

ANNUAL REPORT

2015–2016

Department of Science, Information Technology and Innovation



Queensland
Government

Letter of compliance

30 September 2016

The Honourable Leeanne Enoch MP
Minister for Innovation, Science and the Digital Economy and Minister for
Small Business
Level 26, 111 George Street
Brisbane Qld 4000

Dear Minister

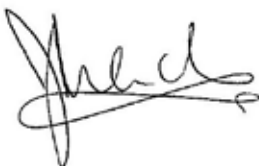
I am pleased to submit for presentation to the Parliament the Annual Report 2015–2016 and financial statements for the Department of Science, Information Technology and Innovation.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the Queensland Government annual reporting requirements is included in this report.

Yours sincerely



Jamie Merrick
Director-General

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this report, you can contact us on 07 3719 7889 and we will arrange an interpreter to effectively communicate the report to you.



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PART A

ANNUAL REPORT

2015–2016

Department of Science, Information Technology and Innovation



About our annual report

The Department of Science, Information Technology and Innovation (DSITI) Annual Report 2015–16 is an integral part of our corporate governance framework. It is a key tool in ensuring we are accountable to stakeholders, the Queensland Parliament and the community about our activities.

This report details our achievements, performance and financial position for the 2015–16 financial year. It aligns with the DSITI Strategic Plan 2015–19, Service Delivery Statements 2015–16, and the Queensland Government's objectives for the community. It also provides information on our future direction, people management and corporate governance.

View our report online

This report and the information on DSITI Government bodies is available online: <http://www.qld.gov.au/dsiti/annual-report>.

For enquiries about this annual report, contact the Executive Director, Strategic Transformation and Performance, telephone +61 7 3719 7891 or webfeedback@dsiti.qld.gov.au.

More information on the Queensland Government Open Data website

A number of annual reporting requirements for this year are addressed through the publication of information on the Queensland Government Open Data website.

These are:

- consultancies
- overseas travel
- Queensland language services policy.

For further information, please visit <https://data.qld.gov.au>

From the Director-General —the year in review



I am pleased to present the 2015–16 Annual Report for the Department of Science, Information Technology and Innovation (DSITI).

This report sets our achievements in supporting the Queensland Government's objectives for the community. It details the diverse and vital services we deliver to Queenslanders and other government agencies.

This past year, our strategic focus has been in leading policy and programs to drive innovation, entrepreneurship and digital transformation for citizens, businesses and government. We also provide centres of excellence in areas such as science, managing complex ICT programs, cyber security, information management and shared services that allow departments and other agencies to deliver high-quality and trusted public services.

At the heart of our work is the key role in leading and delivering the Advance Queensland initiative. Advance Queensland looks to increase entrepreneurship, support applied research and development (R&D), encourage startups and small and medium businesses to grow, and boost innovation and investment in Queensland. In doing so, we aim to make existing industries more competitive, facilitate new industries and technologies to emerge, and create new, high-value jobs for Queenslanders.

Since the launch of Advance Queensland on 13 July 2015, the department had released 12 grant programs, with 194 applications approved from more than 900 applications received by the end of June 2016. The department has also entered into a range of exciting partnerships with world-leading R&D players, including Siemens Healthcare, Emory University, Johnson & Johnson, YouTube, and the Chinese Ministry of Science and Technology.

In developing the Advance Queensland initiative, I would like to acknowledge the immense contribution of the Advance Queensland Expert Panel. Members of the Expert Panel have given generously in terms of the time, insight and strategic advice which have proven central to promoting research, innovation and entrepreneurship in Queensland. I would also pay tribute to the many thousands of people, businesses and researchers across Queensland who have played an active role in co-designing programs and promoting Queensland's innovation potential.

The outstanding attendance and vibrancy on display at the World Science Festival and the Advance Queensland Innovation and Investment Summit provide testament to the ability of Queensland to be a key destination for ideas, business growth and investment in the Asia Pacific region.

We have also led the government's commitment to making services simpler for Queenslanders through the One-Stop Shop program. This has allowed people to access a greater range of services when and where they choose.

This year we have seen a 25 per cent increase in the number of new services online with over 360 new online services delivered under the program, making it easier for customers to do business with government.

We have also partnered to deliver new services designed around the citizen. This includes making proactive contact with Queensland seniors before they turn 65 to notify them of concessions they will be eligible to receive.

Through Smart Service Queensland, we are providing citizens with access to over 260 government services with a customer satisfaction rating of 91 per cent. Our leadership and commitment to service excellence for Queenslanders via the phone channel of 13QGOV has been recognised this past year by being successful in the Auscontact State and National Awards.

We have made major strides in improving service delivery across government. In June this year, the department completed the implementation of the Government Wireless Network.

From the Director-General —the year in review

This is an exemplar ICT program, delivered across multiple agencies where more than 17,500 officers are now using the network to interact securely when responding to public safety incidents across South East Queensland.

Our department has increased our efforts in strengthening cyber security capability across government through the establishment of the Cyber Security Unit within the Queensland Government Chief Information Office and enhancing CITEC's services to protect against cyber security threats.

Queensland Shared Services continues to make significant progress towards modernising core financial management and payroll services and systems. This past year, a further five agencies were transitioned to modern finance systems, the core payroll system was upgraded and Queensland Shared Services exceeded the industry benchmark with an accuracy rate of 99 per cent for core finance and payroll processing activities.

Our world-class scientists have been recognised over the past year with our Land Use Mapping program awarded for their spatial and modelling excellence at Brisbane's Geographic Information System

Day. Staff from our Science Division, in conjunction with staff from the Department of Environment and Heritage Protection, were also successful in winning the 2015 Queensland Spatial Excellence Award for Environment and Sustainability for the Regrowth Benefits website tool.

Our scientists continued providing water quality monitoring services across 25 sites in 14 priority catchments. This monitoring informs the government's policy and actions towards improving the water quality entering the Great Barrier Reef.

We are supporting regional Queensland's participation in the digital economy through our co-investment in the Mobile Black Spots Program.

Our contribution of \$10 million in Round 1 leveraged a total of \$53.85 million for the state. The new or upgraded towers will provide increased capability and coverage in many regional and remote communities across Queensland.

As an example, in the Jambin area, the improved coverage will allow residents receive evacuation alerts or call for assistance prior to or during severe weather events.

The year ahead

While I am extremely proud of our achievements in 2015–16, I am equally excited by what DSITI will deliver in the coming 12 months.

Looking forward, we will continue to play key leadership and delivery roles in the accelerated Advance Queensland initiative, which now has a combined budget of \$405 million across government. Our key priorities for 2016–17 are to:

- progress the Advance Queensland agenda including implementing programs within the department's portfolio to support researchers, universities, startups, entrepreneurs and businesses
- increase collaboration between researchers, startups, business and industry
- strengthen the Queensland Government's approach to open data and boost the availability of high-value data sets
- ensure the effective governance, management, assurance and security of ICT-enabled and digital government initiatives and services

From the Director-General —the year in review

- pivot towards providing digital, personalised, proactive and joined up government services that put the customer at the heart of service design
- provide the scientific evidence base to underpin decision making in relation to the environment and natural resource management, including Great Barrier Reef monitoring, mapping soil erosion in the Fitzroy Basin, vegetation management and mine rehabilitation
- support innovation in regional Queensland through investment in regional innovation hubs, developing Queensland's first Digital Infrastructure Plan and continuing to improve mobile coverage, supporting innovation in key regional industries, and growing exports and jobs by supporting commercialisation of new industrial biotechnology, biofuels, and agricultural technology products
- support efficient and effective service delivery for Queensland Government departments and employees through innovation and digital transformation.

We work closely with our partners and stakeholders—collaborating, seeking ongoing feedback and challenging one another—to improve services to our customers, the people of Queensland.

The department is proud of the quality and breadth of work achieved in the past year. I would like to take this opportunity to thank the department's employees and executive management team for their commitment to serving Queenslanders and our customers.

Their willingness to collaborate and promote innovation is inspiring. Combined with an infectious optimism and a generosity of spirit that drives individual and team success, they embody the values of a truly innovative and customer-focused public service.



Jamie Merrick
Director-General
Department of Science, Information
Technology and Innovation

2015–16 performance highlights

These highlights report our successes in relation to our key objectives:

- to lead science, information communication technology, innovation, digital and customer services policy
- to deliver excellent specialist and support services
- to be a high-performing, innovative, clever and connected organisation.

\$8m

Hot DesQ program broadening international connections and creating jobs



10.7m
online customer transactions

400
online services

96%

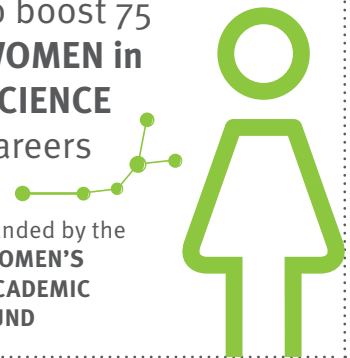
service centre customers satisfied or **very satisfied**



~\$500,000

to boost 75 **WOMEN in SCIENCE** careers

Funded by the **WOMEN'S ACADEMIC FUND**



WINNER

Employer of Choice for Women in Technology **AWARDS**



PROVIDED corporate services to

70,000

public servants

**&
24**

government departments



12%

increase in QSS

CUSTOMER SATISFACTION

2015–16 performance highlights

\$4m committed to the **Startup Precinct** to foster **ENTREPRENEURIAL TALENT** across Qld

5300 square metres




38% customers access online channels via **mobile devices**



\$8.7m total **DSITI SAVINGS** including

\$6.8m Strategic ICT **SAVINGS**

\$1.9m QSS **SAVINGS**




51,000 concession cards issued

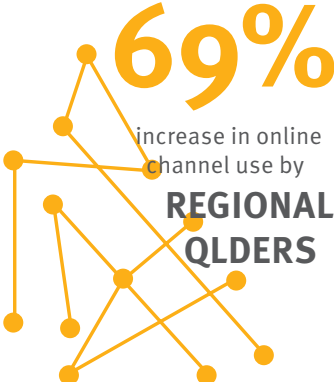
900,000 concession services delivered



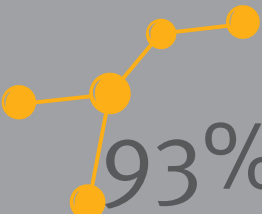
5% increase in agency engagement —working for Qld survey results



69% increase in online channel use by **REGIONAL QLDERS**



93% CUSTOMERS satisfied with our **SCIENTIFIC SERVICES**




63% employees using flexible workplace options



VISITS TO www.qld.gov.au

2015–16	41.2m
2014–15	24.2m



Advance Queensland —innovation and impact

Advance Queensland will make our traditional industries and existing businesses more competitive, and will support startups and new industries to emerge and grow. We are determined to attract and retain the best research and entrepreneurial talent, and ensure more of our world-leading research is developed here in Queensland to create jobs and prosperity.

Our programs not only generate economic benefits, but also major social and environmental gains. From helping sufferers of coeliac disease to improving the health of the Great Barrier Reef, Advance Queensland programs turn ideas into practical outcomes.

Beef industry—supporting innovation, growth and efficiency

Advance Queensland is supporting a number of projects to address key issues facing the beef industry and help improve its competitiveness. A stronger beef industry is good for regional Queensland and for exports.

Improving performance in feedlots:

- improve livestock productivity through a new generation of antibiotic-free feed developed with a Research Fellowship focused on using nanotechnology
- improve health of feedlot cattle by using a new process to deliver enzymes to remove dags from cattle, with development through a Knowledge Transfer Partnership.

Improving sustainability and reducing costs for the beef industry:

- improve bio-gas production and extraction of value in waste-streams, through a Research Fellowship in partnership with Churchill Abattoir, Meat & Livestock Australia, NH Foods Australia, Oakey Beef Exporters and the University of Southern Queensland

Reducing disease in cattle, improving returns and confirming our reputation for quality in the marketplace:

- combine commercial vaccines with animal feed to protect livestock against disease through polymer-clay nanohybrids developed through a Research Fellowship
- inoculate against the detrimental effects of the plant toxin indospicine, through a Research Fellowship.



Healthy futures—innovation in medicine and healthcare

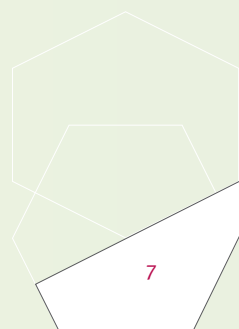
New breakthroughs in healthcare, delivered by innovators with the support of Advance Queensland, will improve the quality of life for Queenslanders.

Helping improve the life of sufferers of chronic diseases:

- fight coeliac disease, with clinical trials to develop new medications to help sufferers
- evaluate the cost-effectiveness of capturing and transmitting clinical data for people with diabetes using smart device technology
- combat obesity and cardiovascular disease by developing healthy food products for an ageing population.

Developing new approaches to detection and treatment:

- undertake pre-clinical evaluation of a new vaccine delivery technology for chikungunya virus
- help prevent the onset of schizophrenia by investigating the use of gene-silencing techniques
- produce customisable treatment options for children with microtia through 3D bioprinting.



2015–16 performance highlights

DSITI performance against the DSITI Strategic Plan 2015–19 key performance indicators

Key performance measures	Notes	2015–16 target	2015–16 actual
Number of recipients awarded Advance Queensland Best and Brightest funding	1	93	133
Number of recipients awarded Advance Queensland Future Jobs Strategy funding for Innovation Partnerships		5	5
Small and medium enterprise (SME) growth and participation indicators:	2		
<ul style="list-style-type: none"> • % WoG ICT spend awarded to SMEs • % total awards through ICT Services panel awarded to SMEs • Number of visits to Startup Portal 		<ul style="list-style-type: none"> • >11% • 70% • 14,400 	<ul style="list-style-type: none"> • 17.75% • 75% • 15,650
Percentage of Government Commitments delivered or on track	3	100%	100%
Total number of data sets made available through open data	4	248	248
Services delivered to the community:	5	Activity measures	
<ul style="list-style-type: none"> • No. of visits in person to Queensland State Archives • No. of online visits to Queensland State Archives • No. of interactions managed by Smart Service Queensland 			<ul style="list-style-type: none"> • 5,408 • 423,843 • 5,464,502
Percentage of agency submissions for ICT investment review actioned within 2 working days	6	100%	99.5%
Customer/Client satisfaction rate	7,8		
<ul style="list-style-type: none"> • Strategic Policy and Innovation • Smart Service Queensland customers • Science customers • CITEC IB customer • Queensland Shared Services 		<ul style="list-style-type: none"> • 85% • 85% • 85% • 80% • 80% 	<ul style="list-style-type: none"> • 92% • 91% • 93% • 88.4% • 60%
Operating expenses budget vs. actual variance		+/-2%	-2%
Staff engagement rate	9		
<ul style="list-style-type: none"> • Agency engagement • Job engagement and satisfaction • Intention to leave • Participation rate 			<ul style="list-style-type: none"> • 50% • 68% • 53% • 78%

2015–16 performance highlights

Notes:

1. Target and result include recipients under the following programs: Research fellowships, Aboriginal and Torres Strait Islander Fellowships, Women's Academic Fund, PhD Scholarships, Aboriginal and Torres Strait Island PhD Scholarships. They exclude two programs: Master's Scholarships and Global Partnership Awards, which will open in 2016–17.
2. The target was exceeded for the visits to Startup Portal due to an increasing uptake of readerships from reading materials on the new Advance Queensland program, startup events as well as new infrastructure on the website that aggregates news and articles around other publication sources on Queensland-based startups.
3. DSITI is responsible for 19 government commitments (GCs). Eight GCs were delivered and 11 were on track as of 30 June 2016.
4. Result include the total number of data sets published by DSITI on the Open Data Portal, and is an indicator of DSITI's contribution to the whole-of-government target for the publication of data sets to the Queensland Government Open Data Portal.
5. Work is underway to benchmark historic data and establish targets.
6. The result did not meet the target by 0.5 per cent. QGCIO is revising the process to ensure all submissions are assessed within the time-frame.
7. DSITI conducts customer satisfaction surveys at various divisional and business unit levels. The results included in this list are a representation of the satisfaction rate across the department. Refer to section 2—Our service performance—for details of all the surveys conducted across the department.
8. Although QSS customer satisfaction rate was below the target, overall satisfaction rating at 60 per cent was an improvement of 12 per cent compared to last year. Only 10 per cent of customers were either dissatisfied or very dissatisfied (15 per cent last year). Subsequent to the annual survey, a pulse survey was conducted in May 2016 with customers who did not participate in the annual survey. An overall satisfaction rating of 78 per cent was achieved, with only 2 per cent customers either dissatisfied or very dissatisfied.
9. Compared to last year, agency engagement increased by 5 per cent and participation rate by 7 per cent. Job engagement and satisfaction decreased by 3 per cent. It should be noted that Working for Queensland survey has been modified for 2016 and the result for job engagement and satisfaction is based on a specific related question compared to the three questions of the survey in the previous years.



1 About the department

Who we are

DSITI is a diverse organisation that:

- advances Queensland through innovation
- improves services for Queenslanders
- improves services for government

DSITI brings together science, information technology and innovation into one portfolio to deliver on the Queensland Government's community objectives.

Within this portfolio, DSITI is supported by the following bodies to deliver our objectives.

Entities:

- Queensland Government Chief Information Office (QGCIO)
- Office of the Queensland Chief Scientist

Statutory body:

- State Library of Queensland (SLQ)

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

Under *Financial Accountability Act 2009*, SLQ also produces a separate annual report and financial statements on the administration of the *Libraries Act 1988*.

Our vision

In 2015–16, our vision was:

Enabling an innovative, clever and connected Queensland.

Our strategic objectives

In 2015–16, the objectives of the department were to:

- lead science, information and communication technology (ICT), innovation, digital and customer services policy
- deliver excellent specialist and support services
- be a high-performing, innovative, clever and connected organisation.

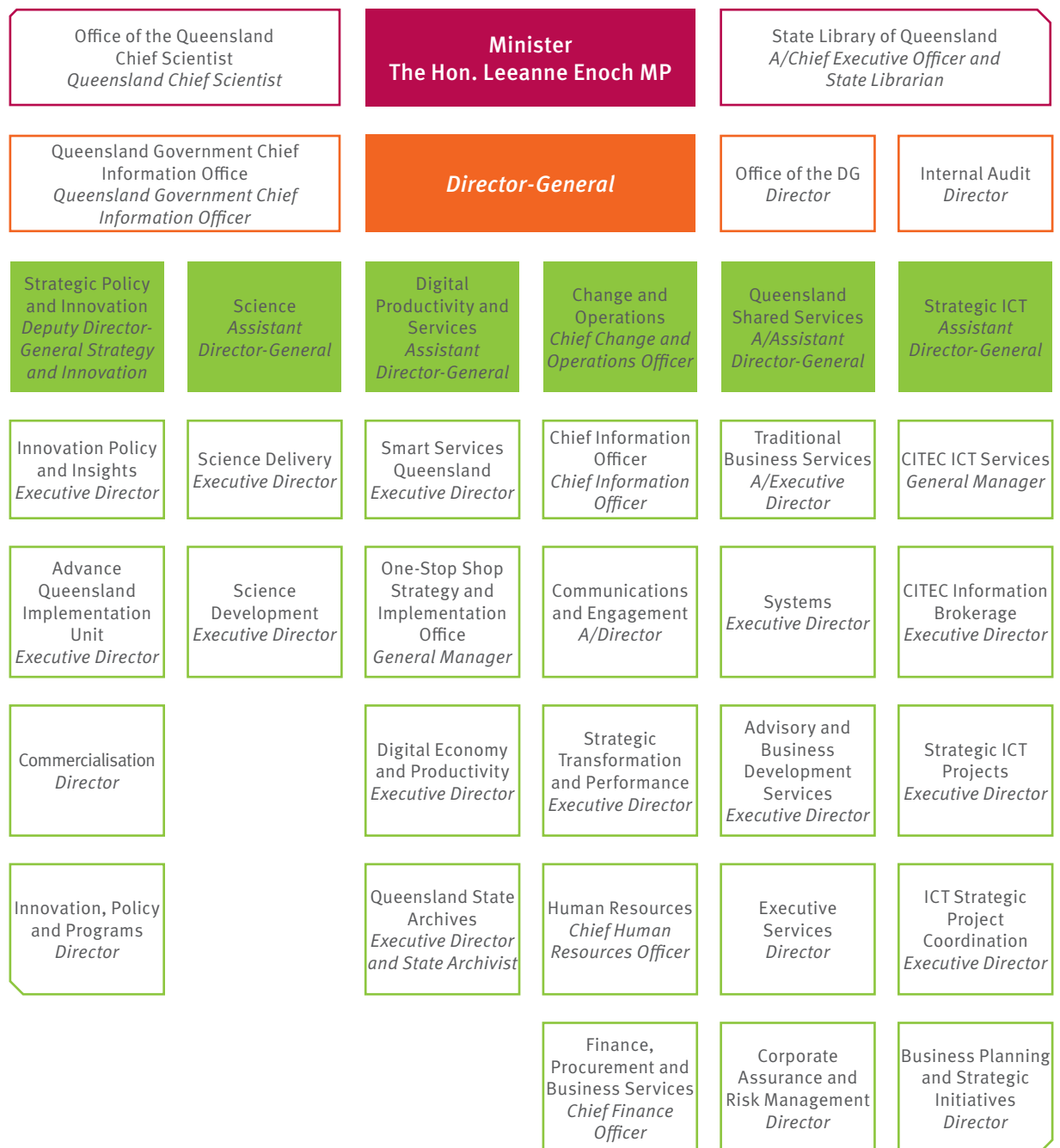
We contribute to the Queensland Government's objectives for the community of creating jobs and a diverse economy; delivering quality frontline services; protecting the environment; and building safe, caring and connected communities by:

- helping to foster job creation and a diverse economy by driving innovation-led growth
- providing scientific services to help protect the environment
- enabling the delivery of frontline services by working with agencies to put people at the centre of service design
- harnessing digital platforms to contribute to building safe, caring and connected communities.

DSITI's policies, programs and services align with the Queensland Government Interim Response to The Queensland Plan (the Interim Response). The Interim Response supports the government's objectives for the community and identifies the priorities and key initiatives that will contribute towards implementing Queenslanders' vision.

1 About the department

Our structure



1 About the department

Our role

Innovation, science and the digital economy are at the heart of the government's agenda for Queensland. The state has a burgeoning reputation for world-leading research and has been identified as the most entrepreneurial state in the nation (*Australian Innovation System Report 2015*).

The ability of Queensland businesses to innovate will be the key driver of our competitiveness in global markets, improved productivity, and the ability to create and sustain high-quality jobs. Innovation and digital transformation will enable us to deliver improved public services and address major societal challenges.

The department is a critical intersection in the knowledge economy between science, information technology and innovation. It plays a major role in encouraging economic growth through support for applied research and development, next-generation digital services, commercialisation and innovation.

DSITI's main functions and responsibilities include:

- progressing the Advance Queensland agenda, including implementing programs within the department's portfolio
- providing support to build a more collaborative and effective innovation ecosystem in Queensland with a focus to:
 - nurture and attract scientific and entrepreneurial talent

- invest in the translation of scientific research to deliver economic, social and environmental outcomes for Queensland
- increase collaboration between business, industry and the research base and with international partners
- increase the rate of startup formation and help businesses grow through innovation
- attract greater venture investment into Queensland businesses and startups
- partner with world-leading corporates to build Queensland's capacity to conduct innovative research and development, and increase opportunities for Queensland startups and SMEs to access global value chains

Our values

A workforce of engaged, connected and capable individuals who are motivated to deliver better outcomes for Queenslanders is critical to our success. We support a positive organisational culture of engaged employees through our values:

Customers first

We know our customers
We deliver what matters
We make decisions with empathy



Ideas into action

We challenge the norm and suggest solutions
We encourage and embrace new ideas



Be courageous

We own our actions, successes and mistakes
We take calculated risks
We act with transparency



Unleash potential

We expect greatness
We lead and set clear expectations
We seek, provide and act on feedback



Empower people

We lead, empower and trust
We play to everyone's strengths
We develop ourselves and those around us



1 About the department

- deliver a step-change in government acting as a lead customer for innovation
- encourage greater innovation in government to deliver better public services for Queenslanders.
- working in partnership with government agencies, research agencies and natural resource management groups to provide trusted scientific services and technical advice to government agencies, industry and the community
- providing strategic advice to government on harnessing science and innovation to support the government's objectives and activities
- developing innovative, digitally enabled and integrated government services that are simpler and faster for the community to access online or through phone and counter channels
- leading a major program of work to accelerate the delivery of proactive and personalised services, designed around the customer
- leading Queensland public authorities in managing and preserving Queensland public records in a useable form, and improving public access to the collection
- leading complex, multi-agency ICT programs and projects
- managing ICT strategic sourcing and procurement arrangements and facilitating engagement between the ICT industry and government
- delivering consolidated ICT infrastructure services for the Queensland Government, covering data centre, network, storage, data protection, and ICT platform and solution integration services
- delivering information solutions to customers in business and the community Australia-wide on a fully commercial basis
- providing cross-government support including investment assurance, ICT governance, and independent quality advice on ICT issues from a whole-of-government perspective
- providing an extensive range of corporate services, including finance, human resource management and mail support services to government departments and statutory bodies
- strengthening the Queensland Government's approach to open data and boosting the availability of high-value data sets.
- Queensland's established ties to Asia and its position as a springboard into high-growth Asian markets
- customer demand for access to digitally driven, personalised government services
- rapid growth in automation, cloud-based, platform and as-a-service models, and hyper-connectivity through the internet of things—creating the ability to transform public service models
- the need for enhanced digital skills and connectivity if Queensland is to flourish as a global innovation hub, and people and business are to reach their potential
- diverse partners such as universities and TAFEs, science organisations, the ICT industry, not-for-profit/non-government organisations (NGOs), private organisations, government agencies, communities and individuals.

Our operating environment

The department operates within a complex environment, shaped by a range of factors including:

- globalisation, digital transformation, new technologies, and business strategies that are rapidly reshaping markets, industries and communities
- innovation being the primary driver of productivity growth, job creation, long-term prosperity and higher standards of living

Legislation administered by the department

The department administers the following Acts:

- *Biodiscovery Act 2004*
- *Gene Technology Act 2001*
- *Libraries Act 1988*
- *Public Records Act 2002*
- *Schools of Arts (Winding Up and Transfer) Act 1960*
- *Schools of Arts (Winding Up and Transfer) Act Amendment Act 1981*
- *Tweed River Entrance Sand Bypassing Project Agreement Act 1998.*