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IT management proves stressful

MORE THAN 60% of business owners with responsibility for IT in the workplace cite IT as either more stressful or much more stressful than other day-to-day aspects of management, independent IT consultancy ramsac has revealed.

The survey of 237 businesses also highlighted that 35% of managers worry about their IT provision on a daily basis. The survey was commissioned by ramsac in December 2006 and conducted by Surrey-based marketing agency Journey to Market.

Much of the stress revolves around the ever-escalating importance of IT within the business. Respondents said that in the event of a short-term IT failure nearly 90% of business managers would consider it at best, 'a serious pain' and at worst 'a disaster' for their business. If there is one main factor underlying this stress it appears to be cost of support; 69% of respondents agreed with the statement 'our business can't justify the sort of full time expertise we need when things go wrong'.

In a concurrent piece of research commissioned by ramsac, conducted by telephone interview among a sample of businesses who outsourced their IT management, strategy and support, not one business manager reported feelings of stress with regard to IT. Having moved ownership of the problem outside the business, to a specialist, most respondents claimed not to have to devote time to thinking about IT at all.

ramsac managing director Robert May said business managers face an increasing challenge in aligning the strategic business plan with effective in-house IT delivery.

Full details of the survey results are on ramsac's website.

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