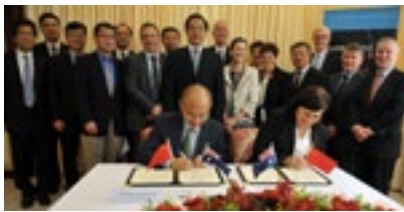


DSITI Our year 2015

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Last but not least!



Message from Jamie Merrick, A/Director-General

As 2015 draws to a close, I'd like to take a moment to celebrate the department's significant achievements during the year.

DSITI should be very proud of the pivotal role we are playing in the delivery of the Advance Queensland initiative. Many staff have been involved in the development and delivery of the programs, either directly or indirectly and I have been impressed by the dedication and knowledge that has driven all aspects of our delivery.

Every element of this work is important so I thank you all for your commitment: it's a commitment that has seen the launch of nine programs to encourage more research, innovation and collaboration. Nine more programs will be launched in coming months.

DSITI has also made significant progress to help modernise the Government's ICT systems and is partnering with stakeholders on a new digital, information and ICT strategy.

We have worked hard leading government's commitment to making services simpler for Queenslanders through the One-Stop Shop program, which means people can access services when and where they choose.

We hosted the 2015 National Science Week which allowed us to showcase some of the excellent research being conducted in Queensland.

We have made major strides in improving service delivery across government.

This was borne out by the number of awards won by the department for innovative practices and customer excellence during the year; including Smart Service Queensland, CITEC, Queensland Shared Services and Government Wireless Network.

Queensland State Archives continues to enhance its services to government agencies and the general public while growing the size of the state's documentary heritage collection.

On the international front, we continue to extend Queensland's global partnerships especially through the work Science Division delivers through the Queensland-China Academy of Science.

Finally, I'd like to acknowledge the work of Change and Operations, which provides the internal support and services that allow the department to function efficiently and effectively.

We are intent on delivering a new era of opportunity for Queenslanders and it's been pleasing to observe that this year has been a turning point—science and innovation are gaining the national and international traction we've always known they deserved.

This magazine includes many more stories of DSITI success in 2015—I hope you enjoy reading it and take the opportunity to promote our valuable work.

And I look forward to more success stories being created in 2016.

Jamie Merrick
A/Director-General

ADVANCE QUEENSLAND

Jobs now, jobs for the future

... driving
collaboration and
innovation



ABOVE: Minister Enoch, Richelle McNae (DSITI), and Alena Tracey (DSITI) at the Northern Queensland Economic Summit in Cairns, 4 November 2015.

Photo by Josie Huang, State Library of Queensland.

The \$180 million Advance Queensland initiative has made significant progress since it was announced by Premier Anastacia Palaszczuk on 13 July 2015.

Already, nine programs to encourage more research, innovation and collaboration have been launched, attracting more than 200 applications.

Advance Queensland offers a range of funding and other support programs for researchers, universities, startups, entrepreneurs, and businesses.

Advance Queensland supports innovation through collaboration with initiatives such as the \$900,000 Queensland Creative Entrepreneurship Program. This is an exciting collaboration between YouTube and Queensland partners including QUT, Griffith University,

Screen Queensland and Advance Queensland to help support and develop successful local content creators.

The Women's Academic Fund has awarded \$341,502 to 39 female researchers, and \$1.16 million has been offered to 22 businesses to partner with six universities under the Knowledge Transfer Partnerships program.

The first round of applications under the Research Fellowships, PhD Scholarships, PhD Industry Experience program, Aboriginal and Torres Strait Islander Research Fellowships and Aboriginal and Torres Strait Islander PhD Scholarships are being assessed.

Nine more programs are in the design phase and will be launched in the coming months.

RIGHT: Winners of the Startup Weekend Youth Sunshine Coast event, Team Go-Log from Mountain Creek State High School, along with teachers Emma Hodkinson and Graeme Breen, and Minister Enoch at the Advance Queensland Sunshine Coast regional forum, 3 September 2015.



... on the road

The Minister and DSITI staff clocked up thousands of kilometres over the past few months going on the road to promote Advance Queensland with key stakeholders.

The roadshows had a regional focus, with the team delivering these events in nine locations from the Sunshine Coast to Cairns.

These forums were a great success and an effective way to inform a diverse audience about Advance Queensland and what the government is trying to achieve under this program.

At every event guest speakers shared their stories of innovation, with attendees participating in networking sessions and forums beamed out live on social media.

Advance Queensland has also had a presence at a number of industry and government events, including the Brisbane GIS (Geographic Information Systems) Day,

CLICK! Digital Expo, the Northern Queensland Economic Summit and the Advance Queensland Premier's Innovation and Investment Reception at Parliament House.

The initiative has been well received in the media, with 164 mentions reaching a potential audience of 5,735,762 people and achieving an equivalent of \$586,640 value in advertising space rates as at the end of November 2015.

The Advance Queensland website has received 69,766 visits from 58,717 unique visitors. And in the last three months, our combined social media communities have had a total reach of over 750,000, grown to more than 1300 followers, and seen our videos reaching over 12,000 minutes of viewing time.

Advance Queensland navigator

The Advance Queensland navigator is an online engagement tool that offers Queensland entrepreneurs, startup businesses and investors a platform for submitting and sharing their ideas, innovations, products and services.

This is an opportunity for anyone with an original product, idea or business that contributes to Queensland to be a part of a dynamic and exciting network of innovators.

Find out more about the navigator.

Queensland Government collaborations

We have worked hard this year to put Queensland on the worldwide map through a number of partnerships.

Queensland-China science collaborations

As part of the Advance Queensland Global Partnerships Awards, we renewed the Queensland-Chinese Academy of Sciences (Q-CAS) Collaborative Science Fund in November.

The renewal of an international research collaboration with one of the world's leading research institutes boosted Queensland's global position as a hub for scientific discoveries.

Minister Enoch and Professor Yaping Zhang, Vice-President of CAS, renewed the fund, which aims to foster collaborations and industry networks in the areas of: agricultural biotechnology and food research, including food safety; human health, including immunology and neuroscience; and energy.

CAS is one the world's most eminent scientific organisations, home to two universities in China and 110 specialist institutes.

The \$1.75 million agreement is made up of \$875,000 from Queensland Government matched by \$875,000 from CAS, and will support three Q-CAS funding rounds from 2015-2018.

YouTube partner to supercharge creative talent

A partnership between the Queensland Government and YouTube will boost the size of Queensland's digital workforce by helping creators produce globally engaging video content.

The Advance Queensland \$900,000 Queensland Creative Entrepreneurship Program will deliver a unique program, working with QUT and Griffith University, to help talented local content providers across the state succeed on the world's most popular video-sharing website.

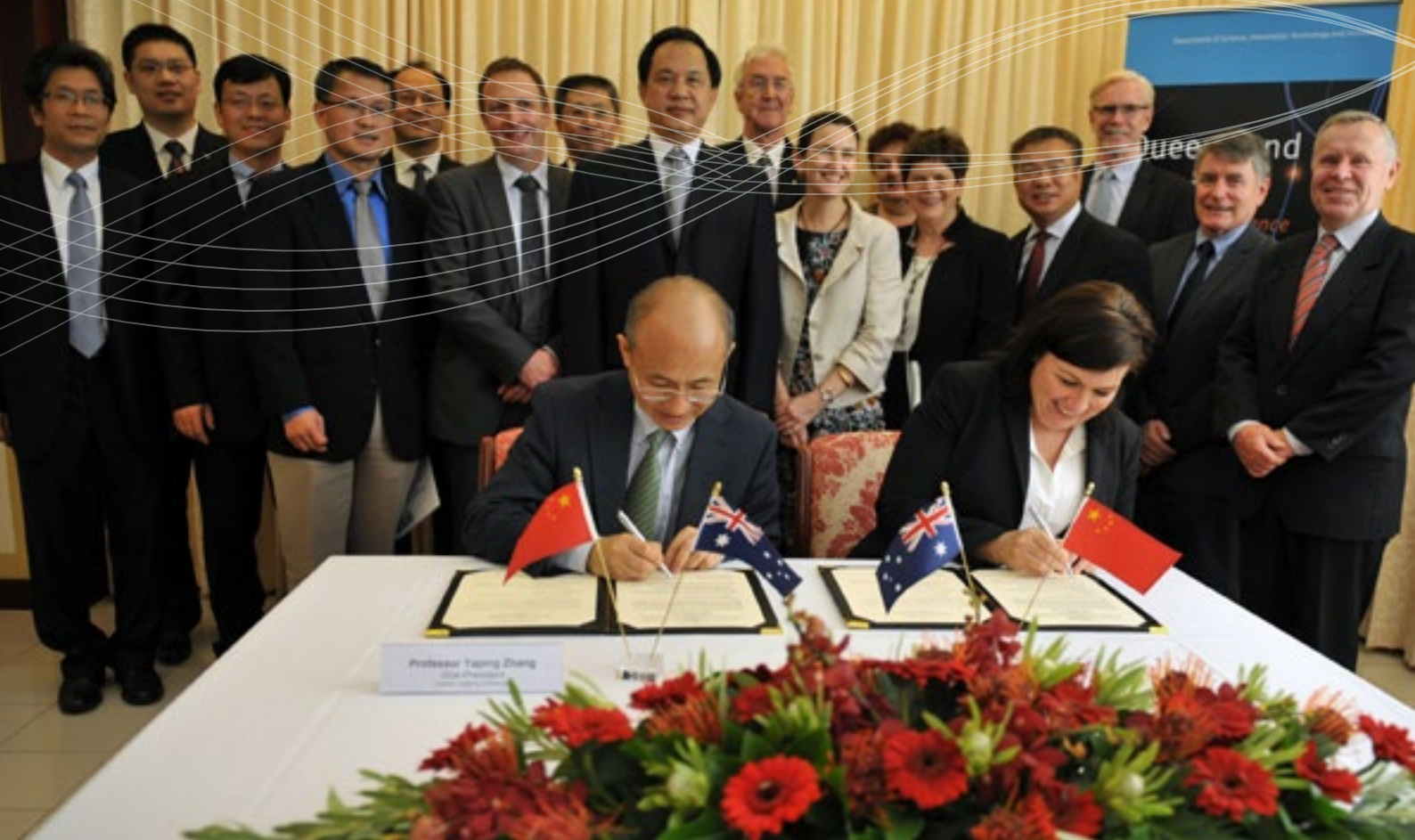
It will be funded by a \$750,000 contribution over three years from Advance Queensland and

a \$150,000 funding commitment from Screen Queensland.

Key elements of the Queensland Creative Entrepreneurship Program, include:

- Creator Original Awards to provide annual grants to established and emerging creators.
- Creator Days, to be hosted by Griffith University and QUT, to bring together YouTube experts, entrepreneurs, producers, content creators and industry partners.
- YouTube Top Creator Visits to bring globally successful digital content creators to Queensland to share their knowledge.
- An initiative to match mainstream screen producers with top local YouTube creator supported by Screen Queensland.

The Queensland Creative Entrepreneurship Program opens early 2016.



ABOVE: Minister for Innovation, Science and the Digital Economy Leeanne Enoch and Professor Yaping Zhang, Vice-President Chinese Academy of Science, extending the Q-CAS Statement of Intent from 2015–18.

The Johnson & Johnson Innovation Partnering Office

The Johnson & Johnson Innovation Partnering Office is the result of an agreement between Johnson & Johnson Innovation, QUT and the Queensland Government.

It is one of the major flagship partnerships under the \$46 million Advance Queensland Future Jobs Strategy.

It will allow Queensland researchers and companies to access the vast resources and expertise across Johnson & Johnson's scientific research, investor and commercial business sectors with the aim of nurturing and accelerating Queensland's life sciences ecosystem.

This will increase collaboration between research bodies and business to translate ideas and research into products, processes, service outcomes and jobs in Queensland.

We also launched the Advance Queensland Johnson & Johnson Innovation Quick Fire Challenge in September.

The worldwide competition encourages game-changing health innovations to be developed and commercialised in Queensland.

There are three \$100,000 prizes for innovations in the fields of pharmaceuticals, medical devices and diagnostics, and consumer healthcare.



ABOVE: Participants at the Innovate Queensland breakfast presentation in Townsville on 17 November 2015

Innovate Queensland hits the mark

Innovation is high on the agenda for the Queensland Government and DSITI is leading the field in its work with SMEs (small to medium-sized enterprises).

Workshops and collaboration events on innovation and technology commercialisation were held in Brisbane and regional centres from the Gold Coast to Cairns in 2015.

DSITI worked with the Impact Innovation Group to deliver Innovate Queensland workshops and collaboration events, targeting Queensland SMEs looking to build their competitive advantage locally and globally.

Thirteen workshops were held in Brisbane, Cairns, Townsville, Mackay, Maryborough and on the Gold Coast. These were complemented by a special presentation Bundaberg businesses held in conjunction with the October 2015 Community Cabinet meeting.

Brian Ruddle, Managing Director, Impact Innovation Group, said they received excellent feedback from SME participants in the centres.

“We have had a mix of for-profit and not-for-profit organisations

attending and participants have shown a genuine interest in the topic,” Mr Ruddle said.

“Their feedback indicated they genuinely benefited from the collective wisdom and collaboration opportunities provided.

“More importantly, our research indicates that a number of participants are in the process of implementing changes to their businesses models—this tells us more than anything else that our Innovate Queensland program is really hitting the mark.”

There are a range of other services delivered through Innovate Queensland, including webinars, an online innovation forum, and online and face-to-face opportunities to collaborate creatively.

For further information check out our Innovate Queensland page.



TOP: Ilona Caruana, Impact Innovation Group facilitator at the inaugural Brisbane Practical Commercialisation workshop on 24 September 2015

ABOVE: Participants at the Brisbane Innovation and R&D Planning workshop on 22 October 2015

Joy champions digital technologies

When she’s not chasing after her children, or running her cattle and sheep on a property outside Longreach, Joy McClymont is managing her online holistic health and wellbeing business or helping others to participate in the digital economy.

Joy is just one of 10 digital savvy Queenslanders, who are leading the way in their local communities, named inaugural Advance Queensland Community Digital Champions.

The Advance Queensland Community Digital Champions program aims to showcase Queenslanders helping others realise the benefits of using digital technologies in their businesses and everyday lives; and inspiring improvement in digital literacy across the state.

Our champions will work with their local communities to help improve online participation and digital adoption by sharing their inspirational stories and expertise.

Joy loves improving the health and wellbeing of individuals, regardless of where they live, what their work role is or how much time and equipment they have available.

Digital technologies have enabled Joy to deliver services to people without access to traditional face-to-face programs through online channels such as websites, webinars and social media.

Joy delivers programs with a focus on education, motivation and connection, with a strong emphasis on enabling people living in remote, rural and regional areas to access quality advice to improve their physical and mental wellbeing.

She is motivated to effectively educate and share her experiences with people living in isolated situations where the capacity to engage digitally is limited. In partnership with the Rapid Area Planning and Development Board, she plans to deliver digital awareness and engagement workshops via online GoToMeetings.



ABOVE: Minister Enoch with some of our inspiring inaugural champions

TOP: Longreach’s Joy McClymont is one of our first Advance Queensland Community Digital Champions

Know a champ?

We are looking for more champions from industry, community and other groups to give back to their communities and teach others how to take on the digital age.

Read about our inaugural champions or nominate an inspiring champion at www.qld.gov.au/digitalchampions

Making services simpler for all Queenslanders

Queenslanders all over the state are finding it much easier to do business with government thanks to the work of the One-Stop Shop program, shaped with input from over 4700 customers.

We continue to lead digital transformation within government and are enabling the community to interact with us on a range of platforms.

Our achievements in 2015 include:

- working with agencies to deliver more than 80 new online services, with 45 per cent of customers now completing transactions online
- facilitating the delivery of a productivity benefit of more than \$95 million through increased take up of online services
- delivering new whole-of-government customer centres in Beaudesert and Gatton, with 93 per cent of centre customers very satisfied with their service
- completing digital kiosk trials in Plainland and Laidley, and delivering a video kiosk in Tamborine

- more than 76,000 customers have created a customer account to access a range of government services including digital proof of identity
- releasing the QGov mobile app that enables Queenslanders to easily access a variety of government services
- building capability in digital and customer experience across government, with over 1000 staff participating in customer experience training, digital briefings and communities of practice
- completing customer experience maturity assessments for 13 Queensland Government departments to understand how agencies are taking up the 'digital-first' option.

We have established new partnerships and some exciting work is already underway to:

- develop a blueprint for future digital customer experience, with QUT and the PwC Chair in Digital Economy
- streamline seniors' entitlements across all levels of Government, with the Federal Digital Transformation Office.



93%
of service centre customers are very satisfied with their service



ABOVE: Minister Enoch greeted by One-Stop Shop team member, Leanne O'Donnell, at the *Services made simpler* stand at the Ekka

Online services

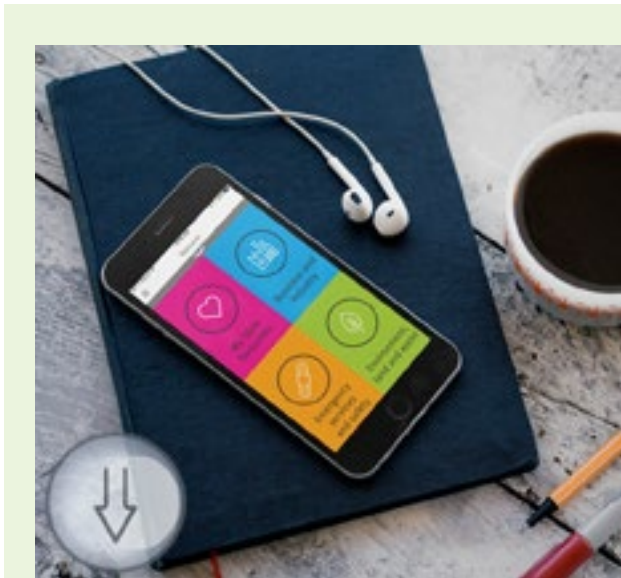
Customers can access over 330 new online services

New digital channels

Queenslanders can sign up for a customer account or access services via a mobile app

Tell us once

New services like Tell us once for change of address or complaints make it easier and quicker for Queenslanders



ABOVE: Over 100 Queensland Government services are now available through the QGov mobile app



ABOVE: You can see what the Beaudesert customer centre looks like and learn about the One-Stop Shop program in our videos



Quarantined banana plantation, Tully region

Protecting Queensland's banana industry

DSITI scientists worked quickly to map major banana-producing regions in North Queensland to help protect the \$600 million banana industry.

A case of Panama disease tropical race 4 was detected on Cavendish banana plants in the Tully Valley, north Queensland, in March.

Our scientists responded quickly and began work on a banana mapping project, jointly funded by DSITI, DAF and the Commonwealth Department of Agriculture and Water Resources.

This project is supporting the development of an industry-based Panama disease biosecurity program.

DSITI's Queensland Land Use Mapping Program (QLUMP) team acquired high-resolution satellite imagery and rapidly drafted an updated land use map for the Tully catchment to support the first response to the Panama disease outbreak in March.

This mapping product was delivered only five weeks after the satellite imagery was available.

The team have also drafted land use maps for the agricultural production areas of the Wet Tropics Natural Resource Management region in North Queensland.

The draft mapping was completed in September 2015 and fieldwork has since taken place, enabling the finalisation of mapping products and accuracy assessments.

The final mapping products will be delivered before Christmas 2015. The project will develop digital data sets to assist industry and policy-makers to:

- monitor the potential spread of the disease
- identify where to place risk-based containment lines
- plan the location of future nurseries
- support industry planning to link regional biosecurity with individual farm plans.

Although there are no impacts to human health, Panama disease is considered to be one of the most destructive diseases of banana plants.



Gerry Turpin checking specimens he has collected

Lessons from the land

Gerry Turpin, Mbabaram Traditional Owner and Ethnobotanist with DSITI, is the leader of the Tropical Indigenous Ethnobotany Centre at the Australian Tropical Herbarium (ATH).

Based in Cairns, Gerry works with Traditional Owners from the Cape York area to document their traditional ethnobotany knowledge, providing plant and ecological training, and supporting them in innovative educational and sustainable environmental projects.

As an Indigenous-driven initiative, the centre is the first of its kind in Australia to record and use the plant knowledge of Traditional Owners.

In April, the Queensland Government signed a ten-year agreement to continue support for ATH.

The work at the ATH ranges from keeping Indigenous plant knowledge alive, through to helping scientists predict the effect of climate change on the biodiversity of the Far North.

Gerry is a member of the Indigenous Biocultural Knowledge (IBK) working group that is part of a nationwide effort to stem the tide of species and ecosystem extinction and decline in Australia.

The IBK has collated documents and examples of living indigenous biocultural knowledge and promoted them through the website www.aibk.info.



ABOVE: Baby ocean buoy (bob) at work during the storm season
TOP: Wave measuring buoy
MAIN: QFES dropping off bob

Sea of knowledge

Our Coastal Impacts Unit (CIU) provides valuable data and support to the state's counter-disaster response.

In March, scientists and engineers from our CIU used data from their wave monitoring buoy network along Queensland's coastline to collect data during Tropical Cyclone Nathan.

This assists emergency management and improves forecasting and modelling of future events.

During Tropical Cyclone Nathan, a drifting baby ocean buoy (bob) had a very successful journey, getting within 20 km of the centre of Nathan's eye; it measured some of the largest waves recorded within the Great Barrier Reef lagoon.

This unit's wave monitoring network provides real time access to wave data during severe weather events so that potential coastal inundation from storm surges can be monitored, assessed and predicted.

These small wave monitoring buoys are managed by our team and deployed into the cyclone's path from a helicopter by Queensland Fire and Emergency Services (QFES).

The buoy sends back wave height and position data via satellite.

The wealth of weather intelligence captured by the buoy is provided to a range of meteorological and counter-disaster groups, including the Bureau of Meteorology.



ABOVE: Dr Geoff Garrett and the panel of Chief Scientists
BELOW and LEFT: The Great Barrier Reef

Chief Scientists visit Brisbane



Australia's Chief Scientist Professor Ian Chubb and Chief Scientists from every state and territory came together with Queensland Parliamentarians for this year's Science in Parliament—Hot Topics Briefing in November.

Minister for Innovation, Science and the Digital Economy Leeanne Enoch welcomed the Chief Scientists and more than 140 other attendees, including researchers, scientists, industry representatives and students, to the panel-style event.

Queensland's Chief Scientist Dr Geoff Garrett said there was a lot of interest in the opinion of the Chief Scientists on many of the challenges facing our state and nation.

The panel discussed how to sustainably manage our oceans,

translate more research into solutions, invite entrepreneurs to teach in our universities, and improve the communication skills of scientists and researchers.

The Chief Scientists were in Brisbane for the Forum of Australian Chief Scientists (FACS), which was hosted by Dr Garrett. This year, Dr Garrett spent a large portion of his time promoting Queensland science and research at more than 40 speaking engagements, as well as chairing the Great Barrier Reef Water Science Taskforce.

The Taskforce was set up in May 2015 to advise the Queensland Government on how to achieve its reef water quality targets. The taskforce's interim report was released in mid-December.





ABOVE: The Women in Science panel Smashing the Glass Ceiling during National Science Week

Smashing the glass ceiling

As part of the 2015 National Science Week celebrations, we partnered with Women in Technology and The University of Queensland's Diamantina Institute to present a special Q&A style forum with a panel of some of Queensland's leading scientists.

More than 180 people attended *Smashing the Glass Ceiling: Women in Queensland Science and the ambition to succeed and make a difference*.

Dr Maggie Hardy, from The University of Queensland's Institute for Molecular Bioscience and ABC 612's community reporter on science, chaired the event.

The panel included:

- Leeanne Enoch, Minister for Innovation, Science and the Digital Economy
- Mathilde Desselle, Women in Technology
- Professor Carolyn Mountford, CEO Translational Research Institute
- Professor Suzanne Miller, CEO Queensland Museum Network
- Dr Helen Benham, Diamantina Institute, UQ
- Professor Zee Upton, Research Director, Institute of Medical Biology for the Agency for Science, Technology and Research (A*STAR), Singapore
- Dr Jenine Beekhuizen, author of *Tech Girls are Superheroes*
- Karen Andrews, MP, Parliamentary Secretary to the Minister for Industry and Science

There was some lively discussion about the challenges for female scientists to move into senior positions.

The panel provided advice to young women and girls considering a career in science and technology and told the stories of their own journeys in their careers.

On the ground

We also held a number of events across the department for National Science Week, including Café Scientifique—Triffid hypothetica, an Art Meets Science exhibition and a Talking Science panel—*Should scientists have to entertain as well as inform?*



ABOVE: Talk IT Up—our health-focused session in November
TOP: Engagement plan launched in July by Minister Leeanne Enoch

We launched our ICT Industry Engagement Action Plan in July 2015 after extensive consultation with the ICT industry. The plan includes actions to cement effective engagement and improve communication between the ICT industry and the Queensland Government, with a strong focus on fostering innovation and providing fair representations for small to medium enterprises (SMEs). We've implemented actions across communication, procurement, SMEs and collaboration and innovation and will continue to make this our priority over the next two years.

Achievements at a glance

- More information online including the whole-of-government ICT forward procurement schedule and a vendors manager list of key agency contacts
- Four Partners in Technology events with livestreaming to regional Queensland
- Improved transparency with supplier lists available for our ICT arrangements
- New framework and accreditation processes as part of the Government Information Technology Contracting (GITC) review

- Government buyers offered procurement training and awareness sessions about whole-of-government ICT panel arrangements
- Two Talk IT Up events to promote 18 startups and SMEs to government buyers
- 250 users of the Innovation Portal were presented with three government challenges

qld.gov.au/ictengagementplan
ICTStrategicSourcing@qld.gov.au
facebook.com/digitalqueensland
twitter.com/digitalqld



Racing to reduce domestic violence

Our Queensland Government Chief Information Officer Andrew Mills joined in the CEO Challenge race to champion change through awareness of domestic and family violence and its impact on the community. He won the race over his Queensland Government counterparts, raising the most amount of money.

More than \$40,000 was raised including the proceeds from the annual Queensland Government versus ICT Industry trivia event.

This year's trivia battle was the biggest yet with over 400 people attending the event at City Hall.

Funds were also raised from other events, our second-hand book shop and sales of hundreds of handbag brooches.

Andrew has championed domestic violence awareness within DSITI.



TOP: Trivia night at City Hall
ABOVE: Second-hand book sales helped to raise funds

The department now has a specific domestic and family violence policy and training programs, with many staff completing the training.

The Queensland Government Chief Information Office worked with CEO Challenge and the Department of Communities, Child Safety and Disability Services to make the online awareness

training available to all Queensland Government agencies via GovNet.

Andrew felt this was an important issue that we all needed to work together on to raise awareness of domestic and family violence so we can be responsive, ensuring the wellbeing and safety of government employees and their families.



Kerrin Kerslake was successful in winning the National Workforce Management Champion award.

Awards snapshot

Network nails it

The innovation, cutting-edge technology and successful delivery of the Government Wireless Network (GWN) has been recognised by the ICT industry. At the 2015 Queensland iAwards, the GWN won the Government category in the Services domain.

After winning the state award from the Australian Institute of Project Management in the Telecommunications/ICT category earlier this year, the GWN Program was announced the 2015 National Project Management Achievement Award winner in the same category, for the successful delivery of the GWN for the G20.

The GWN Program was also awarded the Asia-Pacific Project Management Award (APFPM) for Telecommunications/Information Technology (Category B). The APFPM win means the GWN program is automatically accepted as a nominee in the International Project Management Association's 2016 Project Management Achievement Awards to be held in Sydney in October 2016.

CITEC collects accolades

When CITEC was called on by the Department of Transport and Main Roads (TMR) to help them provide alternative ICT infrastructure, it turned out to be a winning move for everyone.

The CITEC facilities engineering team worked closely with TMR to understand their business and technical requirements as part of their transition from the Spring Hill office complex.

And for their good work, CITEC was recognised by the international professional association, Building Industry Consulting Service International, winning the 2015 ICT Infrastructure Design Award.

Leading the industry

Three of Smart Service Queensland's finest were among the Auscontact State Award winners at the Sydney Hilton on 25 September.

The Auscontact Awards honour individuals and centres in the Australian contact centre industry who have stood out amongst their industry peers, demonstrating real passion, leadership and innovation.

Smart Service Queensland hopefuls Kerrin Kerslake, Nicole Halcoop and Lou Riley made the trip to Sydney after winning their categories in the state awards.

Kerrin was successful in winning the National Workforce Management Champion award, while Nicole was a Finalist for Digital Champion and Lou a Finalist for Customer Contact Manager.



ABOVE: From left – Greg Erasmus (GWN Program Manager); Margaret Kimber (GWN Program Director); Gerard Cusick (GWN State Technical Advisor); Rob Calvert (GWN G20 Project Manager); Ben Systemans (GWN Program Director, Telstra); Cathy Collins (GWN Project Manager – Training). Kneeling in front is Chris McVeigh (GWN Project Manager – Subscriber Equipment).



ABOVE: Left to right – David Schell, Fluke Networks, USA; Bruce Berry, Senior Facilities Management Officer. The award was the ICT Infrastructure Design Award which was part of the 2015 Building Industry Consulting Service International (BICSI) *South Pacific 2015 'Connected World' ICT Infrastructure Awards*.



Public safety officers now communicating as one with GWN

The transition for the Queensland Fire and Emergency Services, Queensland Police Service and Queensland Ambulance Service to the GWN digital radio communication network began in October and has been progressing through a very successful delivery outcome under the direction of the GWN Implementation Program.

Queensland Fire and Emergency Services transitioned 53 urban appliances and 201 rural appliances in the South Eastern Region to the new network without incident. Queensland Ambulance Service transitioned 174 ambulances and patient transport vehicles from Gold Coast, West-Moreton and Metro South Local Ambulance Service Networks to the new digital network and subscriber equipment.

In Logan and Gold Coast Districts, the Queensland Police Service transitioned 695 general duties vehicles, 1278 portables and 100 pieces of specialist equipment onto the GWN while also undertaking the move from the analogue network to the new digital network for three aircraft and 20 watercraft.

Feedback from agency communications and frontline personnel indicate the overall transition from the legacy environment to the new digital environment was very successful, with users of the GWN immediately noticing improvements in coverage, voice clarity and audio quality.

Full implementation of the GWN in South East Queensland for public safety agencies will be completed by June 2016.



The ICT Modernisation Plan explores innovative ways for government to deliver contemporary, value-for-money, ICT-enabled business solutions



Not just keeping up ...but innovating with ICT

Our ICT Modernisation Plan was launched in July to work with both industry and government to explore and embrace new ways of working, boost collaboration, and upskill our workforce to improve services for Queensland.

The plan has five key focus areas:

- connecting government where sharing government information is achieved safely and effectively
- leveraging disruptive digital technology by advancing the adoption of new technologies and research for improved government services of the future
- innovating procurement to enable government to buy ICT products and services more efficiently
- adopting alternative service delivery models by exploring contemporary, value-for-money, ICT-enabled business solutions
- developing our workforce to support digital readiness within government.

In our current plan we have made significant progress with sharing agency ICT good news stories and innovative opportunities through our newsletter and events and establishing an information-sharing community of practice to get greater value and use from government information assets.

We have also collaborated with agencies and industry to assess the viability of a shared regional connectivity trial and piloted innovative problem solving through the Innovation Portal.

A review of the Government Information Technology Contracting (GITC) framework led to developing a new risk-based

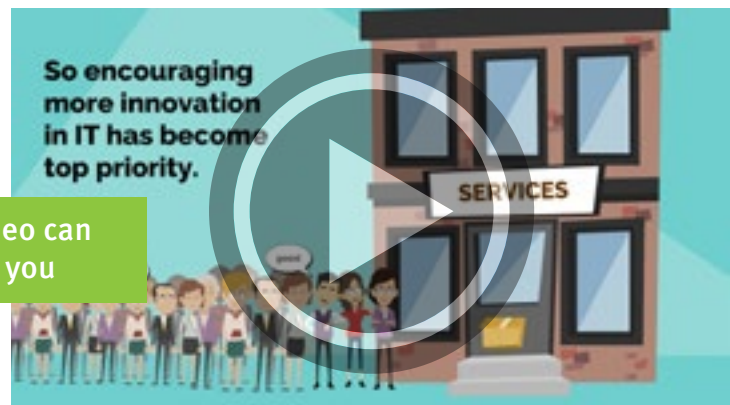
framework that simplifies doing business with government.

We have also worked hard to promote our whole-of-government procurement arrangements, enabling improved relationships with suppliers and faster procurement.

To ensure continued relevance of initiatives and alignment with emerging strategies and directions, we refresh this plan every six months in consultation with government and industry. Our next refreshed plan will be available in early 2016.

www.qld.gov.au/ictmodernisation

Our video can inspire you



Dialling up more coverage

Regional Queensland will receive a major boost in mobile coverage with 68 new or upgraded towers built in locations ranging from Eulo in the state's south-west to Darnley Island in the Torres Strait.

We contributed \$10 million as part of a total investment package of \$53.85 million for Queenslanders as part of the Federal Government's Mobile Black Spot Programme.

This significant collaborative initiative involved all levels of government and mobile operators with a successful outcome — set to benefit many people across the state.

Planning for construction has begun, with the first Queensland towers to be built in 2016.



High-tech @ 1WS

Public servants moving into the new building at 1 William Street will enjoy greater collaboration thanks to the ICT services negotiated by DSITI.

Dimension Data Australia Pty Ltd will deliver the ICT services for 1 William Street, chosen after a rigorous 12-month procurement process that considered a number of high-calibre suppliers.

The 1 William Street ICT contract marks the first time one contractor will deliver all ICT services for an entire Queensland Government building. These ICT services will give approximately 5400 public servants, working across 39 floors, access to greater cross-agency collaboration, mobility and flexibility.

The ICT services include:

- secure wired and wireless networking
- federated identity management
- follow-me printing and imaging
- video conferencing
- team collaboration
- room booking services
- help desk support.



ABOVE: Teams in the new 1 William Street building will enjoy greater collaboration capability

Dimension Data will be responsible for designing, building, testing and implementing the technology for the 1 William Street building.

During the past few months, we have been working with agencies moving into the building to prepare them for the next stage. Access to the ICT services will be tested early in the new year to ensure the intended services work as designed before the transition to 1 William Street.

We are also finalising a panel of suppliers that will provide ICT services for future multi-tenanted buildings.



State Library of Queensland



Q ANZAC 100: *Memories for a New Generation* project

The State Library of Queensland (SLQ) is playing a key role in the delivery of exhibitions, events and activities commemorating 100 years since the country's involvement in the First World War, sponsored by ANZAC Centenary Queensland, an initiative of the Queensland Government.

Distant Lines Exhibition—Queensland voices of the First World War

More than 57,000 Queenslanders served our country in the First World War. The *Distant Lines* exhibition at SLQ transported visitors back to the war front through the lives of many of the Queenslanders who served in the First World War. There were over 50,000 visitors to this free exhibition, open from 4 April until 15 November 2015.

Interactive timeline

On 27 November, SLQ launched and demonstrated *A State of War*—the Q ANZAC 100 interactive timeline. This digital legacy is now available online and accessible through an interactive display in the Knowledge Walk, SLQ, South Bank Cultural Precinct.

Q ANZAC 100 Peace and Quiet exhibition

The *Peace and Quiet* exhibition explores Queenslanders' personal, social and political ideas of peace. This is a free exhibition open from 28 November 2015 to 14 February 2016.



TOP: Visitor browsing digitised correspondence from the First World War, in *Distant Lines*.

CENTRE: Visitors exploring *Distant Lines* in SLQ Gallery.

BOTTOM: The Hon Stirling Hinchliffe MP, Minister for Transport and the Commonwealth Games and Sonia Cooper, Acting State Librarian and CEO, State Library of Queensland, at the opening of the *A State of War* interactive portal.

Photos by Leif Ekstrom, State Library of Queensland.



Business Studio launched

Officially opened on 26 November 2015, SLQ's Business Studio will support entrepreneurs, startups and innovators to gain knowledge to successfully launch and grow their business idea.

SLQ's Business Studio will help deliver on the Queensland Government's Advance Queensland strategy with targeted programs designed to create the knowledge-based jobs of the future, and help more businesses to set up and thrive.

Visitors can network with like-minded people, learn important skills, research their market and customers, and understand how to protect their ideas. They can do this either in the Business Studio space or online.

So far, the SLQ Business Studio has exceeded expectations. Since the space opened in September, SLQ has signed-up more than 100 Business Studio members based on only social media promotion and word-of-mouth. Lunch Box Forums with guest entrepreneurs have commenced and are well attended.

[Visit the studio](#)



ABOVE: *Peace and Quiet* exhibition—Photo by Josie Huang, State Library of Queensland

TOP: Accessing resources in the Business Studio—Photo by Leif Ekstrom, State Library of Queensland

more than

100

Business Studio members
have already signed up



Queensland State Archives



Sharing our history

Queensland State Archives (QSA) has been developing its social media presence during the year. Their most popular Facebook post, with a beautiful video panorama of Brisbane in 1862, has been viewed over 19,000 times, and the post reached over 57,000 people.



ABOVE and TOP: Views of Brisbane in 1862

Queensland State Archives Engaging solutions for digital archiving

On 15 October, QSA held a very successful Early Market Engagement session with industry as part of an innovative procurement approach to sourcing a Digital Archiving Solution for the Queensland Government.

The event was designed to provide companies with an opportunity to make contact with other service providers they may wish to partner with to deliver a solution. The event was well received by industry with more than 80 people from 54 companies participating and discussing potential industry issues. Many of the day's highlights were captured on social media. Video footage, presentation material and questions and answers from the session were made available on the QTender website.

The Early Market Engagement Session was the first stage of an innovative, multi-staged procurement strategy, designed to promote competition in the market, encourage innovation, provide opportunities for Small to Medium Enterprises and stimulate market growth in a future growth industry.

As Andrew Spina, Assistant Director-General for DSITI, pointed out in his keynote address, this initiative is an excellent example of opportunities which Advance Queensland seeks to create in the areas of new and emerging knowledge industries, innovation and job creation.



TOP: Early Market Engagement industry session in Brisbane

CENTRE: Service providers discussing industry issues and solutions



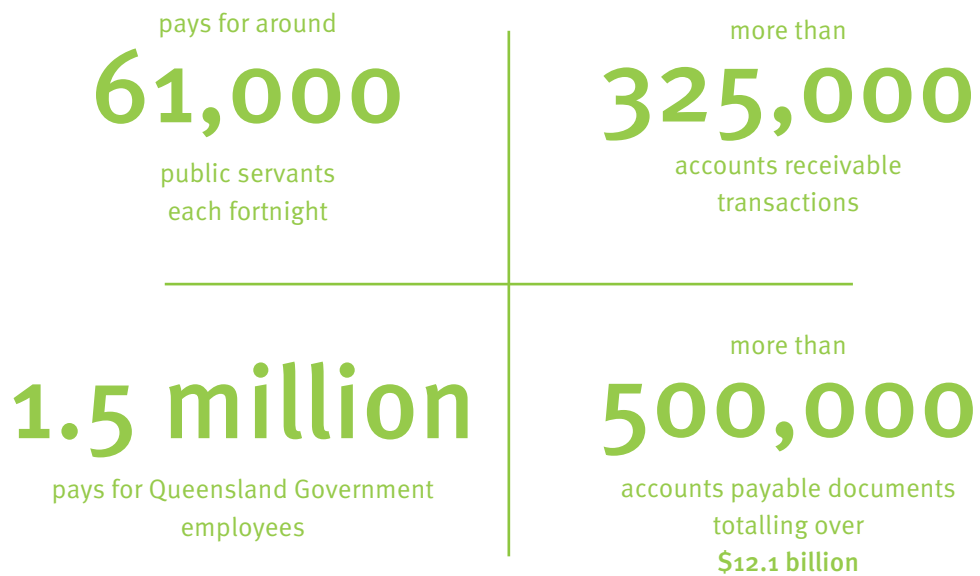
Keeping the cogs turning

Queensland Shared Services keeps the Queensland Government 'back office' humming by providing finance, payroll, human resource, recruitment and mail support services to the majority of Queensland Government agencies and statutory authorities.

Queensland Shared Services is also responsible for most of the government's finance and human resource systems and processes.

Since February Queensland Shared Services has managed more than 700,000 Queensland Government assets.

Since February Queensland Shared Services has processed





Last but not least! Did you hear ...

- The Queensland Government Chief Information Office has reviewed almost \$484 million of ICT investment across the Queensland Government since February.
- We saved more than \$2.7 million in phone bills across government through the telecommunications initiative of the Procurement Transformation Program.
- We have helped government reduce printing costs of almost \$9.5 million through our Print and Imaging-as-a-service purchasing arrangement—making it easier and cheaper for agencies to manage printing and imaging equipment.
- We released 42 data sets on the Open Data Portal for reuse by government, business and academia since February. This brings our contribution to 221 datasets since the portal's inception, making us one of the leading departments in publishing government data.
- We have responded to more than 1 million Queenslanders through the Smart Service Queensland contact centres since July.
- We provided more than 4000 customers with advice about plants and plant identification, including vital information about poisonous plants.
- We have helped SMEs get more ICT business with the Queensland Government—our figures show a remarkable increase, with the period April–June 2015 highlighting the highest SME participation rate yet, with more than 21 per cent of all ICT spend going to SMEs.

