



THE DIGITAL SKILLS GAP

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The article references the [CCC 2019 Global Digital Skills Report](#) which I developed for the Cloud Credential Council.

Education, Training, Professional Development And The Digital Skills Gap

Unless you have been living under a rock in recent times you will have noticed that some fundamental shifts have been occurring in the world of IT.

These shifts are driven by the constant changes in technology, management models, business models, and individual attitudes and behaviours.

Digital Transformation

Digital transformation is one of a number of new buzzwords or concepts which has become very popular. However, it is also often very mis-understood. Digital transformation reimagines how an organisation's people, capabilities, processes and technologies can be used to radically change business performance and outcomes.



In many cases digital transformation is helping, or causing, organisations to actually change some element of their traditional business model.

Market Research In Digital Skills

Preliminary results from the CCC Global Digital Skills survey show that 56% of respondents believe that the work they carry out today will change significantly during their career, due to the impact of digital. However, 34% of respondents will adopt a 'wait and see' strategy.

This suggests that about one-third of IT professionals will take a reactive approach to upskilling in order to remain relevant in today's ever-changing landscape. We strongly advocate that taking a reactive approach is the opposite of what IT professionals and leaders should do.

When asked "How important are training and certifications for you in your transformation journey to digital?" 74% of respondents believe that training and certification is important.

This is to be expected due the rapid changes in technology and the impact it is having on business models. However, achieving the right level of training and certification will require organisations to provide sufficient budgets to enable their staff to upskill.

Over 89% of those surveyed cited that they believe the future will bring new opportunities and exciting new challenges for their careers. The future will indeed bring exciting new opportunities, the onus is on IT Professionals and IT.



leaders to ensure today's workforce receive the appropriate level of upskilling to remain relevant in today's ever-changing world of business and IT

Digital Skills Gap

It is becoming clearer that there is an ever-growing digital skills gap happening now and the gap appears to be ever increasing. that there now One significant, and very tangible, consequence of the digital skills gap cab be seen in organisations who are adopting the digital technologies.

The rapid change in technology in recent years provides organisations with the ability to instantaneously ramp IT resources and business services (enabled by IT) up and down to respond to immediate changes in customer and demand.

However, many organisations continue to adhere to what are now appearing to be very inflexible work practices, attitudes and behaviours.

In the IT world, traditional models, frameworks and work practices that have served us well in the past now find themselves under pressure to deliver results.

The ways in which IT professionals have managed IT traditionally are not fully transferable to managing the newer digital technologies and services.

This adherence is leading to an inflexible culture within the IT function of many organisations. The most obvious solution is that change is needed to update current work practices, beliefs and ways of working. While this is obvious. it is by no means simple.



Report Findings (Sample)

- 74% believe that training and certification is important
- 56% believe that their work will change significantly during their career
- 33% of IT professionals will take a reactive approach to upskilling
- 34% of IT professionals will take a 'wait and see' approach to upskilling
- 90% believe the future will bring new opportunities and changes to their career

Transformation Of The IT Professional

What is becoming obvious is that learning paths for both individual IT professionals and organisations will need to take a blended approach to upskilling.

Training and certifying on just a small number of frameworks, standards or models is no longer good enough.

The formula for success is to structure training, education and certification for IT professions to cover a broader scope which combines current and emergent practices, technology, standards, frameworks and models.

Budgetary and business cases of upskilling and personal development must be factored into the organisation's business plans.



Closing the digital skills gap a fundamental necessity if organisations, and IT professionals are to remain relevant, competitive and profitable.

Remember, focusing on the technology alone will not deliver digital success, digital innovation, or digital value— it will only deliver new technology.

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