



THE INFORMATION READINESS GAP REPORT 2026

DATA GOVERNANCE, DIGITAL TRANSFORMATION, AND AI READINESS



01 EXECUTIVE SUMMARY

INFORMATION READINESS IS BECOMING A DEFINING CHALLENGE FOR DIGITAL TRANSFORMATION

Digital transformation continues to reshape how organisations across Australia and New Zealand operate. AI now supports a growing range of business activities from analytics and reporting to workflow automation and knowledge management.

The research suggests, however, this progress in intelligent technology adoption is occurring alongside a more fundamental challenge. Information remains fragmented across systems and departments, while governance practices are still maturing. Employees spend between one and five hours each week searching for the information they need to perform their roles. This is equivalent to two to four working weeks each year. While organisations are investing in new digital capabilities, many continue to manage increasingly complex information environments.

These findings suggest that information readiness is becoming an increasingly important consideration for organisations pursuing digital transformation. As AI becomes embedded within business operations, greater attention is being placed on the accessibility, quality, and governance of the information that underpins it.

KEY FINDINGS

Five signals emerging from research with 408 information technology and business decision-makers across Australia and New Zealand, conducted between March and April 2026.



40% AU

identify information spread across platforms and departments as their biggest information management challenge.



38% NZ

identify a lack of system integration as their primary challenge.



21%

have a formal AI governance framework.



17%

provide structured AI training or data literacy programs.



57%

expect improved information management to reduce operating costs.

02 DIGITAL TRANSFORMATION HAS CHANGED THE INFORMATION LANDSCAPE

INCREASED TECHNOLOGY HAS CREATED INCREASED INFORMATION AND GREATER COMPLEXITY

Cloud platforms, collaboration tools, and digital workflows have fundamentally changed how organisations create, store, and share information. Rather than relying on a small number of core business systems, information is now distributed across cloud services, line-of-business applications, collaboration platforms, and legacy environments.

The research highlights the operational consequences of this shift. Australian organisations most commonly identify information spread across multiple platforms and departments as their leading challenge, while organisations in New Zealand are more likely to report difficulties integrating systems. Employees also spend between one and five hours each week searching for information, representing the equivalent of two to four working weeks each year.

Digital transformation has increased access to information while making information management more complex. The challenge for many organisations is no longer simply collecting information. It is finding trusted information quickly and using it consistently across the business.



1-5 HOURS

Employees spend every week searching for information.



2-4 WEEKS

Equivalent productivity lost per employee each year.



40% AU

Information spread across departments.



38% NZ

Lack of integration.



03 GOVERNANCE HAS NOT KEPT PACE

AI ADOPTION IS PROGRESSING
FASTER THAN ORGANISATIONAL
OVERSIGHT

AI adoption is now well established across both Australia and New Zealand. The most common applications include analytics and reporting, knowledge management, search, workflow automation, and customer engagement. Only a relatively small proportion of organisations report that they have not yet adopted AI in any form.

Governance presents a different picture. While AI adoption is widespread, only 21 per cent of organisations report having a formal AI governance framework, and just 17 per cent provide structured AI training or data literacy programs to support responsible use. Many organisations also express only moderate confidence in their existing governance practices.

The difference between technology adoption and governance maturity is one of the more notable findings in the research. Organisations appear willing to invest in AI capabilities while continuing to develop the policies, processes, and oversight needed to support them.



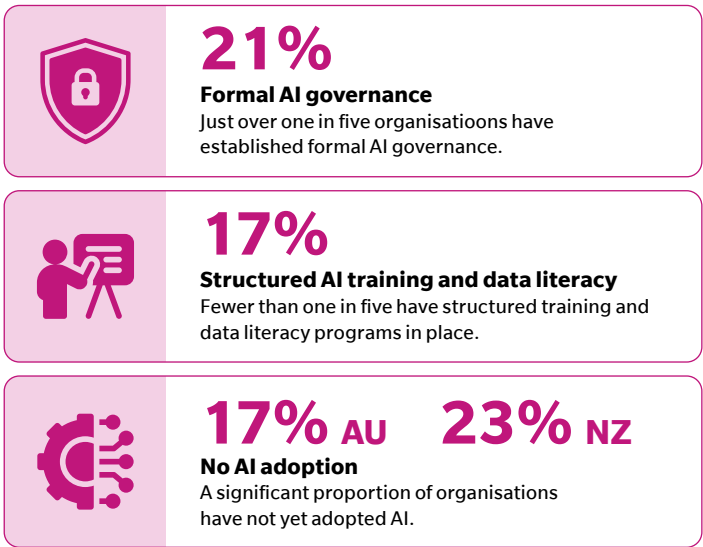
AI ADOPTION BY USE CASE

Organisations are adopting AI across a wide range of use cases.



GOVERNANCE MATURITY

AI governance and capability building remain early-stage for many organisations.





04 INFORMATION MANAGEMENT IS DELIVERING BUSINESS VALUE

ORGANISATIONS RECOGNISE THE OPERATIONAL VALUE OF BETTER INFORMATION

The business case for improving information management is well established. Respondents most frequently associate stronger information management with lower operating costs and improved productivity, while also recognising its contribution to better decision-making and more effective business operations.

These expectations sit alongside evidence that many organisations continue to experience practical challenges managing information. Fragmented systems remain common, and employees continue to spend considerable time locating information required to complete routine tasks.

The research presents an interesting contrast. Organisations recognise the value of information as a business asset, yet many continue to experience operational inefficiencies associated with finding, accessing and managing it.

57%

Expect cost savings.



51%

Expect productivity improvements.



Operational efficiency

Streamlines processes and reduces waste to do more with less.



Decision-making

Provides data-driven insights to make faster, smarter decisions.



Information access

Improves access to accurate, relevant information when it's needed.

05 INFORMATION GOVERNANCE REMAINS A WORK IN PROGRESS

PRIVACY, INTEGRATION, AND GOVERNANCE CONTINUE TO SHAPE ORGANISATIONAL CONFIDENCE

Privacy and security concerns remain the most commonly cited barriers to AI adoption across both Australia and New Zealand. Integration challenges also feature prominently, reflecting the complexity of managing information across multiple platforms and environments.

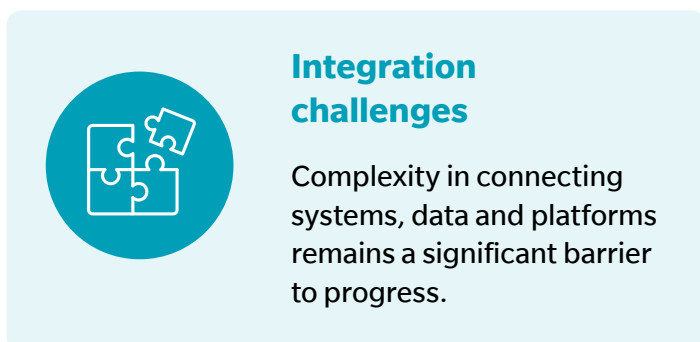
These findings are consistent with broader measures of organisational confidence. Many respondents indicate only moderate confidence in their governance practices, despite increasing investment in digital technologies and AI-enabled applications.

The findings indicate that governance is evolving alongside technology rather than ahead of it. As information environments become more distributed, governance, accountability, and information quality are becoming increasingly important organisational considerations.

PRIVACY AND SECURITY CONCERNS



OTHER KEY CONSIDERATIONS





06 REMERGING THEMES

FIVE THEMES EMERGE FROM THE RESEARCH

01

INFORMATION ENVIRONMENTS ARE BECOMING MORE FRAGMENTED

Information spread across systems and departments remains one of the most common operational challenges reported by organisations.

02

AI ADOPTION IS BECOMING EMBEDDED IN EVERYDAY OPERATIONS

AI is increasingly being applied to everyday business activities rather than isolated innovation projects.

03

ORGANISATIONS ARE ADOPTING AI DESPITE RECOGNISING GOVERNANCE CHALLENGES

AI adoption is outpacing formal governance, with only 21 per cent of organisations reporting a formal AI governance framework and just 17 per cent providing structured AI training or data literacy programs.

04

INFORMATION ACCESS CONTINUES TO AFFECT PRODUCTIVITY

Employees continue to spend significant time searching for information, highlighting the operational impact of fragmented information environments.

05

INFORMATION MANAGEMENT IS RECOGNISED AS A BUSINESS CAPABILITY

Respondents consistently associate stronger information management with productivity gains, operational efficiency, and cost reduction.

07 CONCLUSION

INFORMATION READINESS IS EMERGING AS A STRATEGIC CONSIDERATION

Digital transformation has changed the way organisations create, manage, and use information. AI is contributing to that change, yet it is also drawing greater attention to the quality, accessibility, and governance of enterprise information.

The research suggests that many organisations are continuing to invest in new technologies while managing increasingly complex information environments. Fragmented information, evolving governance practices, and integration challenges remain common across both Australia and New Zealand, even as AI adoption becomes more widespread.

Rather than presenting a single challenge, the findings describe a changing landscape. Information management, governance, and AI adoption are becoming increasingly interconnected, making information readiness an important consideration for organisations navigating the next phase of digital transformation.

ABOUT THIS RESEARCH

All respondents held direct involvement in buying or specifying print, security, or cloud solutions, from CIOs, CTOs and CISOs to IT managers, infrastructure leads and risk, finance, and line of business leaders.

Industries represented: professional services, financial services, government and public sector, manufacturing, healthcare, education, retail and wholesale, media and technology, and utilities.

408

IT and business
decision-makers surveyed

2

markets, Australia and
New Zealand

50–5k+

employee organisation
size range

2026

fielded March–April, online

**ABOUT OMDIA**

Omdia is a technology research and advisory firm focused on helping technology companies and enterprise decision-makers navigate the connected digital economy. Through a global network of analysts, Omdia delivers expert analysis and strategic insight across IT, telecoms, and media sectors. Omdia is part of Informa TechTarget, listed on the London Stock Exchange.

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