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## A Preview of the 2022 SIM IT Trends Study

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# EDITORS' COMMENTS

## A Preview of the 2022 SIM IT Trends Study

The IT Trends Research Team would like to thank Leon Kappelman for leading the Annual IT Trends Study for the past decade. Leon retired from academia in 2021 after a career of enlightening students. Thank you for your wisdom, mentorship, and friendship.

Since 1980, the Society for Information Management (SIM), a co-founder of *MIS Quarterly* (*MISQ*) and *MIS Quarterly Executive* (*MISQE*), in collaboration with a team of MIS academicians, has conducted a survey of its members to identify and study the most important IT management issues. Over the decades, the SIM IT Trends Study has evolved and expanded into an insightful and comprehensive investigation of information systems (IS) management issues, practices, and leadership. The study provides both practitioners and researchers with valuable trends analyses and a snapshot of the state of IS management. This preview highlights a few topics from the 2022 study. The complete 42nd annual report will appear in the March 2023 issue of *MIS Quarterly Executive*.

As in past years, data was collected over the course of nine weeks, from April to June 2022.

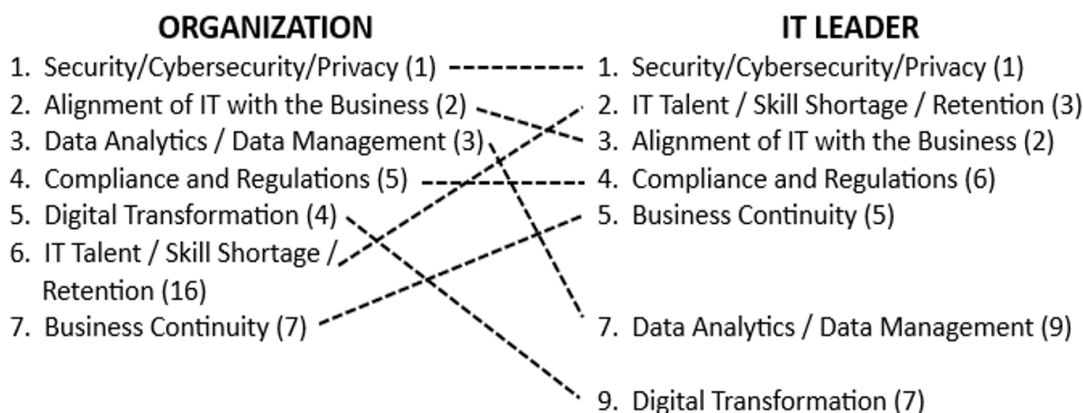
During this period, the research team contacted 4,200 SIM members. A total of 796 completed responses were received (18.95% response rate), representing 540 unique organizations and 334 CIOs. SIM member organizations come in all sizes and from more than 30 different economic sectors. Organizations range from early-stage private to long-lived private, government, NGO, and publicly traded enterprises. The average revenue for participating organizations was \$6.1 billion and the median revenue was \$400 million. The findings in this preview are those of the senior-most IT executives in the 540 responding organizations.

While the 2021 IT Trends Study explored how organizations appeared to be returning to normalcy after 2020, the 2022 IT Trends Study explores how organizations are continuing to respond to ongoing challenges. Some of these challenges include slowly recovering supply chain issues, rising costs, and difficulty finding and retaining IT talent.

### Most Important and Most Worrisome IT Management Issues

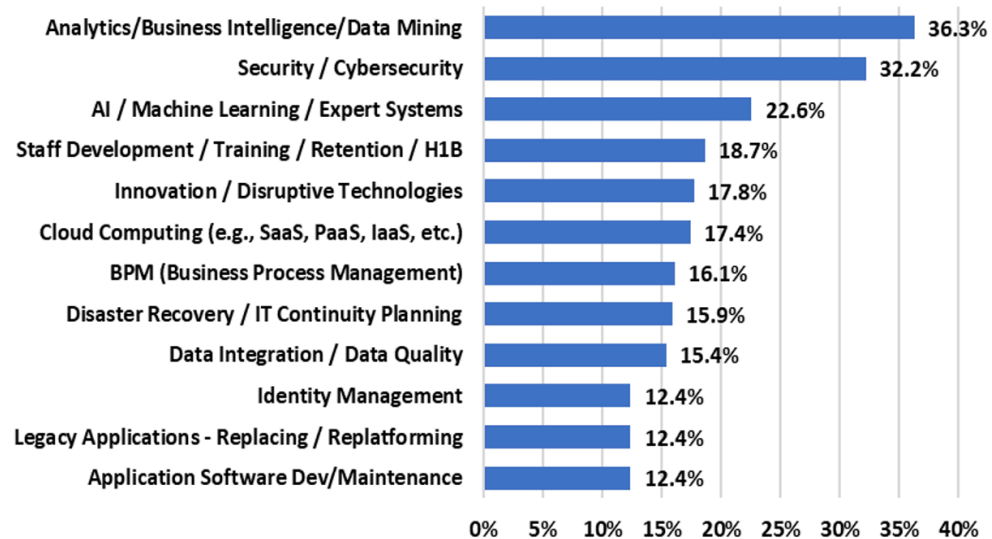
Each year, the SIM IT Trends Study examines and reports on the IT management issues that are considered both the most important to organizations and the most worrisome to senior IT leaders. Participants were asked

**Figure 1: Top-Five Most Important and Worrisome IT Management Issues**



Number in parentheses refer to item's ranking in the 2021 study

**Figure 2: Information Technologies that Should Receive More Investment**



to choose from a list of 30 options up to five IT management issues or concerns in each category. While some issues like “Security/Cybersecurity/Privacy,” “Alignment of IT and/with the Organization,” and “Data Analytics/Data Management” have consistently ranked high in both lists, there are discrepancies between the top concerns of IT leaders and those of their organizations. While the two lists remain somewhat consistent from 2020 to 2021, there were some changes. “IT Talent / Skill Shortage / Retention” entered the top 10 for organizations, rising from 16th to 6th position, and for IT leaders increasing from 3rd in 2021 to 2nd. In addition, “Velocity of change – Business” moved from 14th position in 2021 to 9th, and for IT leaders increasing from 26th to 12th. Figure 1 illustrates the rankings and differences in the top five on both lists.

**The Largest IT Investments of Organizations**

Participants were also asked to select up to five areas/technologies from a list of 28 options in each of three categories: (1) their organization’s largest near-term IT investments; (2) areas that should get more investment; and (3) areas of greatest concern to them personally. The largest near-term investments in “Analytics/Business Intelligence, and related technologies (such as Data Mining, Big Data, and Forecasting),”

“Security/Cybersecurity”, and “Cloud Computing” continue to occupy the top three positions. In addition, “Disaster Recovery and IT Continuity Planning” increased from 15th position in 2021 to 8th in 2022. Figure 2 depicts the percentage of IT leaders selecting the technologies that “should receive more investment.” Analytics and Security appear in the top five of all three categories.

**Measuring IT Performance**

Respondents were asked to select up to five (from a list of 33) of the most important performance measures used to evaluate their own performance as well as the performance of their organization’s internal IT. The top performance measures for internal IT over the past decade have remained somewhat consistent. “Availability/Up Time”, “Customer/User Satisfaction”, and “Cybersecurity” continued in the top three positions. “Cost Control – IT” moved down from 5th in 2021 to 6th in 2022. The top two performance measures for the CIO were “Value of IT to the Business” and “Customer/User Satisfaction”. “Cybersecurity” did move up in 2022 from 5th position in 2021 to 3rd.

**All This and More in the Next Issue of MISQE**

The findings presented here provide but a glimpse at a few of the results of the 2022 SIM IT Trends Study. If you are interested in

knowing more about what keeps CIOs up at night, with whom they spend their time, and what they spend it doing; as well as the practices of organizations with respect to IT spending, workforce, cloud, shared services, governance, and cybersecurity, then do not miss the March 2023 issue of the *MIS Quarterly Executive* and the complete report on these and many more topics, and insights into the ever evolving world of IT management.

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