Sensemaking In The Era Of Uncertainty

SENSEMAKING MATURITY INDEX AT A GLANCE

The Sensemaking Maturity Index (SMI) shows that organisations have yet to walk the walk on turning data into relevant insights.

Culture 68.52
Technology 72.03
Strategy 73.76
Security 71.89

SENSEMAKING MATURENESS INDEX

Strategy
Technology
Culture
Security

GAPS AND CHALLENGES

69% want to build analytics capabilities, but only 22% have empowered teams with relevant insights.

64% recognise their end users expect more personalised experiences, but only 25% have the right dashboards and visibility at the edge.

55% say their organisations still do not have a data-centric approach to decision making.

ACCELERATE TECHNOLOGY NEEDS

Organisations are focusing on building human-centric insights as the starting point.

73% are keen to invest in more dashboarding capabilities in the next six months.

64% want to build their IoT capabilities and improve data collection and analysis at the edge.

63% are focusing on improving their data protection and security technologies.

Methodology:
Source: A commissioned study conducted by Forrester Consulting on behalf of ST Engineering, May 2020
Base: 800 senior leaders with decision-making authority or influence in their organisations

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