## A. Entity responses

We gave a copy of this report with a request for comments to the Department of Education.

The head of the entity is responsible for the accuracy, fairness, and balance of its comments.

This appendix contains its detailed response.

## Comments received from Director-General, Department of Education

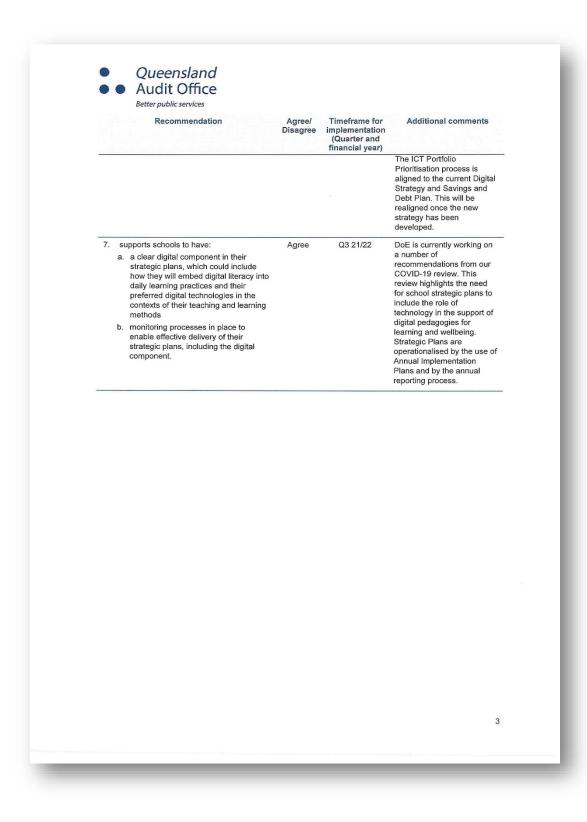


## Responses to recommendations

Enabling digital learning	tion		
Response to recommendations provided by	Dee		tion on 0, belo 0004
Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	tion on 2 July 2021. Additional comments
<ul> <li>We recommend that the Department of Education:</li> <li>1. reviews its targets for internet speeds and actively explores new types of services to increase internet speeds in schools in order to support equitable access to digital learning.</li> </ul>	Agree	Q2, 21/22	The Department of Education's (DoE) propose Network Upgrade Program in the final stages of evaluation. DoE expects th new contractual arrangem will be in place by September 2021.
			DoE expects to have a bas for setting a new benchma at the completion of this process. It is expected that any rollout of upgrades would be completed by mit 2023.
<ol> <li>collaborates and shares information with the Queensland Government Chief Customer and Digital Officer to ensure the regions where schools need improved</li> </ol>	Agree	Q1,21/22	DoE is currently represented on the Whole-of-Governme Digitally Connected Region Project.
infrastructure for high-speed internet are considered in any relevant whole-of- government initiatives			The DoE approach to mark will result in a Standing Off Arrangement that will be available across governme to leverage economies of scale based on an aggregated government spend basis.
<ol> <li>collaborates with schools and continues to provide guidance materials and support for students' access to devices. It could review its funding model to ensure all students have access to a device</li> </ol>	Agree	Q2, 21/22	Schools currently provide access to devices in a rang of ways - Bring Your Own Device (BYOD), school supplied devices and fee fo service.
			DoE will continue to provide guidance and support materials for schools to use when making decisions about implementation models that suit their school communities.



		Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and financial year)	Additional comments
4.	it s s a.	eviews its current policies for maintaining s technology infrastructure to better upport digital learning outcomes in chools. New policies could include: replacing hardware on a regular basis or with services that keep the technology up to date implementing processes for regular updates to software and operating systems	Agree	Q3, 21/22	DoE's Information and Communication Technology (ICT) assets are risk managed and subject to proactive investment planning to ensure they are performing optimally in the delivery of frontline and corporate services, in accordance with published policies and procedures.
					DoE will review their policies and support on maintaining and refreshing technology infrastructure.
					DoE is currently upgrading the windows operating system across its environment. It is expected that DoE will be able to leverage Windows evergreen capability in early 2022.
					Applications listed by QAO in Figure 4B are all under current support agreements.
t	te a.	pport schools to manage their chnology including: setting clear guidelines on how schools use the funding they receive from the department for information technology	Agree	Q1, 22/23	DoE will review the current process for IT planning and reporting in schools and guidelines for funding use. DoE will provide clear
	D.	monitoring that schools develop and fund plans for maintaining their technology.			guidance for schools on the appropriate use of targeted technology funds.
					DoE will need to engage stakeholders in any activities that may be perceived as workload increases for schools.
6.		views its: digital strategy, including targets for upgrading its technology infrastructure and internet speeds in schools	Agree	Q2, 21/22	DoE is in the process of developing a new Digital Strategy 2022–2025 and will prioritise success measures
	b.	portfolio of projects, with an investment plan and project delivery dates that align with the revised strategy			tied to modern learning, business modernisation and core foundation outcomes. Consultation on the strategy has commenced with key stakeholders.
	c.	monitoring processes, to enable effective delivery of the revised strategy and related projects			



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