

A background image showing a person's hands typing on a laptop keyboard. On the desk, there are several documents, a pair of glasses, and a smartphone. The scene is dimly lit, suggesting an office or home workspace.

**The majority** of both IT decision makers and corporate knowledge workers believe that their organization will be **more flexible** with work-at-home policies once the current COVID-19 pandemic subsides.

Likely stemming from the generally successful work-from-home transition, the position of ITDMs and knowledge workers alike on the future of remote work is well-aligned with the growing demand for these arrangements. But while this potential new normal gives rise to questions around bandwidth limitations, cybersecurity, and the need for more training, it is possible that COVID-19 and subsequent work-from-home experience have provided a blueprint both for IT organizations to effectively enable and support work-from-home initiatives and for knowledge workers to maximize remote work productivity in the newly envisioned workplace of the future.

**Original survey question:**

*Do you think that your organization will be more flexible with work-at-home policies once the current COVID-19 pandemic subsides?*

**Survey respondents:**

- 500 senior IT decision makers in North America familiar and involved with their organization's overall 2020 IT budget and spending plans, as well as work-from-home transition efforts.
- 1,008 corporate knowledge workers in North America working at home as a result of the COVID-19 situation.

**Source:**

[ESG Research Report, \*The Impact of the COVID-19 Pandemic on Remote Work, 2020 IT Spending, and Future Tech Strategies\*, June 2020.](#)