

IT teams are done with reactive firefighting.

The same issues, the same tickets, the same fixes. Repeatedly. This is an all too familiar reality for IT teams. But where do we go from here?

We asked 50 enterprise IT professionals about automation, AI, and the move from reactive firefighting to proactive, autonomous IT.

To understand how these IT priorities compare with broader workplace experiences, we combined their insights with findings from our latest global research study.

4,200 
managers and employees
(50:50 split) surveyed

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The firefighting trap

IT is stuck in a cycle of reactive manual work. Breaking free from this is challenging, especially when resources are, and for many will remain limited,

72% 

of IT pros say their service desk spends 10–50% of its time on repetitive issues that teams could automate.

“The volume of tickets coming in far outweighs the number of people we have on staff.”

- Director Information Technology Operations, IT Services and Consulting

“The number one factor that impacts our organizations average time to resolve IT incidents is staffing. We have a small helpdesk that triage our tickets and send them to support. The goal would be to automate this process as much as possible.”

- Information Technology Manager, Government

The impact of poor digital experience

Digital disruption and poor digital employee experience (DEX) impact everything. From employee productivity to customer experience and even revenue.

“The main barriers are budget constraints, legacy systems, and limited staffing.”

- Director IT, Higher Education

“Lack of IT bandwidth to address issues in a timely manner, lack of visibility into device issues and performance, and a reactive vs proactive approach.”

- CIO Americas, Industrial Engineering

“Improving the digital experience requires a certain level of budget investment, and our budget is currently very limited.”

- CIO, Government Administration

“IT is a vital part of day-to-day operation of the organization. Lack of access or disruption of IT systems could cause significant financial losses.”

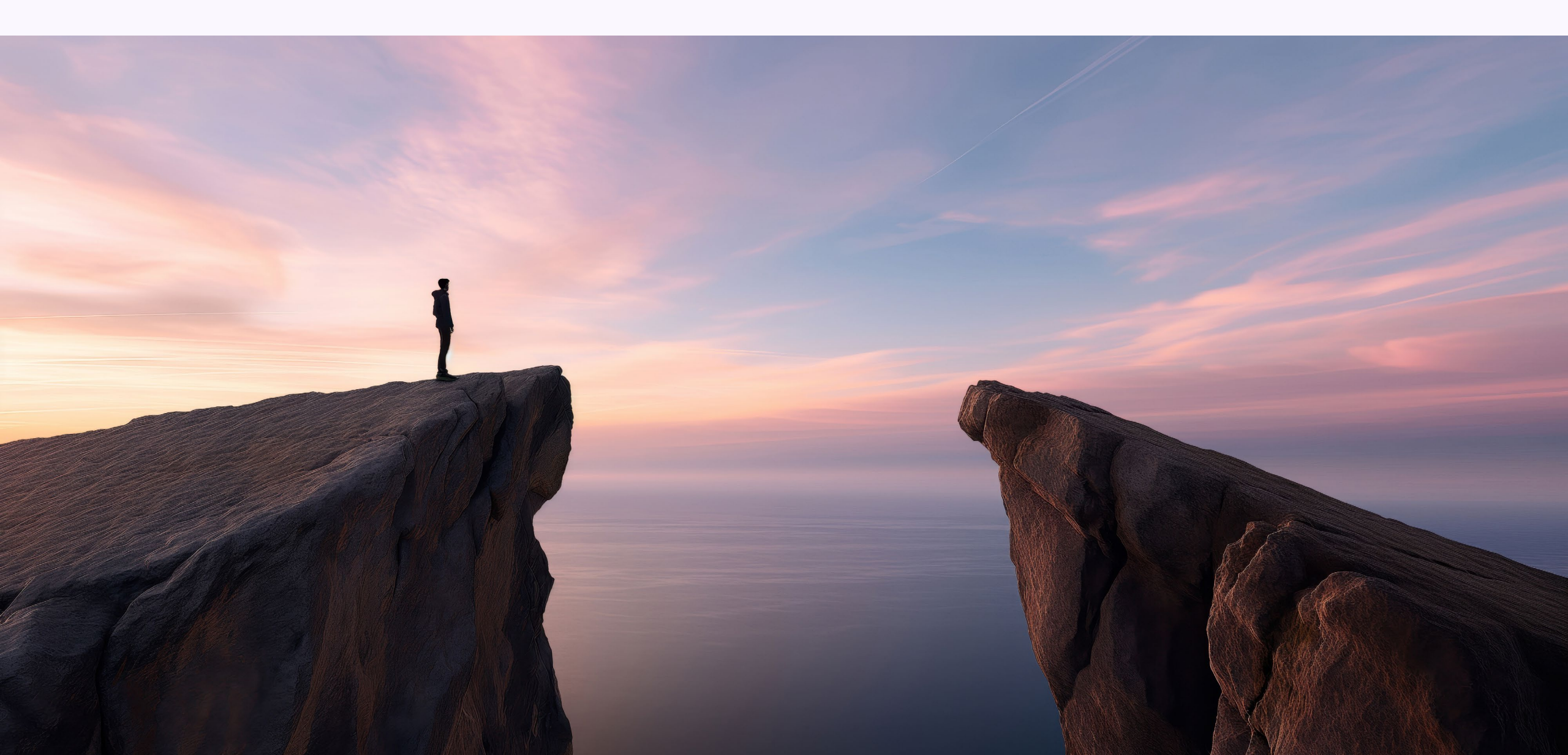
- Senior Information Technology Support, Pharmaceuticals

“Currently IT related disruptions impact employees’ ability to perform their job duties effectively, often delaying their deliverables and impacting the business.”

- CIO, Mechanical Engineering

Barriers to improving experience

IT pros understand that better DEX equates to better business outcomes. However, clear barriers prevent them from improving experiences for employees.



The answer? Proactive, automated IT

The appetite for change is near-universal.

80%

of IT pros believe DEX tools will have a moderate to significant impact on the shift from reactive to proactive support.

A further 8% expect a transformational one.

24%

say more than half of their service desk workload is spent on repetitive issues that automation can handle.

The goal is clear: stop fixing the same things over and over. Fix once, fix forever.

Where AI comes in

IT pros see AI taking the repetitive load, surfacing issues before users feel them, and freeing teams for higher-value work.

Many are already putting it to work, using AI to make routine work and ticketing systems more efficient.



“AI should make things smoother by spotting problems early, fixing simple ones automatically, and helping IT respond faster when something breaks.”

- IT Director Infrastructure, Manufacturing

“If AI could be used to solve simple, user level issues, it would free up the IT workforce to focus on network and device security.”

- Information Systems Technician, Military

“AI has been very useful especially with the more mundane tasks and assisting in monitoring tasks.”

- Technical Support Engineer, Computer & Network Security

“It can help identify usability pain points, generate better onboarding materials, and personalize workflows based on developer behavior. However, maintaining human oversight is crucial”

- Technology Services Specialist, Administrative Support, Higher Education

“AI will improve DEX by automating support, predicting issues, and personalizing user experiences. The challenge is balancing those gains with budget constraints, data privacy, and staff training to ensure AI enhances, not replaces, human-centered IT support.”

- Director of IT, Higher Education

People stay in control

If there’s one thing IT pros agree on, it’s this: AI should support people, not replace them.



The path to autonomous IT

IT teams are ready to leave firefighting behind, and the autonomous digital workplace is where they’re headed—catching issues sooner, fixing them just once, and using AI to get ahead of disruption.

See what getting ahead really looks like. Explore the path to the autonomous digital workplace

[Explore now](#)