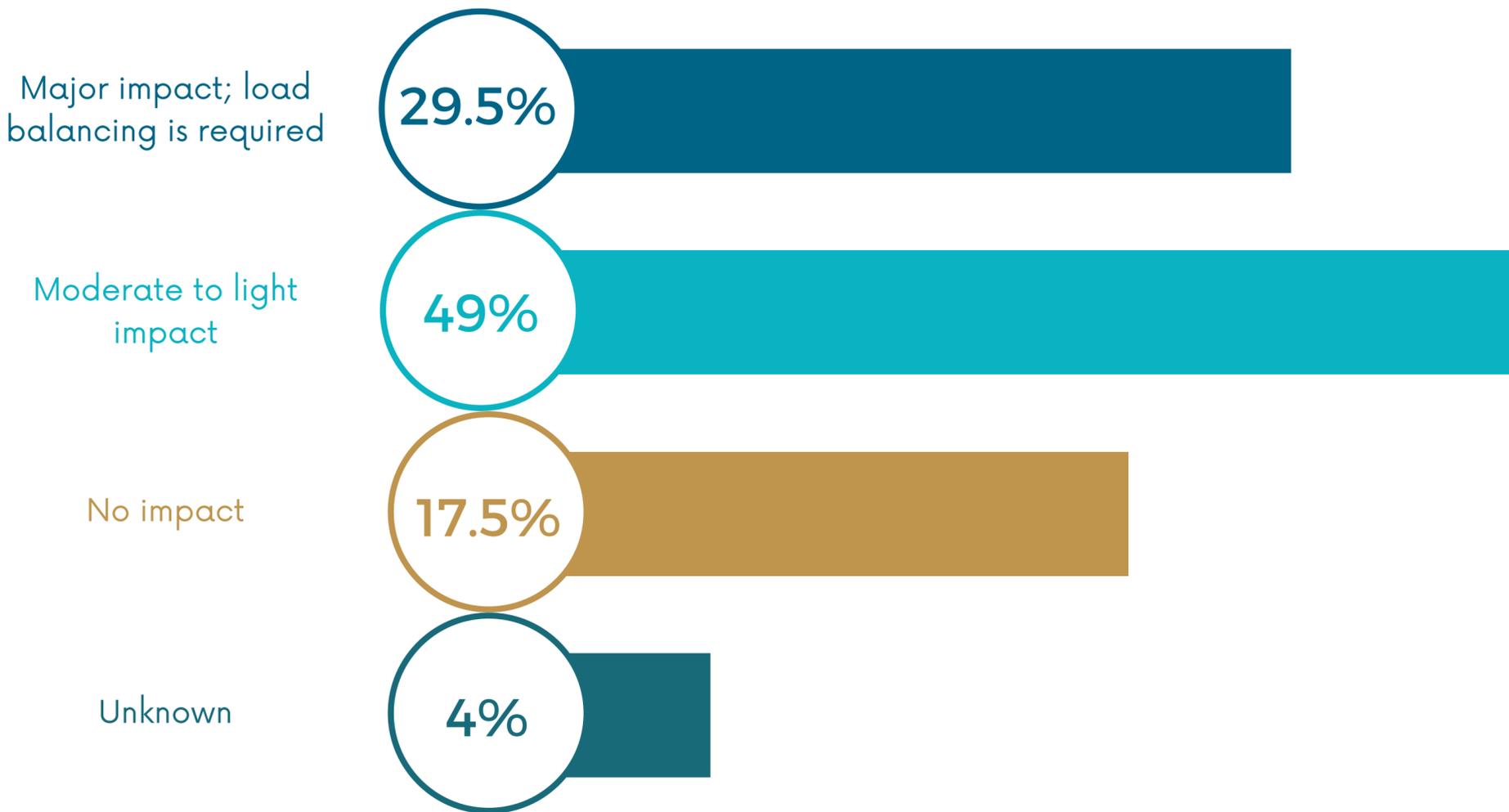


For more than one third of respondents, COVID-19 is having a major impact on IT hiring and staff levels. With 85% of respondents indicating a major impact or moderate to no impact, we can surmise that the vast majority of organizations are experiencing at worst, a reduction in staff levels in the form of furloughs, layoffs, or a reduction in working hours, or at best, a pause in hiring. A tiny proportion (3.5%) indicated they their IT department is hiring through the crisis.



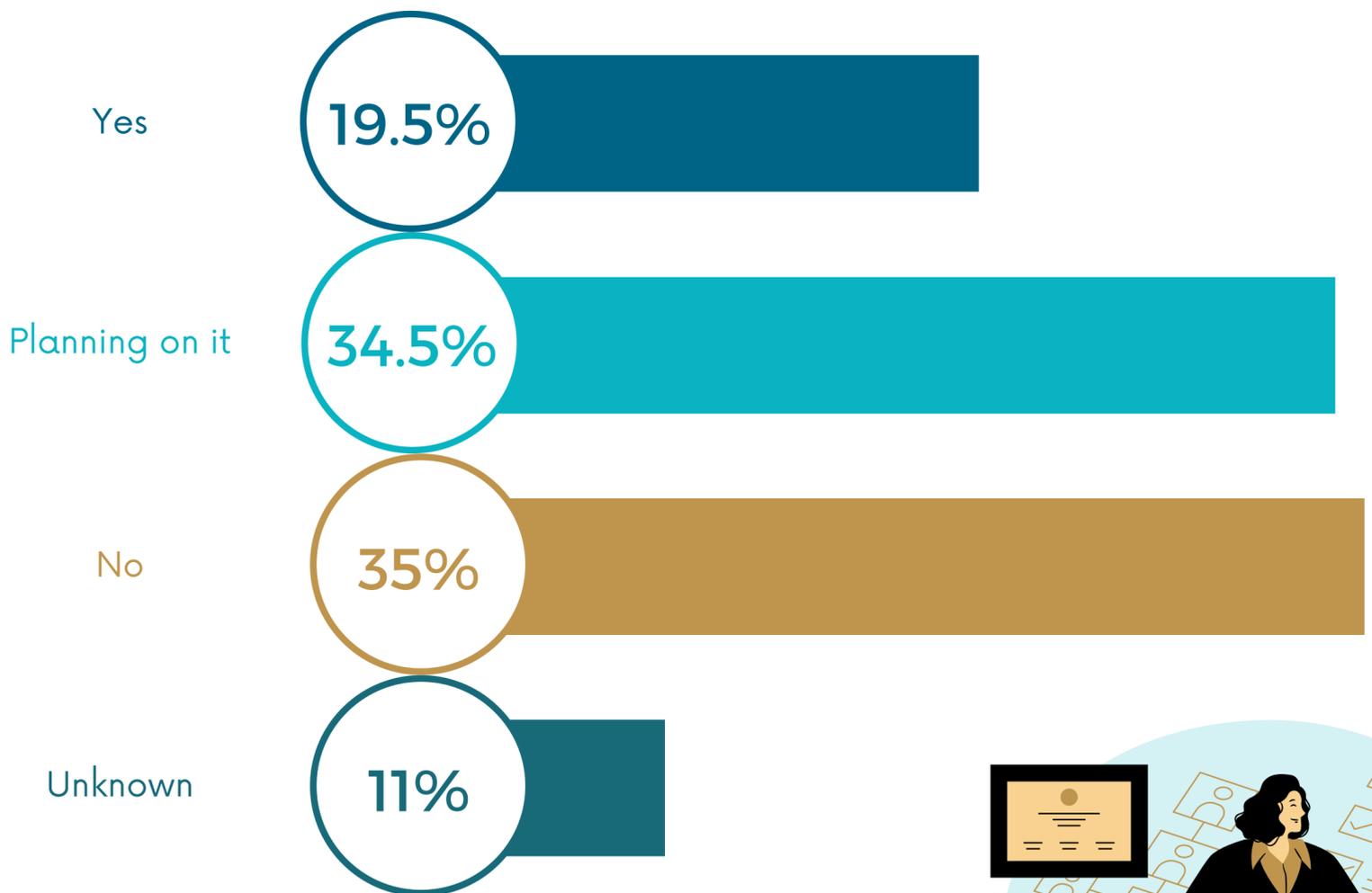


13. IS REMOTE WORK CAUSING A SIGNIFICANT INCREASE IN WORKLOAD FOR YOUR KEY OPERATIONAL SYSTEM?



Remote work, especially where large teams are concerned, clearly has an impact on workload. In nearly one third of cases, load balancing is needed. Only 17.5% of respondents indicated that remote work has no impact.

14. IS YOUR IT DEPARTMENT HELPING YOUR ORGANIZATION CONTRIBUTE TO THE FIGHT AGAINST THE VIRUS, FOR EXAMPLE BY DONATING VIRTUAL ROOMS NETWORKING AND CONNECTIVITY TO TEMP HOSPITALS, TEXT MESSAGING, ETC.?

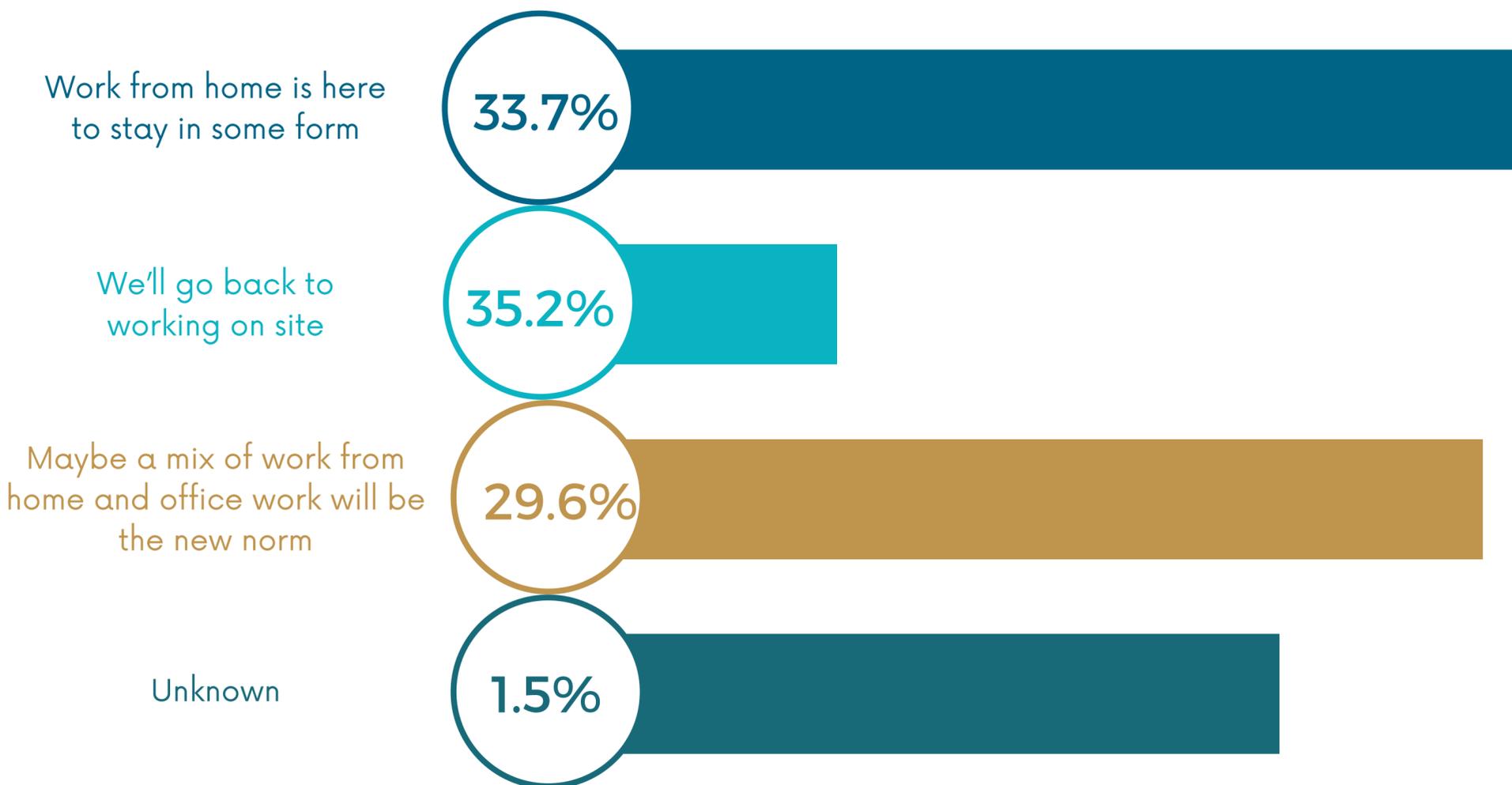


History has shown us that human beings tend to come together in times of crisis. During COVID-19, IT departments have been no exception to the phenomenon of business-related altruism. Corporate philanthropy appears to be thriving, with more than half of respondents stating that their organization is contributing or planning to contribute to the fight against the virus via donations of IT-related services or equipment.

Businesses can have a positive impact on society and contribute to social innovation. Corporations can tend to their bottom line, yet at the same time address the health and safety of their employees, support their community, contribute to research, and support small business.



15. WHEN COVID-19 IS BEHIND US, WHAT DO YOU THINK WILL HAPPEN TO REMOTE/WORK FROM HOME ARRANGEMENTS FOR IT?



Given the supportive responses to remote work in Question 5, it shouldn't be surprising that the majority of respondents conjecture that work from home is here to stay in some fashion, whether outright or in a hybrid arrangement. Roughly 35% feel that on site work will once again be the norm for IT when COVID-19 is behind us. Work from home may be the genie that won't go back in the bottle.

Organizations have already invested in infrastructure to enable remote work, employees are by most accounts productive, and business appears to be continuing in some fashion. We will be sure to ask the question when COVID-19 is in the history books.

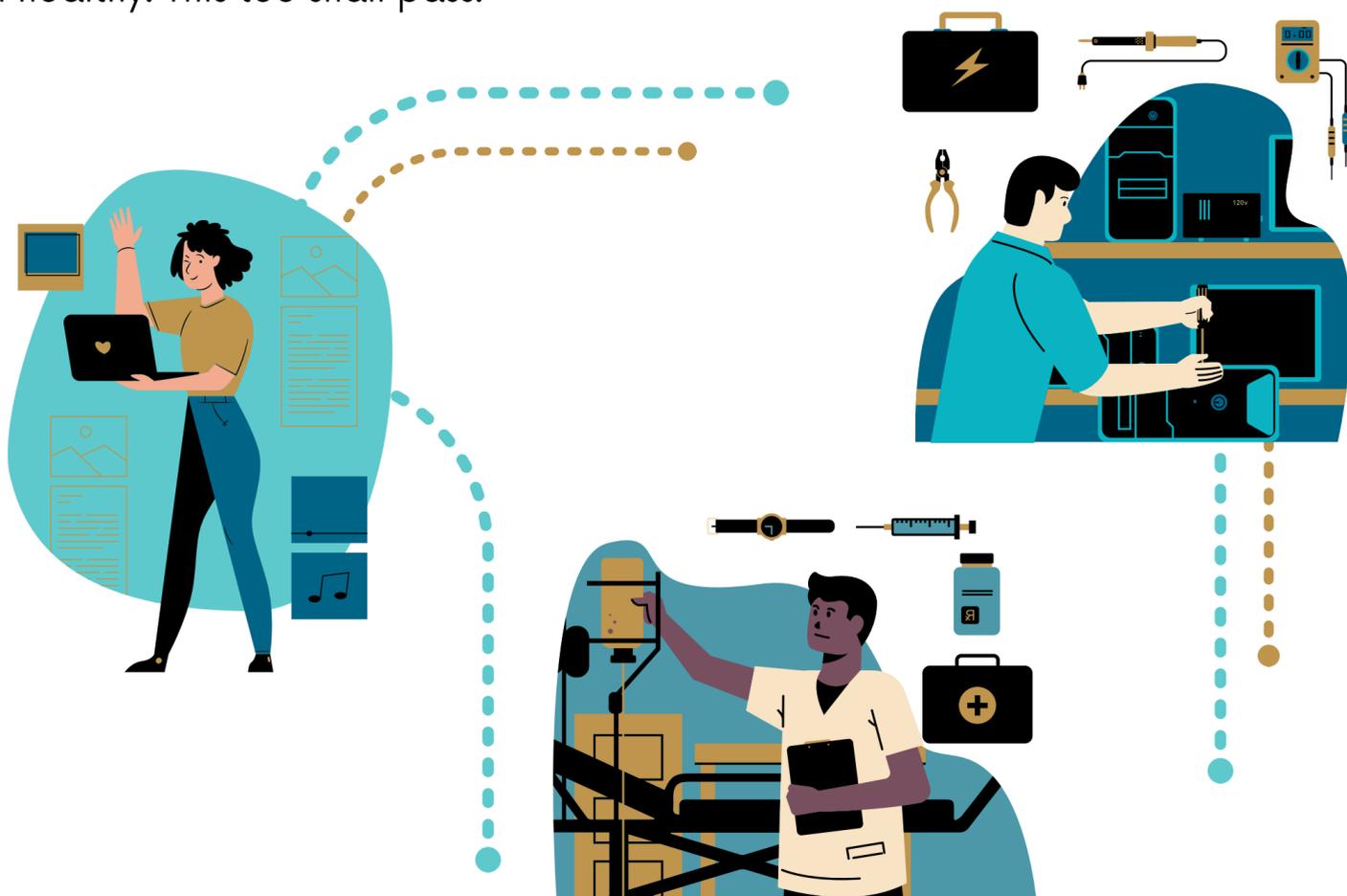
CONCLUSION

Positivity in uncertain times

The COVID-19 pandemic has ushered an era of global human loss and suffering, uncertainty, and profound economic disruption. It is difficult to calculate the cost now when the crisis is likely in its early stages. This survey will be dated in mere weeks after its release, and future investigations on socio-economic impacts will continue to impart insights into the COVID-19 crisis.

Despite the challenges associated with COVID-19, this survey imparts a sense of optimism and positivity. It highlights some wonderful facts: that IT teams are resilient, determined to work through the crisis, and care about the health and safety of their employees. Business is disrupted, but IT projects are going forward in some capacity even if some alterations and re-planning are required in the short and longer term. The view on remote work is undeniably positive – IT teams are working better than before or just as well as before the crisis. What's more, IT and the Tech sector are uniquely positioned to assist the fight against the virus, and are doing so in large numbers.

Resilient. Determined. Positive. IT teams are paving the way to the future with their outlook and unique skills. It's likely that IT will adapt to changing times and change; perhaps the change in IT will be for the better. VirtaMove hopes that you stay safe and healthy. This too shall pass.



About VirtaMove

VirtaMove software provides a fast, flexible way to move server applications to new cloud or datacenter servers, without install scripts or source code. Encapsulating Windows and Linux applications in VM/OS-free moving containers, VirtaMove's patented software provides an automated, stateful re-install of most complex server applications. VirtaMove allows you to modernize your infrastructure, moving from an old OS to a newer one with automation – modernize and move forward to a new datacenter server or cloud in one step. For more information, visit <http://www.virtamove.com> and follow us on Twitter @VirtaMove. Move Forward!