

clever • skilled • creative



# Information and Knowledge Strategic Plan

## 2010–2014

### Powering eBusiness transformation



# Information and Knowledge Strategic Plan 2010–2014

Through its Strategic Plan 2010 to 2014, the Department of Education and Training takes a lead role in realising the Queensland Government's *Toward Q2: Tomorrow's Queensland* vision: 'A state where knowledge, creativity and innovation drive economic growth to improve prosperity and quality of life for all Queenslanders'.

A key driver of this vision is information and communications technologies (ICT) and the priorities are outlined in the *Toward Q2 through ICT* publication.

This *Information and Knowledge Strategic Plan* focuses on engaging the digital generation, improving individual learning opportunities and getting the best from our ICT investment.

In today's digital age, these principles are key to fulfilling the department's purpose: 'To provide Queenslanders with the knowledge, skills and confidence to maximise their potential, contribute productively to the economy and build a better Queensland'.

## Our department's collective vision

Clever, skilled and creative Queenslanders

## Our department's information and knowledge goal

Creating a capable, agile and sustainable organisation where innovative and efficient business solutions underpin the achievement of priorities

## Our information and knowledge objectives

The department will focus on:

- Sustainability: Making whole-of-life costs, usability and integration central to developing ICT infrastructure
- Utilisation: Leveraging better utilisation of ICT services for effective and innovative business and educational outcomes
- Investment: Balancing the supply of ICT with demand, while realising value-for-money principles  
Providing capacity for the department to review all ICT proposed investments and determine whether they are appropriate to commence or continue
- Transformation: Adapting business processes at all levels of the organisation to take full advantage of innovative and streamlined ICT systems
- Governance: Maintaining strong and transparent decision-making that delivers clear accountabilities for the Department, including state schools and TAFE institutes  
Providing streamlined and effective governance in relation to project/program management practices, which assists with the realisation of achievable business benefits
- Environment: Reducing the impact of ICT on the environment through reduced energy usage and responsible disposal of ICT assets  
Using ICT to support a cleaner, greener and sustainable future

## eBusiness

***eBusiness is the utilisation of information and communication technologies (ICT) in support of all the activities of the department to improve performance, create value and strengthen relationships.***

# Information and knowledge strategies for powering eBusiness transformation

## Learners, teachers and the community

## Kindergartens, state schools and TAFE institutes

## Support and administration

### Our driving forces

- Learners and their parents/guardians are demanding more individualised learning to help them discover knowledge and exchange innovative ideas and content
- Teachers are seeking to increase their digital literacy to fully utilise ICT in the design of teaching and learning
- Teachers are seeking strong partnerships through collaborative learning environments that support communities of practice and knowledge
- Kindergartens, state schools, TAFE institutes, Skills Queensland and corporate administrators need to collaborate and partner with business and industry on learning pathways and content
- Decision-makers want to leverage knowledge sharing, innovation successes and best practice for effective operation
- Decision-makers are seeking greater transparency of performance through accurate and timely information and data
- Administrators will support staff to effectively engage in and conduct their work through ICT, especially in teaching through ICT
- Staff are supported through a range of self service options
- Administrators will use ICT to better understand their business so they can more effectively allocate human and financial resources to fully meet the needs of teachers, learners and their parents/guardians, industry and the community
- Industry requires an appropriately skilled workforce

### Our strategies

#### Exploit eBusiness transformation

- Redesign and automate business processes
- Strategically align the re-engineering and development of ICT systems
- Proactively engage the ICT industry
- Forward plan for resource allocation and future investment
- Focus on client service delivery (teachers, learners, parents/guardians, industry and the community)
- Improve governance frameworks through stronger accountability, planning and project management throughout the organisation

#### Transform learning, teaching and skilling experiences

- Use eLearning to bridge the engagement divide and enrich traditional delivery
- Use ICT to support individualised learning and skilling
- Provide safe and secure access to learning where and when appropriate
- Use ICT to improve learning productivity where and when appropriate
- Provide support for teachers to transform teaching and skilling practices

#### Enhance information management

- Develop a single point of truth for key data
- Capture all data once at source
- Provide decision makers with access to relevant information
- Facilitate efficient exchanges of information
- Develop improved and accurate reporting mechanisms
- Ensure data integrity

#### Utilise and enhance the enterprise platform

- Meet the needs of learners and their parents/guardians, industry and the community
- Utilise ICT to assist in achieving business efficiency
- Ensure all business solutions conform to DET's enterprise architecture
- Ensure a *share before buy before build* focus
- Reduce the per unit cost of business-as-usual ICT expenditure

### Our journey



### Our achievements



### Our future

- Learning experiences that improve learner engagement and achievement
- Innovation in learning through collaboration and partnering
- Flexible (when and where appropriate) and blended (classroom and virtual) delivery of education and training
- Cost-effective ICT services
- Use of ICT with efficiency and accountability
- Explicit and coordinated business processes and partnerships
- Performance-based assessments of ICT services
- Mature portfolio, program and project management
- Robust and secure ICT platforms and systems
- Fit for purpose ICT capabilities
- Responsive and agile organisation
- Coordinated business investment decisions
- A widely used self-service online environment

# eBusiness transformation

We will use an eBusiness strategy to transform the department's business processes (across all business units and locations) to feature consistent and integrated end-to-end work processes and efficient end-to-end work flows.

This technology-enabled business transformation will facilitate a stronger focus on the learning needs of Queenslanders, and position the organisation to:

- streamline the way education and training is delivered
- embrace eLearning
- enable access to information when and where appropriate
- provide data integrity and certainty through a single-point-of-truth
- automate business processes and work flows to assist the education and training service delivery.

## Information and knowledge aspirations

- All learners, from the Early Years of Learning to Vocational Education and Training, engage in seamless contemporary learning, tailored to their individual learning needs.
- All teachers use ICT skills to motivate and captivate learners, including learners with a disability, disengaged learners, and learners from rural and remote Queensland.
- Learners receive the education and training they need to participate in the digital world, leading to better career opportunities, lifestyle benefits and ultimately, improved life outcomes.



