Infographic: Top Priorities, Technologies and Challenges in Telecom in 2023

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The 2023 Gartner CIO and Technology Executives Survey shows CSPs prioritizing technologies for customer experience, operations and cost efficiency. As they do so to manage immediate scenarios of the triple squeeze, it is critical for CIOs to balance immediate and long-term platform operations goals.

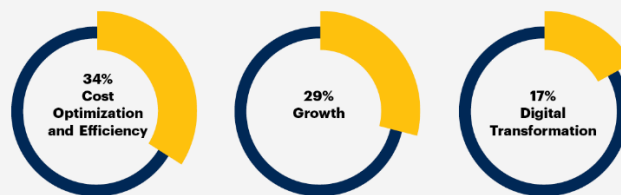Top Priorities, Technologies and Challenges in Telecom in 2023

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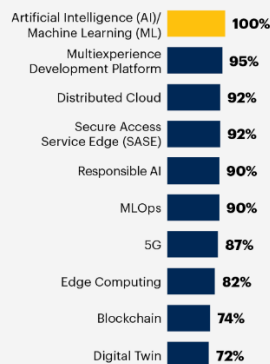
The 2023 Gartner CIO and Technology Executive Survey identifies enterprise priorities and tech spending trends.
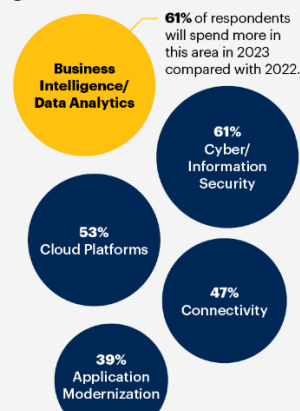
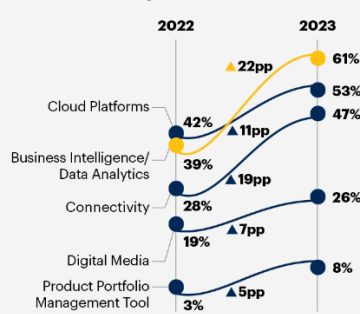## What are the top enterprise priorities?

- **34% Cost Optimization and Efficiency**
- **29% Growth**
- **17% Digital Transformation**

Which technologies are most likely to be implemented by 2025?

Technology	Percent
Artificial Intelligence (AI)/ Machine Learning (ML)	100%
Multiexperience Development Platform	95%
Distributed Cloud	92%
Secure Access Service Edge (SASE)	92%
Responsible AI	90%
MLOps	90%
5G	87%
Edge Computing	82%
Blockchain	74%
Digital Twin	72%

Where will investments go in 2023?

Business Intelligence/ Data Analytics

61% of respondents will spend more in this area in 2023 compared with 2022.

- **61% Cyber/ Information Security**
- **53% Cloud Platforms**
- **47% Connectivity**
- **39% Application Modernization**

For which technologies will more CIOs increase funding in 2023 compared to 2022?

	2022		2023
Cloud Platforms		▲22pp	61%
	42%		53%
Business Intelligence/ Data Analytics	39%	▲11pp	47%
Connectivity	28%	▲19pp	26%
Digital Media	19%	▲7pp	8%
Product Portfolio Management Tool	3%	▲5pp	

What are the challenges while developing a vision for digital change?

- Integrating the digital vision with existing enterprise-level strategies
- Competing expectations from different stakeholders
- Agreeing on a shared vision across different parts of the enterprise

What can you do now?

Utilize the triple squeeze scenario to develop mindshare with peers and other stakeholders on the

Balance immediate goals and longer-term objectives while **ensuring that a business platform**

Target and influence **broader enterprise change (i.e., going beyond the tech department)** for issues such

Overview

Most CSPs and enterprises will readjust their strategy as a response to the triple squeeze of economic pressure, scarce expensive talent and supply challenges. How do you ensure that you aren't trading off digital acceleration as a result?

For most CSPs, this is the time to shape their business and operating model. As they plan and execute on the strategic goals of business and operating model transformation, the triple squeeze, particularly economic headwinds, can seriously derail their projects. Therefore, CIOs and technology leaders have an important responsibility to prioritize the right initiatives and balance investments in core capability building projects.

About This Research

2023 Gartner CIO and Technology Executives Survey: This survey was conducted to help CIOs and technology executives overcome digital execution gaps by empowering and enabling an ecosystem of internal and external digital technology producers. It was conducted online from 2 May 2022 through 25 June 2022 among Gartner Executive Programs members and other CIOs.

Qualified respondents are each the most senior IT leader (e.g., CIO) for their overall organization or some part of their organization (for example, a business unit or region). The total sample is 2,203 respondents, with representation from all geographies and industry sectors (public and private), including 40 from communication service providers.

Disclaimer: Results of this survey do not represent global findings or the market as a whole, but reflect the sentiments of the respondents and companies surveyed.