

Digital Strategy

Engaging minds. Empowering futures.

2014–17

Our goals

Delivering digital services²

through effective and efficient “as a service” partnerships.

Streamlining business processes

to reduce administrative overheads and provide services through the customer’s channel of choice.

Bridging the digital divide

through improved access to teaching and learning resources, regardless of location and improving information management skills and support for staff.

Providing safe and secure ICT

environments that support a personalised and collaborative digital experience.

Empowering local decision making

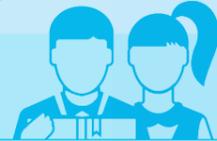
through access to timely, well defined and accurate information with enhanced capability to share information between other government agencies and our partners.

Our purpose¹

Support business solutions and better educational outcomes through improved delivery of high quality, cost effective, contemporary ICT.

Our focus

Students



Personalised learning experiences through partnerships with parents, carers and community support.

Enabling support for student BYOx.

Simpler online identity and access management supporting student mobility and transition.

Enhancing student access to key learning resources when and where appropriate regardless of location.

Enhanced cyber safety and social media awareness for students.

Using enhanced student performance data and analytics to improve attendance, retention, attainment and transition.

Teachers



Greater range and choice of digital devices and access to online tools.

Reducing teacher time on administrative tasks through streamlined, consistent work practices.

Enhancing access to key teaching and learning resources when and where appropriate, regardless of location.

Enhanced reputation and social media management for staff and schools.

Access to real time student and class performance data.

Increased system functionality to monitor and track student performance across cohorts and year levels.

Staff



Improved staff mobility and access to key systems supporting greater collaboration.

Streamlining ICT policies and procedures including the provision of decision support tools.

Improving staff confidence in using ICT through service guarantees for business critical systems.

Building information management capability to improve performance, create value and strengthen relationships.

Enhanced, integrated information management through secure collaboration platforms.

Integrated business intelligence and reporting capability supporting effective planning and decision making.

Partners



Create new opportunities through the move to a tiered service delivery model for key ICT services.

Streamlining ICT procurement processes and enabling greater participation of SME's.

Providing greater automation of information exchange including the use of all online channels.

Increasing access to all departmental, school and student information when and where appropriate regardless of location.

Providing secure access to information and other government services using a verified identity.

Improved engagement through online access to key individualised information.

Proactive publishing of key information through the government’s Open Data Initiative.

Our performance indicators

Key systems availability

ICT investment and strategy alignment

On time and on budget delivery of projects

ICT program benefit realisation

Customer Experience

Network Service Guarantee

ICT security status

Our shared Queensland public service values³



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Key links

1. Department of Education, Training and Employment Strategic Plan 2013–17
2. Queensland Government ICT strategy 2013-17
3. Queensland Public Service Values

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Our focus



BYOX



Online identity



Cyber Safety



Personalised learning



Digital devices



Teaching and learning resources



Student and class performance data

Our goals



Performance data



Learning resources

Students



Delivering digital services

Teachers



Reputation and social media management



Work practices



Streamlining business processes



Bridging the digital divide



Providing safe and secure ICT



Verified identity

Partners



Empowering local decision making

Staff



Business intelligence



Collaboration



Open Data



Tiered service delivery model



ICT procurement



Secure access to information



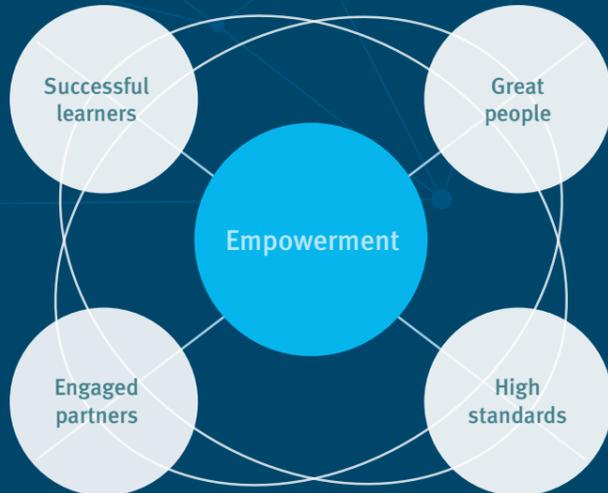
Information management



ICT policies and procedures



Business critical systems



Supporting business solutions and better educational outcomes