



Department of  
Employment,  
Small Business  
and Training

Our Ref: 02303/21

Mr Andrew Spina  
Acting Chief Customer and Digital Officer  
Queensland Government Customer and Digital Group  
Email: CCDO@hpw.qld.gov.au

Dear Andrew *Andrew*

The Department of Employment, Small Business and Training (DESBT) is committed to operating an Information Security Management System (ISMS) based on security standard ISO/IEC 27001:2015. Our ISMS is comprised of policies, procedures, processes and continuous improvement mechanisms to ensure our information assets are protected from malicious or non-malicious threats that could result in a compromise of confidentiality, integrity or availability of information.

To ensure the department has a robust ISMS, DESBT engaged PricewaterhouseCoopers to undertake an independent assessment of our ISMS. The audit report is attached for your reference (Attachment 1).

The current scope of the DESBT ISMS covers all departmental information, applications and technology assets, including critical business systems. For the 2020-21 period, we have incorporated: Vocational Education and Training (VET) Systems, Customer Relationship Management (CRM) System, Content Management System (CMS) and Corporate systems.

All DESBT staff, including contractors, are covered by the DESBT Information Security Policy.

A team of employees with ISMS focus areas as part of their roles, supported by the Information Security Working Group (ISWG) and reporting into the Information Steering Committee (ISC), are ensuring the ISMS is effective and continuously improved.

This team has integrated external expertise to ensure fitness for purpose and industry alignment. These activities drive continuous improvement to the management system. The department has also integrated external expertise to ensure incorporation of fit for purpose practice, industry alignment and a level of increasing assurance.

This attestation is submitted to the Queensland Government Chief Digital and Customer Officer in accordance with the Information Security Policy (IS18:2018) which requires departments to establish an ISMS in line with International Standard ISO/IEC 27001:2015 – Information technology – Security techniques – Information security management system.

**Accountable Officer Attestation — Information Security Management System**

I, Warwick Agnew, am of the informed opinion that information security within the Department of Employment, Small Business and Training (DESBT), including the Information Security Management System (ISMS), is being appropriately managed.

In addition, for the 2020–21 financial year, I am satisfied the minimum security requirements stated in the Information Security Policy (IS18:2018) regarding the DESBT ISMS are being appropriately addressed. DESBT has a systematic and repeatable approach to managing its risks and is ensuring steps are taken to minimise security risks within the departmental risk tolerance levels.

I have received appropriate assurance from experts within the department and, where the business impact warrants, independent external expertise to inform my opinion of the DESBT information security posture.

Should you require any further information please contact Ms Rhiannan Howell, Head of Corporate, Department of Employment, Small Business and Training by email at [rhiannan.howell@desbt.qld.gov.au](mailto:rhiannan.howell@desbt.qld.gov.au) or on telephone 07 3025 6107.

Yours sincerely



Warwick Agnew

Director-General

Encl: Attachment 1 - DESBT IS18-2018 Information Security Annual Return.