Report on a page

This report summarises issues identified in our information systems audits for state entities in Queensland's public sector. We discuss information technology (IT) control weaknesses, control maturity, major financial system implementations, and challenges associated with ageing legacy systems.

Queensland public sector entities include the 21 core government departments (referred to as 'departments' in this report), statutory bodies, and government owned corporations.

IT control weaknesses are increasing security risks

While entities generally have effective IT controls for finance systems, the IT control environment is under pressure due to recurring weaknesses. Addressing these weaknesses can be complex and time-consuming and is affected by dependencies on major projects and third parties, legacy technology constraints, and the governance and behavioural changes required to embed new controls. As a result, entities often need to rely on interim measures or accept residual risks while working towards a sustainable long-term solution.

Challenges for timely remediation			
DEPENDENCIES Major projects Vendors / third parties	**SOLUTION CERTAINTY** Feasibility Legacy constraints	**CHANGE BURDEN** Governance Policy / behaviour	**RESIDUAL RISK** Manual controls Exceptions / acceptance
Impact: remediation pathways are harder to define, delivery is less controllable, and sustainable resolution may take longer			
Overall assessment: increased complexity of remediation activities where multiple drivers overlap			

Access controls continue to require improvement

Entities have improved some identity and access controls. However, they are not embedding strong processes to ensure that changes are not being treated as a one-off remediation activity.

Large system implementation for departments is underway

Many entities are undergoing major projects for digital transformation. Queensland Shared Services is leading a large and complex implementation of a finance system that many departments will use. It will result in transformed processes for Queensland Shared Services and the user departments. We have highlighted common areas of risk relating to system implementations, including decision making during design and testing.

Legacy system funding of $288 million allocated

The Queensland Government has allocated $414 million of its $1 billion digital fund (40 per cent), with $288 million allocated to projects aimed at addressing legacy systems. Gaps remain in data collection and reporting on IT projects, and departments do not consistently manage legacy risks.