Digital Services Plan *2024 -2028*

A great digital experience for every Queenslander.

Modern Learning	Business Modernisation	Core Foundations
What	**What**	**What**
We will invest in digital services, skilling and capability to further enable learning, collaboration and innovation.	We will design and implement modern, innovative and human-centred business systems, solutions and processes to improve the delivery of services.	We will co-design, build and maintain a reliable, agile, secure, and scalable ICT platform to deliver integrated digital solutions, systems and services.
Why	**Why**	**Why**
• Digital skilling and inclusion is essential for our workforce and students' future success.	• Organisational efficiency and effectiveness are better enabled through integrated systems and solutions.	• Future learning and organisational productivity are dependent on strengthening our core ICT platform and services to be robust, safe, secure and agile to meet changing requirements.
• Modern learning technologies are integral to collaboration beyond the classroom to enhance the way we teach, learn and work.	• Evidenced-informed decisions are dependent on quality information that is accessible via integrated data tailored to user needs.	• Delivering better outcomes across our diverse and dispersed communities and workforce is optimised by scaling and leveraging ICT services and infrastructure investment.
• We need fit for purpose devices, technologies and personalised learning and business data to support everyday practice.	• Human-centred design and review of our services must be ongoing to meet the changing requirements of the department.	• Network and system performance is enhanced through a secure and sustainable platform architecture that is change ready, reduces risk and enables digital services.
How	**How**	**How**
• **Invest** in our children, students and workforce to build their digital skills capability, confidence and inclusive practices to thrive in a rapidly changing digital future.	• **Empower** our workforce to co-design the digital transformation of their workplace and processes to meet future learning and business needs.	• **Deploy and maintain** fit-for-purpose ICT systems and solutions to meet the evolving needs of the department and optimise digital performance to all locations.
• **Deliver** quality assured and responsive advice, support and services to meet workforce needs and address the digital divide by connecting students to digital learning opportunities through equitable access to devices and technology.	• **Improve** user experience, trust and confidence through human-centred design to continuously improve our services and support.	• **Develop** and leverage a specialised workforce with the capability to respond to user requirements and emerging technologies.
• **Upgrade** and modernise our digital teaching, learning, collaboration and capability, to connect students and teachers across Queensland.	• **Streamline and connect** quality insights and evidence that are easily accessible, to support informed decision making and everyday practice.	• **Targeted investment to modernise** integration, connectivity and identity access management across platforms and devices, to improve mobility, digital security, information integrity and accessibility.
• **Enable** trusted partners to integrate safely and securely with systems to improve data connectivity, accessibility and options for student, learning and business management.	• **Implement** innovative solutions and modern systems that are by design, mobile, secure, inclusive, seamless and transparent.	• **Design and improve** the connectivity, reliability and agility of ICT platforms and solutions to meet evolving standards and expectations.
• **Partner** with 3rd party providers to deliver safer technologies that support teaching and learning, school and business support, enhanced assessment, reporting and analytics capability.	• **Automate** manual work processes where it makes sense to do so, improving accessibility, user experience and enabling better resource management.	• **Optimise** network and cloud capacity to improve ICT performance, support and service.

Queensland Government