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I N Q U I R I E S

- For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070 or Kirsty Rothenbury on Perth (08) 9360 5382.

NOTES

- ABOUT THIS PUBLICATION** This publication presents results from an Australian Bureau of Statistics (ABS) survey of government expenditure relating to information and communication technology (ICT). The survey was conducted in respect of the 2002-03 financial year.
- This is the third ABS survey of government ICT expenditure with the previous collections being conducted in respect of the 1997-98 and 1999-2000 financial years. The range of ICT expenditure data collected in previous collections was very limited. The 2002-03 survey did not collect ICT use data.
- COMPARABILITY WITH PREVIOUS COLLECTIONS** The results presented in this publication cannot be directly compared with data published for previous collections. As there were significant scope and methodological changes made to the 2002-03 collection, comparisons to previously published data are not recommended. More information about these changes can be found in the Explanatory Notes.
- DATA QUALITY** When interpreting the results of a survey it is important to take into account factors that may affect the reliability of estimates. Such factors can be classified as either sampling or non-sampling error. While the degree of sampling error for estimates presented in this publication can be considered small, estimates are likely to be subject to a degree of non-sampling error. The extent and sources of non-sampling errors are described in the Technical Notes.
- COMMENTS** The future collection of expenditure by government organisations related to ICT is currently under review. The ABS welcomes feedback from readers regarding the usefulness, range and quality of the data presented. Please send any comments to: The Director, Innovation and Technology Business Statistics Centre, Australian Bureau of Statistics, GPO Box K881, Perth, WA, 6842.

Susan Linacre
Acting Australian Statistician

SUMMARY OF FINDINGS

INTRODUCTION

This summary of findings focuses on the outputs of an Australian Bureau of Statistics (ABS) survey of government information and communication technology (ICT) employment and expenditure conducted in respect of 2002-03. The scope for each level of government is contained in the explanatory notes. In summary, the federal government level includes federal general government and tertiary education; the state/territory government level includes state/territory general government, vocational and school education; and the local government level includes local government authorities and other administrative bodies such as regional councils.

ICT EXPENSES AND EXPENDITURE BY LEVEL OF GOVERNMENT

- Total government operating expenses for wages and salaries of ICT employees were \$1,689 million in 2002-03. Federal government level operating expenses for wages and salaries of ICT employees represented 50% of this total. State/territory and local government level operating expenses for this item were 42% and 8% of the total respectively.
- Government operating expenses for ICT hardware, computer software, telecommunications services and payments to contractors during 2002-03 were \$5,059 million.
- Federal and state/territory government levels had the same proportion (both approximately 46%) of total ICT operating expenses (\$6,749 million). The local government level only contributed 7% to this total.
- Total capital expenditure on ICT by all levels of government was \$2,333 million during 2002-03. The majority of capital expenditure on ICT was by the federal government level (47%).

ICT EMPLOYMENT AND WAGES AND SALARIES

- Operating expenses for wages and salaries of ICT employees were the largest contributor to ICT operating expenses, representing almost a quarter of the total selected ICT operating expenses. ICT employment (30,733 employees) was highest at the federal government level (almost 50% of all government ICT employment and 4.5% of all federal government level employees). The federal government level had operating expenses of \$836 million for wages and salaries of ICT employees.
- At the state/territory government level, operating expenses for wages and salaries of ICT employees were \$710 million. The highest proportion of these were spent in New South Wales (over 32%). Over 42% of all government ICT employment was at the state/territory government level. New South Wales had the highest proportion of ICT employees (27%) at the state/territory government level.
- The local government level represented just over 8% of total government operating expenses for wages and salaries of ICT staff and a similar proportion of total government ICT employment.

SELECTED ICT OPERATING EXPENSES

- Total operating expenses in 2002-03 by government for ICT hardware were \$1,209 million. Over 50% of operating expenses for ICT hardware were at the state/territory government level and 40% at the federal government level.
- Government operating expenses for computer software were \$631 million, with federal and state/territory levels of government reporting \$269 million and \$291 million respectively. New South Wales and Victoria had similar proportions (25% and 24% respectively) of total state/territory level operating expenses for computer software.

SUMMARY OF FINDINGS *continued*

SELECTED ICT OPERATING EXPENSES *continued*

- Operating expenses by all government for telecommunications services were \$1,542 million, being almost a third of total selected ICT operating expenses (excluding wages and salaries of ICT employees). At the state/territory level, New South Wales represented over 30% (\$234 million) of state/territory level operating expenses for telecommunications services. Local government operating expenses for telecommunications services were \$111 million or just over 7% of total operating expenses for this ICT item.
- Government operating expenses for payments to contractors and consultants for ICT services were \$1,678 million with over two thirds (\$1,131 million) of this amount being for ongoing services.

SELECTED ICT CAPITAL EXPENDITURE

- Total government capital expenditure for computer software, computers and computer peripherals and communications equipment was \$2,333 million. Of this amount, capital expenditure by government at the state/territory level for these selected ICT items was approximately 46% (or \$1,063 million). The highest proportion of capital expenditure at the state/territory level for these selected ICT items was in Queensland (34% or \$358 million). The majority of Queensland's ICT capital expenditure was for computer software.
- Computers and computer peripherals make up the highest proportion of total government ICT capital expenditure at 43% (or \$1,000 million). However, at the federal government level, the highest proportion of total selected ICT capital expenditure was for computer software (44% or \$485 million). Almost 47% of state/territory level ICT capital expenditure was on computers and computer peripherals (\$498 million). Queensland contributed 28% (or \$142 million) of the total state/territory level ICT capital expenditure on computers and computer peripherals.
- Capital expenditure by all government for communications equipment during 2002-03 was \$347 million. Of this amount, the federal government level represented over 54% (\$188 million).

SUMMARY OF ICT EXPENDITURE BY LEVEL OF GOVERNMENT

	SELECTED ICT OPERATING EXPENSES			SELECTED ICT CAPITAL EXPENDITURE
	Wages & salaries of ICT employees		Total(b)	Total(c)
	Other(a)			
	\$m	\$m	\$m	\$m
<i>Federal government</i>	836	2 270	3 106	1 101
<i>State/Territory government</i>				
New South Wales	230	692	922	276
Victoria	133	514	648	201
Queensland	154	433	587	358
South Australia	67	306	373	86
Western Australia	70	263	333	92
Tasmania	24	60	83	7
Northern Territory	14	82	96	4
Australian Capital Territory	19	73	92	39
<i>Total</i>	710	2 424	3 135	1 063
<i>Local government</i>				
New South Wales	^ 42	^ 110	151	^ 65
Victoria	26	69	96	^ 29
Queensland	53	134	187	46
South Australia	9	18	27	^ 11
Western Australia	^ 9	24	33	^ 14
Tasmania	3	7	10	3
Northern Territory	^ 1	^ 4	^ 5	^ 1
Australian Capital Territory(d)	—	—	—	—
<i>Total</i>	143	366	509	169
Total	1 689	5 061	6 749	2 333

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

— nil or rounded to zero (including null cells)

- (a) Other selected ICT operating expenses includes ICT hardware, software, telecommunications services and payments to contractors and consultants for ICT services.
- (b) Total selected ICT operating expenses includes wages and salaries of ICT staff, ICT hardware, software, telecommunications services and payments to contractors and consultants for ICT services.
- (c) Total selected ICT capital expenditure includes computer software, computers and computer peripherals and communications equipment.
- (d) No local government in the Australian Capital Territory.

SUMMARY OF SELECTED ICT OPERATING EXPENSES BY LEVEL OF GOVERNMENT, PROPORTIONS

	<i>Wages and salaries of ICT employees as a percentage of total selected ICT operating expenses</i>	<i>Other selected ICT operating expenses as a percentage of total selected ICT operating expenses (a)</i>	<i>Total selected ICT operating expenses as a percentage of total operating expenses (b)</i>	<i>Total selected ICT operating expenses per employee (b)</i>
	%	%	%	\$'000
<i>Federal government</i>	27	73	7	9.3
<i>State/Territory government</i>				
New South Wales	25	75	3	3.1
Victoria	21	79	3	3.1
Queensland	26	74	4	3.1
South Australia	18	82	5	4.8
Western Australia	21	79	4	3.2
Tasmania	28	72	4	3.1
Northern Territory	14	86	5	5.6
Australian Capital Territory	20	80	4	5.8
<i>Total</i>	23	77	4	3.4
<i>Local government</i>				
New South Wales	27	73	3	3.2
Victoria	28	72	3	2.4
Queensland	28	72	4	4.9
South Australia	33	67	3	3.4
Western Australia	28	72	2	2.1
Tasmania	29	71	2	2.8
Northern Territory	^ 14	86	^ 2	^ 1.2
Australian Capital Territory(c)	—	—	—	—
<i>Total</i>	28	72	3	3.3
Total	25	75	5	4.7

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

— nil or rounded to zero (including null cells)

(a) Other selected ICT operating expenses includes ICT hardware, software, telecommunications services and payments to contractors and consultants for ICT services.

(b) Total selected ICT operating expenses includes wages and salaries of ICT staff, ICT hardware, software, telecommunications services and payments to contractors and consultants for ICT services.

(c) No local government in the Australian Capital Territory.

SELECTED ICT OPERATING EXPENSES (EXCLUDING WAGES AND SALARIES), By type, by level of government

	ICT hardware operating expenses	Software operating expenses	Telecommunications services operating expenses	Non-ongoing payments to contractors & consultants for ICT services	Ongoing payments to contractors & consultants for ICT services	Total
	\$m	\$m	\$m	\$m	\$m	\$m
<i>Federal government</i>	515	269	676	323	488	2 270
<i>State/Territory government</i>						
New South Wales	195	74	234	30	160	692
Victoria	153	70	127	61	104	514
Queensland	124	42	156	49	62	433
South Australia	48	32	90	11	125	306
Western Australia	37	43	76	26	82	263
Tasmania	19	10	23	3	5	60
Northern Territory	20	8	28	4	23	82
Australian Capital Territory	15	13	22	4	19	73
<i>Total</i>	611	291	755	187	579	2 424
<i>Local government</i>						
New South Wales	^ 30	^ 21	^ 40	**9	*10	^ 110
Victoria	^ 16	17	22	^ 3	^ 11	69
Queensland	25	22	30	22	35	134
South Australia	^ 5	^ 4	^ 5	^ 1	^ 3	18
Western Australia	^ 6	^ 5	10	^ 1	^ 2	24
Tasmania	1	2	2	1	2	7
Northern Territory	1	^ 1	^ 2	1	*—	^ 4
Australian Capital Territory(a)	—	—	—	—	—	—
<i>Total</i>	84	71	111	^ 37	64	366
Total	1 209	631	1 542	547	1 131	5 061

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) No local government bodies in the Australian Capital Territory.

SELECTED ICT OPERATING EXPENSES (EXCLUDING WAGES AND SALARIES),
PROPORTIONS(a), By type, by level of government

	ICT hardware operating expenses	Software operating expenses	Telecommunications services operating expenses	Non-ongoing payments to contractors & consultants for ICT services	Ongoing payments to contractors & consultants for ICT services
	%	%	%	%	%
<i>Federal government</i>	23	12	30	14	21
<i>State/Territory government</i>					
New South Wales	28	11	34	4	23
Victoria	30	14	25	12	20
Queensland	29	10	36	11	14
South Australia	16	10	30	4	41
Western Australia	14	16	29	10	31
Tasmania	32	16	38	4	8
Northern Territory	24	9	34	5	28
Australian Capital Territory	21	17	30	6	26
<i>Total</i>	25	12	31	8	24
<i>Local government</i>					
New South Wales	^ 27	^ 19	36	**8	*10
Victoria	^ 23	24	32	^ 4	^ 16
Queensland	18	17	22	16	26
South Australia	^ 27	^ 20	31	^ 5	^ 17
Western Australia	25	^ 22	43	^ 3	^ 6
Tasmania	16	22	29	7	26
Northern Territory	20	^ 15	40	15	*10
Australian Capital Territory(b)	—	—	—	—	—
<i>Total</i>	23	19	30	^ 10	17
Total	24	12	30	11	22

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) All items are shown as a proportion of total selected ICT operating expenses (excluding wages and salaries).

(b) No local government bodies in the Australian Capital Territory.

SELECTED ICT CAPITAL EXPENDITURE, By type, by level of government

	Computer software capitalised(a)	Computers & computer peripherals capitalised	Communications equipment capitalised	Total
	\$m	\$m	\$m	\$m
<i>Federal government</i>	485	428	188	1 101
<i>State/Territory government</i>				
New South Wales	124	108	44	276
Victoria	55	114	33	201
Queensland	199	142	17	358
South Australia	21	47	19	86
Western Australia	18	53	20	92
Tasmania	2	5	1	7
Northern Territory	1	3	—	4
Australian Capital Territory	11	26	2	39
<i>Total</i>	430	498	135	1 063
<i>Local government</i>				
New South Wales	*31	^32	^2	^65
Victoria	^12	^13	*4	^29
Queensland	17	14	14	46
South Australia	^4	^5	*2	^11
Western Australia	^5	^7	*2	^14
Tasmania	^—	3	^—	3
Northern Territory	**—	^1	*—	^1
Australian Capital Territory(b)	—	—	—	—
<i>Total</i>	^69	^75	25	169
Total	985	1 000	347	2 333

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) Includes computer software developed in-house.

(b) No local government bodies in the Australian Capital Territory.

SELECTED ICT CAPITAL EXPENDITURE, PROPORTIONS(a), By type, by level of government

	Computer software capitalised	Computers and computer peripherals capitalised	Communications equipment capitalised
	%	%	%
<i>Federal government</i>	44	39	17
<i>State/Territory government</i>			
New South Wales	45	39	16
Victoria	27	57	16
Queensland	56	40	5
South Australia	24	54	22
Western Australia	20	58	22
Tasmania	23	67	10
Northern Territory	24	70	7
Australian Capital Territory	28	67	5
<i>Total</i>	40	47	13
<i>Local government</i>			
New South Wales	^ 48	^ 49	*3
Victoria	^ 41	^ 46	*12
Queensland	37	31	31
South Australia	^ 33	^ 45	^ 23
Western Australia	^ 37	50	*13
Tasmania	^ 10	79	^ 11
Northern Territory	**16	^ 61	^ 23
Australian Capital Territory(b)	—	—	—
<i>Total</i>	^ 41	44	15
Total	42	43	15

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) All items are shown as a proportion of total selected ICT capital expenditure.

(b) No local government bodies in the Australian Capital Territory.

ICT EMPLOYMENT BY LEVEL OF GOVERNMENT

	<i>ICT employees at 30 June</i>	<i>ICT employees as a percentage of total employment</i>
	<i>no.</i>	<i>%</i>
.....		
<i>Federal government</i>	<i>15 016</i>	<i>4.5</i>
<i>State/Territory government</i>		
New South Wales	3 590	1.2
Victoria	2 827	1.4
Queensland	2 947	1.6
South Australia	1 452	1.9
Western Australia	1 256	1.2
Tasmania	526	2.0
Northern Territory	254	1.5
Australian Capital Territory	329	2.1
<i>Total</i>	<i>13 180</i>	<i>1.4</i>
<i>Local government</i>		
New South Wales	^ 800	1.7
Victoria	486	1.2
Queensland	836	2.2
South Australia	163	2.1
Western Australia	^ 176	1.1
Tasmania	63	1.7
Northern Territory	^ 12	*0.3
Australian Capital Territory(a)	—	—
<i>Total</i>	<i>2 536</i>	<i>1.6</i>
Total	30 733	2.2

.....

^ estimate has a relative standard error of 10% to less than 25% and should be used with caution

* estimate has a relative standard error of 25% to 50% and should be used with caution

— nil or rounded to zero (including null cells)

(a) No local government bodies in the Australian Capital Territory.

EXPLANATORY NOTES

INTRODUCTION

1 This publication presents results from the 2002-03 Government Technology Survey (GTS). This survey measured information and communication technology (ICT) employment and expenditures by government organisations including government education.

2 Due to changes in scope and survey content, the data presented in this publication are not directly comparable to that published in previous editions.

SURVEY SCOPE AND METHODOLOGY

3 The scope of the GTS is federal, state/territory and local government organisations whose predominant activity falls within the institutional sector of General Government, including government education. Public non-financial corporations and public financial corporations are not included in the scope of the survey. Excluded from the scope were state and federal government organisations (non-education) with employment of less than 50 persons. The impact on final estimates of this scope cut-off is estimated to be less than 1%.

4 The general government sector includes all agencies of government such as government departments, offices and bodies engaged in providing services free of charge or at prices significantly below their cost of production and non-market non-profit institutions which are controlled and mainly financed by government. Government education includes tertiary, vocational and school education.

5 The population frame was constructed using multiple sources. The primary source of the frame was the ABS Business Register with supplementation from government directories, websites and listings. Included in local government were other entities, such as Indigenous councils, not considered local government authorities but classified to the local government level by the ABS. The frame for education was provided by the Department of Education, Science and Technology. For tertiary and vocational education this was checked with the Australian Vice Chancellors Committee and respective education and training authorities.

6 The estimates presented in this publication are based on upon a census of federal and state/territory government and vocational education organisations; and a stratified sample of local government, universities and schools. Information from universities is included in estimates for federal government. Vocational education and schools are included in estimates for state/territory government.

7 For the purposes of the GTS, standard ABS definitions for units were not utilised.

8 For federal and state/territory levels of government, the collection unit was notionally the level of government itself, ie. for the federal government level, the collection unit was the federal government and for state/territory government level, the collection unit was the respective state/territory government. As the required data was not available from a single source for these collection units, reporting units were created. Reporting units were, in most cases, individual government departments or agencies or, where consolidated reporting was possible, the parent department reporting for all agencies within the portfolio.

9 The reference period was the 2002-03 financial year for federal, state/territory and local government. For education organisations, the reference period was the 2003 calendar year. This occurred because education organisations usually have a financial reporting period aligned with the calendar year. In the tables, all data has been presented for a 2002-03 reference period. The majority of expenditure incurred by schools (predominantly wages and salaries) was reported by the relevant state/territory education authority. Schools were required to report for other ICT expenditure incurred by them, regardless of source of funds.

EXPLANATORY NOTES *continued*

SURVEY SCOPE AND METHODOLOGY *continued*

10 Across levels of government (including between jurisdictions), the treatment of ICT operating expenses and capital expenditure in accounts is subject to variation. There has been no attempt to adjust the data in this publication to account for these variations.

11 For more information about survey scope and methodology, please telephone the contact shown on the front of this publication.

DATA AVAILABLE ON REQUEST

12 All data available from this survey has been presented in this publication.

RELATED PUBLICATIONS

13 The most recent issue of other ABS publications on the use and production of information and communication technologies in Australia are listed below:

Business Use of Information Technology, Australia, 2002-03, (cat. no. 8119.0)

Household Use of Information Technology, Australia, 2001-02, (cat. no. 8146.0)

Information Technology, Australia, 2000-01, (cat. no. 8126.0)

Internet Activity, Australia, September 2003, (cat. no. 8153.0)

Use of Information Technology on Farms, Australia, June 2002, (cat. no. 8150.0)

14 The data collected via the GTS will be a major input into the compilation of an ICT satellite account. The ICT satellite account is expected to be released in the ABS publication *Australian National Accounts: Information and Communication Technology Satellite Account 2002-03* (catalogue to be advised) during 2005. More information about this publication will be available via the ABS website.

ABS WEB SITE

15 The summary of findings from this publication are published on the ABS web site <<http://www.abs.gov.au>>. Other information relating to information and communication technologies can be found on the web site, see the Science and Technology Home page under Themes.

ROUNDING

16 Where figures have been rounded, discrepancies may occur between the sum of the components/items and the total. In addition, percentages have been calculated using the unrounded figures.

ABBREVIATIONS

17 The following abbreviations are used in this publication:

ABS Australian Bureau of Statistics

GTS Government Technology Survey

ICT information and communication technology

TECHNICAL NOTE DATA QUALITY

RELIABILITY OF THE ESTIMATES

1 When interpreting the results of a survey it is important to take into account factors that may affect the reliability of the estimates. Estimates provided in this publication are subject to non-sampling and sampling errors.

NON-SAMPLING ERRORS

2 Non-sampling errors may arise as a result of errors in the reporting, recording or processing of the data and can occur even if there is a complete enumeration of the population. These errors can be introduced through inadequacies in the questionnaire, treatment of non-response, inaccurate reporting by respondents, errors in the application of survey procedures, incorrect recording of answers and errors in data capture and processing.

3 The extent to which non-sampling error affects the results of the survey is difficult to measure. Every effort is made to minimise non-sampling error by careful design and testing of the questionnaire, efficient operating procedures and systems, and the use of appropriate methodology.

4 Where government organisations provided consolidated returns for more than one agency, additional effort was made to ensure that coverage was complete.

5 The overall response rate for units selected in the 2002-03 GTS was 99%.

STANDARD ERRORS

6 The estimates presented in this publication are based on information obtained from a total of 1,418 government units. This total was comprised of a census of 111 federal, 474 state/territory government and 76 vocational education reporting units. 249 local government, 8 tertiary and 500 school education units were sampled from a possible total population of 7,787.

7 Due to the sampled component of the survey, the estimates are subject to sampling variability, that is, they may differ from the figures that would have been obtained if all units had been included in the survey.

8 One measure of the likely difference is given by the standard error (SE), which indicates the extent to which an estimate might have varied by chance because only a sample was taken. There are about two chances in three that a sample estimate will differ by less than one SE from the figure that would have been obtained if a census had been conducted, and approximately 19 chances in 20 that the difference will be less than two SEs.

9 In this publication, sampling variability is measured by the relative standard error (RSE) which is obtained by expressing the SE as a percentage of the estimate to which it refers. The RSE is a useful measure in that it provides an immediate indication of the sampling error in percentage terms, and this avoids the need to refer also to the size of the estimate.

10 Most published estimates have RSEs less than 10%. Estimates that have a RSE between 10% and 25% are annotated with the symbol '^'. These estimates should be used with caution as they are subject to sampling variability too high for some purposes. Estimates with an RSE between 25% and 50% are annotated with the symbol '*', indicating that the estimates should be used with caution as they are subject to sampling variability too high for most practical purposes. Estimates with an RSE greater than 50% are annotated with the symbol '**' indicating that the sampling variability causes the estimates to be considered too unreliable for general use.

11 Estimates of RSEs for the key indicators in this publication are shown in the following table:

TECHNICAL NOTE DATA QUALITY *continued*

STANDARD ERRORS *continued*

RELATIVE STANDARD ERRORS

	<i>Total ICT employees at 30 June</i>	<i>Wages & salaries of ICT employees</i>	<i>Total selected ICT operating expenses (a)</i>	<i>Total selected ICT capital expenditure</i>
	%	%	%	%
Federal(b)	3.6	3.5	2.0	1.8
State/Territory(c)	0.7	0.5	0.6	1.1
Local	4.0	3.9	3.3	6.8
Total	1.8	1.8	1.0	1.1

- (a) Includes wages and salaries, ICT hardware, computer software, telecommunications services, payments to contractors.
- (b) Includes tertiary education.
- (c) Includes vocational and school education.

GLOSSARY

Information and communication technology (ICT)	Refers to the technologies and services that enable information to be accessed, stored, processed, transformed, manipulated and disseminated, including the transmission or communication of voice, image and/or data over a variety of transmission media.
ICT capital expenditure	Acquisition of fixed tangible assets (e.g. computers and computer peripherals and communications equipment) and intangible assets (e.g. computer software) including those assets acquired under a finance lease. Also includes work done by own employees or proprietors of the business in constructing assets for use by the business or for rental or lease to others.
ICT employees	Refers to all employees who are predominantly engaged in ICT activities, providing services to users within the organisation or to external organisations or clients. Persons predominantly employed in ICT activities include information technology managers, web designers, engineers, technicians, administrators, analysts, designers, programmers, testers, controllers and auditors. Excluded are contractors for whom income tax is not deducted, data entry or clerical administrative/secretarial staff, volunteers and workers on unpaid leave.
Ongoing payments	Refers to payments for those services which were supplied for a period of at least 12 months.
Payments to contractors and consultants for computing and communication services	Includes payments for ICT hardware and software repair and maintenance. Payments to external private entities for bundled ICT services are also included if separate estimates of expense were not available for the components of ICT hardware, computer software and telecommunications services.

FOR MORE INFORMATION . . .

- INTERNET* **www.abs.gov.au** the ABS web site is the best place to start for access to summary data from our latest publications, information about the ABS, advice about upcoming releases, our catalogue, and Australia Now—a statistical profile.
- LIBRARY* A range of ABS publications is available from public and tertiary libraries Australia-wide. Contact your nearest library to determine whether it has the ABS statistics you require, or visit our web site for a list of libraries.
- CPI INFOLINE* For current and historical Consumer Price Index data, call 1902 981 074 (call cost 77c per minute).
- DIAL-A-STATISTIC* For the latest figures for National Accounts, Balance of Payments, Labour Force, Average Weekly Earnings, Estimated Resident Population and the Consumer Price Index call 1900 986 400 (call cost 77c per minute).

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