Department of Education

Digital Strategy
2022–2026

A great digital future for every Queenslander

Maturing our digital services and capability to better prepare Queenslanders to work, learn, play and succeed in a world with a constantly evolving technology landscape.
## Digital Strategy 2022–2026

### Modern learning

**What**
We will invest in our digital services and capability to further enable collaboration and innovation.

**Why**
- Digital capability and inclusion are essential for our workforce and students’ success.
- Modern learning technologies are integral to collaboration beyond the classroom to enhance the way we teach, learn and work.
- We need fit for purpose devices, technologies and personalised learning and business data to support everyday practice.

**How**
- **Invest** in our children, students and workforce to build their digital capability and inclusive practices to thrive in a rapidly changing digital future.
- **Deliver** quality assured and responsive advice, support and services to meet workforce needs and address the digital divide.
- **Upgrade** and modernise our digital teaching and learning, collaboration, and communication capacity.
- **Enable** trusted partners to integrate with systems to improve data connectivity, accessibility and options for student, learning and business management.
- **Partner** with third-party providers to deliver enhanced assessment, reporting and data analytics capability.

### Business modernisation

**What**
We will design and implement modern, innovative and human-centred business systems, solutions and processes to continuously improve the delivery of services and practices.

**Why**
- Organisational efficiency and effectiveness are better enabled through connected systems and solutions.
- Evidenced-informed decisions are dependent on quality information that is accessible via integrated data.
- Human-centred design and review of our services is critical to meet the changing needs of our organisation.

**How**
- **Empower** our workforce to co-design the digital transformation of their workplace and processes to meet future learning and business need.
- **Improve** user experience, trust and confidence through human-centred design to continuously improve our services and support.
- **Connect** quality information that provides readily accessible intelligence to support decision making and everyday practice.
- **Implement** innovative solutions and modern systems that are by – design – mobile, secure, inclusive, seamless and transparent.
- **Automate** manual work processes, where it makes sense to do so, to improve accessibility, the user experience and enable better resource management.

### Core foundations

**What**
We will maintain, codesign and build a reliable, agile, secure, and scalable ICT platform to deliver digital solutions, systems and services.

**Why**
- Future learning and organisational productivity are dependent on strengthening our core ICT platform and services to be robust, safe, secure and agile to meet our changing needs.
- Delivering better outcomes across our diverse and dispersed state and workforce is optimised by scaling and leveraging services and ICT infrastructure investment.
- Network and system performance is enhanced through a secure and sustainable platform architecture that is change ready, reduces risk and enables digital services.

**How**
- **Deploy and maintain** fit for purpose ICT systems and solutions to meet the changing demands of our organisation and optimise digital performance to all locations.
- **Develop** and leverage a specialised workforce with the capability to respond to demand and emerging technologies.
- **Modernise** integration, connectivity and identity access management across platforms and devices to improve mobility, security and accessibility.
- **Design and improve** the connectivity, reliability and agility of ICT platforms and solutions to meet evolving standards and expectations.
- **Optimise** network and cloud capacity to improve ICT performance, support and service.

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*Near and Far (2022), by Matrisse Wateto*