Annual Report
July 2021 - June 2022
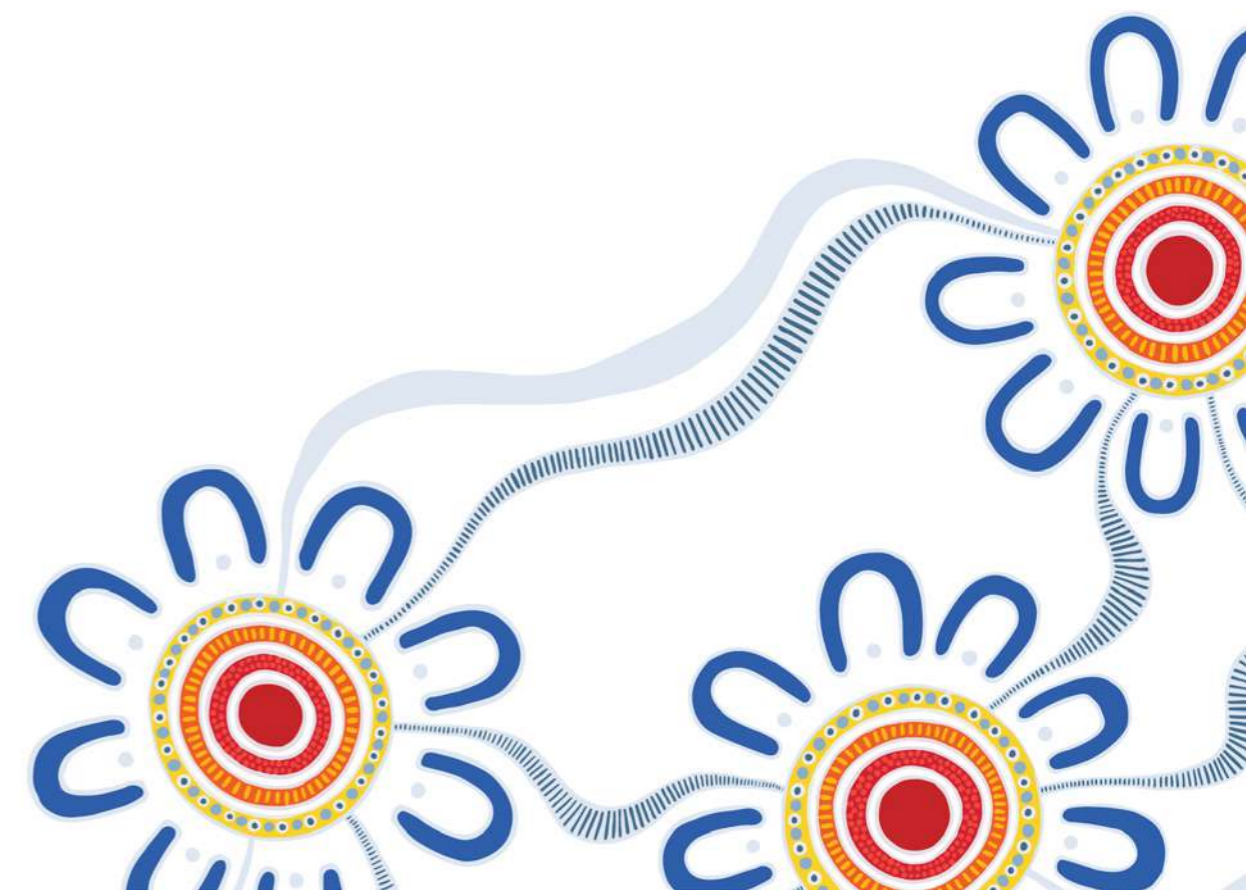
Digital
Restart Fund

Acknowledgement of Country

The Department of Customer Service Acknowledges, respects and values Aboriginal peoples as the Traditional Custodians of the lands on which live, walk and work. We pay our respects to Elders past, present and future. We recognise and remain committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships, and continuing connection to their lands, waters and seas. We acknowledge their history here on these lands and their rich contribution to our society.

We also acknowledge our Aboriginal employees who are an integral part of our diverse workforce and recognise the knowledge embedded forever in Aboriginal and Torres Strait Islander custodianship of Country and cultures.

The 'Connecting Communities' artwork used here is by Alison Williams, proud Gumbaynggirr woman.

Contents

Minister's Foreword

2021–2022 in Review

Four years on from the establishment of the Digital Restart Fund (DRF), I can proudly say that this has been pivotal in shaping how we transform our services, our ways of working and the value we provide to our customers. On behalf of the NSW Department of Customer Service, it brings me great pleasure to present the Digital Restart Fund Annual Report for financial year 2021-22. In this report we highlight how the DRF has been a driver for collaboration across government, innovative thinking and enabling the delivery of digital services that are impactful for our customers.

As you know, I announced my retirement from politics in August 2022 and have been overwhelmed with the support and well wishes I've received. I can look back at my time serving the people of NSW and how far we've come in creating a customer-centric government, and a leader in digital change. This change can't be achieved by one person, or one agency. For us to build and sustain a truly customer-centric government we need to collaborate.

When I introduced the Digital Restart Fund Bill in 2019, my vision was for NSW to be a leader in digital and investment reform, changing the way we plan, fund and deliver our services. We have come a long way since then. Over the last twelve months, the Digital Restart Fund has continued to drive digital transformation forward despite a global pandemic and devastating floods that have impacted many communities throughout NSW. Never has it been more important to find digital solutions to keep NSW communities safe, connected and within reach of help. I hope you enjoy reading the stories about how DRF funded projects have improved the way we live, work, play and do business in NSW.

I want to thank everyone who contributed to achieving the great outcomes in this report. It's not about the legacy we leave behind, it's about the environment we create to foster change. Keep the momentum going, I'm optimistic about what the future holds.

> The Digital Restart Fund is accelerating digital transformations and delivering real outcomes to NSW customers. In 2021-2022, $509 million in funding has been allocated by the Digital Restart Fund to 107 new projects.

The Hon. Victor Dominello MP
Minister for Customer Service and Digital Government.

Note: Figures on this page relate to DRF funding for projects approved in 2021-2022. This differs from the total grants paid during the financial year that includes previously approved projects.

Note from Emma Hogan and Greg Wells

A crucial part of our journey for digital transformation at the Department of Customer Service has been challenging the way we think about the digital needs of our 8 million customers across the state. Through listening and responding to our customers, NSW is again ranked as a leader in digital government, according to Intermedium's 2022 Digital Government Readiness Report. We're excited to be at the forefront of change in Australia.

Digital is not just about technology, it's a touchpoint for nearly everything we do. The last few years have presented challenges we've had to respond to together in new and innovative ways. Our digital advancements have been critical in helping us join up services, provide information and support quickly and easily, and enable delivery of key services to the people of NSW.

The Digital Restart Fund has played a significant role in enabling NSW Government to respond in an agile way to the emerging needs of our customers. So far, we have invested:

- $419 million in uplifting the future generation's education through projects like the Education Wallet and Rural Access Gap program
- $27 million in building resilience and biodiversity to protect the future of the state's threatened species through Greener Neighbourhoods, Save our Species and National Multi-Hazards Service
- $133 million in building Safer Places by enhancing safety outcomes, improving the experience for volunteers, and reducing distress for families. Projects include Advanced Bushfire Intelligence
- $254 million in improving patient outcomes, for example by helping busy families easily track child health, development and vaccination records with the Digital Baby Book
- $155 million in continuing to develop a customer-centric government through digitising services that enable customers to save time by telling us once. For example, Park N Pay, Easy to do Business and Life Event notification service.

Investing in digital has continued to drive benefits to NSW Government, industry, and our community. So far, we've supported the creation of close to 3000 new jobs and enabled millions of digitised and improved interactions with customers. We'd like to sincerely thank all those who have contributed to delivering these impactful services to our customers. We look forward to evolving the Digital Restart Fund and continuing to invest in driving outcomes for our customers.

Emma Hogan
Secretary for Digital and NSW Department of Customer Service.

Greg Wells
NSW Government Chief Information and Digital Officer.

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> The Digital Restart Fund (DRF) has resulted in ground-breaking reform, that is world leading and unique to Australia.

> The DRF has enabled agile projects to be delivered more efficiently and reduced spend on large ICT projects.

Executive Summary

It's been another momentous year delivering outcomes for the people of NSW. The support and drive of our NSW Government colleagues, and industry is key to ensuring we keep focussing on the customer and their needs, and how best to deliver on these.

I've led my team in administering the Digital Restart Fund (DRF) since its inception. During this time, we've transformed the way NSW Government prioritises, invests, and delivers digital products and services. From pre-DRF where government invested millions in multi-year projects, to now de-risking investments through the DRF by funding smaller, iterative projects that deliver value faster.

The DRF has continued to drive NSW Government's digital transformation agenda to improve services and provide economic and productivity benefits for the NSW economy. This year we've invested in areas like digital identity, digital access to health care, supporting customers in the face of natural disasters and enabling digital education.

But that's not all. Earlier this year we developed the Digital ICT Investment Strategy 2022-2024 (DIIS) approved by Cabinet. This strategy delivers on NSW Government's vision to deliver smart, simple, and seamless services to the people of NSW and sets out a sustainable digital and ICT investment plan for NSW Government.

Through the DIIS, we will enable NSW Government to:

- Increase and manage investment through the Digital Transformation Board to ensure we remain a global digital leader delivering great outcomes for NSW

- Clear investment pathways for NSW Government providing flexibility to reduce risk and provide faster outcomes for digital services

- Establish a sustainable funding model for digital transformation.

This year we've set the groundwork for delivering on a strong digital and ICT agenda in NSW Government. I look forward to working with you all in the coming year to bring this to life.

Mark Howard

Executive Director
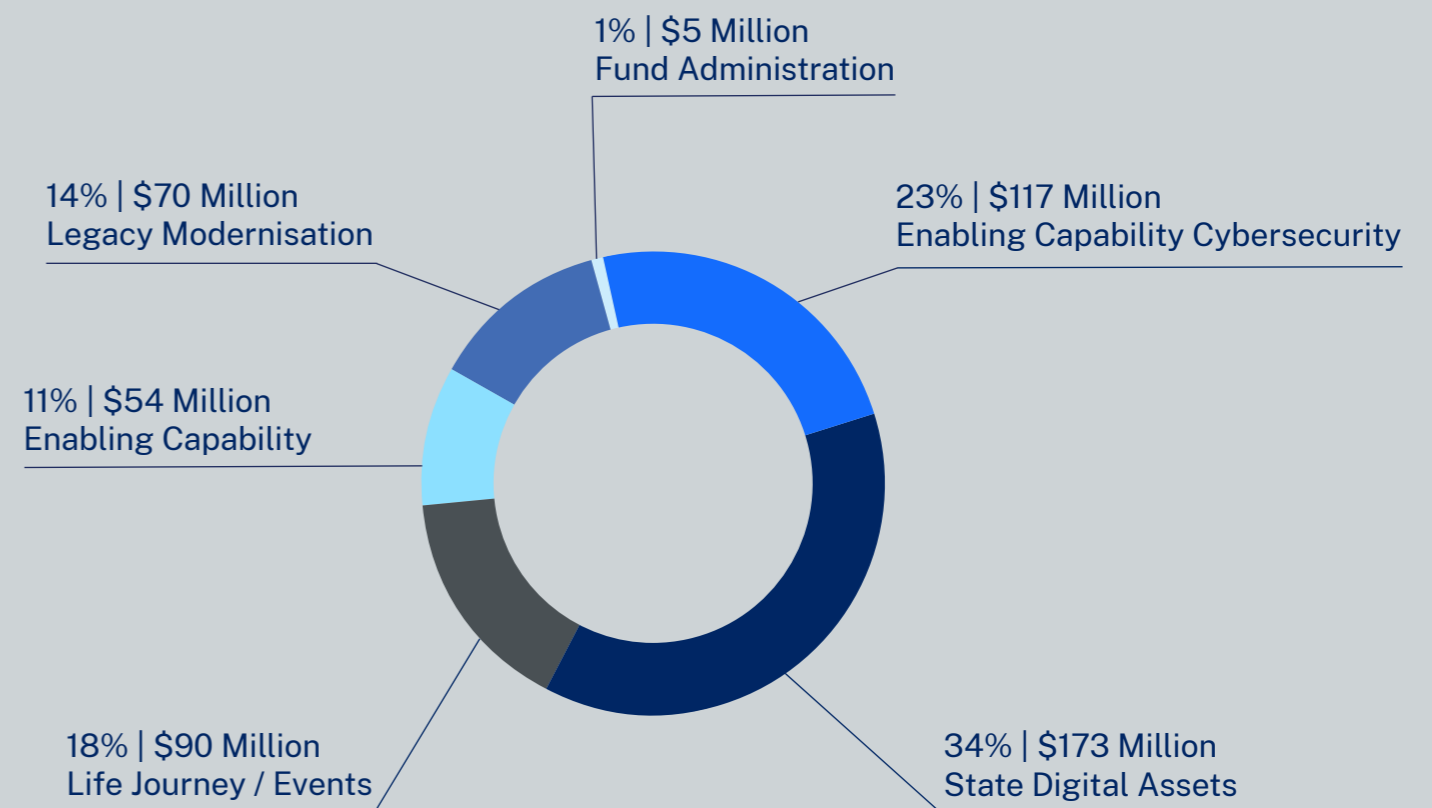Digital Strategy, Investment and Assurance.

DRF 2021-2022

$509 Million
Digital Restart Fund allocated

107
Projects approved

1% | $5 Million
Fund Administration

14% | $70 Million
Legacy Modernisation

23% | $117 Million
Enabling Capability Cybersecurity

11% | $54 Million
Enabling Capability

18% | $90 Million
Life Journey / Events

34% | $173 Million
State Digital Assets

Note: Figures on this page relate to DRF funding for projects approved in 2021-2022. This differs from the total grants paid during the financial year that includes previously approved projects.

01
Digital Restart Fund
Insights

The Digital Restart Fund is a ground-breaking reform that enables rapid delivery, improved transparency and accountability across government.

Education

$419 Million

Investing in the future generations and children's education through projects like the Education Wallet (TBD) and Rural Access Gap program.

Students
Equitable access for rural and regional areas

Parents
Saving more than an estimated 3,500 working days

Education
Qualifications stored centrally

Environment

$27 Million

Building resilience and bio-diversity to protect the future of NSW's threatened species through Greener Neighbourhoods, Save our Species and National Multi-Hazard Service.

Neighbourhoods
Analyse canopy datasets to monitor progress to 40% target coverage

Species
Working to secure 1,000 plants, animals, and ecological communities at risk of extinction

Resilience
Foundations for multi-hazard public notifications deployed for recent NSW floods, with the potential to be used nationally for natural disaster management

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Regulatory Reform

$259 Million

Replacing manual processes and legacy systems to save time for community, industry and government through the e-regulation, e-construction and e-planning projects.

e.Regulation
Estimated more than $1.6b of economic benefits

e.Construction
End to end quality assurance

Modern Licensing
Significantly reducing the number of physical documents

Patient Outcomes

$254 Million

Improving patient care, for example by helping busy families easily track child health, development and vaccination records with the Digital Baby Book.

Health Record
Commencement of a digital patient record for an estimated 8m+ customers

Baby Book
Improve the lives and experiences of families in the first 2,000 days of a child's life

Digital Access
Estimated 18m letters p.a replaced with digital communications

Note: Figures on this page relate to DRF funding for projects approved since the Fund's inception. This differs from the total grants paid during the financial year that includes previously approved projects.

Resilience

$133 Million

Enhanced safety outcomes, improving the experience for volunteers and reducing distress for families. Projects include Advanced Bushfire Intelligence.

Courts

From 200 ways to order a transcript to 1 online portal

Police Systems

Enhanced safety outcomes for more than 17,000 police

Customer-centric Government

$155 Million

Digitising services to save customers time and allow them to 'tell us once'. For example, Park N Pay, Easy to Do Business and Life Event notification service.

Tradies

Significant reduction to license processing time estimated

Grants Portal

Single portal designed to give access to an expected more than $19b in grants

Easy Business

Enhanced safety outcomes for more than 17,000 police

Note: Figures on this page relate to DRF funding for projects approved since the Fund's inception. This differs from the total grants paid during the financial year that includes previously approved projects.

The project sponsor is an experienced leader and senior executive with a strong understanding of the service and its users. They represent the service at all levels within the agency, working to ensure it is delivered successfully, meets user needs and assist in making sure internal processes are focused on achieving results for the product.

"

The Smart Beaches project is delivering world class technology to support our world class beaches. We are very excited the project will deliver a standardised and automated reporting tool available to all lifeguard services integrating available and emerging data sources. The Digital Restart Fund has been amazing and is enabling the Office of Local Government to support further development of this technology at scale along the NSW coast. We are excited to support local government coastal water safety this summer and into the future."

Ally Dench
Executive Director, Office of Local Government.

"

Through the Digital Restart Fund's continued support and investment, the Rural Access Gap program has accelerated digital transformation across more than 1,000 NSW rural and remote public schools. We've equipped teachers and students and their learning spaces with tools and technology to support high-quality teaching and learning, and we've continued to engage and build relationships with our school communities to create sustainable change."

Wayne Poole
Program Director, Rural Access Gap.

"

The Digital Restart Fund is supporting the Transform Prisoner Rehabilitation through Digital Technology program, which is designed to provide people in custody with increased access to rehabilitation programs and services via digital technology, such as Offender Tablets. The program aims to increase the dosage of rehabilitative treatment and introduce self-service for inmates whilst in custody and the community to assist in reducing recidivism."

Luke Grant
Deputy Commissioner, Strategy and Policy, Corrective Services NSW.

"

The DRF is supporting the development of a new online user interface, where NSW Government and Greater Sydney Councils will be able to view and analyse canopy and other green infrastructure data. This will transform the way stakeholders use canopy data, by providing a central location where users can analyse canopy data at a fine grain scale with information never before provided in a NSW Government canopy dataset.

Through the user interface, users will be able to see canopy growth and loss from the lot scale up to the region scale, in combination with canopy heights, vegetation health, and land surface temperature, plus a range of other environmental information. This information will support NSW Government and Greater Sydney Councils to make more targeted and informed decisions around Greater Sydney's urban forest.

The user interface will be supported by two canopy data acquisitions in 2024 and 2026, which will continue to strengthen the functionality of the user interface by showing change in canopy over time. The Greener City Branch in the Resilience and Urban Sustainability Division is currently scoping out the user interface, with the goal of delivering a draft for testing by mid-2023."

Steve Hartley
Executive Director, Resilience and Urban Sustainability.

02
Focus Areas of Investment

Focus Ares of Investment

Regulatory Reform

The Digital Restart Fund has contributed significantly to improving the regulatory landscape in NSW.

The DRF has invested in projects aimed to reduce regulatory burden on consumers and businesses, increase productivity, allowing customers to tell their story once.

These projects focus on integration of key government services so that consumers can have a seamless customer journey when using NSW Government services.

Some of the projects funded in the last year include:

Tell Your Story Once	This project will allow disaster affected persons to register and apply for a range of disaster assistance services and funding support without having to relay the same information to multiple government agencies and/or organisations. This project will reduce effort for customers and allow them to access assistance faster, particularly in times of need.
OneCX	This project creates an improved digital experience for customers interacting with NSW Government so they can access accurate and timely government information in one place: nsw.gov.au. NSW customers will benefit by being able to access information organised and presented consistently across all NSW Government websites in a customer centric way, saving time and reducing confusion.
ePlanning	This project will enable community, industry and government agencies to submit and manage development applications and general planning online instead of manual paper-based transactions. This project reduces red tape and saves time spent in managing and reviewing applications and will allow individuals to easily access and view the status of their applications.
eRegulations	This project is replacing legacy systems to create a 'digital front door' to enhance complaints, compliance, enforcement, and investigations transactions for regulators. This will allow for real time notifications and alerts for licence status changes and will enable faster enforcement action.
eConstruction	This project will deliver end-to-end quality assurance for customers, suppliers and builders that will improve the transparency, accountability and quality of work within the building sector.
Pet Registry	This project will deliver a redesigned NSW Pet Registry system that will increase usability and functionality for all user groups, resulting in higher rates of registration and improved animal welfare. It will also improve the microchipping process for vets, allowing easy transfer of ownership. The single portal MVP will improve customer experience, expediting online transactions and data sharing between Government agencies.

Focus Areas of Investment

Digital Credentials

The NSW Digital Identity and Verifiable Credentials Lighthouse Program is a whole-of-government multi-year program led by Department of Customer Service.

The program is delivering a safe, secure and trusted digital identity ecosystem for NSW that will enable better customer service, reduce the cost of getting things done, and make government easier for our customers, partner agencies and NSW businesses through inclusive world-leading digital tools.

In 2021-2022, the program has been delivering foundational capabilities fundamental for the future of Digital Identity in NSW, including platforms, policies, legislation, trust frameworks and building trust via intensive engagement across general, vulnerable and business communities.

The program will deliver a series of pilot use cases. One of the key use cases is the Digital Seniors Card launched in 2022. With an uptake of over 100,000 customers in its first three months, it demonstrated both the confidence NSW Seniors have in using digital products and the real impact and benefits that digital identity solutions can deliver to our customers.

Pilot use cases will continue to be delivered throughout 2022, including digital proof of identity capabilities that will mean customers no longer have to visit a Service Centre to complete transactions and can instead digitally prove who they are anytime, anywhere. A Service NSW digital wallet will be launched, allowing customers to store, manage and share digital verifiable credentials such as the digital birth certificate or digital first aid certificate. The program is also working with our Federal colleagues, to ensure interoperability with the Commonwealth digital identity framework and with other states and jurisdictions.

WATCH ▶

Digital Senior's Card: Case Study

Focus Areas of Investment

Natural Disasters

In the past 12 months, flooding has caused havoc for communities across NSW. This comes after years of drought and extensive bushfire. Finding digital solutions to help in the event of natural disasters is an essential part of supporting NSW communities.

The Digital Restart Fund project, Tell Your Story Once, is a person-centred approach to assisting disaster affected people. vLed by Resilience NSW, the project aims to enhance the disaster registration and recovery assistance process to reduce the difficulty associated with applying for government assistance.

Tell Your Story Once will allow disaster affected persons to register and apply for a range of disaster assistance services and funding support without repeating the same information to one or more government agencies/non-government organisations.

The Rural Assistance Authority Service Transformation will apply a human-centred design approach to design and test an integrated disaster recovery and application process. This will involve working across DPI, with Local Land Services and Resilience NSW.

A digitally enabled pathway that leverages data, analytics and artificial intelligence will enable interoperability and data sharing across Department of Regional NSW (DRNSW) and government more broadly to support delivery of well-designed assistance programs for the greatest benefit for customers and NSW Government.

Future proofing Department of NSW's emergency response capability, will deliver a digital solution that will enhance DRNSW capability to manage emergencies. Interoperable emergency management IT systems within DPI/LLS Beta product for customer facing digital solution equipped to share and receive digital emergency information with rural and regional communities.

Focus Areas of Investment

Digital Patient Care – eHealth

SDPR aligns to the Future Health roadmap, by delivering a digital service that is sustainable and involves patients in their care, while supporting clinicians to deliver better health outcomes.

Single Digital Patient Record

The Digital Restart Fund has committed funds to the Single Digital Patient Record (SDPR). The SDPR is a transformational program that will provide an integrated view of a patient's care within the NSW Health system. It will give clinicians easy and timely access to a holistic record of an individual's medical information.

It will achieve this by integrating current Electronic Medical Records (eMR), Patient Administration Systems (PAS) and Laboratory Information Management Systems (LIMS), and building upon the existing capabilities of each. This will enhance the coordination and continuity of care for patients, no matter where they seek treatment in NSW.

Simplified Appointments

The Simplified Appointments for patients and clinicians initiative was granted DRF seed funding to develop a statewide digital referral management solution to improve the referral experience for patients, clinicians and referrers in outpatient services. During 2021-22 the minimum viable product (MVP) prototype solution was developed for the eReferral Hub and Electronic Referral Management System (ERMS). Required integration was implemented and electronic patient and referrer notifications via SMS and email were introduced.

As the lead site, Sydney Local Health District (SLHD) began the pilot in April 2022, providing early confirmation of the efficacy of the solution and expected benefits. This initiative supports more timely access to outpatient services, improves referral and outpatient service management, and improves communication with consumers by providing SMS and email messaging about the referral outcome.

The ICT Assurance Framework (IAF) Gate 2 compliant business case was developed to support the long term, statewide implementation approach, now known as Digital Access to Care, to enable the program to rollout across NSW.

Focus Areas of Investment

Government Made Easy

In the last financial year 2021–2022 the Digital Restart Fund has supported several Government Made Easy (GME) projects, that will deliver significant benefits for both NSW customers and Government agencies. GME is increasing technical capabilities of existing and new technology, reduced operating inefficiencies and increased customer satisfaction.

Tell Your Story Once in a Disaster (TYSO)

This project improves the disaster registration and recovery assistance process for disaster impacted customers when applying for government assistance. An omni-channel registration process to centrally manage customer info and provide their consent to share with a selection of services saving customers time and effort during a stressful time.

Transaction Register Roadmap Project

The integration of services into the MyServiceNSW Account and App will enable customers to quickly and easily access the services when they need it. Time and effort saved for customers by using MyServiceNSW Account as a central platform, rather than individually contacting different government agencies or online sites.

Financial Hardship

Through 'Tellus Once' capabilities, CXU GME team is working closely with NSW government agencies to improve the overall process and experience for customers who are experiencing financial hardship. This includes the adoption of a co-designed Financial Hardship Policy Guide to support whole of government approach to identifying and helping customers who meet the assessment criteria. Agencies who adopt the policy guide will lay the foundation for consent-based mutual recognition. This approach will make it easier for customers to access support, reduce administration burden and consistent method of assessing financial hardship.

WATCH ▶

Government Made Easy LinkedIn

GME Customer Sharing Centre is an enhanced State Digital Asset that aims to deliver a standardised API across NSW that can be consumed by agencies across whole of government, ensuring data integrity, security and privacy.

The sharing centre will be a single secure place for customers to update their personal details such as address, email and phone number. Combined with customer consent shared across the sector–and potentially into the private sector–customers will save time and effort.

Focus Areas of Investment

Digitising Education

The Rural Access Gap program is addressing the digital divide between rural and metropolitan NSW public schools.

The Rural Access Gap (RAG) program is the first stage of the Schools Digital Strategy that will ensure rural schools are digitally transformed to match their metropolitan counterparts. Supported by the Digital Restart Fund's $365.8 million investment, the program is enhancing the digital capacity of more than 1,000 schools spread across 800,000 square kilometers by enabling digital classrooms, leading digital improvements, making daily tasks easier and improving access to digital tools.

The RAG provides the foundations for schools to build lifelong learners, ensures all students get quality education no matter where they live and prepares schools and students for the future of flexible, uninterrupted high-quality teaching and learning.

The program has achieved a 1:4 device-to-student ratio at 999 schools – benefiting 217,705 students – and has provided 12,955 teachers with access to a personal device. To 30 June, 978 schools have access to connectivity and speed of 5 megabits per second (Mbps) per student. Learning spaces across 567 schools were equipped with new or upgraded Main Learning Displays.

All schools eligible for these upgrades were invited to apply for the Schools Digital Infrastructure Fund to invest in the areas that are most critical for improving their learning spaces. Through that fund, 973 schools were supported by a $13,493,067 allocation. To 30 June, 702 schools have engaged with the program's Digital Support Team to build their digital maturity, and 458 Digital Classroom Officers have been identified.

The program has prioritised the unique needs of schools by offering a tailored and flexible approach and working closely with schools to develop a one-year implementation support plan. The team has built key relationships in communities across the state to truly ensure impact can be felt at the ground level.

The program will continue to roll out and engage with additional schools until mid-2023, supported by further funding allocated by the Digital Restart Fund. While the immediate focus is on supporting rural NSW schools, several projects within the Rural Access Gap program have a broader scope and will benefit all NSW public schools, including the NSW Parent App, implementation of Google Delegated Admin and the Universal Resources Hub. The Digital Maturity Planner and Digital Classroom Officer projects also have potential to be scaled across all NSW public schools to support evolving digital requirements and support other school staff to build capacity and confidence to embed technology into their teaching and learning.

WATCH ▶

RAG Program Update Oct 2022

Rural Access Gap

The Rural Access Gap program has delivered on four key areas:

1 Leading improvements

by working with schools to understand and develop their digital maturity and investing in skills development.

2 Enabling digital classrooms

through upgraded learning spaces, increased access to teacher and student devices, connectivity upgrades and a move to online file storage.

3 Making daily tasks eassier

by streamlining school management and administration processes and improving the way schools communicate with parents and carers.

4 Accessing digital tools

to support teachers and students in growing digital capabilities.

WATCH ▶

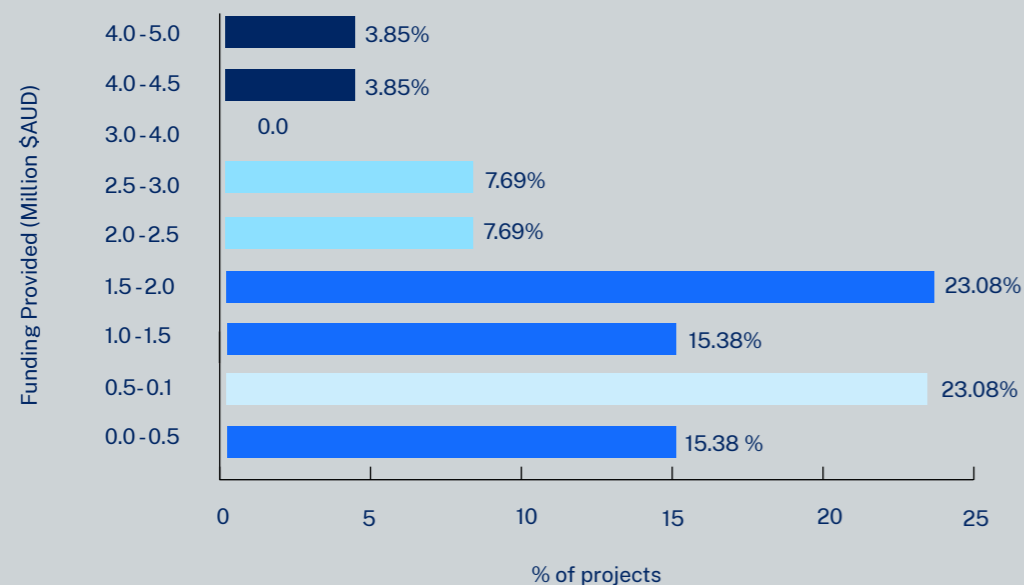**NSW Department of Education Parent App**

Focus Areas of Investment

Smart Places Acceleration Program

The $45 million Smart Places Acceleration Program has enabled the NSW Government to partner with councils and place-owners, such as government agencies, owners, councils, or regional organisations, to accelerate the adoption of smart technologies and capabilities. The use of smart technologies and information aims to improve the social, economic, and environmental outcomes for people and places. Whether it's reducing crime or improving health and wellbeing, this program is about strengthening communities and making life easier.

Twenty-four projects have progressed in the last 12 months tackling challenges such as air quality, water usage, road maintenance, recycled water irrigation, mobile coverage and managing kerbside open space. Each of these projects aim to test how we can make incremental changes to simple activities like watering the garden and fixing potholes by introducing smart technology such as monitoring sensors or Artificial Technology cameras to make life easier, safer and more resilient.
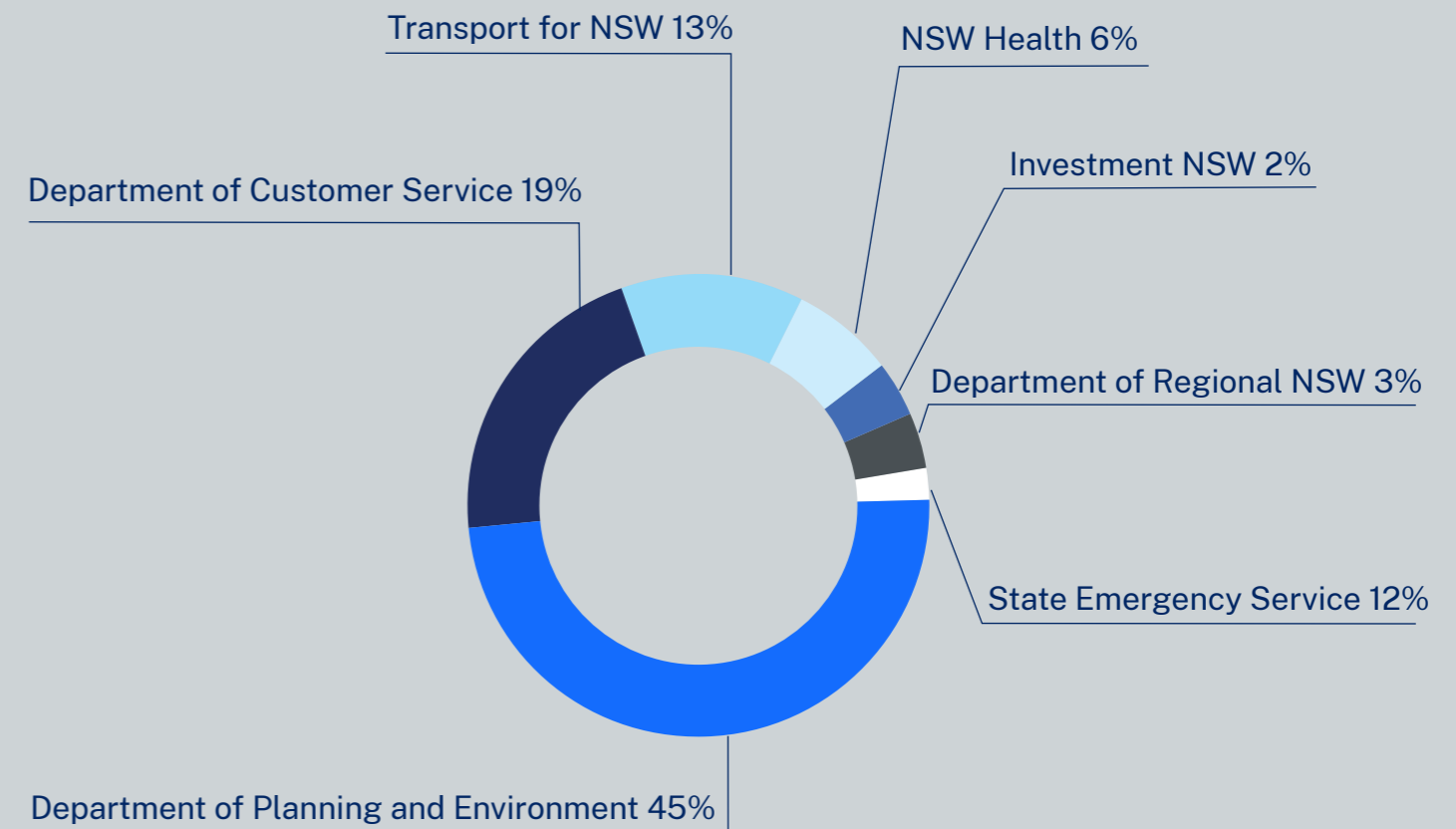
Most projects are in the early stages of implementation, therefore the impacts and benefits delivered to our customers and communities will be a key focus for the program in 2022/23.

These projects are underpinned by six strategic outcomes of the NSW Smart Places Strategy to ensure they are meeting the needs of NSW communities and delivering value. These outcomes cover Skills, Jobs, and Development; Safety and Security; Environmental Quality; Equity, Accessibility and Inclusion; Health and Well-being; and Collaboration and Connection.

The Smart Places Acceleration Program is supported by the Smart Places Advisory Council, a diverse group comprising industry, research and academia, and local government. The Council provides strategic guidance and implementation advice to drive innovative program design, delivery and benefits realisation.

The Program has also been designed to meet the NSW Government priorities, including the Premier's Priorities, in particular: A Strong Economy, and Well-Connected Communities with Quality Local Environments.

The majority of projects funded are at the lower end of the scale. Over 50% of the projects under the Program have received $1.5 million or less. The overall impacts of the program are ongoing however, progress to date provides an indication of the impacts the Program stands to deliver. These are illustrated in the numerical analyses below.

Quantity of Funding Provided to Projects:

Funding Provided (Million $AUD)	% of projects
4.0 - 5.0	3.85%
4.0 - 4.5	3.85%
3.0 - 4.0	0.0
2.5 - 3.0	7.69%
2.0 - 2.5	7.69%
1.5 - 2.0	23.08%
1.0 - 1.5	15.38%
0.5 - 0.1	23.08%
0.0 - 0.5	15.38 %

Donut chart:
- Department of Planning and Environment 45%
- Department of Customer Service 19%
- Transport for NSW 13%
- State Emergency Service 12%
- NSW Health 6%
- Department of Regional NSW 3%
- Investment NSW 2%

Note: Figures on this page relate to DRF funding for projects approved as part of the program since the Fund's inception.

Focus Areas of Investment

Cyber

The $315m pipeline of funding focused on cyber security uplift is part of the broader work of the Digital Restart Fund (DRF) to provide trusted and secure services to the people of NSW.

The DRF enables NSW Government clusters and agencies to implement projects that uplift their cyber security position, which is crucial in protecting the information, assets and services provided by NSW Government.

NSW Government agencies are investing in key cyber security capabilities to help manage cyber risks and advance their maturity against the NSW Cyber Security Policy and the Australian Cyber Security Centre Essential Eight strategies. Among other areas, this enhancement involves:

- Improving logging, monitoring, and scanning tools to strengthen detection capabilities
- Deploying key prevention tools (e.g., multi-factor authentication and application controls)
- Improving the security configurations of applications used by NSW Government, and
- Ensuring these capabilities are supported with appropriate processes and governance.

As of the end of FY21/22, 44 business cases with over $278m worth of investment proposals for DRF funding had been approved. In FY22/23 the Digital Restart Fund will continue to support ongoing improvements to the resilience of NSW Government systems, with a further $37m allocated for projects in the cyber uplift pipeline.

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Focus Areas of Investment

Sustainability

The NSW Government is committed to achieving net zero emissions by 2050 to make our state more sustainable and resilient to a changing climate.

Over the past 12 months, the Digital Restart Fund has driven digital transformation to achieve a more sustainable future for NSW customers.

Saving Our Species

Saving Our Species will transform the way we capture and share information, allowing us to receive data and information on plants, animals, and ecological communities from all over the state. Traditionally, we've used seven different systems in different formats and platforms, which we're looking to bring together into one effective system.

Tree Canopy Spatial Data Project

The Tree Canopy Spatial Data Project is developing an interface to capture granular data that will allow users to drill down to the individual tree scale, which is currently unavailable city-wide and allows for more informed planning and policy decisions moving forward.

OPENAIR Project

The OPENAIR project will deploy sensors at a local level, so that customers and governments can better understand local air quality in real time, which will be particularly valuable during the fire season.
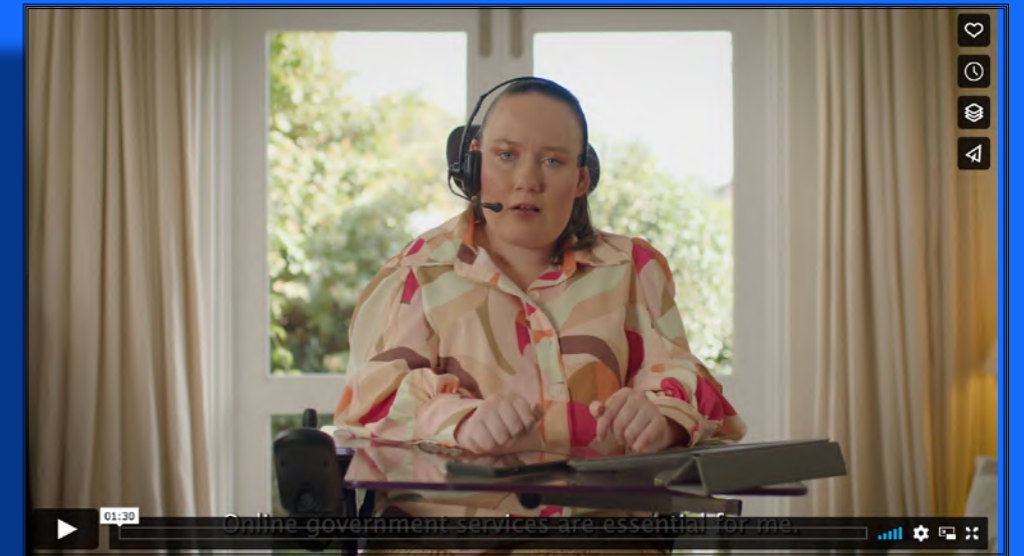
Focus Areas of Investment

Accessibility

For NSW to be the world's most customer-centric government, everyone needs to be able to access and use digital products and services equally.

WATCH ▶
Accessibility.NSW

01:30 Online government services are essential for me.

Accessibility NSW is leading the way in ensuring NSW Government teams design and deliver products and services that meet the needs of all people and abilities no matter the situation.

In 2021-22 we built our multidisciplinary team from the ground up, and while our work began in in mid-2022 we have already achieved some big wins for NSW.

Throughout the year we established a network of dedicated Accessibility Ambassadors across all clusters in NSW government. Together, the Ambassadors are developing their digital accessibility expertise, sharing knowledge and working to improve accessibility across all services.

So far, the Accessibility Ambassadors have provided help on technical accessibility issues to over 40 teams across NSW government and will continue to provide advice on all aspects of digital accessibility, including assessing and remediating products for accessibility issues.

Our team is currently testing a digital accessibility toolkit and the first of our online learning modules to ensure our customers have the resources and expertise to build, buy and deliver accessible products and services. We've been working with procurement teams, buyers and staff with lived experience of disability to understand the barriers to buying accessible products.

Our aim for 2022-23 is to help buyers, procurement professionals and sellers put accessibility at the forefront to ensure NSW Government buys digital products and services that everyone can benefit from.

03
Case Studies

Case Studies

Zig Zag Public School

Zig Zag Public School was included in Release 2 of the Rural Access Gap program. The school has had great success through their involvement with the program, and its staff and students have benefitted from the digital uplift, tools, devices and tailored support.

Devices

Zig Zag Public School received 8 student devices and 1 teacher-dedicated device, allowing students and teachers to work and engage collaboratively, and teachers to streamline their lesson planning. The program has achieved its targeted 1:4 device to student ratio across all Rural Access Gap program schools.

Digital Classroom Officer (DCO) role

The school received funding for a Digital Classroom Officer (DCO) role for four terms. The role was filled by Tiffany Sirisisavath, who is also the school's Assistant Principal Curriculum Instruction leader. Tiffany says, "I think mentoring staff to feel confident in their skills really takes time, so a lot of the duration of our allocation of the DCO role has been building skills."

The DCO role gives schools an opportunity to create sustainable change with the way they embed technology into their teaching and learning. DCOs are supported by the program's Digital Support Team, who provide professional learning relevant to each school's context and create a network of DCOs across similar schools who support and guide each other throughout the program. To 30 June 2022, 458 program-funded DCOs were identified.

Principal Vicki Gillmore is proud of her teachers' digital skill and capability uplift, "Our teachers' technology ability has grown one-hundredfold." She says that the DCO role has allowed schools to dedicate valuable time to this uplift, "The Rural Access Gap program has given us that time, for there to be a designated staff member that is there to try and upskill everybody."

Zig Zag Public School Principal Vicki Gillmore describes teachers as instrumental in preparing children for their future in the workforce, specifically teaching them to use technology:

"Teachers need to keep up to speed with the skills, the technology and the know-how to teach children the right techniques they need."

Also stating that:

"Technology is absolutely vital to prepare our students for the future because it touches every aspect of their lives; their personal lives, their learning lives and their working lives."

Main Learning Display (MLD)

As part of the program's rollout, the school received 2 learning space upgrades with Main Learning Displays (MLD's). Principal Vicki Gillmore said that the MLDs have "made our whole school approach flourish, it's been great." She says that the MLDs have "had an absolutely huge impact on teaching and learning and all of our classrooms."

Vicki says that teachers use the MLDs every day in almost every lesson, "They love it. They are fantastic and they'd be lost without them... every day you walk past the classrooms and front and centre are the Main Learning Displays."

Zig Zag Public School was also allocated $5,000 from the Schools Digital Infrastructure Fund, a part of the $13,493,067 grant provided to Rural Access Gap program schools to invest in creating effective digital learning spaces and meet the Department of Education's occupation and health safety standards.

Universal Resources Hub

The teachers at Zig Zag Public School use the Universal Resources Hub (URH) to support their teaching with curriculum-aligned resources that are quality-assured and easy to access.

Tiffany said, "The Universal Resources Hub is an amazing platform of evidence-based and research-based teaching practices. It is a one stop shop for teachers to find really fantastic teaching lessons, units of work and teaching support."

WATCH ▶
Wattle Flat RAG

Connectivity

Zig Zag Public School has benefitted from improved connectivity through Wi-Fi and Telstra upgrades provided by the Rural Access Gap program. A key deliverable of the program was to ensure each school has access to 5 Mbps per student of connectivity, meeting the Department's strategic target.

Prior to the upgrades, the school had 50Mbps internet service which has increased to 600Mbps internet service, and there has been a 785.7% bandwidth increase following their Telstra upgrade.

The school's DCO Tiffany commented on the way that improved connectivity supports the use of their new tools and devices, "Having state-of-the-art MLDs and really reliable connectivity that's fast...has just made access reliable and enabled teachers to start embedding technology."

Case Studies

Digital Solutions: Saving our Species

The NSW Government is at the forefront of conservation of endangered species.

It has undertaken the biggest conservation commitment to date allocating $3 million from the Digital Restart Fund to design a framework to maximise the numbers of threatened species secured in the wild.

Working with threatened species experts from across the Department of Planning, Industry and Environment (DPIE), as well as national parks, volunteers, scientists, businesses and community groups, this Government flagship ensures Australian animals aren't put at risk of extinction by securing the future of our threatened plants and animals and restoring their numbers.

Save our Species have pioneered a four-step approach to decrease the number of threatened species and ecological communities in NSW. They will achieve this by:

1	2	3	4
Scaling up conservation planning, using a streamed approach to deliver strategies for many species	Design projects that are fit for purpose and deliver clear outcomes	Evaluate the cost effectiveness (or return on investment) for each strategy	Use best practice prioritisation techniques to invest benefiting the greatest number of species

A world leading digital approach

The NSW Government is working to secure 1000 plants, animals, and ecological communities at risk of extinction using finite available resources, highlighting the importance of prioritising and adopting a cost-effective approach. As part of their work under the Biodiversity Conservation Act, DPIE has allocated $3 million of the funds to design a framework for prioritising action in NSW that will maximise the numbers of threatened species secured in the wild.

Research undertaken in 2013 by Professor Hugh Possingham at the University of Queensland was used to establish a prioritisation model and algorithm that can optimise threatened species actions with finite resources. This world leading approach means that the most effective outcomes for threatened species can be continually tweaked to transform the way information is captured and shared; allowing data on plants, animals, and ecological communities from all over the state.

Note: Figures on this page relate to DRF funding for projects approved since the Fund's inception.

Greater transparency for the people of NSW

The project roadmap includes ways to improve public access to information on how the conservation work is progressing. Improvements will be made to digital interactions with customers as well as in a modern look and feel of systems with improved website and database accessibility.

Digital solutions that put more people on the ground

One key strength of the Saving our Species program is how much resource can now be diverted into on-ground conservation through the improved interoperability of the prioritisation and translation approach.

Traditionally, seven different systems in different formats and platforms have been used rather than one effective system where information is entered once and can be used many times. Work is now underway to create one action that benefits multiple threatened species based on sophisticated data analysis.

This project has allowed for systems to be linked together for a better overall digital experience; crucial to getting someone on the ground, doing more work to protect threatened species. Check out our updates on the project page Saving our Species website as the project progresses. We also encourage you to sign up to the Saving our Species newsletter, which provides updates the program every month.

Case Studies

Smart Irrigation Management for Parks and Cool Towns

The Digital Restart Fund awarded $2.5M to Sydney Olympic Park Authority [SOPA] to finance parts of Smart Irrigation Management for Parks and Cool Towns (SIMPaCT).

Western Sydney University researchers developed the concept and are administering and delivering SIMPaCT with SOPA and Sydney Water, in partnership with a team of university researchers at UTS and Monash, and industry partners including The ARCs Group, Eratos, Centratech, HARC and Saphi.

It is a multidisciplinary partnership, delivering Australia's largest smart green infrastructure project, merging environmental monitoring, machine learning and irrigation management in a public green space, to provide the coolest possible microclimates for visitors and nearby residents during increasingly hot summers. The final product will be a model for water utility providers, councils and government organisations to adopt, once it has been piloted and fully developed in Bicentennial Park.

Using a combination of low-cost IoT soil moisture and ambient temperature sensors, weather stations and data gateways makes SIMPaCT affordable and achievable in Bicentennial Park, and future iterations of SIMPaCT where managers of urban green infrastructure have varying budgets and need to operate irrigation systems with variable levels of sophistication. SIMPaCT has been designed so that it is transferable, scalable, can integrate with existing irrigation systems and adapts to the needs of the targeted environment.

The LoRaWAN and 5G networks collect real-time data that is ingested into a cloud platform for model analysis and forecasting. In combination with BOM data, this data has contributed to the Digital Twin, to predict future conditions across a complex park environment and suggest irrigation programming. These commands are sent to the irrigation controller, which maximises efficiency of water usage whilst providing optimum conditions for tree transpiration. Combined, these processes maximise the park cool island effect and lower air temperatures in the park and surrounding areas by up to 4 degrees.

The hydrological model, Digital Twin, is based on the CRCWSC-Scenario Tool and will predict soil moisture levels and air temperature up to a week in advance. This not only informs the AI/Machine Learning that will calculate the effectively deliver the required water volume, but also allows for staff on the ground to identify possible issues in advance.

The SIMPaCT module includes manual over-ride options where embedded human knowledge can make more informed decisions on atypical scenarios. The inward and public-facing user interfaces [UI] include data-rich visualisations with dashboards allowing users to see current, historical and forecast environmental data, helping irrigation personnel make real-time, data-informed decisions for park and vegetation health, and park visitors to choose the perfect day, time and location for activities in the park.

Case Studies

Digital Solutions Transforming Prisoner Rehabilitation

In 2020, Corrective Services NSW piloted in-cell digital technology at two NSW Correctional Centers as part of a program aimed at addressing the NSW Premier's priority to reduce reoffending by five percent by 2023.

Following the success of the pilot, and after securing funding from the Digital Restart Fund in 2021/22, the Offender Digital Services platform is now being implemented across the state. By mid-next year, a total of 28 Correctional Centres will feature the in-cell devices. A total of $40.42 million has been contributed by the Digital Restart Fund to support 16 centers directly, ensuring the purpose-built technology will be implemented by June 2023.

The Offender Digital Services program aims to leverage digital technology to transform rehabilitation in prisons across the state. It is anticipated, the digitisation of services and programs will increase intervention opportunities, boost program dosage, promote self-efficacy through education and improve communication with support networks. Inmates transitioning back into the community will be assisted, with the devices helping remove barriers to successful reintegration, mitigating the likelihood of reoffending.

The scheme utilises secure devices that have been purpose-built for prison use and operate on a highly secure network. These devices are tamperproof, allowing restricted access to approved websites, services and applications including the Offender Telephone System. The cost of the tablets is offset by a small levy applied to prisoners every time they make a call to a mobile telephone.
Acknowledging delays due to the pandemic and recent flood disasters, Acting Director of the Reducing Reoffending Program Management Office, Renee Van Aaken said Corrective Services is excited to now be progressing the tablet roll-out.
In addition to improving digital literacy, one of the great benefits of the offender tablets has been improved access to telephones. The tablets permit prisoners to connect securely and safely with support networks during in-cell time.

Maintaining contact with family and friends has been positively associated with enhanced prisoner wellbeing, improvements in connectedness and improved reoffending outcomes.

"I wish they had tablets when I first came into custody. I struggled and felt so isolated, lonely, and scared. Now I feel connected to the outside world by keeping in contact with the news and my family, my daughter and Mum. I am thinking about my future, and I am more optimistic about getting a job," one female prisoner has stated.

Offender Tablets also benefit staff particularly when inmates become self-sufficient and the requirements for a staff intermediary in everyday transactions is removed. Ms Van Aaken has observed that efficiencies and time saving benefits accruing from these new processes, allow Correctional Centre staff to spend time on more meaningful interactions with inmates.

"Risk of harm is minimised as inmates can now carry out tasks independently, such as checking personal information and making phone calls. These changes incentivise pro-social behaviour among inmates, which contributes to reduced risk to officer safety," Ms Van Aaken said.

Rehabilition benefits of the Offender Digital Services platform to inmates include:

Phone calls

Secure messaging

Learning platform

Restricted websites

Library

Entertainment

Mental health support

E-forms

Inmate buy-ups

Broadcasts and notices

"It's about giving us the confidence to navigate the digital world. When we get out, we will know how to apply for Centrelink, submit a job or housing application. We will be familiar with how it all works and that can't be taken for granted."

The roll-out of Offender Digital Services in NSW prisons is a prime example of the Digital Restart Fund's capacity to support teams across NSW Government to become leaders in the digital world.

Corrective Services NSW is shaping positive changes to deliver quality outcomes not only for people in custody but the wider community, and they are only getting started. There are more developments in scope for this project. We will keep you updated on the next milestone in the coming months.

Case Studies

Asset AI® as an example of a Safer Place

Asset AI® aims to support the creation of smart places by using artificial intelligence to help governments make better decisions about managing their public assets. Artificial intelligence can provide detailed assessments of transport network assets like roads, bridges, and rail tracks, in a timely and efficient manner. Frequent and widespread collection of data throughout local government areas can provide clear visibility of infrastructure damage that could potentially pose a risk to people.

Environmentally, Asset AI® proposes to minimise the carbon footprint of councils by retrofitting their vehicles to detect and predict damaged road infrastructure. The program is designed to assist in the roll-out of the Asset AI® platform across all NSW local government areas. This scalability promises to enable early and timely detection of degraded road asset conditions across the whole state. As a result, it will mitigate risks to public safety posed by transport infrastructure that has been degraded, as well as the associated risks of damage to vehicles.

Key insights from this project will be used to assess and respond to the condition of key transport infrastructure. In doing so, it will place New South Wales at the forefront of digital asset management, as it will be the first platform of its kind in Australia. Asset AI® will provide enormous benefit to participating councils as it will integrate seamlessly with their existing systems and external data sources to provide insights and advice that can be acted upon in a proactive and timely manner. It is also planned to integrate with Transport for NSW systems, so all levels of government can immediately take advantage of the platform and start to make informed decisions about managing their public assets.

Transport for NSW is the lead agency managing the project with the NSW & ACT Institute of Public Works Engineering Australasia (IPWEA). IPWEA provides technical expertise in public works and asset management and are critical in advocacy and engagement efforts with industry and the public works community. The Canterbury-Bankstown Council is the primary council partner for this project. The first phase of the Project was completed in June 2022, with preparations now underway to commence phase two. The project is expected to complete implementation with Canterbury-Bankstown Council by the first quarter of 2024.
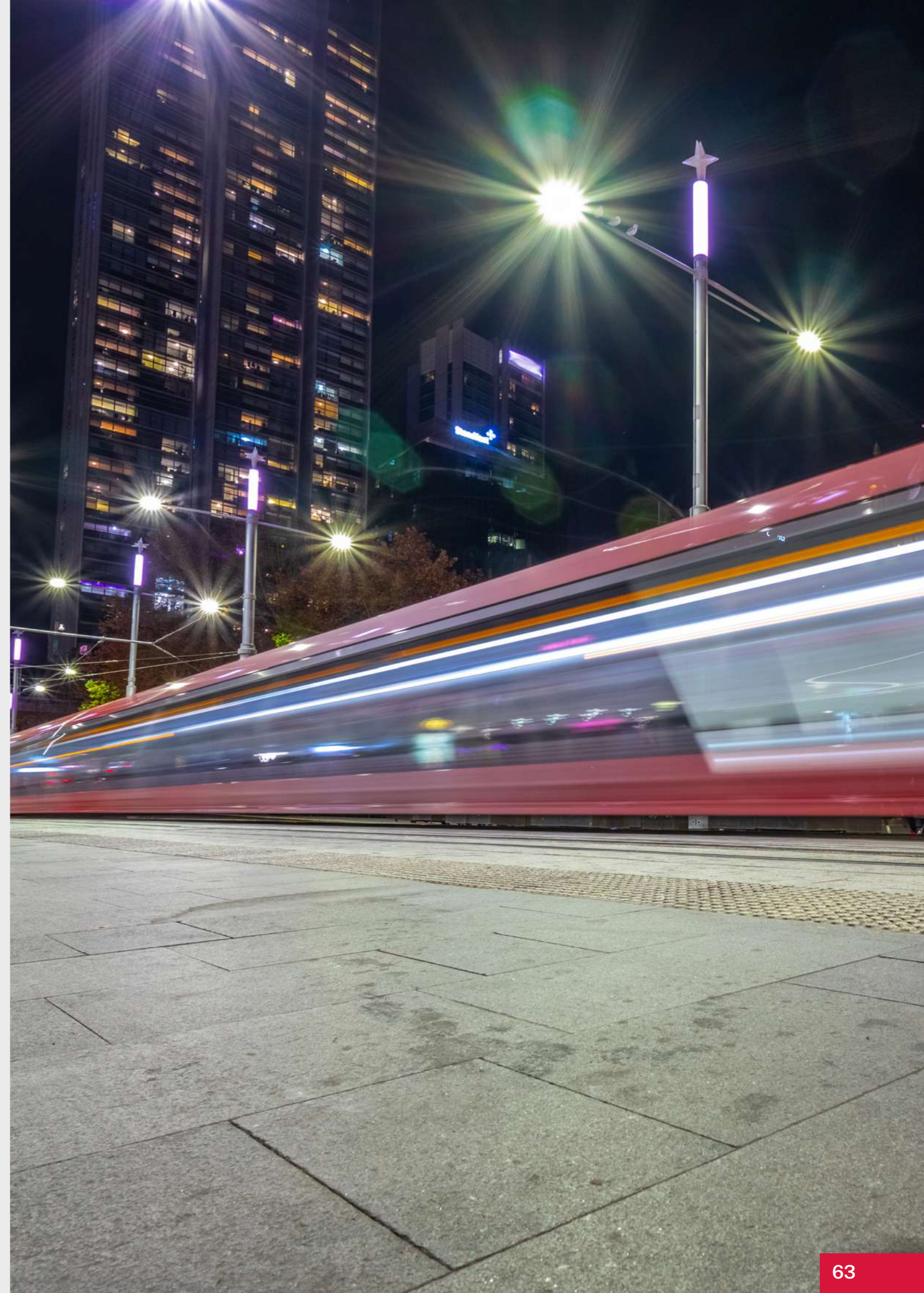
Case Studies

ePlanning

The NSW Planning Portal (Portal) provides an integrated digital platform that supports effective planning and decision making across federal, state and local government systems in support of the Environmental Planning and Assessment Act.

The Portal delivers a consistent and accessible customer experience and improved management of systems, with over 30 digital services sharing both planning and building performance data for increased transparency and informed decisions and makes the Portal a core platform with open data access on which whole of government initiatives are dependent.

Recent statistics supporting the broad reach and reporting capacity of the NSW Planning Portal include:

- The NSW Planning Portal hosts over 250,000 registered users including all 128 councils and over 2,500 private certifiers.
- Since 1 July 2021, it has received more than 12 million unique page views.
- During the same year, more than 101,400 development applications (DAs) with an estimated total cost of development of $97.19 billion were submitted through the Development Application Online digital service.

All digital services on the Portal provide an on-screen 'thumbs-up, thumbs-down' widget to measure customer satisfaction during the application process. As of the end of October 2022, the performance figure is 85.7% 'thumbs up' based on approximately 78,000 responses.

WATCH ▶

ePlanning Program

The Portal is a single place to go
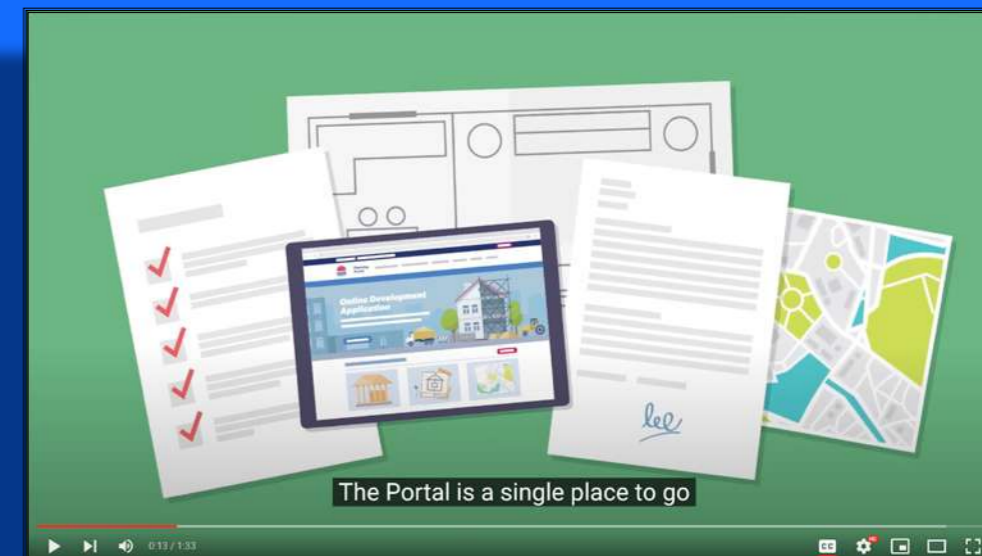
The ePlanning Program

The ePlanning Program is a multi-year program, partially funded by the Digital Restart Fund (DRF), to create digital end-to-end journeys for customers who seek to change the built environment through the NSW Planning Portal.

The ePlanning Program covers over 30 unique planning and development processes which have been digitally transformed and integrated, empowering customers to access digital services that enable online participation, at a time and place convenient to them.

The next round of Portal enhancements will be delivered with the support of $16.39M in funding from the DRF, and includes an upgrade to the BASIX digital service, Design Building Manual, digital mapping of Local Environment Plans, local and district plans, and development and expansion of APIs.

In the Pipeline

The next horizon for the Portal will position NSW as one of the most advanced digital planning systems in the world. With continued policy and stakeholder support the portal will act as a platform for enterprise to develop solutions that use artificial intelligence and natural language processing to reduce the administrative burden to its users.

Case Studies

Licensing Program

The Licensing Program is a $166.5 million multi-year program, majority funded by the Digital Restart Fund (DRF), to create digital end-to-end licensing journeys for customers through the Licence.NSW platform. This means making it easier to apply, renew and use licences in NSW.

Application and renewal processes are being digitised, incorporating identity verification, an integrated payment engine and automated processes, which for some customers already provides immediate licence approval. The program is projected to generate more than $600 million in economic benefits over 10 years.

In 2021-22, more than $4.6 million of benefits were realised across several industries. By the end of 2024, more than 130 industry or occupational licences and permits will be available digitally.

In 2021–22 the Licensing Program delivered:

- 13 product releases for customers, along with 19 internal regulator product releases to support licensing management
- More than 232,000 digital trade licence downloads onto customers' phones
- More than 9800 Service NSW Centre visits avoided, with these transactions assessed and processed through the new Licence.NSW platform
- 43,000 days contributed to the NSW economy through time savings in licence application processes
- 37 integrated services created for Licence.NSW to enable quicker, easier transactions.

Note: Figures on this page relate to DRF funding for projects approved as part of the program since the Fund's inception.

Secure digital licencing for customers and businesses

The e.Regulation strategy for DCS is creating easy and secure digital licensing and regulatory experiences for customers and businesses. The Licensing and Complaints, Compliance and Enforcement Programs are strategically aligned through new digital case management platforms, called Licence.NSW and Regulation.NSW.

They are both built on the AMANDA solution, which is used extensively internationally and is the first time this commercial software product has been implemented in Australia. The Licence.NSW and Regulation.NSW platforms seamlessly integrate with Service NSW and other services to streamline and improve the customer experience across the end-to-end regulatory landscape.
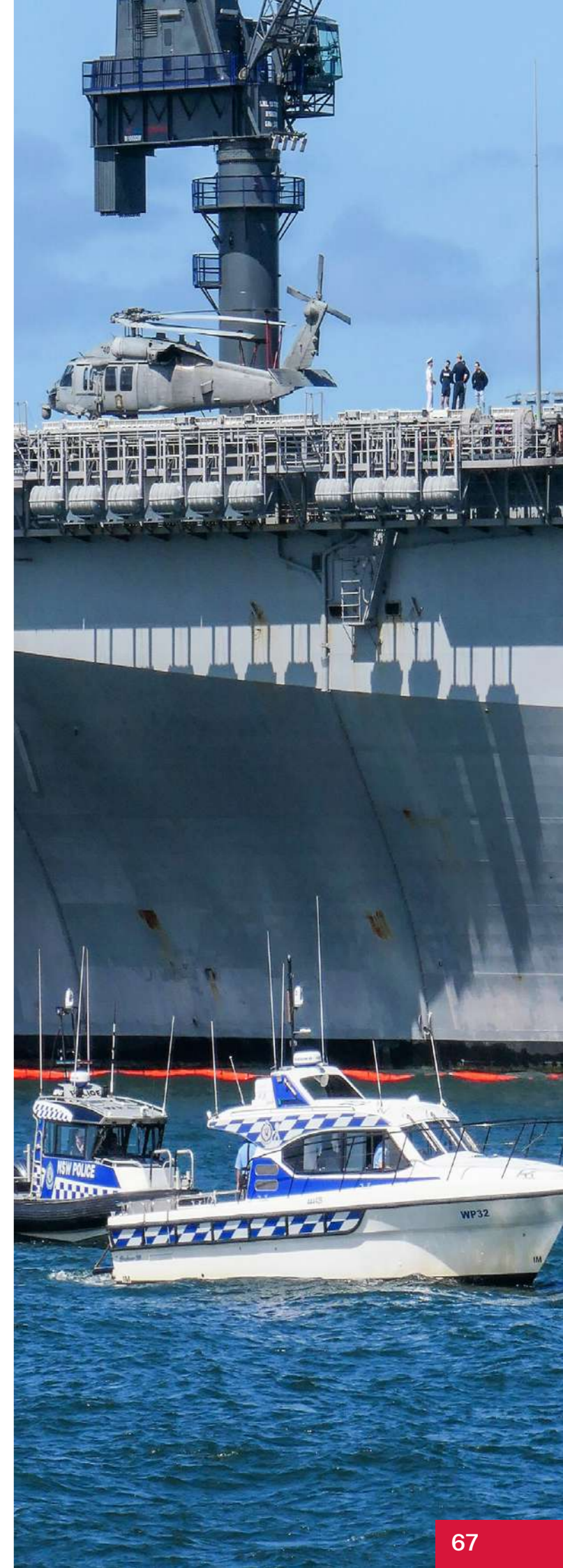
Case Studies

Complaints, Compliance and Enforcement Program

The Complaints, Compliance and Enforcement (CCE) Program is providing digitally enhanced compliance and enforcement integrated solutions. The capability uplift for NSW regulators through these digital tools enables modern, proactive, risk-based regulatory practices.

Achievements for the CCE Program include:

- More than 16,000 licences saved in the Licence Manager tool of the Service NSW My Business profile, enabling businesses to proactively keep track of tradesperson, real estate and automotive licences for employees and subcontractors

- Two critical proofs of concept for Regulation.NSW and delivery of a customer complaints form for the automotive sector with just under 900 online lodgements in a period of around two months

- Seven data dashboard products that enable Fair Trading and SafeWork regulators to have a single view of business and industry sectors, targeting regulator time and resources on data-driven decision-making opportunities.

Through $38.8 million in funding from DRF, the CCE Program will build end-to-end regulatory management for Fair Trading in selected industry groups and will increase features in the Service NSW My Business Profile.

Consumers and businesses will benefit from modern intelligent digital forms for complaints, notifications and requests for service. Further funding will be secured for the total CCE Program to realise the projected $608 million in economic benefits over 10 years, and to ensure these digital regulator tools are available across the sector.

04
Financial Report

Financial Report

Statement by the Minister

Pursuant to Section 14 of the *Digital Restart Fund Act 2020 No.15 (the Act)*, I declare that in my opinion:

a) the accompanying financial report and notes to the financial report provides details of the transactions of the Digital Restart Fund (the Fund) for the year ended 30 June 2022

b) the accompanying financial report and notes to the financial reports are special purpose which has been prepared in accordance with the basis of accounting as described in note 2 and the requirements of Section 14 of the Act except where otherwise stated

c) payments from the fund have been made in accordance with the Act.

The financial report and scope of the Independent Auditor's report are included in this financial report.

Section 14(2)(b)(iv) and (vii) of the Act that requires details of the objectives of the project including any changes to those objectives and subjective assessment whether the project has or is likely to achieve those objectives are excluded in the accompanying financial report and notes to the financial report.

The Hon. Victor Dominello MP
Minister for Customer Service and Digital Government
Minister for Small Business
Minister for Fair Trading

Dated: 22/11/22

INDEPENDENT AUDITOR'S REPORT

Digital Restart Fund

To Members of the New South Wales Parliament

Opinions

Opinion on the audit of the financial report

I have audited the accompanying special purpose financial report of Digital Restart Fund (the Fund), which comprises the Statement by the Minister, the Statement of the Fund's Activities for the year ended 30 June 2022, the Statement of the Fund's Position as at 30 June 2022 and notes to the financial report. The financial report has been prepared by the Minister for Customer Service and Digital Government (the Minister), using the basis of accounting described in Note 2 to the financial report for the purpose of fulfilling the Minister's annual reporting obligations under section 14 of the *Digital Restart Fund Act 2020* (the Act).

In my opinion, in all material respects, the financial report presents fairly, the Fund's position as at 30 June 2022 and its activities for the year then ended, in accordance with the basis of accounting described in Note 2 to the financial report.

Opinion on whether payments complied with the Act

I have undertaken an audit to provide reasonable assurance on whether payments from the Fund have, in all material respects, been made in accordance with section 9 of the Act for the year ended 30 June 2022.

In my opinion, in all material respects, payments from the Fund have been made in accordance with section 9 of the Act for the year ended 30 June 2022.

My opinions should be read in conjunction with the rest of this report.

Basis for Opinions

I conducted my audit in accordance with Australian Auditing Standards and Standards on Assurance Engagements, including ASAE 3100 'Compliance Engagements' (ASAE 3100). My responsibilities under the standards are described in the 'Auditor's Responsibilities' section of my report.

I am independent of the Fund in accordance with the requirements of the:

- Australian Auditing Standards
- Accounting Professional and Ethical Standards Board's APES 110 'Code of Ethics for Professional Accountants (including Independence Standards)' (APES 110).

I have fulfilled my other ethical responsibilities in accordance with APES 110.

Parliament promotes independence by ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies
- precluding the Auditor-General from providing non-audit services.

In conducting my audit, I have applied ASQC 1 'Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Service Engagements'.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinions.

Emphasis of Matter - Basis of accounting

Without modifying my opinion, I draw attention to Note 2 to the financial report which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Minister's annual reporting responsibilities under the Act. As a result, the financial report may not be suitable for another purpose.

Minister's Responsibilities for the Financial Report

The Minister is responsible for the preparation and fair presentation of the financial report in accordance with the basis of accounting described in Note 2 to the financial report. The Minister's responsibility also includes such internal control as the Minister determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error. The Minister has determined that the accounting policies described in Note 2 are appropriate for fulfilling the Minister's annual reporting responsibilities under the Act.

The Minister's Responsibilities under the Act

The Minister is responsible for ensuring payments made from the Fund have been made in accordance with the Act. The Minister's responsibility also includes such internal control as the Minister determines is necessary to comply with the requirements of the Act.

Auditor's Responsibilities

Audit of the Financial Report

My objectives are to:

- obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error
- issue an Independent Auditor's Report including my opinion.

Reasonable assurance is a high level of assurance, but does not guarantee an audit conducted in accordance with Australian Auditing Standards will always detect material misstatements. Misstatements can arise from fraud or error. Misstatements are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions users take based on the financial report.

A description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: www.auasb.gov.au/auditors_responsibilities/ar4.pdf. The description forms part of my auditor's report.

The scope of my audit does not include, nor provide assurance:

- about compliance of other sections of the Act except for section 9
- that the Fund carried out its activities effectively, efficiently and economically
- about the security and controls over the electronic publication of the audited financial report on any website where it may be presented
- about any other information which may have been hyperlinked to/from the financial report.

Audit of whether payments complied with the Act

My responsibility is to express an opinion on whether payments from the Fund, in all material respects, have been made in accordance with section 9 of the Act. ASAE 3100 requires that I plan and perform procedures to obtain reasonable assurance whether payments from the Fund have, in all material respects, complied with specific requirements of the Act.

This audit involved performing procedures to obtain audit evidence on whether payments from the Fund complied with section 9 of the Act. The procedures selected depend on my judgement, including the identification and assessment of the risks of material non-compliance with specific requirements of the Act.

Inherent Limitations

Because of the inherent limitations of any compliance procedure, together with the Fund's internal control structure it is possible that fraud, error or non-compliance with the Act may occur and not be detected.

An audit for the year ended 30 June 2022 does not provide assurance on whether compliance with the Act will continue in the future.

Use of Report

My report was prepared for the purpose of fulfilling the Minister's annual reporting obligations under the Act. I disclaim any assumption of responsibility for any reliance on the report for any other purpose other than for which it was prepared.

Weini Liao
Director, Financial Audit

Delegate of the Auditor-General for New South Wales

23 November 2022
SYDNEY

Digital Restart Fund

Statement of the Fund's Activities for Year Ended 30 June 2022

	Note	2022 $'000	*2021 $'000
Receipts			
Appropriations	3	614,000	413,000
Contributions from other Government agencies	3	41,457	37,923
Total Receipts		**655,457**	**450,923**
Payments			
DRF funded projects	4	618,246	239,019
Administrative expenses	4	6,006	2,367
Total Payments		**624,252**	**241,386**
Net receipts / (payments)		**31,205**	**209,537**

*Please refer to Note 1 for comparative financial information.

The accompanying notes form an integral part of the Financial Report.

Digital Restart Fund

Statement of the Fund's Position as at 30 June 2022

	2022 $'000	*2021 $'000
Opening balance of the Fund	209,537	-
Net Receipts / (Payments)	31,205	209,537
Closing balance of the fund	**240,742**	**209,537**
Balance of Fund held in Cash and Cash Equivalents	**240,742**	**209,537**

*Please refer to Note 1 for comparative financial information.

The accompanying notes form an integral part of the Financial Report.

Digital Restart Fund

Notes to the Financial Report for the year ended 30 June 2022

1. Information on the Digital Restart Fund

Reporting entity

Digital Restart Fund (the Fund) is required to prepare an annual report under Section 14 of the *Digital Restart Fund Act 2020 No.15 (the Act)*. Section 6 of the Act states that the purpose of the Fund is to support digital and information and communications technology initiatives across the government sector, and for that purpose, to fund projects that:

• develop and implement digital and information and communications technology products or services that, for the purpose of improving the delivery of services by government agencies and related interactions:

    i.   identify the actions required to be taken by an individual (or on the individual's behalf) in respect of significant events during the individual's life, and

    ii. record related interactions between the individual (or on the individual's behalf) and government agencies or non-government entities or other bodies or persons connected with the delivery of services by a government agency, and

    iii. identify impediments to the delivery of related services by government agencies and develop and implement solutions to those impediments, or

• develop and implement digital and information and communications technology products or services that are capable of being used by multiple government agencies in a cost-effective manner, or

• optimise existing technologies, applications, computer systems or processes used by government agencies to improve the functionality and operational life of those technologies, applications, computer systems or processes, or

• provide persons employed in or by a government agency with education, training and information relating to digital and information and communications technology.

Section 5 of the Act establishes the Fund as a Special Deposit Account (SDA). Section 4.15 of the *Government Sector Finance Act 2018* (GSF Act) defines an SDA to consist of all accounts of money that the Treasurer is, under statutory authority, required to hold otherwise than for or on account of the Consolidated Fund, and all accounts of money that are directed or authorised to be paid to the SDA by or under legislation.

Under Section 7 of the Act, the Minister for Customer Service and Digital Government (the Minister) is to control and manage the Fund.

The financial report of the Fund is a special purpose financial report with the reporting period being from 1 July 2021 to 30 June 2022. The comparative financial information covers the period from the 3 August 2020 to 30 June 2021, as this was the first year reporting for the Fund.

The Financial Report was authorised for issue by the Minister on the date the accompanying Statement by the Minister was signed.

Key Activities

The Fund was established to provide funding for digital and information and communications technology initiatives:

• to improve the delivery of services by government agencies, including improving interactions between members of the public and government agencies involving digital and information and communications technology, and

• to facilitate whole of government digital transformation, including upgrading and standardising systems and processes used by government agencies, and

• to improve operational and cost efficiencies across the government sector.

Payments into the Fund

Section 8(1) to (4) of the Act below, focuses on what is payable into the Fund.

1.   There is payable into the Fund when:

    a)   All money appropriated by Parliament, or advanced by the Treasurer, for the purposes of payment into the fund

    b)   All money appropriated by Parliament to the Treasurer for the general purpose of the Government and directed by the Treasurer to be paid into the fund,

    c)   The proceeds of the investment of money in the fund,

    d)   All other money directed or authorised to be paid into the fund by or under any Act or other law,

    e)   All money received from voluntary contributions to the fund made by a government agency or other person or body.

2.   To avoid doubt, money appropriated by Parliament before the commencement of this section for purposes that reflect the purpose of the fund may be paid into the fund.

3.   Money paid into the fund under subsection (2) is taken to have been appropriated out of the consolidated fund for the purposes of payment into the fund.

4.   Government agencies are authorised by this section to make voluntary contributions to the Fund.

Payments by the Fund

Money from the Fund will predominantly be used to fund all or part of projects that promote the purpose of the Fund and are approved by the Minister on the recommendation of the Secretary of the Department of Customer Service.

The Act Section 9 prescribes the permitted payments from the Fund, these are:

(a)   projects that promote the purpose of the Fund and is approved by the Minister, on the recommendation of the Secretary of the Department of Customer Service

(b)   administration expenses of the Fund

(c)   money authorised to be paid by the Act or any other Act.

Further to the Act Section 9(b), money from the Fund will also be used to meet administrative expenses related to the Fund which is set at 1% of the fund's approved amount. The accounting for the 1% (of the total fund's budget) administration fund will be on a cash basis.

The Act Section 10 stipulates that before approving the payment of money under Section 9 (a) above, the Minister must obtain and have regard to advice from the Information Commissioner and the Privacy Commissioner as to the effect the projects may have on:

(a)   Access to government information under the *Government Information (Public Access) Act 2009*, and
(b)   the protection of personal information under the *Privacy and Personal Information Protection Act 1998* or health information under the *Health Records and Information Privacy Act 2002.*

2. Summary of Significant Accounting Policies

Basis of preparation

The Digital Restart Fund (the Fund) financial report are special purpose financial report which have been prepared on a cash basis. The cash basis of accounting recognises transactions and events only when cash is received or paid by the Fund. Receipts are recognised and recorded when cash is received. Payments are recorded when cash is paid.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian dollars.

Statement of Compliance

The financial report and notes have been prepared in accordance with the policies detailed in this accounting policy note and the requirement of Section 14 of the Act, except Section 14 (2) (b)(vi) and Section 14 (2)(b)(vii). Section 14(2)(b)(vi) and Section 14(2)(b)(vii) of the Act details of the objectives and subjective assessment whether the project has or is likely to achieve those objectives are excluded in the accompanying financial report and notes to the financial report.

Value of the Fund

The total balance of the Fund consists of cash.

Cash is controlled by the Fund when the Fund can use the cash for the achievement of its own objectives or otherwise benefit from the cash and exclude or regulate the access of others to that benefit. Cash collected by, or appropriated or granted to the Fund, with which the Fund can use to meet its objectives.

The cash held by the Fund is classified as a restricted asset as it can only be applied as allowed by the Act, as detailed in Note 1.

3. Receipts

Receipts are recognised when received in cash. The Fund is authorised to receive amounts in accordance with Section 8 of the Act.

	2022 $'000	2021 $'000
Section 8(1)(a) & (b) receipts		
Appropriations[1]	**614,000**	**413,000**
Section 8(1)(e) receipts - other monies authorised to be paid into the Fund		
Contribution revenue – Department of Education	41,000	35,000
Contribution revenue – HealthShare NSW	-	423
Contribution revenue – Department of Customer Service	-	2,500
Contribution revenue – Revenue NSW	240	-
Contribution revenue – Regional NSW	217	-
Total Contribution revenue	**41,457**	**37,923**
Total receipts	**41,457**	**37,923**

1 Appropriations

This includes only amounts appropriated that have been transferred to the Digital Restart Fund's (DRF) bank account. The following additional amounts have been appropriated and represent a cumulative spending authority that is available for immediate use for the purposes of the DRF, but have not been transferred to the bank account established for the DRF.

Appropriated amount hypothecated to the Fund

Authority Accounts	Special Deposit	2022 $'000	2021 $'000
Digital Restart Fund Act 2020	Digital Restart Fund	102,000	-
Total		**102,000**	**-**

4. Payments

Payments from the Fund are in accordance with Section 9 of the Act. Payments are recorded when cash is actually paid.

Section 9 (a) payments: Funded Projects

Program	Agency	2022 $'000	2021 $'000
Rural Access Gap Tranche 1-3b	Department of Education	139,900	85,500
Process and Technology Harmonisation (PATH) (Formerly ERP 2.0)	Department of Communities and Justice	58,300	-
	Department of Customer Service	20,100	
Modernise Licensing & Compliance - Tranche 1-3	Department of Customer Service	38,308	12,692
DRP Digital Reform Program Courts and Tribunals - Tranche 1 & 2	Department of Communities and Justice	24,087	17,490
Transform Prisoner Rehabilitation Through Digital Technology	Department of Communities and Justice	23,130	-
NSW Spatial Digital Twin	Department of Customer Service	22,300	-
Cyber NSW (DCS Digital.NSW)	Department of Customer Service	20,000	9,550
ePlanning Phase 4 (DPIE) Tranche 1 & 2	Department of Planning, Industry and Environment	19,940	9,500
eConstruction	Department of Customer Service	15,256	5,534
Transport License and Registration System Modernisation and Optimisation Program (DRIVES 2.0)	Transport for NSW	15,000	-
Cyber Security Essential Eight Maturity Uplift	Ministry of Health	12,770	-
Cyber Security maturity uplift project	Department of Education	12,100	-
DCJ - PHSDIP Cyber Program	Department of Communities and Justice	9,621	6,588
Police Cyber Security Transformation Phase 1	NSW Police Force	9,500	7,400
DCS Cyber Security maturity uplift program – Project Trust – Phase 3	Department of Customer Service	9,500	-
Valnet III	Department of Planning, Industry and Environment	5,000	-
NSW Digital Identity Program	Service NSW	4,990	-
Advanced Bush Fire Intelligence Technology Project	NSW Rural Fire Service	4,970	-
Western Sydney Service Delivery Reform Returning Beta	Department of Communities and Justice	4,900	-
GME Transaction Register Roadmap Implementation	Service NSW	4,660	-
Spatial Digital Twin Public Beta (Customer Planning Platform)	Department of Customer Service	4,650	-
eRegulation - Amanda PoC Regulatory Transactions Platform	Department of Customer Service	4,364	-
End of Life Product Development	Department of Customer Service	4,291	-
Assured Revenue Program Tranche 1 & 2	Department of Customer Service	3,875	13,625
DPIE Cyber Security Uplift	Department of Planning, Industry and Environment	3,867	1,058
Commercial Credentials Exchange	Service NSW	3,850	-
GME Change of Name After Marriage Beta Phase	Department of Customer Service	3,639	-

Program	Agency	2022 $'000	2021 $'000
DPC Cluster Cyber Uplift & Resilience Program Phase I	Department of Premier and Cabinet	3,600	1,300
Transport Cyber: Corporate IT Essential 8 Maturity Uplift – Phase 1	Transport for NSW	3,530	-
Education Wallet Stream 2: Student Learner Profile	Department of Education	3,530	-
GME - Customer Details Sharing Centre	Service NSW	3,080	-
Legal Aid Cyber Uplift	Legal Aid Commission of New South Wales	3,040	-
Stronger Communities Critical Cyber Security Strategy Implementations	Department of Communities and Justice	3,000	-
Customer Payment Platform (CPP) Capability Uplift Phase 3	Department of Customer Service	2,950	-
eRegulation - Single View of Business Data and Analytics	Department of Customer Service	2,534	-
Buy NSW Go To Market Phase 2	Department of Customer Service	2,503	-
DPC Cyber Uplift and Resilience Program Phase II	Department of Premier and Cabinet	2,475	-
Treasury Cybersecurity Program	NSW Treasury	2,444	456
TAFE NSW Cyber Security Program	TAFE Commission	2,120	875
Transport Cyber Defence - Microsoft Cloud Security Controls	Transport for NSW	2,035	-
eRegulation: Complaints, Compliance & Enforcement (CCE) Program	Department of Customer Service	2,000	-
Third Party Cyber Security Risk Management	Transport for NSW	2,000	-
Tell Your Story Once Customer Relationship and Data Management Tool	Resilience NSW	1,960	-
Transport Project Acceler8	Transport for NSW	1,950	-
Education Wallet Stream 4: Smart and Skilled Market Comparison Tool	Department of Education	1,880	-
Tell Your Story Once: an inclusive person-centred approach to assisting disaster affected people (Beta)	Resilience NSW	1,860	-
Park n Pay disability parking	Department of Customer Service	1,800	-
Urban Environmental Intelligence Platform - AKA Air Quality Monitoring Best Practises	Department of Planning, Industry and Environment	1,780	-
Essential 8 Security Remediation	Transport for NSW	1,750	-
Maturing Cyber Advisory Services for Secure by Design Outcomes	Transport for NSW	1,750	-
Digitise and enhance integrity of Electoral process Enhance voter experience	New South Wales Electoral Commission	1,695	-
NSW RFS National Fire Danger Rating System enablement	NSW Rural Fire Service	1,690	-
National Multi-Hazard Watch	Department of Customer Service	1,600	-
Transport Cyber: Regional, Delivery and Safety Essential 8 Remediation of Application Security Risks	Transport for NSW	1,600	-
INSW Cyber uplift	Infrastructure NSW	1,600	-
Smart Irrigation Management for Parks and Cool Towns (SIMPACT)	Sydney Olympic Park Authority	1,560	-

Program	Agency	2022 $'000	2021 $'000
DPIE Cyber Security uplift	Department of Planning and Environment	1,450	-
Smart Places Acceleration Program Innovation Stream	Department of Planning and Environment	1,450	-
Taronga Zoo Cyber Uplift	Department of Planning, Industry and Environment	1,442	-
TEW — Technology Enabled Workforce Program	Transport for NSW	1,410	-
NSW RFS Cyber uplift	NSW Rural Fire Service	1,400	-
Mineral Royalties	Department of Customer Service	1,362	1,473
Accessibility NSW	Department of Customer Service	1,340	-
Smart Regional Spaces – Ready Set Go	Regional NSW	1,340	-
WoG Online Booking	Service NSW	1,305	1,305
Workforce Dataflow & Analytics (Dataflow) – Phase 2	Public Service Commission	1,220	-
Giving NSW a Drone Capability for Biodiversity Monitoring	Department of Planning, Industry and Environment	1,220	-
Integrated Connected Officer program - ALPHA phase (Traffic & Highway Patrol)	NSW Police Force	1,200	-
Asset AI	Transport for NSW	1,180	-
Legal Aid Client Portal	Legal Aid Commission of New South Wales	1,169	-
Life Administrator: Discovery	Department of Customer Service	1,147	-
Australian Museum Cyber Uplift	Australian Museum	1,110	-
DRNSW Customer Journey Roadmap	Regional NSW	1,100	-
Smart Infrastructure Policy Acceleration (SIPA)	Department of Planning, Industry and Environment	1,060	-
ICAC cyber security	Independent Commission Against Corruption	1,040	-
Compliance and Security Digital Uplift	Ombudsman's Office	1,030	-
Electoral Commission Cyber Security 2022	New South Wales Electoral Commission	1,029	-
Death Notification	Department of Customer Service	1,005	1,005
Digital Efficacy (formerly School Based Digital Continuous Improvement Program for School Leaders (Operational Excellence))	Department of Education	1,000	-
Neon Grid - A smarter approach to going out	Investment NSW	1,000	-
Greater Sydney Commission Cyber uplift	Greater Sydney Commission	1,000	-
Digitising Coronial Pathway to Improve Family Experience	Department of Communities and Justice	974	-
Museum of Applied Arts and Sciences Cyber Uplift	Museum of Applied Arts and Sciences	900	-
eRegulation - Business Customer	Department of Customer Service	896	-
DRNSW Digital Uplift Program	Regional NSW	835	-
NSW SES Cyber Uplift	Office of the NSW State Emergency Service	800	-

Program	Agency	2022 $'000	2021 $'000
Banking and Payments Digital Reform	NSW Treasury	800	-
Transition to School Digital Statement - holistic parent journey (seed 2)	Department of Education	800	-
carbonZero Accelerator	Department of Planning, Industry and Environment	780	-
Smart Planning Approvals	Department of Planning, Industry and Environment	770	-
MyServiceNSW Mobile App	Service NSW	760	-
Business Insights Hub - beta improvement (Project Amplify)	Department of Customer Service	750	-
Aboriginal Housing Office reducing the digital divide between mainstream and Aboriginal community housing tenants	Aboriginal Housing Office	722	-
DataFlow Gen DPC / Workforce Anlytics	Public Service Commission	700	700
Western Parkland City Digital Inclusion	Department of Planning, Industry and Environment	700	-
Western Parkland City Cyber Uplift	Department of Planning, Industry and Environment	680	-
NSW National Parks and Wildlife Service Digital Backpack	Department of Planning, Industry and Environment	660	-
Transforming Language Services	Multicultural NSW	610	-
School Check-in	Department of Education	600	-
Smart Places - Smart Kerbs	Transport for NSW	600	400
Digital Renewal Notices (DRN)	Service NSW	575	1,725
Pets Data Entry and Pre-Rego	Department of Planning, Industry and Environment	500	800
Forestry Corp Cyber Uplift	Regional NSW	490	-
Smart Place - Envisioning in 3D – Camden Council PoC - DCS	Department of Customer Service	483	-
Botanic Gardens data security, digital fundraising and tourism sales	Royal Botanic Gardens and Domain Trust	450	-
Smart Places - Smart Water	Department of Planning, Industry and Environment	400	-

Program	Agency	2022 $'000	2021 $'000
e-Invoicing Mandate Implementation	Department of Customer Service	380	-
Law Enforcement Conduct Commission	Law Enforcement Conduct Commission	340	-
Implementation of uplifted ASCS Essential 8 Controls	Transport for NSW	300	-
Park n Pay Expansion	Department of Customer Service	300	-
Sydney Metro Cyber Security Uplift	Sydney Metro	292	-
Digital Renewal Notifications Extension & for Drivers Licences and App	Service NSW	250	-
Spatial Aboriginal Land Claim (ALC) Register	Department of Premier and Cabinet	240	-
Smart Places Acceleration Program	Department of Planning, Industry and Environment	200	-
NSW Parliament cyber uplift	The Legislature	186	-
Service Management Tools and Process Consolidation	Department of Premier and Cabinet	160	-
On-Road CAV Public Bus Trials	Transport for NSW	100	-
Smarter Soil Conservation	Department of Regional NSW	70	-
Whole of Government Website	Department of Customer Service	-	13,980
Service NSW Cyber Security Program	Department of Customer Service		4,950
		-	
Strengthening DoE Cyber Security – Seed Funding	Department of Education/ TAFE	-	4,910
DCS/GovConnect Cyber Resilience Program	Department of Customer Service	-	4,900
Transport Regulatory Services Optimisation Prototype (DRIVES)	Transport for NSW	-	2,000
Gov Mad Easy - Proof of Identity	Service NSW	-	1,916
Park n Pay	Department of Customer Service	-	1,800
Facial Verification	Service NSW	-	1,787
Smart Places - RANanalytics	NSW Government Telecommunications Authority	-	800
Total Section 9 (a) Payments		**618,246**	**239,019**

Section 9(b) payments – Administrative expenses

As approved by Expenditure Review Committee and Delivery and Performance Committee, 1% of the Digital Restart Fund has been allocated to Administrative Expenses as per Section 9 (b) money required to meet administrative expenses related to the Fund. 1% of the $1.6 billion has been allocated to the Department of Customer Service, Department of Premier and Cabinet and NSW Treasury for administrative expenses. 1% of the $500m has been to date approved and allocated to the Information and Privacy Commission. The remaining allocation to the other agencies is yet to be determined.

Program	Agency	FY22 $'000	FY21 $'000
1% DRF fund	Department of Customer Service [2]	4,566	2,167
IPC ongoing administration cost (1% Admin)	Information and Privacy Commission	540	-
1% DRF fund	Department of Premier and Cabinet	500	-
1% DRF fund	NSW Treasury	400	200
Total Section 9 (b) Payments		**6,006**	**2,367**

Total Payments - Section 9 (a) + Section 9 (b)		**624,252**	**241,386**

2 1% Administration Fees paid to the Department of Customers Services of $4,566,000 contains payments of the audits fee of $46,400 (including 2020-21 $35,000 Audit Fee paid within the current Financial Year) for the audit of special purpose financial report and compliance audit.

Events after the reporting date

There are no known events after the Fund reporting period which would give rise to a material impact on the reported results or financial position of DRF as at 30 June 2022.

End of Audited Financial Report

05
Projects Funded

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	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. 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.) 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. The project will transition to BAU within the NSW Registry of Births Deaths and Marriages by Sept 2022.	Yes
MyServiceNSW Mobile App	Service NSW	Customer Service	1.99	0.76	29/12/2022	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. 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. 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. 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. 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.	No

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?
Rural Access Gap Tranche 1- 3b	Department of Education	Education	365.80	139.90	30/6/2023	The Rural Access Gap (RAG) is a direct intervention to improve life opportunities for students in regional, rural and remote NSW. Students in country areas continue to face a gap in access to educational resources and opportunities compared to their metropolitan counterparts. 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. The program is currently tracking green and has received a clearance letter from the most recent Department of Customer Service health check	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	The Program will deliver a common ERP solution for seven NSW Government clusters impacted by MoG (Machinery of Government) changes: Customer Service, Stronger Communities, Planning and Environment, Regional NSW, Premier and Cabinet, and Treasury, Enterprise, Investment and Trade. 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. 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.	Yes
Modernise Licensing & Compliance - Tranche 1 - 3	Department of Customer Service	Customer Service	115.00	38.31	31/12/2024	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; 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 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.	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?
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

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?
Cyber NSW (DCS Digital.NSW)	Department of Customer Service	Customer Service	60.00	20.00	29/6/2023	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. 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. 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: • 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. 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.	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

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 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

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?
Police Cyber Security Transformation Phase 1	NSW Police Force	Stronger Communities	23.50	9.50	29/6/2023	The Project objectives are: ·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). The Project Status as of 30 June 2022: ·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	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.	Yes
NSW Digital Identity Program	Service NSW	Customer Service	4.99	4.99	30/10/2022	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. 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.	Yes
Advanced Bush Fire Intelligence Technology Project	NSW Rural Fire Service	Stronger Communities	4.97	4.97	28/10/2022	The project will enhance operational decision making through delivery of three modules: 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. As of 30/6/2022 the project is on track to meet its objectives.	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?
Western Sydney Service Delivery Reform Returning Beta	Department of Communities and Justice	Stronger Communities	4.90	4.90	30/3/2024	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. 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.	Yes
GME Transaction Register Roadmap Implementation	Service NSW	Customer Service	4.66	4.66	30/6/2023	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. 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. 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.	Yes
Spatial Digital Twin Public Beta (Customer Planning Platform)	Department of Customer Service	Customer Service	4.65	4.65	29/9/2022	Objectives The delivery of a map-based platform to: -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 Status as of 30/06/2022 Release 1 -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

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 - Amanda PoC Regulatory Transactions Platform	Department of Customer Service	Customer Service	4.36	4.36	30/6/2022	Key objectives were to validate AMANDA via a Proof of Concept and if successful progress to an MVP. The AMANDA Proof of Concept focused on three main areas within Complaints, Compliance & Enforcement: • Complaints • Incidents • Request for Service/In-field inspections Two agencies; Fair Trading and SafeWork for the Housing Construction industry The evaluation committee agreed that the PoC successfully met the assessment criteria The AMANDA MVP focused on Enquiries & Complaints within Fair Trading for the Housing Construction industry targeting: • Faster turnaround times to address customer complaints and enquiries • Increased efficiencies for regulators The MVP has been delivered with 5 star customer satisfaction ratings on the complaints form being received	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?
End of Life Product Development	Department of Customer Service	Customer Service	4.29	4.29	29/6/2023	Project objectives: 1. To scale the End of Life services: • 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. 2. NOT stated in LBC: Support and enable cross government collaboration to improve the End of Life experience for customers Status: As of 29/7 /22 The End of Live Planner now includes new planning features: • 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 The End of life Planner was migrated to the ServiceNSW (SNSW) Kiama platform. • 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 The Life Journey Team is now working with NSW Trustee and Guardian on transition arrangements of the Planner to BAU. Work progressing on the Estate Administration Tracker: • 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	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.	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?
DPIE Cyber Security Uplift	Department of Planning, Industry and Environment	Planning and Environment	4.93	3.87	30/6/2022	The Cyber Security Uplift Phase 2 program objectives are: • 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	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. 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. 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.	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

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?
Education Wallet Stream 2: Student Learner Profile	Department of Education	Education	3.53	3.53	30/9/2022	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. 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.	Yes
Transport Cyber: Corporate IT Essential 8 Maturity Uplift – Phase 1	Transport for NSW	Transport and Infrastructure	4.80	3.53	30/12/2023	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. 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.	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?
GME - Customer Details Sharing Centre	Service NSW	Customer Service	3.08	3.08	30/6/2023	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. 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.	Yes
Legal Aid Cyber Uplift	Legal Aid Commission of New South Wales	Stronger Communities	3.04	3.04	29/6/2024	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.	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?
Stronger Communities Critical Cyber Security Strategy Implementations	Department of Communities and Justice	Stronger Communities	4.04	3.00	28/4/2023	Project Objectives: * 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. Project Status * 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	More than 50% of the objectives have been delivered, remaining objectives are on track to be delivered before the project closure date.	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 - 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	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. 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.	Yes
DPC Cyber Uplift and Resilience Program Phase II	Department of Premier and Cabinet	Premier & Cabinet	4.95	2.48	31/7/2023	To improve processes to prevent, detect and response to and resolve security (cyber) incidents. The program will enable Department of Premier and Cabinet and Cluster to improve systems security and lift cyber maturity levels. The project is expected to achieve its objectives.	Yes
TAFE NSW Cyber Security Program	TAFE Commission	Education	4.53	2.12	30/6/2023	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. This will improve TAFE NSW's security posture, improve reputation and increase the trust of our customers. Status as of 30 June 2022 is Green.	Yes
Transport Cyber Defence - Microsoft Cloud Security Controls	Transport for NSW	Transport and Infrastructure	3.00	2.04	30/12/2023	Objectives: -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. Status: 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.	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	The three key objectives for the CCE Program are: 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. 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.	Yes
Third Party Cyber Security Risk Management	Transport for NSW	Transport and Infrastructure	2.00	2.00	30/6/2023	Objectives: -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. Status: The project team has progressed both these objectives: -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	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. Key artefacts and deliverables delivered in the Discovery and Alpha phase of the project: -Detailed customer journey maps -A service blueprint -An initial solution prototype -Privacy Impact Assessment.	Project has Completed

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	Objectives: -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 Status: The project delivered strongly in FY22 towards these objectives: -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	The project is tracking green towards the pilot milestone of September. Product teams are focused on: -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

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	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. 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: • 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 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)	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	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.	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	Objectives: -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: -Patch Applications -Multi-Factor Authentication Status: 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. -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	Objectives: –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. This will result in the overall uplift in maturity of the Cyber Security Advisory practice to meet the demands of the cluster. Status: 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.	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?
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	Objectives: • 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. Current project status as at 30 June 2022: • 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	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. 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.	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	Objectives: -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: -Patch Applications -Multi-Factor Authentication Status: 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. -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	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.	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	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. 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. 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	Yes
TEW — Technology Enabled Workforce Program	Transport for NSW	Transport and Infrastructure	4.44	1.41	29/6/2023	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. 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. As of 30-June 2022 the program has successfully completed proof of concepts (POC) and minimum viable product (MVP) for: • Annual leave request digital form. • Stopping Pattern Report (SPR) via My Roster. • Clearance of Planned Annual Leave (CoPAL) • 1 Way Task Assigner The program is tracking to achieve its objectives.	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?
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	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. 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. 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. The Whole of Government Online Booking Service will deliver on the Government Made Easy and Tell Us Once initiatives. 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. 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. 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. 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: 1. Virtual and face-to-face career practitioner appointments for students; 2. Virtual Parent/Guardian Information sessions Service NSW services and appointments and other NSW Government agency bookings will eventually be added to the system.	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	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. 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. 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. 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.	Yes
Workforce Dataflow & Analytics (Dataflow) – Phase 2	Public Service Commission	Premier & Cabinet	3.19	1.22	30/9/2023	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: - 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 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.	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?
Integrated Connected Officer program - ALPHA phase (Traffic & Highway Patrol)	NSW Police Force	Stronger Communities	4.28	1.20	30/7/2022	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. 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. The objectives of DRF ICO ALPHA are: • 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 Project Status as at 30/6/22: Overall Integrated Connected Officer (ICO) ALPHA phase remains on track to achieve key milestones and objectives. 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. ICO Program Steering Committee held on 12th July 2022. Other governance committee and working group structures established and regular meetings in progress. Next Steer Co planned for September. Overall status on track.	Yes
Asset AI	Transport for NSW	Transport and Infrastructure	2.87	1.18	29/2/2024	Asset AI: -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) 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.	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	• 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	This project's objectives are to uplift technical cyber security maturity across the Australian Museum (AM) network and public facing website environments. 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.	Yes
DRNSW Customer Journey Roadmap	Regional NSW	Regional NSW	1.10	1.10	29/9/2022	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. 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. 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.	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

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	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: • 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 Current Status: • 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	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: • 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	The project's objectives: 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. 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; 2) Design a holistic digital capability uplift program and related content 3) Pilot program with DRNSW staff (specific program inclusions will be determined during ideation phase); 4) Develop a program implementation roadmap and monitoring, evaluation and reporting (MER) framework; accompanied by a business case for scaled implementation. As of 30.06/2022 the project status was green.	Yes
Banking and Payments Digital Reform	NSW Treasury	Treasury	4.90	0.80	28/6/2024	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. The program is in initiation stage with projects assessed and mobilised through a lean business case process.	Yes
NSW SES Cyber Uplift	Office of the NSW State Emergency Service	Stronger Communities	4.90	0.80	27/6/2024	The project aims to enhance the organisations cyber maturity in line with audit recommendations, state policy and essential eight requirements.	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?
Transition to School Digital Statement - holistic parent journey (seed 2)	Department of Education	Education	2.00	0.80	31/3/2024	Project objectives (as per the DRF submission for this year's funding) and status as at 30/06/22: 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. 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. 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. An enhanced application is available for early childhood education users in Term 3, 2022. Status: completed. An enhanced application is available for public primary school users in Term 4, 2022. Status: completed. Discovery to include consultation with approximately 50 parent/carers, early childhood educators and school staff. Status: completed.	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

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	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. 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.	Yes
Transforming Language Services	Multicultural NSW	Stronger Communities	1.04	0.61	30/7/2023	• 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

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	Key objectives are integration of Working with Children Check (WWCC) and trade licences into School Check-in. 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.	Yes
Smart Places - Smart Kerbs	Transport for NSW	Transport and Infrastructure	1.00	0.60	27/2/2023	The Digital Smart Kerbs Pilot aims to: -collect and share data on how kerb space is allocated and used; and -test a range of technologies to collect real-time data. 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. The trial will provide data and tools to help each council better manage kerbs and guide changes to improve productivity, liveability and sustainability. 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.	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	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. 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.	Yes
Smart Places - Smart Water	Department of Planning, Industry and Environment	Planning and Environment	0.43	0.40	29/6/2022	The objectives of the Smart Water Project are to: • 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. 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. Smart Water project status: • 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	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	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?
Law Enforcement Conduct Commission	Law Enforcement Conduct Commission	Premier & Cabinet	0.50	0.34	29/12/2022	The LECC is integrating 4 individual technologies to address security weaknesses identified on the LECC network. These are the following: 1) Network Segmentation 2) Application Whitelisting 3) Zero Trust Network Access 4) Audit and Compliance LECC was granted formal funding approval on January 2022. 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. Subsequently, a Change Request has been submitted via the ICT Assurance Reporting Portal to keep the rollover approval inline with the DRF funding schedule. 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. 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.	Yes
Implementation of uplifted ASCS Essential 8 Controls	Transport for NSW	Transport and Infrastructure	1.55	0.30	30/12/2023	Objectives: Implementation of the following uplifted July 2021 E8 controls: -Microsoft Office Macros -User Application Hardening -Backups and Restoration -Restrict Admin Privileges 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.	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?
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	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. 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.	Yes
Digital Renewal Notifications Extension & for Drivers Licences and App	Service NSW	Customer Service	1.80	0.25	30/7/2023	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. Key Deliverables: -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

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	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. 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. 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.	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	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. 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.	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	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. 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.	Yes
On-Road CAV Public Bus Trials	Transport for NSW	Transport and Infrastructure	5.00	0.10	29/6/2024	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 RFEOI is pending release via an exclusive story as directed by the Ministers' Offices.	Yes
Smarter Soil Conservation	Department of Regional NSW	Regional NSW	1.50	0.07	29/6/2023	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. 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.	Yes

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