IT Observability Insights

ASEAN, 2024

Insights from a Survey of 150 Technology Leaders in ASEAN

dynatrace

Corinium

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Executive Summary

In modern businesses, the IT landscape is continually transforming. Organisations across the world, once operating within more discrete and private environments, now tend to lean on powerful multi-cloud infrastructures that provide scalability, flexibility and a host of additional services.

While the progression to the hyperscale cloud and multi-cloud model has simplified many aspects of running computing environments, it has introduced its own unique set of complexities.

Managing cloud environments involves navigating multiple service providers, tracking activity and ensuring security and compliance across distributed systems, and handling the intricacies of cloud-native technologies like microservices and containers.

These modern complexities require modern, robust management strategies that ensure functionality, visibility and security.

Through a survey of ASEAN CTOs, CIOs and technology leaders, this report will gauge technology leader sentiment and preferences on topics related to IT complexity, visibility and the challenges of managing diverse IT environments.

The report will touch on how IT architectures have evolved and become increasingly complex, look at strategies for overseeing and observing complex systems, investigate common challenges faced in this area, and consider how new technology trends such as AI may impact the sector.

This survey data will also be supported by insights from technology experts.

Throughout this report, the terms 'digital services', 'IT environments', and 'cloud infrastructure', are used to refer to environments that technology leaders will manage.

These are ecosystems which exist at least partially in the cloud and have associated digital components to support the organisation's business goals, including facing customers, employees or other kinds of users. ■

Key Findings

90%

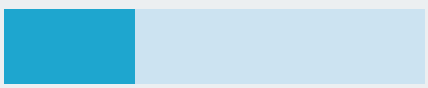
Of those surveyed agree that observability is crucial in mitigating risks early and ensuring the success of digital infrastructure.

51%

Of respondents reported changes in complexity with respect to the number of digital services used.

31%

Say there is 'room for improvement' with the tools provided by hyperscale cloud providers to gain full visibility, event monitoring, data collection and application security.

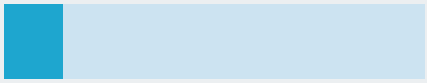


61%

Of respondents say they have changed providers over ease of management and observability.

14%

Of survey respondents are 'Not very confident' in having full visibility over their environments.



Source: Corinium Intelligence, 2024

Methodology

This survey of 150 technology leaders was conducted in February of 2024. Of these, 30% were from Singapore, 20% each from Malaysia, Thailand and Indonesia, and 10% from the Philippines.

Respondents were selected from local and global enterprises with at least 500 employees and are responsible for their organisations' IT environments. They have job titles ranging from C-level to SVPs, VPs, directors, general managers, leads and heads of department.

Their enterprises operate in a mix of industries.

We asked respondents a range of questions about IT environment complexity, essential products and services in modern ecosystems, volume of services required to deliver digital solutions, observability and more.

We then combined our findings with anecdotal commentary from technology leaders in the ASEAN region. ■

Contributors

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Miao Song
Global CIO & Executive Committee Member
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Aslyn Koh
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Complexity in Modern IT

With change comes complexity, effort and the ongoing need for visibility

IT Infrastructure has undergone a significant transformation over the past decade, driven by the widespread adoption of cloud computing and the rapid evolution of web applications.

Organisations all over the world have undergone digital transformations with the goal of improving performance, transactions and interactions in an increasingly digitally connected and determined world.

This progress has resulted in shifts in the complexity of modern IT environments, as technology leaders must deploy, monitor and maintain highly integrated technology stacks comprising infrastructure, applications, networking, and services that may span on-premises, cloud, multi-cloud and hybrid cloud.

Suffice to say, the work of managing and observing IT environments has changed significantly from the days of purely on-premises infrastructure.

Singapore-based Founder and CEO of G Infinity Consulting, Geetha Gopal, who has led IT teams at Panasonic APAC, Daimler SEA and Verdana, sees two primary driving factors in growing IT environment complexity.

"The first and foremost thing is cost, and how you reduce cost, this is a question the CIO and CTO have to consistently answer because some of the biggest business spend goes to IT and digital," she says.

"The second most important driving factor is user experience. Ten years ago, IT was measured on how well the tech was done, but today it is about how well your customers or users are served and the valuable user experience you give to customers and users with technology.

"Businesses are placing greater emphasis on delivering seamless user experiences across multiple digital channels."

Geetha Gopal
Founder and CEO, **G Infinity Consulting**

"Complexity increases because you're now trying to integrate multiple systems, manage vast amounts of data and also ensure compatibility across these various platforms, devices and services.

"We are also now much more comfortable with hybrid environments, which of course adds another level of complexity. Organisations now must navigate issues related to integration, security, scalability and the different environments within a hybrid infrastructure."

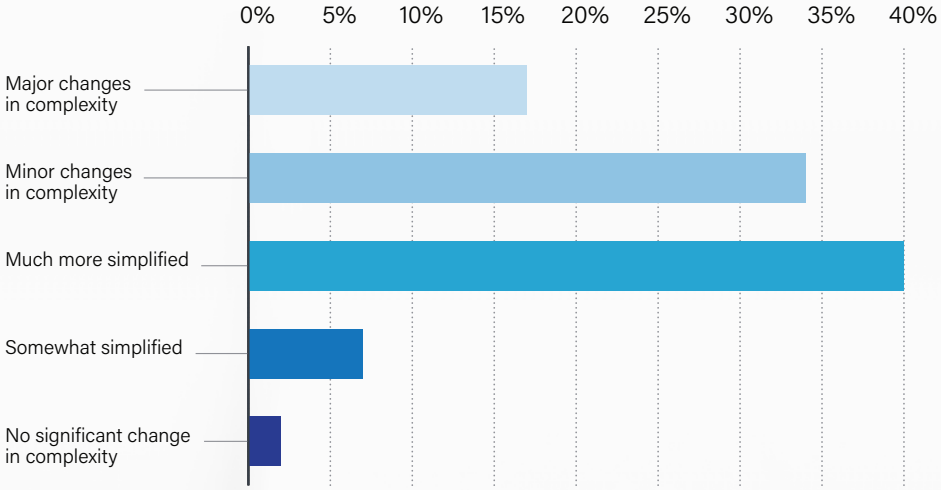
Gopal adds that even in cloud-centric infrastructures, taking on multiple cloud providers has become necessary based on feature sets and compatibility differences, which also brings additional complexity.

Complexity

Given the evolution of IT environments as driven by technology, cost and user experience, we sought to understand some sentiments from technology leaders in ASEAN markets when it comes to IT environment complexity, management and visibility.

In ASEAN, more than half of surveyed technology leaders (51%) reported changes in complexity with respect to the number of digital services used to deliver their organisations' digital solutions or services over the past 10 years.

Compared to 10 years ago, how would you describe the change in complexity with respect to the number of digital services you use in your company's digital solution / service delivery?



Source: Corinium Intelligence, 2024

Just over 45% of respondents express that they have been able to simplify the number of services in play.

How much or how little the shift to cloud has increased complexity in IT environments is not straightforward.

Singapore healthcare services provider Thomson Medical's Director for Digital and Information Technology, Aslyn Koh, says the modernising effect of cloud and digital services has enabled technology leaders to rely less on on-premises, which has simplified traditional hardware stacks.

"Before cloud services were available, the IT environment was comprised of a lot of physical hardware with various operating systems," she says.

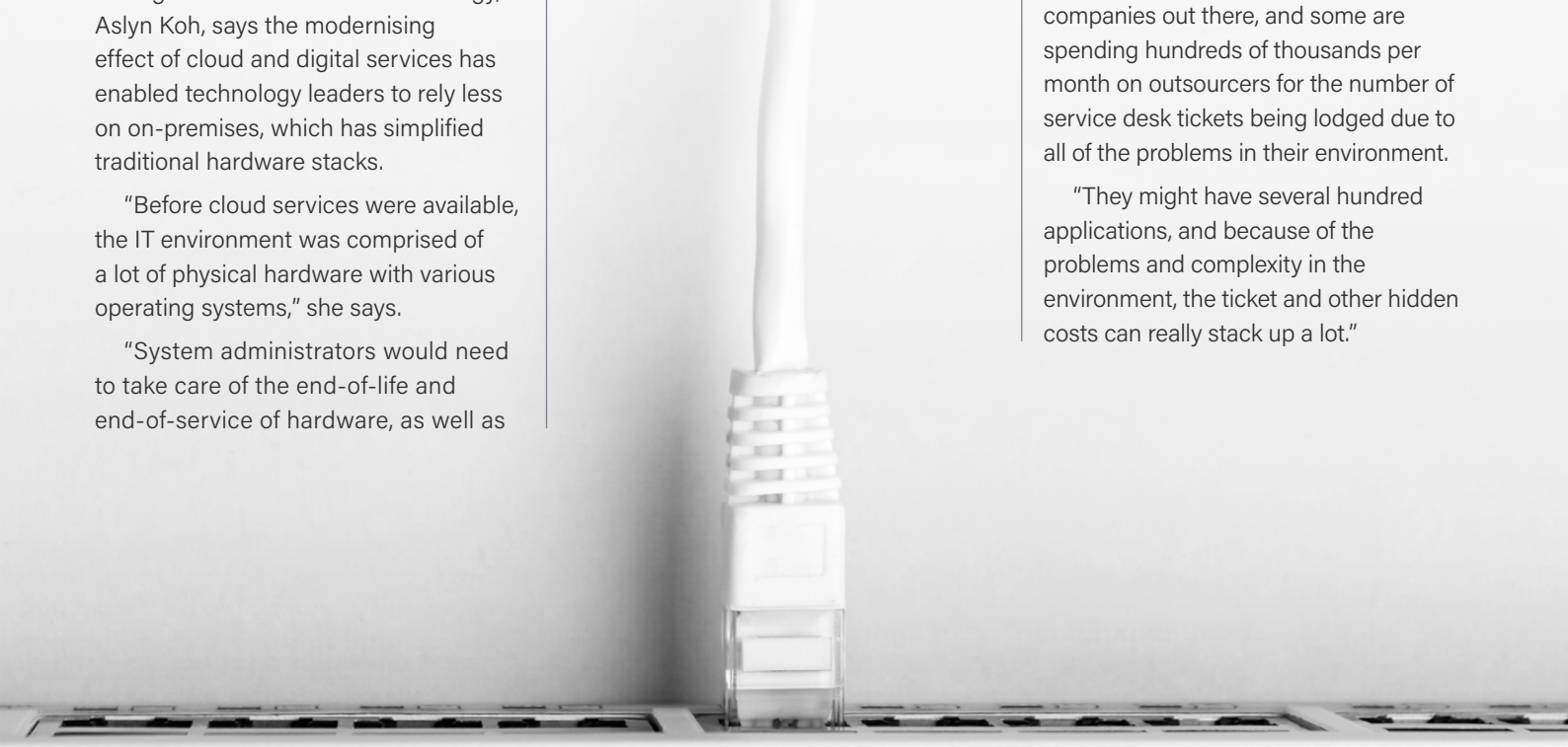
"System administrators would need to take care of the end-of-life and end-of-service of hardware, as well as patching and upgrading of operating systems. This is no longer required with cloud services."

Mark Fettroll, Director of Solution Engineering for ASEAN and Korea at cloud observability provider Dynatrace, says environment complexity is increasing when it comes to organisations spinning up more digital services.

"Companies are trying to leverage more and more cloud-enabled services. That allows them to do more to advance their business, but it does increase complexity for them, and it can be a challenge to keep a handle on that," he says.

"Then there is a challenge around costs. There are some really big companies out there, and some are spending hundreds of thousands per month on outsourcers for the number of service desk tickets being lodged due to all of the problems in their environment.

"They might have several hundred applications, and because of the problems and complexity in the environment, the ticket and other hidden costs can really stack up a lot."

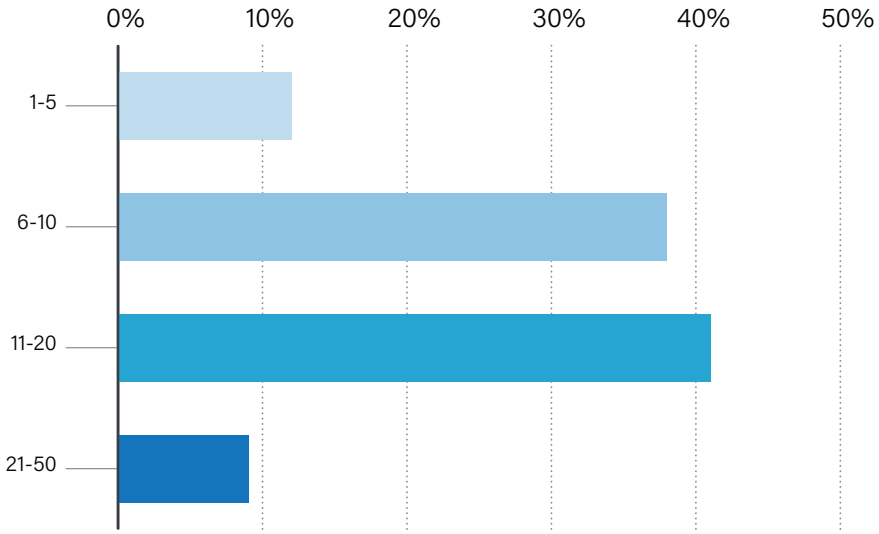


Scale Matters

As another high-level gauge of complexity in IT environments, we asked ASEAN technology leaders how many different products and services their companies rely on to deliver their own digital solutions or services.

Some 41% of survey respondents indicate that their companies rely on between 11 and 20 different products and services to deliver digital solutions and services. Some 9% rely on between 21 and 50, while 38% rely on between six and 10.

How many different products and services does your company rely on to deliver your own digital solution / services?



Miao Song is the Global CIO and Executive Committee Member for Singapore-based global investment and asset builder GLP. Song, who has held global CIO and board roles at several big global corporations including Mars, Johnson and Johnson and Shell, says that application complexity varies greatly by industry and organisation size.

She notes that just as some organisations may be able to leverage cloud to consolidate and simplify their application layers, others may need to take a decentralised or regionalised approach, requiring a greater number of deployments.

"There will be big differences in how complex or not the application layer of an organisation is depending on its industry or size, I don't see one trend here," Song says.

"For example, look at ERP and enterprise applications like SAP. You could never only have one single SAP system if you were in a company with multiple business models, because you would have issues with flexibility and a fast go-to-market.

"If you have regional infrastructure this would also influence how many installs you might need."

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Miao Song
Global CIO and Executive Committee Member, **GLP**

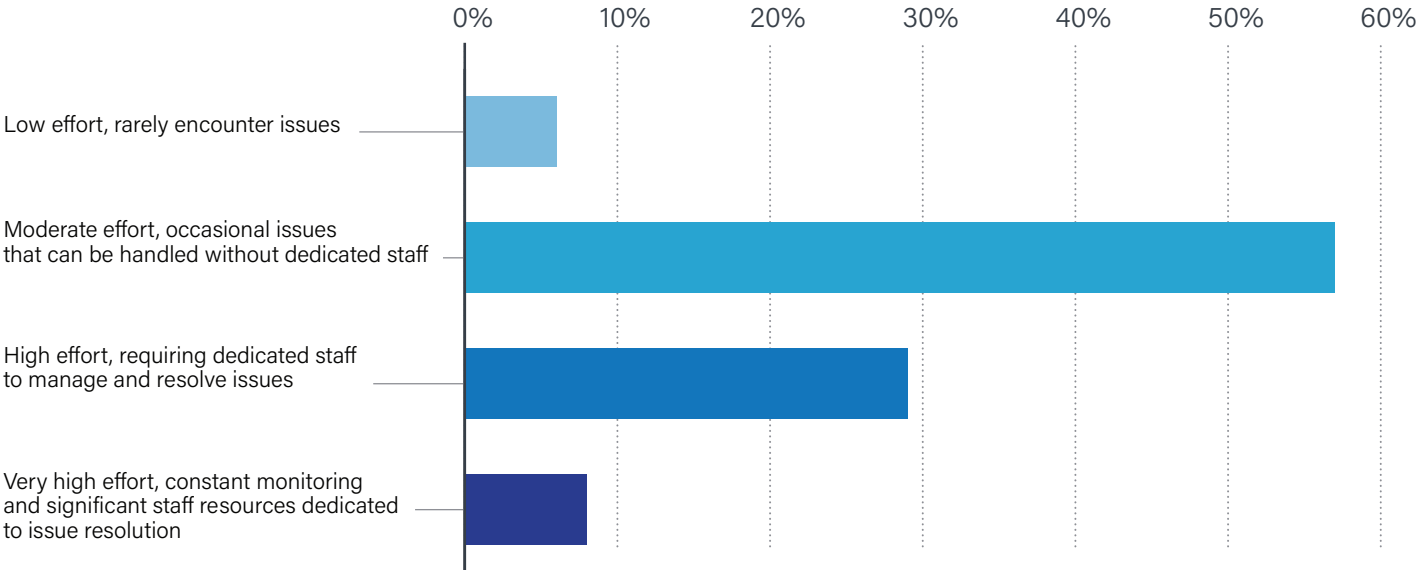
Effort

Technology leaders can often be responsible for highly architected environments. For large enterprises with hundreds or thousands of endpoints, this complexity can be compounded by scale.

About 37% of our ASEAN tech leader survey respondents characterise the level of effort required to manage their environment as "high" or "very high", requiring dedicated staff to manage and resolve issues.

Managing environments requires a 'moderate effort' for 57% of surveyed tech leaders.

How would you characterise the level of effort required to manage your environment on an ongoing basis?



Thomson Medical's Aslyn Koh remarks that where organisations are reducing the amount of physical hardware in their IT environments, there may be gains in their ability to better manage and observe the environment.

She notes however, that this can also increase required diligence around budget.

"As it is so easy to spin up virtual machines in minutes, technology leaders may find their operating cost in maintaining the complete environment is much higher when adopting cloud services," she says.

"They may face difficulty in justifying the high costs to the chief financial officer."

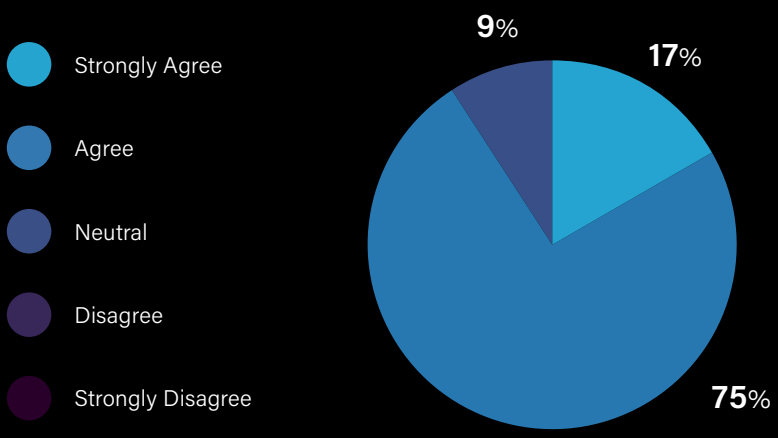
Visibility

To ensure their IT environments are functioning, well integrated, error free, easy to remediate and resilient to bad actors, technology leaders need to know what's going on in each layer or area of the ecosystem.

Visibility or observability provides comprehensive insights into system behaviour, performance and potential issues. Visibility allows for proactive problem identification and cause analysis, capacity planning, compliance monitoring, optimisations of IT and business operations and more.

Over 90% of surveyed technology leaders in ASEAN agree that observability is crucial in mitigating risks early and ensuring the success of digital infrastructure. ■

To what extent do you agree with the following statement: Observability is crucial in mitigating risks early and ensuring the success of digital infrastructure



Gaining Visibility

Insights on strategy factors, observability confidence and the adequacy of bundled tools

Modern IT environments can be complex and require well-thought-out strategies to manage, and ASEAN technology leaders in our survey agree that observability is a crucial part of the management and success of those environments.

How then are technology leaders approaching the task of gaining visibility over systems which, in some cases, are highly complex?

"There is no one-solution-fits-all approach to this bringing visibility across an entire IT portfolio for all organisations," says G Infinity Consulting's Geetha Gopal.

Gopal suggests that to achieve holistic visibility, IT leaders must start building robustness around each individual component, so that they can coalesce into wider visibility measures over the top.

"Looking at visibility from different layers is required, and step one in my opinion is continuously monitoring and having good incident response measures for individual systems," she says.

"That includes ensuring individual blocks or puzzle pieces are secure through continuous monitoring, good incident response mechanisms, good data quality, and a strong application and environment infrastructure.

"If you have 10 applications or structures in an organisation you need to ensure each of them are as robust as possible. I'm not talking about creating silos here either. The mindset is that if each house is clean, the streets are clean and the city is clean."

While having continuous monitoring and incident response at certain layers can risk introducing some degree of siloing, Gopal says this can be addressed by unifying data collection and building integration and automation across the portfolio.

"The important thing is to automate as much as possible, orchestrate as much as possible and ensure that your IT operations are streamlined, that redundant activities are automated," she says.

"The final thing is unified data collection. Leverage your data across all platforms, bring data value as much as possible to common platforms and analyse large volumes of data before making dashboards and visibility tools for your entire portfolio.

"A big mistake people make is wanting to start at the top and attempt to start with dashboards, that will not work. You must start at the bottom.

"Employing techniques like micro segmentation, identity and access management, continuous authentication and zero trust as a concept across all systems will help you move forward."

"A big mistake people make is wanting to start at the top and attempt to start with dashboards, that will not work. You must start at the bottom."

Geetha Gopal
Founder and CEO, **G Infinity Consulting**

Strategy Factors

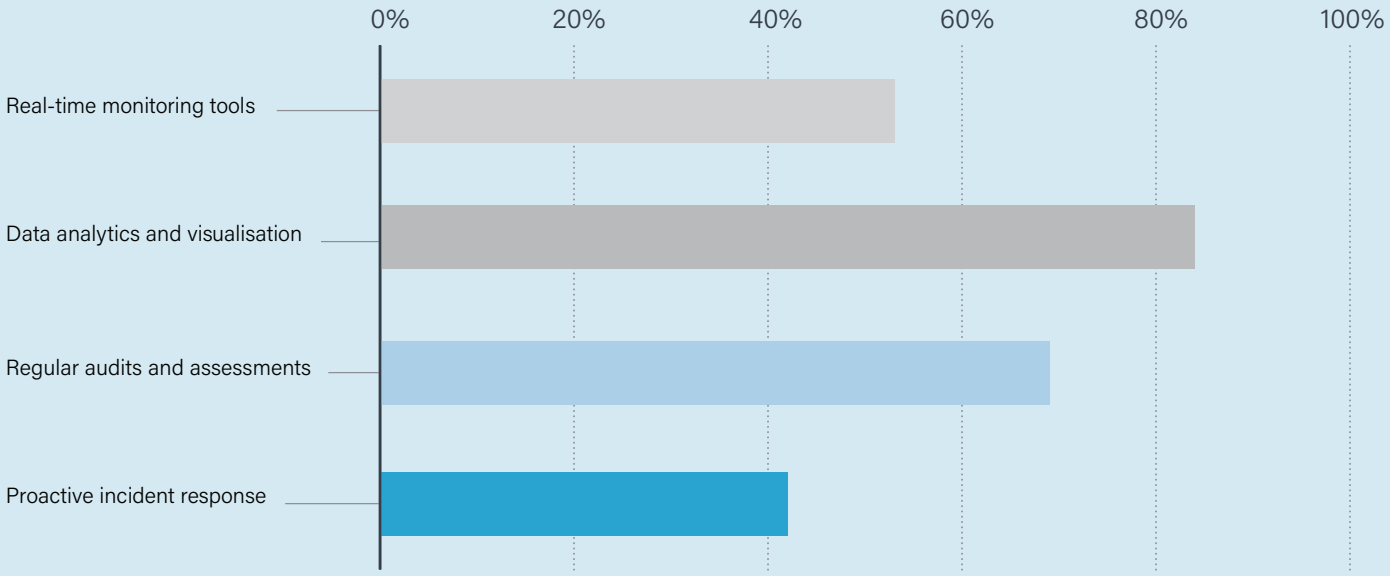
We asked our ASEAN tech leader survey respondents which strategies they employ to ensure visibility into their complex digital environments, and offered four, high-level multiple-choice answers.

These were: real-time monitoring tools; data analytics and visualisation; regular audits and assessments; proactive incident response; and 'other'. Respondents could choose multiple answers.

The list of strategies or methods toward observability is high-level and non-exhaustive, and technology leaders will typically employ a combination of these strategies. However, it is interesting to note which pillar is the most widely employed.

For 85% of respondents, 'data analytics and visualisation' represents a key aspect of their strategy to observe their digital and cloud environments. The second most popular response was 'regular audits and assessments', identified by 69% of surveyed technology leaders as part of their strategy.

What strategies do you employ to ensure visibility into your complex digital environment?



'Real-time monitoring tools' are part of the environment visibility strategy for 53% of surveyed tech leaders, while 'proactive incident response' was selected by 42% of those surveyed.

It is perhaps unsurprising that data and analytics is identified by the majority of respondents as being part of the strategy. Commonly, it is the data pillars of metrics, logs, events, traces and telemetry which appear in typical observability approaches.

This data can help correlate events, identify dependencies and trace origins of issues to enable more troubleshooting and resolution. Data is also highly critical in performance monitoring, compliance, security, capacity planning and for wider business analysis.

Not included in the survey but another important measure in a strategy for visibility is documentation, which Thomson Medical's Aslyn Koh mentions is essential.

"Proper governance and documentation need to be in place and an enterprise architecture diagram needs to be maintained," she says.

"Governance needs to be set on the process for adding cloud resources. In addition, application design needs to be reviewed to avoid poor programming practices, which can consume high resources."

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Aslyn Koh
Director, Digital and Information Technology, **Thomson Medical**

System Simplicity

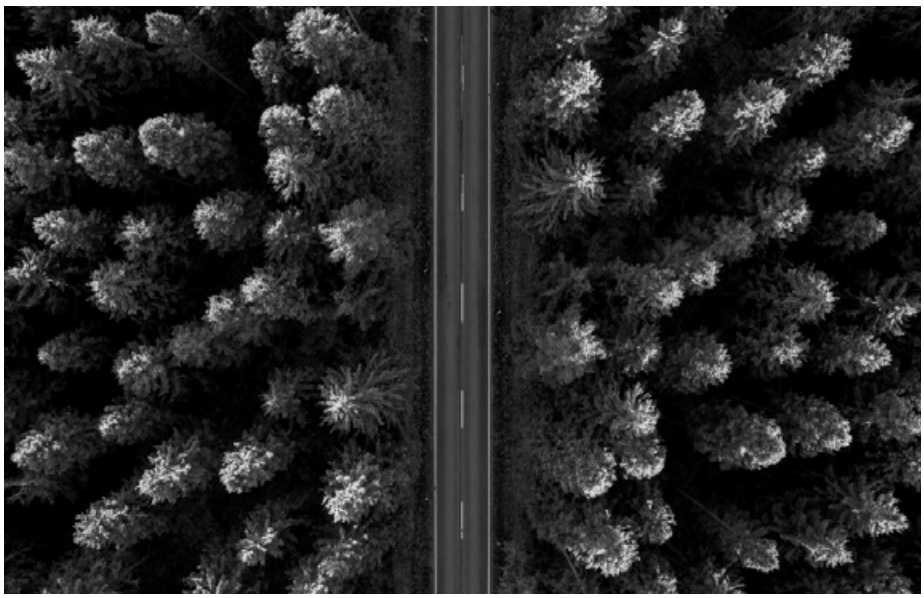
One consideration for easier management and visibility of the IT environment that technology leaders should be making, according to GLP CIO Miao Song, is reducing the number of systems in play.

"Fewer systems are better because you drive efficiency and its easier to manage across an organisation. You also drive down costs," Song says.

"I have observed a trend of optimising the application portfolio across the board. I see no reason why there would be one system used only to manage part of the features of your HR system; you should have one integrated HR system.

"When I worked for Johnson & Johnson they had 3000 applications, and we were able to reduce 40% of that, easily."

Song also points out that modern approaches to system integration are able to drive efficiencies in management and visibility.



"Nowadays we have modern approaches to system integration. For example, integrating everything through API hubs so that you can reuse every single API safely, instead of the traditional approach of having all kinds of different integrations."

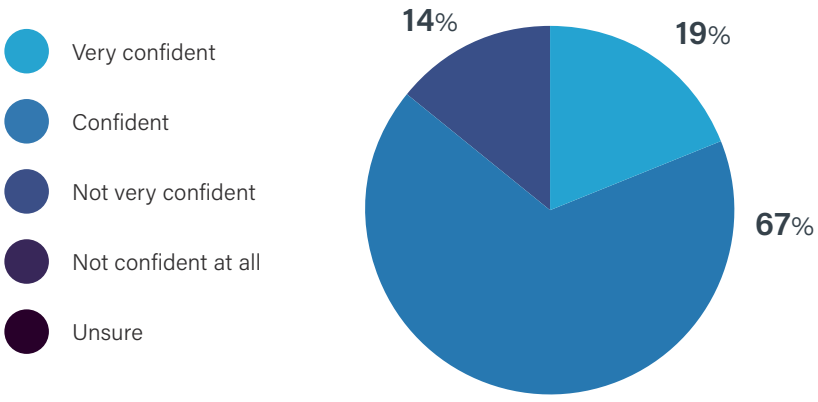
Song adds that while the API integration pathway is loud and clear for enterprise organisations, medium and smaller sized companies may do well enough with lightweight environments all running on the cloud.

Observability Confidence

With the importance of observability well understood, it begs the question of how well ASEAN technology leaders feel about the control and visibility they have over their infrastructure.

When asked about their confidence levels when it comes to having full, end-to-end observability over their digital or cloud infrastructure, respondents largely expressed confidence.

How confident are you that you have full observability across your digital / cloud infrastructure, end-to-end?



However, just 19% of respondents are 'Very confident' they have end-to-end observability. Given the importance of observability as already highlighted, high confidence would be the ideal mindset for tech leaders.

Concerningly, 14% of survey respondents say they are 'Not very confident' they have complete observability over their environments.

Those who are 'Confident' that they have end-to-end observability made up 67% of the survey cohort. This is encouraging but does also suggest considerable opportunity to mature further.

Capability of Bundled Cloud Tools

Achieving comprehensive environment observability is crucial for modern organisations, relying on a well-defined strategy.

In the past, this process could have been highly manual and laborious to execute. However, in today's cloud computing era, where as-a-service approaches are prevalent, visibility tools are often provided built-in by cloud service providers.

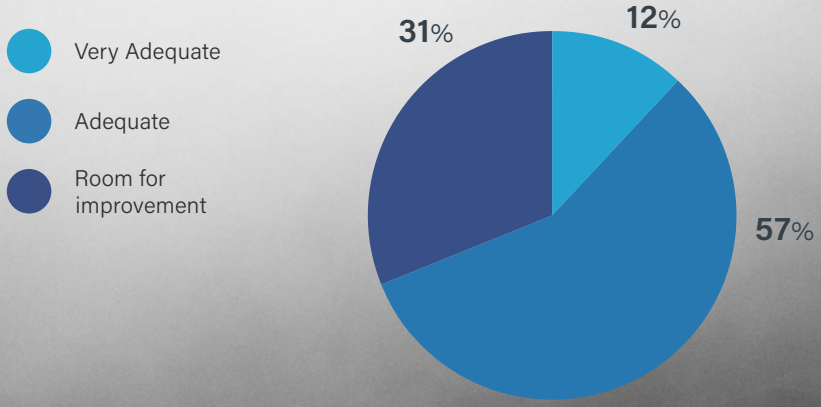
While built-in visibility features offer convenience, the question arises: to what extent can technology leaders lean on these native capabilities to effectively serve their observability strategy?

We asked technology leaders how they feel about the tools offered by hyperscale cloud providers to view and monitor their environments.

When asked about their sentiments regarding the adequacy of cloud provider tools in offering visibility, event monitoring, data collection and application security, more than half of ASEAN technology leaders surveyed (57%) believe those tools to be 'Adequate', while 12% believe them to be 'Very adequate'.

Almost a third (31%) of respondents, however, say there is 'Room for improvement' when it comes to these tools.

How adequate are the tools that hyperscale cloud providers offer with respect to providing full visibility, event monitoring, data collection and application security?



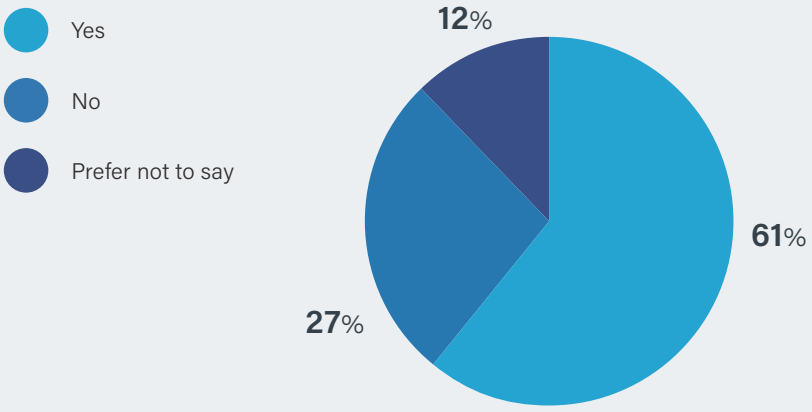
Shopping Around

While the primary purpose of hyperscale cloud service providers is to offer organisations access to highly available, configurable, and scalable virtualised infrastructure and storage, their usability and the management tools they provide to assist with various aspects of cloud operations are equally important to their customers.

In our survey of ASEAN technology leaders, we asked if respondents had ever changed providers because of ease of management and observability.

A slight majority of 61% of respondents say they have indeed changed vendors for this reason. Some 12% of respondents would prefer not to answer the question, while 27% say they have not changed providers for this reason.

When it comes to cloud software and services that enable you to deliver digital services, have you ever changed providers because of ease of management / observability?

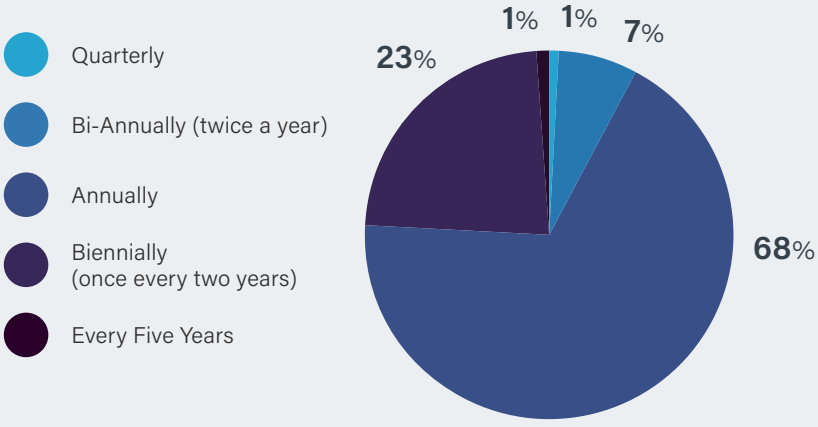


Technology alone does not constitute an observability strategy. While leveraging out-of-the-box solutions from cloud providers can be convenient, it is the responsibility of technology leaders to strike the right balance with implementing custom monitoring tools tailored to their organisation's specific needs.

The data suggests that in situations where a cloud provider's native tooling falls short of meeting an organisation's observability requirements, technology leaders are willing to explore alternative solutions.

Most surveyed technology leaders (68%) report that they review their vendor or cloud software and services relationships annually, further underscoring a preparedness to switch providers. ■

How often do you review your vendor / cloud software and services relationships?



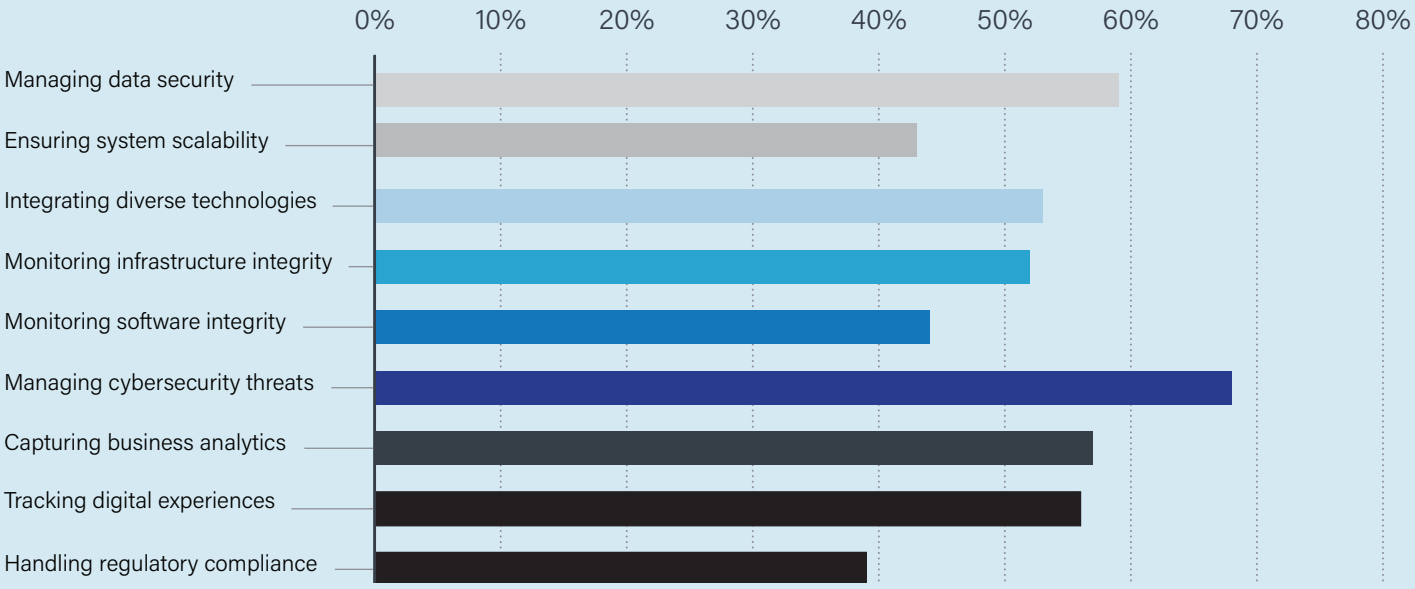
Challenges, AI and the Future

Data, privacy cybersecurity and integration rank as challenge areas for ASEAN technology leaders

Increased complexity in IT environments will often bring with it challenges in management and visibility.

We asked survey respondents to highlight which challenge areas they have encountered when it comes to increasingly complex digital services.

What challenges have you encountered as digital services have become more complex?



For 68% of respondents, 'Managing cybersecurity threats' is a challenge area they navigate as their environments increase in complexity. Just over 59% indicated that 'Managing data security' presents challenges for them.

'Capturing business analytics' represents a challenge area for 57% of surveyed technology leaders, while 56% find 'tracking digital experiences' to be an important challenge area.

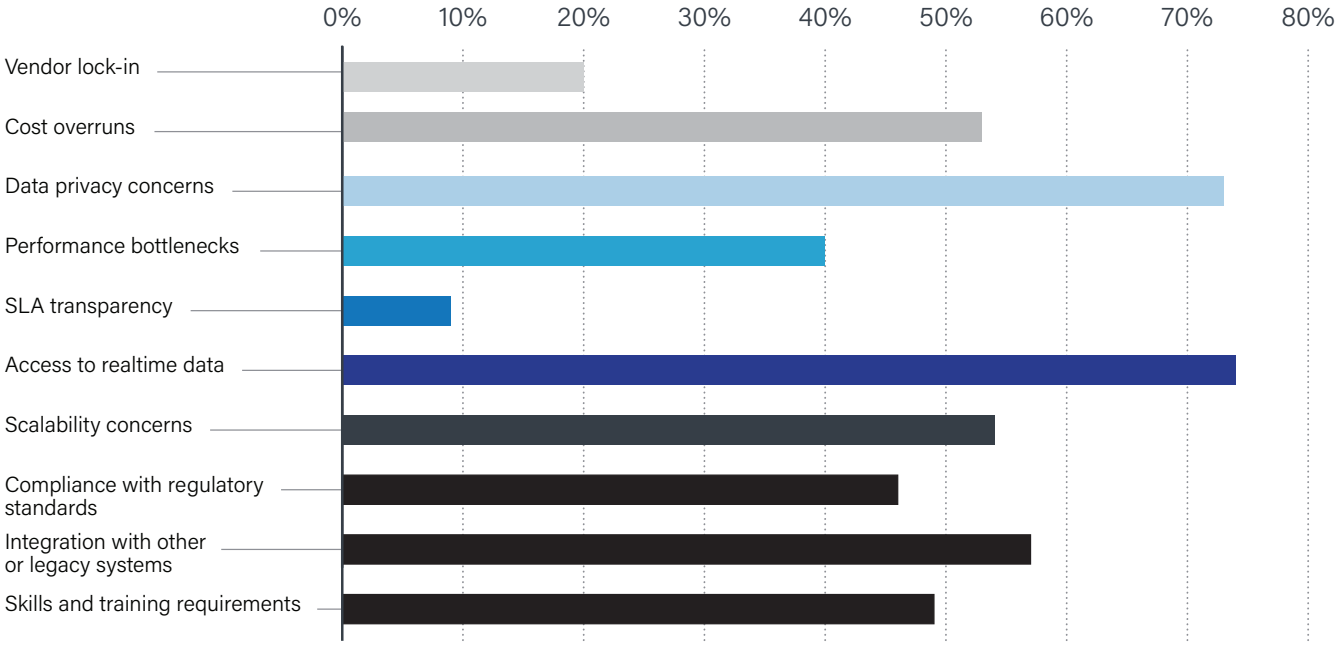
'Integrating diverse technologies' is another challenge area for 53% of those surveyed, as is 'Monitoring infrastructure integrity', which was indicted by 52% of respondents.

When more specifically asked about associated challenges in modern cloud-based technology stacks, some similar themes persisted.

'Access to realtime data' was the challenge area that attracted the highest attention from surveyed technology leaders, with 75% of respondents recognising it. 'Data privacy concerns' was another important challenge area with 73% of respondents choosing it.

'Integrations with other or legacy systems' was indicated by 57% of those surveyed, 'scalability concerns' is a challenge area for 54% of surveyed tech leaders, and 'cost overruns' was also highly selected, at 53%.

In your experience, what are the most common challenges associated with modern cloud-based technology stacks?



Skills and People

For G Infinity Consulting's Geetha Gopal, most challenges come back to people and talent, which is all too often not addressed.

'Skills and training' was selected by just under 50% of surveyed ASEAN technology leaders as a common challenge associated with modern cloud-based technologies.

"When dealing with complex environments there will be integration issues and interoperability issues, of course, cost issues are there as well. These are common issues that everyone faces and there is usually fair investment in handling those challenges," Gopal says.

"What people don't invest in enough is the skills gap, talent shortages. This is a real problem that needs to be addressed, be it in cloud computing, data analytics, security and so on.

"Not all organisations invest in training either and upskilling their employees. With talent gaps and retaining talent being major people challenges, making the decision to invest in developing people is often overlooked.

"I really want to emphasise the human capital that is needed to address all these issues raised."

"What people don't invest in enough is the skills gap, talent shortages. This is a real problem that needs to be addressed, be it in cloud computing, data analytics, security and so on."

Geetha Gopal
Founder and CEO
G Infinity Consulting

Documentation

Another challenge consideration area cited by GLP's Miao Song relates to documentation and procedure, which some organisations struggle to put in place despite its criticality in the areas of management, visibility and potential optimisation of environments.

"Well-run IT teams should have very good repositories of the environments they operate," Song says.

"Everything should be documented and you ideally have a solid configuration management database system globally to track all of the information of your systems. With that you can identify opportunities to optimise.

"If you think about delivering digital capabilities to your customers or consumers fast, most projects years ago took three-to-four years. Nowadays no one would let you take that long.

"From that perspective, when you design systems you need to have the digital product mindset and be thinking agile. And your IT environment has to support the agile development."

Thomson Medical's Aslyn Koh also cites governance and documentation as leading challenges impacting technology leaders in gaining complete visibility of modern environments.

"Documentation and governance are too often overlooked. Especially when the focus is on quickly delivering the solutions," she says.

"Well-run IT teams should have very good repositories of the environments they operate."

Miao Song
Global CIO and Executive Committee Member, **GLP**

AI Impact

In 2024, it is difficult to ignore all that is happening with respect to artificial intelligence. The space is rapidly advancing and technology leaders are paying close attention.

Automated data collection and analytical models already exist and have been used for some time by technology leaders in interpreting certain patterns of usage or activity in a network to raise alerts for problems, failures or potential penetration attempts.

How modern AI might serve to help CTOs better understand their scope of the environments faster, and better interpret patterns of use for more sophisticated metrics and event notifications, is still yet to be fully determined.

"I do think AI will really help organisations, but as with everything, great power comes great responsibility, and there are different types of AI and different approaches," says Dynatrace's Mark Fettroll.

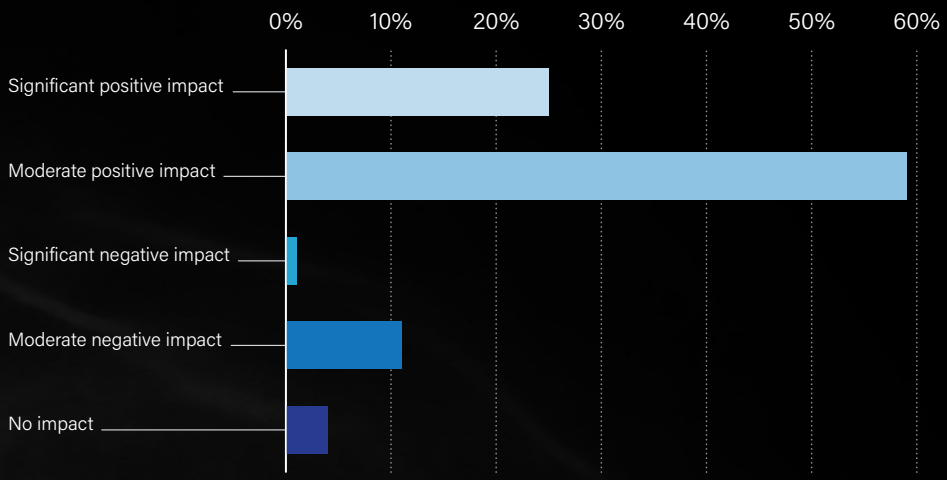
"Organisations need to be clear on the different types of AI and what they are good for. Generative AI is seen as a big game changer, which it is, but it isn't well suited to everything."

"It isn't currently that applicable to predicting outages and performance issues based on occurrences in the past as millions of outages would be needed for that. But it will absolutely powerful in things like enablement and helping teams go faster in certain areas."

When asked how they view the impact of AI and other emerging technology on managing modern digital environments, 59% of ASEAN tech leaders in our survey believe it to have a moderate positive impact, while 25% consider it as having a significant positive impact.

About 12% of respondents see AI as a negative impact, while 4% see it as having no impact on managing modern digital environments.

How do you view the impact of AI and other emerging technologies on managing modern digital environments?



Many technology leaders are able to see the opportunity that AI presents in innovating IT, but how and when to start implementing requires careful consideration too.

"The first thing is we need to be open minded," says GLP's Miao Song. "You need to have a learning agility as a CIO. You have to learn technical things before anyone else in the organisation. In our organisation, we started a generative AI pilot in March 2022, so we're ahead there of many other organisations.

"The other piece is being able to identify the opportunities of where best to leverage the technology to create business value. That's really important because otherwise people won't use the things the IT team develop.

"Your internal team also need to be very strong in their understanding of AI, data science, and the latest technology. You can't rely on an external consultant to do the job for you all the time because that can be very slow.

"Especially in the innovation space, you need the right balance of being able to innovate yourself and leveraging external resources where appropriate."

Outlook and Evolution

Having collected some sentiments around challenges and AI from our survey group, we wrapped our survey by asking ASEAN technology leaders about future outlooks for IT environment management and the changing role of CTOs into the next decade.

It is natural to expect innovation and improvement in the realm of managing and observing large cloud-spanning digital environments, but where do technology leaders see the greatest need for improvement?

We asked survey participants to choose which area the technology industry can improve in terms of managing complex digital environments. Three areas from a list of six stood out. Respondents could choose multiple responses.

'Enhanced data collection frameworks' is the area in greatest need of improvement, according to 68% of respondents, followed closely by 'Enhanced cybersecurity frameworks'.

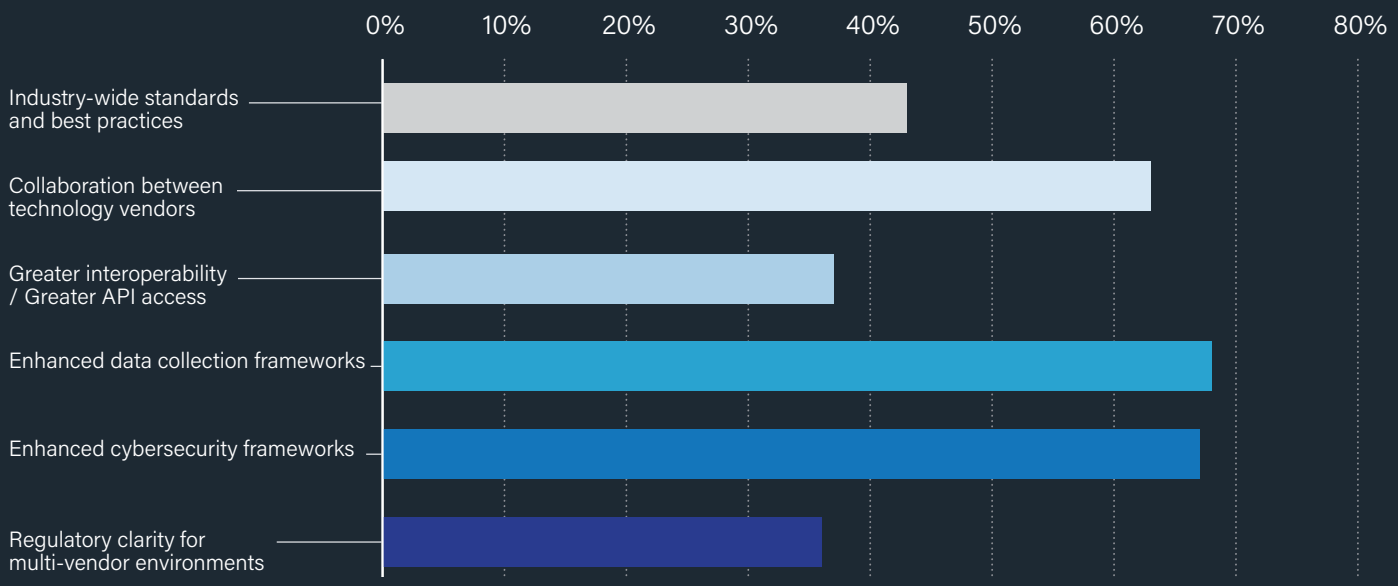
Improving 'Collaboration between technology vendors' was also selected by 63% of those surveyed.

Dynatrace's Mark Fettroll says the need for enhanced data collection frameworks will be critical in managing IT environments, particularly for the benefit of customers.

"Leveraging data is really important, because the data is always coming," he says. "Organisations really need to be able to embrace it, gather it and have the whole customer journey view.

"When you understand the impact of the customer on everything that happens across 100s of different applications or technologies, you can prioritise much more effectively around it."

Compared to 10 years ago, how would you describe the change in complexity with respect to the number of digital services you use in your company's digital solution/service delivery?



"When you understand the impact of the customer on everything that happens across 100s of different applications or technologies, you can prioritise much more effectively around it."

Mark Fettroll
Director, Solution Engineering, ASEAN & Korea, **Dynatrace**

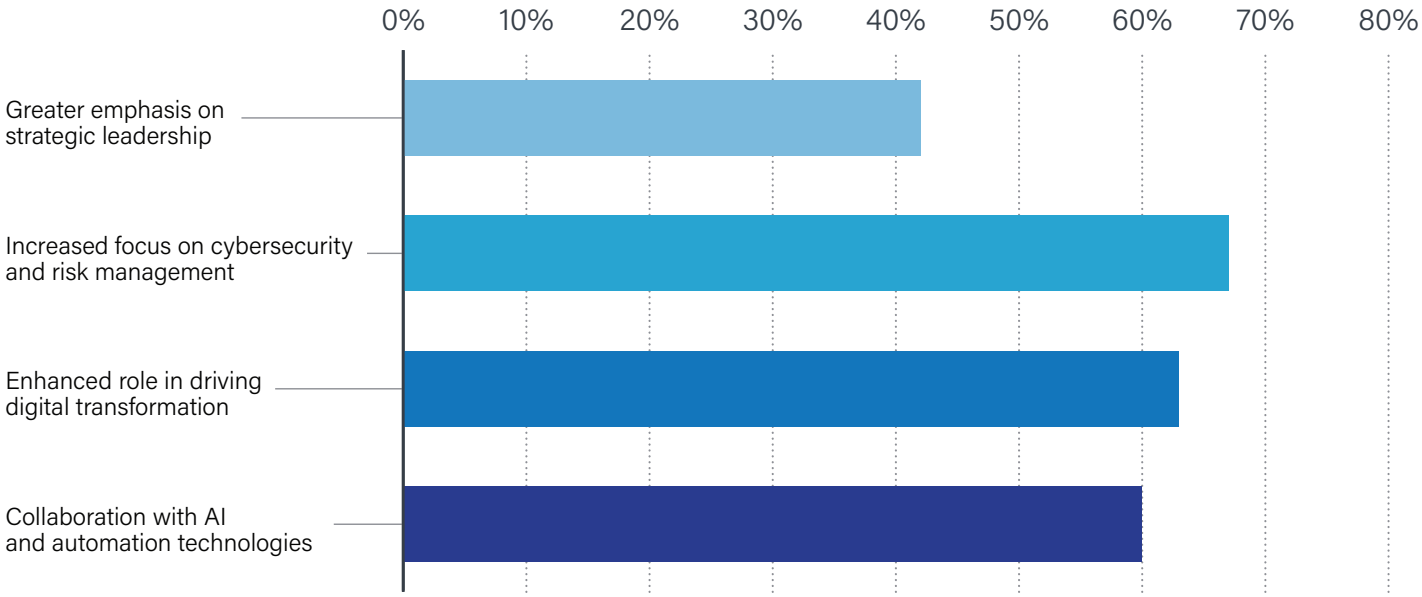
As digital services and cloud infrastructure continue to advance, expand, and potentially become more complex to support users needs further, the role of the technology leader may also evolve.

We asked survey participants how they think the role of technology leaders will evolve over the next decade, with five potential response areas, including answers reflecting strategic leadership, cybersecurity, digital transformation initiative and AI collaboration.

Those surveyed could pick multiple answers. While an option to specify additional change areas was provided, no respondent opted to make suggestions here.

'Increased focus on cybersecurity and risk management' was the predominant choice, with 67% of respondents anticipating this to be a change area over the next decade. ■

How do you think the role of technology leaders, such as CTOs and CIOs, will evolve in the next decade as digital environments become even more complex?



Conclusion

IT environments have changed considerably over the past decade, and with cloud becoming increasingly important to organisations' core business, effective management and visibility are essential.

This is complicated by the growth of environments to meet user or customer demands and an explosion in the number of digital services available. The level of complexity depends, of course, on the company's size and the extent of its business operations.

Organisations can simplify, optimise, document, track, and use tools to monitor events across their environment, and data is key to achieving this.

Collecting data, breaking it out of silos, and integrating it across systems remains a challenge. The challenge of undocumented environments due to a rush to get online also persists. Skills and personnel shortages continue to hinder achieving this and other pillars of successful IT, including cybersecurity.

Technology leaders in ASEAN are largely optimistic about how AI will impact their work, though some reservation remains. Realising AI optimisations will come through technology leaders' diligence in understanding which AI solutions to deploy, when, and where.

Technology leaders also see room for improvement when it comes to leveraging data, which is critical for the management and monitoring of IT systems. Over the next decade, as IT environment complexity grows, technology leaders in the region expect their role to focus more on cybersecurity and risk management. ■

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Michael Jenkin is an editor, journalist and research analyst with more than a decade of experience producing content across broadcast, print and digital media. He specialises in enterprise IT and technology writing.

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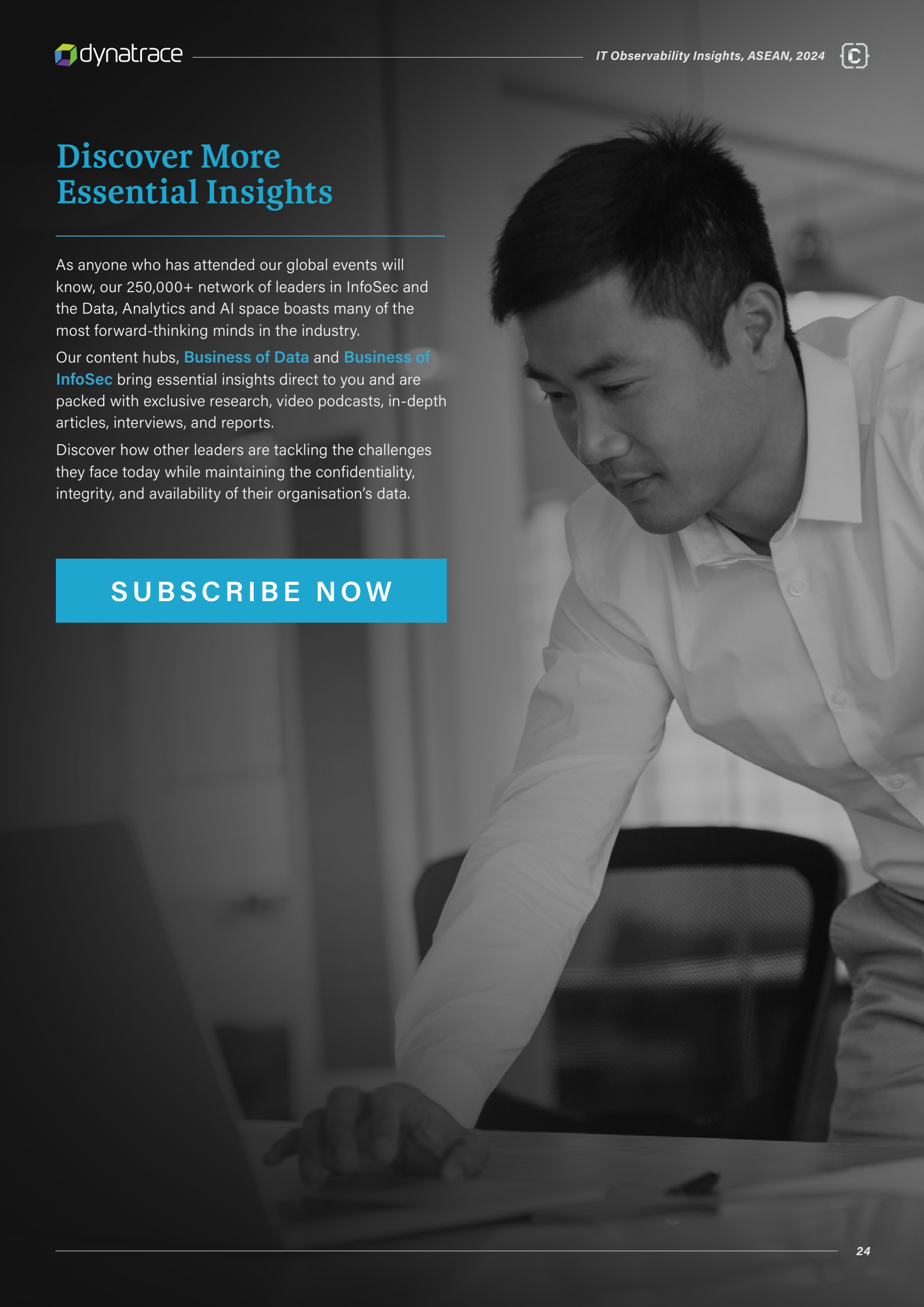

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