DET ICT Strategic Plan 2010 – 2011

DET ICT Mission: An innovative, agile and cost effective information technology service that enables and enhances the delivery of quality education and training

CORP GOALS

- Increased levels of attainment for all students
- Students meet or exceed literacy and numeracy benchmarks
- More students complete Year 12 or recognised vocational education
- More people participate in education and training throughout their lives

- High quality staff
- Development of workforce capability
- Customer satisfaction
- Improved access to training in regional and rural NSW
- Training is flexible and relevant to industry and individuals

- Return on investment in education and training is maximised through responsive and sustainable management

SUCCESS INDICATORS

OUTCOMES

ICT STRATEGY

Student Learning
- Promote, develop and provide the ICT environment and support teaching and learning
- Deliver standardised, secure student and learning management systems that support teaching and learning
- Ensure that our people have the appropriate competencies and skills to deliver the range of services required by the Department
- Develop and ensure the assignment of appropriate inputs, decision rights and accountabilities to ensure appropriate investment in ICT and encourage desirable behaviour in its use
- Manage DET information assets to promote standardised, integrated and leveraged information across the organisation that enhances learning, decision making and reporting
- Deliver high quality effective and efficient integrated systems in line with continual growth

Information Management
- Implementation of LMBR
- Improved and responsive corporate and support services aligned to the business needs of schools and TAFE
- Information management systems that effectively support shared corporate services/business reform
- Improved capacity for business analysis and decision support
- Reduced administrative costs
- Increased devotion of accountability
- Improved availability in educational strategies
- Improved access to corporate information assets (HR, finance, payroll)
- Improved decision making at the local level through increased flexibility for school principals and TAFE campus directors
- Information management systems that effectively support compliance reporting

Business Process Excellence
- Communication with users about the services that are delivered and that will be delivered in the future
- Improved information for customers
- Fully costed and reported delivery of ICT services
- Professional delivery of appropriate ICT services based on defined departmental requirements
- Effective program and project management capabilities to deliver departmental programs
- Increased service levels

Enabling the Delivery of ICT Services
- Provision of cost-effective enterprise scale ICT services in line with continual growth
- Establishment and ongoing maintenance of an enterprise wide ICT infrastructure that underpins the delivery of corporate goals

Enabling Underlying ICT Infrastructure
- Improved access and availability to departmental systems and services that are in place
- ICT business continuity plans that are in place
- ICT infrastructure that is responsive to teaching and learning initiatives
- ICT infrastructure secured according to business risk
- ICT infrastructure supplied and managed to international benchmark standards
- ICT infrastructure complex with enterprise architecture standards

ICT STRATEGY

- Individual learning environments using blended learning opportunities
- On-line teacher professional development
- Ubiquitous access to learning opportunities and resources
- Collaborative learning environments and communities
- Development of ICT support for the Connected Learning program
- Teachers control local learning environment within a standardised framework
- Students highly engaged via ICT environment
- Improved learning outcomes

- ICT systems that efficiently support teaching, learning, reporting, and corporate services
- Improved consistency and availability of reporting for students engaged in public education
- Improved student performance, resource management
- Improved decision making at the local level
- Improved accountability and reporting on student performance
- Improved access to quality assured digital and other teaching and learning resources
- Single academic record for each student
- Improved teacher access to information to manage learning outcomes
- Improved capacity to develop individualised learning programs
- Improved risk management
- Improved efficiencies in student and learning administration for teachers and office staff
- Mobile access to student assessment recording

- ICT is seen as a valued partner
- ICT staff have sufficient understanding of departmental areas to provide technology advice in education and training planning
- Increased relationship building skills amongst ICT staff
- ICT staff has capability to deliver services and projects
- Stakeholders engaged in the design, development and implementation of services and products
- Increased awareness throughout the Department of ICT products, services and aspirations
- Improved partnership with institutes and regions
- Technology solutions demonstrate addressing departmental business drivers
- Strategic plans of portfolios have and ICT component aligned with the DET ICT Strategic Plan
- Improved return on ICT investment

- Consistent state-wide ICT investment across all education systems
- One common view of customers
- Where possible, data captured once only, as close as possible to the source
- Consistent quantitative reporting
- Improved corporate, financial and other decision making
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- Improved data availability and traceability
- Improved data quality
- Defined and maintained corporate metadata
- Published master and reference data sources
- Single standardised records tracking system
- Compliance with national and state government reporting requirements
- Improved access to corporate information assets (HR, finance, payroll)
- Improved decision making at the local level through increased flexibility for school principals and TAFE campus directors
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- More focused ICT strategies
- Appropriate executive participation
- Stable governance mechanisms
- Strategic plans of portfolios have and ICT component aligned with the DET ICT Strategic Plan
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- Development of staff with adaptive technology
- Increased market share of public education
- Increased ICT literacy of teachers
- Immediate online enrolment and payment
- Connected learning program
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- DET employer of first choice
- Improved retention of competent ICT staff
- Lower staff turnover rates
- Progress against behaviour-based competencies
- Project delivery success
- Percentage of ICT projects: on time, on budget, meeting customer satisfaction via survey
- Higher proportion of total ICT spend subject to prioritisation process
- Higher percentage total ICT spend addressing front-line service improvement and line of business
- Higher percentage of schools adopting the Connected Learning ICT reference model
- Increased number of applications conforming to enterprise data model
- Increased reporting accuracy
- Increased reporting compliance
- Improvement in data quality
- Improvements in competitive performance benchmarking with other corporate service delivery systems
- Reduced cost of support
- ICT service performance against defined and benchmarked metrics
- Improved customer satisfaction survey results
- Delivery of sub-programs of work on time and within budget
- Accuracy and management of budget to forecast
- Certified compliance of external financial reporting to Treasury
- Cost reduction in high-volume procurement
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- Increased predictability
- Increased responsiveness
- Improved resilience
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SUCCESS INDICATORS

- Available, responsive on-line learning environments
- Responsive network applications
- Higher percentage of schools connected to content sources
- Satisfied and engaged students

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