



Workforce Reinvention Blueprint

Technology Industry

How AI and Automation will Transform the Workforce Based on Reejig's Proprietary Work Ontology™ Intelligence

How AI is Reinventing the Technology Industry

The technology industry is a colossal force in the global economy, valued at \$5.2 trillion in 2022 and projected to grow at a CAGR of 5-6%, reaching \$6.2 trillion by 2026.

Top 3 Concerns Facing Technology CEOs in 2025

1. Talent Shortages
2. Rising Operational Costs
3. Geopolitical and Supply Chain Risks

Focus Area 1: Workforce Shifts

Projected Workforce Shifts in 2025 and Beyond

Where AI and Automation Will Drive Operational Effectiveness

1

Expansion of AI and Automation Specialist Roles

AI and machine learning roles will **grow by 30-40%** due to increased reliance on automated systems.

This shift in expansion of AI and automation specialist roles **enhances predictive analytics**, enabling businesses to streamline operations.

2

Rise in Cybersecurity Expertise

The need for cloud security and ethical hacking **will drive a 20-30% increase** in cybersecurity roles.

The rise in cybersecurity expertise will **strengthen defenses against rising cyber threats**, improving operational resilience.

3

Decline in Routine IT Support Roles

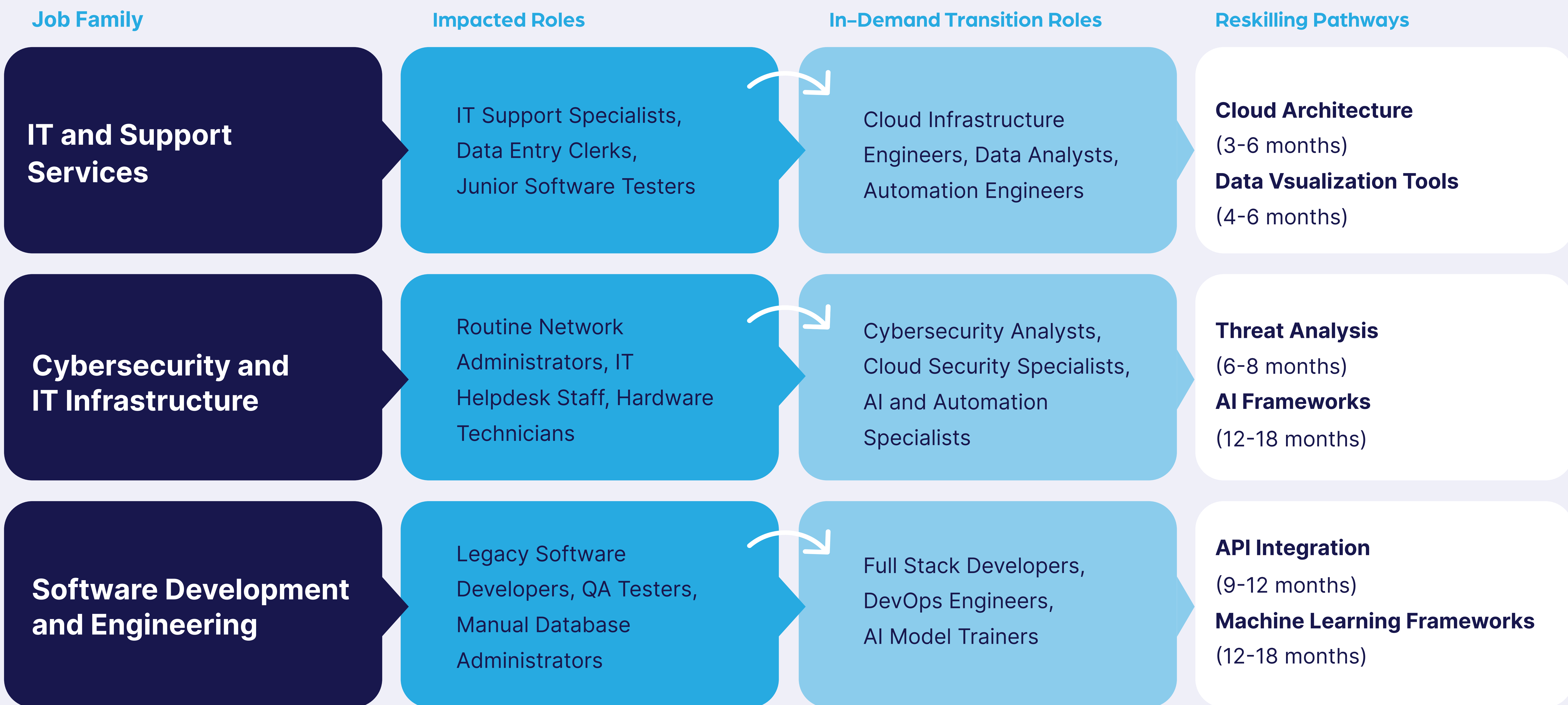
Automation will **reduce the demand for traditional IT support by 15-20%**.

Cost savings in routine IT support roles will allow **reallocation of resources** to innovation-focused areas.

Focus Area 2: Roles Impacted by AI

Key Roles Impacted and Reskilling Pathways for 2025

How Impacted Roles Can Transition to In-Demand Roles



Focus Area 3: Driving Operational Effectiveness

2025 AI Strategies to Boost Operational Effectiveness

Prioritized Roles for AI Transformation based on AI Potential Index, Operational Efficiency Index & Time to Benefit Realization

1

Cybersecurity Analysts

This role identifies, prevents, and responds to cyber threats, addressing critical security needs. AI implementation saves time and labor costs while improving threat detection and response accuracy.

With an AIPI of 2.0 and an OEI of 98%, this role is a priority for medium-term investment due to its role in mitigating workforce shortages and enhancing operational resilience.

AI Potential Index (AIPI) Score: 2.0

Breakdown: Potential Automation Proportion: 50%, AI Maturity/Risk Adjustment: 0.80, Current Automation Proportion: 20%

Operational Efficiency Index (OEI) Score: 98%

Breakdown: Time Savings: 40%, Cost Savings: 30%, Process Improvement Factor: 1.4

Time to Benefit Realization: Medium-Term (6-18 months)

AI-driven solutions like automated threat detection systems can deliver tangible benefits within 6 months for initial deployment.

2

IT Support Specialists

This role manages user queries, technical troubleshooting, and system maintenance. Automating these tasks with AI saves significant time and labor costs while improving response times.

With an AIPI of 1.7 and an OEI of 88%, this role is a top priority for investment because the potential for automation is high, and the short TBR ensures quick returns on investment.

AI Potential Index (AIPI) Score: 1.7

Breakdown: Potential Automation Proportion: 60%, AI Maturity/Risk Adjustment: 0.85, Current Automation Proportion: 30%

Operational Efficiency Index (OEI) Score: 88%

Breakdown: Time Savings: 40%, Cost Savings: 40%, Process Improvement Factor: 1.1

Time to Benefit Realization: Short-Term (0-6 months)

AI-driven tools like chatbots and automated ticketing systems can deliver substantial efficiency gains within the first 6 months of implementation.