

# CHANGE & TRANSFORMATION

## LEADERS PRACTICE GROUP

20 JAN 2021

KINDLY SPONSORED BY:



**1** Are the ongoing lockdown restrictions having an impact on your business operations or change and transformation projects for 2021?

Yes - we've had to re-evaluate our priorities

24%

Yes - but we are staying to our planned programme of change and transformation

52%

No - it's business as usual for us

20%

I'm not sure

4%

**2** Has the current "remote working" made your role as a change, operations or IT leader, more difficult, easier or not changed anything

Easier

19%

More difficult

0%

More difficult, but still achievable

77%

Much prefer leading change from the office

4%

**3** When it comes to automation projects, what area of the business is a priority for you?

Claims

25%

Finance

14%

Underwriting

29%

Risk Processing

25%

Other

7%