DevOps Institute

Upskilling IT Report | 2023

Fact Sheets
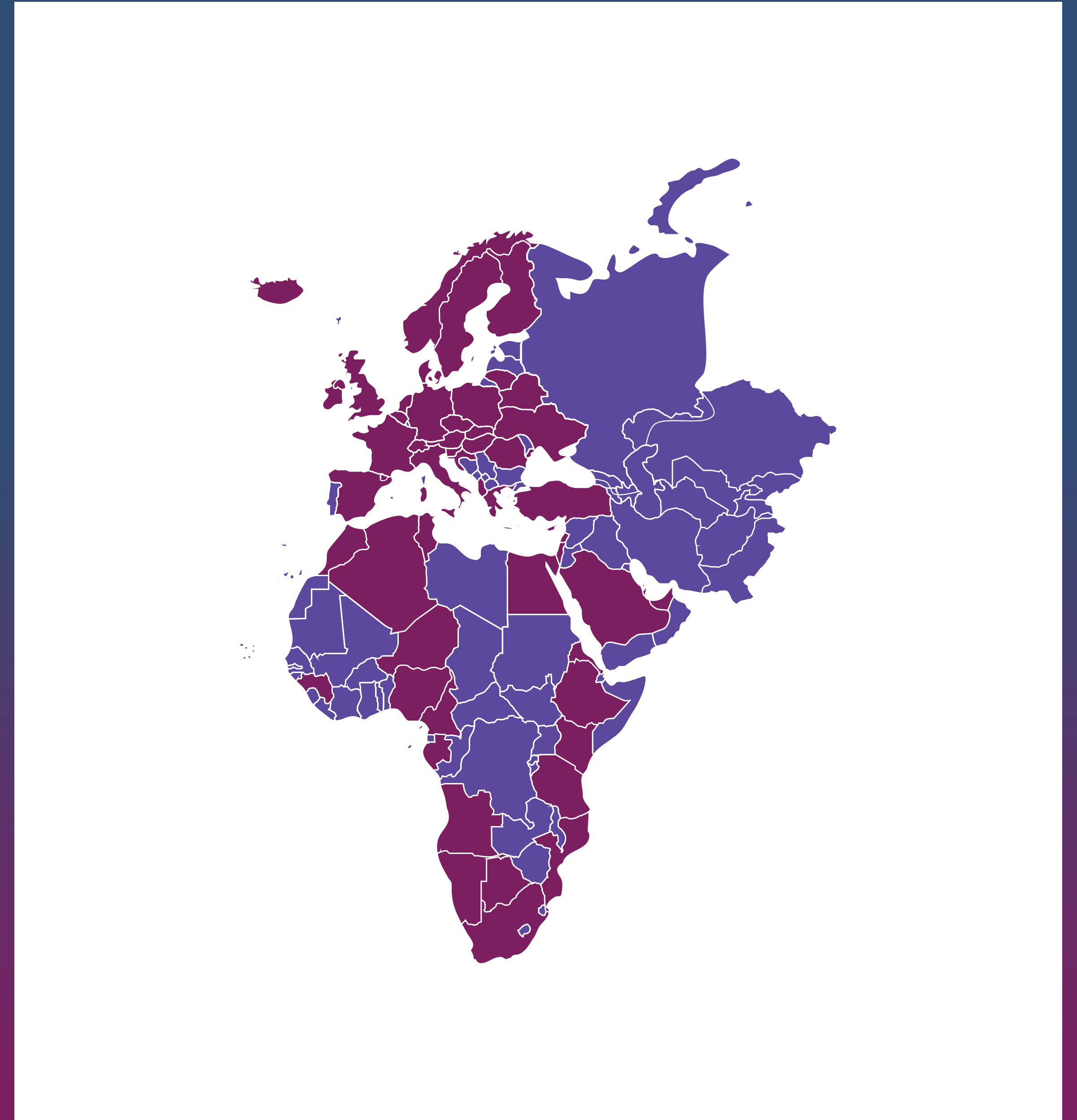
REGIONAL FACT SHEETS

Americas
74.8% survey respondents from Americas which includes Canada, United States, Latin America and Caribbean

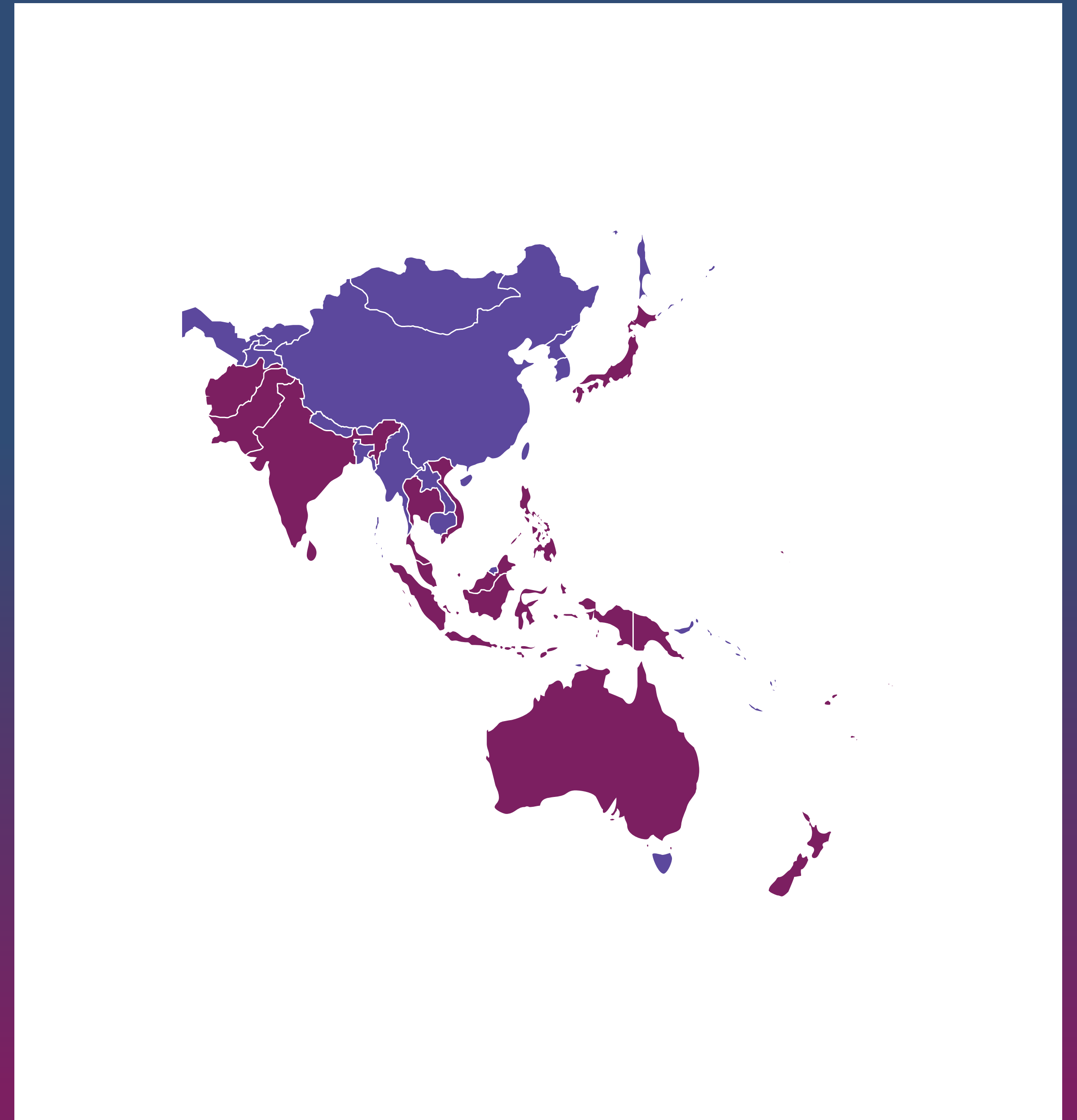# REGIONAL FACT SHEETS

EMEA
17.3% survey respondents from EMEA which includes Europe, Middle East, Africa
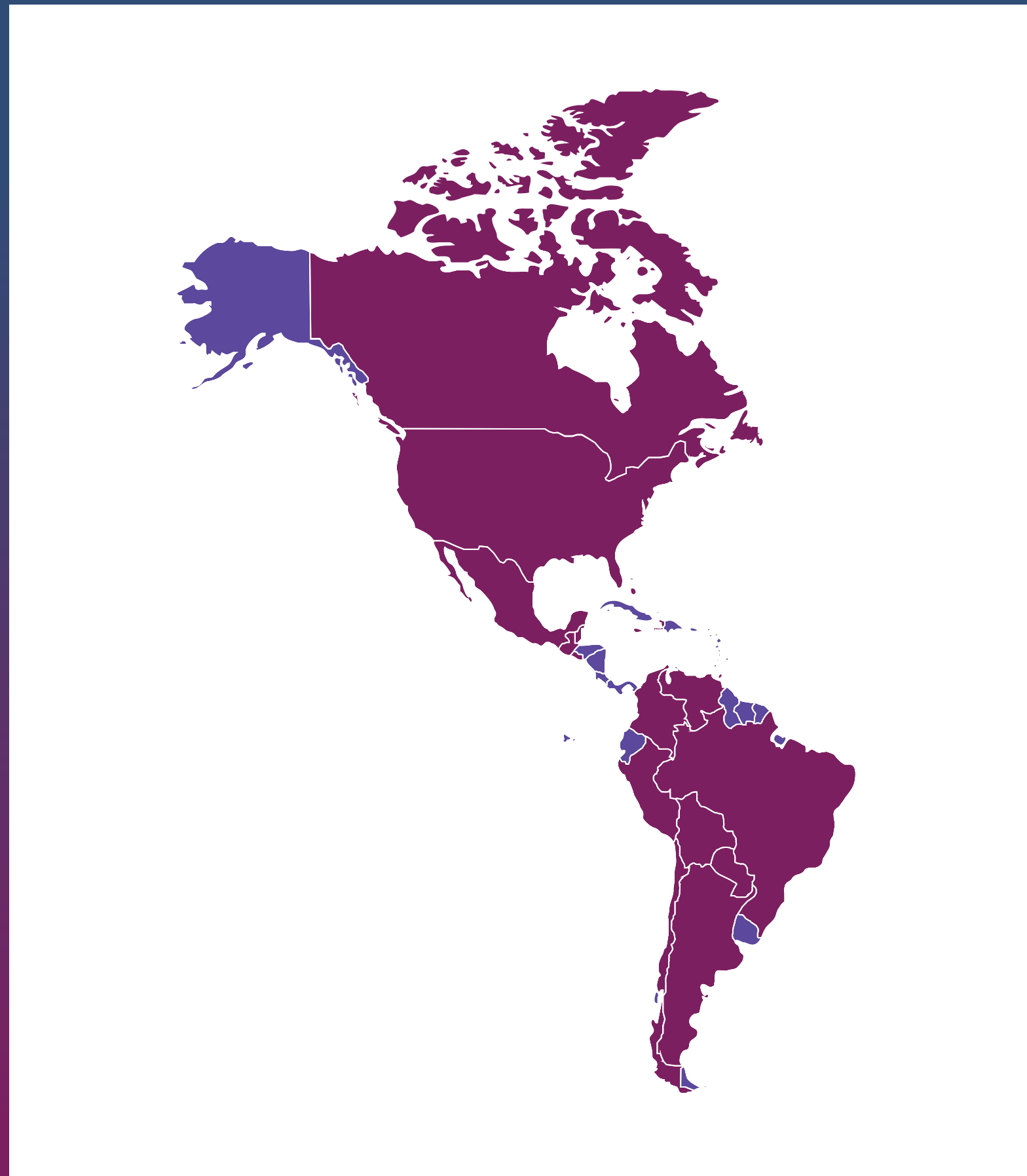
REGIONAL FACT SHEETS

APAC

7.9% survey respondents from Asia which includes Central Asia, South East Asia, Greater China, India and South Asia
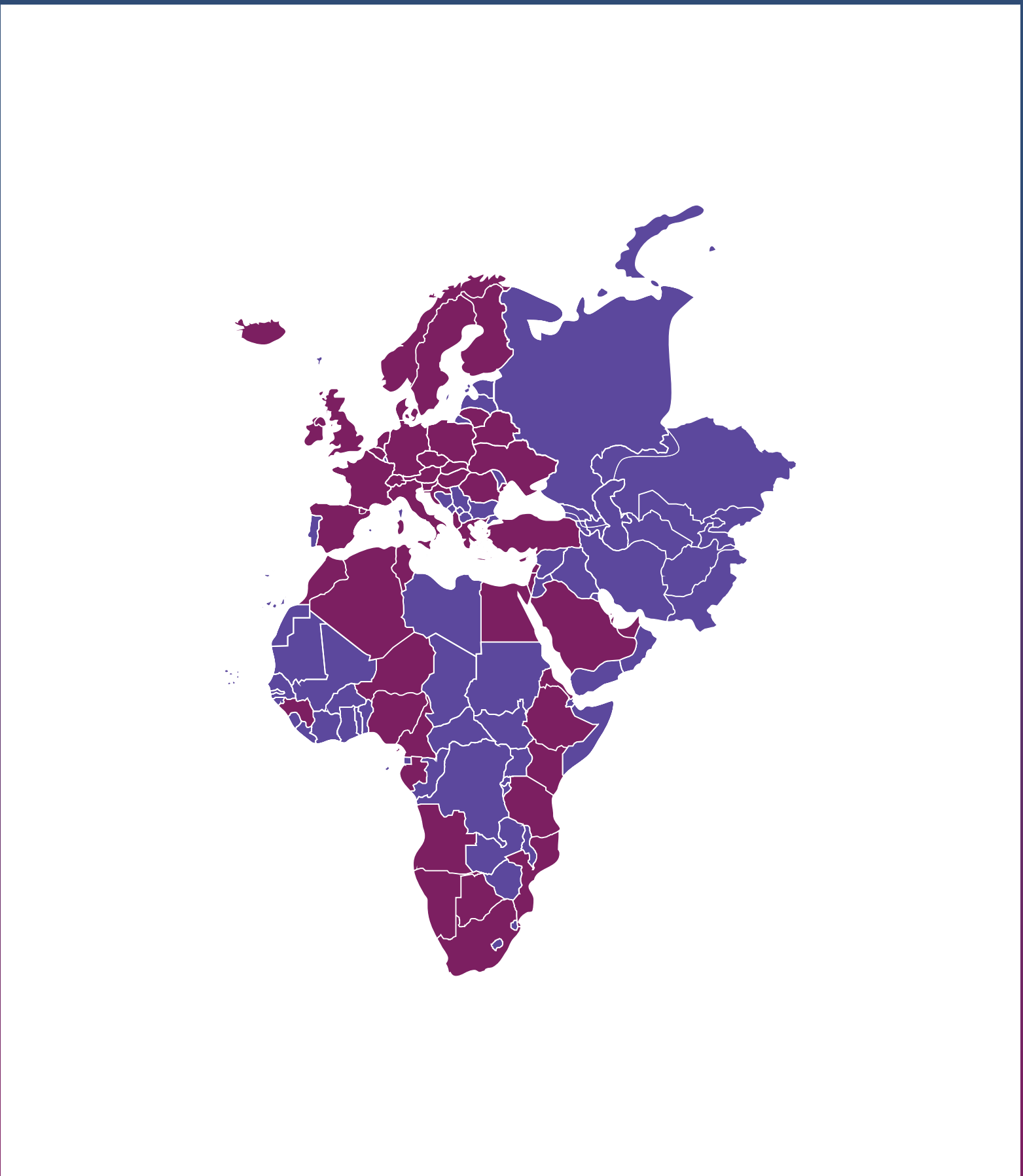
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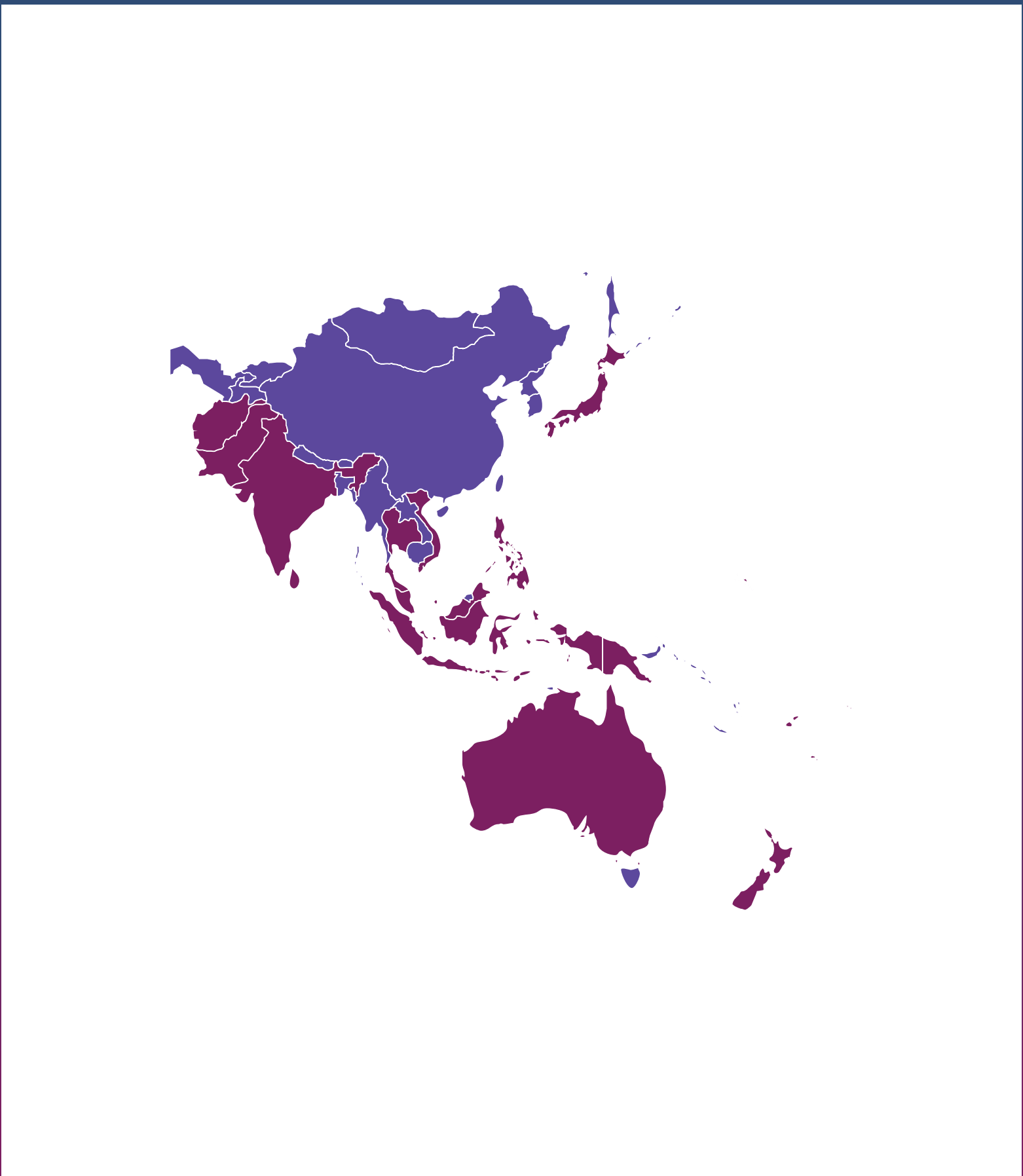
EMEA
17.3% survey respondents from EMEA which includes Europe, Middle East, Africa

APAC
7.9% survey respondents from Asia which includes Central Asia, South East Asia, Greater China, India and South Asia

AMERICAS UPSKILLING 2023 FACT SHEETS

Top Three Challenges Within IT

Managing and/or avoiding technical debt	27%
Insufficient skills or resources	24%
Budget and funding issues	23%

Priorities Across Upskilling Capabilities

Process framework skills	46%
Technical skills	44%
Human skills	40%
Leadership skills	38%
Automation skills	35%

Definitions of Upskilling Capabilities

Human Skills
This skill capability includes emotional intelligence, psychological safety, dynamic learning, happiness at work, diversity and inclusion and a growth mindset.

Process Framework Skills
This skill capability includes a variety of different process frameworks applied within IT organizations.

Technical Skills.
This skill capability includes a variety of technical skills essential within modern IT organizations.

Leadership Skills
This skill capability includes key leadership skills to lead and manage modern IT teams.

Automation Skills
This skill capability focuses on IT automation themes and topics to improve how work gets done.

Process Frameworks in Use Today

DevOps	42%
Agile	29%
Holacracy/Sociocracy	29%
IT Service Management or ITIL®	29%
Design Thinking	26%
System Thinking	24%
Value Stream Management	24%
Product vs. Projects	23%
Agile at Scale	22%
Chaos Engineering	21%
Lean	20%
IT4IT	16%
Customer Reliability Engineering	13%
SRE	13%

Must-Have Process Frameworks within IT

Agile	47%
Site Reliability Engineering	42%
DevOps, DevSecOps	39%
Design Thinking and/or System Thinking	37%
ITIL®	34%
Scaled Agile	34%
ModelOps	34%
TOGAF	33%
Lean	33%
DataOps	33%

Top Areas Where IT Teams Currently Experience Skill Gaps

Technology skills	41%
Human skills	39%
Leadership, mentoring and coaching skills	37%
Vendor engineering	6%
Cognitive skills	34%
Process framework skills	33%
Business acumen	30%
Digital skills	21%

Five Must-Have Technical Skills

Container orchestration	53%
Security and Cybersecurity	49%
Modern compute technology and architectures	47%
Cloud compute platform	45%
Multiple programming languages	45%

Certifications and Training Titbits

61% say certification are very valuable

46% say they have learned a new skill this past 12 months

62% say they often apply the learned skill

Five Must-Have Human Skills

Diversity and inclusion	46%
Collaboration and cooperation	43%
Communication skills	43%
Problem solving	42%
Creativity and entrepreneurship	41%

Five Must-Have Leadership Skills

Diplomacy	57%
Influencing people and culture	49%
Managing organizational change	47%
Visionary	46%
Trust building	46%

Progress On Upskilling

75% say they have a formal upskilling program

Satisfaction with upskilling program:
24% are very satisfied
32% are satisfied

No. 1 barrier to upskilling is lack of time

Company typically provides reimbursement for upskilling/training

What Leaders Can Do:

Identify proactively what skills are needed

Present upskilling benefits and career paths

Understand and continuously improve quality of upskilling programs

What Individuals Can Do:

Leverage learned skills in actual projects

Demand time for upskilling

Showcase benefits of upskilling to others

To Learn More:

Expand skills through **events**

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EMEA UPSKILLING 2023 FACT SHEETS

Top Three Overall Challenges Within IT

Insufficient skills or resources	41%
Managing and/or avoiding technical debt	39%
Budget and funding issues	37%

Priorities Across Upskilling Capabilities

Process framework skills	52%
Automation skills	47%
Technical skills	47%
Human skills	44%
Leadership skills	40%

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Process Frameworks in Use Today

DevOps	58%
Agile	50%
Design Thinking	36%
IT Service Management or ITIL®	32%
Agile at Scale	25%
Holacracy/Sociocracy	18%
Value Stream Management	16%
System Thinking	15%
Product vs. Projects	13%
SRE	12%
Lean	12%
Chaos Engineering	10%
IT4IT	9%
Customer Reliability Engineering	7%

Must-Have Process Frameworks within IT

Agile	45%
DevOps, DevSecOps	43%
Design Thinking and/or System Thinking	30%
Site Reliability Engineering	30%
Value Stream Management	28%
Lean	27%
Scaled Agile	23%
DataOps	22%
ITIL®	22%
Holacracy/Sociocracy	20%

Top Areas Where IT Teams Currently Experience Skill Gaps

Process framework skills	46%
Vendor engineering	32%
Cognitive skills	40%
Technology skills	44%
Human skills	36%
Leadership, mentoring and coaching skills	28%
Business acumen	26%
Digital skills	17%

Five Must-Have Technical Skills

Cloud compute platform	53%
Container orchestration	52%
Security and Cybersecurity	48%
Modern compute technology and architectures	41%
Application technologies	38%

Certifications and Training Tidbits

68% say certification are very valuable

82% say they have learned a new skill this past 12 months

60% say they often apply the learned skill

Five Must-Have Human Skills

Problem solving	53%
Flexibility and adaptability	51%
Collaboration and cooperation	50%
Diversity and inclusion	49%
Personal value commitment	47%

Five Must-Have Leadership Skills

Trust building	53%
Influencing people and culture	51%
Diplomacy	50%
Empowerment	50%
Visionary	48%

Progress On Upskilling

64% say they have a formal upskilling program

Satisfaction with upskilling program:
16% are very satisfied
37% are satisfied

No. 1 barrier to upskilling is lack of time

Company typically provides reimbursement for upskilling/training

What Leaders Can Do:

Identify proactively what skills are needed

Present upskilling benefits and career paths

Understand and continuously improve quality of upskilling programs

What Individuals Can Do:

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APAC UPSKILLING 2023 FACT SHEETS

Top Three Overall Challenges Within IT

Insufficient skills or resources	45%
Managing and/or avoiding technical debt	37%
Budget and funding issues	33%

Priorities Across Upskilling Capabilities

Process framework skills	64%
Human skills	60%
Technical skills	60%
Automation skills	55%
Leadership skills	52%

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Value Stream Management	19%
System Thinking	18%
Lean	14%
Holacracy/Sociocracy	13%
Chaos Engineering	12%
Customer Reliability Engineering	11%
IT4IT	11%

Must-Have Process Frameworks within IT

Agile	49%
DevOps, DevSecOps	49%
Design Thinking and/or System Thinking	41%
Value Stream Management	35%
Site Reliability Engineering	35%
ITIL®	33%
DataOps	27%
Scaled Agile	25%
Lean	24%
TOGAF	23%

Top Areas Where IT Teams Currently Experience Skill Gaps

Process framework skills	50%
Technology skills	50%
Cognitive skills	44%
Vendor engineering	38%
Leadership, mentoring and coaching skills	36%
Human skills	26%
Business acumen	21%
Digital skills	16%

Five Must-Have Technical Skills

Cloud compute platform	61%
Security and Cybersecurity	60%
Application technologies	56%
Modern compute technology and architectures	56%
Container orchestration	54%

Certifications and Training Tidbits

74% say certification are very valuable

84% say they have learned a new skill this past 12 months

50% say they often apply the learned skill

Five Must-Have Human Skills

Sharing and knowledge	60%
Problem solving	57%
Communication skills	57%
Collaboration and cooperation	56%
Interpersonal skills	53%

Five Must-Have Leadership Skills

Influencing people and culture	62%
Trust building	61%
Empowerment	58%
Diplomacy	57%
Visionary	56%

Progress On Upskilling

56% say they have a formal upskilling program

Satisfaction with upskilling program:
20% are very satisfied
41% are satisfied

No. 1 barrier to upskilling is lack of time

Company typically provides reimbursement for upskilling/training

What Leaders Can Do:

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