

1 About the department

Who we are

DSITIA brings together science, innovation, information technology and arts into one portfolio to enable a clever, creative and connected Queensland, and to deliver on the strategic priorities of the Queensland Government.

Within the broader portfolio there are several specific entities, statutory bodies and companies that contribute to our departmental objectives. The two entities are the Queensland Government Chief Information Office (QGCI) and the Office of the Queensland Chief Scientist. The Chief Scientist reports directly to the Minister for Science, Information Technology, Innovation and the Arts.

We oversee and support the governance and performance of five arts statutory bodies: the Queensland Art Gallery/Gallery of Modern Art, Queensland Museum, Queensland Performing Arts Trust, Queensland Theatre Company and the State Library of Queensland; and four companies: the Aboriginal Centre for Performing Arts, Major Brisbane Festival, Screen Queensland and the Queensland Music Festival. These bodies and companies produce their own annual reports.

Under section 56 of the *Public Records Act 2002*, Queensland State Archives also produces a separate annual report on the administration of the Act. Financial statements for Queensland State Archives are consolidated into the DSITIA financial statements and are included in this report.

How we began

DSITIA was formed on 3 April 2012 to revitalise front-line services to meet the growing needs of government and the community. Our Minister is the Honourable Ian Walker MP and the Director-General is Sue Rickerby.

The five service areas within the department were created from portfolios and organisational units drawn from the Department of the Premier and Cabinet and the former:

- Department of Employment, Economic Development and Innovation
- Department of Environment and Resource Management
- Department of Public Works.

DSITIA has no single legislative charter.

Our purpose

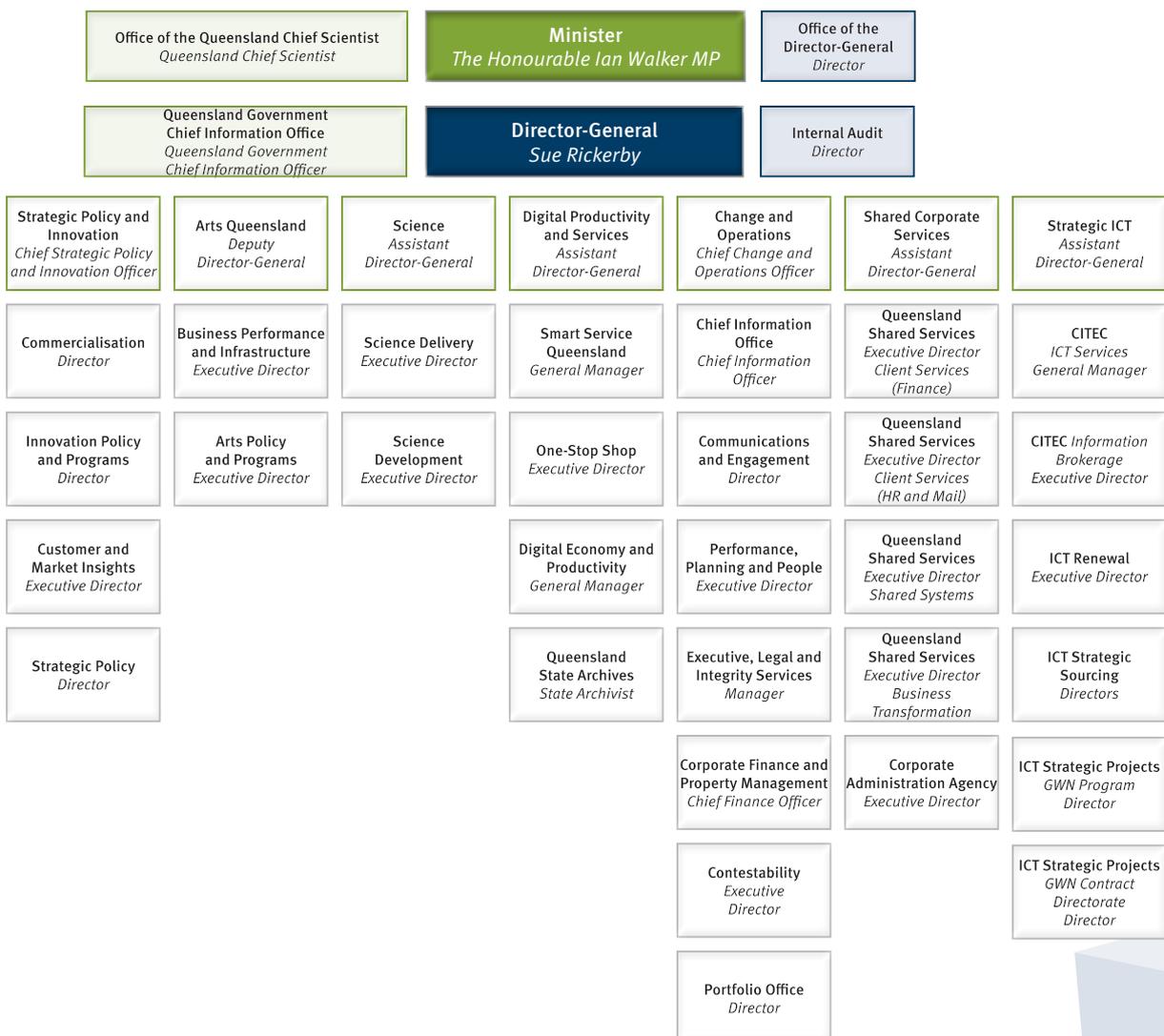
We contribute to getting Queensland back on track by encouraging better outcomes through productivity and creative capability in science, innovation, information technology and the arts.

Our role

DSITIA supports delivery of the government’s objectives for the community to revitalise front-line services, grow a four-pillar economy, lower the cost of living and deliver better infrastructure and better planning to provide better outcomes for Queenslanders by:

- driving a sustainable economic future through effective leadership and application of science
- connecting government business needs with value-for-money, service-based ICT solutions
- bringing the arts to all Queenslanders
- delivering better services through online government initiatives
- helping agencies get on with their business by ensuring they have access to modern, value-for-money corporate services and trusted advice
- leading the innovation agenda, to facilitate increased levels of innovation and commercialisation to re-energise the Queensland economy
- driving consistency and the connections across portfolios from a policy perspective.

Our structure (as at 30 June 2014)

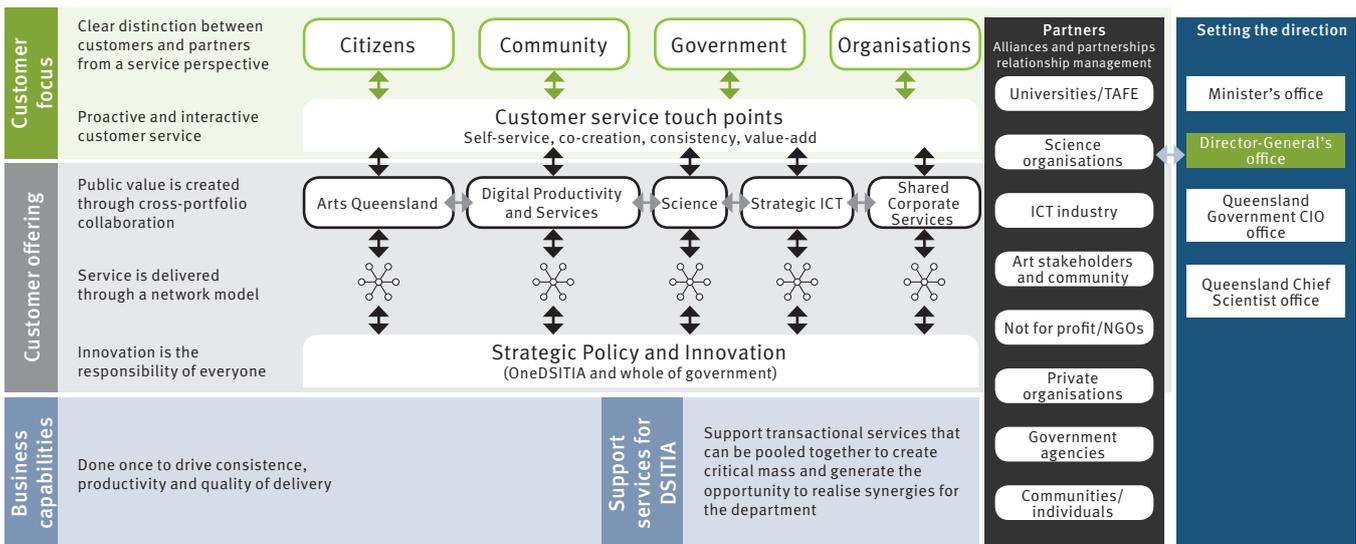


Our operating environment

On 14 October 2013, the Public Sector Renewal Board supported DSITIA's approach to service renewal through the delivery of the OneDSITIA renewal program and a new operating model for the department.

Implementing the OneDSITIA service delivery approach will occur over a two-year period and will be guided by the results of the Queensland Employee Opinion Survey, *Working for Queensland*, and the renewal principles of:

- customer focus
- innovation
- contestability, commissioning and core services
- excellence, agility and productivity
- governance and accountability.



Above: The DSITIA operating model

The operating model came into effect on 3 February 2014 and aims to shift organisational focus from delivering services to connecting and coordinating service offerings through:

- our key partners: universities and TAFEs, science organisations, the information technology (IT) industry, arts stakeholders and community, not for profit/non-government organisations (NGOs), private organisations, government agencies, communities and individuals
- four customer groupings: citizens, community, government and organisations
- five service delivery divisions: Arts Queensland, Science, Digital Productivity and Services, Strategic ICT, Shared Corporate Services
- two support functions: Strategic Policy and Innovation, and Change and Operations.

Our values

In 2013 the Public Service Commission released the *Better Ways of Working* strategy with the aim to drive better government services through instilling a values-based leadership approach within the Queensland Public Service.

DSITIA began the process of embedding the Queensland Public Sector values in 2013 to guide our decisions and behaviours in the workplace by communicating them to senior leaders and staff. Teams have embraced this further with conversations about what the values mean to them in terms of behaviours in the workplace.

DSITIA has developed an awareness program that promotes the celebration of each value on a bi-monthly basis with departmental-wide and team-based activities. The program includes the development of resources to promote and recognise the values, a DSITIA Service Excellence Program for all staff and regular communication activities for staff.

The DSITIA Annual Recognition of Excellence Awards were reviewed to ensure award categories aligned with the values.

What we do

In 2013–14 our diverse range of services:

- provided scientific and technical advice and services to government agencies to underpin their decision making and legislative responsibilities and collaborate with the Chief Scientist in the development of the Queensland Government's science policy and strategic leadership for the government's investment in science through the **Science Division** (*key achievements are available on page 20*)
- promoted the successful adoption of digital technologies and digital content services to revitalise Queensland Government services, boost productivity and innovation within Queensland businesses, and to connect and enable our communities through **Digital Productivity and Services** (*key achievements are available on page 24*)
- strengthened cultural and economic outcomes for Queensland through facilitation of resilience and innovation in the arts and cultural sector by **Arts Queensland** (*key achievements are available on page 30*)
- ensured quality ICT outcomes are achieved across government and supported front-line service delivery through **Strategic ICT** (*key achievements are available on page 36*)
- delivered responsive corporate services and solutions to the majority of Queensland Government agencies through **Shared Corporate Services** (*key achievements are available on page 42*)
- created the right environment to promote innovation and commercialisation of products and services that benefit Queensland and ensure departmental policies align to customer needs and government priorities through **Strategic Policy and Innovation** (*key achievements are available on page 46*)

- provided independent quality advice on ICT issues through the Queensland Government Chief Information Office (*key achievements are available on page 50*), and science policy and strategic advice from the Queensland Chief Scientist (*key achievements are available on page 53*).

Our priorities

In 2013–14 activity within the department was focused on delivering four broad objectives as outlined in our strategic plan for 2013–17. These align with the Queensland Government priorities:

- To grow a four-pillar economy based on tourism, agriculture, resources and construction
- Lower the cost of living for families by cutting waste
- Revitalise front-line services for families
- Restore accountability in government
- *A Plan: Better Services for Queenslanders*

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Strategic objective:

Establish the environment to strengthen industries in the knowledge and digital economy through science, technology and innovation

Outcomes

- Information and knowledge applied to support government priorities
- Best possible scientific information and advice provided to support ministers' and departments' decision making and policy development
- Capability to respond to tropical health threats increased
- Research and development activity aligned to identified industry need
- Access to innovation services and support for all businesses increased
- Increased awareness of and access for Queensland business and community organisations to digital economy opportunities

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Strategic objective:

Support a vibrant and creative arts and cultural sector to strengthen cultural and economic outcomes for Queensland

Outcomes

- Access to arts and culture increased
- Innovation within and resilience of the arts and cultural sector increased
- Queensland's cultural reputation enhanced and cultural tourism opportunities maximised

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Strategic objective:

Deliver efficient and responsive service delivery across and beyond government

Outcomes

- Innovative models for service delivery developed
- Streamlined, accessible, customer-centric government services delivered through optimal channels
- Value for money demonstrated in contestable service areas
- Productive engagement with stakeholders in the community

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Strategic objective:

Be recognised as a clever, creative and connected department

Outcomes

- Workforce is skilled, engaged and accountable
- A culture that values and encourages productivity and creativity
- Organisation is financially sustainable
- Governance and policies facilitate accountable decision making and promote organisational agility

Our core focus continued to be on delivering efficient and effective services for our stakeholders, while ensuring the government is getting the best value for money in service delivery.

These activities included:

- portfolio management of key service renewal programs across DSITIA resulting from the Queensland Commission of Audit report recommendations and the Queensland Government ICT Audit including: contestability, ICT renewal, One-Stop Shop, and the Government Wireless Network
- reforming the way ICT is delivered across Queensland Government through the implementation of the *Queensland Government ICT Strategy 2013–17 Action Plan*; a decisive roadmap for ICT in the Queensland public sector
- continuing service reforms as part of the Public Sector Renewal Program.

Our challenges

Potential strategic challenges identified for the department were outlined in the DSITIA *Strategic Plan 2013–17* and included:

- managing the synchronisation of multiple-reform agendas to maximise outcomes for the department and government
- delivering high-quality services and policies which meet stakeholders' expectations and the demands of government-reform priorities within its environment of fiscal constraint
- realigning the departmental business operations and services to deliver the government reform agenda and inspire innovation and creativity
- developing the skills and capabilities of our workforce to deliver the government reform agenda, support staff through transformation, and inspire innovation and creativity.

To mitigate these potential challenges, the DSITIA Renewal Portfolio Board governed the implementation of the renewal programs across the department at a strategic level. Board membership comprises divisional heads and an external expert, providing recommendations to resolve program issues and help mitigate risks.

Our commitment to red-tape reduction

DSITIA is fully committed to playing its part in achieving the government's commitment to reduce red tape for Queensland. The department has progressed several service related and regulatory red-tape reduction initiatives in 2013–14 designed to simplify access, increase convenience and reduce barriers to government services and information for our customers.

Activities included:

- One-Stop Shop access to government services that provides Queenslanders with easy and convenient access to a range of information and services through phone (13 QGOV (13 74 68)) online (www.qld.gov.au) and at multi-agency service outlets. During the 2013–14 year, the One-Stop Shop Plan was launched with delivery of phase one of the program due to be completed in October 2014.
- 188 departmental datasets (as at 30 June 2014) available to the public through the open data website.
- Reducing the barriers for suppliers to work with Queensland Government by providing easier access to government, improved payment practices and accelerated government information technology contract processes. This includes simplification and earlier consideration of ICT engagement, and revision of processes.
- The continued development and updating of innovative environmental information systems providing government and the broader community with increased access to scientific information and maps to streamline or automate processes to reduce regulatory burden.

- Provided an eFiling solution for the Department of Justice and Attorney-General, as an online mechanism for approved law firms to file court documents without having to be physically present at a court house. This innovative and unique product has generated a 36 per cent increase in online court transaction with an average 1636 electronic lodgements per month. Clients have processed in excess of 1000 Queensland Magistrates claims in a single lodgement in less than two hours using this functionality which would have previously taken three to four weeks.

Looking forward

During 2014–15 the department will:

- lead implementation of the *Queensland Digital Economy Strategy and Action Plan* to achieve the vision for Queensland to be Australia's most digitally interactive state
- further implement the *One-Stop Shop Plan* through the addition of 100 new online transactions, establishing the first Service Outlet Pilot in the Lockyer Valley/Scenic Rim region and rolling out and assessing the pilots for social media, and click to chat and tell us once capabilities on www.qld.gov.au
- announce the recipients of \$8.75 million in funding available across the Accelerate Queensland Science and Innovation Program, as part of the implementation of the *Science and Innovation Action Plan*
- boost the Maps Online service to enhance the reporting packages available and provide a one-stop shop for access to information on environmental values (such as wetland extent and condition) in areas of interest such as a lot on a plan or street address
- continue to support Queensland Startups by providing early-stage, high-growth potential businesses with access to high quality incubator services
- continue to implement the *Arts for all Queenslanders strategy 2014–18* to achieve growth of the arts sector and a strong community of arts
- implement a refreshed *Arts and Cultural Investment Framework* to grow economic, social, cultural and artistic returns on government investment in Queensland arts and culture
- continue to administer the government's investment in arts statutory bodies, major performing arts organisations and government-owned arts companies
- complete the implementation of the Government Wireless Network for use by public safety agencies throughout the Gold Coast, Logan and Ipswich areas
- assist agencies in progressing from government-owned ICT to sourcing ICT-as-a-service
- complete an assessment of the state's investment in health and biomedical research
- lead the development of a Born Digital, Stay Digital Policy to enhance digital recordkeeping maturity and capabilities across government

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- continue to build on collaborations and research opportunities under Queensland's science and technology related agreements with China's Ministry of Science and Technology and the Chinese Academy of Sciences
 - facilitate a series of Thought Labs to provide opportunities to co-design policy and program solutions with external stakeholders across the portfolio
 - complete and assess the Queensland Government's Flexible Work Centres pilot
 - commence construction of the Australian Institute of Tropical Health and Medicine
 - continue to deliver on the Queensland Government's ICT renewal agenda to achieve fundamental change in the management and delivery of government ICT.