IDC

IT Professional Certifications Improve Cloud Outcomes

Best Performance Comes When the Whole Team Is Certified

Certifying every team member improves performance. But don't get stuck in the middle - certifying the last 25% of the team can have significant impact.

Average Improvement of Certified Team Members

Last 25% of team certified should gain an additional 50% improvement.

First 25% of team certified typically doubles improvement.

Percentage improvement (y-axis: 0, 5, 10, 15, 20, 25, 30)

Percentage of certified team members (x-axis: 0, 25, 50, 75, 100)

35% Greater Improvement Across All Measures

IT project teams that are cloud-certified achieve an average of 35% greater improvement across all KPIs.

As enterprises leverage digital transformation into their business strategies, cloud continues to be where organizations see the biggest business impact.

This research shows that IT certifications can focus skill development programs on the "right skills", and provides sufficient validation to ensure that the skills can be applied "on the job" and impact business performance. Achieving an IT certification is reliable validation that the IT professional has gained experience in the covered skills and tasks.

Fully Certified Teams Increase Business Outcomes

For efficiency and speed-related measures
Fully certified teams achieve:

80% GREATER
improvement in reducing IT budget.

64% GREATER
improvement in global reach.

For risk-related measures
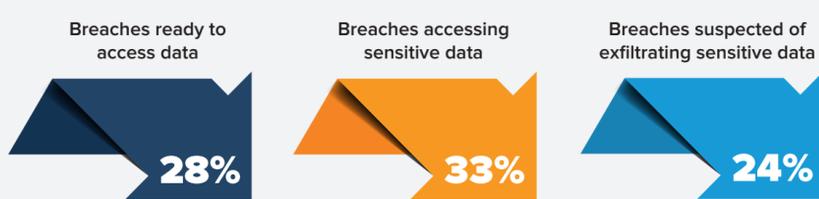*Fully certified teams achieve:*

74% GREATER
improvement in modernizing enterprise applications.

23% GREATER
improvement in improving service availability.

22% GREATER
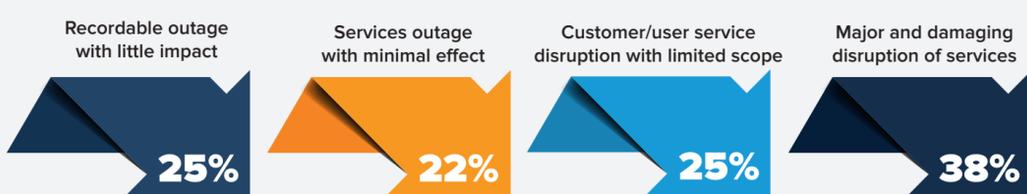improvement in compliance profile or reporting.

Training and Certification Leads to Fewer Severe Events

Decrease in *Data Breaches* by Severity

Breaches ready to access data
28%

Breaches accessing sensitive data
33%

Breaches suspected of exfiltrating sensitive data
24%

Comparing fully certified teams - teams **75% or more of the team certified** - with teams with less than 25% of the team certified.

Decrease in *Service Interruptions* by Severity

Recordable outage with little impact
25%

Services outage with minimal effect
22%

Customer/user service disruption with limited scope
25%

Major and damaging disruption of services
38%

Comparing teams with **75 or more hours of training** annually with teams with less than 25 hours of training.

FULLY CERTIFIED TEAMS COMPLETE PROJECTS FASTER

Projects staffed by fully certified teams were **completed about 25% faster** than projects run by under-certified teams.

6.5 months *versus* **8.5 months**

Cloud Decision Makers Believe In Certifications

Cloud decision makers have confidence in certifications and the impact certified staff can have on their organization.

82% believe certifications increase confidence that candidates have needed cloud skills

81% believe certified IT employees will get up-to-speed quickly on new projects

78% believe cloud certified IT employees finish projects on time

78% believe cloud certified IT employees help jump start innovation

Source: IDC's *Impact of Training on Cloud Outcomes Survey*, February 2022