ICT Resource Demand – an Industry View

Presented by: John Craven
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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
The “Digital Agenda” has moved onto the mainstream business agenda

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Most government IT therefore remains trapped in an outdated model, which attempts to lock project requirements up-front and then proceeds at a glacial pace.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 accountability\(^5\) 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

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 their appears to be plenty of skills to meet demand.

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

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 face 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

- Application Software
- Requirements
- Waterfall Methodologies
- Reporting
- Business Platforms
- Outcomes and Continuous Improvement
- Agile
- Big Data

The ICT Fundamentals Have Changed
HOT ICT Occupations

- Technology; Hacking Skills
- Mathematics Expertise
- Business/Strategy Acumen

Data Scientist
HOT ICT Occupations

Change Manager
HOT ICT Occupations

Architect
Digital Experience Designer

Source: Accenture
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