ISACA
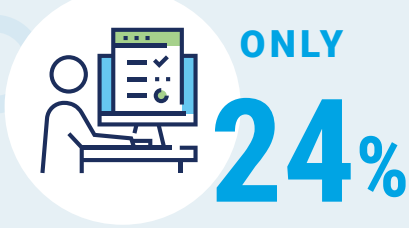
The AI Reality:
IT Pros Weigh in On Knowledge Gaps, Policies, Jobs Outlook and More

Global digital trust association ISACA surveyed 3,270 IT audit, risk, governance, privacy and cybersecurity professionals—including 601 in Europe—about AI, including knowledge gaps, policies, risks, jobs and more.

More AI Guidance and Training Needed

ONLY 24%
OF THOSE SURVEYED are extremely or very familiar with AI. **37% would classify** themselves as a beginner.
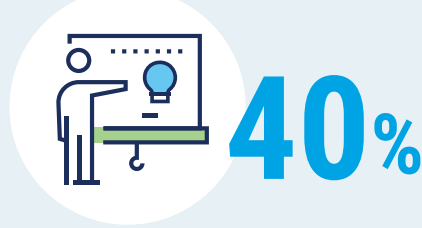
40%
OF ORGANIZATIONS OFFER no AI training at all. **30% say training** is limited to staff who work in tech-related positions.

AI POLICIES LACKING
ONLY 17%
of organizations have a formal, comprehensive policy governing the use of AI technology at their organization.
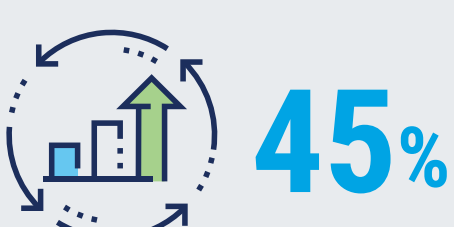
AI Ethics Must Be Prioritized

ONLY 25%
say organizations are giving **SUFFICIENT ATTENTION** to AI ethical standards.

ONLY 23%
say organizations are **ADEQUATELY ADDRESSING** AI concerns in deployment (e.g., data privacy, bias, etc.).

USE OF GENERATIVE AI IS ON THE RISE

45%
permit the use of Generative AI, **up from 29%** just six months ago.

YET 73%
believe employees are using any type of AI, and **62% believe employees are using generative AI.**

THREE MOST COMMON WAYS AI IS CURRENTLY USED:

39% Creating written content

37% Increasing productivity

37% Automating repetitive tasks

AI Risks Need Attention

61%
ARE VERY OR EXTREMELY WORRIED that generative AI will be exploited by bad actors (e.g., more believable phishing attacks).

89%
say **MISINFORMATION/ DISINFORMATION** is the biggest risk of AI.

ONLY 21%
are confident in their own ability to **DETECT AI-POWERED MISINFORMATION**, and only 21% are confident in their company's ability to detect AI-powered misinformation.

ONLY 36%
say AI risks **ARE AN IMMEDIATE PRIORITY** for the organization to address.

Jobs and Skills Outlook More Positive for Digital Trust Professionals

38% believe many jobs **WILL BE ELIMINATED** due to AI over the next five years

79% believe many jobs **WILL BE MODIFIED** due to AI

Yet digital trust professionals are more optimistic about their own fields—**82% SAY AI WILL HAVE A NEUTRAL OR POSITIVE** impact on their own careers.
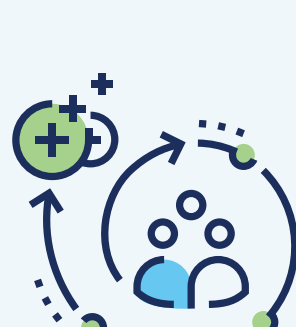
BUT TRAINING WILL BE NEEDED IN AN AI WORLD

86% say they will need to **increase their skills** and knowledge in AI within two years to advance or retain their job

95% say AI skills will be **important for digital trust professionals** to have

LEARN MORE AT www.isaca.org/ai