

IT SERVICES

Get ahead, stay ahead in IT services.

Continuous Learning:
The Key to Thriving in a Rapidly Growing Industry



Overview

Welcome to the forefront of technological advancement.

Thanks to continued growth in digital transformation and related technologies like cloud, cybersecurity, AI and ML, and others, 30% of the \$5 trillion spent worldwide on information technology in 2024 went to IT services firms (Gartner). That share is expected to rise 8.7% or more in the coming year.

This continued expansion offers new opportunities for technology and audit professionals, teams, and IT service firms. It also promises fierce competition for the best high-paying jobs. And new, high-stakes challenges for employers needing tech talent in top-performing shape.

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WHAT TO EXPECT

Whether you're looking to move in or up in IT services or building a high-performing organization, this eBook will give you the insights and understanding to help get ahead and stay ahead as this huge sector races ahead in 2025.

In this short eBook, we'll look at:

- What continued growth means to IT service providers and professionals
- Hot jobs and key skills for 2025
- Strategies for business and technology leaders
- Continuous learning's crucial role in competitiveness
- Courses and resources to supercharge individuals and teams

More Money, More Competition

In 2025, IT services is shaping up as a great place to be. Barring unforeseen events, technology and audit professionals, team leaders, and their companies can look forward to exciting growth and opportunities, especially in North America.

Job growth in the space is expected to outpace all but a few overlapping hot spots like financial services and insurance.

Talent Shortages

77% of CEOs cite difficulty finding skilled IT professionals as a major challenge.

Source: [KPMG](#)

Who are we talking about?

Boundaries overlap and blur between IT service firms, managed service providers (MSPs), strategy consultants, outsourcers, software developers, etc. We'll define them loosely as organizations whose primary business is to build, implement, manage and maintain IT systems, cybersecurity, SaaS, networks, clouds, applications, storage etc. Services may include software development, maintenance, help desk, integration, hosting and more.

In general, these IT service companies are hands-on. They're more concerned with the "how" than the "why" of information technology.

What's driving the rise?

One big factor is ongoing digital transformation. In every industry, there's a continued, voracious demand for new ways of doing business and technologies that improve efficiency and customer service, agility and innovation, data-driven decisions and other benefits. Between 70% and 90% of organizations are tackling the challenge.

And that translates into greater demand for skilled technologists, auditors and service firms. Every organization needs trained teams that can build, run and oversee the leading-edge cybersecurity, cloud solutions, software, networks, AI and other key digital pieces that make transformation possible.

\$1.5 Trillion in 2024

GLOBAL SPENDING ON IT SERVICES

Global spending on IT services will total \$1.5 trillion in 2024.

Source: Gartner

\$219 Billion by 2025

GLOBAL SPENDING ON CYBERSECURITY

Global spending on cybersecurity is expected to hit \$219 billion by 2025.

Source: Statista

\$630 Billion by 2029

U.S. SPENDING

U.S. spending is expected to reach \$461 billion in 2024, \$630 billion by 2029.

Source: [Mordor Intelligence](#)

69% of Businesses

IN NEED OF IT SERVICES

69% of businesses undergoing digital transformation need external IT services for cloud migration, data analytics implementation, or system upgrades.

Source: [Deloitte](#)

\$2 Trillion Annually

COMPLIANCE COSTS

Data privacy laws like GDPR and CCPA, along with national, state and industry regulations, are making IT audits and compliance services indispensable. Compliance alone costs U.S. businesses nearly \$2 trillion annually.

Source: [Cato Institute](#)

IT service firms to the rescue

Keeping up with evolving laws, threats, staffing, tools and frameworks is tough. Not every company has the expertise or budget for an internal team to handle these complex tasks, so more are bringing in IT service providers.

Unlike their cousins in strategy consulting, these firms generally focus less on the “why” of technology and more on the “how.”

By outsourcing hands-on work, customers can access specialized expertise. They can stay current on technology trends, allowing them to focus on core business activities. Leaders say the practice helps them efficiently manage complex systems, reduce costs, and ensure security. It also offers flexibility, enabling companies to scale and adapt quickly to new demands.

LOOKING AHEAD...

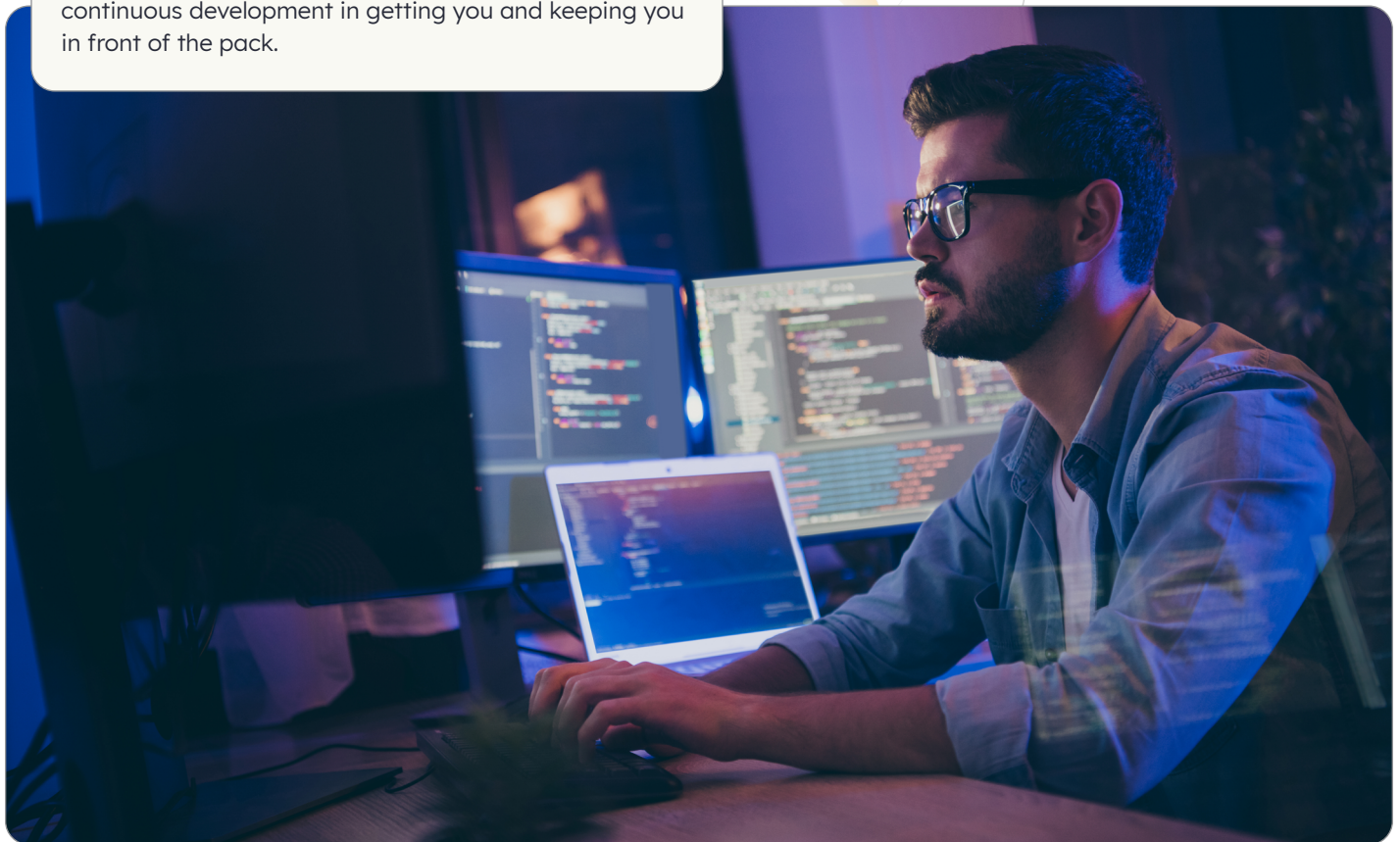
In the next chapters, we'll highlight the roles and skills in greatest demand. And explain the vital importance of continuous development in getting you and keeping you in front of the pack.

Why you should care

For IT and audit professionals, a hot IT service industry means lots of career opportunities, especially in hot areas like cybersecurity, software development, and AI/ML.

For tech and business leaders at service companies, you'll need to field the best and smartest teams to outrun a growing pack of new and established competitors.

All have to be at the top of your game. Otherwise you risk getting left behind by more current and knowledgeable rivals.





Hottest Roles and Skills for 2025 and Beyond

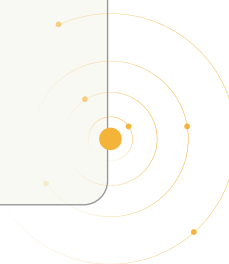
Take a look below at the jobs and knowledge expected to be in greatest demand. Do they look similar to IT overall? They are. That's because companies are looking to fill roles they can't fill or don't want on their own.

But there's one big difference: because clients are paying handsomely, you're expected to be the best and brightest.

There's lots to get excited about. The areas of expertise include the most happening and interesting in technology today. Demand for most roles is generally higher than for other specialties in IT and still more so in IT service firms.

We've analyzed numerous industry sources and sifted out the most in-demand technology positions and skills in 2025, with projected growth through 2033. Typical salary ranges will give you broad, up-to-date ideas of what you can expect to pay or make for each position. Unless otherwise noted, earnings figures are from the Bureau of Labor Statistics.

It's worth noting: Skills are just as important as job titles. Service employers are looking for individuals who can not only fill these roles. Many also want the expertise needed to adapt to changing technologies, safeguard systems, and drive innovation. That's why continuous skill development, paired with certifications and hands-on experience, is the key to thriving in these in-demand positions.



Cloud Architect

Designing scalable, secure cloud infrastructures for businesses migrating to the cloud.

Typical salary range:

\$133,000 to \$196,750 annually

Projected growth (2023-33):

21%, much faster than the average

SKILLS IN DEMAND

- Proficiency in cloud platforms like AWS, Microsoft Azure, and Google Cloud Platform (GCP).
- Expertise in infrastructure-as-code tools like Terraform.
- Strong understanding of network architecture and security.

ACI LEARNING COURSES

[AWS Certified Cloud Practitioner](#)

[Cloud Computing II \(ILT\)](#)

[AWS Certified Solutions Architect Associate \(SAA-CO3\)](#)

[Intermediate IT Audit School](#)



DevOps Developer

Automating and streamlining the software development and deployment process.

Typical salary range:

\$113,500 to \$170,000 annually

Projected growth (2023-33):

25% (for all software developers), much faster than average

SKILLS IN DEMAND

- Proficiency in scripting languages like Python and Bash.
- Mastery of CI/CD tools like Jenkins, GitLab, or CircleCI.
- Experience with containerization tools such as Docker and Kubernetes.

ACI LEARNING COURSES

[AWS Certified DevOps Engineer](#)

[Python programming](#)

AI/ML Engineer

A top priority for many CIOs and IT leaders. Skills in AI development, implementation, and management are hot.

Builds AI-driven solutions and machine learning models to automate tasks and improve decision-making.

Typical salary range:

\$122,000 to \$174,250 and up annually

Projected growth (2023-33):

21% much faster than average

SKILLS IN DEMAND

- Python, frameworks like TensorFlow, PyTorch, scikit-learn.
- Natural language processing (NLP), computer vision.
- Data preprocessing and model optimization.

Soft Skills

Communication, teamwork, and leadership skills are crucial for developing stronger teams and managing increasingly complex IT environments.

SKILLS IN DEMAND

Many, including:

- **Communication:**
Ability to explain technical concepts to non-technical stakeholders.
- **Adaptability:**
Flexibility to work easily with new technologies

ACI LEARNING COURSES

[Auditing Artificial Intelligence](#)



ACI LEARNING RESOURCES

[People Skills for IT Professionals](#)

[Beyond Tech](#)

[Communication Skills in Audit \(ILT\)](#)

[IT Governance and Communication Skills With Chris Ward](#) (YouTube Video)



Strategies for Technology and Business Leaders

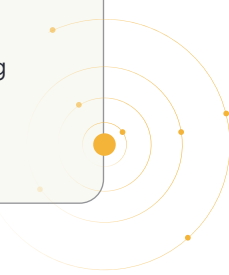
While opportunities abound, IT service providers also face big hurdles. These range from staffing challenges, keeping cyberdefenses updated, and managing compliance, to name a few. While these sound like usual concerns, the ever-present reality of high customer expectations elevates the stakes – and strain – to a whole other level.

Not only do you have to ensure your IT infrastructure, processes, and teams are in shape to meet new demands, but you must help clients do the same. Modernizing legacy systems. Migrating to cloud platforms. Leveraging advanced cloud platforms. Training-centric approaches adopted by giants in consulting and tech offer a proven path to addressing these challenges.

How continuous training blunts major challenges

Training initiatives can play a pivotal role in helping your teams keep up with technology change and staffing shortages. Just what you'd expect a leading provider of training services to say, right?

The fact is, we're in a great position to see the effects of continuous training and related strategies. We can say without bias that they work against today's most widespread problems.



Rapid technological change

CHALLENGE:

Technologies that were cutting-edge a few years ago can quickly become outdated as new solutions appear. New tools, frameworks, and methodologies emerge constantly, leaving teams vulnerable to obsolescence if they can't adapt.

Given the rapid pace of technological change, adaptability, and continuous skill development are critical.

To keep teams relevant and in top billable shape, leaders at IT service must engage in continuous learning, pursue certifications, and adapt to new technologies. It's the only sure way to ensure sustained growth in an ever-evolving landscape.

3 Years

One-third of CIOs expect their staff's skills to become irrelevant within three years.

Source: Deloitte

5 Years

44% of workers' skills are expected to be disrupted in the next five years.

Source: World Economic Forum

SOLUTION

How training helps:

Upskilling Programs:

Regular training ensures IT teams stay proficient in emerging technologies like cloud computing, AI, and DevOps practices.

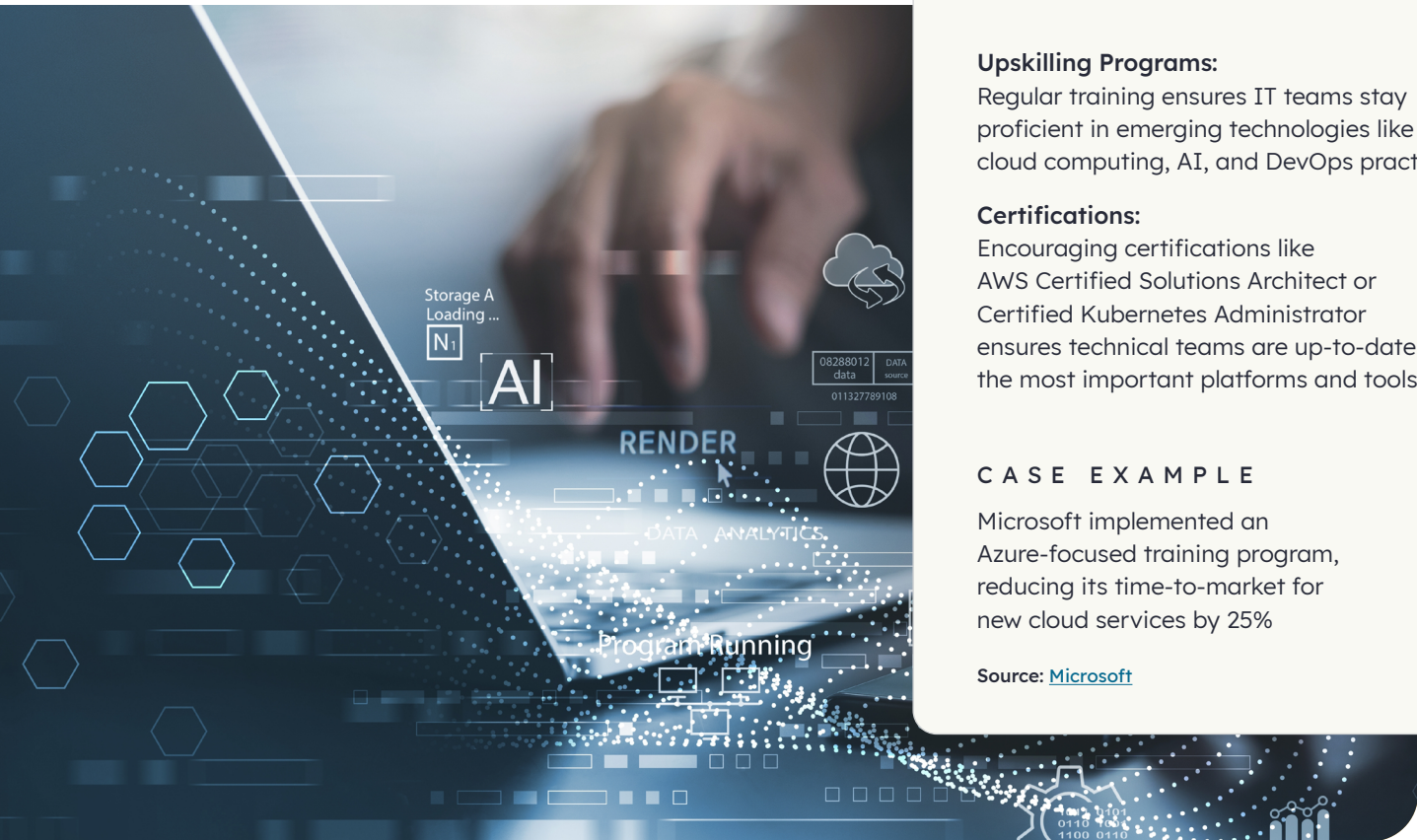
Certifications:

Encouraging certifications like AWS Certified Solutions Architect or Certified Kubernetes Administrator ensures technical teams are up-to-date with the most important platforms and tools.

CASE EXAMPLE

Microsoft implemented an Azure-focused training program, reducing its time-to-market for new cloud services by 25%

Source: [Microsoft](#)



Talent Shortages

CHALLENGE:

The IT service industry faces heavy competition for qualified candidates. Many firms struggle to attract and retain skilled workers – a make-or-break issue.

Strategies:

IT Service companies can also address the scarcity of skilled professionals through several strategic approaches:

Invest in existing employees

Focusing on internal talent development is one of the best ways to reduce search and onboarding time, and improve employee retention.

- Implement comprehensive, role-specific training programs to upskill current staff in emerging technologies and in-demand skills.
- Offer personalized learning paths, mentoring, and guidance courses to support employee development.

Build a culture of continuous learning

Creating an environment that encourages ongoing skill development is crucial:

- Offer opportunities for employees to attend conferences, workshops, and e-learning courses.
- Implement mentorship programs to facilitate knowledge sharing among team members.

Enhance career development and retention

Investing in ongoing development benefits both the organization and individual team members. Doing so:

- Provides opportunities for professional growth and career advancement.
- Improves job satisfaction and loyalty.
- Helps retain top talent in a competitive job market.

SOLUTION

How training helps:

Employee Retention:

LinkedIn research shows 94% of employees would stay longer if companies invested in their careers.

Mentorship Program:

Training senior staff to mentor juniors fosters a culture of learning and development, making your company more attractive to top talent.

CASE EXAMPLE

IBM launched internal talent acceleration initiatives to upskill its workforce, filling 30% of open positions internally.

Source: [IBM](#)

Expand and diversify talent pools

To overcome talent shortages, companies should broaden their search for skilled professionals.

- Consider non-traditional candidates and focus on potential-based hiring rather than solely experience-based recruitment.
- Tap into underrepresented groups, including women and minorities, to access untapped talent pools.
- Leverage Employer of Record (EOR) services to access global talent without the complexities of international hiring.

Collaborate with educational institutions.

Building strong partnerships can help create a pipeline of skilled professionals.

- Collaborate with universities and vocational schools to develop tailored training programs.
- Offer apprenticeships and internships to provide hands-on experience to young talent.
- Participate in career fairs and campus recruitment events to engage with potential candidates early.
- Let ACI Learning help you bridge the gap through customized learning pathways.

Cybersecurity Threats

CHALLENGE:

The increasing frequency and sophistication of cyberattacks put IT service companies and their clients at major risk.

Compliance and Regulatory Demands

CHALLENGE:

The increasing complexity of global regulations, like GDPR and CCPA, adds significant compliance costs and risks to IT service companies.

Bottom Line:

The increasing complexity of global regulations, like GDPR and CCPA, adds significant compliance costs and risks to IT service companies.

SOLUTION

How training helps:

Builds Regulatory Expertise:

Specialized training on GDPR, SOC 2, and HIPAA ensures teams can navigate regulations confidently.

Improves Processes:

Training employees on audit readiness reduces the time and cost associated with compliance checks.

Leverages AI:

Intelligent platforms like myACI Learn, help your firm spot compliance gaps while automating portions of regulatory training.

CASE EXAMPLE

PwC adopted automated compliance training tools, reducing audit preparation times by 25% and improving client satisfaction.

Source: [PwC](#)

SOLUTION

How training helps:

Cultivates Awareness:

Continuous training helps employees recognize phishing attempts, manage sensitive data, and mitigate risks.

Builds Technical Expertise:

Advanced cybersecurity certifications, like sCISSP and CEH (Certified Ethical Hacker), equip teams with the skills to design and maintain secure systems.

Offers Realistic Experiences:

Hands-on lab exercises and simulations prepare teams to respond effectively to real-world threats.

CASE EXAMPLE

Cisco Systems trains its teams on the latest threat detection techniques, reducing security incidents by 40%.

Source: [Cisco](#)

Continuous Learning with ACI = Continuous Success

So, hopefully the last section made you say, "I get it." You see that continuous learning and skills development could bring real value to your service company.

However...

You (and everybody) are already plenty busy handling your current day jobs.

You might rightly wonder: How do I make this happen? The short answer: By taking advantage of the smartest new learning technologies by a leading provider revolutionizing how businesses build capabilities.

Why Choose ACI Learning

Our company statement says it pretty well:

ACI Learning is a leading certification prep and skills training provider of audit, cybersecurity and IT training solutions designed for individuals and enterprises. We take training to the next level with our SaaS platform that supports multiple learning styles – instructor-led, online video self-paced, hands-on and real-life labs and assessments.

Some quick unpacking:



AI-Driven Insights

ACI Learning integrates AI artificial to supercharge its training solutions. Features like automated learning paths, progress tracking, and actionable insights only accelerate individual development and optimize workforce-wide performance.



Diverse Training Formats

ACI Learning provides a wide range of formats, including live instructor-led training, self-paced online modules, and customized corporate programs. This flexibility ensures organizations can meet the varied learning needs of their teams.



Real-Life Success

Organizations like Infosys have benefited from adopting ACI Learning's solutions. With their scalable programs and AI-enhanced platforms, companies have reported significant increases in operational efficiency and employee engagement.



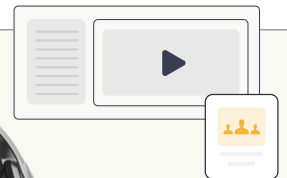
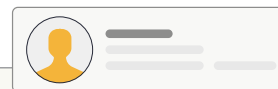
Engaging Content

ACI Learning's course library is constantly updated with input from industry experts, ensuring learners stay ahead of trends. Whether it's mastering the latest cloud technologies or preparing for certifications, ACI provides relevant, engaging, and impactful content. It's relevant, up-to-date learning designed to both educate and entertain.



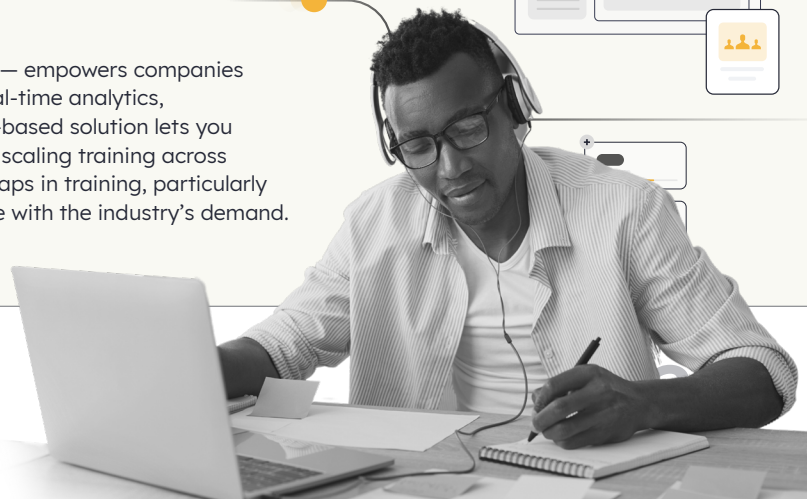
A Trusted Partner for Growth

In a world where technology evolves faster than ever, ACI Learning ensures that IT service organizations remain competitive. By combining innovative tools, expert instructors, and tailored solutions, they help companies future-proof their teams and deliver exceptional results.



Cutting-Edge Cloud Platform

myACI Learn is a scalable skill-building tool — empowers companies with tools like personalized assessments, real-time analytics, and AI-driven recommendations. This SaaS-based solution lets you quickly identify and address skill gaps while scaling training across entire teams. The platform can fill existing gaps in training, particularly for IT Service teams struggling to keep pace with the industry's demand.





Conclusion.

Time to kick into high gear.

2025 brings a new list-parade of top IT issues and priorities. There will be new technologies and new challenges in development, deployment, operations, management, and modernization. In systems, networks, applications and infrastructure. Odds are 100% that cybersecurity, Cloud and AI will be Top 3 on every list.

No professional or leader wants to fall behind in a rapidly evolving industry like this. Imagine the old joke about two coworkers being chased by a lion. One suddenly stops to tighten her sneakers. Confused, the other asks, “Why are you stopping? You can’t outrun a lion!” She replies, “I don’t need to outrun the lion — I just need to outrun you.”

In this analogy, continuous learning is the act of tightening your sneakers, and the lion represents the ever-growing competition.

Stay ahead by staying prepared.

Don’t be that person or organization that gets outrun and outsmarted. Invest in a proven way to make you and your team more effective, valuable, and indispensable. Kick into high gear by starting or expanding your continuous learning efforts today!

Start your training!

Our huge catalog of bingeable, self-paced and instructor-led training and top industry certifications helps teams gain key skills and knowledge needed for many of the critical practices discussed in this ebook.

IT Services and practices are constantly growing and evolving. **Your training should too!** Contact us today to learn more at www.acilearning.com.

Explore Courses

Discover Resources



**Be bold.
Train smart.**

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