2nd Watch completed a survey of more than 400 IT executives in the United States. The survey ran online the last week in January and sought to understand the organizational emphasis and strategic focus of modern enterprise IT departments based on the tech services they’re consuming and how much they’re spending.

The survey began with the premise that many enterprise IT organizations today are "bimodal," meaning their focus is split between stability, which Gartner refers to as a Mode 1 approach, and agility, which Gartner calls Mode 2.

**Mode 1 IT is a fact of life for modern IT organizations**
- 71% say Mode 1 best represents their IT organizations today
- 72% emphasize sequential processes and linear relationships
- 65% commented that plan-driven or top-down decision making best represented their company’s planning processes

**Public cloud is driving Mode 2 buying behavior**
- 89% use Amazon Web Services (AWS), Google Compute Engine or Microsoft Azure
- 39% have dedicated up to 25% of total IT spend to public cloud
- 43% say at least half their cloud service spend went to AWS

**Enterprise buyers need help with cloud deployments**
- 34% find the process of buying, consuming and managing public cloud services was between somewhat and very difficult
- 85% would pay a premium if the process of buying public cloud was easier
- 40% would pay 15% over cost for the benefit of an easier process

"It seems clear that enterprise IT organizations have not abandoned so-called Mode 1 IT delivery, but it's also apparent that Mode 2 is coming on strong."

JEFF ADEN
Co-Founder and EVP of Marketing and Strategic Business Development at 2nd Watch