Queensland Government Enterprise Architecture

Queensland Government Business services classification framework

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*Queensland Government Business services classification framework*

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Information security

This document has been security classified using the Queensland Government Information Security Classification Framework (QGISCF) as PUBLIC and will be managed according to the requirements of the QGISCF.

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# Introduction

## Purpose

A QGEA guideline provides information for Queensland Government agencies on the recommended practices for a given topic area. Guidelines are generally for information only and agencies are not required to comply. They are intended to help agencies understand the appropriate approach to addressing a particular issue or doing a particular task.

This guideline provides the domain definitions for the Queensland Government Business Service Classification Framework (BSCF). For an overview of the BSCF, its purpose, goals and intentions, please see the Queensland Government Business Service Classification Framework.

## What is a business service?

Queensland Government business services (business services) are defined as sets of activities that deliver value to or enable outcomes for Queenslanders through the delivery of Business Outputs. Each agency will have a number of business services that are delivered to consumers. Consumers may be Queensland constituents, or they may be other organisations that deliver services to constituents. For example, the ICT Policy and Coordination Office and Public Sector ICT Development Office deliver Methodology Advice services to agencies to help agencies align their ICT initiatives to business needs.

## How is the framework structured?

A business service has two aspects (see figure 1):

* a service line – the business segment that the service operates within
* a service mechanism – the intended outputs that are delivered to the business segment.

Three levels of classification domains have been identified for service lines and mechanisms.

Level 1 domains are topmost; and are broken down into a number of more focused level 2 domains. Level 2 domains are divided up into finer classifications (level 3 domains) to reflect specific application offerings. Additional level 3 or level 4 domains may be defined in future revisions of the framework.

Service line Level 1 domains are grouped into two categories:

* Constituent (Client) Business Services - services types that are delivered directly to constituents or that are delivered on behalf of constituents. Constituents are citizens or businesses that receive services from a public organisation. Queensland Government constituents are Queensland citizens and businesses; and
* Government Administration Services - services types that support and enable the delivery of constituent services.

Service mechanism level 1 domains are also grouped into two categories:

* engagements - types of service outputs that are intangible (i.e. do not deliver products)
* products –types of service outputs that acquire or deliver tangible resources.

## How can the business service classification framework be used?

The BSCF supports portfolio analysis within and across agencies. It:

* can be used to understand the types of services an agency offers, including the identification of similar services offered in different parts of the agency
* provides a clear link between ICT and Business Planning activities, and can help agencies to estimate service costs and delivery risks
* can assist when new services are being created, when opportunities for service rationalisation are being explored, and when agencies are seeking to manage service delivery risks.

At a whole-of-government level, the BSCF provides a consistent understanding of business services offered by departments, agencies and offices. It allows a coherent view that allows all government services to be defined and managed as a portfolio.

## Audience

This document is primarily intended for staff involved in Business and ICT planning and architecture-related activities. This may include:

* Chief Information Officers (CIOs)
* business planners
* strategic policy officers
* information standard or policy officers
* records managers
* library managers
* ICT managers
* enterprise and ICT architects (information, application, technology and solution)
* business analysts
* business process analysts.

## Scope

This framework relates to the business layer of the Queensland Government Enterprise Architecture (QGEA).

It applies to all departments.

# Queensland Government Business services classification diagram

The following diagram is the current version of the Queensland Government Business services classification framework.



Figure 1 Service Lines



Figure 2 Service Mechanisms

# Service line domain descriptions

## SL-1 Constituent services

The Constituent or Client Business Services domain includes all services that are delivered directly to the people of a jurisdiction or have a direct impact on them. These services are the core purpose of government, and ultimately directly deliver value to or enable outcomes for the people of Queensland.

| Domain | Description | Number |
| --- | --- | --- |
| Community Services | This domain includes all services that provide and support meaningful opportunities for social and economic growth to build resilience in a community and to develop individual self-reliance and promote social equity. This domain also includes social welfare services extended to people with disabilities. Such services include family life education and counselling, adoption, guardianship, foster family care and rehabilitation services.  Legal proceedings relating to community services are covered under Justice Services | SL-1.1 |
| Children | 1. This domain includes all services that provide social welfare services for children with special needs. Foster services should be mapped to this domain. It also includes whole-of-Government leadership and coordination with respect to children’s services. 2. Adoption services are covered under Family. Child disability services are covered under Disability Services. Services related to Child Protection are covered under People Protection (Protection Services). Rulings and legal proceedings related to Family law are covered under Justice Services. Intervention services are covered under People Protection (Protection Services). | 1. SL-1.1.1 |
| Community care | 1. This domain includes all services that support the community, and provide whole-of-Government leadership and coordination for community welfare including disadvantaged communities (e.g. rural) and care and rehabilitation activities that are not public health services e.g. respite care services. 2. Services relating to Public Health Care should be mapped under Access to Care (Public Health Services) | 1. SL-1.1.2 |
| Disability | 1. This domain includes all services that support people with a disability and their families, seeking to increase their inclusion in the community. It also includes whole-of-Government leadership and coordination with respect to Disability services. | 1. SL-1.1.3 |
| Family | 1. This domain includes all services that support parents, carers, their families and support networks, to develop individuals and promote social equity. This domain includes adoption services and family services such as counselling and support. 2. Rulings and legal proceedings related to Family law are covered under Justice Services. Intervention services are covered under People Protection (Protection Services). | 1. SL-1.1.4 |
| Housing | 1. This domain includes all services involved directly and indirectly in community housing and housing assistance, as well as influencing the overall housing systems within their jurisdiction. | 1. SL-1.1.5 |
| Indigenous and multicultural | 1. This domain includes all services that support individuals that identify as Indigenous Australians, migrants, and those with English as a second language. It also includes whole-of-Government leadership and coordination with respect to Indigenous and Multicultural services. 2. Immigration related services are covered under Immigration. In regards to native land titles, services related to allocation of land are covered under Land (Natural Resource Services). | 1. SL-1.1.6 |
| Seniors | 1. This domain includes all services that support individuals that are classified as senior citizens (aged over 60). This domain includes such services as pension, home care, aged care, transitioning to retirement, life style and nursing homes. 2. Services relating to the provision of public health care services to seniors are covered under Consumer Health (Public Health Services). | 1. SL-1.1.7 |
| Citizen services | 1. This domain includes all services provided locally to Citizens, beyond those of utility services. It includes electoral, civil and public trustee services. | 1. SL-1.2 |
| Civil | 1. This domain includes all services that are related to providing civil services to the community. This domain includes library, lost property, and birth, death and marriage registration services. 2. Passport and travel visa services are covered under Border Security (Protection Services). Separation and Divorce Services are covered under Family (Community Services). | 1. SL-1.2.1 |
| Electoral | 1. This domain includes all services related to elections and appointment of legislative officials. 2. Support services provided for elected/appointed officials are covered under Public Service Support (Public Institution Services). | 1. SL-1.2.2 |
| Public Trustee | 1. This domain includes all services where a public trustee acts in the capacity of drawing wills, administration of deceased estates, obtaining probate for private executors, providing financial management for people with a disability, and giving aid in any legal proceedings by or against a disadvantaged person. This domain also includes the auctioning or selling of motor vehicles, property and other assets on behalf of government. | 1. SL-1.2.3 |
| Economic development services | 1. This domain includes all services required to promote primary industry, commercial and industrial development. It also includes the services focussed on influencing the direction and development of Queensland’s economy, and the protection of intellectual property and innovation. | 1. SL-1.3 |
| Industry development | 1. This domain includes all services related to the creation of economic and business opportunities and stimuli (including marketing campaigns and trade shows), and the promotion of financial and economic stability for corporations and citizens involved in different types of business. The domain also includes industry sector oversight (i.e. fair trading and industry regulation). 2. It should be noted that the regulation of certain industries will be covered elsewhere in the framework. For example, regulation relating to environmental protection is covered under Environmental Protection Services. Services related to regulation of Natural Resources should be mapped under Natural Resource Services. Services related to regulation of consumer safety are covered under Health Management and Consumer Safety (Public Health Services). Services related to allocation of land for industry development are covered under Land (Natural Resource Services). | 1. SL1.3.1 |
| Intellectual property | 1. This domain includes all services to protect and promote the ownership of ideas and control over the tangible or virtual representation of those ideas, including inventions and discoveries, literary and artistic works, and symbols, names, images, and designs used in commerce. | 1. SL-1.3.2 |
| Industrial relations | 1. This domain includes all services that ensure employees and employers are aware of and comply with legislation and regulations concerning industrial relations, including those pertaining to wages, benefits, safety and health, whistle-blower protection and non-discrimination. | 1. SL-1.3.3 |
| Labour force planning | 1. This domain includes all activities that promote the welfare of the labour force to maximise economic development. It focuses on skills shortages, generational impacts to the workforce and employment trends. 2. Services relating to social welfare are covered under Community Care (Community Services). | 1. SL-1.3.4 |
| Regional | 1. This domain includes all services that encourage and foster economic development through improved public planning, facilities and resources in regional and rural communities and assist these communities manage adverse economic conditions. | 1. SL-1.3.5 |
| Trade | 1. This domain includes all services relating to the voluntary commercial exchange of goods and services. It includes services related to the establishment of business contacts in local and international markets, trade shows and other interstate and international platforms for local business to promote their products and services. | 1. SL-1.3.6 |
| Urban | 1. This domain includes all services that promote planning and regulate the development of cities and urban localities through improved public facilities and resources. It includes services relating to zoning, infrastructure height restrictions and urban planning. It also includes urban renewal services. | 1. SL-1.3.7 |
| Education services | 1. This domain includes all formal education services that impart knowledge or understanding of a particular subject via systematic instruction to the public. The domain covers not only formal schooling, but also higher education, vocational training and adult and community education services. | 1. SL-1.4 |
| Primary | 1. This domain includes all educational services provided to children from preparatory year to Year 6. | 1. SL-1.4.1 |
| Secondary | 1. This domain includes all educational services provided to children from Year 7 to Year 12. | 1. SL-1.4.2 |
| Tertiary | 1. This domain includes all services that relate to education provided by a college or university. Education at this level is associated with a degree, a Certificate of Higher Education or a Diploma/Advanced Diploma of Higher Education. Higher education also includes postgraduate studies. | 1. SL-1.4.3 |
| Vocational | 1. This domain includes all education services related to a specific trade or occupation. Vocational education typically has an emphasis on manual or practical activities. Vocational training content is typically delivered in association with industries and training providers. Education of this type is also known as technical education. | 1. SL-1.4.4 |
| Community education | 1. This domain includes all non-compulsory education and personal development services that provides adult learning in literacy and numeracy. The domain also includes community learning, provided via a range of structured non-accredited short courses offered to the general public. | 1. SL-1.4.5 |
| Environmental protection services | 1. This domain includes all services required to monitor the environment and weather, determine proper environmental standards and ensure their compliance, and address environmental hazards and contamination. 2. Services related to regulation of Natural Resource usage are covered under Natural Resource Services. | 1. SL-1.5 |
| Environmental conservation | 1. This domain includes all services devoted to ensuring the preservation of land, water, wildlife, and natural resources. It also includes the sustainable stewardship of natural resources on state owned/controlled lands for commercial use (grazing, forestry, fishing, etc.). | 1. SL-1.5.1 |
| Environmental monitoring and forecasting | 1. This domain includes all services that observe and predict environmental conditions. This includes but is not limited to the monitoring and forecasting of water quality, water levels, ice sheets, air quality, regulated and non-regulated emissions, as well as the observation and prediction of weather patterns and conditions. | 1. SL-1.5.2 |
| Environmental remediation | 1. This domain includes all services that support the immediate and long-term activities associated with correcting and offsetting environmental deficiencies or imbalances, including restoration activities. | 1. SL-1.5.3 |
| Pollution control | 1. This domain includes all services associated with identification, regulation, and administration of appropriate pollution standards, and controlling levels of harmful substances emitted into the soil, water and atmosphere from man-made sources. Environmental Mitigation projects are also included in this service. | 1. SL-1.5.4 |
| Justice services | 1. This domain includes all services relating to the upholding and administration of legal, constitutional and human rights. | 1. SL-1.6 |
| Coronial | 1. This domain includes all services that investigate deaths where the circumstances are sudden, traumatic or unexplained. The domain also includes coronial court related services. 2. Mortuary and funeral related services are covered under Civil (Citizen Services). | 1. SL-1.6.1 |
| Correctional | 1. This domain includes all services that ensure the effective incarceration and rehabilitation of convicted criminals. | 1. SL-1.6.2 |
| Judicial | 1. This domain includes all services associated with the system of courts, which administer justice in the name of the sovereign or state, providing a mechanism for the resolution of disputes. 2. Support for the judiciary should be mapped to the Judicial Support domain (Public Institution Services). | 1. SL-1.6.3 |
| Tribunal | 1. This domain includes all services that involve a body (but not a judge) that is established to hear and decide disputes. 2. Services that enable disputes heard before a judge should be mapped to the Justice Services\Judicial domain (SL-1.6.3). | 1. SL-1.6.4 |
| Dispute resolution | 1. This domain includes all services that provide an alternative to court resolution of disputes. | 1. SL-1.6.5 |
| Natural resources services | 1. This domain includes all services involved in the effective and efficient use of land and the state's other natural and agricultural resources. 2. Services related to regulation relating to environmental protection should be mapped under the Environmental Protection Services. | 1. SL-1.7 |
| Energy | 1. This domain includes all services that promote the effective use and management of fossil fuels, renewable and other energy resources. | 1. SL-1.7.1 |
| Land | 1. This domain includes all services that promote the effective use and management of the State’s natural and crown land. This domain also includes services related to land titles. 2. Town Planning and Land Valuation services are covered under Urban Development or Regional Development (both under Economical Development Services). | 1. SL-1.7.2 |
| Minerals | 1. This domain includes all services that promote the effective use and management of mineral resources. This domain also relates to mining and mineral processing. 2. Environmental protection of land resources affected by mineral exploration is covered under Environmental Conservation (Environmental Protection Services). | 1. SL-1.7.3 |
| Primary industries | 1. This domain includes all services that promote the effective use and management of the State’s primary industries, namely Agriculture, Forestry and Fishing. This domain also includes regulation of forestry, agriculture and other primary industries, e.g. fisheries. 2. Services related to environmental protection and sustainable developments are covered under Environmental Protection Services. Regulation of restaurants, food consumption and hygiene are all covered under the Health Management and Consumer Safety domain (Public Health Service). | 1. SL-1.7.4 |
| Water | 1. This domain includes all services that promote the effective use and management of the State’s water resources. 2. Environmental protection of water resources is covered in the Environmental Protection Services. Sale and distribution of water is covered under Water Supply (Utility Services). | 1. SL-1.7.5 |
| Protection services | 1. This domain includes all services that proactively protect people, places, and things from criminal activity resulting from non-compliance with State and Federal laws or natural threats. | 1. SL-1.8 |
| Asset protection | 1. This domain includes all services that involve proactive actions to ensure the security of civilian and government assets. | 1. SL-1.8.1 |
| Border security | 1. This domain includes all services that manage and maintain the security and integrity of a jurisdiction’s boundaries. This domain includes international travel and provision of entry related services, as well as Australian passport and foreign visa services. 2. Australian visa, permanent residency, citizenship and immigration related services are covered under Immigration (Community Services). | 1. SL-1.8.2 |
| Crime prevention | 1. This domain includes all services designed to create safer communities through the control and reduction of crime by addressing the causes of crime and reducing opportunities for crimes to occur. | 1. SL-1.8.3 |
| Defence | 1. This domain includes all services that support military action, national and multinational security, and that provide resources to protect the country against potential enemies. | 1. SL-1.8.4 |
| People protection | 1. This domain includes all services that involve proactive actions to protect the general population of Queensland from criminal activity or harm. This domain also includes child protection services. | 1. SL-1.8.5 |
| Public health services | 1. This domain includes all services that ensure and provide for the health and well-being of the public. This includes the direct provision of health care services and immunisations as well as the monitoring and tracking of public health indicators for the detection of trends in, and identification of, illnesses/diseases. | 1. SL-1.9 |
| Consumer health | 1. This domain includes all services relating to consumer health, access to health care and health care delivery. 2. It includes all services that focus on access to appropriate care. This access includes streamlining efforts to receive care and ensuring care is appropriate in terms of type, level of care, location and availability. The domain also includes providing seamless access to health knowledge, enrolling providers, performing eligibility determination, and managing patient movement. 3. Services relating to aged care and nursing homes are covered under Seniors (Community Services). Non-health related care services should be mapped under Community Care (Community Services). 4. This domain also includes all services that assess health indicators and consumer products as a means to protect and promote the health of the general population. This includes monitoring of health, health planning, and health management of humans, as well as tracking the spread of diseases. It also includes evaluation of consumer products, drugs, and foods to assess the potential health risks; education of the consumer and the general population; and facilitation of health promotion, and disease prevention. 5. Additionally, this domain also includes all services that provide and support the delivery of health care to its beneficiaries. This includes assessing health status; planning health services; ensuring quality of services and continuity of care; and managing clinical information and documentation. | SL-1.9.1 |
| Consumer safety | 1. This domain includes all services that assess environments and consumer products as a means to protect and promote the safety of the general population. This service also includes education strategies related to the safety of the general public. | SL-1.9.2 |
| Response services | 1. This domain includes all services that prepare for, manage, mitigate, respond to and repair the effects of all disasters, whether natural or man-made. | 1. SL-1.10 |
| Emergency response | 1. This domain includes all services that involve immediate short term actions taken to respond to an incident or disaster. These actions include, but are not limited to, providing protection, operational support, power generation, search and rescue, and medical lifesaving actions. | 1. SL-1.10.1 |
| Disaster management | 1. This domain includes all services that plan, prepare for, mitigate, and repair the effects of all disasters. | 1. SL-1.10.2 |
| Social and cultural development services | 1. This domain includes all services aimed at creating, expanding, or improving community and social development, cultural awareness, and social services. | 1. SL-1.11 |
| Animal welfare | 1. This domain includes services that support animal welfare and ethics. It also includes animal registration, control and animal shelter related services. 2. Regulation and Oversight of animal farming is covered under Industry Development (Economic Development Services). | 1. SL-1.11.1 |
| History and culture | 1. This domain includes all services performed by a government to collect and preserve information and artefacts important to the culture and history of the state and its citizens. For example, museums, art galleries and other historically and culturally significant infrastructure. | 1. SL-1.11.2 |
| Human rights | 1. This domain includes all services that support fundamental rights regarded as being granted universally, via minimum standards of legal, civil and political freedom. This domain also includes services relating to freedom of information and privacy. | 1. SL-1.11.3 |
| Immigration | 1. This domain includes all services that support foreign nationals in Australia. This domain also includes Australian visa, permanent residency and citizenship services. 2. Customs and other border security related activities are covered under Border Security (Protection) | 1. SL-1.11.4 |
| Sport, recreation and leisure | 1. This domain includes all services that promote enjoyment and relaxation, including sporting activities such as the Queensland Academy of Sport and other sporting bodies. This domain also covers Government sponsored public entertainment events. 2. Services related to allocation of land for sport, recreation and leisure (i.e. parks) are covered under Regional (Economic Development Services) or Urban (Economic Development Services). | 1. SL-1.11.5 |
| Utility services | 1. This domain includes all services that deliver utilities, such as energy, water and transportation. | 1. SL-1.12 |
| Communications | 1. This domain includes all services relating to the networks that support the act of communication (transmission or receiving) through telephone, cable, radio signals and postal services. | 1. SL-1.12.1 |
| Energy services | 1. This domain includes all services performed by a government to ensure the procurement and management of energy resources, including the production, sale and distribution of energy, as well as the management of spent fuel resources. Energy services include all types of mass-produced energy (e.g., hydroelectric, wind, solar, or fossil fuels). 2. Regulation of Energy-related industries should be mapped to Industry Development (Economic Development Services Domain). | 1. SL-1.12.2 |
| Transport | 1. This domain includes all services related to transport of passengers or goods. It includes all activities related to public transport, as well as transportation infrastructure, licensing and safety. | 1. SL-1.12.3 |
| Waste and recycling | 1. This domain includes all services that deal with unwanted or undesired material or substances (waste), and converting materials that are no longer useful as designed or intended into a new product (recycling). This domain also includes sewage services. | 1. SL-1.12.4 |
| Water supply | 1. This domain includes all services performed by a government to ensure the procurement and management of water resources for consumption by constituents, including the treatment, sale and distribution of water. 2. Regulation of water-related industry should be classified to Industry Development. Services relating to spent water resources should be classified to Waste and Recycling. Management of natural water resources should be mapped to Water (Natural Resource Services Domain). Services relating to environmental protection of water resources are covered in the Environmental Protection Services domain. | 1. SL-1.12.5 |

## SL-2 Administrative services

The Administrative Services domain includes all regulatory, program and auxiliary services that support or enable the delivery of Constituent Services. Administrative Services are often not delivered directly to citizens but instead are delivered to other government agencies or organisations.

|  |  |  |
| --- | --- | --- |
| Domain | Description | Number |
| Administrational services | 1. This domain includes all services associated with the day-to-day management and maintenance of government’s internal infrastructure. | 1. SL-2.1 |
| Asset | 1. This domain includes all services involved in the maintenance, administration, operation and disposal of fleets, machinery, and other capital assets that are possessions of Government. | 1. SL-2.1.1 |
| Business performance | 1. This domain includes all services that relate to business performance and operational improvement. It includes services related to performance measurement, process monitoring, process management, and process improvement. | 1. SL-2.1.2 |
| Customer service | 1. This domain includes all services associated with providing an agency’s customers with information regarding the agency’s service offerings and managing the interactions and relationships with those customers. This service also includes the provision of a “service centre” to respond to government employees' technical and administrative questions. | 1. SL-2.1.3 |
| Facilities | 1. This domain includes all services that maintain, administer and operate infrastructure facilities that are possessions of an organisation. | 1. SL-2.1.4 |
| Legal services | 1. This domain includes all services involving the provision of legal advice. | 1. SL-2.1.5 |
| Security | 1. This domain includes all services involved in the physical protection of an organization's personnel, assets, and facilities. | 1. SL-2.1.6 |
| Strategic planning | 1. This domain includes all services that determine annual and long-term organisational goals and identification of the best approach for achieving those goals. | 1. SL-2.1.7 |
| Supply chain | 1. This domain includes all supply chain services related to the sourcing, acquisition, storage and distribution of goods and services. | 1. SL-2.1.8 |
| Travel | 1. This domain includes all services associated with planning, preparing, and monitoring of business related travel for Government’s employees. | 1. SL-2.1.9 |
| Corporate and community communication services | 1. This domain includes all corporate and community communication services with a primary focus on marketing and communications e.g. public relations groups or general marketing capability provided to promote the government and its services. | 1. SL-2.2 |
| Corporate communication | 1. This domain includes all services that provide official information to external stakeholders through the use of various types of media, such as video, paper, web, etc. This domain also includes Marketing and Public Relations. | 1. SL-2.2.1 |
| Partner relationships | 1. This domain includes all services that support relationships between the different tiers of government, as well as relationships with Private Organisations. It also includes International Relations. | 1. SL-2.2.2 |
| Protocol | 1. This domain includes all services that support the [etiquette](http://en.wikipedia.org/wiki/Etiquette) of [diplomacy](http://en.wikipedia.org/wiki/Diplomacy) and affairs of state. Protocol services deal with the rules which guide how an activity should be performed, and specify the proper and generally-accepted behaviour in matters of state and diplomacy including royalty and dignitaries. | 1. SL-2.2.3 |
| Public engagement | 1. This domain includes all services that poll and engage with the general public seeking their input into legislative policy and decisions. | 1. SL-2.2.4 |
| Fiscal and monetary services | 1. This domain includes services relating to public funding and expenditure. It includes services that collect government income, the allocation of government’s financial resources, general accounting services and economy oversight. | 1. SL-2.3 |
| Budget and funds control | 1. This domain includes all services related to the allocation of funds. It includes services that determine priorities for future spending and forecasts of future funding and expenditures. This domain also includes the collection and use of performance information to assess the effectiveness of programs and the allocation of funds. | 1. SL-2.3.1 |
| Currency | 1. This domain includes all services relating to the system of money in use (legal tender), and use of money between currency zones (such as exchange rates). | 1. SL-2.3.2 |
| Economics | 1. This domain includes services that study the production, [distribution](http://en.wikipedia.org/wiki/Distribution_%28economics%29), and consumption of [goods and services](http://en.wikipedia.org/wiki/Good_%28economics_and_accounting%29). Services mapped to this domain may include [microeconomics](http://en.wikipedia.org/wiki/Economics#Microeconomics#Microeconomics), macroeconomics and econometrics. | 1. SL-2.2.3 |
| General accounting | 1. This domain includes all services associated with the maintenance of government funds and expenditure of government apportions, including accounts payable, accounts receivable, reconciliations, assets, liabilities and fund balances. | 1. SL-2.2.4 |
| Investment | 1. This domain includes all services relating to local and foreign investment. | 1. SL-2.3.5 |
| Revenue collection | 1. This domain includes services that collect income on behalf of governments. Tax and rate collection services should be mapped to this domain[[1]](#footnote-2). | 1. SL-2.3.6 |
| Human resource services | 1. This domain includes all activities associated with recruitment, workforce planning, workforce relations and workforce safety. | 1. SL-2.4 |
| Payroll | 1. This domain includes all services related to payroll processing. It includes payroll activities related to leave applications, higher duties, overtime, penalties and allowances, staff appointments and staff separations. | 1. SL-2.4.1 |
| Recruitment | 1. This domain includes all services that are involved in attracting, hiring and employing staff, and services associated with employees retiring. | 1. SL-2.4.2 |
| Workforce relations | 1. This domain includes all services that strive to maintain an effective employer-employee relationship that balances employer needs against employee’s rights. It includes addressing employee misconduct, employee performance problems and managing administrative grievances. | 1. SL-2.4.3 |
| Workforce safety | 1. This domain includes all services related to occupational health and safety of employees. It includes activities related to hazards, injury, first-aid and rehabilitation. | 1. SL-2.4.4 |
| Workforce planning | 1. This domain includes all services that identify workforce competencies required to meet organisational strategic goals. It also includes development of strategies to meet these requirements, such as employee retention strategies. | 1. SL-2.4.5 |
| Information services | 1. This domain includes the coordination and protection of information and information resources required to support or provide other business services. | 1. SL-2.5 |
| Information communication technology | 1. This domain includes all services involved in the coordination of technology resources and systems required to support or provide other business services. | 1. SL-2.5.1 |
| Information preservation | 1. This domain includes all services concerned with maintaining or restoring access to information through the study, diagnosis, treatment and prevention of decay and damage. | 1. SL-2.5.2 |
| Information security | 1. This domain includes all services pertaining to the protection of state information and information systems from unauthorised access, use, disclosure, disruptions, modification, or destructions. | 1. SL-2.5.3 |
| Innovation and science services | 1. This domain includes all general science and research services related to research and scientific pursuits. It includes general research, science services, and other research and science services that have diverse goals and cannot be readily classified to a single business service domain. It also includes services seeking to promote and translate research into innovative techniques or applications with a view to long term commercialisation by industry. | 1. SL-2.6 |
| Science | 1. This domain includes all activities of creating new scientific knowledge, without a direct link to a specific business service. It includes but is not limited to astronomy, chemistry and physics. | 1. SL-2.6.1 |
| Specialist research | 1. This domain includes all services related to specialist research services that impact on multiple domains (or it is unclear which domains they will impact on) and therefore cannot be attributed to a single service. It includes services that collect, analyse, interpret or explain, and present data or information. An example of specialist research services is the collection of population data (i.e. OESR’s Queensland Government Population Projections). | 1. SL-2.6.2 |
| Commercialisation | 1. This domain includes services that seek to translate innovative products and techniques for longer-term commercialisation by industry. | 1. SL-2.6.3 |
| Legislation and regulation services | 1. This domain includes all services that relate to the development and maintenance of policy, guidance, regulation and legislation related to Queensland Government internally, as well as the State of Queensland. | 1. SL-2.7 |
| Legislation development | 1. This domain includes all services aimed at the development, tracking, and amendment of Queensland Legislation by the Government. | 1. SL-2.7.1 |
| Regulation and policy development | 1. This domain includes all services aimed at the development, tracking, and amendment of Government’s response to issues or problems arising within the State (such as strategies and policies). 2. Services related to legislation development should be mapped to Legislation Development. | 1. SL-2.7.2 |
| Auditing | 1. This domain includes all services that involve the methodical examination and review of regulated activities to ensure compliance with legislation, regulation, policy, standards and processes. | 1. SL-2.7.3 |
| Public institution services | 1. This domain involves all administrative and support activities for institutions that support governments, such as the public service, the judiciary, the legislature and commonwealth representatives. | 1. SL-2.8 |
| Commonwealth representative support | 1. This domain includes all administrative and support services for Commonwealth representatives, such as the Governor and Governor General. | 1. SL-2.8.1 |
| Judicial support | 1. This domain includes all administrative and support activities necessary to support the effective operation of the judiciary. | 1. SL-2.8.2 |
| Legislature Support[[2]](#footnote-3) | 1. This domain includes all administrative and support activities for legislatures and their officials, such as support for current and former elected officials, management of electoral and ministerial office accommodation and Hansard publications. | 1. SL-2.8.3 |
| Public service support | 1. This domain includes all services that administer and support employment within a system of government. | 1. SL-2.8.4 |

# Service mechanism domain descriptions

## SM-1 Engagements

This domain encompasses all service mechanisms relating to intangible outputs in the form of engagements between parties to achieve a desired outcome.

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| Domain | Description | Number |
| Advice | 1. This mechanism is related to services that convey information and/or advice. Mechanisms of this type are used to inform and assist. | 1. SM-1.1 |
| Advocacy and promotion | 1. This mechanism is related to services that advocate or market government policies, programs and services by influencing, persuading or promoting awareness. Mechanisms of this type are used to bring about a change in belief, behaviour or action, by promoting, advocating and engaging in persuasive or influencing activities. | 1. SM-1.2 |
| Care and rehabilitation | 1. This mechanism is related to services that deliver social or medical care. Mechanisms of this type are used to improve the quality of life and health of people. | 1. SM-1.3 |
| Collaboration | 1. This mechanism is related to services that create collaboration agreements between parties. Mechanisms of this type are used to reduce or eliminate unproductive or harmful activities, and enable new or continued beneficial activities. | 1. SM-1.4 |
| Education and training | 1. This mechanism is related to services that provide a learning experience. Mechanisms of this type are used to improve the capabilities of recipients. | 1. SM-1.5 |
| Enforcement | 1. This mechanism is related to services that ensure observance of agreed or accepted behaviour. Mechanisms of this type are usually constrained by rules and legislation. | 1. SM-1.6 |
| Intervention | 1. This mechanism is related to services that provide reactive protection such as intervening, responding to threats and emergencies, giving aid and restoring order. Mechanisms of this type are used to ensure the continuance of the state and society by intervening to remove or reduce visible threats or mitigate their impact | 1. SM-1.7 |
| Judgements | 1. This mechanism is related to services that apply rules to dispense impartial decisions. Mechanisms of this type are used to ensure fairness and justice. | 1. SM-1.8 |
| Protection | 1. This mechanism is related to services that provide protection such as monitoring, warning, guarding, storing, eliminating threats and reducing risks. Mechanisms of this type are used to ensure the continuance of the state and society by safeguarding people and property from threats. | 1. SM-1.9 |
| Referral | 1. This mechanism is related to services that match, refer or link two-or more parties. Mechanisms of this type are used to assist two or more parties with mutually interrelated requirements to establish contact with one another. | 1. SM-1.10 |
| Mediation | 1. This mechanism is related to services outside a court of law, such as mediation and arbitration, which intervene to resolve disputes between disagreeing parties. Mechanisms of this type are used to reduce or eliminate unproductive, stalemated or harmful activities, and enable new or continued beneficial activities | 1. SM-1.11 |
| Compliance | 1. This mechanism is related to services that assess if organisations (or other entities) conform and adhere to specified standards. Mechanisms of this type are used to ensure minimum standards of practice (behaviours and processes) are met. | 1. SM-1.12 |

## SM-2 Products

This domain encompasses all service mechanisms that acquire or dispense tangible resources in the form of products or outputs between parties to achieve a desired outcome.

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| Domain | Description | Number |
| Authority | 1. This mechanism is related to services that endorse or justify claims of legitimacy or the right to exercise power, or services that are used to govern a jurisdiction. Services mechanisms that create and change laws, regulations, policies, strategies, standards and plans are included in this domain. | 1. SM-2.1 |
| Certificate | 1. This mechanism is related to services that endorse authenticity of something or someone. Mechanisms of this type are used as a quality assurance measure. | 1. SM-2.1.1 |
| Contract | 1. This mechanism is related to services that manage the exchange of promises between two or more parties to do, or refrain from doing. This exchange is in the form of a binding legal agreement. | 1. SM-2.1.2 |
| Licence | 1. This mechanism is related to services that grant permission for a period of time to engage in activities, possess or control property or resources, or hold status, authority or privileges. Mechanisms of this type are used to grant rights and privileges and regulate activities. | 1. SM-2.1.3 |
| Registration | 1. This mechanism is related to services that facilitate the lodging of an entry of persons, objects or events into an official list for subsequent reference. | 1. SM-2.1.4 |
| Ruling | 1. This mechanism is related to services that dispense rules that assist with dispensing impartial decisions. Mechanisms of this type are used to provide constraints of behaviour. | 1. SM-2.1.5 |
| Legislation | 1. This domain comprises all business mechanisms related to services that involve the direct monitoring and oversight of a specific individual, group, industry, or community participating to control or govern conduct or behaviour. | 1. SM-2.1.6 |
| Penalty | 1. This mechanism is related to services that administer punishment including fines. Mechanisms of this type are used to impose consequences from non-compliance. | 1. SM-2.1.7 |
| Plan | 1. This mechanism is related to services that define a roadmap detailing the vision, current status, expected requirements and the targets that are to be accomplished for a proposed or existing venture. | 1. SM-2.1.8 |
| Policy | 1. This mechanism is related to services that define the requirements for compliant behaviour in relation to a specific area. | 1. SM-2.1.9 |
| Financial capability | 1. This mechanism comprises all services that dispense or acquire financial capability, in the forms of appropriation, fees, grants, subsidies and taxes. | 1. SM-2.2 |
| Appropriation | 1. This mechanism is related to services that set aside funds or assign funds for a particular purpose. | 1. SM-2.2.1 |
| Fee | 1. This mechanism is related to services that acquire or dispense money as remuneration for products, services or privileges, including License Fees, Medical fees, and Transport fees. | 1. SM-2.2.2 |
| Grant | 1. This mechanism is related to services that dispense money as a result of a grant submission. Mechanisms of this type are used to equip the recipient with funds to carry out the specific project with purposes consistent with the terms under which the grant is provided. | 1. SM-2.2.3 |
| Subsidy | 1. This mechanism is related to services that dispense financial assistance paid to support businesses that might otherwise fail, or to encourage activities that would otherwise not take place. 2. Subsidies includes all forms of subsides included tax subsidies, trade protection and export subsidies. This domain does not include grants, which is a form of monetary subsidy provided to organisations for a specific purpose and require some form of grant submission. Grants are covered under the Grant mechanism. | 1. SM-2.2.4 |
| Tax | 1. This mechanism is related to services that collect taxation charges or levies imposed on individuals or legal entities. Mechanisms of this type are used to equip government with a form of financial revenue to provide services to the Citizens of Queensland. 2. This service covers direct and indirect tax, levies and duties. It does not include Tax Subsidies. Tax Subsidies are covered under the Subsidy Service Mechanism. | 1. SM-2.2.5 |
| Non-financial capability | 1. This mechanism comprises all services that dispense or acquire non-financial capability, in the forms of goods, human resources, information, infrastructure and transportation. | 1. SM-2.3 |
| Good | 1. This mechanism is related to services that acquire or dispense tangible goods, or periods of use of a tangible good to enable recipients to undertake required activities. | 1. SM-2.3.1 |
| Human resource | 1. This domain comprises all business mechanisms related to services that acquire or dispense skills in the form of human resources, or periods of use of a resource to enable recipients to undertake required activities. | 1. SM-2.3.2 |
| Information | 1. This mechanism is related to services that acquire or dispense information content, or periods of use of information content to enable recipients to undertake required activities. Mechanisms of this type are used to support information requests, or used to advance the public good by solving resolving issues and problems. | 1. SM-2.3.3 |
| Infrastructure | 1. This mechanism is related to services that provide civil infrastructure (including roads, water supply, sewage, power supply, etc.). Mechanisms of this type are used to provide the foundation for development and urban requirements. | 1. SM-2.3.4 |
| Transportation | 1. This mechanism is related to services that move things from point to point. Not only services that move energy, materials and people, but also services that move information in the form of letters, emails, messages, etc. Mechanisms of this type are used to overcome barriers of geography and distance. | 1. SM-2.3.5 |

Document history

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| Version | Date | Author | Description |
| 1.0.0 | July 2010 | Queensland Government Chief Information Office | Final – approved and published |
| 1.0.1 | March 2015 | Queensland Government Chief Information Office | Minor changes made due to Year 7 education moving to secondary school |
| 1.0.2 | January 2018 | Queensland Government Chief Information Office | Update Document details information and metadata |

1. Taxes and rates, while collected from constituents, are administrative services rather than constituent services. This is because revenue is collected to support government services, rather than as a benefit itself to citizens. [↑](#footnote-ref-2)
2. A legislature is a type of representative deliberative assembly with the power to create, amend and ratify laws. <http://en.wikipedia.org/wiki/Legislature> [↑](#footnote-ref-3)