QGEA | Business Capability Reference Model (Version 1.1 – November 2025)

Queensland Government

Strategic

- Strategic Management
  - Organisation Design & Change Management
  - Portfolio Management
- Compliance Management
  - Audit
  - Compliance Monitoring & Reporting
- Enterprise Risk Management
  - Business Continuity & Resilience
- Governance
  - Policy Management
  - Program/ Project Management
  - Governing Body Management
- External Relations
  - Government Relations
  - Partner Management
  - Industry Relations

Servicing

- Customer Experience
  - Customer Engagement
  - Customer Relationship
- Service Management
  - Service Design & Development
  - Service Delivery

Service Lines

- General Public Services
- Defence
- Public Order and Safety
- Economic Affairs
- Environmental Protection
- Housing and Community Amenities
- Health
- Recreation, Culture and Religion
- Education
- Social Protection
- Transport

Adopted from COFOG-A Classification of Functions of Government, Australian Bureau of Statistics 2015, refer to QGEA Business Service Classification Framework for levels 2 and 3

Service Types

- Authorities
- Events & Awards
- Information Submission & Provision
- Licensing, Permits & Accreditation
- Public Spaces
- Public Collections
- Registration & Inspection
- Subsidies, Grants, Benefits & Assistance

Supporting

- Information Management
  - Knowledge Management & Insights
  - Records Management
  - Information Asset Management
  - Information Access and Use Management
  - Information Governance
  - Data Management
- Enterprise Asset Management
  - Facility Management
  - Fleet Management
  - Property Management
  - IT Asset Management
- Supply Chain Management
  - Expense Management
  - Sourcing
  - Credit Card Management
  - Inventory Management
  - Vendor Management
  - Contract Management
- Financial Management
  - Taxation
  - Planning and Management Accounting
  - Internal Control
  - Fixed Asset Accounting
  - Revenue Management
  - General Accounting & Reporting
- Payroll
  - Superannuation
- Human Resource Management
  - Workplace Relations
  - Recruitment
  - Workforce Planning
  - Separation Management
  - Workplace Health & Safety
  - Training & Development
  - Performance Management
  - Remuneration & Entitlements
- Technology Management
  - ICT Operations & Infrastructure Management
  - ICT Resource Access Management
  - ICT Service Management
  - ICT Solution Delivery & Maintenance
  - ICT Service Assistance
- Legal Services
  - Legal Advisory
  - Regulatory Amendments
  - Litigation
- Communications
  - Marketing
  - Media
- Security Management
  - Cyber Security
  - Physical Security
  - Information Security

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