

THE TOP TEN WAYS THE MILLENNIAL SHIFT IS TRANSFORMING TODAY'S IT DEPARTMENTS

Findings based on a joint survey by Randstad Technologies and IDG Research Services.

WHAT IS THE MILLENNIAL SHIFT?

The reshaping of everything from communication and technology to innovation, both inside and outside of an organization, driving new social and operating norms in line with the expectations of the millennial generation.



WHO ARE MILLENNIALS?

Millennials, also known as Generation Y, were born between 1982 and 1994.

- 1/3 of all employees are millennials
- By 2025, millennials will account for 75% of the workforce

PREPARATION:

While many IT departments say they're preparing for the millennial shift, when asked specifically about their strategies to address the IT needs of a changing workforce, their answers still revealed major gaps.

2/3 of respondents either **Have a Strategy** or are **Formulating a Plan** to specifically address the needs of the next generation of employees from an IT perspective.



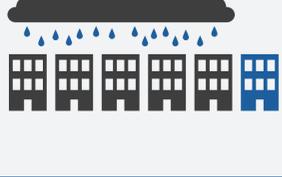
Haven't gotten to it yet...

≈ 1/3 admit not yet responding to workforce changes in any formal way.

50% of organizations believe they are above average at providing the right level of **data security and reliable service**.

FAR FEWER

feel as confident when it comes to their ability to support the millennial shift in other ways.



CONFIDENCE IS LOW

that existing IT staff levels and skill sets will be able to support the millennial shift.

ONLY 1 in 3 respondents are extremely or very confident in either area.



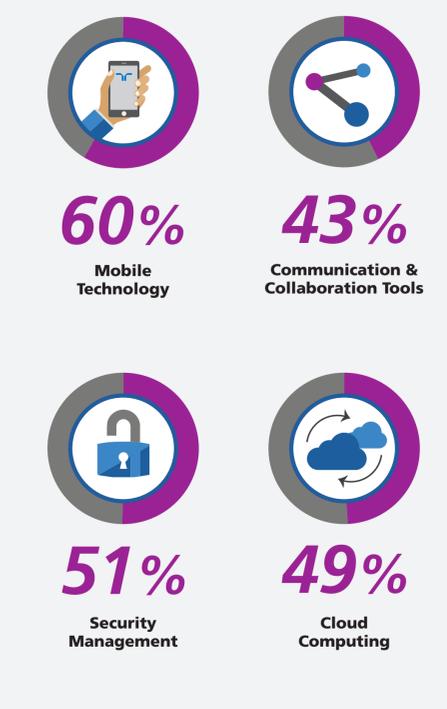
NEW TECHNOLOGY INVESTMENT:

Technology knowledge is at the heart of the issue with the millennial shift. Organizations that aren't already investing in mobile, including adopting a BYOD policy, should start now.

MOBILE is perceived as the most **Essential Technology** to support the millennial shift. The top technologies that organizations view as essential to supporting the millennial shift include:



TOP TECHNOLOGIES that organizations plan to **Invest / Increase Investments in are:**



60% of respondents find integration of new technologies with **LEGACY SYSTEMS** as the primary challenge related to supporting the millennial shift in the workforce.



I can't believe this is outdated already.

MANAGING THE MILLENNIAL SHIFT:

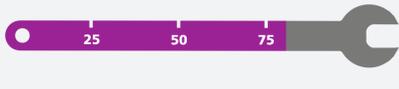
To narrow their millennial preparedness gap, IT departments need a plan for rapid adoption of technologies that will help organizations attract and retain millennials, which could also involve rethinking their human resource policies.

When it comes to an organization's ability to **SUPPORT THE MILLENNIAL SHIFT:**

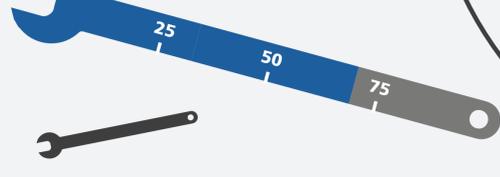
ONLY 40% believe they are above average at communication skills.	ONLY 37% believe they are above average at providing access to corporate data anytime, anywhere.	ONLY 37% believe they are above average at providing access to the latest technology.	ONLY 36% believe they are above average at providing an enjoyable user experience.
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TO ADDRESS IT SKILL GAPS:

80% of organizations expect to outsource portions of IT projects to an external service provider.



70% expect to outsource large IT projects to an external services provider who can provide full turn-key delivery of required outcomes.



Just 22% of organizations have integrated technologies to successfully handle employee **KNOWLEDGE TRANSFER.**

For complete survey findings, please read the report titled, "Preparing for the Millennial Shift:"

<http://randstad.us/Millennial-Shift-IT>

This survey was fielded by IDG Research Services from October 31, 2014 to November 11, 2014 as an online questionnaire with 134 qualified completes. To complete this survey, respondents were required to hold specific IT job titles and be part of a 1,000+ employee organization that has been impacted by the "millennial shift" in the workplace to some extent.