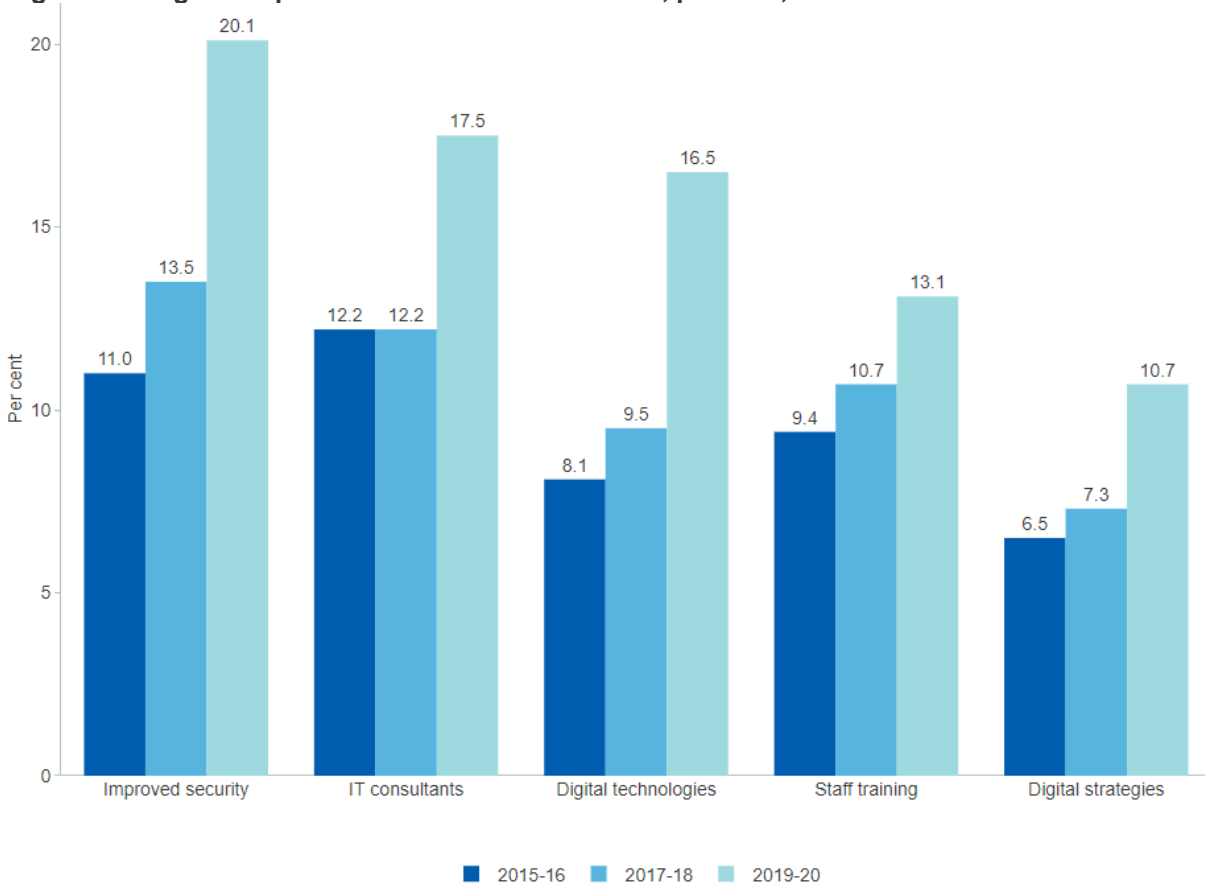


1.2.5 Management practices for business ICT use

Digital technologies offer substantial productivity gains to businesses and their employees, as well as flow-on spillover benefits in terms of skill and capability development. The size of those gains relies in part on the effective management of ICT assets, skills, training, and support services. About half of all Australian businesses implemented at least one management practice for the use of ICT in 2019–20 (43.3 per cent), which is a large increase of 12.1 percentage points from 2017–18. This rapid uptake is led by a 7 percentage point increase in investing in new *Digital technologies* to 16.5 per cent of all businesses in response to the COVID-19 pandemic, driven by the *Rental, hiring and real estate services* and *Administrative and technical services* industries. Other common management practices include *Improved security* through implementing upgrades to cybersecurity software (20.1 per cent) and contracting external *IT consultants* (17.5 per cent).¹

Figure: Management practices for business ICT use, per cent, latest 2019–20



¹ ABS, *Characteristics of Australian Business*, Cat. No. 8129.0, Cat. No. 8158.0, Cat. No. 8166.0, Cat. No. 8167.0 and ABS.Stat (<https://www.abs.gov.au/>)