## A. Entity responses

As mandated in s. 64 of the *Auditor-General Act 2009*, we gave a copy of this report with a request for comments to:

- Minister for Customer Services and Open Data and Minister for Small and Family Business
- Director-General, Department of Customer Services, Open Data and Small and Family Business.

We also provided a copy of this report to the following, and gave them the option of providing a response:

- Premier and Minister for Veterans
- Director-General, Department of the Premier and Cabinet
- Treasurer, Minister for Energy and Minister for Home Ownership
- Under Treasurer, Queensland Treasury
- Director-General, Department of Transport and Main Roads
- Director-General, Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development
- Director-General, Department of Housing and Public Works
- · Director-General, Queensland Health
- Director-General, Department of Education
- Director-General, Department of Youth Justice and Victim Support.

This appendix contains the detailed responses we received.

The heads of these entities are responsible for the accuracy, fairness, and balance of their comments.



## Comments received from Director-General, Department of Customer Services, Open Data and Small and Family Business





Department of
Customer Services,
Open Data and
Small and Family Business

Our Ref: MN12065-2025 Your Ref: PRJ04766

Ms Rachel Vagg Auditor-General Queensland Audit Office Email: qao@qao.qld.gov.au

Dear Ms Vagg,

Thank you for your email dated 7 November 2025 regarding the proposed Information Systems 2025 report.

The Department of Customer Services, Open Data and Small and Family Business (CDSB) supports the report's findings and recognises its dual role in maintaining internal compliance while spearheading the whole-of-government digital strategy and investment governance. As the custodian of the Queensland Government Enterprise Architecture (QGEA), CDSB is well-positioned to drive strategic initiatives that align with established governance policies and standards.

CDSB will continue collaborating with Queensland Government agencies to address the risks highlighted in the report, setting a strong benchmark for compliance and governance across the public sector. We remain committed to working together to achieve these outcomes, with a focus on enhancing the security, stability, and efficiency of the Queensland Government's information systems.

If you need any more information or assistance,

Department of Customer Services, Open Data and Small and Family Business, can be contacted on

Yours faithfully

Chris Lamont
Director-General

1 William Street Brisbane PO Box 15086 City East Queensland 4002 Australia Telephone +61 7 3008 2934 Website www.cdsb.qld.gov.au ABN 81 919 425 843

## Comments received from Director-General, Department of Transport and Main Roads





Office of the Director-General Department of Transport and Main Roads

Our ref: DG48661 Your ref: PRJ04766

27 November 2025

Ms Rachel Vagg Auditor-General Queensland Audit Office

Dear Ms Vagg

Thank you for your correspondence of 25 November 2025 about the Queensland Audit Office's proposed report to Parliament titled 'Information Systems 2025' (report).

I note although the report does not make any new recommendations, it finds there is a need for agencies to focus on strengthening Information Technology systems' defences and closing security gaps through addressing control deficiencies.

The Department of Transport and Main Roads (TMR) continues to progress, track and report the implementation status of previous recommendations. Further, TMR continues to mature its cyber security capability in alignment with its Information Security Management System, the Queensland Government *Information and cyber security policy (IS18)*, and TMR's Cyber Security Strategy and Roadmap.

TMR remains committed to a consistent, transparent approach to ICT risk assessment aligned with the ICT Profiling Standard and continues to refine its processes to meet evolving governance expectations.

If you require any further information, please contact

I trust this information is of assistance.

Yours sincerely

Sally Stannard
Director-General

Department of Transport and Main Roads

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