

A YEAR LATER,

# How Chaos Led to Clarity

## Pandemic Continues to Challenge Businesses

**60%** believe 2021 will be just as challenging for their business as last year



**COVID-related issues** continue to top business challenges

## Rapidly Changing Market Conditions Intensifies Focus on Agility

**87%** state that companies **must become more agile** to deal with rapidly changing market conditions



**95%**

**confirm** digital transformation is about business outcomes and **not the technology**

## Decision Making Criteria and Information Flow is Broken

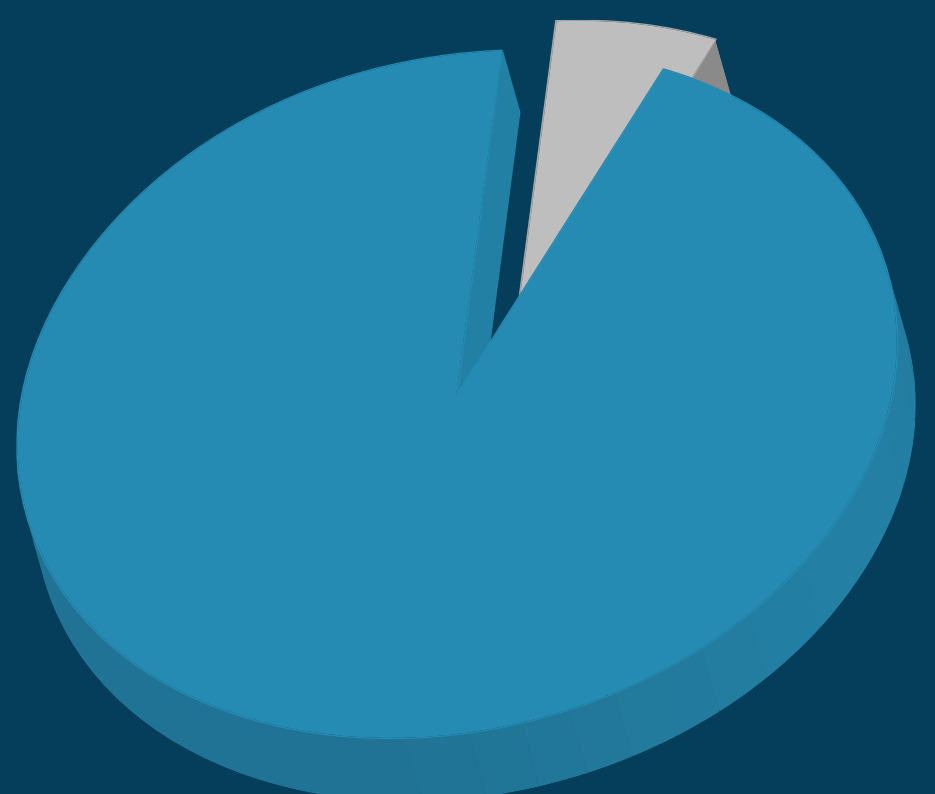


**97%**

**report** data-related challenges **limiting information available to the business**

## BizOps Being Adopted Rapidly

**94%** advise companies should adopt **BizOps to increase competitiveness**



Source: Dimensional Research, April 2021, survey of 519 participants responsible for technology and business strategy and decisions.

Join the Movement: [bizopsmanifesto.org](https://bizopsmanifesto.org)

**BizOps**  
coalition