Bridging the IT Skills Gap

A Guide to Embracing GenAI
(and making it fun!)

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IDC

Who has used some kind of generative AI at least once?

Who uses generative AI at least once a week?

Once a day?

I'm not saying GenAI can solve all your problems…

WHY ARE YOU BIASED AND WRONG SO OFTEN?

BECAUSE YOU BUILT AND TRAINED ME.

Noah Giansiracusa
@ProfNoahGian

If you're not using ChatGPT for every aspect of your life you're falling behind.

I spent 20mins using ChatGPT to do something that would take 1min with Google—here's how I did it and how you can too:

I'm not saying GenAI can solve all your problems...

...but it can help bridge some of your IT skills gap!

Talent is a top CIO challenge. How can they best respond to workforce shortages and evolving IT needs?

26%

of CIOs say recruiting, retaining, and upskilling talent is one of their biggest challenges to success
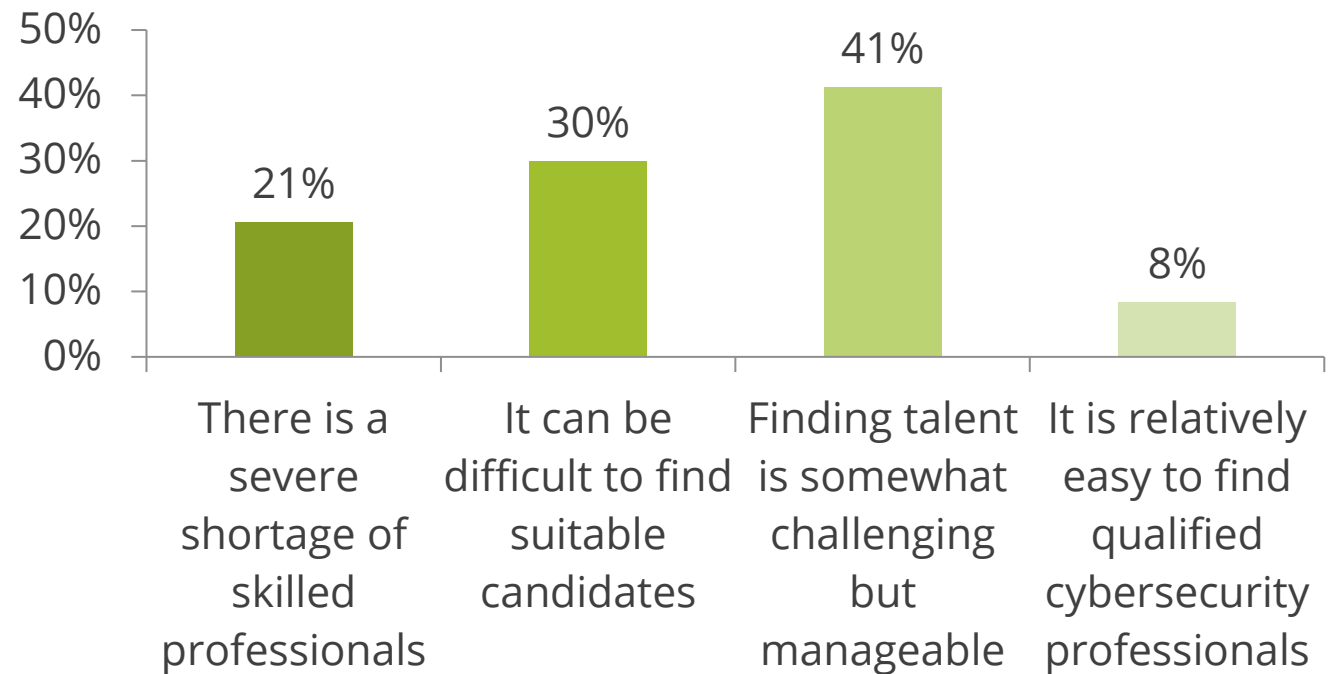
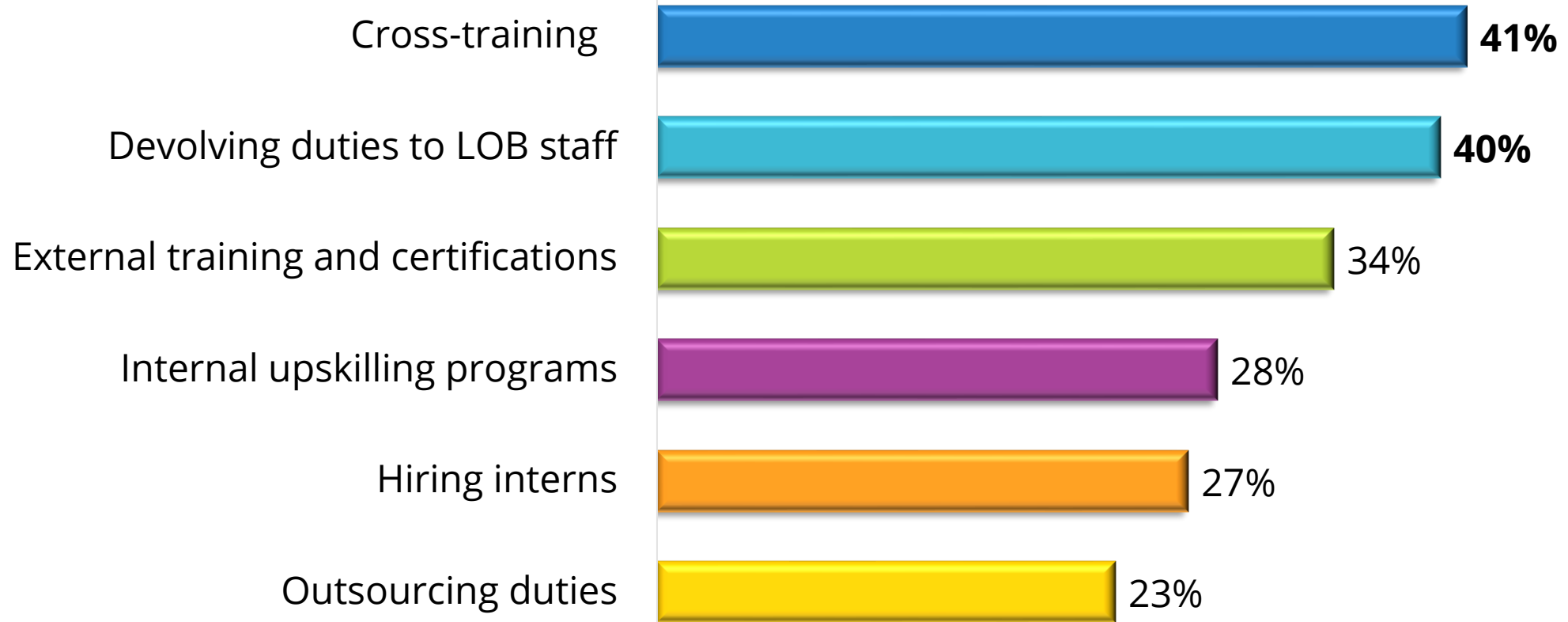### *Why is addressing skills so hard?*

- Skill mismatches (31%)
- Inadequate training (29%)

To what extent does your organization find it challenging to recruit cybersecurity talent?

Category	Value
There is a severe shortage of skilled professionals	21%
It can be difficult to find suitable candidates	30%
Finding talent is somewhat challenging but manageable	41%
It is relatively easy to find qualified cybersecurity professionals	8%

Rather than relying solely on hiring, many IT organizations are investing in their existing workforce. Is it enough?

How is your IT organization addressing skills gaps?

- Cross-training — **41%**
- Devolving duties to LOB staff — **40%**
- External training and certifications — 34%
- Internal upskilling programs — 28%
- Hiring interns — 27%
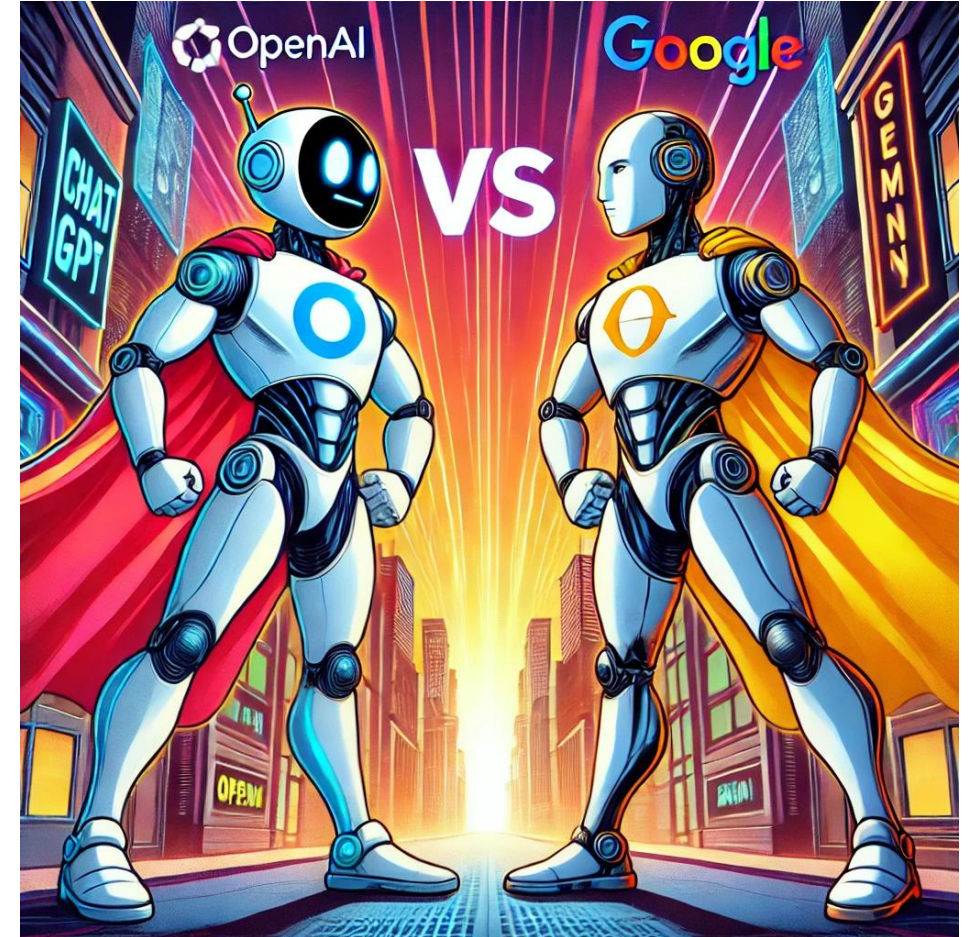- Outsourcing duties — 23%

Enter: GenAI Assistants

Areas where GenAI assistants can augment the IT workforce

- **Assisting with cybersecurity** → Monitor networks 24x7, detect anomalies, and automate incident response in real-time
- **Bridging knowledge gaps** → Instant access to internal documentation, making it easy to organize, retrieve, and share organizational knowledge
- **Streamlining communication and collaboration** → AI-powered meeting summaries and language translations to improve productivity
- **IT support** → Handle routine or repetitive IT tasks to reduce burden on IT staff
- **Personalizing training & upskilling** → Personalized learning platforms with customized training modules tailored to individual learning styles and skills levels
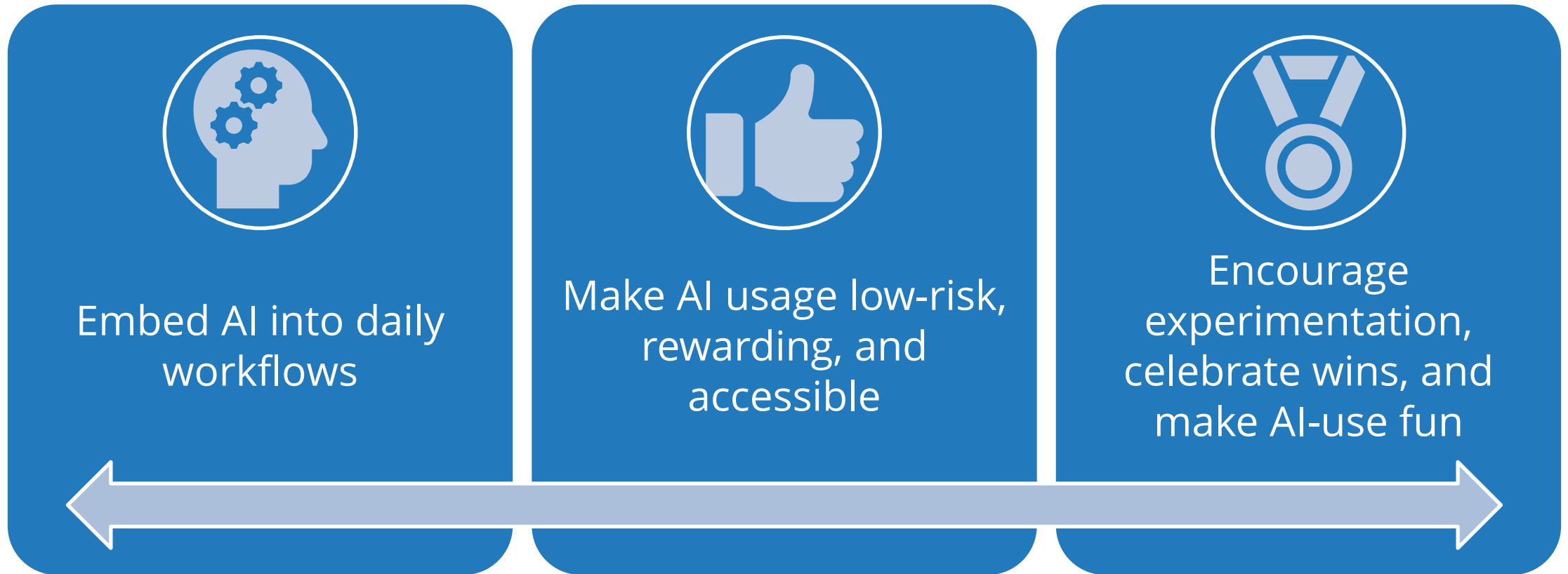- **And more!**

Despite the challenges posed by skills gaps and rapid advancement of AI tech, many organizations are still struggling to fully utilize AI-driven solutions

What risk do employees believe will pose the greatest barrier to effectively launching full GenAI solutions?

Category	Percentage
Ineffectively addressing fear of layoffs	26%
Inadequate skills development	19%
Leadership/employee misalignment on the productivity value of GenAI	16%
Data security and privacy exposures	14%
Inadequate cross functional collaboration	13%
Poor communication of Gen AI strategy	12%

AI adoption doesn't happen overnight—but it starts with your team

Embed AI into daily workflows

Make AI usage low-risk, rewarding, and accessible

Encourage experimentation, celebrate wins, and make AI-use fun

📌 AI fluency is a skill, and teams that learn how to use AI effectively will drive the biggest impact.

Boosting AI Adoption in IT: Creative Ways to Increase Usage

AI Usage Competition

- Track tasks and hours saved using AI
- Reward creativity and efficiency gains (e.g., "Most Innovative AI Use" prize)
- Celebrate small wins publicly to normalize AI adoption

AI Hackathons & Innovation Days

- Set aside time for teams to build AI-driven automations or integrations
- Offer incentives like extra budget or recognition for the best AI-powered workflow improvement

AI Learning Circles

- Build a team of power users who can help evangelize AI usage and adoption
- Give them space to meet regularly to share how they're using AI and discuss best practices
- Empower those users with the most advanced licenses and tools

Some Takeaways

CIOs are struggling with IT talent shortages, making workforce augmentation critical

Instead of relying on cross-training and shifting responsibilities, AI can provide another solution

AI assistants like Copilot, ChatGPT, and Gemini can help IT teams work smarter, not harder

Despite its potential, AI adoption isn't happening as quickly or effectively as it could

The key to AI adoption is moving from isolated use cases to embedded workflows

Getting teams comfortable with AI through hands-on experience is the fastest path to adoption

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Thank you

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