



Government of
South Australia

Workforce
in ICT
Profile

2013/14

South Australian Government Workforce in Information
Communications Technology (ICT) Profile 2013/14

PUBLIC RELEASE





Before reading the Workforce in ICT Profile

The Workforce in ICT Profile is based on **survey response from agencies** rather than actual financial statements.

SA Government is diverse and made up of unique entities with varying business activities. The comparisons within the report should be read with this understanding.

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A snapshot

The Workforce in Information Communications Technology (ICT) Profile 2013/14 provides a snapshot of staff working in ICT for 33 participating SA Government agencies. The report is one of the activities of the Workforce in ICT Plan 2013-16 to improve workforce planning, capability and agility. This is the third Workforce in ICT profile.

Information Communication Technology (ICT) is considered the single most important enabler of productivity and efficiency. Technology is pivotal to promoting and encouraging innovation in the creation and delivery of services and the availability of a skilled ICT workforce is central to realising the benefits of ICT services. This Workforce in ICT Profile provides an analysis upon which future decisions can be made.

The SA Government's ICT includes a consolidated and secure network infrastructure, integrated voice, messaging and mobile services, applications, infrastructure support and provision of services. The annual spend on ICT has slightly increased in percentage terms from the previous year's ICT spend.

A majority of agencies have staff in ICT and some agencies have large groups specifically to provide ICT services to other agencies. These include Shared Services SA, the Office of Digital Government (including StateNet Services), Service SA and Justice Technology Services.

There has been slight variance in figures from the three data collections for the Workforce in ICT profile. Observations include:

- the majority of the workforce in ICT remains at the midrange classification levels for 2013/14
- there is an increase in full time employees and temporary staff and a decrease in contractors
- There is a 5% increase in males in executive roles and a corresponding 5% decrease in females in executive roles
- there is a 7.4% increase in staff working in Service Management and 6.3% decrease in staff working in ICT Management
- those aged under 34 comprise 25.5% of the ICT workforce, a trending decrease of 2.4% in 2011/12 and 2.7% in 2009/10.

The table below summarises the profile of the SA Government Workforce in ICT for 2009/10, 2011/12 and 2013/14. These observations can raise the question of having the right levels, skill mix and quantities of skills to address the needs of SA Government now and in the future where business needs are increasingly being supported by ICT and its changing technologies.

Table 1: SA Government workforce in ICT profile summary reported by participating agencies

		2009/10	2011/12	2013/14	Variance	
		(%)	(%)	(%)	From 2011/12	
Workforce		2.4	2.2	2.3	0.1	↑
Staff Distribution	Employees	85.0	83.0	87.0	4.0	↑
	Contractors	13.0	14.0	7.0*	-7.0*	↓
	Temporary	2.0	3.0	6.0	3.0	↑
Gender Distribution	Male	70.0	72.0	75.0	3.0	↑
	Female	30.0	28.0	25.0	-3.0	↓
	Executive male	83.0	82.0	87.0	5.0	↑
	Executive female	17.0	18.0	13.0	-5.0	↓
Age Profile	24 or less	3.6	5.5	3.9	-1.6	↓
	25–34	27.0	22.4	21.6	-0.8	↓
	35–44	25.5	28.3	33.3	5.0	↑
	45–54	28.2	25.4	24.2	-1.2	↓
	55+	15.7	18.4	17.0	-1.4	↓
Distribution across Service Categories	Infrastructure	34.0	32.0	30.3	-1.7	↓
	Applications	33.0	32.0	32.4	0.4	-
	Service Management	16.0	15.0	22.4	7.4	↑
	ICT management	16.0	19.0	12.7	-6.3	↓
	Telecommunication	1.0	2.0	2.2	0.2	-

Source: SA Government Workforce in ICT Profiles 2009/10, 2011/12 and 2013/14

*2013/14 contractor data: collection for 2014/14 provided clearer separation of temporary staff and contractors from previous years resulting in possible over/under reporting of temporary and/or contractor staff. The staff distribution data may also be affected by real project budget savings measures and changes as a result of changes to government agency structures.

Staff Distribution



Employee and Temporary portion of ICT staff has increased and contractor staff has decreased.

For the year 2013/14, **2.3%** of the SA Government's workforce is in ICT. It comprises full-time employees, temporary staff and contractors. There has been a **0.1%** increase of the workforce in ICT since 2011/12.

Employees comprise the majority of the workforce in ICT at **87%** with **6%** comprising of temporary staff. Contractor staff has decreased a further **7%** (14% to 7%) from 2011/12.



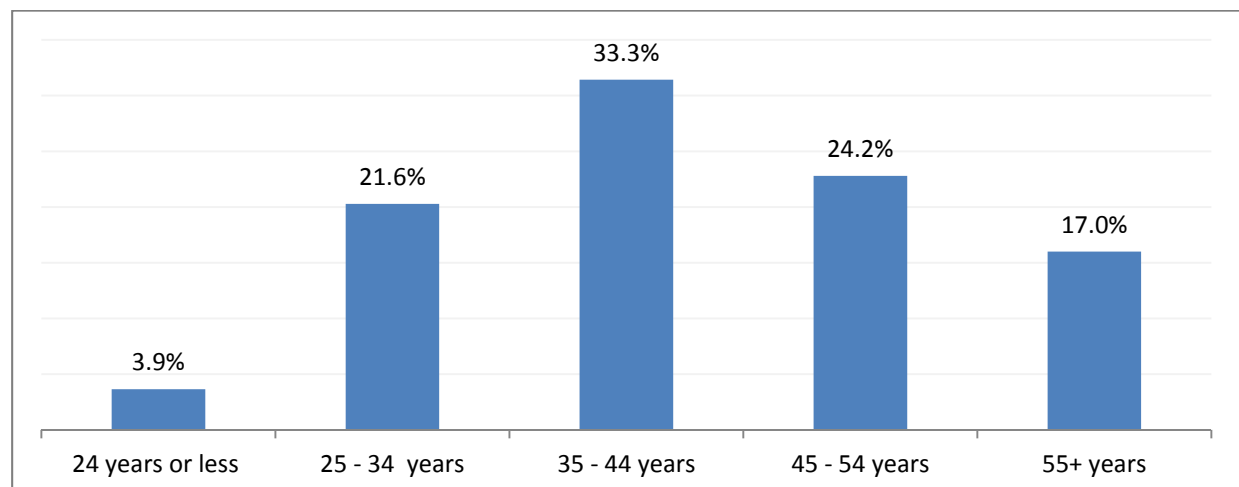
Two-thirds of the ICT workforce are over the age of 35 years.

Age Profile

2013/14 workforce in ICT profile depicts movement to a decrease in most age groups however those in the **35-44 years** age group increased by **5.0%**.

Those under **34** comprise **25.5%** of the workforce in ICT which is a decrease of **2.4%** from the previous years.

Those over **45 years** represent **41.2%** of the workforce in ICT which is also a reduction of **2.6%** from 2011/12.



Gender Distribution



Female representation in the workforce in ICT continues to decrease.

The SA Government workforce in ICT comprises **75%** males. This is a **3%** increase from the previous profile. Females are **25%** of the workforce in ICT.

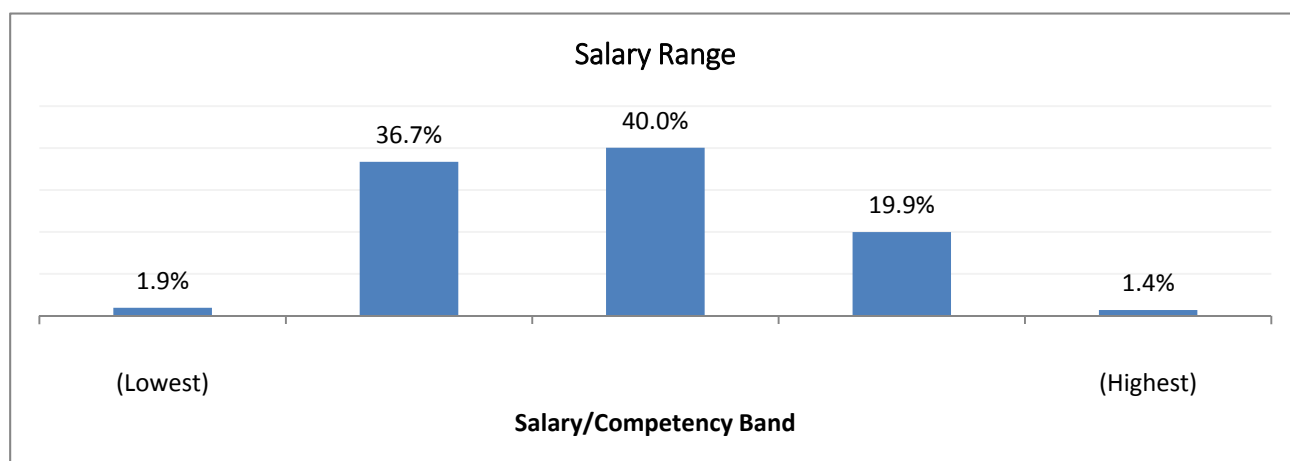
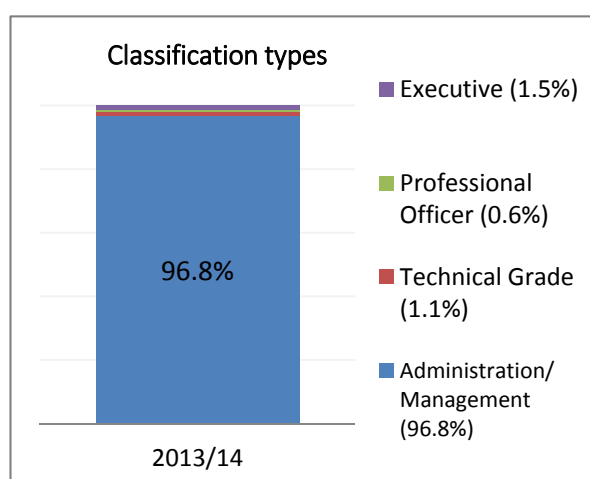
The gender balance of the executive workforce in ICT across the SA Government still has a higher proportion of males. There has been an increase of **5%** male executives*, and a decrease of **5%** of executive* women in ICT from the previous years. The percentage of female executives in the SA Government Public Sector has increased from previous years (43.1% female executives in SA Public Sector for 2014).

*Employed under the PS Act in South Australian Executive Service classification.

Levels at which staff are employed

The graph on the right shows that the majority of staff (**96.8%**) were employed through the administrative and managerial grades in positions such as project managers, administration officers, network managers and business analysts.

The profile of personnel working at various levels is shown from lowest to highest salary/competency through to executive. The graph below illustrates that the majority of the SA Government fall into the midrange salary/competency range which is comparable to the previous years.

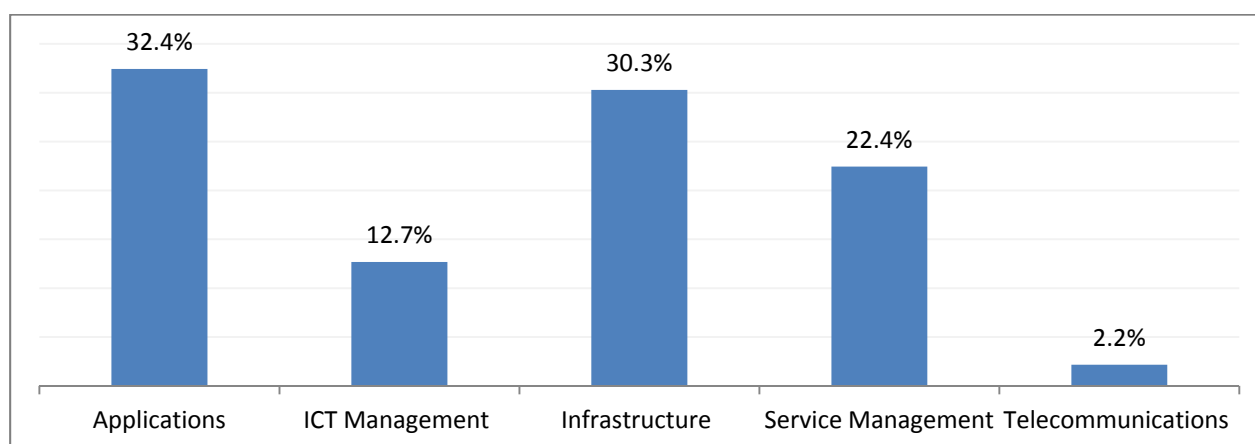


What are we working on?

The 33 participating agencies were asked to profile their workforce in ICT into the following ICT Service Categories: Application, Infrastructure, Telecommunication Services, ICT Management and Service Management.

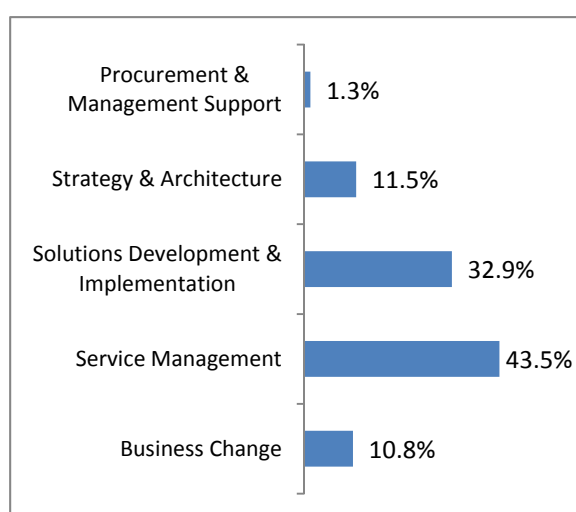
The Workforce in ICT Profile indicated that the majority of staff were working in the Applications and Infrastructure Service Categories. This is consistent with the previous year's profiles.

The Telecommunications Service Category remains the smallest category with **2.2%** of the workforce in ICT.



Skills Framework for the Information Age

In July 2010, the SA Government adopted the use of Skills Framework for the Information Age (SFIA)* as the basis for the SA Government's ICT capability framework. The framework provides a clear model for describing skills in the ICT profession.



The service categories have been compared with the major categories listed within the SFIA framework.

The analysis of the service category data against the categories listed within SFIA shows:

- the majority of the SA Government workforce in ICT is providing capability in Service Management and Solution Development and Implementation, consistent with the previous year
- the remaining workforce in ICT (23%) provides capability in Strategy and Architecture, Procurement and Management Support and Business Change.

*SFIA owned by the SFIA Foundation <http://www.sfia-online.org/>