

GOVERNMENT TECHNOLOGY PLATFORMS | DIGITAL.NSW

PRODUCTS AND SERVICES CATALOGUE

Building and enabling a digital government



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Government Technology Platforms (GTP)

| Enabling Digital Solutions at Scale

GTP provides the NSW Government clusters with award winning digital solutions that are transformative, secure, scalable and most importantly customer centric. Managed by the NSW Department of Customer Service, our services are now available to all agencies to use 'As-a-Service' when seeking digital solutions and advance technology platforms.

We are a trusted software, platform and infrastructure service provider to industries. Our digital and ICT solutions enable front-line NSW Government customer service staff and citizens to access government services, registers and datasets through secure easy to use portals, websites, Virtual Contact Centre solutions, applications and interfaces including Service NSW. We also facilitate NSW Government and industries to connect, share and house data within a secure and stable environment housed in our state-of-the-art purpose-built facilities. We collaborate with clients, industries and innovative commercial partners to develop solutions that are accessible, fit for purpose, scalable, cost effective and secure and above all customer centric.

If you are about to embark on a digital transformation journey and have a vision for creating a user-centred digital services, the GTP team can provide all the key services and, design, develop, deliver & support your digital solutions. The entire services benefit from the Government's governance, security, innovation and economies of scale values. This is now available for all agencies wishing to participate in the whole of government approach to fulfil their current and future ready technology requirements. The core GTP services on offer are:



PROVIDING CUSTOMER CENTRIC DIGITAL SOLUTIONS - so you can digitise and streamline customer interactions and transactions without purchasing the needed infrastructure yourself. We offer agnostic, end-to-end platform and infrastructure choices serving whole of government. Our Digital, Infrastructure and Applications design teams have a proven track record in deploying government-scale customer friendly products and services using lean and agile methodologies.



CREATING WORKFLOW AND ADMINISTRATIVE EFFICIENCIES - enabling multiple system integration and the seamless, secure movement of data between you and your end customers. This also allows for automated workflows creating a faster, accurate and more efficient service to your customers



PROVIDING CUSTOMER INSIGHTS - by enabling you to take full advantage of the gigabytes of data available to understand trends, customers' and your agency's operations. Allowing you to generate historical reports, as well as uncover vital insights in real time helping you make the most informed decisions.



HOSTING ICT & HYBRID CLOUD SOLUTIONS - Being able to deploy ICT as a hybrid cloud environment is a top priority for most agencies. Through the GovDC Program, GTP provides the components needed to build this model. This includes two purpose-built data centres, government community cloud, secure government network fabric, cloud and Hyperscaler connectivity, and new services under development such as regional DC points of presence and PSPF Zone 3 certified locations. This also includes professional services capabilities to support your transition to hybrid cloud, including capabilities such as infrastructure solution design, operation and cloud brokering services



DIGITAL ACCELERATOR, PARTNERSHIP AND SUPPORT - We provide Consultancy services and design to help you define the right digital strategy, service and implementation for any transformation in partnership with highly experienced and ICT specialist government consultants. Digital transformation is nearly on everyone's' agenda and the GTP team of experts are here to help and support this journey, as a whole of government approach.

OUR TRACK RECORD



Manage 13M+ licences,
permits and registrations



Manage 140+ licence,
permit types



Manage 1300+ digital
licences



"1M+ App downloads



55M+ API calls per
annum



Replaced 100+ manual
government processes



"Facilitate +12+ million
searches and transactions
per annum



15M+ payment
transactions annually



10,000+ Industry /
Agency users depend on
our solutions



Stable and reliable 99.9%
system availability



24/7 availability via
Service NSW



98+% Customer
satisfaction

We are passionate in our drive to collaborate and partner with our customers in the development and implementation of innovative and robust digital solutions that support citizen-centric services. As a department, we strive to build a culture that puts our customers' interest at the centre of everything we do. It is this desire that governs how we manage all our project and deliveries using some of the key methodologies outlined below.

METHODOLOGY AND APPROACH

Business process analysis and mapping

A dedicated Business Analyst (BA) is assigned to the project to perform initial business analysis and provide advice on business process improvement and to-be processes. The BA will conduct business process workshops with each client and prepare business process gap documentation and requirement specifications. The BA will manage all steps of the project and provide ongoing support and customer relationship management.

Agile Methodology

This approach promotes transparency and provides regular opportunity for the Product Owner to prioritise and focus the project on their key priorities. The approach also enables the product owner to de-prioritise components that are not required.

As part of this project methodology the contracting agency appoints a Product Owner who works closely with the GTP project team to determine project requirements such as the; feature development, build priority, release plan and backlog prioritisation.

THE FOLLOWING AGILE RITUALS WILL BE USED TO DELIVER THE PROJECT:

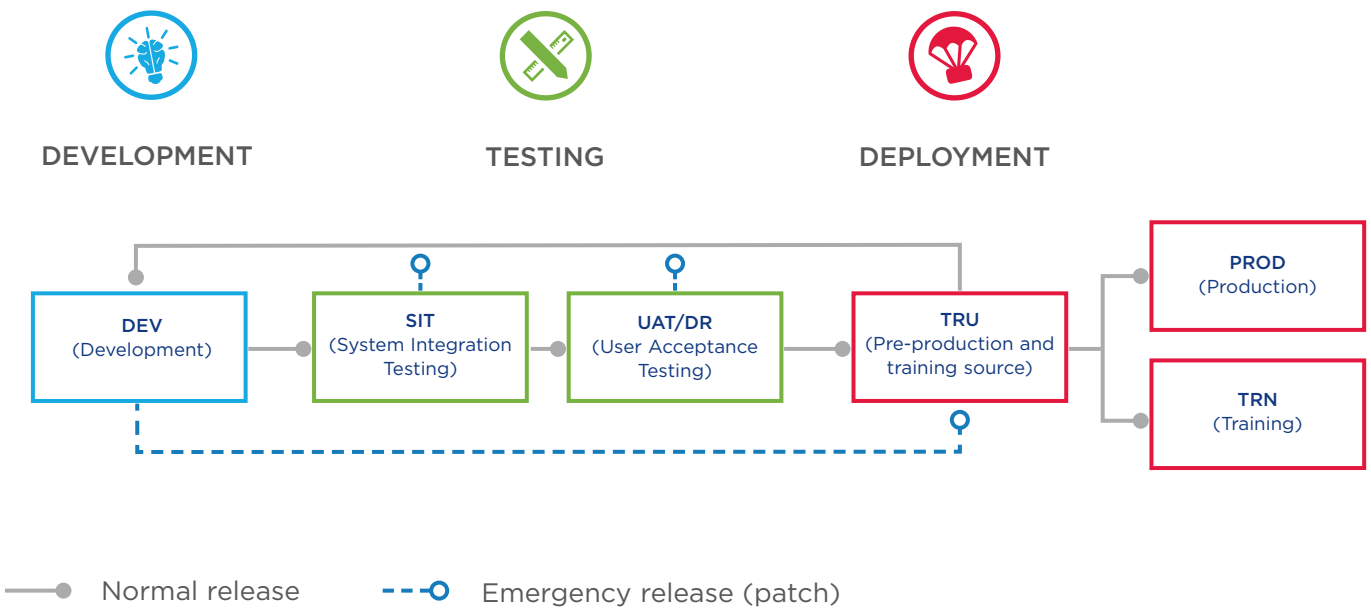
- **SPRINT PLANNING** – Provides the team with the opportunity to define the work and effort necessary to meet their sprint commitment.
- **SPRINT REVIEWS** – Provides the team with the opportunity to present what has been accomplished in the last sprint to the Product Owner and stakeholders, gathering feedback in preparation for the next sprint.
- **SPRINT RETROSPECTIVE** – Provides an opportunity for the team to self-reflect and create a plan for improvements during the next sprint.
- **DAILY STAND-UP** – Provides regular updates and transparency around the progress of the project so that blockers can be highlighted and mitigated in a timely manner.
- **BACKLOG REFINEMENT** – Provides the product owner with the ability to prioritise the components of the project that deliver the greatest value to the client.

Waterfall

The approach allows the contracting agency to define the finished product up front and obtain an expected delivery date and defined cost at the time of executing the Statement of Work (SOW). Any variations, changes or additional requirement post the original scope will be handled as an amendment to the original SOW and any time or cost variance will be outlined accordingly. This process allows for full transparency and managing customer expectations in all regards.

Staged Development

GTP maintains multiple infrastructure environments to support development, testing and deployment of releases. Below demonstrate the three main stages of a release, and how the release progresses through the various environments during the cycle. Release is deployed every month to ensure fast turnaround times for any enhancements.



TEAM

Our highly skilled and dedicated team appointed to support and deliver your project will include:

- A dedicated Business Analyst who will partner with our customer to gather business requirements, manage solution development, be the core customer contact during each stage of delivery and manage the ongoing relationship post the delivery.
- Development team and Solution Architect/Designer, that extends from web platforms, software as a service and mobile applications best in class developers
- Specialist digital service & customer experience designers – work alongside our customer through service designing phases, from pre-discovery, discovery, inception and to delivery – Ensuring customer centric product delivery.
- Testing and release management team, managing a robust and comprehensive QA process and testing cycles ensuring a high-quality product is delivered every time and is fit for purpose
- Infrastructure and security team enable secure hosting, availability and protection of all our infrastructure, applications and data – giving our customers peace of mind.
- Project management team facilitate and manage key deliveries on on-time and budget delivery.
- Customer management team facilitates all commercial and ongoing strategic partnership with our customers ensuring a high level of engagement and satisfaction.

ISO 27001 Compliance

ISO 27001 is a specification for an information security management system (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management processes.

The GTP services are ISO 27001 accredited and has undergone ISO 27001 recertification activities with the on-site accreditor from SAI Global in August 2020 as part of regular audit activities. GTP is also fully compliant with the NSW Government Cyber Security Policy

PCI DSS Compliance

The Payment Card Industry Data Security Standard (PCI DSS) is a mandated information security standard for organisations that handle branded credit cards from the major card schemes. The GTP payment facilities enjoy full compliance for our customers' peace of mind and protection.

Privacy

Privacy and safe keeping of all our data is paramount. GTP has an ongoing program to ensure all relevant controls and policies are adhered to throughout the organisation to comply with the below listed privacy laws:

1. *Privacy and Personal Information Protection Act 1998 (PPIP Act)*
2. *Health Records and Information Privacy Act 2002 (HRIP Act)*
3. *Government Information (Public Access) Act (2009)*
4. *Public Finance and Audit Act (1983)*
5. *Government Sector Employment Act (2013)*
6. *State Records Act (1998)*

Support and Maintenance

GTP provides Level 2 Support direct to your agency, leaving you in charge of your customers and Level 1 support after go-live. Level 2 Support is available Monday- Friday, 8:00 - 18:00, GTP also provides 24x7 proactive monitoring and reporting for any system issues and faults. Additional extended support coverage is also available to support individual customer requirements.

Service availability, protection and security

We strive to ensure that the GTP production system is available 24 hours, 7 days a week for our customers. Our planned scheduled maintenance and planned outage are always outside customer trading hours. Robust and externally audited Business Continuity plans are in place including provision for periodic tests which ensures that GTP achieves its availability targets.

For maximum security our data and infrastructure are located within GovDC on NSW soil at Silverwater and Unanderra, where we maintain two services with full production capabilities. The secondary facility can assume the processing load of the primary system, should that system become unavailable for an extended period. Multiple data centres ensure business continuity in case of catastrophic disasters.

GTP IN SUMMARY

Whole of Government Agencies

CHANNELS							DIGITAL SERVICES LICENCE RENEWALS CHANGE DETAILS LICENCE APPLICATIONS REPLACEMENTS PERIODIC RETURNS PAYMENTS SERVICE CATALOGUE PUBLIC REGISTERS NOTIFICATIONS GRANTS	
	FRONT COUNTER	CALL CENTRE	BACK OFFICE	DIGITAL	BROKERS & AGENTS	BUREAU & DATA FEEDS		
FEATURES								EXTERNAL DEVELOPER API'S BUILD MOBILE & WEB APPS LODGE TRANSACTIONS LOOK UP RECORDS
PLATFORM	9M+ CUSTOMER & LICENCE DATABASE	10,000+ BUSINESS RULES	1,000+ BUSINESS PROCESSES	APPLICATION RENEWAL REPLACEMENT AMENDMENT FEE MGMT FINANCIALS QUALIFICATIONS INVESTIGATION	INSPECTION INFRINGEMENT AUDIT NOTIFICATION ASSETS, GRANTS EVENTS, COURSES AND MORE...	INTEGRATION API GATEWAY BATCH MANAGEMENT SECURE FILE TRANSFER		REAL TIME WEB SERVICES CREDIT CARD PAYMENTS ASIC / ABR CHECK SINGLE SIGN ON (ABA/ID HUB) COUNCIL DA LOGEMENT ADDRESS VALIDATION EMAIL / MOBILE VALIDATION SMS / EMAIL GATEWAY GEO / MAPS INTEGRATION
INFRASTRUCTURE	 <ul style="list-style-type: none"> OPENSTACK PRIVATE CLOUD IN GOVDC ORACLE CRM MICROSOFT APPLICATION STACK HIGHLY AVAILABLE & SCALABLE HIGH PERFORMANCE SSD STORAGE REAL TIME DATA REPLICATION SOFTWARE DEFINED NETWORK DISASTER RECOVERY SITE ISO 27001 SECURITY 		SUPPORT SERVICES <ul style="list-style-type: none"> 24X7 AVAILABILITY APPLICATION 2ND LEVEL SUPPORT FULLY MANAGED OPERATIONS PERFORMANCE MONITORING INCIDENT & CHANGE MANAGEMENT SECURITY OPERATIONS CENTRE SLA REPORTING 	DIGITAL TRANSFORMATION PARTNERSHIP <ul style="list-style-type: none"> CUSTOMER LIFE JOURNEY MAPPING PROTOTYPE DEVELOPMENT INTERNAL TEAM CAPABILITIES LIFT PROJECT SCOPING, MANAGEMENT AND DELIVERY 	OUTBOUND INTEGRATION 6 MAILING HOUSES POLICE / COPS / CRIMTRAC OSR PAYMENTS ROADS & MARITIME BDM APPLICATIONS AMSA (COMM VESSELS) LIQUOR & GAMING FAIR TRADING SERVICE NSW HOUSING PRIMARY INDUSTRIES 20+ PAYMENT / GL			
						INBOUND INTEGRATION BPAY & IVR AUSTRALIA POST 117 COUNCILS 28 BANKS (TRUST A/C) FISHERS AGENTS PARKS AND WILDLIFE ELECTORAL ROLL		

CONTACT US

If you'd like to learn more of our service offering, or have a digital transformation project on your strategy map, we would love to hear from you and always ready to support your journey:

Rav Maharaj - Customer Relationship Manager

Email: Rav.Maharaj@customerservice.nsw.gov.au

Trent Brennan - Customer Relationship Manager

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Marian Georgy - Director Digital Experience

Email: Marian.Georgy@Customerservice.nsw.gov.au

CUSTOMER CENTRIC DIGITAL SOLUTIONS

GTP has the expertise and ability to deliver the latest digital customer services and transactions without the need for agencies having to purchase and maintain infrastructure solutions. Providing platform-as-a-Service via a consultancy-based approach, results in a secure digital platform for citizens, Industries and NSW Government agencies – allowing for Business to Business interface between external parties and GTP internal systems. This is an end-to-end agnostic, innovative infrastructure and platform choices, comprising of:

Key Capabilities:

LICENSING AND TRANSACTION PLATFORMS

ENTERPRISE APPLICATION DEVELOPMENT

CUSTOMER FEEDBACK SOLUTIONS

PAYMENT SOLUTIONS

VIRTUAL CONTACT CENTRE PLATFORM

ONLINE TRAINING COURSES AND ASSESSMENTS SOLUTIONS

LICENSING AND TRANSACTION PLATFORMS

Licensing should be fast, simple and straightforward for citizens and businesses to achieve authorisation to perform an activity, whilst easy for regulators to manage licences and compliance effectively, in an ever-changing regulatory environment. Government Licensing System (GLS) has enabled licensing system jurisdictional agencies to improve the efficiency and effectiveness of the issuance and on-going support of their licensing programs. By providing a comprehensive and fully integrated system, GLS has unified all participating licensing agencies across NSW into a single platform.

SINGLE PLATFORM



- Licence management
- Digital licence
- Batch licence printing
- Compliance management
- Analytics & data intelligence
- Document verification services
- Document management
- Payments and transactions
- Asset management
- Registered training and course organisation management - part of any licensing requirements

CUSTOMER OUTCOMES



Jurisdictional agencies can realise many benefits including:

- Reduced red tape
- Improved services to public
- Lower IT costs across government
- Improved data quality
- Standardised processes
- Better availability and security
- Increased consumer protection.

LICENSING FEATURES



Licensing-as-a-service includes a multitude of items including:

- Digital Licensing
- Customer interface/s
- Agency back office operating environment
- Reporting and Analytics
- Data services
- Consultancy, design and implementation services
- Providing scalable and productive solutions
- Post Implementation Support
- Integration to BPay, IVR and other 3rd party systems
- Public Register for licences, permits and registrations

DIGITAL TRANSFORMATION

Provides the capability to use web based, or digital-device based, transactions for any legacy paper-based transaction. This can be delivered as an additional feature to our License & Compliance offering or as an independent product. Transactions that can be performed digitally include the following, as examples.

- Applications for licences, permits, registrations, certificates etc
- Renewal of licences, permits, registrations, certificates etc
- Update of Individual Contact Details
- End-to-end Self-Service management of licences, permits, registrations, certificates etc. This includes transfer of ownership,
- Periodic payments and returns licences, permits, registrations, certificates etc.
- Notifications - e.g. notification of disposal, Trust accounts etc

This solution enables agencies to...

- Replace paper-based forms with digital forms
- Deliver real-time data access
- Deliver real-time update of licensee details
- Provide Secure transaction
- Provide access via Smart-device App
- Enact changes to legislation without having to consider delay in replacement of physical stocks
- Deliver real-time licence renewal
- Deliver real-time licence application
- Deliver generic branded services
- Provide Secure data connection
- STD Certificate Business Rule

SOFTWARE

- Siebel
- Amanda7
- Smartform Web App

COST

Development cost:

- Please contact your GTP representative for a customised quote.

SECURITY

Full compliance with all relevant data, privacy, PCI and cyber security requirements.

Government Licensing System (GLS)

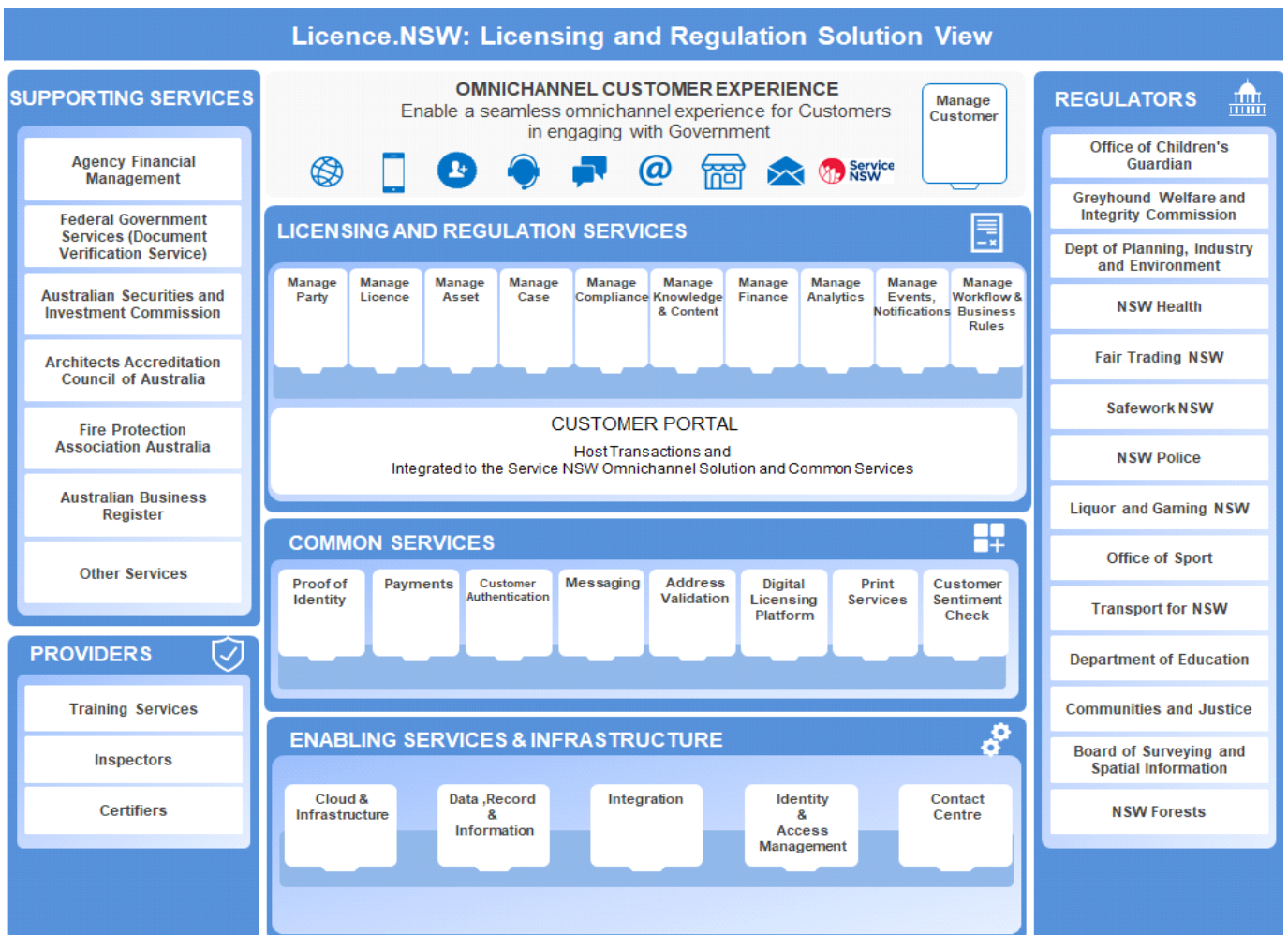
- 13M+ licences, permits and registration records
- 12M+ searches and transactions annually
- 140+ licence, permit and registration categories
- 1300+ digitised licences, permits and registrations
- 12+ legacy systems replaced
- 100+ manual processes replaced

INNOVATION

GTP led, DCS is developing a next-generation licensing service - Licence.NSW. This will improve:

- Improve the customer experience
- Standardise licensing processes
- Improve regulation management
- Rapid, parallel license development
- Integration with common NSW Government Services
- Provide accurate data for reporting
- Improve responsiveness to business
- Provide a 360-degree view of customer where legislation allows
- Improve data sharing

Want to know more? Please contact your GTP representative for more details.



ENTERPRISE APPLICATION DEVELOPMENT

GTP has an array of enterprise application development solutions that enable us to develop applications to meet your needs and requirements based on the governments digital design standards (DDS), these include:

Custom Portals

- Our custom portals that allows departments and the public to hook into data management or integrate into licensing and provide them with a portal for their own digital solutions.

Native Application Development

- Our native development team can provide custom built mobile applications to extend to the community.
- Partnering with public or private businesses to feed information into your application, or to provide and manage native apps to the public.

Web App Development

- Development of public or private web application through our custom forms, content management systems or applications.
- With the availability to link into our APIs or licensing and provide custom built web apps that suit your need.

CUSTOMER OUTCOMES

Custom Portals

- Empower the public to update and take action on their own portal
- Create targeted portals to reflect yours or the industries need.
- Provide an easier way for the public to manage their own data or licenses
- Native Application Development
- Be able to provide information directly to the public
- Make it easier for the public to work with government
- Be able to use a standard NSW login
- Web App Development
- Custom built web app that suits all your specific needs

SOFTWARE

Custom Portals

- Full Stack Architecture

Native App Development

- Android Native Development
- IOS Native Development
- Cross-Platform Development

Web App Development

- Custom solutions

COST

Please contact your GTP representative for a customised quote.

INTEGRATION

Integration of portals and apps through to the licensing platforms are available.



CUSTOMER FEEDBACK SOLUTIONS

Our customer feedback solutions have been designed to help you understand your customers' real time needs, pain points and areas of positive change.

If you want to get a good understanding of your customer satisfaction, our solutions are designed for you. These include:

- **Online chatbots** - For automated responses to customers frequently asked questions
- **Feedback Assist** - Designed to non-obtrusively sit on your web application to engage with customers
- **Sentiment Checks** - An easy way to gauge the sentiment of your user after an application

CUSTOMER OUTCOMES

Using our customer feedback solutions, you'll be able to attain an:

- In-depth view on your customers
- Understand their needs
- Uncover problem areas
- Discover what works well within your department
- Get important feedback across your department.
- Facilitate collaboration with the public's need

PRODUCTS AND FEATURES

Chatbot

- Our chatbot can provide question and answer flows that allow the public to ask questions or redirect them to the right place.
- Helps understand frequently asked questions coming from your customers.
- Can be customised to be transferred onto a real person to support the user further.
- Helps decrease the public need to contact the agency directly for tier 1 type questions.

Sentiment Check (TU/TD)

62 applications
1.6 million responses

Feedback Assist

206+ domains
30k+ responses p.at

Feedback Assist

- Feedback Assist is a non-intrusive widget Feedback Assist allows agencies to either use Salesforce to manage cases or integrate to their existing feedback management systems.
- The widget gives the user a simple way to input whether they're happy or unhappy with the page to understand their sentiment and allows them to contact government based on any area they are on the website.



Sentiment Checks

- Customer sentiment check is a whole of government widget used to capture and understand real-time customer feedback with optional comments.
- Customers can express positive feedback by selecting the thumbs up icon or negative feedback through clicking the thumbs down creating a simple way for customers to provide key insight into products and web applications.
- This data can be provided directly to you through reporting or even integrated with our dashboard solutions to provide an understanding of user sentiment.



SOFTWARE

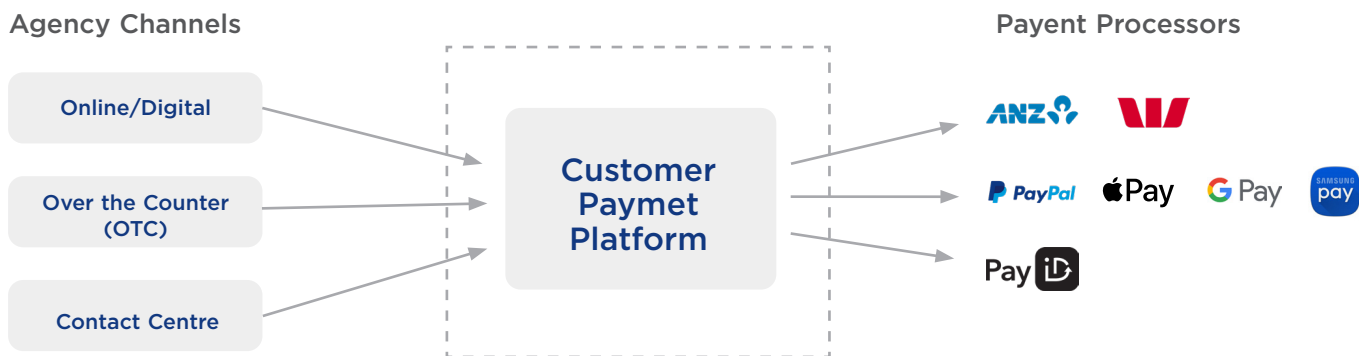
Chatbot	Feedback Assist	Sentiment Check
Salesforce Dialogflow	Salesforce Javascript Widget	Web URL Javascript Widget DOMO

COST

Please contact your GTP representative for a customised quote.

PAYMENT SOLUTION

GTP Customer Payment Platform (CPP) Integration between the CRM, payment platform and to the agency finance systems enabling us to process, record payments to/from citizens. GTP provides full revenue management from Point-of-sale, fees & receipting, multi-channel payment, shopping cart, revenue reconciliation facilities. This product can be used in conjunction with another GTP service offering, such as License & Compliance Lifecycle Management, or as a standalone solution. The system is fully compliant with the PCI certification and currently facilitates over \$6B payments per annum. The CPP is the preferred and recommended whole of government payment platform.



CUSTOMER OUTCOMES

This solution enables agencies to...

- Provide consumers with Credit Card facilities, EFTPOS, POS
- Reduced transactional merchant and setup cost
- Use the GTP Paypal payment portal
- Provide a single shopping Cart for multiple items in a single transaction
- Provide a secure gateway for online payments
- Issue payment Receipt / Invoice
- Reconcile transactions
- Reduce cost of payment processing with no upfront fee and low cost per transaction

FEATURES

List of features include:

- Transactional Webservice Integration with Banks and PCEFTPOS
- Payment Forms
- Shopping Cart and Checkout
- CRM Payment System
- Payment Transactions and Reverse Transactions
- Refunds Processing
- Finance Reconciliation
- Bank Deposits
- General Ledger Information Pack

COST

Development:

- Please contact your GTP representative for a customised quote.

SECURITY

PCI DSS Level 2



Customer Payments Platform

\$6B+ payments p.a • \$500M+ rebates p.a • 15M+ transactions p.a
 Servicing Service NSW > onboarding 10+ agencies
 Consolidating \$50B+ NSW Govt customer payments saving \$100M+ annually by 2023

VIRTUAL CONTACT CENTRE

The GTP Virtual Contact Centre platform provides whole of government with a contact centre capability that is based on Genesys Cloud technology, hosted by Genesys. The platform makes full use of the investment and capabilities that Genesys has developed and is provided through a cloud subscription model. The Genesys software is one of the world's leading cloud Virtual Contact Centre (VCC) platform and is now available to support your business needs through GTP.

SCALABLE AND HIGHLY AVAILABLE SERVICE

The GTP Virtual Contact Centre gives NSW State Government a highly available platform and provides NSW citizens the ability to interact with its government across multiple voice and digital channels. The platform also provides capabilities to grow, not only the number of services provided but also the types of services. As new channels emerge, the solution will enable NSW government agencies to quickly incorporate these channels in their customer offering. Our platform delivers operational efficiencies through increased first call resolution and increased service levels to all customers. The VCC platform is designed to be highly available with no single point of failure. Where this is not possible, the point of failure can be identified, and risk mitigation strategies developed to minimise impact in the event of failure.

INTEGRATED AND EFFICIENT

GTP's VCC platform enables efficient interactions for all parties, making full use of other technologies that we have available, including the option to integrate with leading CRM solutions such as Salesforce. The platform also utilises WebRTC (Web Real-Time Communications Protocol) to deliver the media stream to the desktop, whilst the carrier services are through a SIP over the Internet solution. This technology is highly flexible and can rapidly expand based on fluctuating demand for SIP services. Single sign-on integration also improves operator experience and productivity. Genesys currently integrates to;

- Feature
- Google G Suite
- Generic single sign-on provider
- Microsoft ADFS
- Microsoft Azure AD Premium
- OneLogin
- Okta
- Ping Identity
- Salesforce

SCIM (Identity Management) integrations include:

- Azure Active Directory - Configure Azure Active Directory for Genesys Cloud SCIM
- OneLogin- onfigure OneLogin for Genesys Cloud SCIM

CUSTOMER CENTRED SOLUTION



The Genesys Cloud platform includes a thin client agent interface accessed through a secure internet connection. Other features like, Supervisor tools, omni-channel interaction routing, outbound campaigns and scripting can also be delivered to optimise customer connections.

Customer friendly features like the “Call-back”, virtually holds the customers place in queue and calls them back when its their turn to be served. Other digital integration products include chat, chat bots, Artificial intelligence that can learn and refine customer intents, video and document sharing. Customisation of features is also possible through API's that power the browser telephony applications.

Advanced analytics and statistics coupled with Quality Management ensure visibility of agent performance. Call and Screen recordings provide the detail needed to effectively coach customer service representatives to continually improve the service provided.

The consolidation of multiple contact centre platforms delivers significant cost benefit realisation through economies of scale whilst delivering increased functionality and expertise - without the need to acquire your own contact centre platform.

ONLINE TRAINING COURSES AND ASSESSMENTS

Our online training courses and assessments provide departments with the ability to educate the general public or internal staff on key concepts, ideas or flows from the users own device available on a learning management system (LMS).

From customised modules for users to learn from, to integration with licensing, payment or proof of identity. Training courses can be designed to reflect the department's need from any regulatory and fulfilment requirements.

CUSTOMER OUTCOMES

Our online training courses will allow you to:

- Create focussed training modules that reflect an area in the general public, such as users that have come in from out of state learning specific state-based rules.
- Ensure the public knows what's required from them
- Provide focussed training on any key areas related to regulation or licensing requirements

The platform can be used in conjunction with licensing platforms where the users can renew their license based on the successful completion of the assessments or built to ensure a public user has adequate knowledge to receive a licence.

Our online training courses is a user friendly platform for ease of use.

FEATURES

Features include:

- Customised flow based on business requirements
- Module based for users to put the course into sections
- Customised user attempts based on business rules
- Desktop and mobile friendly versions
- Integration to other GTP platforms

SOFTWARE

- SCORM Training Package

COST

Development:

- Please contact your GTP representative for a customised quote.

INTEGRATION OPTIONS

- Proof of identity can be added.
- Payment options are also available for users to pay upon completion of the course.
- Linked to licensing options/renewals

CUSTOMER INSIGHT SOLUTIONS

We live in a time where data is all around us. Organisations and enterprises are making use of Big Data more than ever before to inform business decisions and gain deep insights into customer behaviour, trends, and opportunities for creating extraordinary customer experiences.

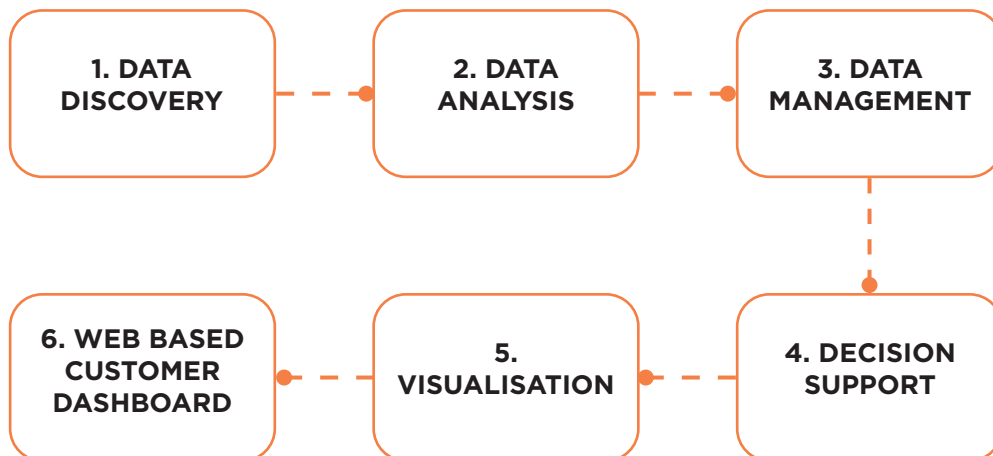
The GTP applications allow for powerful analytical reporting using Oracle BI or Oracle Analytics Cloud. It can generate operational reports, trends and KPIs via easy to operate and user driven ad-hoc report creation software. The system can create many off the- shelf reports and includes scheduling, alerts and downloads as well as email delivery.

Below are the key stages of creating customer and business insights and the GTP team has the expertise to support, manage and deliver each stage of your discovery to aid your decision making.



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DATA MANAGEMENT, ANALYTICS AND VISUALISATION



DATA MANAGEMENT, ANALYTICS AND VISUALISATION

Understanding your customer trend is critical to making the right decision and creating meaningful value for your customers. GTP has gigabytes of data and infrastructure that can facilitate visualisation of agency data for quicker understanding, analysis, and consumption.

CUSTOMER OUTCOMES

1. Visualise Agency data for quicker understanding, analysis, and consumption
2. Make decisions based on real time data
3. Show data in spatial terms on maps, with drill-down functionality specific locations
4. Maintain data assets and generate an income through API.NSW.

FEATURES

List of features include:



DATA DISCOVERY - Facilitate collecting data from your various databases and silos and consolidating it into a single source that can be easily and instantly evaluated.



DATA ANALYSIS - Facilitate cleaning, transforming, and modelling data to discover useful information for your business decision-making. The purpose of Data Analysis is to extract useful information from data and taking the decision based upon the data analysis. During implementation, an agency data-base administrator (DBA) is usually required to analyse and extract the agency data. Where this is not possible, GTP can provide DBA resources to conduct this work.



DATA MANAGEMENT - Acquiring, validating, storing, protecting, and processing required data to ensure the accessibility, reliability, and timeliness of the data for its users.



DECISION SUPPORT - Support with gathering and analyses data, synthesising it to produce comprehensive information reports.



VISUALISATION - Deliver data shown graphically so that it will be easier for your stakeholders to understand and process it. Data visualisation can be used to discover unknown facts and trends. By observing relationships and comparing datasets, you can find a way to find out meaningful information.



WEB BASED CUSTOM DASHBOARD - Facility to publish a customised dashboard with a few clicks to share it live on the web and on mobile devices.

SOFTWARE

- Oracle BI
- Domo
- Tableau
- Siebel
- Pulse

COST

Development:

- Please contact your GTP representative for a customised quote.

SECURITY

GTP's full suite of security and data protection features ensures accurate, secure and real time reporting.

WORKFLOW AND ADMINISTRATIVE EFFICIENCIES SOLUTIONS

Workflow management can help streamline and automate repeatable business tasks, minimizing room for errors and increasing overall efficiency. This, in turn dramatically improves your overall business productivity. Managers can make quicker, smarter decisions and employees are empowered to collaborate in a more productive and agile way

Alongside this, an application program interface (API) promotes and supports the idea of developing for the future not just for now. Developing with APIs allow you to create software that is scalable, seamless, and mobile. It is a long-term solution that can give anyone a competitive advantage. The GTP API services have successfully provided innovation and accessibility to a wide range of data, enabling transparency and informed decisions, facilitating meaningful and accelerated developments to support and enhance your customer value.



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INTEGRATION SERVICES

CASE & COMPLIANCE LIFE-CYCLE MANAGEMENT



INTEGRATION SERVICES

Whether you're connecting your services through applications, forms or products. Or you want to make your data available to the public to facilitate innovation and connection with government and the public. Our integration services are able to provide key connectors to make this happen. Our products include:

Public APIs through API.NSW

- Have your data available through API.NSW where we have over 55 million public API calls a year.
- Used by commercial companies, students and innovators of the general public services.

Private APIs and Data Exchange Management

- Connect to our private APIs using our private API data
- Or use GLS as a centre of government to be able to connect and exchange data with other departments
- Supports API requests, document exchange and data clean up to flow directly into your application, BI or shared folder.

CUSTOMER OUTCOMES

Public APIs through API.NSW

- Enables the public to directly connect to government data
- Promote innovation and data availability to the public
- Supports the NSW Government Open Data Policy to provide open, managed and trusted information.
- Keep the public informed using data directly from agencies.

Private APIs and Data Exchange Management

- Have a secure way to share government data internally or with other agencies.
- Ability to create value to the public using a variety of government data sets together.
- Easily exchange data between products to decrease staff work and reduce chances of human error.

FEATURES

Public APIs through API.NSW

- Available on a centralised platform among all agencies
- API Management and Support for the public through GLS
- Includes security and authentication based on OAuth 2.0

Private APIs and Data Exchange Management

- End point management
- API Maintenance
- API Support
- Data Clean Up

SOFTWARE

- Apigee for API Management
- API.NSW online platform
- Mulesoft

COST

Development:

- Please contact your GTP representative for a customised quote.



CASE & COMPLIANCE LIFECYCLE MANAGEMENT

Case management software can help with managing your customer interactions across all channels. Using GTP's case management application, your agency can automatically collect and organise customer interactions into one easy place, allowing for convenient access and a comprehensive view of each customer. This application also enables agencies to initiate and manage compliance and application workflows, providing improved customer service and improved back office efficiencies.

CUSTOMER OUTCOMES

- Improved customer service and response time
- Ability to create one view of customer with all their interactions
- Compliance and workflow management adherence
- Increase in productivity and output
- Improved staff engagement, collaboration and workload

FEATURES

List of features include:

- Automatically track and categorise customer interactions, from every channel.
- Ability to add filters for identifying high priority cases.
- Features for adding notes to cases for easy communication within teams and assigning to other teams or experts where necessary.
- Customer fields for your business to customer ID.
- Scheduling for activity planning and tracking
- Task workflow automation to increase accuracy and efficiencies
- AI decision management capabilities to ensure compliance and policy adherence
- Content management
- Knowledge management
- Integration to other application for whole of business solution.

SOFTWARE

- Salesforce
- Siebel
- Mulesoft

COST

Development:

- Please contact your GTP representative for a customised quote.

HYBRID CLOUD AND HOSTING SUPPORT - GOVDC & INFRASTRUCTURE SUPPORT SERVICES

GovDC & Infrastructure Support services is a whole of government program designed to support agencies demand for hybrid cloud and ICT hosting.

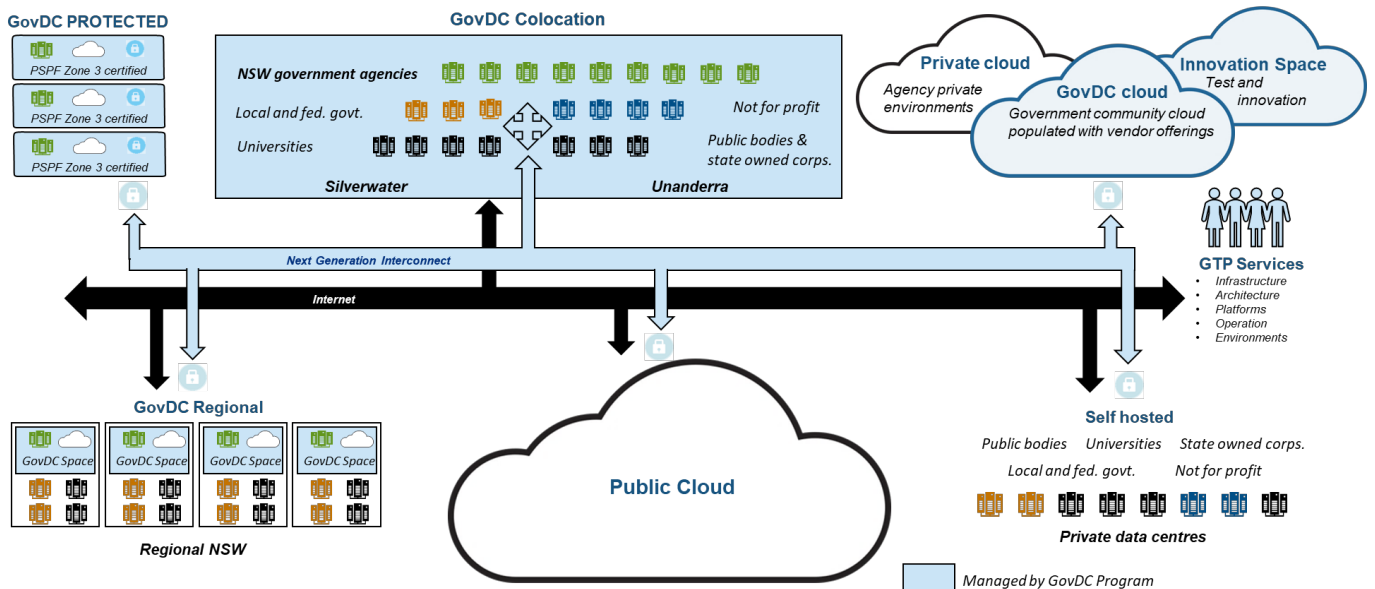
Prior to widespread adoption of cloud computing, the GovDC program was in place to ensure every agency had access to modern, efficient and secure data centre facilities. With the growth of cloud computing, GovDC has developed capabilities to continue to support the infrastructure requirements of agencies adopting hybrid cloud architectures. The program continues to have one eye on the future needs of agencies whilst continuing to provide the core requirements of secure and reliable hosting and connectivity services.

GTP Infrastructure Support services delivers whole of government infrastructure and platform services where specialist knowledge or aggregation of agency demand is required. These services can also be used as an engagement vehicle to systems integrators or vendors.



TABLE OF CONTENTS OF SECTION

- GOVDC COLOCATION SERVICES
- GOVDC COMMUNITY CLOUD
- GOVDC PROTECTED (COMING SOON)
- GOVDC REGIONAL (COMING SOON)
- NEXT GENERATION INTERCONNECT (COMING SOON)
- GTP INFRASTRUCTURE SERVICES



GOVDC COLOCATION SERVICES

Satisfying the ongoing demand for on-premise ICT infrastructure, including private cloud and hosted environments, are the GovDC data centres. Purpose built for NSW government and operated by the world's largest data centre provider, Equinix, the GovDC data centres provide whole of government colocation services, including on-premise, private cloud and community cloud services. GovDC Colocation allows agencies to easily adopt hybrid cloud architectures which are increasingly popular with agencies and other public sector bodies.

Features:

- Government managed service dedicated to agency and citizen data
- 2 contemporary datacentres, physically separated by >70km, connected by dedicated DWDM fibre ring (<1.3ms latency)
- DC expansion capability up to 10MW@ Silverwater and 8MW@ Unanderra
- Operated by the world's leading data centre provider – Equinix
- Connected workloads
- Efficient
 - Hot aisle containment/adiabatic cooling
 - 4.5 star NABERS rated
 - PUE ~ 1.4
- Secure
 - 6 security zones
 - 24hour onsite guards
 - 3m high anti-scale fences
 - PAS68 Hostile Vehicle Barriers.
 - Over 150 Security Cameras per site.+++
- Whole of government pricing

GOVDC CLOUD – A COMMUNITY MARKETPLACE DEDICATED TO GOVERNMENT

A community cloud is defined as a collaborative effort in which infrastructure is shared between several organisations from a specific community with common concerns. GTP offers a government community cloud within the GovDC data centres with offerings from an expanding number of vendors. The community cloud is useful for agencies that have a preference to consume a cloud service but would prefer it to be hosted adjacent to their on-premise ICT. This provides an on-premise environment, managed within the GovDC security domain, offered by a preferred vendor allowing them to build a cost-effective hybrid cloud architecture.



INNOVATION SPACE

Innovation Space is an incubation and test area within the GovDC Cloud. Agencies can access vendor offerings in the Innovation Space to become familiar with, and trial, the industry's latest technologies. Vendors are provided with a more flexible colocation agreement whilst they are demonstrating and testing. This can be converted to a standard co-location with standard terms and conditions if the vendor enters into a commercial agreement with an agency. If the new service is a multitenant or cloud service, then the offering becomes a new service in the GovDC Cloud.

Features:

- Access to on-premise, community cloud vendors hosted within the security domains of the GovDC Program
- Continuously expanding list of available community cloud services
- A test and demonstration environment hosted within the security domains of the GovDC program

GOVDC PROTECTED (COMING SOON)

GovDC PROTECTED are specially hardened colocation services capable of hosting data and systems that are labelled as PROTECTED under the federal government and ASIO classifications. The additional security layers are defined under the Physical Security aspects of the Australian Government's Protective Security Policy Framework (PSPF).

Features:

- Provision of colocation space certified to PSPF Zone 3
- Choice of vendors pre-qualified under a panel arrangement
- GovDC Service Delivery team supporting operational engagement with vendor panel

NEXT GENERATION INTERCONNECT (COMING SOON)

The Next Generation Interconnect is a secure data centre and wide area network fabric that simplifies the connectivity process between tenants and vendors providing services within the GovDC environment. This service is under development and will provide an ability to easily and securely connect to any service or tenant of the GovDC environment.

For information on all of the GovDC services, please contact GovDC@customerservice.nsw.gov.au

GTP INFRASTRUCTURE SUPPORT SERVICES

GTP Infrastructure services is an infrastructure support capability available to all agencies. Whilst agencies would typically look to vendors or systems integrator if they require assistance in infrastructure support, there will be instances where support from an internal infrastructure team is preferential. GTP Infrastructure Support is typically called upon in situations such as:

- Integral knowledge of the overall solution being delivered, such as in the case of the OneGov platform
- Aggregation of the requirements of multiple smaller agencies to reduce costs through deduplication
- Environment requires a skilled services layer between the application and the systems integrator
- Applications are government sensitive and data is state “crown jewels”
- Legacy environments where knowledge exists within the government
- Whole of government service layer such as operation of the GovDC Next Generation Interconnect

Features:

The GTP Infrastructure services team has capabilities in the following areas

- Public, Private & Community Cloud Brokering Services
 - a. Architecture / Solution Design Review and Recommendations
 - b. Costings & Government Use Cases
- Public Cloud Platform Services
 - a. Architecture & Design Re-validation
 - b. Configuration Management and Review
 - c. Platform/Infrastructure Service Management (e.g. Provisioning, incident, problem, change, capacity, event and reporting)
 - d. Vulnerability Management and Penetration Tests

- GovDC Community Cloud Infrastructure, Platform Services
 - a. Architecture / Solution Design Review and Recommendations
 - b. Costings & Used Cases
 - c. Migration engagements
 - d. Transformational engagements
 - e. Greenfield engagement
- Hybrid Cloud Support Services
- Coming soon – Onboarding Agencies onto the Next Generation Interconnect

For further information about GTP Infrastructure Services, please contact

govdc@customerservice.nsw.gov.au

DIGITAL ACCELERATOR, PARTNERSHIP AND SUPPORT

Digital implementation is often an ideal opportunity for agencies to reform business processes, policies and business practices. GTP team has significant knowledge and expertise in this area, with a long history of facilitating successful reform within agencies. Our team can assist agencies in an advisory capacity with setting goals and directions prior to, during, and after the implementation process. Our Consultancy services are offered at both high-level (strategic) as well as operational and implementation areas.

The Digital.NSW Accelerator (DNA) team enables Digital Government transformation by putting people at the centre of government services, accelerate the delivery of digital initiatives, and growing our digital capability and maturity across the sector.

When it comes to supporting your technology and digital transformation – GTP provides a one stop solution for all 3rd party and GTP solutions’ from end-to-end development, implementation and after sale service and ongoing support.



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DIGITAL.NSW ACCELERATOR (DNA)

CONSULTANCY

SERVICE SUPPORT



DIGITAL.NSW ACCELERATOR (DNA)

The Digital.NSW Accelerator (DNA) enables Digital Government transformation by putting people at the centre of government services, accelerate the delivery of digital initiatives, and growing our digital capability and maturity across the sector.

Putting the citizen at the heart of everything we do, the DNA views digital solutions in a broad context. Our approach is to design services around a user’s needs and deliver high-impact products to citizens. The accelerator is a space where teams across government can apply agile and design thinking practices to accelerate digital product delivery.

SERVICE OFFERING

Understand the Problem

We engage users to understand their experiences, identify improvements to make it easier for them to get the services they need. We are committed to bringing together government agencies to gain a shared understanding of citizen pain points, which allows agencies to collaborate and design services that will provide a direct benefit to the people of NSW.

Design with Users

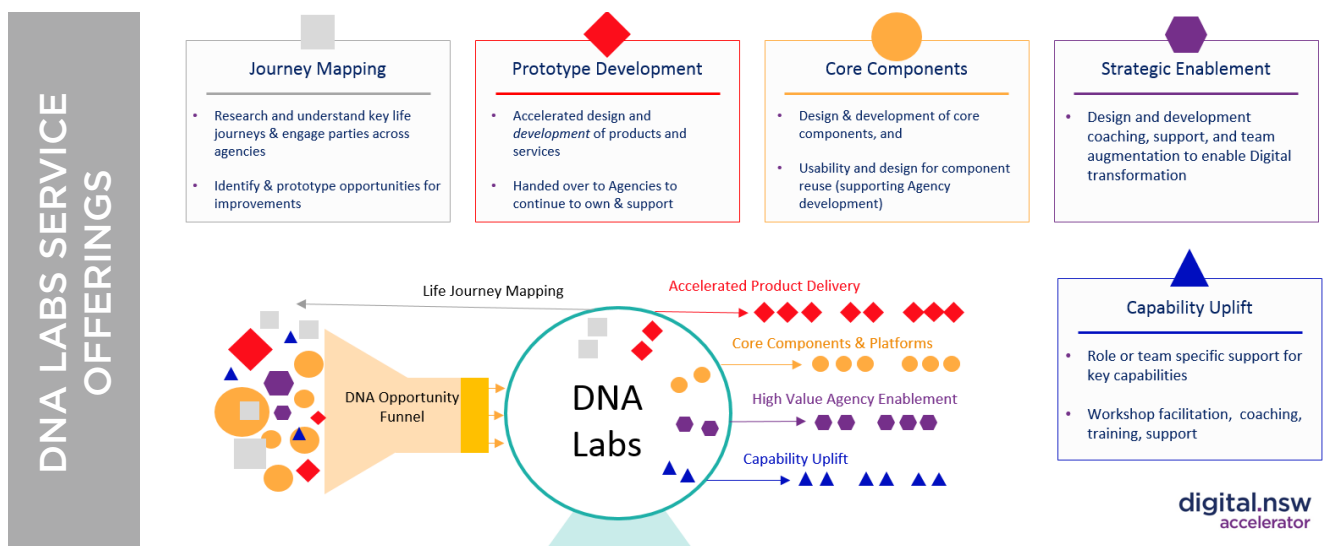
We test the validity of new products or services with users through accelerated prototype design, development and market testing so that our agency partners can make informed decisions about the validity and usability of that product or service before committing resources to building it.

Deliver Value

We transform services and processes to align to citizens needs and expectations by helping agencies to adopt an agile approach, use evidence-based decision making, and put users at the heart of their service design and delivery. Build quickly, iterate and reduce risk.

Capability Uplift

We empower teams, agencies, and leaders to set their projects up for success not just in the DNA phase of the service delivery but through to first, second, third release and beyond. We do this by building long-standing product teams and enable them to continually improve and meet people’s expectation in this fast-changing world.



CONSULTANCY

GTP team are the trusted partners within the NSW Government to provide your agencies with the expertise, leadership and guidance to enable your digital transformation solutions or services.

CUSTOMER OUTCOMES

A trusted technology, application, infrastructure and business solutions partner within the Government to support your agency in providing customer centric services and improve efficiencies using the latest technology solutions available in the market.

FEATURES

List of features included as part of the consultancy services that can be provided:

- Service and User Experience Design
- Analysing and re-engineering business processes utilising the latest technology enabling faster, safer and more accurate delivery
- Agile, iterative software development approach
- Coordination and facilitation of Innovation Labs, synthesising ideas components; re-use and innovate
- Transform service or product delivery in a customer centric manner
- Create technology solutions that are 'fit-for-purpose and not out of a box
- End-to-end delivery from-concept-to-in market
- Deep technology experience utilising the latest in market solutions

COST

Consultancy Cost:

- Please contact your GTP representative for a customised quote.

SERVICE SUPPORT

GTP Service team provides support for 3rd party and its own developed applications for agencies. These services include managing, planning, scheduling and controlling a build through different stages and environments; including testing, deploying software releases and application support for GTP or 3rd party products. The dedicated service support team also provide all 2nd & 3rd level technical support to our customers. The Support Analyst manage all service calls via a sophisticated ticketing system for tracking, escalation, status and SLA reporting.

CUSTOMER OUTCOMES

A one stop solution for all 3rd party and GTP solutions' end-to-end development, implementation and after sale service and management.

FEATURES

List of features include:

- **Service Desk** - supporting all 2nd & 3rd level technical support. L2 Support provided to perform regular system administration, maintenance to eliminate defects that require reference data changes and bulk data changes as well as to maintain uptime and proper functionality of the system. L3 Support is provided to eliminate defects that require development. Hrs of service Mon-Friday 8:00am - 6:00pm EST, or customised service structure to fulfil your business needs.
- **Software Asset Management** - Ensuring full compliance requirements with licenses
- **New agency transitions** - Development and delivery of all product and knowledge training for seamless transition and ongoing support
- **Release Management** - Managing, planning, scheduling and controlling a software build through different stages and environments; including testing and deploying software releases
- **Application Incident and Problem Management** - Management of activities of an organisation to identify, track, analyse, and correct hazards to prevent a future re-occurrence.

SOFTWARE

- Zendesk
- JIRA
- Siebel
- Salesforce
- Oracle BI

COST

Service Cost:

Customised ongoing support cost based on SLA requirements

EXCLUSIONS

GTP generally provides Level 2 & 3 Support direct to your agency, leaving the agency in control of its end customers and Level 1 support after go-live.

Level 2 and 3 Support

24+ agencies • 13,000 tickets annually • \$350M+ payments processed annually ISO27001 certified / PCI-DSS compliant



SUPPORT HOURS

Support desk operational hours

DAYS	HOURS
Standard business hrs support	Mon-Friday 08:00 - 18:00 EST
Extended Support Hrs	Mon-Friday 7:00am - 7:00pm and Saturday 8:00am - 4:00pm
Out of Hrs Service	24x7 Proactive monitoring service for critical support services

SUPPORT RESPONSE

Support Response is defined to be the time that GTP will respond to a reported issue of non-availability or reduced performance, should the first level of support be unable to resolve the issue.

INCIDENT SEVERITY	REFERRED WITHIN
1 - Critical	30 minutes elapsed, 24x7
2 - High	30 minutes within standard business hours
3 - Moderate	1 Business Day
4 - Minimal	3 Business Days

SUPPORT RESOLUTION

Support Resolution is defined to be the time that GTP will endeavour to resolve a reported issue of non-availability or reduced performance, to the point where a customer can continue the activities provided by the service. This may be achieved by the implementation of a workaround until the underlying cause of the issue has been fully determined and addressed

INCIDENT SEVERITY	RECOVER TO OPERATIONAL STATE	WORKAROUND OR TEMPORARY FIX IN PLACE
1 - Critical	Within 4 hours elapsed, 24 x 7	Within 24 hours elapsed, 24 x 7
2 - High	Within 4 hours business hours	Within 2 Business Days
3 - Moderate	Not applicable	Within 4 Business Days
4 - Minimal	Not applicable	Within 10 Business Days

