

**Submission
No 11**

PROCUREMENT AND MANAGEMENT OF ICT SERVICES IN THE NSW PUBLIC SECTOR

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Fastest Growing Industry Themes

New Age 1965-2040s

- ❖ **ICT & Fast Broadband** - the New Age all-pervasive utility.
- ❖ **Knowledge Industries** - databases & multi-media services.
- ❖ **Business Services** - outsourcing non-core functions.
- ❖ **Financial Services** - outsourcing of transactions/investment.
- ❖ **Property Services** - outsourcing ownership, facilities mgt.
- ❖ **Health** - outsourcing home doctoring.
- ❖ **Education** - outsourcing pre-school, plus universities.
- ❖ **Personal & Household Services** - outsourcing chores.
- ❖ **Hospitality & Tourism** - outsourcing the kitchen and travel
- ❖ **Recreation & Cultural Services** - outsourcing leisure.
- ❖ **Mining** - energy minerals (oil, gas, coal, uranium)
- ❖ **Construction** - cyclical, but growing importance of civil work
- ❖ **Transport** – cyclical, but growth in road, air and pipeline and F/F
- ❖ **Biotechnology & Nanotechnology** - New Age technologies
- ❖ **Environmental Services** - testing, assessment, amelioration

Worker Freedom In The 21st Century

- No “bondage” by businesses, bosses or unions**
- The gradual demise of the concept of an “employee”**
- Rise of contractual relationships**
- Payment for outputs, not inputs (hours of work)**
- Emergence of advisers and mentors for worker contracts**
- Rise of business ownership (workers owning a business)**
- No discrimination on any basis (gender, race, age etc)**
- More part-time and casual work**
- Partial or total working from home, if practicable**
- More working seasons in a life**
- New industries & occupations**
- Working in a borderless world**
- Knowledge worker concept**
- Lifetime education & training**
- Rising wages & salaries**