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# CLOUD SKILLS SHORTAGE:

## HOW TO WEATHER THE SKILLS GAP STORM











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# INTRODUCTION

Transformational technologies are now the foundation of many a modern business. But as the rate of this emerging tech continues to grow at pace, are IT skills shortages at risk of becoming just another thing that underpins UK industry?

Have a think back to when the Internet became a critical part of daily operations. Everyone was clamouring for those adept at HTML, SQL and PHP. Then, in its wake, the dawn of mobile apps called for iOS, Android, Reactive C specialists... the list is probably as big as the current shortage stifling our cloud-first society. The hunt for those who can navigate the likes of Azure, AWS, DevOps is on – and it's fierce.

The cloud offers businesses major opportunities and breaks down boundaries we didn't even realise we were facing, changing consumer behaviour and enterprise forever. However, the skills shortage and lack of talent could reduce the cloud's "transformation" efforts. How will this be combatted? And will managed service providers come to the rescue?





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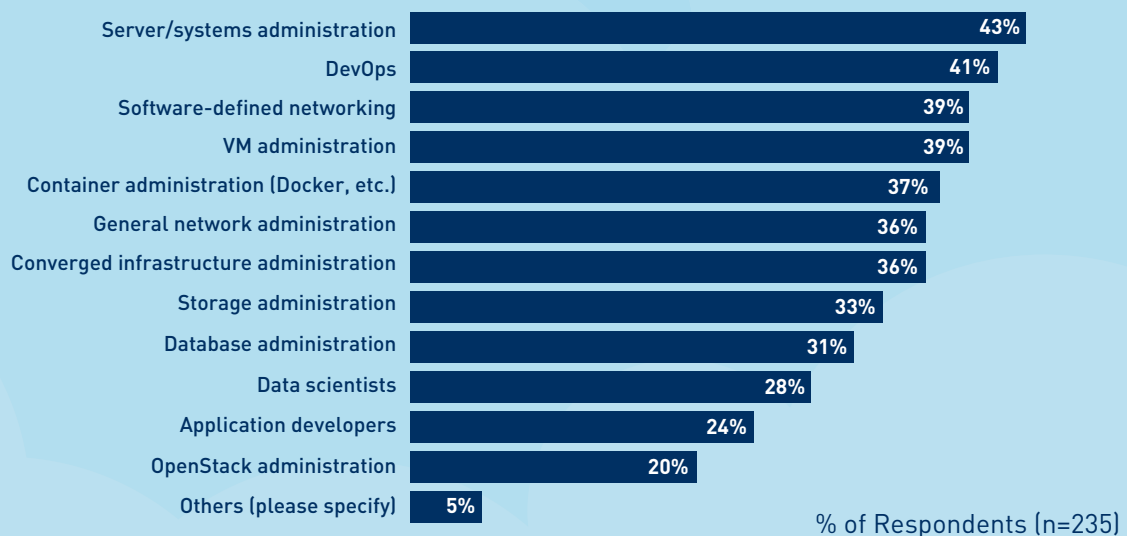
# CLOUDY WITH A CHANCE OF CRISIS?

Although a skills gap isn't uncommon, that doesn't detract from the very real impact it can have on industry. IDC expect that 30% of high-demand roles for emerging technologies will go unfilled through to 2022<sup>1</sup>. In particular, there is a critical lack of deep cloud skills in the market.

**94%** of organisations are struggling to find the right talent for cloud solutions<sup>2</sup>.

As of January 2020, a quick search on indeed.com garnered more than 3,500 cloud engineering jobs in the greater London area alone. For those of us who work on terra firma, the very essence of cloud technology means you're competing for talent in a global market, against impressive Silicon Valley giants and well-funded start-ups.

A recent report from 451 Research revealed the following were the top under-resourced areas<sup>3</sup>:



[Image source: 451 Research, Innovations in Security Can Supplement IT Skills Shortage.]



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# THE (CLOUD) STRUGGLE IS REAL

For businesses that have managed to build and deploy a great team, keeping your people up to speed on the ever-evolving cloud capabilities will be the next feat. While cloud computing has accelerated digital transformation, forcing companies to invest more in IT teams and systems, it's also created more niche and specialist jobs and functions.

Despite IT professionals have the best of intentions, a lack of knowledge means that many of the organisations we speak to are getting their cloud environment wrong. Check out our [One Does Not Simply Migrate to Hybrid Cloud](#) blog on how to devise a cloud migration strategy and assess your cloud decisions, as well as the [Six Reasons to Migrate to Hybrid Cloud](#) for some common hybrid cloud scenarios and how and why you should be utilising hybrid cloud.

**90%**

**of organisations have reported a lack of skills in multiple cloud disciplines and that the deficit has doubled over the last three years.**





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## CHALLENGES RETAINING YOUR CLOUD TALENT

Whilst using our guidance to remedy your cloud environment is certainly beneficial, it still doesn't address the cloud skills challenge in the market.

OpsRamp's 2018 Cloud Skills Survey states that 90% of respondents believe the skills gap is either somewhat big, quite big or huge so the pressure is truly on to find the right people to help you move to and utilise the cloud with confidence. But it isn't just about finding people, it's about keeping them, so the struggle continues as you manoeuvre:



**Poaching** – 20% of the study participants feel the skills shortage is leading to intense poaching, giving qualified candidates the luxury of choosing where and which projects they want to work on.



**Wages** – Attracting and retaining talent requires money, fortunately 69% of companies state they are willing or very willing to compete and pay competitively for the limited resources.



**Waiting** – However, even if you're open to playing the salary game, be prepared that it's going to take you a while to hunt down your new employee. 25% of hiring managers find it can take more than three months to find the right candidate.

The **average UK employer spends £3,000 and 27.5 days** hiring a new employee, not having to recruit can represent a significant saving.



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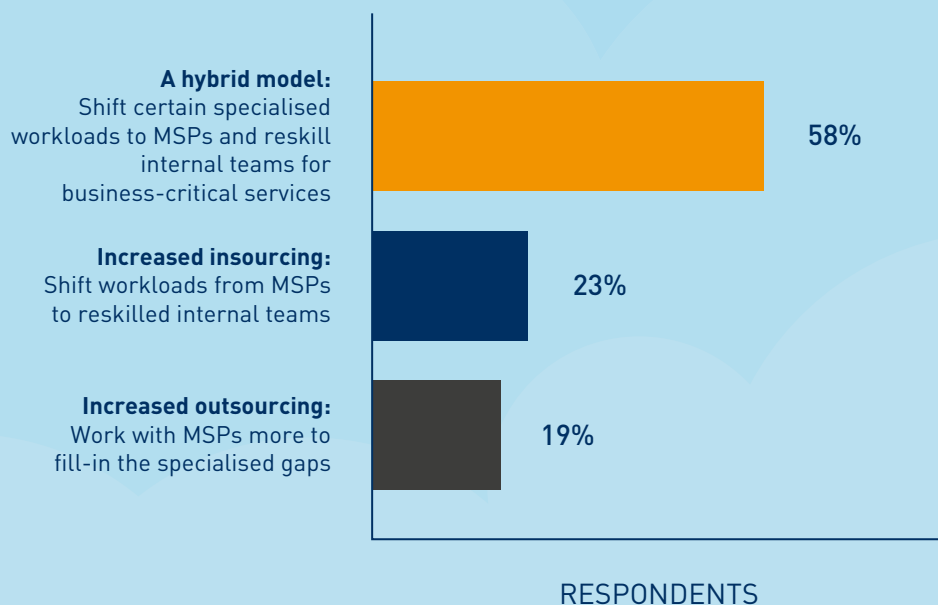
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## INSOURCING VS OUTSOURCING: A HYBRID APPROACH

Due to the cost, complexity and competitive nature of securing cloud skills, many organisations feel they're left with two options – upskill existing staff or look for an external partner to help bridge the gap. Most organisations are choosing the later. In fact,

**77%**  
of enterprises are partnering  
with managed service  
providers (MSP)

to transform their legacy processes, meet changing consumer demands and seize disruptive opportunities. The most common approach for working with managed service providers is a hybrid model where some specialised skills are outsourced while internal teams are upskilled to maintain business-critical services.





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## CLOUD MANAGED SERVICES FROM DAISY CORPORATE SERVICES

SPEAK TO ONE OF OUR EXPERTS AND FIND OUT HOW WE CAN HELP TURN YOUR **CLOUD DREAMS** INTO **CLOUD REALITY**.

### A choice of support levels to suit your needs

Choose from three levels of service management: desk-based, field-based and dedicated. This ability to scale from light-touch to dedicated service management sets us apart from other providers and means we can offer you the right level of service at the right price point, without sacrificing quality. This leaves you to focus on what you do best – serving your customers.

### A trusted long-term partnership to power your business forward.

How can you get the most from your cloud technology on an ongoing basis? Maximising and maintaining the advantage it gives you demands ongoing management – something you may not have the resources (or desire) to handle in-house.

With Daisy managing your cloud technology solution, you'll have a partner who cares about your business as much as you do. As well as being aligned with best practice procedures, we have all the resources and capabilities necessary to oversee delivery – effectively acting as an extension of your business.



**CHECK OUT OUR USEFUL INFOGRAPHIC** to find out how you can choose the right cloud provider for your business.

#### References:

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