A. Entity responses

As mandated in Section 64 of the *Auditor-General Act 2009*, the Queensland Audit Office 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 and Open Data and Minister for Small and Family Business.

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

- Premier and Minister for Veterans
- Treasurer, Minister for Energy and Minister for Home Ownership
- Under Treasurer, Queensland Treasury
- Director-General, Department of the Premier and Cabinet
- Directors-General of the departments selected for maturity assessments.

This appendix contains the responses we received.

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

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

DELIVERING FOR QUEENSLAND | Queensland Government

Our Ref: MN09325-2026

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

12 November 2026

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

Dear Ms Vagg,

Thank you for your email of 26 October 2026 regarding the proposed *Information Systems 2026* 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 effective departmental IT controls and supporting whole-of-government digital investment, governance and cyber security.

CDSB acknowledges that recurring control weaknesses require sustained attention and continues to strengthen identity and access management controls across both on-premises and cloud-based environments. Alongside this work, we will continue providing whole-of-government cyber security policy, advice and services to support agencies, including in managing third-party supply-chain risks.

In relation to the Queensland Shared Services SAP S/4HANA upgrade, we acknowledge the areas identified in the report requiring further attention. We will consider the findings as implementation progresses and continue to manage the upgrade through established governance and risk management arrangements, in consultation with participating departments.

More broadly, we recognise the opportunities identified in the report to improve legacy-system risk management and digital project reporting. We will review dashboard reporting requirements with departments to better understand the reasons for inconsistent application and assess whether the current eight-week reporting period supports timely and accurate reporting.

Should require any further information, please contact Mr Mark Howard, Deputy Director-General, Data and Digital, Department of Customer Services, Open Data and Small and Family Business, at .

Yours sincerely

David Sinclair
Acting Director-General

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Comments received from Directors-general of departments selected for maturity assessments

Three of the 5 departments selected for maturity assessment provided comments. The responses have been summarised as:

- noting the value of maturity assessment and benchmarking of control environments across government
- welcoming the insights and improvement opportunities for consideration and action.