20/20 Vision: Predictions for a New Decade of IT

Sharpen your perception of the future – it's time to achieve clarity for your IT strategy. We asked our most prominent experts to predict what IT looks like for a new decade. Our experts and thought leaders gazed into the future to give you bold, yet realistic takes on trends and events across the entire scope of IT. Consider these insights when shaping your IT department's priorities and budgets this year and in the near future.

Service Management has a New Focus

As competition for IT talent grows in 2020, IT organizations will look internally to develop workers to fill skill gaps. We will see internal investment in existing staff more than ever before and retaining these resources will be a top organizational challenge.

Adam Jones, Senior Director of IT

In 2020, user experience will become the priority of the IT digital transformation, moving to "humanize" IT and unroot traditional processes to force a more real-time approach to service delivery.

In 2021, the concept of DevOps will start to be outmoded, with IT silos being a thing of the past. It will no longer be desirable that Dev, Ops, and Security teams collaborate; they'll simply be one united team with extreme ownership over IT outcomes.

Bob Janssen, Chief Technology Innovation Officer

By 2021, with an increased focus on user experience and automation, IT will enable four-day work weeks for a new generation of workers who are shifting the concept of work where productivity is measured by outcome rather than the hours worked.

Rex McMillan, Product Manager

Research shows that the mass notification market is growing rapidly. By 2025, with a more mobile and flexible workforce, efficient working practices, and a desire for immediate communication, companies will migrate to more open and widespread communication models.

Mark McGinn, Managing Director at Marxtar, Certified Ivanti One Partner

Sophisticated Security isn't a Luxury, it's a Necessity

Many IT professionals have still not completed Windows 10 migration projects, meaning that in 2020, Windows 7 and Server 2008/2008 R2 will continue to be common targets for threat actors who are counting on the fact that these operating systems will still be very prevalent and exposed.

By 2021, companies will take a hard line with known exploited vulnerabilities and move toward real-time response to remediate threats in hours instead of months. To achieve this, companies will place risk mitigation before operational impact when it comes to these known threats.

Chris Goettl, Director of Product Management

By 2025, zero trust access and architecture will be the norm. Whether cloud delivered or on-premise, security will no longer be determined by where you sit or what network you are connected to.

By 2022, our identity will – reliably and consistently – be our own faces or other bios. Organizations will abandon the password and embrace a whole host of new challenges.

By 2025, we will have lost the War for Privacy. We will all surrender to the convenience and life improvements that sharing our data provides.

**Adam Jones,** Senior Director of IT

In 2020, social engineering will continue to be the largest area for cybersecurity attacks. It will continue to be the most utilized form for breaches. There will also be more sophisticated phishing campaigns, backed by ransomware requests, targeted at large companies. We will also see a large increase in SMishing as more and more confidential and personal data resides on cell phones.

AI will continue to shape and change security. AI will be a big help in speeding response to attacks, but hackers are using the same technology and techniques to exploit vulnerabilities. In 2020, we will see who can stay in the lead.

Lynx Technology Partners, Ivanti One Certified Partner

As organizations fail to meet their Windows 10 migration target dates in 2020, systems will remain vulnerable to attack. A number of high-profile attacks will take place in data centers as a direct result of the end of life support of Microsoft Windows Server 2008.

Melanie Karunaratne, Director of Product Marketing
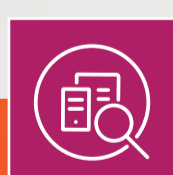
Asset Management is Key

"Low code/no code" will continue to grow in 2020, empowering users across organizations to make applications and solutions that work for them, right there and then. This will cause several problems – the tools used pose a variety of compliance issues with their own licensing, making an organization's software portfolio messy and hard to manage. It will also make data regulation compliance more difficult.

In the upcoming years, cloud audits will start to become more common – that is, vendors auditing across public cloud environments like AWS and Azure, as well as auditing against SaaS application usage.

Rich Gibbons, Microsoft Licensing Analyst at The ITAM Review

In 2020, eliminating unused SaaS subscriptions will be a key focus for asset management cost optimization initiatives.

Melanie Karunaratne, Director of Product Marketing

In 2020, the challenge of shadow IT will be eliminated as organizations adopt new technologies that provide real-time insight into IT devices, services, and applications as well as the users that use them.

Bob Janssen, Chief Technology Innovation Officer

ivanti