

# The cloud skills gap

## Bridging the skills gap to unlock the potential of cloud technology

The pace of technology transformation has never been faster. The asynchronous dance between technological advancement and organisational adaptability is leaving IT teams out of breath as they scramble to develop the skills needed to take advantage of innovations like cloud and AI.

The cloud demands an entirely new approach to operations. The transition to the cloud demands expertise in areas such as cloud computing, automation, data analytics, and cybersecurity.

Failing to build those competencies not only jeopardises organisations' cloud ambitions but also puts them at risk of falling behind and potentially losing their competitive edge. To address this challenge, it is imperative to identify the gaps that exist and proactively take steps to mitigate them.

## Peer insights

We recently surveyed 500 IT decision makers spanning the UK, Benelux, North America and Australia to understand if and how the cloud skills shortage is affecting IT teams and their priorities in 2024.

## The realities

**95%**

of organisations state that lack of cloud skills has negatively impacted their organisation

**43%**

of organisations have fallen behind on compliance and security

**5 months**

Digital transformation projects are experiencing delays of an average of 5 months

**32%**

almost a third of organisations have missed financial objectives as a result of the cloud skills gap

**41%**

have experienced application performance issues and outages

**40%**

of organisations have struggled to retain IT staff in the last 12 months

## The path ahead

**97%**

of respondents state that upskilling the existing IT team to new ways of working will be a priority in the next 12 months

**93%**

of respondents view investing in cloud managed services as a priority to bridge the cloud skills gap

## Strategies for addressing the cloud skills gap

**1.**

Upskill the existing team

**2.**


Retain the existing team

**3.**

Attract new talent

**4.**

Invest in cloud managed services to bridge the gap



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To succeed with cloud adoption, you need a partner that can help you bridge between where you are and where you want to get to. They should allow you to scale up their service at first but then gradually scale back when you've reoriented your team or started hiring a few more people. This flexibility allows companies to retain the control of their business in the way they feel they need to.”

**Craig Thomson**  
Senior Vice President, Cloud and Application Services  
SoftwareOne

## 10 keys for talent reorientation

If you and your team are reorienting from managing and supporting a data centre to managing and supporting cloud applications, focus on these areas first:

**1.**

Understand cloud architecture

**2.**

Embrace DevOps practices

**3.**

Master cloud security

**4.**

Collaborate and learn from the cloud community

**5.**

Learn about cloud-native technologies

**6.**

Adapt monitoring and troubleshooting

**7.**

Acquire cloud-specific certifications

**8.**

Develop automation and scripting skills

**9.**

Stay updated on cloud advancements

**10.**

Explore FinOps



### The experts you need to operate in the cloud

SoftwareOne Cloud Managed Services provide cloud experts and sophisticated tools and automation to help ensure the rock-solid operation of your organisation's IT engine room. You can have a team by your side, recommending and implementing technology, process, and cost optimisations. We align to your business goals for cloud transformation.

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