

Our role

Our department's role focuses on building upon Queensland's local and international reputation for the arts and science sectors; delivering effective customer-centric services across the state; enabling innovation in government, industry and the community; and supporting efficient service delivery through the sourcing and contract management of information technology solutions.

DSITIA is also leading the reform and transformations in the use of ICT across the Queensland Government.

Who we are

The Department of Science, Information Technology, Innovation and the Arts (DSITIA) brings together science, innovation, information and technology and arts into one portfolio to enable a creative, connected and clever 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 (QGCIIO) and the Office of the Queensland Chief Scientist. The Chief Information Office and Chief Scientist report 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 produce their own annual report to provide a status on government recordkeeping. Financial statements for Queensland State Archives are consolidated into the DSITIA financial statements and are included in this report.

How we began

Following the Queensland state election in March 2012, the incoming government announced significant machinery-of-government changes and the consequent creation of DSITIA to revitalise front-line services to meet the growing needs of government and the community.

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

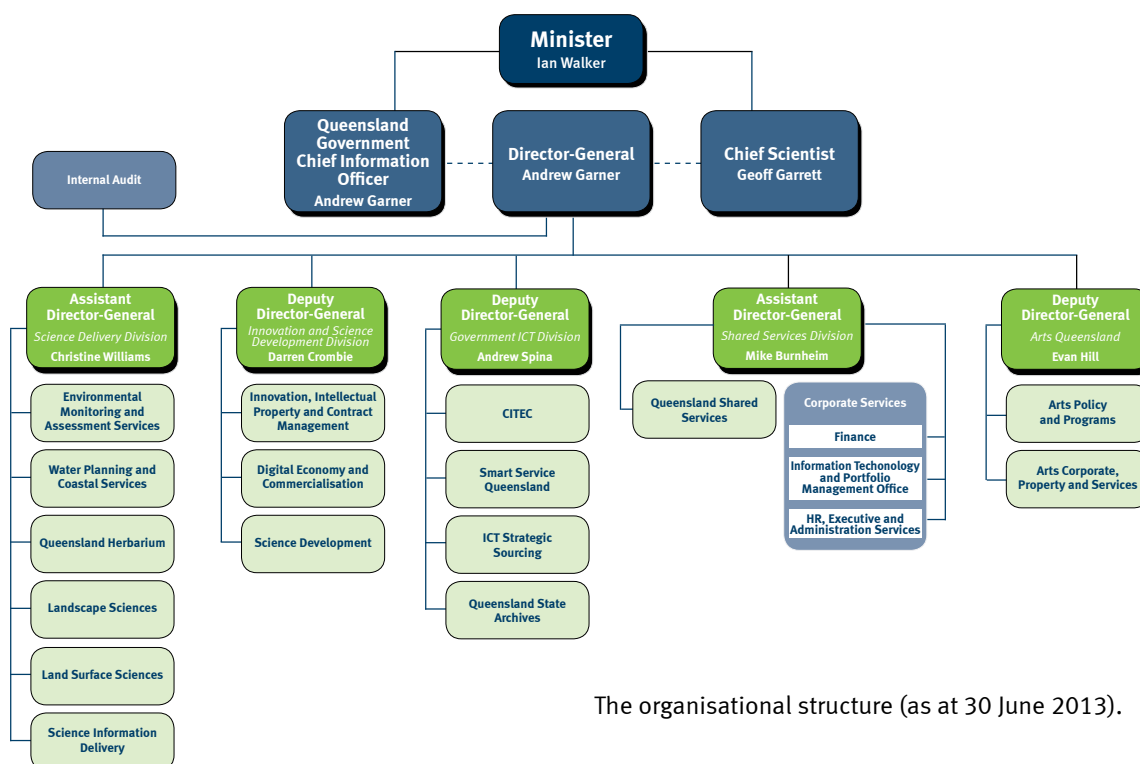
- Department of Employment, Economic Development and Innovation
- Department of Environment and Resource Management
- Department of Public Works.

DSITIA has no single legislative charter.

Our values

Our values reflect our commitment to:

- *customer focus*
- *innovation*
- *our people*
- *high performance*
- *accountability.*



The organisational structure (as at 30 June 2013).

Our structure

We enable Queensland to be creative, connected and clever by:

- facilitating investment and collaboration in research, science capability and business innovation to expand the knowledge and digital economy in Queensland
- facilitating the development of a resilient and innovative arts and cultural sector in Queensland
- enabling high-quality, value-for-money services and capability so agencies can focus on delivering core business
- leading major reforms to the way Queensland Government information and communication technology (ICT) is delivered and managed which will mean improved, and more cost-effective services for Queenslanders.

What we do

In 2012–13 our diverse range of services:

- provided sound and accurate scientific evidence and services across government through **Science Delivery Services** (key achievements are available on page 16)
- encouraged government and business productivity through innovation and strategic insight offered by **Innovation and Science Development Services** (key achievements are available on page 18)
- maintained a centre of excellence for ICT services skills and technologies to government agencies and the general public through Smart Service Queensland, Queensland State Archives and CITEC administered by **Queensland Government ICT Services** (key achievements are available on page 20)
- strengthened cultural and economic outcomes for Queensland through a vibrant and creative arts and cultural sector driven by **Arts and Culture Services** (key achievements are available on page 26)
- delivered responsive corporate services and solutions to the majority of Queensland Government agencies through **Shared Services** (key achievements are available on page 30)
- provided independent quality advice on ICT issues through the **Queensland Government Chief Information Office** (key achievements are available on page 32), and science policy and strategic advice by the **Queensland Chief Scientist** (key achievements are available on page 34).

Activity within the department is focused on delivering four broad objectives as outlined in our strategic plan:

Objectives	Outcomes	Alignment with government priority
Be recognised as a creative, connected and clever department by being ONE DSITIA	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Grow a four-pillar economy • Lower the cost of living • Revitalise frontline services for families • Restore accountability in government • <i>A Plan: Better Services for Queenslanders</i>
Establish the environment to strengthen industries in the knowledge and digital economy through science, technology and innovation	<ul style="list-style-type: none"> • 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 • Increased capacity to respond to tropical health threats • Research and development activity aligned to identified industry need • Improved access to innovation services and support for all businesses increased • Awareness of and access for all business to digital-economy opportunities increased. 	<ul style="list-style-type: none"> • Grow a four-pillar economy • Lower the cost of living • Restore accountability in government • Deliver better infrastructure and better planning • <i>A Plan: Better Services for Queenslanders</i>
Support a vibrant and creative arts and cultural sector to strengthen cultural and economic outcomes for Queensland	<ul style="list-style-type: none"> • Improved access to arts and culture facilities and services • Innovation within and resilience of the arts and cultural sector increased • Queensland's cultural reputation enhanced and cultural tourism opportunities maximised. 	<ul style="list-style-type: none"> • Grow a four-pillar economy • Revitalise frontline services for families • Restore accountability in government • <i>A Plan: Better Services for Queenslanders</i>
Deliver efficient and responsive service delivery across and beyond government	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Revitalise frontline services for families • Restore accountability on Government • <i>A Plan – Better Services for Queenslanders</i>

Our priorities

While our core focus continues on delivering efficient and effective services for our stakeholders, the department is also reviewing our operating model to ensure the government is getting the best value for money in service delivery.

These activities include:

- portfolio management of five new service renewal programs throughout DSITIA resulting from the *Queensland Commission of Audit report* recommendations and the Queensland Government ICT Audit. These programs include: service delivery through one department; contestability; ICT reform; One-Stop Shop and G20
- reforming the way ICT is delivered to Queensland Government through the development of a *Queensland Government ICT action plan*. This plan will outline a decisive roadmap for ICT in the Queensland Public Sector, and DSITIA will play the lead role in ensuring the Queensland Government delivers this vision
- continuing our efforts in achieving service reforms as part of the Public Sector Renewal Program.

Operating environment

The Queensland Government has embarked on a significant transformation of the Queensland Public Sector to enable better government services for Queenslanders by increasing productivity and enhancing service delivery. Participation in this reform agenda will provide opportunities for DSITIA, yet will also require DSITIA to operate in a service-delivery environment of significant organisational change and renewal.

The department is focussed on creating value for customers through collaboration and accountability.

Our operating model will provide rapid responses to stakeholders, including the development of new systems and processes to deliver cost-reducing initiatives for front-line service delivery, and more responsive, transparent administration and accountability for service provision and management.

The department is committed to supporting our people through empowering our workforce and engaging with staff. We will invest in our staff to build capability and re-skill staff where required.

Our challenges

Potential strategic challenges identified for the department are outlined in the DSITIA strategic plan and include the challenges of:

- 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 a DSITIA Renewal Portfolio Board was established in June 2013 to govern the implementation of the five renewal programs across the department at a strategic level. Board membership comprises of all divisional heads and an external expert who will provide recommendations to resolve program issues and help mitigate risks.

Our commitment to red-tape reduction

In support of the government's commitment to red-tape reduction, the department contributed to 20 red tape reduction initiatives in 2012–13.

Activities included:

- developing a plan to deliver the One-Stop Shop access to government services to allow Queenslanders easy and convenient access to a range of information and services across the phone, face-to-face and online channels
- providing the technological platform for the Open Data initiative that enables agencies to present datasets and gives the public and industry access to government data sets
- assisting the community and partnering with industry and other agencies to develop innovative information-and-service based systems. In 2012–13, the department developed several systems including the Wastewater Tracking and Electronic Reporting System (WaTERS) on behalf of the Department of Environment and Heritage Protection (due to go live in 2013–14); released the Magistrates Court and QCAT eFiling product in partnership with the Department of Justice and Attorney-General; and redeveloped and updated data in WildNet. These initiatives reduced red tape by streamlining regulatory burdens and providing automated or improved processes, such as bulk upload facilities
- streamlining and simplifying arts and cultural funding programs and administration. In 2012–13, Arts Queensland was restructured and the Arts Investment Advisory Board was established to deliver more transparent and streamlined grant services into the future. Savings of \$2.6 million annually are being made across arts administration, and the introduction of the new *Arts and Cultural Investment Framework* will simplify the provision of arts grants service delivery
- undertaking internal process improvements within the department around streamlining and/or standardising current processes, forms and reporting with a view to reducing red tape for the government, industry and the community
- simplifying procurement processes for ICT by revising procurement arrangements, and the processes and systems that support ICT procurement.

The year ahead

During 2013–14, the department will:

- give effect to the public service reforms accepted by government in the *Queensland Commission of Audit final report* which includes developing a framework to assess the contestability of DSITIA's services including corporate services, ICT and science delivery
- support the Centre for Ageing and Dementia Research via funding to achieve real impacts for dementia patients
- work with government agencies and industry to drive the ICT reform agenda including the delivery and implementation of the *Queensland Government ICT action plan*, including implementing the recommendations from the Queensland Government ICT Audit
- release the *Arts for all Queenslanders strategy* which aims to grow the arts sector, foster a community of the arts, and enhance Queensland's reputation as a cultural tourism destination
- finalise the Queensland Science and Innovation Action Plan, which aims to ensure the supply of demand-driven science and remove impediments to business driving innovation
- progress the One-Stop Shop vision to provide access to government services and information
- commence the implementation of Brisbane's *Cultural Precinct Strategy (South Bank)*
- develop and release the first phase of the government's ICT Dashboard to track progress of key ICT projects
- release a digital economy strategy for consultation
- complete seasonal fire-scar mapping of the state to assist with fire management
- plan the implementation of a whole-of-government approach to address the long-term management and preservation of Queensland Government digital information assets
- implement a new streamlined and flexible arts and cultural investment framework
- continue to enhance the user functionality of the Open Data portal and extend publishing departmental data sets including ICT program and project performance data
- launch the Wastewater Tracking and Electronic Reporting System (WaTERS), a data management system that receives, stores and provides timely reports on water monitoring data collected by licence holders under the *Environmental Protection Act 1994*
- complete the *Queensland Government R&D Expenditure Report 2012–13*, utilising the Government Statistician to collect data for the first time
- implement revised science and research priorities for government together with key 'Decision Rules' guiding longer-term investment decisions in R&D
- establish a long-term monitoring station to investigate the emissions profile of coal trains in South-East Queensland.