

▶ **The IT Skills Gap – A Perspective  
from Intellect**

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Intellect, the industry association for the UK hi-tech sector (Information Technology, Telecommunications & Electronics) partners closely with e-skills UK, with Semta & with Skillset as the three most relevantly aligned Sector Skills Councils.

The majority of the major players in IT, Telecoms & Electronics are members – and there is also a growing spread of membership of the UK's medium to smaller tech enterprises.

This positions Intellect well to seek constructive answers in the skills arena to the core question of 'what do our members want?' - and to enquire more broadly against a backdrop of quite radical change.

# We are a Teenager!

We are still a young industry, with precedents & porous 'borders' rather than deep roots

A games designer, an aeronautical engineer, a data centre manager – all are arguably as much 'in our talent pool' [even though possibly none have ever taken a formal ICT qualification or degree] as a systems developer, a telecoms engineer and a test & quality manager.

Consider:

- Information Science & Information Management
- Electrical Engineering/Technology & Engineering Management\*
- Information (& Communications)Technology & Information Management
- [And '*The Professionally Rich & Technology Enabled*' ?]

•The Society of Telegraph Engineers (1871)  
*became* The Institution of Electrical Engineers  
(1889) *became* The Institution of Engineering  
and Technology(2006).



A more extensive talent pool scoped in terms of (relevant) innate competencies, (relevant) trained skills, (relevant & demonstrably) accumulated experience plus also specific & focused professional qualifications – rather than tightly specified professional *boundaries*?

And is it purely a *UK* talent pool?

For '*outsourcing & offshoring*' read (a fast growing) *international trade in (technology-enabled) services*.

The UK has a strongly positive trade balance in both technology services, and in professionally rich technology-enabled services.

What are the key aspects of the talent streams we need local access to if we are to maintain the competitiveness of the UK shore? And how important to the competitiveness of the UK shore are open borders for (professionally, experientially) skilled talent?

# AND : Automation of 'Bums on Seats' Business Models



Enterprise IT; 'Pure Play', Call Centre & Classic IT Services Firms; *Specialist Services, Apps & SaaS Firms*

High Human/Technology ratio

Order of magnitude changes in operational costs

High Technology/Human ratio

Automated & Commoditised Web, Infrastructural & Transactional Services: Services Factories and Apps Platforms

Substantial repositioning of the human contribution

Unit cost

The Flip – Capture & Automation of the Intangibles

Volume

# Re-shaping Vendor Competitive Landscape

