

# Digital Strategy and Transformation

**Company Name:** Department of Education, Victoria  
**Industry:** Education  
**Revenue:** \$15.6 billion (AUD)  
**Employees:** 4,600+



## Mission-critical priority

The top priorities for the Department of Education, Victoria, include improving student learning and development outcomes, reducing teacher admin burden, cost reduction and enterprise risk reduction. To align to the Department's goals of digital and information technology priorities, the CIO and her Directors sought Gartner's support in a joint effort, to develop an Information Management Strategy to help how data and information is managed, increase the efficiency of digital services, having strong modern systems in place and grow staff capability. The Department also negotiated a large enterprise license agreement contract. Other key focus areas aligned to the business priorities included agile practice, moving to the cloud, platform as a service and enterprise architecture.



## How Gartner helped

The client used:

- Gartner to support the development of a sound **Information Management Strategy** which was very well received internally by the organization.
- **Gartner insights and research, to understand what is happening around the world** including GenAI and the possible impact in the K to 12 space.
- **Gartner Executive Partner** interpretation of the research, practical workshops and mentoring Directors. Providing an approach to strategy implementation and execution.
- Gartner **sense checking the Enterprise License Agreement, vendor contracts, contractual agreements** and arrangements



## Outcome

With support from Gartner, the Department was able to:

- **Prioritize what's important**, guiding the Directors on what they should focus on based on the strategic priorities and providing practical guidance on how to execute.
- Free up the CIO to focus on other priorities, by filling in to **mentor and coach** direct reports.
- Have confidence in their ability to make **informed decisions when negotiating** on large vendor contracts and business proposals, ensuring leadership realized and received the **best value**.

"The best value for me as a CIO, over the last few years, is having our Gartner Executive Partner – its invaluable having an expert explain where the focus should be, so that I can focus and direct my team better". Elizabeth Wilson, CIO, Department of Education, Victoria