

Generative AI Training for IT Organizations

How do IT organizations that have adopted Generative AI (GenAI) tools manage the training of their IT workforce?

Among IT organizations that have adopted GenAI tools, nearly half have implemented formal training for IT staff

The most common training methods are courses developed by an outside organization and training by in-house experts

Those mostly satisfied with their approach utilize external courses or external expert webinars

Data collection: Dec 1, 2023 - Jan 4, 2024

Respondents: 125 IT leaders [Director, VP, C-suite] familiar with GenAI-related initiatives for their organization's IT team

About Gartner Peer Community One-Minute Insights:

Gartner Peer Community is for technology and business leaders to engage in discussions with peers and share knowledge in real time.

Surveys are designed by Gartner Peer Community editors and appear on the Gartner Peer Community platform. Once the respondent threshold is met, survey results are summarized in a One-Minute Insight.

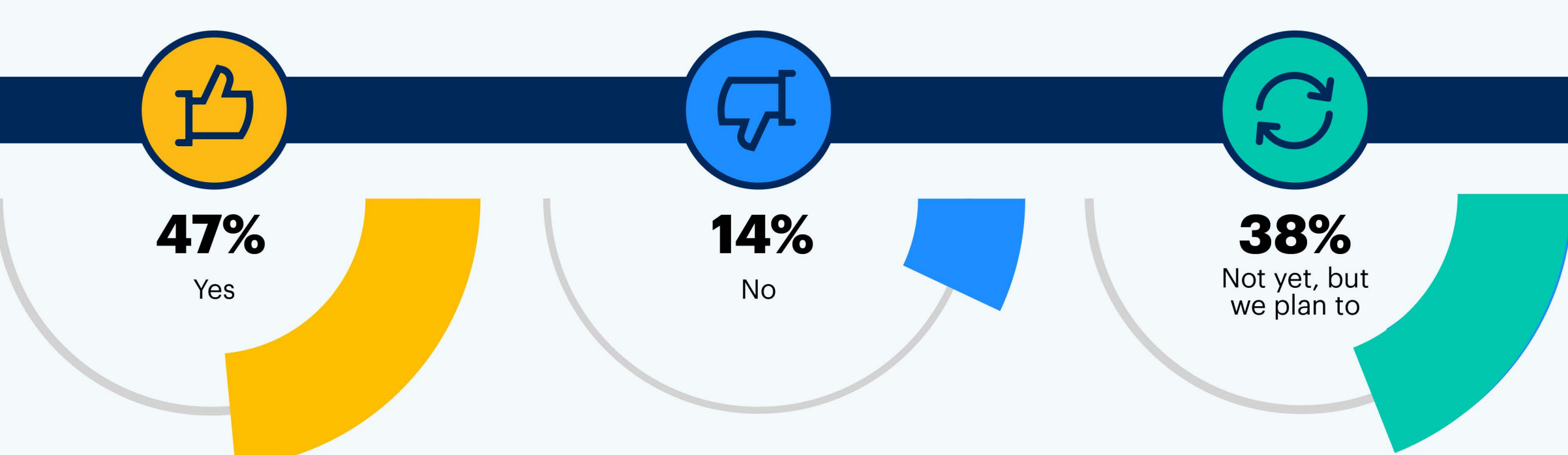
The results of this summary are representative of the respondents that participated in the survey. It is not market representative.



Formal GenAI training adopted by nearly half of IT organizations

Nearly half (**47%**) of organizations with GenAI tools **offer formal training** to their IT staff, while **38%** are **planning to implement such training**.

Does your organization provide any formal training for IT employees on the use of GenAI tools and technologies?



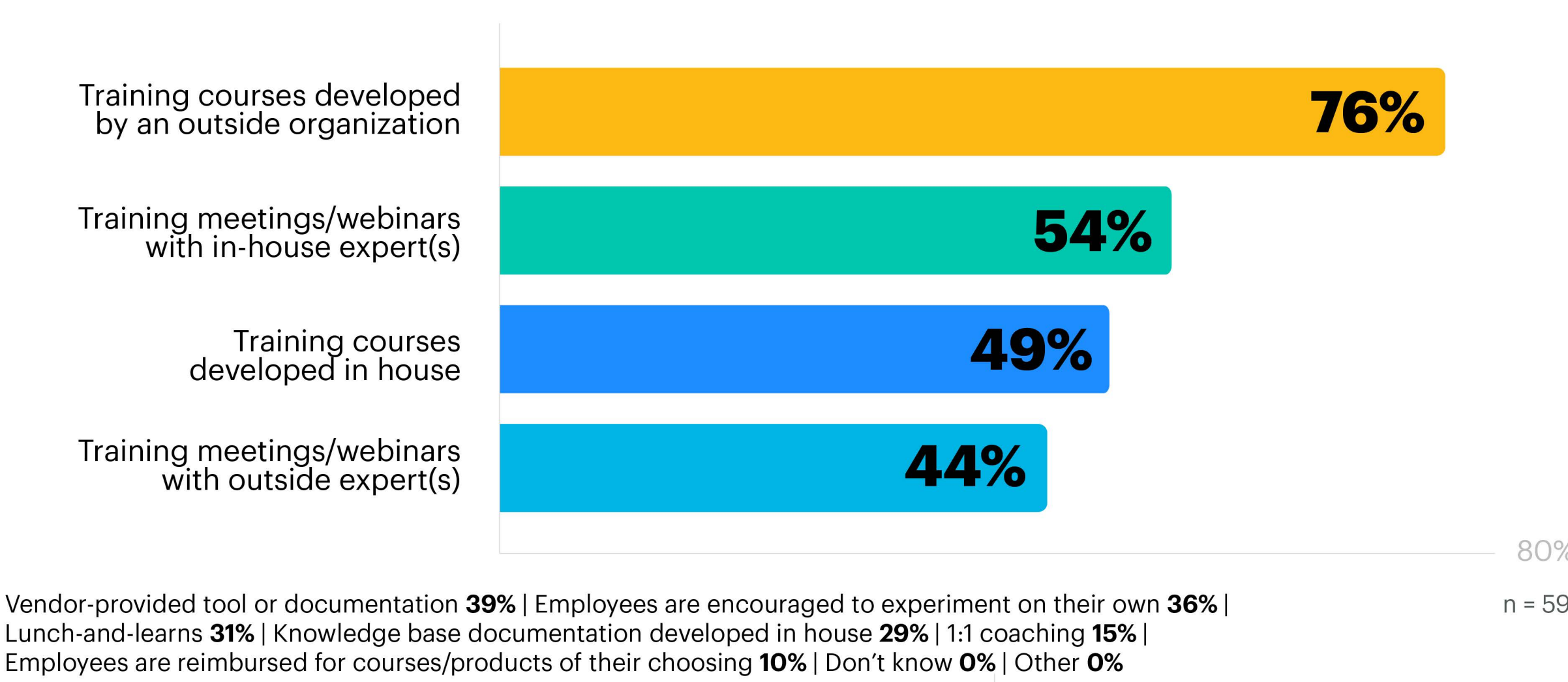
Note: May not add up to 100% due to rounding

n = 125

Top training methods include external courses and in-house, expert-led meetings

Of the organizations that offer formal training (n = 59), **76%** utilize **external training courses**, while **54%** rely on **in-house, expert-led training meetings or webinars**.

What methods does your IT organization use to equip team members with the necessary skills to use GenAI tools effectively? Select all that apply.¹



80%

n = 59

“[GenAI] is moving so fast it's hard to develop traditional training.”
C-suite, healthcare industry, 1,000 - 5,000 employees



Question: What challenges have you encountered in implementing GenAI training programs within your IT organization, and how have you addressed them?

“Our cloud provider [is] providing training to our team.”
Director, utilities industry, <1,000 employees

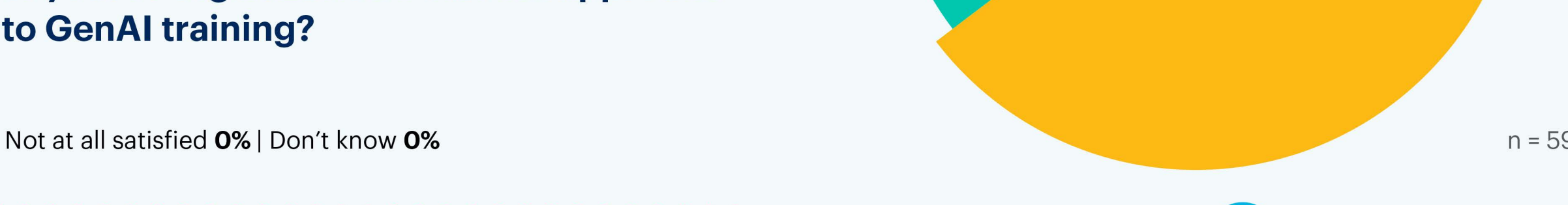


Question: Anything else you'd like to add about how your IT organization is approaching GenAI training?

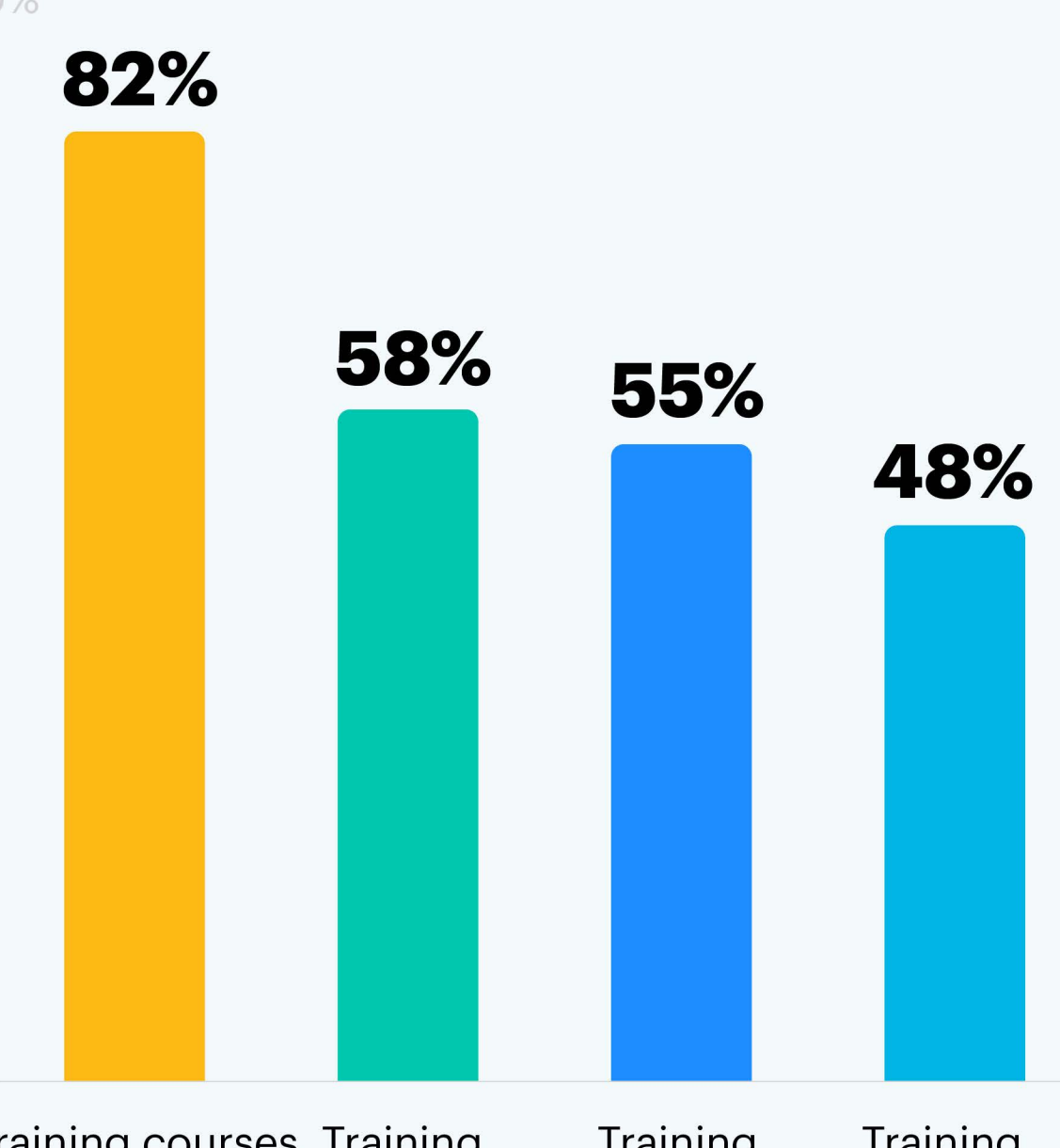
Mostly satisfied respondents report use of external courses and webinars

Among respondents whose organizations provide formal training (n = 59), the majority (**56%**) report being **mostly satisfied** with the **effectiveness** of their IT organization's current training approach.

How satisfied are you with the effectiveness of your IT organization's current approach to GenAI training?



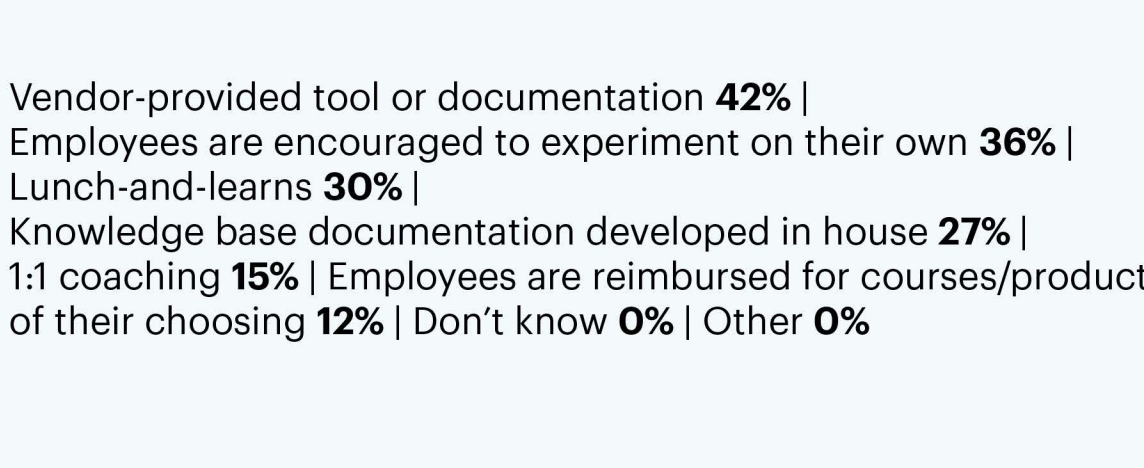
n = 59



n = 33

Among respondents who report being **mostly satisfied** (n = 33), the most prevalent training methods are **external training courses (82%)** and **meetings/webinars with outside experts (58%)**.

What methods does your IT organization use to equip team members with the necessary skills to use GenAI tools effectively? Select all that apply.²



“The biggest challenge is to balance GenAI learning/training with measurable business results. We are targeting specific business use cases for GenAI and reflect that in our training programs. And we are also building our training program through partnership with external vendors.”
VP, arts and entertainment industry, 5,000 - 10,000 employees



Question: What challenges have you encountered in implementing GenAI training programs within your IT organization, and how have you addressed them?

In their own words...

“We're focused on making sure everyone has basic knowledge, and investing in concrete use cases.”
- Director, consumer goods industry, 10,000+ employees

“[There is] no standardized training available that best addresses our needs holistically. We are looking at curating different content to build a GenAI toolkit.”
- C-suite, healthcare industry, 1,000 - 5,000 employees

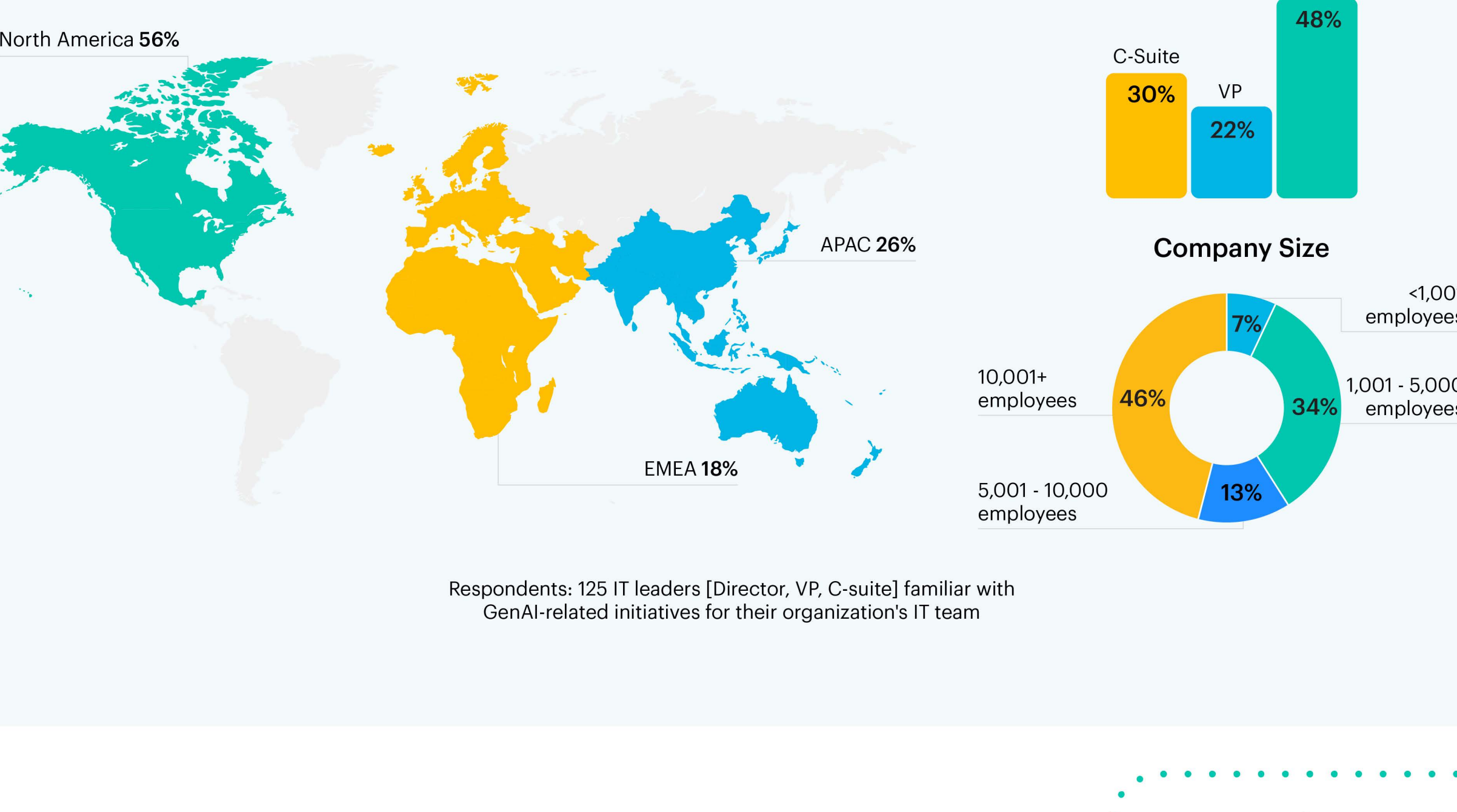
“It is challenging to find the bandwidth from the people to systematically invest time in the GenAI topic. We try to hand pick some individuals who have interest and motivation and who can get the time necessary to look into this.”
- Director, manufacturing industry, 1,000 - 5,000 employees

Question: Anything else you'd like to add about how your IT organization is approaching GenAI training?

Question: What challenges have you encountered in implementing GenAI training programs within your IT organization, and how have you addressed them?



Respondent Breakdown



Want more insights like this from leaders like yourself?

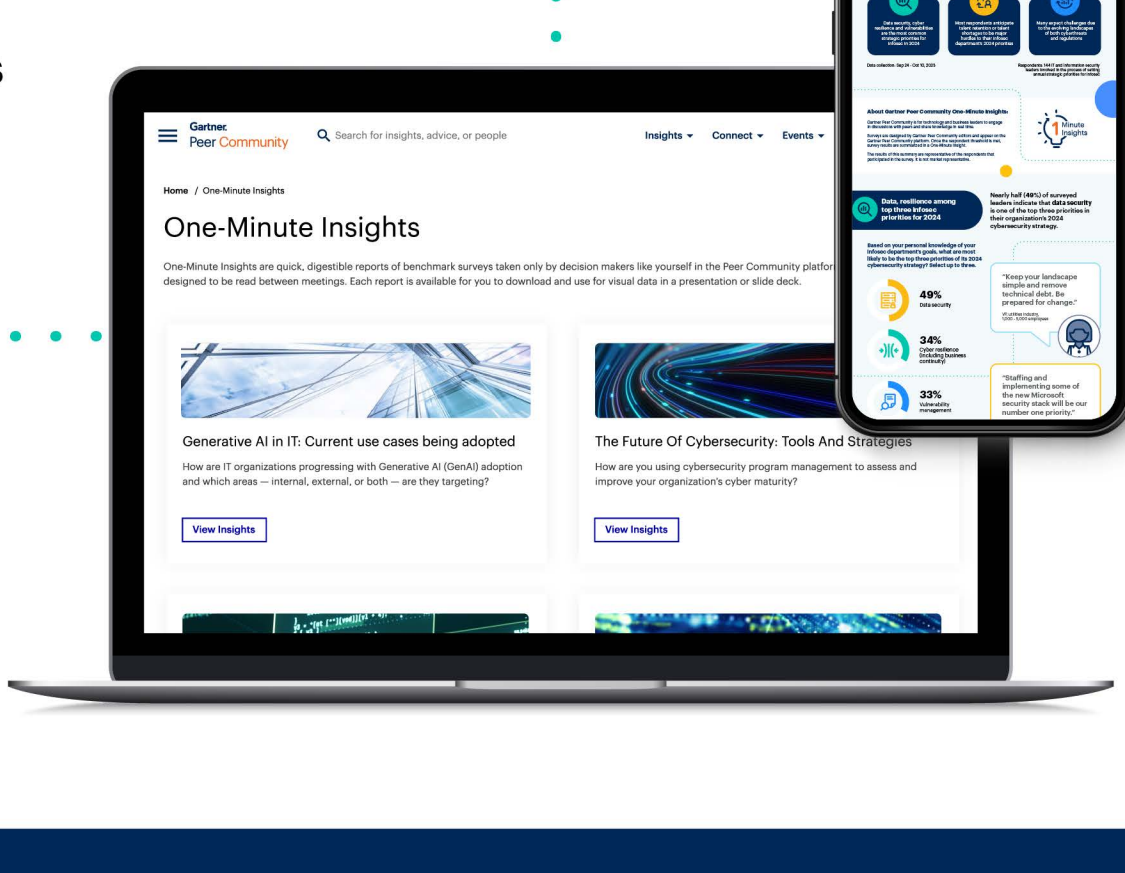
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Source: Gartner Peer Community, GenAI Skills Development in IT

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¹ Question shown only to leaders who answered “Yes” to the question “Does your organization provide any formal training for IT employees on the use of GenAI tools and technologies?”

² Data filtered to show only respondents who answered “Mostly satisfied” to the question “How satisfied are you with the effectiveness of your IT organization's current approach to GenAI training?”