1. Released in September 2009, *Toward Q2 through ICT 2009–2014 – the Queensland Government’s strategy for government ICT* (*Toward Q2 through ICT* Strategy) is the Queensland Government’s five year strategy for government information and communication technology (ICT).
2. The Strategy comprises four key focus areas: accessible government, efficient government, effective government and a strong industry/government partnership. *Toward Q2 through ICT – Implementation Plan* outlines a range of actions to support the government’s ambition to achieve the priorities within each focus area.
3. A governance structure was established to support the adoption of the ‘one government’ ICT approach and promote cross-agency collaboration, representation and commitment at all levels. Key governance bodies include the Chief Executive Officer (CEO) Leadership Team Services Sub-committee; Chief Information Officer (CIO) Leadership Team; and eight Sub-committees focused on service delivery, ICT capability, information management, governance, telecommunications, ICT infrastructure, information security and strategic sourcing.
4. Actions fundamental to achieving efficiencies across government and a customer-focussed approach to information access and service delivery were completed on schedule in 2009. The ‘share before buy before build’ direction provides Government with the opportunity to realise savings through the reuse of existing assets.
5. Smart Service Queensland (Smart Service) was nominated as the preferred provider of online and telephone services to simplify how Queenslanders transact, interact and access government information and services.
6. Whole-of-Government dark fibre and Internet service provision consolidation plans have provided the potential for reduced costs, less duplication and leveraging greater efficiencies through a ‘one government’ approach.
7. The Brisbane CBD Queensland Government Service Centre, opened on 5 October 2009, has completed 35,084 transactions and served over 20,236 Queenslanders.
8. Thirty-seven actions are scheduled for completion in 2010.
9. Cabinet noted implementation progress of the *Toward Q2 through ICT* Strategy and Implementation Plan.
10. *Attachments*
* [*Toward Q2 through ICT* Strategy](Attachments/TowardQ2throughICT%20Strategy.pdf)
* [*Toward Q2 through ICT* Implementation Plan](Attachments/TowardQ2throughICT%20implementation%20plan.pdf)
* [ICT Portfolio Performance Report](Attachments/ICT%20Portfolio%20Performance%20Report%20Sept%20Mar.pdf)