

05 Projects Funded



Projects that received Payments from the Digital Restart Fund in Financial Year 2021-22

Digital.NSW

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Treasury Cybersecurity Program	NSW Treasury	Treasury	4.20	2.44	29/6/2023	To enable NSW Treasury to uplift its cyber security maturity by improving processes to prevent, detect, respond to and resolve cyber incidents. The program will enable NSW Treasury to improve systems security. The project is expected to achieve its objectives.	Yes
Death Notification	Department of Customer Service	Customer Service	2.01	1.01	29/9/2022	<p>The Australian Death Notification System (ADNS) helps customers navigate the complexities of death administration through a user-friendly web interface whilst allowing organisations to cleanse their databases, streamline internal procedures and provide support services.</p> <p>To date 77 partners have been onboarded to the ADNS including banking and financial institutions (ANZ, Commonwealth, Westpac, Aware Super, etc.), telcos (Telstra, Optus, Vodafone, TPG, etc.), utilities (Energy Australia and Powershop) government organisations and local councils (Trustee & Guardian, My Aged Care, etc.)</p> <p>The ADNS project submitted a project change request to carry forward remaining CapEx and OpEx funding to FY22/23. Project deadline in 30 Sept 22. Further enhancements to the asset are currently underway. Further CapEx has been applied for to fund these enhancements.</p> <p>The project will transition to BAU within the NSW Registry of Births Deaths and Marriages by Sept 2022.</p>	Yes
MyServiceNSW Mobile App	Service NSW	Customer Service	1.99	0.76	29/12/2022	<p>The overarching objectives of this program have been to improve user's experience and security of the app. Team's focus has been to make notifications inbox accessible to users and make it easy for users to manage their notifications preferences.</p> <p>A 2-factor authentication model will also be available to app users by end of September which will step up security inside of the app.</p> <p>The team has significantly reduced time to market for voucher services (it takes less a week for the app to be ready as opposed to 3-4 weeks earlier on). Similar efforts are under way to reduce time to market for check ins.</p> <p>Digital identity is also set to be piloted on the app from end October this year and a decentralised way to access digital credentials will be rolled out before end of this year.</p> <p>In app payments and a complete re-architecture of the app code base haven't secured the same traction, primarily due to resource and recruitment constraints in the labour market for the right skill set. While these objectives are very important to scale up the app for residents of NSW, they will flow over to the next year.</p>	No

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Rural Access Gap Tranche 1-3b	Department of Education	Education	365.80	139.90	30/6/2023	<p>The Rural Access Gap (RAG) is a direct intervention to improve life opportunities for students in regional, rural and remote NSW.</p> <p>Students in country areas continue to face a gap in access to educational resources and opportunities compared to their metropolitan counterparts.</p> <p>To address this challenge, the NSW Government has committed \$365.8 million to give 1,003 rural and remote schools across NSW the best available digital teaching and learning tools.</p> <p>The program is currently tracking green and has received a clearance letter from the most recent Department of Customer Service health check</p>	Yes
Process and Technology Harmonisation (PATH) (Formerly ERP 2.0)	Department of Communities and Justice Department of Customer Service	Stronger Communities Customer Service	187.30	58.30 20.10	28/7/2023	<p>The Program will deliver a common ERP solution for seven NSW Government clusters impacted by MoG (Machinery of Government) changes:</p> <p>Customer Service, Stronger Communities, Planning and Environment, Regional NSW, Premier and Cabinet, and Treasury, Enterprise, Investment and Trade.</p> <p>The solution design encompasses user experience, data and taxonomy, business processes, system architecture, governance and operational support service to improve employee experience, data insights, productivity, shared service efficiency and agency mobility.</p> <p>The Program is addressing Wave 1 critical path activities (Data Migration and Integration) and dependencies by splitting into two parts, Wave 1a and 1b, and extending the Wave 2 timelines to September 2023. The Program is forecasting completion within budget with no impact to benefits. Independent gateway and health check recommendations have been addressed and are tracking to completion with only 4 items outstanding.</p>	Yes
Modernise Licensing & Compliance - Tranche 1-3	Department of Customer Service	Customer Service	115.00	38.31	31/12/2024	<p>The Licensing Program aims to address major problems with current licensing processes and generate significant benefits through the delivery of digital end-to-end journeys;</p> <p>For customers - reduced time to receive the licence, reduced red-tape, end-to-end digital journeys. For regulators - monitoring licences effectively, making data easily accessible, eliminating the manual effort of data entry and validation, For Whole of Government (WofG) - more accessible data for WofG use, reduced technology licensing costs</p> <p>As of 30/6/2022 the program has digitised 17 out of 132 licence schemes, reduced application time by 70% for customers and generated efficiencies for regulators equivalent to 200 days. By approving licences faster, the program has contributed an additional 43k days to the economy at a value of \$4.6m.</p>	Yes

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DRP Digital Reform Program Courts and Tribunals - Tranche 1 & 2	Department of Communities and Justice	Stronger Communities	54.53	24.09	30/6/2023	The program will enhance efficiency by reducing manual processes, improving digital case file management, and enhancing customer experience with online self-service, guided pathways, and better access to information. The program has experienced significant delays and has reprioritised its scope to ensure high value initiatives are delivered by the current forecast end date of 30 June 2023.	Yes
Transform Prisoner Rehabilitation Through Digital Technology	Department of Communities and Justice	Stronger Communities	40.42	23.13	29/6/2023	Deliverables include: -Network design, implementation and cabling completed at wave 2A centres - Cooma, Kirkconnell, Cessnock, Glen Innes, Bathurst, Emu Plains - completed -Network design and implementation commences in Q4 FY 22 at wave 2B centres - Goulburn, Broken Hill, Long Bay MSPC, St Heliers, Compulsory Drug Treatment Centre, commenced - on track -Enhanced functionalities commence development and implementation -Learning Management System, contract being awarded, on track -MindSpot, revising existing scope - on track -LiViT, on track -TAP App and others - on track	Yes
NSW Spatial Digital Twin	Department of Customer Service	Customer Service	40.00	22.30	31/12/2023	Live NSW is an enabler of the NSW digital economy and digital society, providing a federated ecosystem of secure government spatial data, products and services, including those held in the Spatial Digital Twin and other spatial platforms. There are ten work streams within the Live NSW program, which will collectively accrue benefits to all sectors of the NSW economy, including emergency management and response, infrastructure planning and development, natural resource management, and mineral exploration and discovery. The program objectives are to enable more resilient cities and regions, a future ready workforce and innovative digital economy, enhanced community engagement, and to bring data to the development process. Work is underway for all project deliverables, involving significant transformation of data, work processes, and ICT infrastructure within Department of Customer Service and for our customers and end users. As of 30 June 2022, Live NSW reported an amber status, largely due to delays with procurement, resource constraints, forecast budget overspend, and schedule delays. We are currently undergoing a health check under the ICT Assurance Framework and working on implementing our go to green plan.	Yes

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Cyber NSW (DCS Digital.NSW)	Department of Customer Service	Customer Service	60.00	20.00	29/6/2023	<p>Background: In June 2020, \$60 million from the Digital Restart Fund (DRF) was allocated to fund the establishment and operation of Cyber Security NSW to 30 June 2023. A key objective of Cyber Security NSW is a cyber safe NSW –one that is connected, protected and trusted. This is achieved by: providing a consistent government response to cyber security incidents; driving proactive efforts to defend against cyber security incidents; monitoring and developing intelligence for clusters, agencies and councils; and uplifting cyber security maturity across NSW Government in accordance with the NSW Cyber Security Policy.</p> <p>Status: By the end of the second year of the three-year DRF budget allocation, the Cyber Security NSW –Critical State-wide Maturity Uplift had spent \$29.5 million. This includes \$3.12 million of funding that the DRF Steering Committee agreed to reallocate in FY2021-22 to establish an identity recovery service –ID Support NSW. It was determined this service was needed following the Service NSW cyber security incident in 2020 and the Accellion cyber security incident in 2021. These incidents demonstrated that NSW Government required a centralised capability to support customers following breaches of personal information, representing a gap in its ability to recover from a cyber security incident.</p> <p>Since approval of the budget allocation, Cyber Security NSW has grown rapidly, establishing skilled and specialised teams in a short time frame to provide NSW Government entities with crucial cyber security support. Among other services, Cyber Security NSW now delivers at scale:</p> <ul style="list-style-type: none"> • intelligence to inform entities of current and emerging threats; this early warning enables mitigation actions, in turn reducing potential harm • incident response and coordination, to assist entities without experienced cyber security teams • scanning services and advice, to ensure vulnerabilities are properly managed • support for NSW Cyber Security Policy implementation, providing entities with a strategic view of their cyber security posture • training for all staff and contractors, which mitigates the risk of end users in cyber-attacks across NSW Government • exercises to test entities' cyber incident response plans, to ensure they are adequately prepared for real incidents. <p>These services were not available previously, and their introduction has significantly enhanced NSW Government capability to safeguard public information, systems and assets. While Cyber Security NSW has made significant progress in advancing cyber security knowledge and capabilities across NSW Government, the branch has identified areas requiring continuous improvement. Looking ahead, Cyber Security NSW has a host of initiatives underway to ensure the ongoing enhancement and uplift of cyber security maturity across NSW Government.</p>	Yes
ePlanning Phase 4 (DPIE) Tranche 1 & 2	Department of Planning and Environment	Planning and Environment	45.83	19.94	30/6/2023	The program has successfully delivered all initiatives that were planned for Year 2 and completed Gate 3-4 ICT assurance review. The ICT assurance reviewers have assessed the program Medium-High in confidence to deliver its planned objectives.	Yes
eConstruction	Department of Customer Service	Customer Service	22.96	15.26	19/4/2023	eConstruction ensures NSW produces trustworthy apartment buildings for our customers to live in. New digital platforms will capture critical information to increase industry accountability, help regulators enforce standards, restore confidence in the NSW building industry and move towards information symmetry.	Yes

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Transport License and Registration System Modernisation and Optimisation Program (DRIVES 2.0)	Transport for NSW	Transport and Infrastructure	15.00	15.00	29/6/2026	TfNSW recognise that customer, technology, and safety needs are evolving. Over the next 12 months the RegStar Program will be defining a future state model to improve how TfNSW manages the process for Vehicle Registration and Driver Licensing to deliver a five-star customer experience every time. The program has been divided into 3 tranches: 1. Digital Transformation (Design & Preparation) 2. Regulatory & Customer Insights 3. Regulatory Digital Enablement As of June 2022, we are on track to completing Tranche 1 which will include the Final Business Case that sets out the foundation for providing Vehicle Registration and Driver Licensing system for the future.	Yes
Cyber Security Essential Eight Maturity Uplift	Ministry of Health	Health	15.96	12.77	30/6/2024	The Essential Eight Uplift Program is designed to will uplift the cybersecurity maturity of the most valuable or prioritised, operationally vital systems across NSW Health, known as the 'Crown Jewels'. This uplift in maturity will result in a decrease in the number of cyber security events, fewer disruptions to healthcare services and a reduced risk of cybersecurity incidents that lead to unintended patient harm due to system downtime or failure. The program is currently carrying out a pilot to uplift the cybersecurity maturity of 9 selected Crown Jewels. Planning for future stages is in progress.	Yes
Cyber Security maturity uplift project	Department of Education	Education	29.60	12.10	29/6/2023	The program will increase the departments Cyber Security maturity measured against the Australian Cyber Security Centre (ACSC) Essential Eight and CyberNSW Mandatory 25. This will be achieved through the uplift in cyber operations and a strong increase in cyber training and awareness within the NSW Department of Education Corporate and School environments. It will deliver a Cyber Security Strategy and roadmap to enhance the Cyber Security team's capability to manage, detect and respond to cyber incidents and emerging threats.	Yes
DCJ - PHSDIP Cyber Program	Department of Communities and Justice	Stronger Communities	32.46	9.62	29/6/2024	Department of Communities and Justice has completed a number of streams of work in the past 12 months: Secure Web Gateway Migration to Netskope Migration to new SIEMaaS SIEMaaS Phase 2 Portal.dcj establishment Essential 8 baseline The program is confident of delivering against its' streams of work for FY22'23.	Yes
DCS Cyber Security maturity uplift program – Project Trust – Phase 3	Department of Customer Service	Customer Service	20.00	9.50	29/6/2023	Project Trust continue to deliver Phase 3 to achieve the following objectives: · Increase citizen trust in NSW Government; · Strengthening cyber resilience across the Department of Customer Service (DCS) Cluster; · Reduce the risk of future security and privacy incidents; and · Uplift capability and cyber awareness for staff across DCS	Yes

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Police Cyber Security Transformation Phase 1	NSW Police Force	Stronger Communities	23.50	9.50	29/6/2023	<p>The Project objectives are:</p> <ul style="list-style-type: none"> •Uplift the level of maturity of NSWPF's cyber security capabilities •Maintain a HIGH level of maturity to ensure protection in accordance with the NSW Government Cyber Security Policy Framework (recommended by Australian Cyber Security Centre (2020) Standards, without exception). <p>The Project Status as of 30 June 2022:</p> <ul style="list-style-type: none"> •The Cyber Security Transformation Program has delivered its planned objectives & benefits which has resulted in an increase to maturity in several key areas in line with the NSW Government Cyber Policy Framework. 	Yes
Valnet III	Department of Planning and Environment	Planning and Environment	19.83	5.00	26/12/2025	<p>The objective of Valnet III is the complete refresh of all land valuation systems within VG NSW. The new system needs to be a spatially enabled workflow solution that fully integrates all external stakeholders (contractors, councils, landholders) via extensive use of portal technology.</p>	Yes
NSW Digital Identity Program	Service NSW	Customer Service	4.99	4.99	30/10/2022	<p>This program is delivering a strategic approach to digital identity in NSW. The seed funding is enabling delivery of Horizon 1 of the program and the foundational aspects of digital identity addressing technical, security, policy, privacy, regulatory, fraud and customer trust aspects of digital identity. Objectives include alpha development of a Digital Identity Hub and the Digital Wallet within the MyService App.</p> <p>This program is progressing towards a number of pilots to validate the concept of digital identity and unlocking of certain government transactions in the digital format. The targeted delivery date of Qtr4 2022 is aligned with the Digital Identity Roadmap and progression into scalable products in Horizon 2. The pilots will also validate if the technical solution is sound as well as assess customer uptake and sentiments in general.</p>	Yes
Advanced Bush Fire Intelligence Technology Project	NSW Rural Fire Service	Stronger Communities	4.97	4.97	28/10/2022	<p>The project will enhance operational decision making through delivery of three modules:</p> <ol style="list-style-type: none"> 1. Social Media intelligence capability to assist with bush reidentification and situational awareness 2. Risk Modelling Tool to provide real time fire behaviour predictions 3. Risk Modelling Tool to better understand the risk to people, environment and critical infrastructure. <p>As of 30/6/2022 the project is on track to meet its objectives.</p>	Yes

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Western Sydney Service Delivery Reform Returning Beta	Department of Communities and Justice	Stronger Communities	4.90	4.90	30/3/2024	<p>The Western Sydney Service Delivery Reform Information Sharing Solution (ISS) initiative aims to design and develop an operating tool to provide a single view of customer to enable improved and integrated service delivery responses across human services agencies. This cross-agency approach initially targeted at children aged 0-5 years and their families intends to improve response times and outcomes for this cohort.</p> <p>Additionally, it will minimise the number of times customers need to repeat their story to access services when they need it most. A review of the alpha backlog, core project team establishment and consolidation is in progress with multiple cross-agency groups established to guide and support the initiative. A draft project plan and governance structure has been developed with further work progressing to finalise the scope and resourcing plan.</p>	Yes
GME Transaction Register Roadmap Implementation	Service NSW	Customer Service	4.66	4.66	30/6/2023	<p>The objective of the project is to integrate six NSW Government services from partner agencies into the MyServiceNSW Account and to build a MySNSW Digital onboarding solution. The integration of these six services onto MyServiceNSW account will make it easier for customers to engage with government in a seamless, quick and consistent way to access information, share details and avoid doubling up on data capture.</p> <p>Building a MySNSW Digital Onboarding solution portal will provide better support and development resources for partner agencies to efficiently manage integration and decrease time and effort required to build.</p> <p>This will further support the NSW Government within reactive environments allowing Service NSW to continue to be the front-door for emergency responses and other benefits relied upon by NSW customers.</p>	Yes
Spatial Digital Twin Public Beta (Customer Planning Platform)	Department of Customer Service	Customer Service	4.65	4.65	29/9/2022	<p>Objectives</p> <p>The delivery of a map-based platform to:</p> <ul style="list-style-type: none"> -Clearly and simply engage and inform communities of the Government's proposed, existing, and past infrastructure programs. -Takes feedback, measures community support and sentiment for the Government's proposed and existing infrastructure programs. -Guides Government's proposed and existing infrastructure programs to match community expectations. -Enables visualisation and interaction of government-data combined with industry and community contextualising points of interest on a spatial map <p>Status as of 30/06/2022</p> <p>Release 1</p> <ul style="list-style-type: none"> -Technical completion of planned platform for Release 1 completed by 29 June. Public soft (beta) launch planned for 8 August 2022. -Budget review completed identifying areas of savings and efficiencies with the other streams of work in the live program. G2G (Go to Green plan) is further budget review meetings to achieve consensus on status. -CR (Change Request) in progress for scope and timing with PwC due to technical development delays. G2G (Go to Green plan) is to obtain CR approval. 	Yes

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eRegulation - Amanda PoC Regulatory Transactions Platform	Department of Customer Service	Customer Service	4.36	4.36	30/6/2022	<p>Key objectives were to validate AMANDA via a Proof of Concept and if successful progress to an MVP.</p> <p>The AMANDA Proof of Concept focused on three main areas within Complaints, Compliance & Enforcement:</p> <ul style="list-style-type: none"> • Complaints • Incidents • Request for Service/In-field inspections <p>Two agencies; Fair Trading and SafeWork for the Housing Construction industry</p> <p>The evaluation committee agreed that the PoC successfully met the assessment criteria</p> <p>The AMANDA MVP focused on Enquiries & Complaints within Fair Trading for the Housing Construction industry targeting:</p> <ul style="list-style-type: none"> • Faster turnaround times to address customer complaints and enquiries • Increased efficiencies for regulators <p>The MVP has been delivered with 5 star customer satisfaction ratings on the complaints form being received</p>	Project has Completed

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End of Life Product Development	Department of Customer Service	Customer Service	4.29	4.29	29/6/2023	<p>Project objectives:</p> <ol style="list-style-type: none"> To scale the End of Life services: <ul style="list-style-type: none"> Adding further planning features and integration of additional services into the workflow. Addition of user experience improvements such as a dashboard, reminders and status updates Estate management tracker-digital solution to allow next of kin, trusted people and / or executors to keep track of the status of estate management tasks. NOT stated in LBC: Support and enable cross government collaboration to improve the End of Life experience for customers <p>Status:</p> <p>As of 29/7 /22 The End of Live Planner now includes new planning features:</p> <ul style="list-style-type: none"> Enabling customers to document and share their funeral and body wishes with loved ones Enabling customers to register to be an organ and tissue donor through the Donate Life Website <p>The End of life Planner was migrated to the ServiceNSW (SNSW) Kiama platform.</p> <ul style="list-style-type: none"> Customers can now add the planner to their MyService dashboard, update their personal details directly in the Planner and track the progress of their planning Kiama will enable reminders, proof of identity checks and other exciting features as they become relevant in the future <p>The Life Journey Team is now working with NSW Trustee and Guardian on transition arrangements of the Planner to BAU.</p> <p>Work progressing on the Estate Administration Tracker:</p> <ul style="list-style-type: none"> An MVP is in development to support customers keep track of the estate administration and distribution process when managed by NSW Trustee and Guardian. Feasibility assessment underway to progress with an estate administration manager for the general population 	Yes
Assured Revenue Program Tranche 1 & 2	Department of Customer Service	Customer Service	17.50	3.88	3/10/2022	<p>The Assured Revenue Program is delivering a new technology platform which will enable its customers to easily adhere to their Land Tax obligations through an updated, seamless user experience and integration with the Service NSW Digital front door. The program will also deliver a Master Data Management system to be used for customer data matching and propagation, resulting in improved assessment accuracy for Revenue NSW customers, resulting in \$411M of compliance revenue identified over four years. Staff will have more time to focus on resolving more complex customer matters, which will create an improved customer experience and operational efficiencies. The program aims to realise an improved 'Customer Effort' score, demonstrating that Revenue's online services are easier to use once the portal improvements have been delivered.</p>	Yes

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DPIE Cyber Security Uplift	Department of Planning, Industry and Environment	Planning and Environment	4.93	3.87	30/6/2022	<p>The Cyber Security Uplift Phase 2 program objectives are:</p> <ul style="list-style-type: none"> • To provide a strong foundation for resilient and secure Business and ICT operations. • Embed security into the cultural DNA of Department of Planning and Environment and Department of Regional NSW. • Increase maturity levels across key mandatory requirements in NSW's Cyber Security Policy and Australian Cyber Security Centre Essential 8. 	Yes
Commercial Credentials Exchange	Service NSW	Customer Service	3.85	3.85	31/3/2023	<p>This project complements the Digital Identity and Verifiable Credentials Program. It pilots how NSW Government expand the value of holding NSW Digital Identity for NSW customers through participation in an identity exchange with the private sector (commercial) and broader Government entities. The project mission is to provide a choice for the NSW customer and business to opt-in and instantly share the trusted identity and attributes when they want, with whom they want and only what they want.</p> <p>Objectives include the technical capability for participation in a commercial identity exchange ecosystem through proof-of-concept testing with accredited Identity Exchanges, enhancing customer experience and establishing clear privacy, policy and regulatory framework.</p> <p>This project is progressing towards the first pilot to validate the concept of digital identity exchange for proof of age verification. The targeted delivery date of Qtr4 2022 is aligned with the NSW Digital Identity release timeline. The pilot will also validate if the technical solution is sound as well as assess customer uptake and sentiments in general.</p>	Yes
GME Change of Name After Marriage Beta Phase	Department of Customer Service	Customer Service	3.64	3.64	30/12/2022	Simplify and streamline the process for customers across government when notifying agencies of a legal change of name through Births Deaths and Marriages.	Yes
DPC Cluster Cyber Uplift & Resilience Program Phase I	Department of Premier and Cabinet	Premier & Cabinet	4.90	3.60	30/12/2022	To improve processes to prevent, detect and response to and resolve security (cyber) incidents. The program will enable DPC to improve systems security and lift cyber maturity levels. The project is expected to achieve its objectives.	Yes

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Education Wallet Stream 2: Student Learner Profile	Department of Education	Education	3.53	3.53	30/9/2022	<p>The NSW Learner Profile aims to assist learners to develop a broad view of their achievements and capabilities through the process of curating a profile. The profile will include records of academic achievements, such as the Higher School Certificate (HSC) and vocational education and training (VET) qualifications, and non-academic achievements such as work experience, volunteering, caring responsibilities and sporting accomplishments. It will support learners in translating skills and qualifications into pathways to further education and employment. Ultimately this is expected to drive higher retention rate at school and completion rate for VET courses, leading to higher lifetime earnings and social outcomes.</p> <p>The objectives of the current phase of the project, funded through a DRF Lean Business Case, are to develop a prototype and to test it with relevant stakeholders. This validation will the enable refinement of requirements, inform the Department's technology sourcing strategy and the development of an appropriate change management plan for its adoption in schools. As of 30/06/2022 the Department of Education co-designed a prototype of the NSW Learner Profile with representatives from Catholic Schools NSW and the NSW Association of Independent Schools (AIS). Validation of this prototype with students, school staff and key stakeholders who will be the recipients of the Learner Profile (e.g., further education providers and employers) has commenced and is expected to continue until the end of the Seed Funding period.</p>	Yes
Transport Cyber: Corporate IT Essential 8 Maturity Uplift – Phase 1	Transport for NSW	Transport and Infrastructure	4.80	3.53	30/12/2023	<p>Objectives: This initiative aims to uplift the following Essential 8 controls: -Application Control – From Maturity Level (ML) Zero to Three -Restrict Administrative Privileges – From ML Zero to One >>For EQUIP, which has been classified as a Transport Critical Asset, we will target ML3 for Restrict Administrative Privileges. This project will also manage the regression impact of End User Computing (EUC) Changes required to meet Essential 8 MLs.</p> <p>Status: Application Control is on track with all known onboarding completed, now awaiting the product (Airlock) uplift to reach ML3 In relation to Restrict Administrative Privileges, further onboarding of secrets to the product (Thycotic) is on hold until appropriate BAU support arrangements are confirmed to be in place. Corporate IT team has a dependency on the central Cyber Defence team to provide advice regarding timing of the service/capability uplift to ML3. Once this information becomes available, we will rebaseline the schedule for the remaining work.</p>	Yes

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GME - Customer Details Sharing Centre	Service NSW	Customer Service	3.08	3.08	30/6/2023	<p>The Sharing Centre is an integral part and a unique value proposition shared between MySNSW Account and SNSW Digital ID for customers to update and share their personal information securely, safely and in one place. The objectives include providing a 'Tell us Once' capability for customer contact details via Service NSW Sharing Centre, reducing Service NSW operating inefficiencies and improving overall customer satisfaction. The project is working to increase the functionality to include additional attributes such as email and phone number for existing connected agencies. Onboarding additional services are in-flight to enable a true "Tell us Once" solution across state, federal and private sector entities.</p> <p>The Customer Sharing Centre is progressing well, connections to 4 agencies (Transport for NSW – Roads, Transport for NSW – Maritime, Liquor and Gaming and Seniors Card) are established. As at 30 June 2022 there have been more than 955,000 change of address transactions facilitated by the Customer Sharing Centre.</p>	Yes
Legal Aid Cyber Uplift	Legal Aid Commission of New South Wales	Stronger Communities	3.04	3.04	29/6/2024	<p>The objective of the Cyber Uplift Program at Legal Aid NSW is to protect highly sensitive data from cyber-attacks and provide enhanced public facing government services securely through the implementation of a more robust cyber security environment. The project commenced in early 2022 across a number of streams of work and is progressing to plan.</p>	Yes

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Stronger Communities Critical Cyber Security Strategy Implementations	Department of Communities and Justice	Stronger Communities	4.04	3.00	28/4/2023	<p>Project Objectives:</p> <ul style="list-style-type: none"> * Standardise the tools used by agencies across the Stronger Communities Cluster to increase interoperability between cyber security teams and enable Department of Communities and Justice (DCJ) as the Principal Department to better support agencies during an incident. * Improve trust in DCJ as the lead Department for the Stronger Communities Cluster, through the development of a business case that will secure funding for all agencies to consume the broad array of cyber security services DCJ has to offer and will improve the maturity of cyber security through the technical, training, policy and governance spectrums. * Increased efficiencies in sharing cyber threat intelligence through the Cluster. Sharing of cyber threat intelligence will be streamlined and the Stronger Communities cyber security teams will be better postured to respond accurately to time sensitive requests from Cyber Security NSW, the Australian Cyber Security Centre and Cluster Agencies. * Improved awareness of vulnerability landscape for networks and external facing applications in Stronger Communities. Individual agencies will have the ability to schedule vulnerability scans to fit individual business needs and broader cyber security intelligence requests. * Efficient design and implementation of cyber security services which do not impact on business functions or strategies of independent agencies. <p>Project Status</p> <ul style="list-style-type: none"> * 6/9 Agencies involved in this project have drawn down on 100% of their FY21/22 funding allocation. * 3/9 Agencies involved in this project have drawn down on a portion of their FY21/22 funding allocation. * Work is underway to implement the 5 security tools funded by this Lean Business Case across agencies involved in the project. * Engagement to develop a funding model to support the next business case and the development of a cluster cyber security service catalogue has been completed. * Stronger Communities will draw down on the \$4.04 million released by the DRF for this project. 	Yes
Customer Payment Platform (CPP) Capability Uplift Phase 3	Department of Customer Service	Customer Service	2.95	2.95	30/10/2022	<p>More than 50% of the objectives have been delivered, remaining objectives are on track to be delivered before the project closure date.</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
eRegulation - Single View of Business Data and Analytics	Department of Customer Service	Customer Service	2.53	2.53	31/3/2022	Objective achieved, moved into scale funding pathway.	Yes
Buy NSW Go To Market Phase 2	Department of Customer Service	Customer Service	4.85	2.50	30/12/2022	<p>buy.nsw Go to market phase 2 will complete the delivery of a simplified and seamless end-to-end procurement experience for NSW Government buyers and suppliers. The first delivery phase included MVP for reporting.buy (delivered Dec 2021) -the social procurement reporting portal for SME, APP and ISLP spend.</p> <p>The new Whole of Government (WofG) digital signature service 'SecureSign' was also launched to support the digital signature mandate, FY2022/23 will see delivery of the Opportunities Hub, a new schemes module and SimpleQuote-a procurement service for low risk, low value procurement.</p>	Yes
DPC Cyber Uplift and Resilience Program Phase II	Department of Premier and Cabinet	Premier & Cabinet	4.95	2.48	31/7/2023	<p>To improve processes to prevent, detect and response to and resolve security (cyber) incidents. The program will enable</p> <p>Department of Premier and Cabinet and Cluster to improve systems security and lift cyber maturity levels. The project is expected to achieve its objectives.</p>	Yes
TAFE NSW Cyber Security Program	TAFE Commission	Education	4.53	2.12	30/6/2023	<p>Implement a strong cyber security capability and toolset within TAFE NSW to reduce the number of business impacting incidents, mitigate the risk of cyber threats and deliver a secure platform for customers and their data.</p> <p>This will improve TAFE NSW's security posture, improve reputation and increase the trust of our customers.</p> <p>Status as of 30 June 2022 is Green.</p>	Yes
Transport Cyber Defence - Microsoft Cloud Security Controls	Transport for NSW	Transport and Infrastructure	3.00	2.04	30/12/2023	<p>Objectives:</p> <ul style="list-style-type: none"> -Review existing Operating Model to identify gaps. Design, implement and transition to BAU the Target Operating Model (TOM) to ensure Microsoft Cloud Security Controls are well supported. -Deliver Organisational Change Management (OCM) support and training to the impacted support teams and end users. -Define & Deliver ongoing reporting of the effectiveness of the TOM controls. <p>Status:</p> <p>The project experienced significant resourcing challenges throughout FY22 which hampered progress of the deliverables. All the necessary resources are now confirmed, and replanning is underway to confirm the revised delivery schedule. Confidence remains high in the ability to deliver the planned objectives.</p>	Yes

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
eRegulation: Complaints, Compliance & Enforcement (CCE) Program	Department of Customer Service	Customer Service	38.80	2.00	30/6/2023	<p>The three key objectives for the CCE Program are:</p> <ol style="list-style-type: none"> 1. Allow NSW businesses to manage and transact with government agencies about all of their compliance obligations in one place. 2. Enable regulators to manage complaints, compliance and enforcement through streamlined processes. 3. Provide a single view of business information and compliance history for Regulators. <p>As of 30/6/2022 the scale program has been officially running for 3 months and focussing on recruitment to scale product teams. The Licence Manager tool on the service for business profile has been released which enables businesses to assign licences for their employees to their profile and be notified when an employee's licence is cancelled, surrendered, suspended, expiring soon or expired.</p>	Yes
Third Party Cyber Security Risk Management	Transport for NSW	Transport and Infrastructure	2.00	2.00	30/6/2023	<p>Objectives:</p> <ul style="list-style-type: none"> -Risk Reduction through the visibility of vendor security posture -Establishing contract provisions effectively at inception and upon the revision undertaken through this project and ensuring contract provisions effectively represent current and ongoing cyber security requirements. <p>Status:</p> <p>The project team has progressed both these objectives:</p> <ul style="list-style-type: none"> -Security Requirements for the strategic ICT Agreement (ICTA) have been defined and approved -Contract remediation for existing ICT Tier 1 contracts has commenced with review completed for around a third of the strategic contracts. -Definition of Security Requirements for non-strategic vendors is in progress. -UpGuard has been confirmed for use in periodic Vendor Attestation. The supporting processes and questionnaire are currently undergoing review. 	Yes
Tell Your Story Once Customer Relationship and Data Management Tool	Resilience NSW	Stronger Communities	1.96	1.96	31/3/2022	<p>The project has completed Discovery and Alpha phases, an Alpha prototype was developed and presented to Customer Service Minister and the Minister for Emergency Services and Resilience. This prototype is an initial digital product prototype and includes an online and offline web form to connect disaster-affected people to government and non-government assistance. All the proposed deliverables and artefacts have been completed as stated below, the project now has moved to the Beta phase.</p> <p>Key artefacts and deliverables delivered in the Discovery and Alpha phase of the project:</p> <ul style="list-style-type: none"> -Detailed customer journey maps -A service blueprint -An initial solution prototype -Privacy Impact Assessment. 	Project has Completed

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Transport Project Acceler8	Transport for NSW	Transport and Infrastructure	1.95	1.95	30/12/2023	<p>Objectives:</p> <ul style="list-style-type: none"> -Addressing the Performance Audit findings including Red Team recommendations -Driving the maturity of the E8 controls for the Transport Critical Assets (Crown Jewels) -Ongoing security remediations to address vulnerabilities within the Transport IT environment <p>Status:</p> <p>The project delivered strongly in FY22 towards these objectives:</p> <ul style="list-style-type: none"> -Five of the eight Performance Audit findings have been addressed and closed, the rest remain on track. Ten of the seventeen Red Team recommendations have been implemented. The remaining items require strategic initiatives, the planning for these strategic projects is in progress to confirm the feasibility and the roadmap. -An implementation plan has been created for achieving the target E8 maturity levels for the IT Transport Critical Assets (Crown Jewels) and the progress to plan is tracked and reviewed with the Transport Executives on a monthly basis. -A number of vulnerabilities within the environment have been addressed and the associated risks have been mitigated through the work carried out by the project team. 	Yes
Education Wallet Stream 4: Smart and Skilled Market Comparison Tool	Department of Education	Education	1.88	1.88	30/6/2022	Objectives achieved, moved into scale funding pathway	Yes
Tell Your Story Once: an inclusive person-centred approach to assisting disaster affected people (Beta)	Resilience NSW	Stronger Communities	3.83	1.86	29/9/2022	<p>The project is tracking green towards the pilot milestone of September. Product teams are focused on:</p> <ul style="list-style-type: none"> -Finalising the design of the Tell Your Story Once (TYSO) digital form -Finalising engagement with priority government agencies on their ability and willingness to be part of the TYSO process -Designing the channels for omni channel support once the TYSO digital product goes live -Completing the business and technical requirements -Begin to draft change management activities and knowledge articles -Validate user experience journeys -Complete Privacy Impact Assessment -Capture integrations between the back end Single View of Customer salesforce product and the front end Disaster Impact Form 	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Park n Pay disability parking	Department of Customer Service	Customer Service	1.80	1.80	30/6/2023	<p>Department of Customer Service (DCS) is proposing an inclusive solution for drivers with disability, to add sensors for all disabled spots across Sydney Metro councils, On-street parking under NSW Government, Transport for NSW Commuter car parks, Government Hospitals.</p> <p>DCS will also share this data via the NSW Parking Platform thereby closing the gap and improving citizen experience. DCS recommends implementation of a digital solution to capture real-time parking availability for all accessible (disabled) parking spots across:</p> <ul style="list-style-type: none"> • Council operated on-street parking & off-street car parks within the Sydney Metro • Transport for NSW Park & Ride Car Parks • On-street parking locations managed by the NSW Govt example National Parks, Botanical Gardens, Rocks Precent, Centennial arks etc <p>The real-time availability information will be shared via Park'nPay and the data will be made available for any external party to access via NSW Govt Open Data platform (API.NSW)</p>	Yes
Urban Environmental Intelligence Platform - AKA Air Quality Monitoring Best Practises	Department of Planning, Industry and Environment	Planning and Environment	1.78	1.78	29/6/2023	<p>The project will arm local governments with the latest know-how in the use of low-cost air quality sensors and will, for the first time in Australia, establish a best-practice methodology for all aspects of council-led air quality monitoring.</p>	Yes

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Essential 8 Security Remediation	Transport for NSW	Transport and Infrastructure	3.00	1.75	30/12/2023	<p>Objectives:</p> <ul style="list-style-type: none"> -Mitigate security risks (Very high / High) rated against application code of applications in the RDS portfolio. -Enable Multi-Factor Authentication (MFA) for business power users & application administrators of the applications holding sensitive and PII data. -Protect applications with Web Application Firewall (WAF) & virtual patching capability to mitigate Zero day vulnerabilities. -Integrate into the Transport monthly Department of Customer Service (DCS) reporting process for Essential 8 -Uplift the following Essential 8 controls to the target maturity levels stated in the business case: <ul style="list-style-type: none"> -Patch Applications -Multi-Factor Authentication <p>Status:</p> <p>The project experienced significant resourcing challenges in the first half of FY22 which hampered progress of the deliverables. All the necessary resources are now on board and project delivery is underway.</p> <ul style="list-style-type: none"> -Vendor engaged for design phase of MFA uplift and mitigation of other high risks. Solution options identified for MFA uplift, pilot completed and solution design now going through approvals. -Vendor engaged, and kick-off scheduled for WAF design and implementation. 	Yes
Maturing Cyber Advisory Services for Secure by Design Outcomes	Transport for NSW	Transport and Infrastructure	2.50	1.75	29/6/2023	<p>Objectives:</p> <ul style="list-style-type: none"> -Develop standard risk assessment processes and deliverables to provide consistency across the Cluster and align to existing Risk management processes across Divisions. -Implement a standardised approach to delivering projects with secure by design outcomes through robust processes supported by knowledge libraries, patterns and templates and internal review and approval processes to ensure consistent format of outputs. -Increased automation and self-service through the development of minimum standards and onboarding patterns, Increased visibility and ease of access to information. -Ability to ramp up or ramp down the cyber security advisory services when needed via the use of augmentation from a Cyber Security Advisory Services Panel. <p>This will result in the overall uplift in maturity of the Cyber Security Advisory practice to meet the demands of the cluster.</p> <p>Status:</p> <p>At the completion of FY22, the team transitioned to an Agile operating methodology with significant productivity gains. A current state analysis was completed, and a roadmap developed for transitioning to the Target Operating Model (TOM). The development of templates and creation of a risk library (standardised responses to risks) is progressing well. Discovery work on the automation of templates and report generation is in its final stage and will be followed by the Build, Test and Implementation. A workload management, tracking and reporting tool has been selected.</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Digitise and enhance integrity of Electoral process Enhance voter experience	New South Wales Electoral Commission	Premier & Cabinet	1.70	1.70	29/6/2022	Deliver an optimum approach for improving voter experience at NSW voting centres and produce a separate business case for submission to the Digital Restart Fund for the introduction of that approach, which is anticipated to include electronic voter mark-off at voting centres and greater access to information for voters. However, the objectives, scope and budget of the project must change, due to the unavailability of ServiceNSW resources. It is anticipated a redefined project timeline will be finalised by the end of Sep-22, with objectives to be delivered in part this financial year. A request to extend to next financial year may be necessary to fully deliver the redefined objectives.	Yes
NSW RFS National Fire Danger Rating System enablement	NSW Rural Fire Service	Stronger Communities	2.50	1.69	29/9/2022	<p>Objectives:</p> <ul style="list-style-type: none"> • To ensure that both internal and external RFS systems are aligned to the new Fire Danger Rating system • To introduce integration to other RFS systems to reduce time and resources taken to manually enter data across multiple systems. <p>Current project status as at 30 June 2022:</p> <ul style="list-style-type: none"> • Technical and organisational change work required for the project is on track for September 1 go-live. 	Yes
INSW Cyber uplift	Infrastructure NSW	Transport and Infrastructure	1.60	1.60	29/6/2024	Improve Infrastructure NSW's Cyber security resilience through the uplift of cyber security controls and the ongoing coordination of the cyber security function.	Yes
National Multi-Hazard Watch	Department of Customer Service	Customer Service	4.90	1.60	16/12/2022	<p>The project is stood up to assist NSW SES in improving the creation and decimation hazard warnings for NSW residences-initially focusing on flood warnings and expanding to include other hazards in the future.</p> <p>The Hazard Watch -a public-facing product, is due to launch alongside an operational product -Hazard publisher at the end of Sep 2022. At launch, these two products will enable SES NSW to publish warnings at the community level (instead of the catchment level of today), realise timesaving for incident management staff, and increase the overall auditability of warning publishing.</p>	Yes

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Transport Cyber: Regional, Delivery and Safety Essential 8 Remediation of Application Security Risks	Transport for NSW	Transport and Infrastructure	3.20	1.60	30/12/2023	<p>Objectives:</p> <ul style="list-style-type: none"> -Mitigate security risks (Very high / High) rated against application code of applications in the RDS portfolio. -Enable Multi-Factor Authentication (MFA) for business power users & application administrators of the applications holding sensitive and PII data. -Protect applications with Web Application Firewall (WAF) & virtual patching capability to mitigate Zero day vulnerabilities. -Integrate into the Transport monthly Department of Customer Service (DCS) reporting process for Essential 8 -Uplift the following Essential 8 controls to the target maturity levels stated in the business case: <ul style="list-style-type: none"> -Patch Applications -Multi-Factor Authentication <p>Status:</p> <p>The project experienced significant resourcing challenges in the first half of FY22 which hampered progress of the deliverables. All the necessary resources are now on board and project delivery is underway.</p> <ul style="list-style-type: none"> -Vendor engaged for design phase of MFA uplift and mitigation of other high risks. Solution options identified for MFA uplift, pilot completed and solution design now going through approvals. -Vendor engaged, and kick-off scheduled for WAF design and implementation. 	Yes
Smart Irrigation Management for Parks and Cool Towns (SIMPACT)	Sydney Olympic Park Authority	Planning and Environment	2.47	1.56	30/3/2023	<p>SIMPACT at Sydney Olympic Park will transform Bicentennial Park into a large Smart Park. A network of more than 250 environmental sensors have been set up to record soil moisture and air temperature, with the captured data used to fine-tune the park. A digital twin of the park will ingest primary and secondary environmental data as well as irrigation schedules. Forecasted, current and past weather conditions as well as irrigation results will be analysed for their effect on moisture dynamics in the digital ecosystem. Artificial intelligence will control when and how much water is distributed across an entire park to optimise water management and the irrigation system and cool the Parks microclimate. Park users will also be able to download an app that will tell them the coolest and shadiest places in the park for picnics and exercise.</p>	Yes
DPIE Cyber Security uplift - Scale	Department of Planning and Environment	Planning and Environment	15.08	1.45	30/4/2022	objective achieved, moved into scale funding pathway	Yes
Smart Places Acceleration Program Innovation Stream	Department of Planning and Environment	Planning and Environment	4.20	1.45	29/12/2022	The first of 3 innovation challenges for 2022 is underway. The second challenge is due to be released late August, with the 3rd one scheduled for November.	Yes

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Taronga Zoo Cyber Uplift	Department of Planning, Industry and Environment	Planning and Environment	3.84	1.44	30/6/2024	<p>Objective: The objective of the Cyber Security Uplift is to increase Taronga's cyber resilience and improve cyber security maturity in order to address key cyber risks and deliver effective incident response. We are working towards a best practice cyber security capability.</p> <p>Status as of 30/06/2022: Taronga's Cyber Security Uplift is in the production stage and some smaller projects have moved to the done stage. Majority of procurement has been completed.</p> <p>Key projects summary: -PCI compliant CISCO contact centre payments project is in solution design phase, once approved production is estimated at 10 weeks. -CUCM software upgrade has been kicked off with our telephony supplier, upgrade to take place over coming weeks. -New firewall hardware has arrived on-site, the existing firewall policies are being reviewed and the configuration for the new hardware is being designed. New firewalls will be deployed across the network in the next few months. -Tender for cyber security services has been awarded to Cyber CX which will cover Security Operation Centre (SOC) & SIEM set up, internal vulnerability scanning and incidence response service. Set up of the SIEM is currently underway. -PCI Audit completed -Penetration testing completed</p>	Yes
TEW – Technology Enabled Workforce Program	Transport for NSW	Transport and Infrastructure	4.44	1.41	29/6/2023	<p>The Technology Enabled Workforce (TEW) program is to improve the way Safety Critical Staff (refers to Train Drivers and Train Guards) operate and manage their day to day activities through digital, reliable and high-performing applications to improve customer outcomes, increase productivity and help drive decision making.</p> <p>The program will deliver a suite of mobile application functions and solutions that will enable Sydney Trains to improve operational activities resulting in more optimal staff utilisation, rapid and data-informed operational decisions particularly in network degraded mode, improved employee work-life balance and reduced safety non-compliance risk. This in turn will reflect in improved service reliability and customer satisfaction.</p> <p>As of 30-June 2022 the program has successfully completed proof of concepts (POC) and minimum viable product (MVP) for:</p> <ul style="list-style-type: none"> • Annual leave request digital form. • Stopping Pattern Report (SPR) via My Roster. • Clearance of Planned Annual Leave (CoPAL) • 1 Way Task Assigner <p>The program is tracking to achieve its objectives.</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
NSW RFS Cyber uplift	NSW Rural Fire Service	Stronger Communities	1.40	1.40	31/3/2023	Objectives: Streamline processes of managing identity across the organisation such that the RFS can adapt its workforce to different organisational structures, tools and applications while ensuring the right people have low friction access to the right systems. Status: On track	Yes
Mineral Royalties	Department of Customer Service	Customer Service	2.84	1.36	29/6/2023	The project aims to update the Royalty Online system to ensure calculations of coal royalty complies with the Mining Act 1992 and Mining Regulation 2016. In addition, the project aims to implement Industry education and change management activities to realign Industry practices to prevent ineligible deductions being claimed. Stage 1 development has been completed and is currently undergoing testing with a view to go live before January 2023. Stage 2 development is currently underway which aims to include system changes to customer registrations and lodgement functionality, reporting, end to end workflow management and the customer communication and change management program.	Yes
Accessibility NSW	Department of Customer Service	Customer Service	2.75	1.34	29/6/2024	Objectives: to improve compliance with international accessibility standards and raise technical accessibility capability across the NSW Public Service. The following 4 streams of work are on track. Compliance Toolkit: on-track -discovery complete, alpha on track for delivery in August Accessibility Ambassadors: on-track -all clusters represented and 45% of ambassadors enrolled for technical training, due to undertake international accreditation exams later in 2022 Policy: on-track -new procurement policy in draft, consultation with all clusters underway and endorsement from Procurement Board scheduled for September 2022 Accessibility Clinic: on-track -RFQ due to be released end July/August 2022 and alpha scheduled for release September 2022	Yes
Smart Regional Spaces – Ready Set Go	Regional NSW	Regional NSW	1.34	1.34	30/6/2023	The aim of this project is to support ‘smart-ready’ planning and implementation in regional NSW. The project is focused on equitable digital inclusion and enables NSW rural and regional councils and communities to engage with the smart places movement for self-identified local benefits. The project will deliver online interactive digital site diagnostics and smart place templates, digital modules and technical guides for digital literacy and capability uplift for regional NSW councils. The project is progressing well with no significant barriers that will limit the scope or extend the schedule or budget.	Yes

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
WoG Online Booking	Service NSW	Customer Service	2.61	1.31	31/10/2022	<p>The booking system is an initiative of the Department of Customer Service's Government Made Easy (GME) program. Service NSW services and appointments and other NSW Government agency bookings will eventually be added to the system. More than \$2.6 million will be invested into the Whole of Government booking system project.</p> <p>The initiative aims to deliver a single, universal booking capability for customers that will deliver a streamlined customer centric experience when booking appointments across NSW Government. The Whole of Government Online Booking Service is an integrated solution for all future Government booking types.</p> <p>The Service NSW owned Online Booking Service will be able to be used for all bookings (face-to-face appointments, over-the-counter transactions, online and phone appointments) across all NSW Government agencies, applying personalisation features, with the ability to select a time slot to book by a combination of booking type, location and availability.</p> <p>The Whole of Government Online Booking Service will deliver on the Government Made Easy and Tell Us Once initiatives.</p> <p>The Whole of Government Online Booking System in collaboration with Department of Education, successfully launched the Careers NSW Pilot on the 24th February 2022. Service NSW will act as a single front door to the careers NSW pilot service, supporting customers who have queries about the service and assisting customers to book an appointment with a Careers Advisor or Industry Expert.</p> <p>The pilot will see eligible customers connected with access to professional career Guidance Services, Pathway Planning Services and to speak to Industry Experts who are ingrained in various industries across NSW. To date, the Booking Platform has facilitated over number of phone bookings with 17,172 visits to the Service NSW website.</p> <p>The Whole of Government Online Booking System in conjunction with Careers NSW and Department of Education will launch the Schools Model service within the community on the 8th of August 2022.</p> <p>As part of the limited-school based trial, Service NSW will facilitate bookings through the Whole of Government Online Booking System. The service allows eligible high school students in years 9-12, parents/guardians access to professional career guidance services via:</p> <ol style="list-style-type: none"> 1. Virtual and face-to-face career practitioner appointments for students; 2. Virtual Parent/Guardian Information sessions <p>Service NSW services and appointments and other NSW Government agency bookings will eventually be added to the system.</p>	Yes

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Giving NSW a Drone Capability for Biodiversity Monitoring	Department of Planning, Industry and Environment	Planning and Environment	2.30	1.22	28/6/2024	<p>This project's objective is to enable NSW to conduct biodiversity monitoring at a landscape scale using drones. To meet these objectives the Science, Economics, and Insights Division has created the NSW Wildlife Drone Hub. The NSW Wildlife Drone Hub will offer specialised training, cloud data management, AI processing of drone footage and near real-time tracking of flights and animal sightings. Since its inception in February 2022, the Hub has been in a sprint phase. Its personnel have been busy in the bush surveying koalas all winter for clients from the NSW Koala Strategy, National Parks and Wildlife Service, the University of Sydney, the World Wildlife Fund for Nature, NSW Biodiversity and Conservation and the NSW Natural Resources Commission.</p> <p>The NSW Wildlife Drone Hub is already the largest provider of drone services for koala surveys in NSW. So far this year it has surveyed more than 15,000 hectares of forest across NSW. It has trained 20 pilots in scientific data collection using drones and located 1575 animals. The Hub now has over 200 confirmed koala sightings.</p> <p>The implementation of a basic cloud storage solution has allowed for tracking surveys, drone data and detections. The confirmed koala sightings have been used to train an alpha AI that can spot koalas as well as a trained observer. Keep an eye out for the launch of the NSW Wildlife Drone Hub webpage, coming soon.</p> <p>The Science, Economics, and Insights Division is part of the NSW Department of Planning and Environment and collaborates across a range of functions including natural resource management, biodiversity, conservation and science.</p>	Yes
Workforce Dataflow & Analytics (Dataflow) – Phase 2	Public Service Commission	Premier & Cabinet	3.19	1.22	30/9/2023	<p>The Workforce Dataflow and Analytics project has been established to provide centralised view up-to-date strategic data about the whole-of-sector workforce of the NSW Government. With this expanded data and enhanced analytics capability, the project will achieve several strategic outcomes for the sector, including:</p> <ul style="list-style-type: none"> -Efficiencies through Automation –reduction in cost to agencies for manual workforce data collection effort, while improving response to information requests and agility in modelling scenarios -World Class Public Service -Improved support for career paths and employee mobility across the sector, provides opportunities for reduction in resourcing overheads, overtime requirements, and improvement in employee wellbeing -Reduction in Workforce spending - timely workforce insights to inform decisions about the government sector workforce to optimise service delivery to customers and achieve long-term cost savings <p>Building on established foundations and platforms achieved to date with the pilot agency, Phase 2 will progressively expand to include periodic workforce data from the across sector and enhance analytics services to deliver timely and relevant insights of the NSW Government workforce.</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Integrated Connected Officer program - ALPHA phase (Traffic & Highway Patrol)	NSW Police Force	Stronger Communities	4.28	1.20	30/7/2022	<p>The purpose of the Integrated Connected Officer (ICO) concept vehicle is to reduce and rationalise devices and systems within a police vehicle by introducing a common platform for Police vehicles.</p> <p>The concept car is underpinned by an Architecture that operates in the converged zone of IT and Operational Technology (OT) and leverages native technologies within modern vehicles.</p> <p>The objectives of DRF ICO ALPHA are:</p> <ul style="list-style-type: none"> • Prove the technology viability of the overall ICO vehicle concept • Early assessment and refinement of the investment value for money (Financial and Economic) • Increase the probability of a successful scale production implementation and investment in the ICO project through staged field trials of vehicles <p>Project Status as at 30/6/22:</p> <p>Overall Integrated Connected Officer (ICO) ALPHA phase remains on track to achieve key milestones and objectives.</p> <p>Key risks around onboarding of skilled resources are abating and controlled however supply chain risks as a result of global issues remain and are likely for the remainder of the project.</p> <p>ICO Program Steering Committee held on 12th July 2022.</p> <p>Other governance committee and working group structures established and regular meetings in progress.</p> <p>Next Steer Co planned for September.</p> <p>Overall status on track.</p>	Yes
Asset AI	Transport for NSW	Transport and Infrastructure	2.87	1.18	29/2/2024	<p>Asset AI:</p> <ul style="list-style-type: none"> -Is a digital platform to assist all levels of NSW government to have a greater insight of road asset condition -Will enable NSW Councils to have a proactive approach to maintenance. -Will enable a data driven and customer-centric approach to managing public assets. -Will leverage AI technology to detect (damage/ deterioration/ changes to council road asset conditions) <p>Current Status: The project has completed the pre-discovery and discovery phase. The output of this is a defined scope of works, to utilise within a procurement process to build/source the Asset AI Platform.</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Legal Aid Client Portal	Legal Aid Commission of New South Wales	Stronger Communities	1.17	1.17	31/12/2021	<ul style="list-style-type: none"> The objective of this project was to explore and define technical architecture for a future Client Portal and build API prototypes to demonstrate how existing and new systems can work together within and across government to support the development of a future Legal Aid NSW Client Portal. This objective has been achieved including the launch of a service for defendants to contact Legal Aid NSW directly for support via the new JusticeHub provided by the Department of Communities and Justice. 	Project has Completed
Life Administrator: Discovery	Department of Customer Service	Customer Service	1.15	1.15	30/12/2022	The Life Administrator is a customer-centric digital assistant which seeks to join up government services and deliver personalised experiences to improve outcomes for NSW customers. Life Administrator is in discovery phase, working on solutions to reduce the administrative burden for customers when completing tasks associated within and across life journeys.	Yes
Australian Museum Cyber Uplift	Australian Museum	Enterprise, Investment and Trade	2.60	1.11	30/6/2024	<p>This project's objectives are to uplift technical cyber security maturity across the Australian Museum (AM) network and public facing website environments.</p> <p>As critical service delivery has gone increasingly online over recent years, threats from malicious actors have also escalated. The objective of the Australian Museum Cyber Uplift & Resilience Program is to enable a program of work to remediate key technical cyber deficiencies, mitigate critical risks across infrastructure and online services and uplift operational cyber and digital capabilities across the organisation. As of 30/6/2022, this project is scheduled to meet its objectives.</p>	Yes
DRNSW Customer Journey Roadmap	Regional NSW	Regional NSW	1.10	1.10	29/9/2022	<p>The objective of the Customer Journey Project is to establish how customers currently interact with the Regional NSW cluster, understand the unique customer service expectations of individuals and organisations in regional NSW, and to inform how the Regional NSW cluster can deliver a best-practice customer experience.</p> <p>The project deliverables will include: Customer Experience Strategy, Customer Experience Roadmap and Strategic Business Case. These deliverables will help the Regional NSW cluster holistically understand who our customers are and what their customer journey looks like with us. These findings will help us identify key priorities to enhance the customer experience, so it aligns with best practice. The findings will also inform the forward plan for customer experience improvement.</p> <p>As of 30 June 2022 the development of the Customer Experience Strategy had started. The discovery work to complete all deliverables is underway. The project is on-track for completion in September 2022.</p>	Yes
Smart Infrastructure	Department of Planning, Industry and Environment	Planning and Environment	1.06	1.06	29/9/2022	To develop detailed digital solutions for NSW agencies to ensure compliance with the 'NSW Government Smart Infrastructure Policy' (SIP) (released July 2020); and in conjunction with the Western Sydney Planning Partnership, on behalf of Western Sydney councils develop best practice design specifications for smart infrastructure for local councils. SIPA will support NSW agencies and councils to ensure consistent application of smart and secure technology into local infrastructure, delivery in an efficient and cost-effective way, and enabling the collection and access to data for downstream outcomes.	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
ICAC cyber security	Independent Commission Against Corruption	Premier & Cabinet	1.04	1.04	30/6/2024	The project aims to lift the Commission's cyber security maturity levels and compliance as per NSW CSP. Applications control and patch management have been implemented. Privileged access management and MFA work has commenced. Principal Information Security Officer role interviews under way.	Yes
Compliance and Security Digital Uplift	Ombudsman's Office	Premier & Cabinet	1.03	1.03	29/6/2024	The Compliance and Security Uplift project is progressing toward achieving the outcomes and objectives outlined within the business case. The key outcomes include: -Reduce cyber security risk profile -Improve Compliance (ISM, NSW Cyber Security Policy (CSP) Maturity Levels and Essential 8 Maturity Levels) -Meeting minimum cyber security requirements to enable a flexible workforce. A request to rollover part of the first year's funding was approved by NSW Treasury to enable phases of the project to be completed successfully.	Yes
Electoral Commission Cyber Security 2022	New South Wales Electoral Commission	Premier & Cabinet	4.88	1.03	30/3/2023	Project is currently in the Design and Planning phase. . Highlights: Implementation partners for PAM and IGA solutions and Essential 8 uplift have been selected, and contract establishment process is currently underway. Statement of Requirements on Cyber Metrics Reporting (4th stream within this project) has been completed and has been sent to external agencies requesting submission of quotation. The budget of this stream is less than \$200K and will thus be adopting the lean procurement process. Dedicated Org Change Manager for the Project has been selected and now being on boarded. Plans for additional infrastructure and testing resources have now been finalised.	Yes
Digital Efficacy (formerly School Based Digital Continuous Improvement Program for School Leaders (Operational Excellence))	Department of Education	Education	2.75	1.00	28/2/2023	Project is funded but not mobilised as at end of FY22	Yes
Greater Sydney Commission Cyber uplift	Greater Sydney Commission	Premier & Cabinet	1.00	1.00	29/6/2025	To increase the Commission's cyber security maturity levels, culture and overall cyber hygiene in accordance with the NSW Government Cyber Security Policy. The project will help to better safeguard and secure information and systems by uplifting processes and resilience to prevent, detect, respond and resolve cyber incidents.	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Neon Grid - A smarter approach to going out	Investment NSW	Enterprise, Investment and Trade	1.00	1.00	29/12/2022	Neon Grid will identify, source and integrate customisable data that supports the 24-Hour economy. The data identification process will include gaining consensus across key stakeholders on what data sets should be used to measure the night-time economy. The delivered product will be a 'one stop shop' for relevant cross-government and private sector data, with a consistent evidence base for designing strategies and projects, evaluation and monitoring of the 24-Hour Economy. The funded components comprise an initial discovery phase, followed by a data capture and integration phase to provide access to a tool to support analysis and decision-making.	Yes
Digitising Coronial Pathway to Improve Family Experience	Department of Communities and Justice	Stronger Communities	0.97	0.97	30/1/2023	<p>Phase 1 of the project (Discovery and Design) will identify and design a digital solution to provide a streamlined and coordinated experience for families involved in the coronial pathway. It will aim to remove time consuming and disconnected processes between families and partner agencies that currently cause delays in decision making and in the provision of accurate and up to date information. The objectives of this project are:</p> <ul style="list-style-type: none"> • Understand in detail the challenges and pain points families and partner agencies experience • Determine the scope of the future Alpha and Beta • Identify technological enablers, dependencies and constraints • Design a digital solution that will improve family and experience and agency processes <p>Current Status:</p> <ul style="list-style-type: none"> • The project is currently on track to be completed by the forecast end date. • Discovery and design activities are currently underway with Coronial, Forensic Medicine, NSW Police Force and NSW Registry of Births, Deaths and Marriages staff. • Family experience and research activities are underway, with rich insights being gathered. • The Lean Business Case for Phase 2 of the project has been drafted and submitted for Ministerial approval. This phase will build and test an Alpha and Beta of the solution. 	Yes
Museum of Applied Arts and Sciences Cyber Uplift	Museum of Applied Arts and Sciences	Enterprise, Investment and Trade	1.20	0.90	29/6/2022	<p>The Powerhouse has been the recipient of Department of Customer Service funding to enable an uplift in cyber security maturity and the project is in delivery to achieve:</p> <ul style="list-style-type: none"> • Maturity increases from current, in all areas of the ACSC Essential 8 and NSW Government Mandatory 25 within 24 months • High-tier maturity achieved in all areas of cyber security resilience: 2-3 for ACSC E8 and 4-5 for NSW M25 over 36 months • Zero-trust architecture implemented over 36 months • Zero or minimal to no impact cyber incidents after 24 months 	Yes
eRegulation - Business Customer	Department of Customer Service	Customer Service	0.90	0.90	30/6/2022	objective achieved, moved into scale funding pathway	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
DRNSW Digital Uplift Program	Regional NSW	Regional NSW	0.84	0.84	30/6/2022	<p>The project's objectives:</p> <p>Department of Regional NSW (DRNSW) partnered with external suppliers, using human-centred service design, to address the challenge of designing and delivering a capability uplift program that meets the unique needs of a regionally located and workforce diverse in function and digital ability.</p> <p>1) Undertake in-depth discovery to understand the problem space, including digital skills audit and gap analysis, key motivators, drivers and barriers to digital adoption and new ways of working, and learning delivery preferences based on personas/role types;</p> <p>2) Design a holistic digital capability uplift program and related content</p> <p>3) Pilot program with DRNSW staff (specific program inclusions will be determined during ideation phase);</p> <p>4) Develop a program implementation roadmap and monitoring, evaluation and reporting (MER) framework; accompanied by a business case for scaled implementation.</p> <p>As of 30.06/2022 the project status was green.</p>	Yes
Banking and Payments Digital Reform	NSW Treasury	Treasury	4.90	0.80	28/6/2024	<p>To perform a detailed discovery and design of target state banking and payment services, including prototypes for proof-of-concept testing for scalable implementation across whole of government.</p> <p>The program is in initiation stage with projects assessed and mobilised through a lean business case process.</p>	Yes
NSW SES Cyber Uplift	Office of the NSW State Emergency Service	Stronger Communities	4.90	0.80	27/6/2024	<p>The project aims to enhance the organisations cyber maturity in line with audit recommendations, state policy and essential eight requirements.</p>	Yes

Projects that received Payments from the Digital Restart Fund in Financial Year 2021-22

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Transition to School Digital Statement - holistic parent journey (seed 2)	Department of Education	Education	2.00	0.80	31/3/2024	<p>Project objectives (as per the DRF submission for this year's funding) and status as at 30/06/22:</p> <p>Increase the use and usefulness of the Transition to School Digital Statement within early childhood education services and NSW public schools in 2022, to ensure children have a successful transition to school.</p> <p>Enhanced digital experience for families using the Transition to School Digital Statement. Up to 150 families invited to access Transition to School Digital Statements online and expand rapidly if successful. Status: the go-live is today, and we'll report weekly on the outcomes.</p> <p>Up to 2000 ECE services and all government primary schools who have been sent a digital statement invited to complete and receive Transition to School Digital Statements in 2022. Status: we are on track with this objective.</p> <p>An enhanced application is available for early childhood education users in Term 3, 2022. Status: completed.</p> <p>An enhanced application is available for public primary school users in Term 4, 2022. Status: completed.</p> <p>Discovery to include consultation with approximately 50 parent/carers, early childhood educators and school staff. Status: completed.</p>	Yes
carbonZero Accelerator	Department of Planning, Industry and Environment	Planning and Environment	2.72	0.78	29/11/2023	The carbonZero Accelerator project aims to develop a user-centred, fit-for-purpose, scalable application that assists NSW Government agencies in developing their own pathways, plans and projects to achieve net zero. The project has just completed a rigorous research and discovery phase is commencing design of a prototype.	Yes
Smart Planning Approvals	Department of Planning, Industry and Environment	Planning and Environment	1.99	0.77	29/6/2022	To enable faster assessment of Complying Development Certificates (CDCs) for Parramatta and Georges River Councils by using Artificial Intelligence and rules as code.	Yes
Business Insights Hub - beta improvement (Project Amplify)	Department of Customer Service	Customer Service	4.70	0.75	30/6/2023	Objectives achieved; project completed	Project has Completed
Aboriginal Housing Office reducing the digital divide between mainstream and Aboriginal community housing tenants	Aboriginal Housing Office	Planning and Environment	2.58	0.72	30/8/2023	The project scheduled activities for gathering the business and functional requirements are progressing as planned. Project status is green and on track to meet milestone deliverables	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
DataFlow Gen DPC / Workforce Analytics	Public Service Commission	Premier & Cabinet	1.40	0.70	30/6/2022	objective achieved; project completed	Project has Completed
Western Parkland City Digital Inclusion	Department of Planning, Industry and Environment	Planning and Environment	0.83	0.70	29/9/2023	To understand the depth and breadth of digital exclusion within the Western Parkland City and determine what interventions may work to address these. Key variables such as Access, Affordability, Ability and Awareness of digital services lead to the widening of the gap in the digital divide. The data insights will form an evidence-base to inform broader policy and program interventions in addition to local strategic initiatives. The project has established a Digital Equity and Inclusion Office within the Western Parkland City.	Yes
Western Parkland City Cyber Uplift	Department of Planning, Industry and Environment	Planning and Environment	2.42	0.68	30/7/2023	To develop the cyber capability uplift required to implement a whole-of-city Cyber Risk Management framework (CRMF) to guide the management of cyber risk across the Western Parkland City. With particular reference to the deployment of smart technology initiatives, the project supports the broader vision of creating the digital Western Parkland City (WPC), and Bradfield City Centre, as Australia's future-focused, and leading smart enabled city. The project has been established and the procurement of the Managed Services provider to undertake the first phase of the project is underway.	Yes
NSW National Parks and Wildlife Service Digital Backpack	Department of Planning, Industry and Environment	Planning and Environment	0.80	0.66	31/3/2023	<p>Project objectives: Pilot project for a central NSW National Parks customer account and data platform giving park visitors seamless access to trip plans, bookings, notifications and more.</p> <p>Project status: Discovery and Alpha phases now complete, including development of an interactive prototype that has been successfully tested with customers. Detailed user stories, functional spec, notification spec and technical architecture all complete. However, technical build has been delayed as a result of difficulties in procuring a suitable vendor partner. Additional budget will be required to get a vendor on board and deliver the pilot project.</p>	Yes
Transforming Language Services	Multicultural NSW	Stronger Communities	1.04	0.61	30/7/2023	<ul style="list-style-type: none"> • To improve the availability and efficiency of language service provided to NSW communities when interacting with NSW Police both in metropolitan Sydney and regional NSW. • To enhance and enable the use of technology to deliver timely and effective 'face to face' video interpreting. • To mitigate the challenges of limited availability of interpreters across the state, especially in regional and outer metropolitan Sydney. • To improve the customer experience and increase customers' ability to access in language support. • This project is in its Initiation stage. 	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
School Check-in	Department of Education	Education	2.40	0.60	30/6/2023	<p>Key objectives are integration of Working with Children Check (WWCC) and trade licences into School Check-in.</p> <p>These enhancements are delayed to 2023, pending Department of Customer Service (DCS) procurement and pilot of the Digital Identity and Verifiable credentials (DIVC) platform. They are further subject to prioritisation on the 2023 DIVC workplan. Other minor enhancements are ongoing.</p>	Yes
Smart Places - Smart Kerbs	Transport for NSW	Transport and Infrastructure	1.00	0.60	27/2/2023	<p>The Digital Smart Kerbs Pilot aims to:</p> <ul style="list-style-type: none"> -collect and share data on how kerb space is allocated and used; and -test a range of technologies to collect real-time data. <p>Transport for NSW will ensure the information is shared on open data platforms including the Transport for NSW Open Data Hub to help improve customer journeys.</p> <p>The trial will provide data and tools to help each council better manage kerbs and guide changes to improve productivity, liveability and sustainability.</p> <p>The project in partnership with Penrith City Council is in the pre-installation phase. The project in partnership with Campbelltown City Council project is in the installation phase. The Liverpool City Council project is active.</p>	Yes
Digital Renewal Notices (DRN)	Service NSW	Customer Service	2.30	0.58	21/4/2022	objective achieved; project completed	Project has Completed
Pets Data Entry and Pre-Rego	Department of Planning, Industry and Environment	Planning and Environment	1.30	0.50	26/2/2022	Deliver a minimum viable product (MVP) for Pet Registry Data Entry and Pre-registration. Ongoing as of 30 June 2022. Project to continue in FY22-23	Yes
Forestry Corp Cyber Uplift	Regional NSW	Regional NSW	0.49	0.49	30/12/2023	Implement a SIEM to ingest data from disparate systems with the goal of providing better Cyber Security based on this amalgamated data. The SIEM has been commissioned and is ingesting data from management systems. The coming year will see endpoints providing data to the SIEM. The project is slightly ahead of expectations.	Yes
Smart Place - Envisioning in 3D - Camden Council PoC - DCS	Department of Customer Service	Customer Service	0.48	0.48	30/12/2022	The objective of this project is to trial a high-definition 3D visualisation of spatial data with the project partner (Camden Council) for the purpose of improving planning and development processes. This project is currently on schedule and within budget. See comments below for further details on project activity.	Yes

Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Botanic Gardens data security, digital fundraising and tourism sales	Royal Botanic Gardens and Domain Trust	Planning and Environment	1.80	0.45	29/6/2023	<p>The Royal Botanic Gardens and Domain Trust (RGBDT) is embarking on a digital transformation to improve operational performance and place the customer at the heart of everything we do, ensuring best practice in customer communications, service delivery and experience. To achieve the best outcome, the Trust has identified two key platforms to invest in: Content Management System and Customer Relationship Management.</p> <p>As at 30 June 2022 Department of Planning and Environment (DPE) DIO, Folk and Deloitte were contracted to deliver the project with the Trust through DPE DIO procurement. Key project planning and research commenced.</p>	Yes
Smart Places - Smart Water	Department of Planning, Industry and Environment	Planning and Environment	0.43	0.40	29/6/2022	<p>The objectives of the Smart Water Project are to:</p> <ul style="list-style-type: none"> • test digital technology and use analytical capability to provide insights into residential water use (and inform water demand forecasting), • inform the design and near real time evaluation of water efficiency programs/restrictions, and • evaluate how alternative water supplies are used at a household level e.g. rainwater tanks and recycled water. <p>These objectives are being achieved through the installation of high resolution water meters (approximately 250) on residential homes in Sydney. The analytics on water consumption will provide insights into water use within the home e.g. toilets, taps, washing machines etc.</p> <p>Smart Water project status:</p> <ul style="list-style-type: none"> • This is a jointly funded project with Sydney Water. • Water Group, Department of Planning and Environment, funding (\$400,000) was spent in 2021/22 and our financial contribution to the project is complete. • Sydney Water is continuing to fund the project in 2022/23, with analytical insights being reported after 12 months of data has been collected. • to date, customers have been recruited and surveyed. Meters and loggers have been purchased/modified and are being installed. The data storage and analytics consultants have been engaged. • Sydney Water's ongoing contribution includes finalising the installation of water meters, the analytical interpretation of the data that is being collected and providing water use insights. 	Yes
e-Invoicing Mandate Implementation	Department of Customer Service	Customer Service	1.52	0.38	30/6/2022	<p>The whole of government eInvoicing solution has been rolled out across six clusters (77 agencies). Two additional clusters including several agencies will be on-boarded by December 2022. 62 Suppliers have been on-boarded and key focus for the new FY is increasing supplier adoption and uptake of the eInvoicing to realise faster payment and process efficiency benefits</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Law Enforcement Conduct Commission	Law Enforcement Conduct Commission	Premier & Cabinet	0.50	0.34	29/12/2022	<p>The LECC is integrating 4 individual technologies to address security weaknesses identified on the LECC network. These are the following:</p> <ol style="list-style-type: none"> 1) Network Segmentation 2) Application Whitelisting 3) Zero Trust Network Access 4) Audit and Compliance <p>LECC was granted formal funding approval on January 2022.</p> <p>Treasury has approved a rollover of the 2021-2022 funding allocation to FY2022-2023. Internal IT staff restructuring and quotations exceeding budget allocations resulting to another round of vendor engagements have been listed as main reasons for the rollover request.</p> <p>Subsequently, a Change Request has been submitted via the ICT Assurance Reporting Portal to keep the rollover approval inline with the DRF funding schedule.</p> <p>A funding comparison for appropriate solutions has been carried out, and continues to be updated and analysed, to identify the best solutions to address the requirements and deliverables against the four key project strategies. The LECC is in discussion with the Department of Premier and Cabinet(DPC) around developing an MOU in relation to LECC gaining affiliation status and being entitled to discounts provided to government agencies. The outcome of this process will provide additional boost and will stretch the project budget.</p> <p>The LECC performs a vital social role by ensuring confidence in the NSW judicial system. Any compromise to LECC data would have a detrimental effect on the LECCs ability to perform this role. The DRF project solution will mitigate against potentially significant costs associated with a data breach, including financial implications of malicious attacks such as ransomware and denial of service.</p>	Yes
Implementation of uplifted ASCS Essential 8 Controls	Transport for NSW	Transport and Infrastructure	1.55	0.30	30/12/2023	<p>Objectives: Implementation of the following uplifted July 2021 E8 controls:</p> <ul style="list-style-type: none"> -Microsoft Office Macros -User Application Hardening -Backups and Restoration -Restrict Admin Privileges <p>Status: The project team is focussing on the User Application Hardening and MS Office Macros controls. A baseline assessment of the Standard Operating Environment (SOE) has been completed and the work breakdown structure for the uplift of the 22 sub-controls within the SOE has been agreed. Additionally, the detail scope and approach has been confirmed for the Backups and Restoration stream.</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Park n Pay Expansion	Department of Customer Service	Customer Service	1.90	0.30	29/12/2022	Department of Customer Service DCS is proposing to build a centralised NSW Parking Platform to host all relevant data points thereby closing the gap and improving citizen experience. Together with will continue to expand the Park'nPay App to utilise the data points from the centralised NSW Parking Platform – making it the Parking App of choice for the citizens of NSW. The NSW Parking platform aims to provide the desired infrastructure to support the sharing of the required data from across the state and enable the Park'nPay App to consume this data – making it the Parking App of choice.	Yes
Sydney Metro Cyber Security Uplift	Sydney Metro	Transport and Infrastructure	3.00	0.29	30/12/2023	<p>Objectives: -To uplift Sydney Metro Cyber Security Posture by delivering a Cyber Security Governance & Assurance capability and implementing Network Segmentation within the Operational Technology (OT) networks.</p> <p>Status: -Project commenced with the Analysis and Design phase, completing procurement activities for two professional services requirements. i. For Network Segmentation Stream, EGIS (Rail cyber specialist group) has been awarded the Analysis and Design activities. ii. For Cyber Security Governance and Assurance Stream, KPMG has been awarded to perform the gap analysis of current Governance Framework.</p>	Yes
Digital Renewal Notifications Extension & for Drivers Licences and App	Service NSW	Customer Service	1.80	0.25	30/7/2023	<p>Project is yet to begin so status is not started. Develop a self-onboarding portal which will streamline notifications onboarding process, enabling faster creation of agency notifications. This will allow for cost reductions associated to onboarding new transactions and reduce time + effort required to develop and deploy these notifications.</p> <p>Key Deliverables:</p> <ul style="list-style-type: none"> -Develop SNSW Notification Self Onboarding Portal, allowing for the design and creation of a standard notification - Authenticated access internally -introduce one product via the new onboarding portal; SNSW will be able to edit, create and update the notification content and platform connections. -Authenticated access to external agencies -where partner agencies will get access to the onboarding portal and can configure the services through SNSW 	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Spatial Aboriginal Land Claim (ALC) Register	Department of Premier and Cabinet	Premier & Cabinet	0.45	0.24	29/11/2022	<p>This objective seeks seed funding to assess and determine a spatial solution enabling the online lodgement and management of land title claims accessible by Aboriginal Land Councils, Crown Lands and the Registrar – This consists of customer research and prototype development to build a robust set of requirements enabling a market scan (which includes other state government agencies) to make recommendation for a spatial solution to replace the current ALRA access database.</p> <p>A review of data integrity of the current data set will also be completed to prepare its transition to the new system and identify other available data sets that can be used in the future solution. This work takes a customer centred approach that will inform the development of a full business case for a scale DRF submission. ORALRA took some time to plan and procure professional services and after conducting research settled on “Increment” as our partner.</p> <p>The procurement process was completed on 27/6/2022 with the contracts being signed, with a value of \$250,000. Work towards milestone 1 was well underway, however as a status report at 30/6/2022 there is nothing to report except for contracts signed.</p>	Yes
Smart Places Acceleration Program administration cost (1% Admin)	Department of Planning, Industry and Environment	Planning and Environment	0.45	0.20	4/8/2022	Ongoing cost	ongoing cost
NSW Parliament cyber uplift	The Legislature	Premier & Cabinet	4.48	0.19	30/7/2024	<p>Uplifting parliament cyber security posture by improving five essential capabilities of IDENTIFY, PROTECT, DETECT, RESPOND and RECOVER, as well as improvements on Essential Eight maturity model. Actual program start is Feb 2022 and as of 30 June 2022, we achieved 99% financial performance as planned. Major milestones for the first year are -securing contracts for our Managed EDR capability, securing contracts for multiple rounds of penetration testing and security assessments until the end of the program, executed round 1 in June 2022 as planned.</p> <p>More resource recruitment on the way. Delivered multiple minor security improvements such as Essential Eight Auditor capability and Active Directory reporting and auditing system. Program board is meeting each month regularly. There are no residual high or extreme risks currently being managed in the program.</p>	Yes

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Project name	Responsible delivery agency	Cluster	Total project budget (\$m)	Payments released from the fund FY22 (\$m)	Project End Date	Project objectives and their status as of 30 June	Likely to achieve Objectives?
Service Management Tools and Process Consolidation	Department of Premier and Cabinet	Premier & Cabinet	0.70	0.16	31/3/2023	<p>This project aims to enhance and uplift digital capabilities of DPC to enable new ways of working using digital and agile methodologies – this is required as the current traditional capabilities do not encourage or promote digital adoption in the Department.</p> <p>As at 30/6/22, ITIL processes to support service management were documented and for project management uplift, a vendor was engaged to define the PM methodology framework and build a catalogue of project management templates and processes. For both workstreams, and a backlog of improvement initiatives were identified.</p>	Yes
On-Road CAV Public Bus Trials	Transport for NSW	Transport and Infrastructure	5.00	0.10	29/6/2024	<p>The purpose of this project is to enable the Australian first trial of full-sized Connected Autonomous Vehicle (CAV) bus(es) on road in NSW. Transport for NSW (TfNSW) will run a market process and deliver a trial of the identified software and systems capable of integration onto an identified portion of the NSW bus network. Currently, the RFEOL is pending release via an exclusive story as directed by the Ministers' Offices.</p>	Yes
Smarter Soil Conservation	Department of Regional NSW	Regional NSW	1.50	0.07	29/6/2023	<p>Objective: To deliver a solution for Soil Conservation Services, which optimises work processes and improve data capture accuracy, so project stakeholders can work more efficiently and effectively whilst ensuring enhanced visibility and increased compliance levels.</p> <p>Status: Project is in discovery phase, with “as is” business processes being documented for final scoping. Current state architecture reviews are also underway. The project is progressing slower than planned, however, opportunities for re-use and collaboration within the cluster have been identified.</p>	Yes

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