



ICT Resource Demand – an Industry View

Presented by: John Craven
8th May 2014

Demand



Five Things that are Driving Business Change



New Customer and Employee Demands



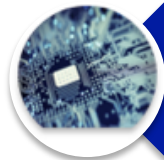
Managing flatter and more agile organisations



New competition sources - globalisation



Pace of change



Disruptive technologies

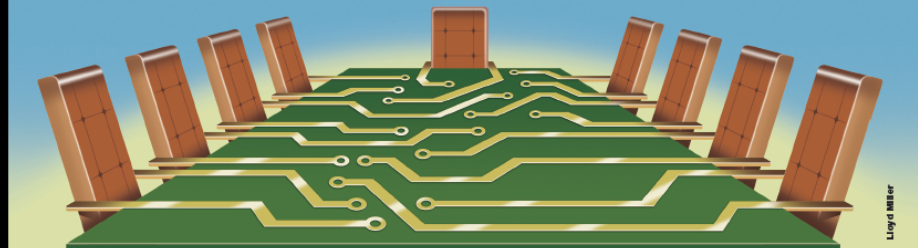
Accenture Technology Vision 2014

From
Digitally
Disrupted
to Digital
Disrupter



The “Digital Agenda” has moved onto the mainstream business agenda

OCTOBER 2012



BUSINESS TECHNOLOGY OFFICE

Elevating technology on the boardroom agenda

**Boards are starting to guide management by asking the right questions
about technology.**

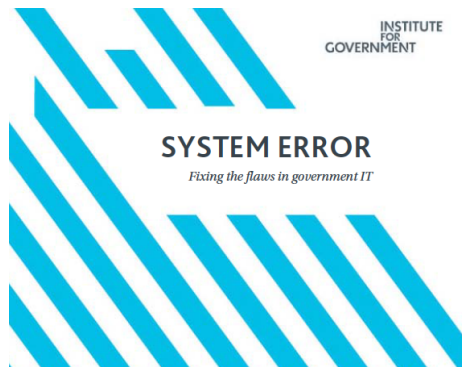
Source: Harvard Business Review October 2012



“Hot” Technology Tools of Trade

1. Establishing cloud Infrastructure
2. Delivering data analytics and insight
3. Enabling the mobile enterprise
4. Empowering social business models
5. The internet of things

Efficiency – Customer Service – Better Decisions – Agility



IT continues to struggle to deliver on the promise

Most government IT therefore remains trapped in an outdated model, which attempts to lock project requirements up-front and then proceeds at a glacial pace. The result is repeated system-wide failure.

Ironically, in areas where it may make sense to lock down choices, such as the procurement of commodity items or the implementation of common standards, government struggles. The strong departmental lines of accountability⁵ mean that while many government IT professionals recognise these issues, no one has the mandate to tackle them.

Source: UK Institute for Government Report 2012

ANZ CIO Weatherston quits

PRINT EDITION: 04 Apr 2014

Australian Financial Review

ANZ Bank's chief information officer Anne Weatherston has stepped down after four years in the role.

The bank said it was conducting an international search for Ms Weatherston's replacement, with group chief operating officer Alistair Currie assuming her responsibilities in the meantime.

"We have made very significant progress under Anne's leadership by establishing a transformation roadmap for ANZ technology aligned to ANZ's super regional strategy," Mr Currie said in a statement.

"We are now increasingly taking an integrated approach to the Group's business transformation agenda across technology, shared services and operations. This is delivering more capability and better value for customers while driving significant productivity gains."

Ms Weatherston joined ANZ as CIO in 2010 after stints in technology executive positions at numerous banks in Europe and Australia.

Her appointment at the time was seen as a move by chief executive Mike Smith to highlight the \$1.5 billion technology program as a key agenda of the bank, with Ms Weatherston reporting directly to Mr Smith.

However in the past two years, the technology portfolio has been moved back under the operations division and reporting lines removed from the chief executive.

Supply

IT worker overflow swells

Companies offshoring more work and putting the brakes on new IT rollouts, claims Clarius

Byron Connolly (CIO) | 06 May, 2014 05:00

A big increase in offshoring IT services to Asia and a slowdown in new tech systems investment has swelled the oversupply of IT workers.

This is a key finding of the latest Clarius Skills Indicator, which said there was an overflow of 1,800 IT workers in the first calendar quarter of 2014, compared to a December quarter surplus of 1,200 people.

There's an oversupply of 500 IT managers, which is unchanged since December 2013.

Growth in offshoring IT accelerated in 2013 – up by 20 per cent over the year – but there are signs that the project and employment tide is turning, said Kym Quick, CEO at Clarius Group.

“Business and governments across the board have reduced investment in new technology. Australian businesses took advantage of the high Aussie dollar which underwrote their use of foreign suppliers of ICT services,” Quick said.



What skills shortage?

While most employers identify the availability of skilled resources as a critical factor in meeting demand there is no evidence to support a systemic ICT skills shortage in Australia – in fact there appears to be plenty of skills to meet demand

Table 1: Proportion of vacancies filled, and number of applicants, qualified applicants and suitable applicants per vacancy, ICT Professions, 2013

Occupation in cluster	Proportion of vacancies filled (%)	Applicants per vacancy	Qualified applicants per vacancy	Suitable applicants per vacancy
<u>ICT Business and Systems Analysts</u>				
ICT Business Analyst	81	31.9	20.1	3.8
Systems Analyst	85	33.9	22.0	3.2
<u>Software and Applications Programmers</u>				
Analyst Programmer	76	27.2	20.0	2.2
Developer Programmer	74	43.9	33.4	2.3
Software Engineer	76	46.5	38.0	2.7
<u>Computer Network Professionals</u>				
Computer Network and Systems Engineer	94	20.7	6.7	5.2
Total	82	32.8	21.8	3.4

Source: DEEWR Survey of Employers who have Recently Advertised.

Experience and Qualifications are highly valued by Employers

The challenge faced by those keen to enter the IT Sector in Australia is exacerbated in the traditional IT skill categories by the focus that employers place on experience

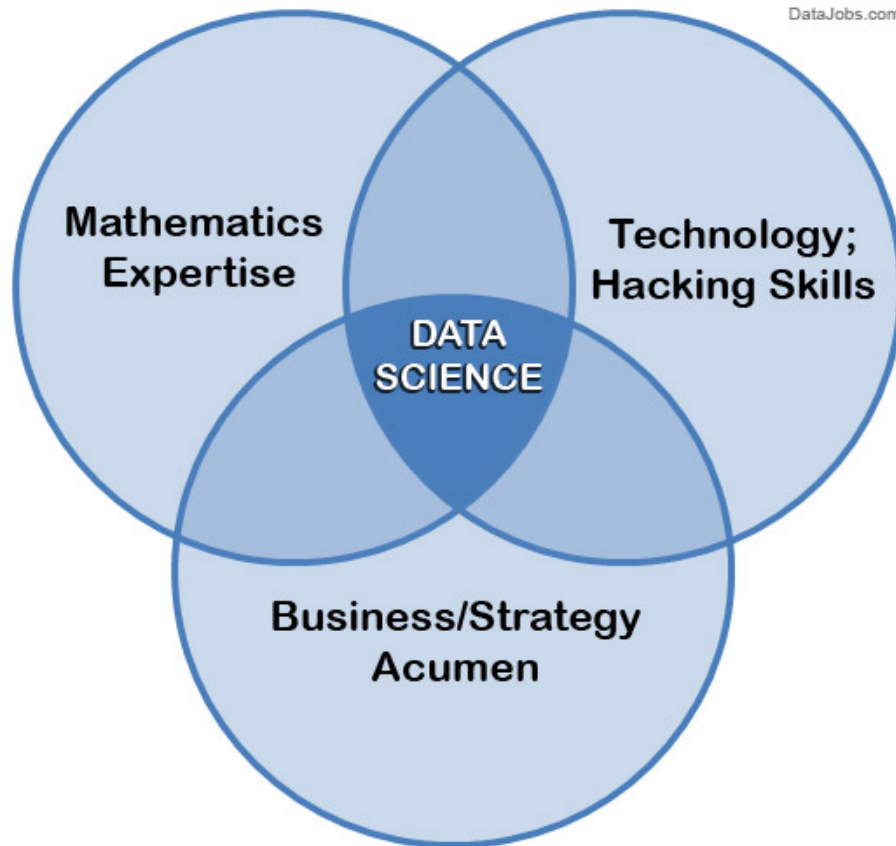
Source: DEEWR Survey of Employers who have Recently Advertised.

- Employers recruiting ICT professionals had very specific skill and experience requirements, and considered proven experience as more important than formal qualifications.
 - The majority of employers were looking for applicants with a number of years experience.
 - Employers preferred experience to be within the same industry in which they operated, and with particular software or languages.
 - Slightly more than half of surveyed vacancies required applicants to hold a degree in a field related to ICT (although the proportion was substantially higher for positions for software engineers than for other occupations in this cluster).
 - Industry certification in particular software packages was recognised by many employers as a substitute for tertiary qualifications.
 - Employers placed a high value on soft skills (such as communication), as many jobs required the successful applicant to liaise with clients and stakeholders.

The Future

The ICT Fundamentals Have Changed

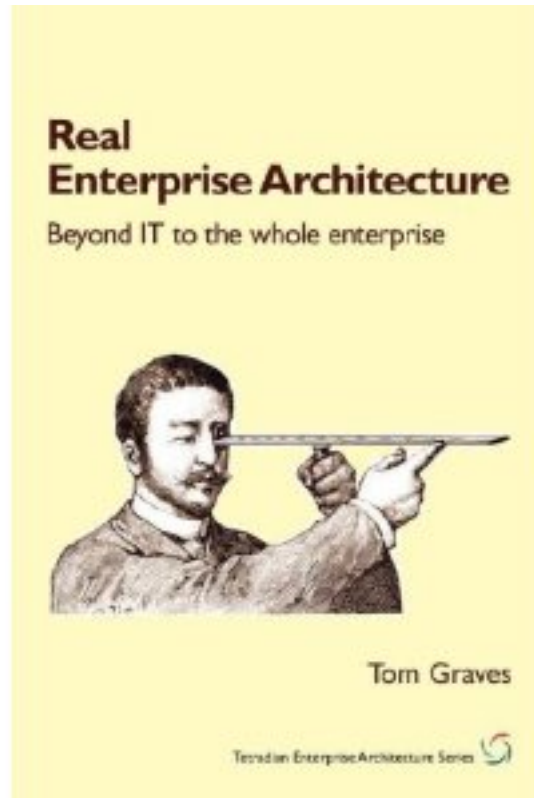




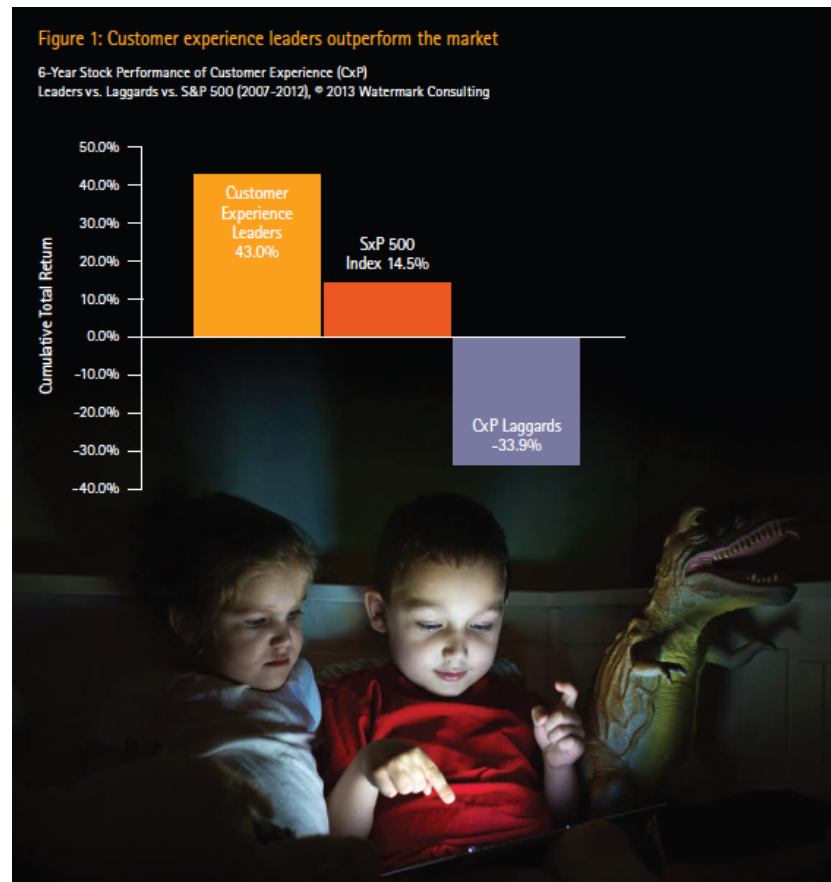
Data Scientist



Change Manager



Architect



Source: Accenture

Digital Experience Designer

Where to from Here?

Realign to
the new ICT
agenda

Integrate
across
disciplines

Reach-out to
Industry to
help them on
the journey

Establish
global
collaboration
networks



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