



Global Knowledge™

# IT Career and Skills Barometer

Key answers from the IT professionals themselves



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# Executive Summary

***The first Global Knowledge IT Career and Skills Barometer report shows that businesses are risking further failures by under-rating project management skills and that many IT professionals seem to be unconcerned or unaware of any impending issues with skills shortfalls***

Our research has found that project and service management skills are ranked lowest of all required skills for IT professionals, despite the overwhelming evidence that weakness in these areas is to blame for repeated project failures.

Asked what they see as the most important skills and aptitudes enabling them to perform well as an IT professional, the respondents rated technical knowledge and skills and having an aptitude for IT most highly, followed by personal and interpersonal skills, customer-facing skills, and understanding the employer's business, with project and service management skills rated lowest.

In a recent statement, the CIO of the Department for Work and Pensions admitted that only 30% of government IT projects are successful, and a survey by influential user group CIO Connect found that 64% of IT managers said they had had to change the people in charge of projects to rescue them.

While the report points out that it is possible that IT professionals in relatively junior roles may perceive project management to be 'someone else's responsibility', it can be argued that in most successful project environments, everyone is educated at least in project membership. "The finding is a cause for concern", says UK Marketing Director at Global Knowledge, Steve Philp. "Good project management skills are vital to the success of every major IT project yet there seems to be a lack of awareness of this amongst IT professionals. That is a concern because today's IT professionals are tomorrow's IT managers, and if project and service management skills are under-rated, there is a much higher risk of project failure."

The report shows a mixed perception of the IT skills shortage and the skills gap issues. While almost half (48%) of IT professionals believe skills shortages are having a significant impact on their department's effectiveness, 23% believe there is no significant impact. The figures on skills gaps are similar (51% and 22%). All the issues listed in the questionnaire – but particularly skills gaps – are perceived as a greater problem by non-graduates than by graduates.

These findings can be taken in two ways, says Philp. "We could see these findings as a confirmation that there is no need to panic with regards to the skills shortages and the skills gap issues. However, while almost a quarter don't see there is any problem, almost half of respondents have shown some degree of concern and around 30% don't seem to have formed a clear opinion. Our view is that many companies simply don't know the degree to which they are lacking in IT skills today and, more importantly, have made no real estimation of what number of skilled staff they will need – and to what level these individuals will need to be trained – in the years ahead.

While businesses may not need to rush into a major skills development programme, many would be well-advised to carry out a detailed assessment of their IT skills requirements with some urgency," says Philp.

The report also reveals that on-the-job experience and training, as well as formal training courses are the greatest contributors to building skills and that vocational and university and college courses play a much lesser role in preparing IT professionals for a successful career. On-the-job training was rated as important by 85% of respondents, compared with 67% for informal training while employed, and 61% for formal (e.g. classroom) training. Only 22% attach any importance to their university or college course, and even fewer – just 15% – to vocational training taken before employment.

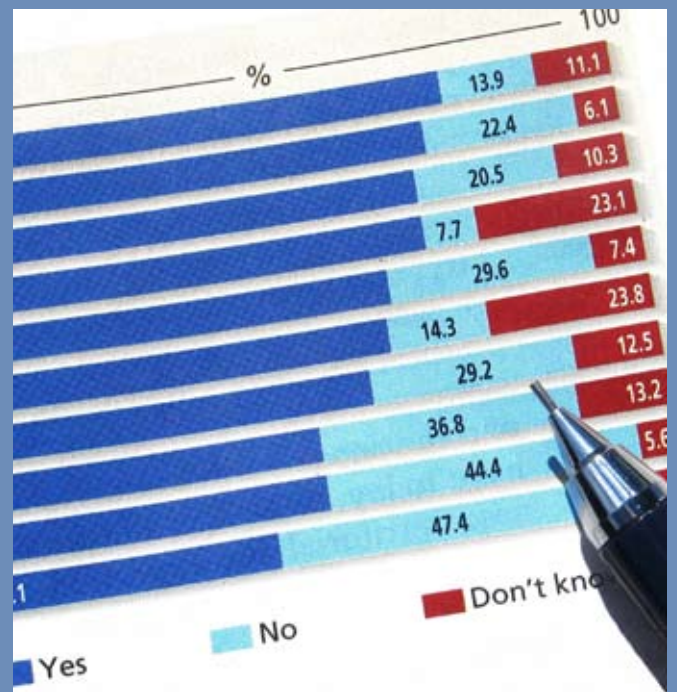
***IT professionals rank Project Management Skills as low in importance – in spite of repeated failures – and show lack of concern for skills shortage and skills gap issues.***

# Introduction

There is much discussion and debate in the media about skills shortages, skills gaps and the growing importance of business skills in IT. But no-one asks the opinions of the people who really know what's happening in the industry – the IT professionals themselves.

Global Knowledge commissioned this research to answer the following key questions:

- » How did today's IT professionals typically get their first job in IT?
- » Do they believe their university or college education helped them to get a job in IT, and did it equip them with some or all of the skills they needed? If not, where did they get those skills?
- » What do they see as the most important skills and aptitudes to perform well as an IT professional?
- » What do they really think about the importance (or otherwise) of customer-facing skills for IT professionals and managers?
- » How do they keep their job skills up to date and maintain their professional development?
- » Do they believe there is an IT skills shortage in the UK? And do they believe there are significant skills gaps?



The research was conducted among Global Knowledge's own course delegates. They provided a large, readily accessible population and guaranteed a high response rate. This in turn provided good granularity in the results, allowing analysis by market sector, length of experience and graduate versus non-graduate.

A pilot survey was run to validate the questionnaire and the full survey was conducted in July 2007, generating over 300 responses. Delegates were asked to complete a printed questionnaire, which was then collected by their trainer and passed to Pardo Fox for processing and analysis.

Global Knowledge's course delegates do not constitute an unbiased sample of the entire IT professional population, as they exclude employees of organisations that provide no training, or that use only internal or informal training, but we believe the sample represents a fair cross-section of larger employers.

Global Knowledge is an authoritative source and a thought leader on skills issues in the IT industry. This research will provide valuable insights for Global Knowledge itself, and for its customers, partners and other stakeholders.

## About Global Knowledge

Global Knowledge is Europe's leading provider of learning services for IT and management professionals and offers a

wide range of vendor specific courses from leading companies such as Cisco, Microsoft, Nortel and VMware as well as generic networking, security, VoIP and wireless courses. Our management curriculum includes project management, professional skills, business analysis, and ITIL training. Delivered in classrooms, at private facilities, or over the Internet, Global Knowledge has helped many blue-chip companies, organisations and government agencies leverage learning to turn knowledge into productivity for employees, customers, and channel partners. Founded in 1995, Global Knowledge employs more than 1100 people worldwide and is headquartered in Cary, N.C and EMEA headquarters in Wokingham, UK. The company is owned by New York-based investment firm Welsh, Carson, Anderson, and Stowe. Learn more at [www.globalknowledge.co.uk](http://www.globalknowledge.co.uk).

## About Pardo Fox

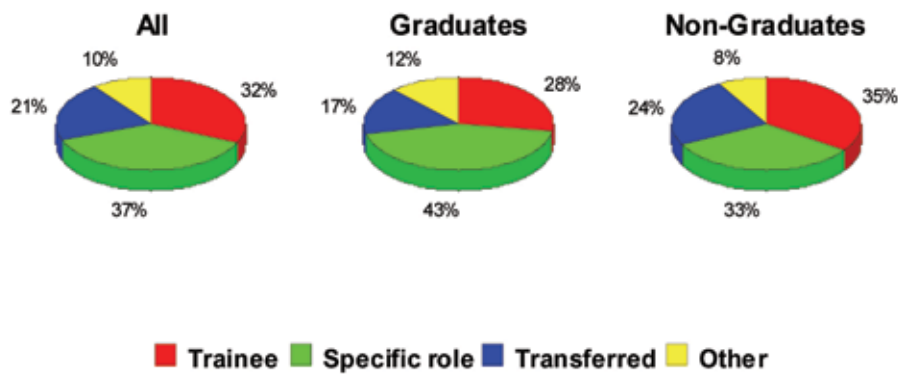
Pardo Fox Ltd is a specialist provider of market intelligence and strategic consultancy to the IT training industry. The company manages and runs the highly-acclaimed IT Skills Research programme on behalf of Haymarket Publishing, and also conducts bespoke research and consultancy assignments for leading IT training providers and users. Clients include nine of the UK's Top 10 training companies as well as several from outside the UK. See [www.pardofox.com](http://www.pardofox.com) or [www.itskillsresearch.co.uk](http://www.itskillsresearch.co.uk).

# Routes into IT

Question: How did you get your first job in IT?

	ALL	GRADUATES	NON-GRADUATES
Recruited as a trainee	32%	28%	35%
Recruited to a specific IT job	37%	43%	33%
Transferred from non-IT role within the organisation	21%	17%	24%
Other (see page 20)	10%	12%	8%

## Routes into IT



The newly-published “Developing the Future” report, commissioned by Microsoft and co-sponsored by Intellect, the BCS and City University, says the IT industry faces a skills shortage, with 150,000 entrants to the IT workforce required each year, and a 43% drop in A-level Computing students between 2001 and 2006. Arguably this represents an unduly narrow, supply-side (government and academic sector) view of the situation, since our research shows the diversity of routes by which IT professionals enter the industry.

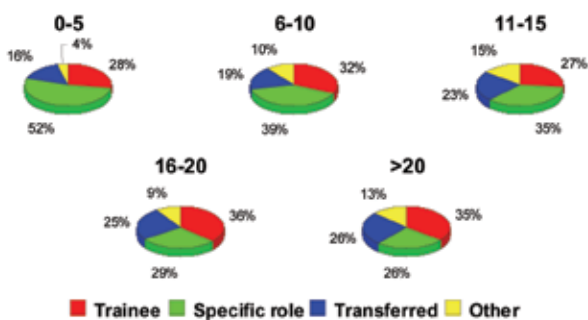
In fact, a 2006 survey of IT graduates by FDM asked about the greatest barrier to finding work. Half of the respondents cited their qualifications. FDM says the survey highlights the increasing gap between university teaching and the skills requirements of the commercial IT marketplace.

Only around a third of IT professionals (32%) started as trainees, while 37% were recruited into a specific IT job. 21% transferred from a non-IT role within the same organisation, presumably bringing valuable business knowledge with them.

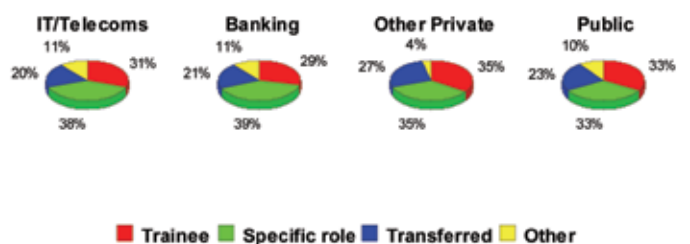
Graduates are less likely to have started as trainees (28%, compared with 35% for non-graduates) or to have transferred internally (17% v 24%), and are more likely to have joined for a specific job (43% v 33%).

There is evidence of changing patterns of entry in recent years. Among IT professionals with 15+ years of experience, 36% joined as trainees and just 26% were recruited to a specific role. For those with less than 5 years’ experience, the corresponding figures are 27% and 51% respectively. And while 26% of the more experienced group transferred within the organisation, only 16% of the newcomers did so.

### Routes into IT By years in industry



### Routes into IT By industry sector



# Obtaining your first job in IT

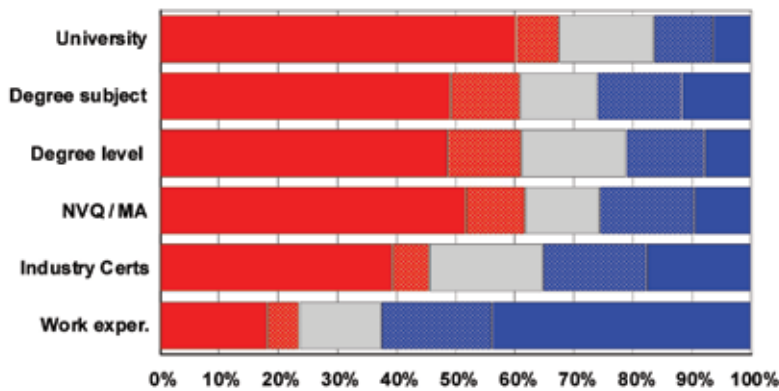
*Question: "On a scale of 1 to 5, how important do you think each of the following was, in enabling you to get your first IT job, where 5 = very important and 1 = not at all important?"*

	ALL	GRADUATES	NON-GRADUATES
The university you attended	1.95	2.44	1.37
Degree subject	2.27	2.98	1.42
Degree level	2.19	2.82	1.46
Training received for NVQ / modern apprenticeship	2.21	2.04	2.35
Industry certifications held	2.68	2.53	2.79
Work experience	3.64	3.36	3.88
Other (see page 20)	4.07	3.82	4.24

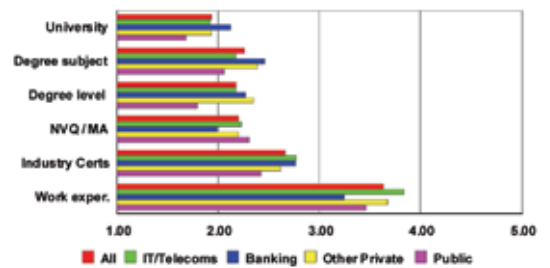
**Do they believe their university or college education helped them to get a job in IT, and did it equip them with some or all of the skills they needed? If not, where did they get those skills?**

The graph below shows the percentage of the respondents stating how important (in blue) or unimportant (in red) [neutrals in grey] each of the above were. The graphs to the right, show the scores by business sector (above right) and by experience (below right).

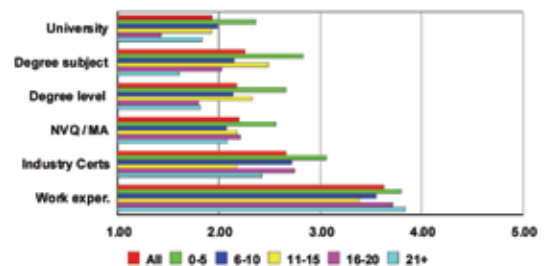
## Obtaining first job



## Obtaining first job



## Obtaining first job



According to e-skills UK's quarterly ICT Inquiry, employers are most likely to recruit IT staff who are already experienced in IT roles. This is true for firms of all sizes/industry sectors. There are, however, some differences in recruitment practices: notably, public sector firms and IT companies are more inclined to recruit IT graduates.

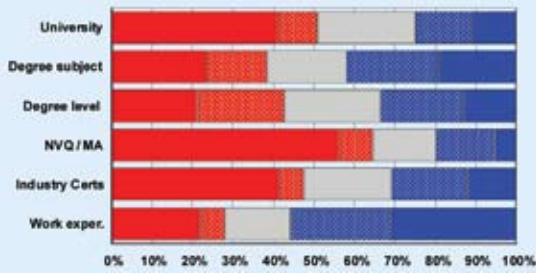
In fact, despite government moves to overhaul technology qualifications for the modern workplace, these are of little value to jobseekers looking for employment in IT, according to a survey carried out in late 2006 by Vanson Bourne for IT services company FDM. Previous relevant work experience is still the most important thing HR managers want to see on a CV. Nearly three quarters (72%) of HR managers prefer proven IT work experience rather than a technology degree or similar A-level.

FDM's 2006 survey of IT graduates said that only 49% believe their degree has helped them in their careers. 53% believe specific vocational training would have given them better employment prospects than their degree, and 81% think the government does not do enough to help graduates find jobs.

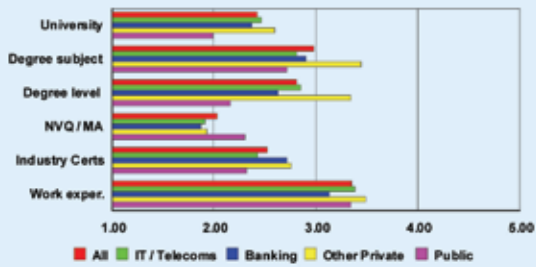
The following charts show the answers for graduates (blue background) and non-graduates (yellow background).

### Graduates

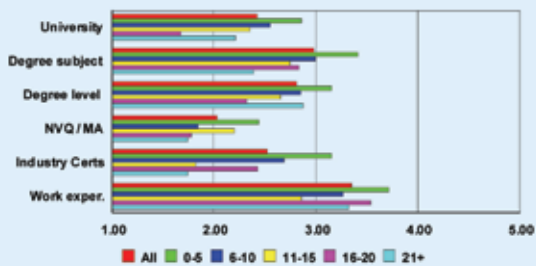
#### Obtaining first job



#### Obtaining first job

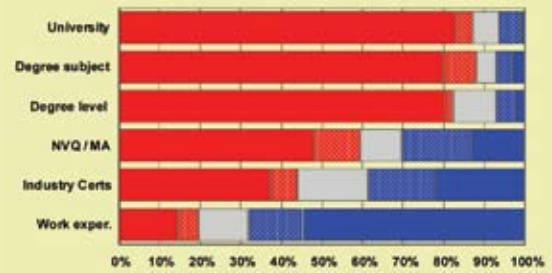


#### Obtaining first job

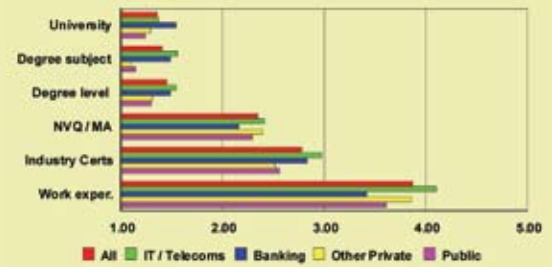


### Non-Graduates

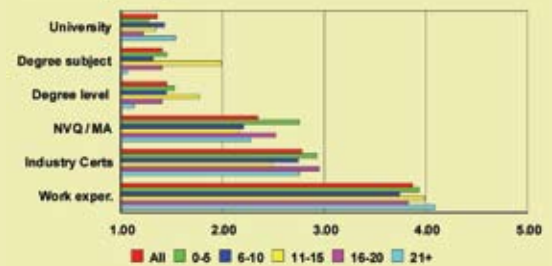
#### Obtaining first job



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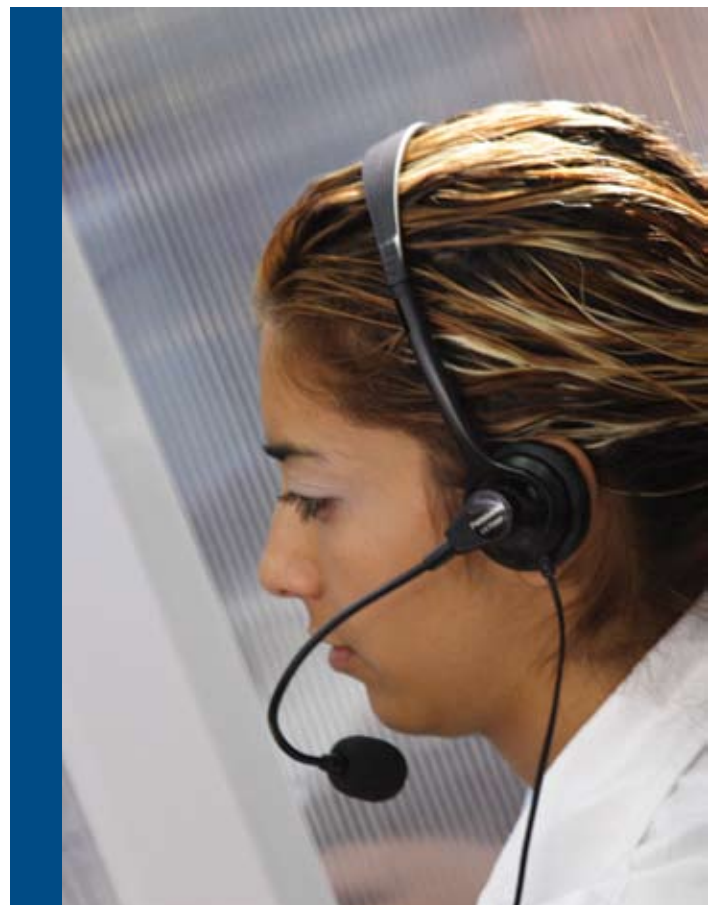


Of the factors enabling them to get their first IT job, the one mentioned as important by the highest percentage of respondents is their work experience – cited by 63% of the sample. This appears to be contradictory, since it would not have been their first IT job if they already had (IT) work experience. Work experience would have been a factor for the 21% who transferred into IT from a non-IT role within the organisation, but seemingly not for the rest of the 63%.

Just over a third (36%) say their industry certifications were important in getting their first job, while 26% cite an NVQ or Modern Apprenticeship. In relation to university courses, 43% of graduates think their degree subject was important and 34% say their degree level was, but only 25% believe which university they attended was important.

Interestingly (but illogically), less experienced graduate IT professionals – those with less than 5 years' experience – gave a significantly greater mean score (i.e. attached a higher importance) to all the factors offered in the survey.

The finance sector appears to attach somewhat greater importance to university and degree subject, and marginally less importance to work experience, compared with other sectors.



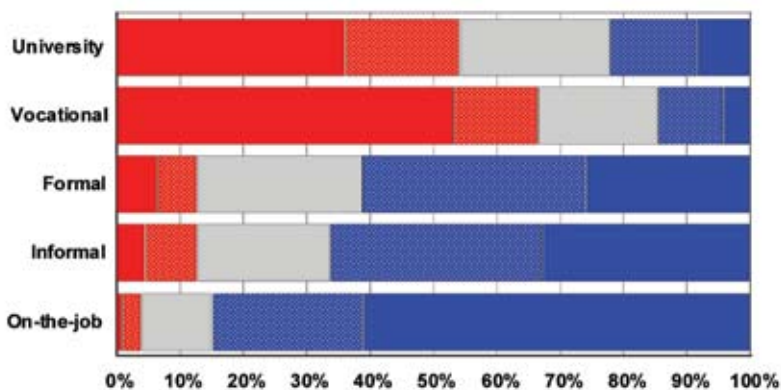
# Gaining the right skills

*Question: "On a scale of 1 to 5, how important do you think each of the following has been, in equipping you with the skills you use in your IT career, where 5 = very important and 1 = not at all important?"*

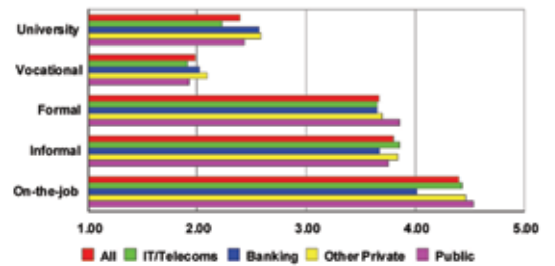
	ALL	GRADUATES	NON-GRADUATES
University or college course	2.40	2.97	1.80
Vocational course taken before employment	1.99	1.98	1.99
Formal training (e.g. classroom course) while employed	3.67	3.55	3.77
Informal training (e.g. e-learning, self-study) while employed	3.81	3.80	3.82
On-the-job training	4.41	4.33	4.47

The graph below shows the percentage of the respondents stating how important (in blue) or unimportant (in red) [neutrals in grey] each of the above were. The graphs to the right, show the scores by business sector (above right) and by experience (below right).

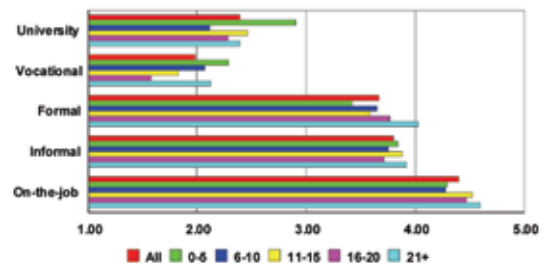
**Equipping with skills**



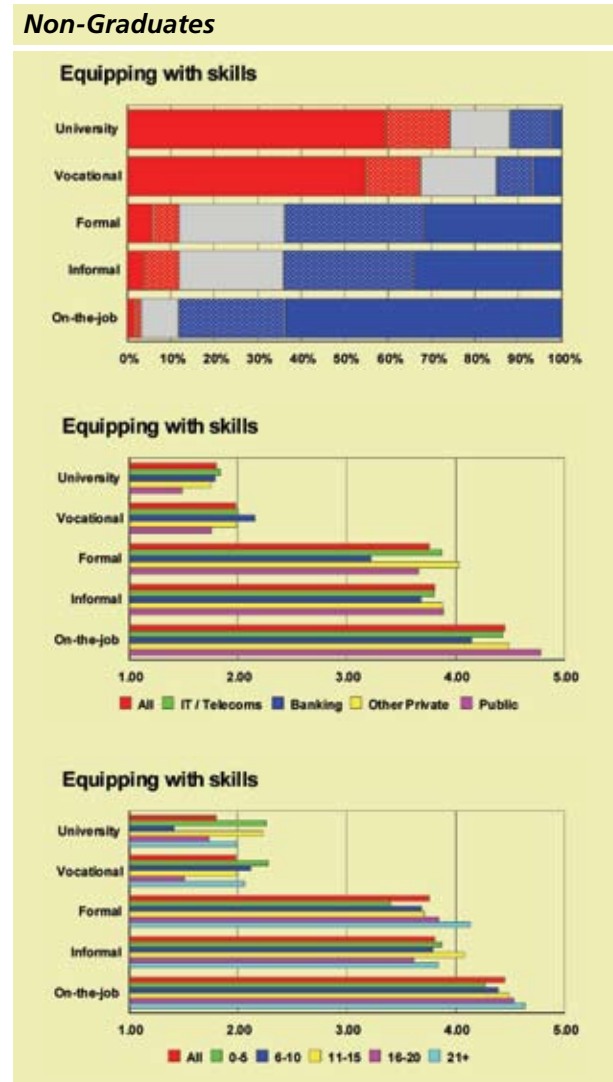
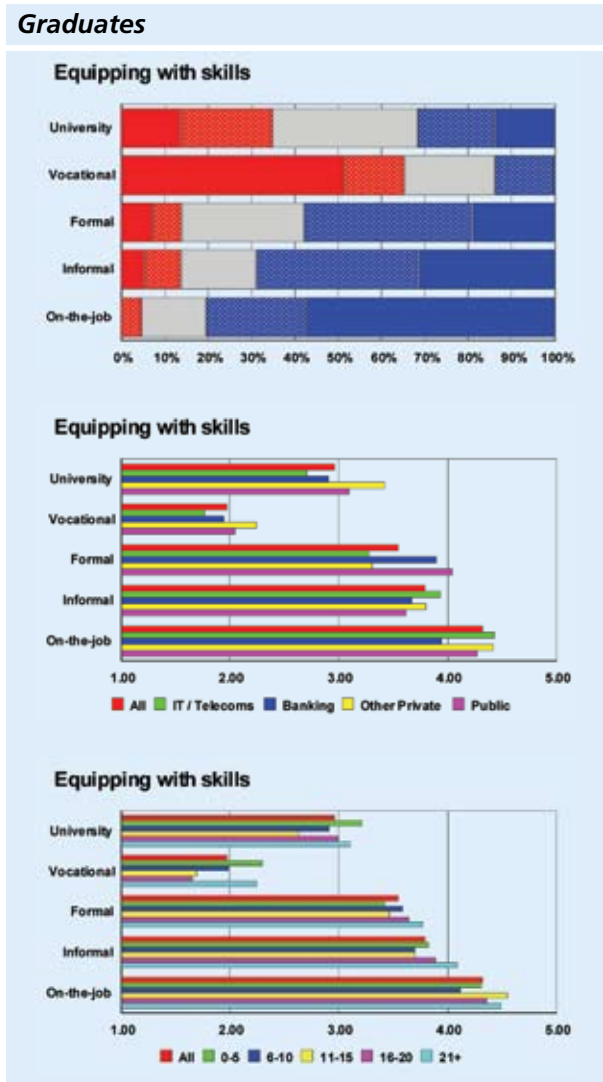
**Equipping with skills**



**Equipping with skills**



The following charts show the answers for graduates (blue background) and non-graduates (yellow background).



Respondents were also asked about the relative importance of various methods in equipping them with the skills they use in their IT careers, and their answers underline just how reliant the industry still is on non-formal learning. 85% say on-the-job training has been important for them, compared with 67% for informal training while employed, and 61% for formal (e.g. classroom) training. On the other hand, only 22% attach any importance to their university or college course, and even fewer – just 15% – to vocational training taken before employment.

Recent recruits to IT gave a higher mean score for the importance of both university and vocational training, compared with more experienced individuals.



Recent e-skills UK research indicates that nine out of ten firms (92%) who have recruited IT graduates say they provide these recruits with informal in-house training via mentoring on-the-job, whilst 84% provide induction training. It says the popularity of different training regimes tends to be fairly consistent across different industry sectors, but that there is a big variation in involvement with apprenticeships across different industry sectors, with almost one third of public sector organisations reportedly having had some involvement compared with just 21% across all businesses.

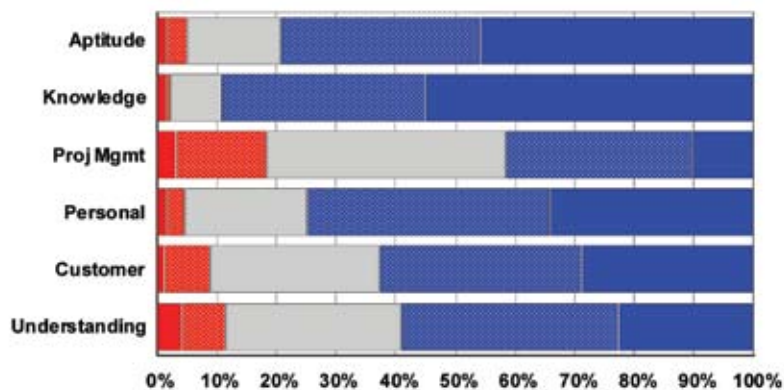
# Performance in your IT Career

*Question: "On a scale of 1 to 5, how important is each of the following in enabling you to perform well in your IT career, where 5 = very important and 1 = not at all important?"*

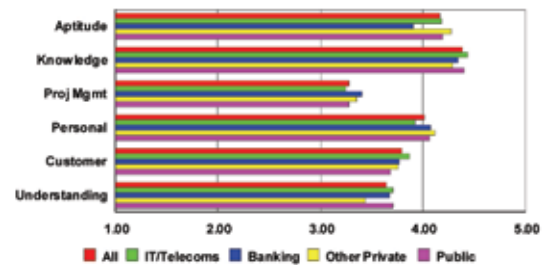
	ALL	GRADUATES	NON-GRADUATES
Aptitude for IT	4.18	4.05	4.28
Technical knowledge and skills	4.40	4.29	4.48
Project and service management skills	3.30	3.45	3.17
Personal and interpersonal skills	4.02	4.06	3.99
Customer-facing skills	3.81	3.66	3.93
Understanding your employer's business	3.66	3.73	3.60

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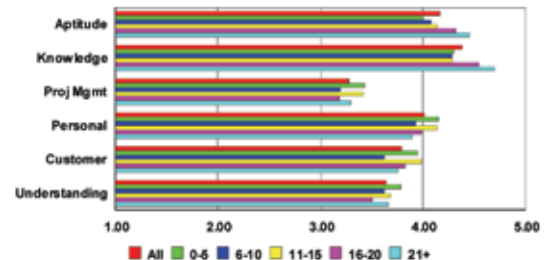
## Performing



## Performing



## Performing



**What do they see as the most important skills and aptitudes enabling them to perform well as an IT professional?**

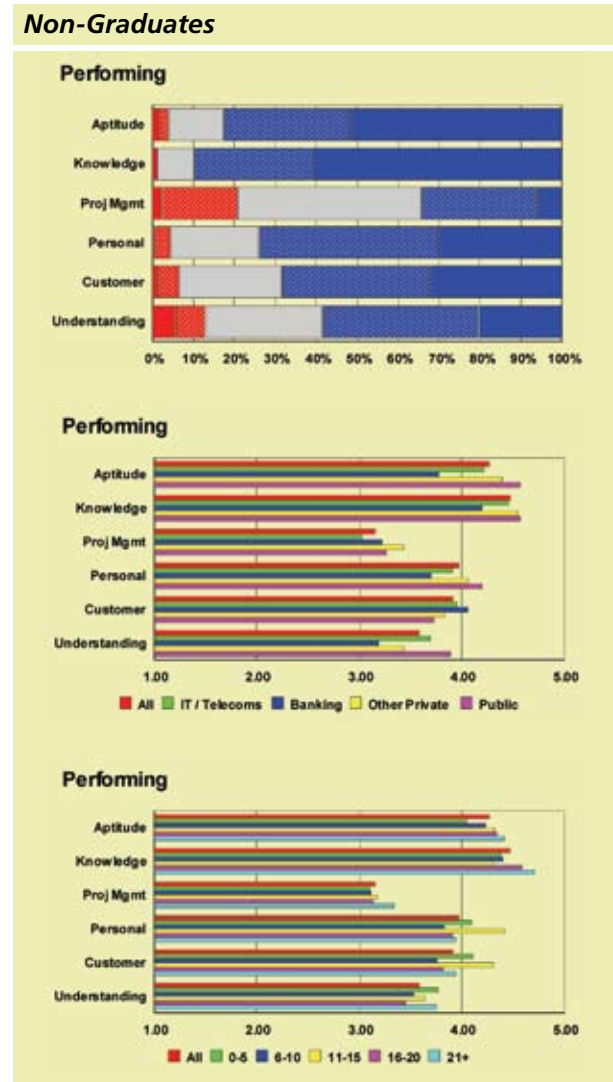
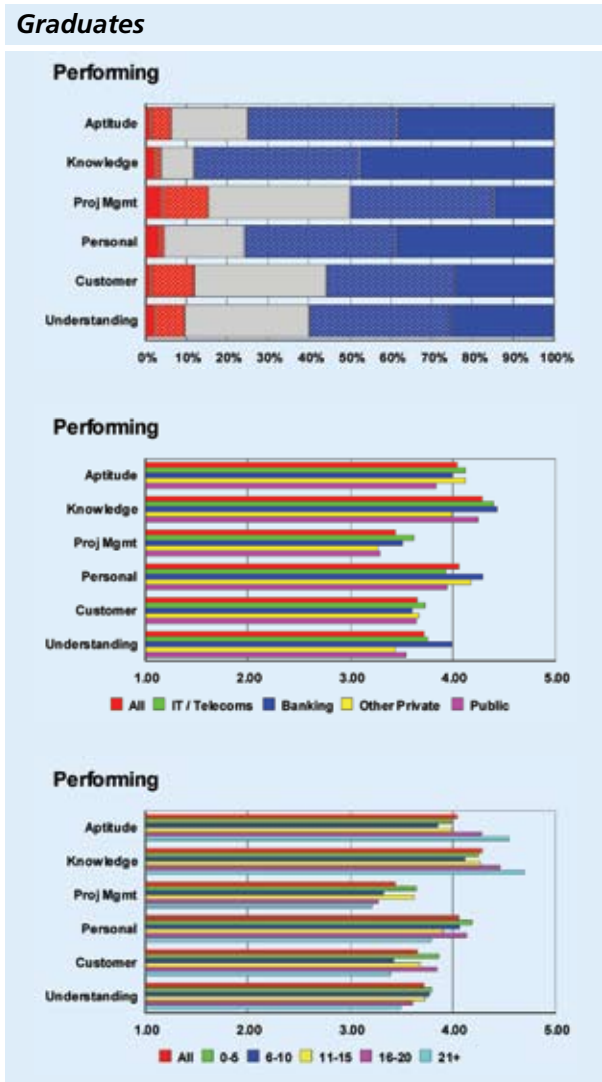


A Vanson Bourne survey highlighted a lack of business skills in IT candidates. 83% of HR managers interviewed said that candidates needed additional training, citing communications skills, management ability and general business awareness as highest on the list.

A survey from silicon.com also found that business skills are essential for today's IT workers. The overwhelming majority of respondents (83%) said business skills are key to succeeding in IT – and 20% even said business skills are more important than technical expertise.

But the National Computing Centre, in its Benchmark of IT Salaries and Employment Trends 2007 says: "Interestingly, soft skills have not been explicitly identified as in demand. There has been much industry talk about the rounded IT professional having both technical, soft and entrepreneurial skills, but other than project management skills, our survey reveals that technical skills requirements still come first".

The following charts show the answers for graduates (blue background) and non-graduates (yellow background).



Not surprisingly, technical knowledge and skills are seen as the most important factor – with an aptitude for IT ranked second. These are followed by personal and interpersonal skills, customer-facing skills, and understanding their employer’s business. e-skills UK, in its quarterly ICT Inquiry, found that employers who reported gaps in the skills of their IT staff were more likely to have issues with their non-technical skills than their technical abilities and, in particular, their levels of business acumen which were rated as poor or very poor by around one quarter (27%) of its respondents. However, the majority of firms recruiting IT graduates believe their business skills are generally in line with those required by the firm, though the match is most often considered as “adequate” as opposed to “well” or “very well” matched, particularly with respect to the project management abilities of recruits.

But the most startling finding from our research is that project and service management skills are ranked lowest of all – despite the overwhelming evidence that weakness in these areas is to blame for repeated project failures. Within the last few weeks, the CIO of the Department for Work and Pensions admitted that only 30% of government IT projects are successful, and a survey by influential user group CIO Connect found that 64% of

IT managers said they had had to change the people in charge of projects to rescue them. In their defence, it is possible that IT professionals in relatively junior roles may perceive project management to be ‘someone else’s responsibility’, but it can be argued that in most successful project environments, everyone is educated at least in project membership.

Results for this section were fairly consistent across different experience levels, and all vertical market sectors.

Recent e-skills UK research indicates that employers are equally inclined to underrate project management skills: these were rated as either “quite” or “very” important by only 63%, compared with 80% who gave these ratings for general business awareness.

**But the most startling finding from our research is that project and service management skills are ranked lowest of all – despite the overwhelming evidence that weakness in these areas is to blame for repeated project failures.**

# Maintaining skills

*Question: "How important do you think each of the following are to keep your job skills up to date and maintain your professional development (on a scale of 1 to 5) ...*

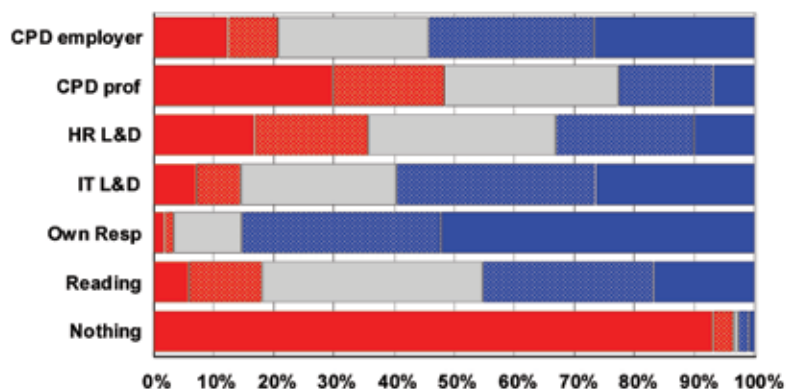
	ALL	GRADUATES	NON-GRADUATES
Employer's formal continuous professional development (CPD) scheme	3.48	3.49	3.47
CPD scheme of professional body to which you belong	2.51	2.55	2.48
Employer's learning & development policies driven by HR	2.90	2.96	2.86
Employer's learning & development policies driven by the IT department	3.64	3.68	3.61
By taking responsibility for your own development	4.32	4.41	4.24
Read technical journals, magazines, blogs etc.	3.38	3.50	3.27
Do nothing	1.14	1.15	1.13

*... and which of them do you do? "*

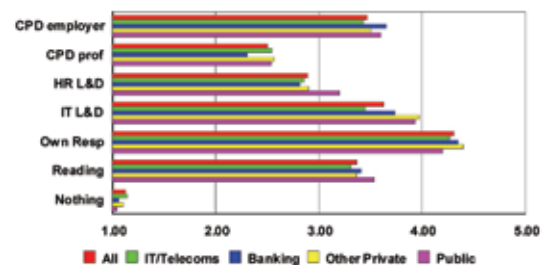
	ALL	GRADUATES	NON-GRADUATES
Employer's formal continuous professional development (CPD) scheme	38%	39%	38%
CPD scheme of professional body to which you belong	10%	11%	10%
Employer's learning & development policies driven by HR	35%	33%	37%
Employer's learning & development policies driven by the IT department	50%	50%	50%
By taking responsibility for your own development	76%	81%	73%
Read technical journals, magazines, blogs etc.	62%	64%	61%
Do nothing	2%	1%	3%

The graph below shows the percentage of the respondents stating how important (in blue) or unimportant (in red) [neutrals in grey] each of the above were. The graphs to the right, show the scores by business sector (above right) and by experience (below right).

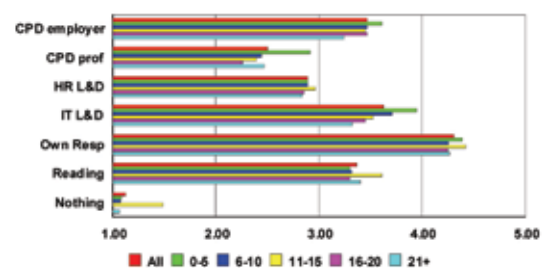
## Maintaining skills



## Maintaining skills



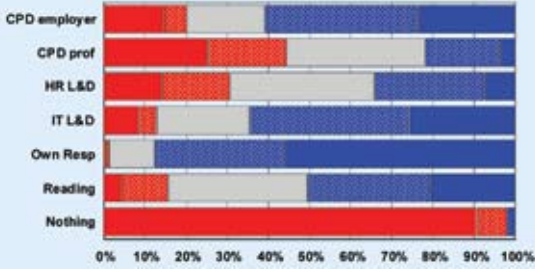
## Maintaining skills



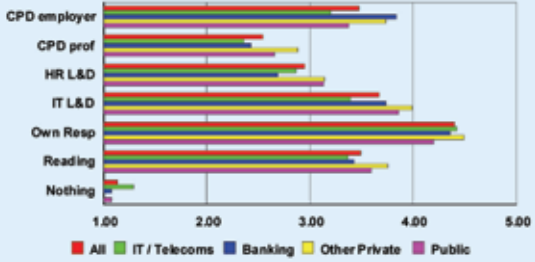
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**Graduates**

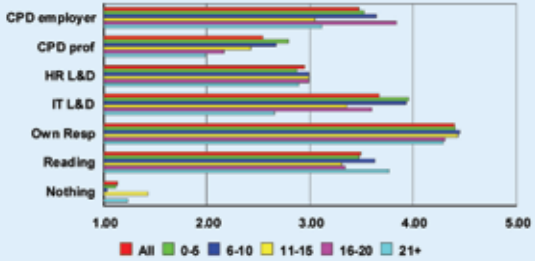
**Maintaining skills**



**Maintaining skills**

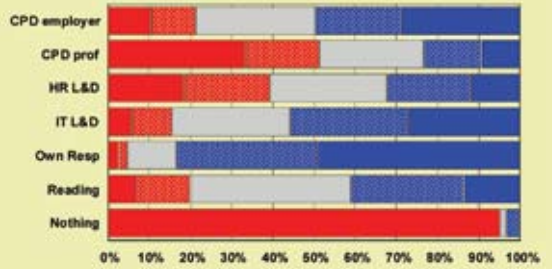


**Maintaining skills**

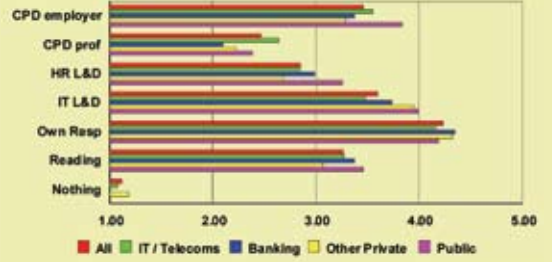


**Non-Graduates**

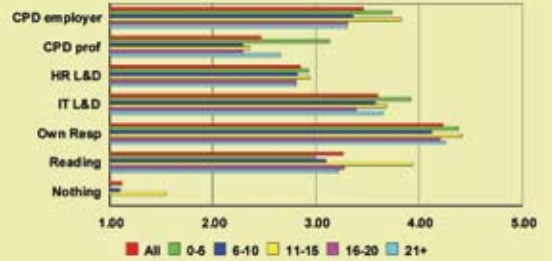
**Maintaining skills**



**Maintaining skills**



**Maintaining skills**



**How do they keep their job skills up to date and maintain their professional development?**

IT professionals believe the most important single factor is taking responsibility for their own development. This is followed by employers' L&D policies driven by the IT department, and employers' formal CPD schemes. Reading technical publications is also regarded as important, but the survey recorded sub-neutral mean scores for employers' L&D policies driven by HR (suggesting that IT still frequently operates beyond the reach of the corporate HR department) and for the CPD schemes of professional bodies.

Only 2% of respondents claimed they 'Do nothing' to keep their job skills up to date – and even they were attending a Global Knowledge course at the time!

Results for graduates and non-graduates are generally very similar, though graduates show an even stronger inclination to take responsibility for their own development.

The public sector is the only market segment to produce an above-neutral score for the importance of employer's L&D policy driven by HR – and a correspondingly (slightly) lower score for taking responsibility for their own development.



**Only 2% of respondents claimed they 'Do nothing' to keep their job skills up to date**

# Skills shortages

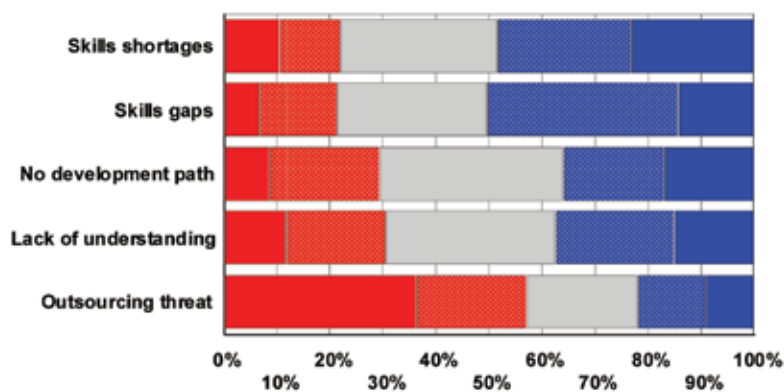
**NB: The survey clarified the terms 'skills shortage' and 'skills gap' in line with generally accepted terminology as follows: a skills shortage is a lack of applicants for jobs with the right skills/experience/qualifications, while a skills gap is a shortfall in the skills of existing workers.**

**Question: "In your own organisation's IT department, how significant are the following constraints on the department's ability to meet the needs of the business? (5=very significant, 1=not at all significant) "**

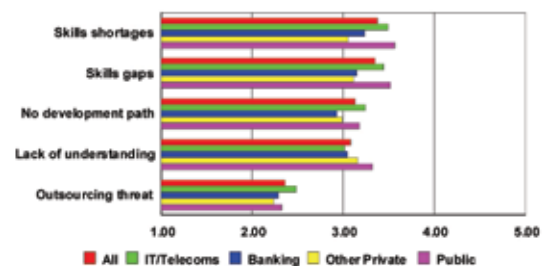
	ALL	GRADUATES	NON-GRADUATES
Skills shortages (i.e. a lack of applicants for jobs with the right skills/experience/qualifications)	3.39	3.36	3.40
Skills gaps (i.e. a shortfall in the skills of existing workers)	3.36	3.25	3.45
Absence of clear career development paths for IT staff	3.15	3.02	3.25
Lack of understanding between IT and user departments	3.10	3.06	3.13
Threat of outsourcing	2.37	2.23	2.49

The graph below shows the percentage of the respondents stating how important (in blue) or unimportant (in red) [neutrals in grey] each of the above were. The graphs to the right, show the scores by business sector (above right) and by experience (below right).

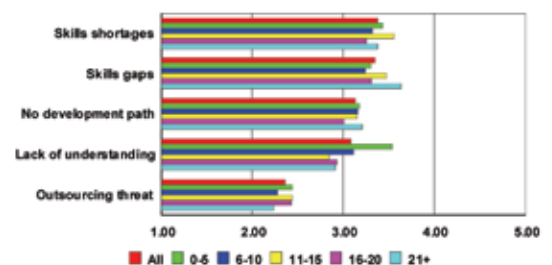
## Meeting the needs of business



## Meeting the needs of business

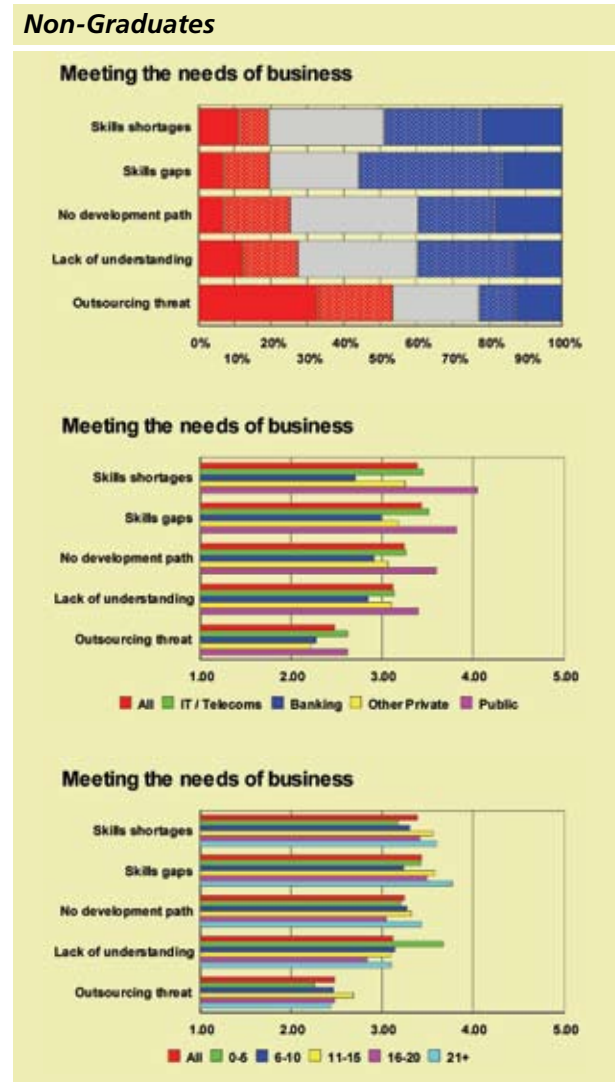
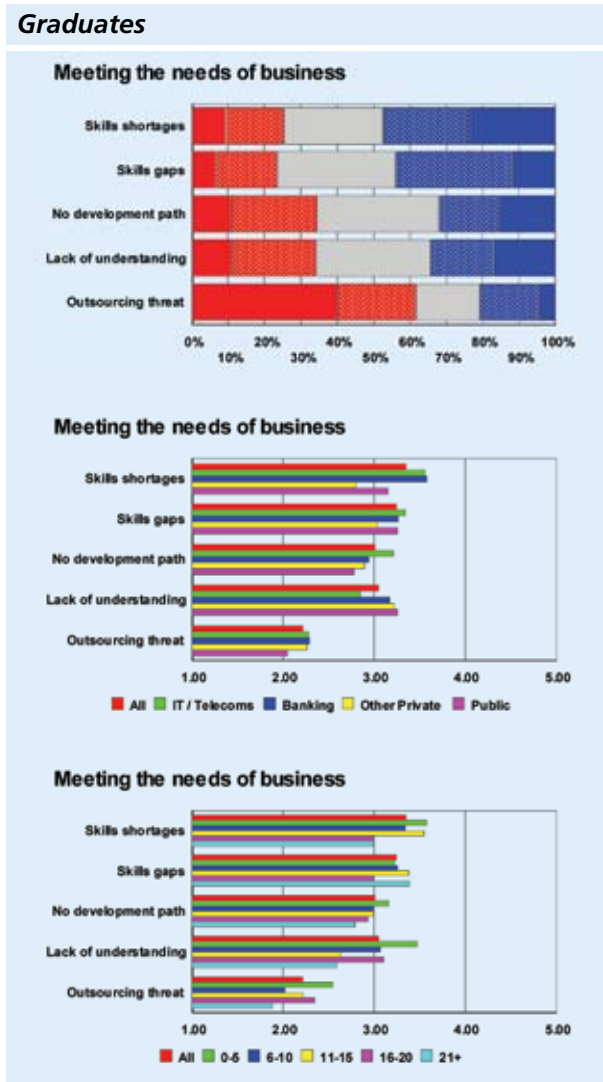


## Meeting the needs of business



**48% of IT professionals believe skills shortages are having a significant impact on their department's effectiveness, while 23% disagree.**

The following charts show the answers for graduates (blue background) and non-graduates (yellow background).



48% of IT professionals believe skills shortages are having a significant impact on their department's effectiveness, while 23% disagree. The figures on skills gaps are similar (51% v 22%). 36% see the absence of clear IT career development paths as a constraint (but 29% don't), and the lack of understanding between IT and user departments also produces a small majority in agreement (37% v 31%). The threat of outsourcing appears to be less of an issue: 22% say it is a constraint, but 57% say it's not.

All the issues listed in the questionnaire – but particularly skills gaps – are perceived as a greater problem by non-graduates than by graduates.

All the areas covered are perceived to be more significant in the public sector than elsewhere – particularly by non-graduates. This may be because skills shortages, skills gaps, absence of career development, lack of understanding and the threat of outsourcing are genuinely more acute for our hard-pressed public servants – or it may be that the private sector takes a more cavalier attitude to these challenges.



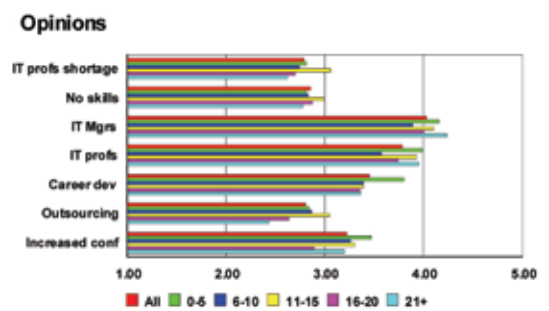
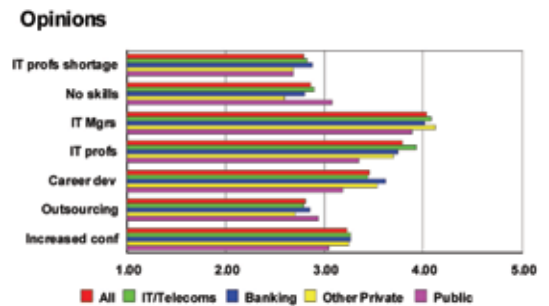
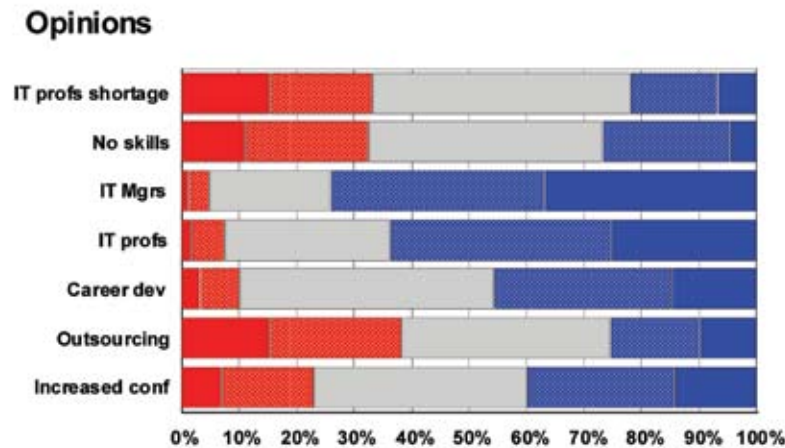
**All the issues listed in the questionnaire – but particularly skills gaps – are perceived as a greater problem by non-graduates than by graduates.**

# IT Career and Skills Issues

Question: "Based on your own experience and impressions, how strongly do you agree or disagree with each of the following statements? (5=agree strongly, 1= disagree strongly)"

	ALL	GRADUATES	NON-GRADUATES
There is a shortage of IT professionals in the UK	2.80	2.72	2.86
IT professionals don't have the skills the market needs	2.87	2.80	2.93
Business and customer-facing skills are as important for IT managers as technical skills	4.05	4.07	4.02
Business and customer-facing skills are as important for IT professionals as technical skills	3.79	3.75	3.83
Working in IT offers excellent prospects for career development	3.47	3.45	3.48
Outsourcing has reduced the attraction of IT as a career	2.81	2.78	2.85
My confidence in my future IT career prospects has increased in the past 12 months	3.24	3.40	3.10

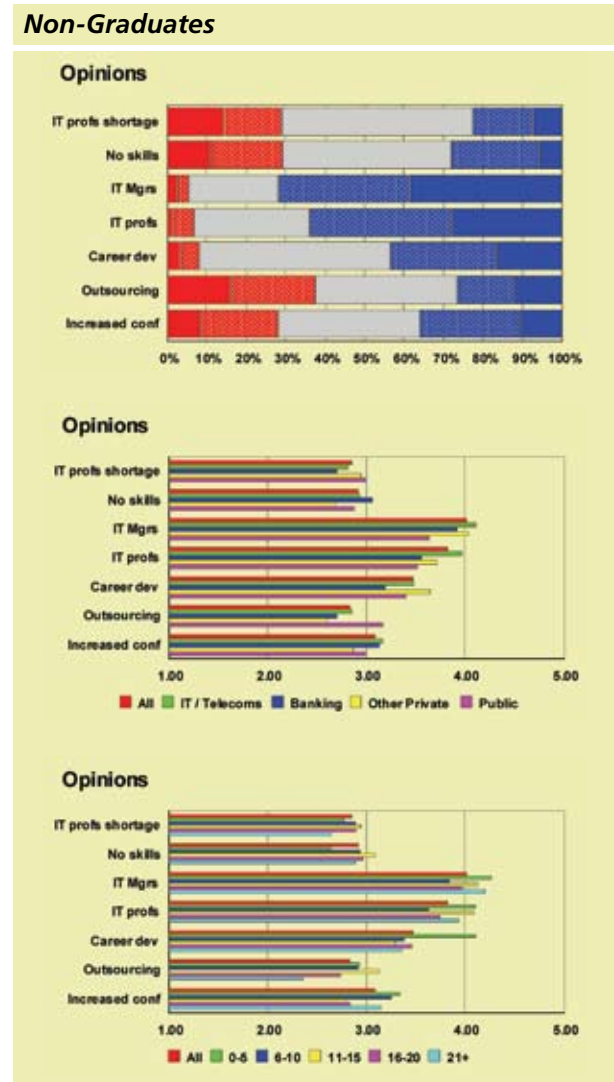
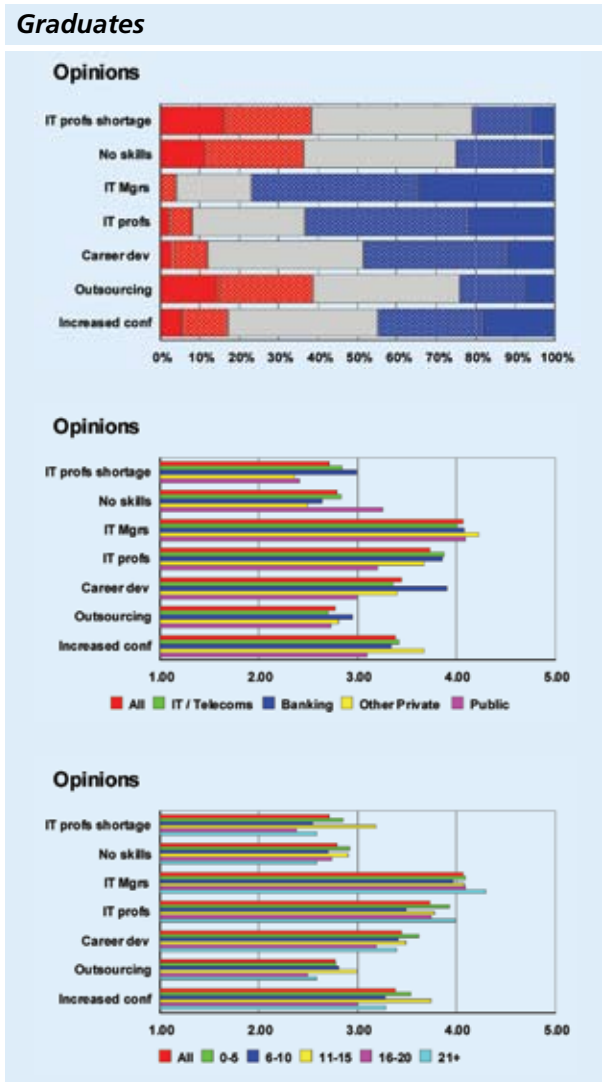
The graph below shows the percentage of the respondents stating how important (in blue) or unimportant (in red) [neutrals in grey] each of the above were. The graphs to the right, show the scores by business sector (above right) and by experience (below right).



**46% agree that working in IT offers excellent prospects for career development, while only 10% disagree**

The latest e-skills UK quarterly ICT Inquiry indicates a continued improvement in the balance of supply and demand, with just 4% of employers reporting skills gaps for IT professionals. These tended to be most common amongst public sector and medium sized firms. And the National Computing Centre, in its Benchmark of IT Salaries and Employment Trends 2007, says the IT labour market has been fairly stable, with perceived shortages marginally down on last year.

The following charts show the answers for graduates (blue background) and non-graduates (yellow background).



The balance of opinion is against the suggestion that there is a shortage of IT professionals in the UK: 22% think there is, but 33% say there is not (though 45% neither agree nor disagree). Perhaps more surprisingly, the same is true for skills gaps (27% v 32%).

IT professionals are generally optimistic about their careers: 46% agree that working in IT offers excellent prospects for career development, while only 10% disagree: 40% say their confidence in their future IT career prospects has increased in the past 12 months (v 23%); and only 26% think outsourcing has reduced the attraction of IT as a career, while 38% don't.

Non-graduates are somewhat more supportive of the idea of skills shortages and skills gaps, yet they are less confident about their future prospects, and more wary of the threat from outsourcing.

The least experienced IT pros are the most optimistic in terms of their future career development prospects (especially for non-graduates) and their increasing confidence.

On the relative importance of business and customer-facing skills compared with technical skills, IT professionals appear to be in accord with the wider IT market view. 74% agree that the former are as important as the latter for IT managers (just 4% disagree). Perhaps even more impressively, 63% think the same is true for IT professionals (and only 7% disagree).

Whilst most issues attract similar responses from IT professionals of all levels of experience, our results suggest that those with 6-10 years in the industry are less enthusiastic about business and customer-facing skills. In many cases they must be at a stage in their careers when these skills should be coming to the fore – perhaps this represents a business opportunity for an alert IT training provider?

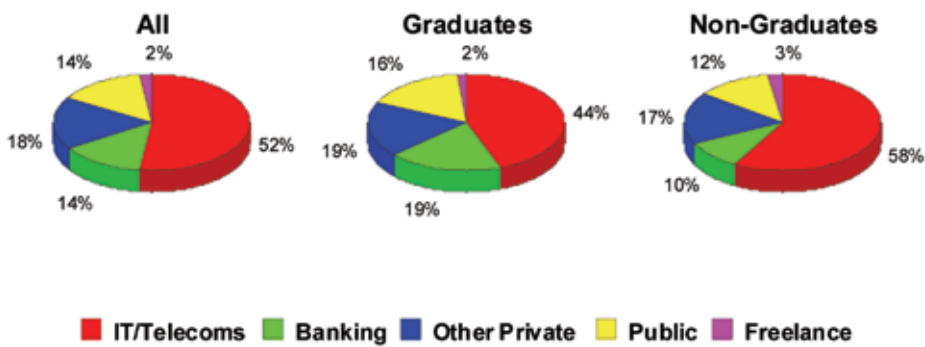
On the basis of our evidence, IT staff in the public sector are to some extent out of step with the rest of the industry. They are more conscious of skills gaps and of the threat of outsourcing (as also noted above), but less strongly sold on the importance of business and customer-facing skills for either managers or professionals.

# Survey sample

Question: "What type of organisation do you work for?"

	ALL	GRADUATES	NON-GRADUATES
IT or telecoms company	52%	44%	58%
Banking/insurance/finance company	14%	19%	10%
Other private sector	18%	19%	17%
Public sector	14%	16%	12%
Freelance/self-employed	2%	2%	3%
Total		45%	55%

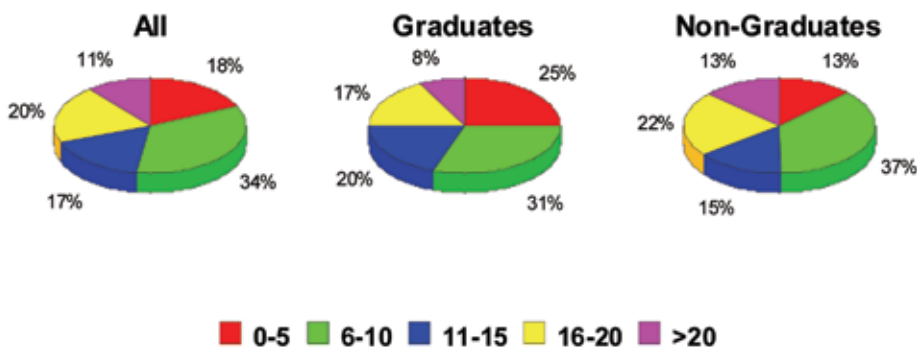
## Survey sample By industry sector



Question: "How long have you worked in IT?"

	ALL	GRADUATES	NON-GRADUATES
IT or telecoms company	12.2 yrs	11.2 yrs	12.9 yrs

## Survey sample Experience (years)



*The data collected for this project suggests the days are long gone when IT was populated by bright young things. The mean length of time for which our sample has worked in IT is 12 years and 2 months. 48% have more than 10 years' experience, and 11% have more than 20 years.*

**Question: "Do you have a university degree or equivalent?" 45%**

**Question: "In which year did you graduate?" 1979 to 2007 – average 1997**

**Of the 121 degree subjects listed, 14 were in arts, 19 in sciences and 88 in computing subjects:**

<b>Arts</b>	Systems and computing administrator Technology Telecom Engineering Telecom Networks Telecommunications (x 2) Telecommunications System Engineering Telecoms Engineering Telematik
Accounting and Finance	
Ancient Middle Eastern Languages	
Business Administration	
Business and German	
Business studies (x 4)	
Corporate Finance	
Graphic Design	
Industrial Systems & Business Management	
Landscape architecture	
Law	
Marketing	
<b>Sciences</b>	<b>Other Job Enablers (How did you get your first job)</b>
Applied Biology	Apprenticeship from school
Applied Maths	Armed forces
Applied Sciences	Assistant of telecom engineer
Biochemistry	By a friend
Biomedical sciences	Contract to carry boxes
Chemistry & Physics	Contractor
Engineering	Freelance programmer
Mathematics	Graduate scheme
Maths, stats and communication	Introduction from a friend
Mechanical and electrical engineering	Military
Mechanical engineering (x 2)	Nightshift QA squad
Optoelectric engineering	Personal recommendation
Physics (x 3)	RAF (x 2)
Physics and electronics	Recruited as a graduate
Physics with Maths	Referred by friend
Physiology	Retrained from carpentry
<b>Computing</b>	Self-employed
Applied computer science	Self-employed then recruited by client
Business computing	Started as a temp in IT support
Business information systems	Started as expenses paid work experience
Business IT (x 4)	University work experience
Communications	Unofficial support role
Computer engineering	Word of mouth, bank to 24/7 operations side
Computer Network management & design	Year out from university
Computer Networks	
Computer Science (x17)	<b>Important factor in getting first job</b>
Computer science & advanced computer networking	A levels (x 3)
Computer Systems Engineering	Aptitude
Computing & Management Sciences	Basic qualifications and interview performance
Computing (x 6)	Being in the right place at the right time (x 2)
Computing science (x 2)	Common sense & ability to communicate with people
Data communications	Contacts
Design, technology and business	Customer Service Experience
Digital computers	Determination, focus
e-commerce	Engineering apprenticeships cross-training
Electrical and electronic engineering (x 2)	Hands-on experience
Electrical Engineering (x 2)	Industry updates
Electrical engineering and telecommunication	Interest & enthusiasm
Electrical & Electronic Engineering (x 2)	Interview skills
Electronic Engineering (x 4)	Job from college and promoted through experience
Electronic & Computer Engineering	Job rotation scheme
Electronic & Electrical Engineering (x 2)	Knew the Macintosh operating system
Electronics (x 8)	Leadership capabilities
Electronics & Data Communications	Luck
Information Systems	Networking (x 2)
IT (x 4)	Offered job after a week work experience as a trainee operator
IT and Telecoms	People skills
IT Network Management	Personal initiative, self training
IT & C	Personality (x 2)
Logistics systems	RAF provided training
Software design	Recruited from school with O levels
Software Engineering (x 2)	Self-taught



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