Digital Restart Fund

Projects that received payments up to FY23

Digital Restart Fund

Projects that received payments up to FY23

Rural Access Gap Tranche 1- 4

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$365.80M
Payments released from the fund up to FY23	$295.80M
Project End Date	29/12/2023

Project Objectives (status as of 30 Jun 2023)

The Rural Access Gap 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 1,058 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.

Is this project likely to achieve the project objectives?	Yes

Asset AI

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$2.87M
Payments released from the fund up to FY23	$2.44M
Project End Date	31/1/2024

Project Objectives (status as of 30 Jun 2023)

1. Is a digital platform to assist all levels of NSW government to have a greater insight of road asset condition.
2. Will enable NSW Councils to have a proactive approach to maintenance.
3. Will enable a data driven and customer-centric approach to managing public assets.
4. Will leverage Artificial Intelligence (AI) technology to detect (damage/ deterioration/ changes to council road asset conditions).

Is this project likely to achieve the project objectives?	Yes

Commercial Credentials Exchange

Portfolio of Agencies	Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$3.85M
Payments released from the fund up to FY23	$3.85M
Project End Date	31/12/2023

Project Objectives (status as of 30 Jun 2023)

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:

1. the technical capability for participation in a commercial identity exchange ecosystem through proof-of-concept testing with accredited Identity Exchanges,
2. enhancing customer experience and
3. establishing clear privacy, policy and regulatory framework.

Is this project likely to achieve the project objectives?	Yes

Cyber NSW (DCS Digital.NSW)

Portfolio of Agencies	Customer Service
Delivery Agency	Digital.NSW
Total Project Budget ($M)	$60.00M
Payments released from the fund up to FY23	$55.05M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

This program aims to provide:

1. Intelligence to inform entities of current and emerging threats; this early warning enables mitigation actions, in turn reducing potential harm.
2. Incident response and coordination, to assist entities without experienced cyber security teams.
3. Scanning services and advice, to ensure vulnerabilities are properly managed.
4. Support for NSW Cyber Security Policy implementation, providing entities with a strategic view of their cyber security posture.
5. Training for all staff and contractors, which mitigates the risk of end users in cyber attacks across NSW Government.
6. Exercises to test entities' cyber incident response plans, to ensure they are adequately prepared for real incidents.

Is this project likely to achieve the project objectives?	Yes

DPC Cluster Cyber Uplift and Resilience Program

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	Department of Premier and Cabinet
Total Project Budget ($M)	$5.39M
Payments released from the fund up to FY23	$5.39M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. The program will significantly uplift the cluster's cyber security maturity.
2. It will build a framework for resilience against major cyber incidents and privacy breaches across the Department of Premier and Cabinet Cluster and will significantly reduce the risk and impact of future incidents.
3. The information and privacy of Department of Premier and Cabinet Cluster, Ministers, and the Public being appropriately protected and aligned with risk appetite.
4. A major reduction in risk to public reputation and audit compliance.

Is this project likely to achieve the project objectives?	Yes

Modernise Licensing & Compliance - Tranche 1-3

Portfolio of Agencies	Whole of Government
Delivery Agency	Digtal NSW
Total Project Budget ($M)	$115.00M
Payments released from the fund up to FY23	$93.60M
Project End Date	31/12/2025

Project Objectives (status as of 30 Jun 2023)

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;

1. For customers: reduced time to receive the licence, reduced red-tape, end-to-end digital journeys.
2. For regulators: monitoring licences effectively, making data easily accessible, eliminating the manual effort of data entry & validation.
3. For whole of government: more accessible data for whole of government use, reduced technology licensing costs.

Is this project likely to achieve the project objectives?	Yes

Pets Data Entry and Pre-Rego

Portfolio of Agencies	Environment and Planning
Delivery Agency	Office of Local Government
Total Project Budget ($M)	$1.31M
Payments released from the fund up to FY23	$1.30M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

- Deliver a minimum viable product (MVP) for Pet Registry Data Entry and Pre-registration.

Is this project likely to achieve the project objectives?	Yes

Spatial Digital Twin Public Beta (Customer Planning Platform)

Portfolio of Agencies	Customer Service
Delivery Agency	Spatial Services
Total Project Budget ($M)	$4.68M
Payments released from the fund up to FY23	$4.65M
Project End Date	28/4/2023

Project Objectives (status as of 30 Jun 2023)

The delivery of a map-based platform to:

1. Clearly and simply engage and inform communities of the Government's proposed, existing, and past infrastructure programs.
2. Takes feedback, measures community support and sentiment for the Government's proposed and existing infrastructure programs.
3. Guides Government's proposed and existing infrastructure programs to match community expectations.
4. Enables visualisation and interaction of government-data combined with industry and community contextualising points of interest on a spatial map.

Is this project likely to achieve the project objectives?	No

NSW Parliament cyber uplift

Portfolio of Agencies	Premier's Department
Delivery Agency	Parliament of NSW
Total Project Budget ($M)	$4.48M
Payments released from the fund up to FY23	$2.58M
Project End Date	28/6/2024

Project Objectives (status as of 30 Jun 2023)

- Uplifting parliament cyber security posture.

Is this project likely to achieve the project objectives?	Yes

NSW RFS Cyber uplift

Portfolio of Agencies	Communities and Justice
Delivery Agency	Rural Fire Service of NSW
Total Project Budget ($M)	$1.40M
Payments released from the fund up to FY23	$1.40M
Project End Date	30/9/2023

Project Objectives (status as of 30 Jun 2023)

- Streamline processes of managing identity across the organisation such that the Rural Fire Service can adapt its workforce to different organisational structures, tools and applications while ensuring the right people have low friction access to the right systems.

Is this project likely to achieve the project objectives?	Yes

School Check-in

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$2.40M
Payments released from the fund up to FY23	$2.40M
Project End Date	30/12/2024

Project Objectives (status as of 30 Jun 2023)

1. This initiative will enhance the School Check-In system (Version 1.0) delivered in 2021 and will further embed integrated digital service delivery into NSW public schools. The enhancements will improve the way schools and school communities connect with Government services and information.
2. The Digital Restart Fund (DRF) will deliver School Check-In system Version 2.0, resulting in the following benefits: Enhanced school and Department of Education operations relating to visitors and contractors by automating administration and compliance tasks and removing a number of manual forms and processes, minimising data double-handling and increasing reliability. Enhanced logbook and reporting, including improved evacuation procedures and the ability to track and report on contractor performance.
3. Transform certificate authentications and their burdensome application in school settings (e.g., Working with Children Checks (WWCC) and contractor trade licences) by integrating government-held licences and credentials and to manage compliance requirements Improved citizen experience by providing a consistent, streamlined and clear process when interacting with schools.
4. Equitable state-wide citizen access to services through the roll out of check-in webforms to 2,200 school concierge devices. This will bridge the digital divide, especially for rural and remote schools with poor mobile connectivity, as well as for visitors and contractors who do not have a smartphone.

Is this project likely to achieve the project objectives?	Yes

Sydney Metro Cyber Security Uplift

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$3.00M
Payments released from the fund up to FY23	$3.00M
Project End Date	31/12/2023

Project Objectives (status as of 30 Jun 2023)

- To uplift Sydney Metro Cyber Security Posture.

Is this project likely to achieve the project objectives?	Yes

Service Management Tools and Process Consolidation

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	Department of Premier and Cabinet
Total Project Budget ($M)	$0.70M
Payments released from the fund up to FY23	$0.70M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

- To enhance and uplift digital capabilities of Department of Premier and Cabinet 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.

Is this project likely to achieve the project objectives?	Yes

NSW RFS National Fire Danger Rating System enablement

Portfolio of Agencies	Communities and Justice
Delivery Agency	Rural Fire Service of NSW
Total Project Budget ($M)	$2.50M
Payments released from the fund up to FY23	$1.69M
Project End Date	20/3/2023

Project Objectives (status as of 30 Jun 2023)

1. To ensure that both internal and external Rural Fire Service systems are aligned to the new Fire Danger Rating system.
2. To introduce integration to other Rural Fire Service systems to reduce time and resources taken to manually enter data across multiple systems.

Is this project likely to achieve the project objectives ?	Yes

GME Transaction Register Roadmap Implementation

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$4.66M
Payments released from the fund up to FY23	$4.66M
Project End Date	29/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Increase ease and accessibility of NSW Government services via the MyServiceNSW Account by December 2022.
2. Improve Service NSW partnership agency engagement by December 2022.

Is this project likely to achieve the project objectives? Yes

Smart Places Acceleration Program Innovation Stream

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$4.20M
Payments released from the fund up to FY23	$4.20M
Project End Date	31/10/2024

Project Objectives (status as of 30 Jun 2023)

- 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.

Is this project likely to achieve the project objectives? Yes

Stronger Communities Critical Cyber Security Strategy Implementations

Portfolio of Agencies	Communities and Justice
Delivery Agency	Department of Communities and Justice
Total Project Budget ($M)	$4.04M
Payments released from the fund up to FY23	$4.04M
Project End Date	28/4/2024

Project Objectives (status as of 30 Jun 2023)

1. 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.
2. 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.
3. 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.
4. 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.
5. Efficient design and implementation of cyber security services which do not impact on business functions or strategies of independent agencies.

Is this project likely to achieve the project objectives? Yes

TAFE NSW Cyber Security Program

Portfolio of Agencies	Education
Delivery Agency	TAFE
Total Project Budget ($M)	$4.53M
Payments released from the fund up to FY23	$4.53M
Project End Date	22/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Implement a strong cyber security capability and toolset within Technical and Further Education (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.
2. This will improve TAFE NSW's security posture, improve reputation and increase the trust of our customers.

Is this project likely to achieve the project objectives? Yes

TEW — Technology Enabled Workforce Program

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$4.44M
Payments released from the fund up to FY23	$4.44M
Project End Date	31/3/2024

Project Objectives (status as of 30 Jun 2023)

The overall program continues to aim to achieve the following key outcomes and objectives:

1. Increased Train Crew capability to use technology and application (capability uplift).
2. Enhanced process efficiency - $12M pa productivity savings and cashable benefit of $0.36m pa. (with potential to increase by $1M in cashable benefit).
3. Improved degraded mode recovery - significant improvement in Day of Operation efficiency:
   - Service quality - Guard Announcement services particularly during degraded mode.
   - Reduction in customer delay minutes (2-way Task Assigner).
4. Reusable across the Enterprise, majority of deliverables and inflight deliverables are transferable across all branches. Allowing for opportunities to deliver cross branch process efficiencies.
5. Addresses Ministerial Action (Joint Review of Network Recovery from Major Incidents) on legacy communication limitations between Rail Operations Centre (ROC), Train Crew Operations (TCO), Crew Rostering and frontline.

Technology Enable Workforce (TEW) program remains aligned with and in preparation for future digital programs, paving the way for Train Crew Operations & Planning System (TCOPS) and Digital Systems technology uplifts. TCOPS and Digital Systems are reliant on TEW to lead technology change as a key part in establishing and enhancing digital capability in Train Crewing.

The program has already delivered a suite of web and mobile application processes and solutions that 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 gives an improved service reliability and customer satisfaction.

TEW remains committed to completion of the program and integrating technology into the day to-day activities of over 3000 train crew using digital, reliable, and high-performing system solutions to improve customer outcomes, increase productivity, and enable improved operations.

Is this project likely to achieve the project objectives? Yes

Maturing Cyber Advisory Services for Secure by Design Outcomes

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$2.50M
Payments released from the fund up to FY23	$2.50M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

Project objectives achieved. Project completed.

Is this project likely to achieve the project objectives? Yes

Transport Asset Custodian Platform (TACP) Tranche 1

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY23	$11.00M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. The first year (FY22-23) is to establish the core elements of the Transport Asset Custodian Platform, and activities will be prioritised to align with the overall program objectives.
2. Initiate the Transport Asset Custodian Platform to establish the core capabilities, including setting up the 4 workstreams to deliver the required outcomes.
3. By the end of December 2022, 3 of the 4 work streams will be established, with
   – Stream 1: Asset Information Management responsible for the development of the asset data standards for Transport Asset Custodian Platform;
   – Stream 2: Custodian Asset Data Platform & Enterprise Asset Management (EAM) Connectors responsible for development and configuration of the software applications; and
   – Stream 3: Asset Data Onboarding responsible for asset data exchange processes and actual data collation.

Is this project likely to achieve the project objectives?	Yes

Treasury Cybersecurity Program

Portfolio of Agencies	Treasury
Delivery Agency	The Treasury
Total Project Budget ($M)	$4.20M
Payments released from the fund up to FY23	$4.20M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 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.

Is this project likely to achieve the project objectives?	Yes

Transport Cyber Defence - Microsoft Cloud Security Controls

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$3.00M
Payments released from the fund up to FY23	$3.00M
Project End Date	31/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Review existing Operating Model to identify gaps.
2. Design, implement and transition to business-as-usual the Target Operating Model (TOM) to ensure Microsoft Cloud Security Controls are well supported.
3. Deliver Organisational Change Management (OCM) support and training to the impacted support teams and end users.
4. Define & Deliver ongoing reporting of the effectiveness of the TOM controls.

Is this project likely to achieve the project objectives?	Yes

Transport Cyber: Corporate IT Essential 8 Maturity Uplift – Phase 1

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$4.80M
Payments released from the fund up to FY23	$4.80M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

• Improve Cyber Security Risk Posture.

Is this project likely to achieve the project objectives?	No

Whole of Government Next Generation Digital Connectivity (POC)

Portfolio of Agencies	Whole of Government
Delivery Agency	NSW Telco Authority
Total Project Budget ($M)	$3.50M
Payments released from the fund up to FY23	$2.60M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

Achieve the following during Iteration A (first 90 days):

1. Build end-to-end customer experience and Service NSW backend database
2. Build end-to-end admin experience for Service NSW staff to administrate and manage bookings backend
3. Conduct customer experience and admin staff workshops and one-on-one user testing sessions
4. Complete discovery and planning for onboarding first group of agencies
5. Release the new online booking service alongside the first set of new Service NSW online bookings.

Achieve the following during Iteration B, C and D (every 90 days thereafter):

1. Design and build Integration with first group of agencies
2. Begin onboarding first groups of agencies
3. Conduct In-dept post-launch testing
4. Plan and conduct admin and customer journey refinement and enhancements to design
5. These deliverables will support the key outcome of this project, which is to deliver a single, universal booking capability for customers through a streamlined customer centric experience when booking appointments across the NSW Government.

Is this project likely to achieve the project objectives?	Yes

Transport Cyber: Regional, Delivery and Safety Essential 8 Remediation of Application Security Risks

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$3.20M
Payments released from the fund up to FY23	$3.20M
Project End Date	31/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Mitigate security risks (Very high / High) rated against application code of applications in the Regional, Delivery and Safety (RDS) portfolio.
2. Enable Multi-Factor Authentication (MFA) for business power users & application administrators of the applications holding sensitive and PII data.
3. Protect applications with Web Application Firewall (WAF) & virtual patching capability to mitigate Zero day vulnerabilities.
4. Integrate into the Transport monthly Department of Customer Service (DCS) reporting process for Essential 8
5. Uplift the following Essential 8 controls to the target maturity levels stated in the business case: Patch Applications and Multi-Factor Authentication.

Is this project likely to achieve the project objectives?	Yes

Transport License and Registration System Modernisation and Optimisation Program (DRIVES 2.0)

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$15.00M
Payments released from the fund up to FY23	$15.00M
Project End Date	30/6/2026

Project Objectives (status as of 30 Jun 2023)

Transport for NSW 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 Transport for NSW 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

Is this project likely to achieve the project objectives?	Yes

Smart Places - Smart Kerbs

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$1.00M
Payments released from the fund up to FY23	$1.00M
Project End Date	31/10/2023

Project Objectives (status as of 30 Jun 2023)

The Digital Smart Kerbs Pilot aims to:

1. collect and share data on how kerb space is allocated and used; and
2. 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.

Is this project likely to achieve the project objectives? Yes

WoG Online Booking

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$2.61M
Payments released from the fund up to FY23	$2.61M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

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.

1. 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 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.

Is this project likely to achieve the project objectives? Yes

Digitising Coronial Pathway to Improve Family Experience (Returning Beta)

Portfolio of Agencies	Communities and Justice
Delivery Agency	Courts, Tribunals and Service Delivery
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY23	$0.47M
Project End Date	30/4/2024

Project Objectives (status as of 30 Jun 2023)

1. Develop at least 2 to 3 initial Alpha prototypes and set up suitable test environments (To be completed by 31/5/23)
2. Test Alpha prototypes with at least 15 users (To be completed by 30/9/23)
3. Develop Beta prototype and expose to users and stakeholders in 2 jurisdictions (To be completed by 31/01/24)
4. Refine and release public beta to all users. Finalise success criteria and measure outcomes (To be completed by 30/4/24)

Is this project likely to achieve the project objectives? Yes

1% Administration Fund (not a project)

Portfolio of Agencies	Customer Service
Delivery Agency	Digital.NSW
Total Project Budget ($M)	$21.00M
Payments released from the fund up to FY23	$12.10M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

• To administer the Digital Restart Fund.

Is this project likely to achieve the project objectives? Yes

Virtual Consultations: Consumers at the Centre of their Care Phase 2

Portfolio of Agencies	Health
Delivery Agency	eHealth NSW
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY23	$7.18M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Initiate the project and associated controls
2. Design the core Virtual Consultations Remote Patient Monitoring (VC-RPM) solution and technical integration design
3. Assess Human Centred Design (HCD) requirements and change impacts
4. Build & Test VC-RPM solution, integration with core enterprise NSW Health systems
5. Change management planning
6. Integration of VC-RPM solution with Local Health District core enterprise systems
7. Local Health District change management and benefits measurement

Is this project likely to achieve the project objectives? Yes

e-Invoicing Mandate Implementation

Portfolio of Agencies	Whole of Government
Delivery Agency	Digital.NSW
Total Project Budget ($M)	$1.52M
Payments released from the fund up to FY23	$1.18M
Project End Date	28/6/2024

Project Objectives (status as of 30 Jun 2023)

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

Is this project likely to achieve the project objectives? Yes

Future-proofing DRNSW's Emergency Response capability Seed then Scale

Portfolio of Agencies	Regional
Delivery Agency	Department of Regional NSW
Total Project Budget ($M)	$2.62M
Payments released from the fund up to FY23	$2.62M
Project End Date	8/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Create a digital rostering system by integrating the learning management system and human resources system with the incident management system and launch a revamped Disaster Impact Assessment System by June 2023
   - Performance – solution reduces time taken for rostering by 50%
   - Performance – reduced number of observations relating to poor rostering captured in After Action Reviews
   - Performance – solution reduces time taken to supply disaster impact assessment data to emergency recovery agencies by 50%
   - Quality – all relevant information for Emercency Management rostering is available in a single location
   - Quality – all relevant data collected for damage impact assessment is available in a single location
2. Clarity around critical customer needs and barriers, and opportunities to solve for these
- Demonstrate understanding of customer experience journey through personas, journey map and service blueprint
   - Engagement - weekly research and synthesis activity with customer and stakeholder base in Discovery phase
   - Engagement – present fortnightly showcases to customers and stakeholders to receive and incorporate regular feedback
   - Quality – achieve 90% stakeholder satisfaction that key problems have been identified at completion of Discovery phase
   - Confirm customer (user) requirements in terms of user experience and outputs
   - Engagement – weekly engagement with customer base in Alpha phase
   - Quality – achieve 90% target customer satisfaction of user requirements
   - Confirm user requirements for supporting agencies and staff
   - Identify existing or proposed platforms the solution can leverage or integrate with to reduce development costs and/or increase functionality
3. Develop and test a solution to address critical user needs and barriers -
   - Proof of concept of emergency management support tool for NSW primary producers
   - Engagement – Solution is tested and validated by appropriate sample of customer base
   - Performance – Reduced time for customers to find/receive relevant information
   - Performance – Validate approach to improved constancy of assessment of minimum viable product with Department of Primary Industries (DPI) and Local Land Services (LLS) staff
4. Beta solution demonstrates working proof of concept that enable single view of customers and industries across DPI, LLS, Resilience NSW to monitor program performance and value of beta solution - Identify necessary systems to enable single view of customers and industries
   - Beta solution is designed to be interoperable between agencies
   - Dashboard for supporting agencies in support of alpha and beta customer cohorts
   - Integrate sources of customer and transactional data from selected beta customer cohort
   - Proof of concept of financial and behavioural analytics to enable predictive support needs for alpha and beta customer cohorts
5. Use the artefacts, learnings and deliverables of the Beta solution to demonstrate its value and how it will successfully scale
   - Performance - Develop operating model for scaled solution that minimises disruption
   - Quality – develop transformation roadmap for scaled implementation
   - Produce a cost-benefit analysis for scaling the solution across DPI/LLS and other supporting agencies
   - Quality - Customer journey current state and future state service blueprint;
   - Quality - Seed project outputs and outcomes provide necessary inputs to inform Scale business

Is this project likely to achieve the project objectives? Yes

DCJ - PHSDIP Cyber Program

Portfolio of Agencies	Communities and Justice
Delivery Agency	Community Services
Total Project Budget ($M)	$32.47M
Payments released from the fund up to FY23	$25.99M
Project End Date	29/6/2024

Project Objectives (status as of 30 Jun 2023)

DCJ has completed a number of streams of work in the past 12 months:

1. Secure Web Gateway Migration to Netskope
2. Migration to new Security Incident and Event Management As a Service
3. Security Incident and Event Management As a Service Phase 2
4. Portal.dcj establishment
5. Essential 8 baseline

The program is confident of delivering against its' streams of work for FY22/23.

Is this project likely to achieve the project objectives? Yes

Smart Places Acceleration Program administration cost

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning and Industry
Total Project Budget ($M)	$0.45M
Payments released from the fund up to FY23	$0.45M
Project End Date	24/8/2023

Project Objectives (status as of 30 Jun 2023)

Ongoing cost.

Is this project likely to achieve the project objectives? Yes

DPIE Cyber Security Uplift

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning and Environment
Total Project Budget ($M)	$17.97M
Payments released from the fund up to FY23	$17.97M
Project End Date	30/4/2024

Project Objectives (status as of 30 Jun 2023)

1. Identify target state tooling requirement and fit for purpose product.
2. Security architecture design to support the design and implementation of technology solutions.
3. Uplift current Security Metrics reporting against *ISO 27001*, Australian Cyber Security Centre Essential 8 and NSW Cyber Security Policy (CSP)
4. to provide dashboards which systematically capture data and display insights and trends with real-time assessment to monitor progress and support decision making.
5. Define a data governance framework for Department of Planning and Environment and Department of Regional NSW (DRNSW) with roles, responsibilities and requirements for securing data based on its classification and throughout data lifecycle
6. Deliver a Third Party Risk Framework that will define the terms of agreement with third parties, review their controls, review the access they have to department data/systems, and ensure ongoing assessment throughout the engagement with the third party.
7. Uplift Department of Planning and Environment's Security Information and Event Management (SIEM) capability and extend to include adaptive reporting and dashboards as well as Security Orchestration, Automation and Response (SOAR)
8. Deliver a single solution to provide consistent visibility across Department of Planning and Environment's technology environments to identify, assess and remediate security vulnerabilities and establish formal governance processes to monitor and report on the effectiveness of the remediating activities.
9. Implement controls to secure and segment the network to sufficiently protect the network perimeter, protect cloud and endpoints including mobile devices and prevent data leakage.
10. Extend and uplift capability to reduce excessive privileged / administrator access, vault privileged accounts, rotate passwords and monitor and secure privilege access.
11. Targeted regular tailored training and communications on cyber security in order for employees to understand their obligations for cyber security and how it related to their role.
12. Combine asset data into a single Configuration Management Database (CMDB) solution which tracks the criticality, risk or other vital metadata for defining control requirements and governing of their lifecycle.
13. Provide a framework for Secure Software Development to govern and support developers and maintain secure coding standards and practices.
14. Review and update or develop new incident response and IT Service Continuity Management (ITSCM) plans to systematically respond to incidents, recover systems and infrastructure and reduce impact to business operations.
15. Develop a playbook to capture and record cyber security risks and issues of incoming department/agencies, assign business-as-usual responsibility for addressing these risks and report on these risks until closure

Is this project likely to achieve the project objectives?	Yes

Life Journey Life Administrator – Beta

Portfolio of Agencies	Customer Service
Delivery Agency	Customer, Delivery and Transformation (CDT)
Total Project Budget ($M)	$2.09M
Payments released from the fund up to FY23	$2.09M
Project End Date	31/8/2023

Project Objectives (status as of 30 Jun 2023)

1. Reduce administrative burden for customers when interacting with the government
2. Improved access to government services
3. Life Administrator connects agencies, so customers experience seamlessly connected services

Is this project likely to achieve the project objectives?	Yes

Living in NSW – Returning Alpha

Portfolio of Agencies	Customer Service
Delivery Agency	Customer, Delivery and Transformation (CDT)
Total Project Budget ($M)	$4.87M
Payments released from the fund up to FY23	$3.46M
Project End Date	24/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Reducing financial stress through improving access to trusted government information
2. Assisting customers to find information sooner to inform better decision making around processes and costs
3. Increasing customer knowledge of their rights and obligations

Is this project likely to achieve the project objectives?	Yes

Notifications Optimisation Program (NOP)

Portfolio of Agencies	Customer Service
Delivery Agency	Customer, Delivery and Transformation (CDT)
Total Project Budget ($M)	$1.98M
Payments released from the fund up to FY23	$1.98M
Project End Date	31/1/2024

Project Objectives (status as of 30 Jun 2023)

1. Increase the confidence of customers transacting with the NSW Government by 40% to receive notification (validated via customer testing)
2. Agreed policy and guidance which could be used to drive consistency across NSW government agencies and programs.
3. Customers will receive important notifications digitally, rather than a paper-based system, reducing the risk of missing letters or forgetting to action. Potential digital conversion can be validated through customer testing.
4. Protecting the privacy of customers who opt-in to receive notifications, improving customer's view of government (validated via feedback through customer testing)
5. A consistent approach to data retention and sharing across the Service NSW platform which can be anticipated by customers and contribute to building trust.
6. Quicker integration (reduced from approximately 6 months to 1 month) for NSW Government agencies.

As per results in the previous phases delivery of Alpha

Is this project likely to achieve the project objectives?	No

Aboriginal Heritage Management System

Portfolio of Agencies	Environment and Planning
Delivery Agency	Heritage NSW
Total Project Budget ($M)	$0.50M
Payments released from the fund up to FY23	$0.50M
Project End Date	28/2/2023

Project Objectives (status as of 30 Jun 2023)

1. A closed Alpha "clickable" solution that meets the needs identified for the design of a culturally centric system that supports the Aboriginal community as cultural custodians of their information, and can interface with government processes where necessary
2. A final report on the cultural functionality of the system, lessons learned, and future possibilities
3. Test case data transfer from Aboriginal Heritage Information Management System (AHIMS)
4. An understanding of what future training and support processes for long term system viability on country would require
5. An understanding of the needs of future system integrations with key government technology platforms, like the Customer Payments Platform (CPP) and ePlanning
6. A clickable Alpha prototype that can be scaled up and integrated into the full ACHIS system in future by Beta and full system development

Is this project likely to achieve the project objectives?	Yes

Aboriginal Housing Office reducing the digital divide between mainstream and Aboriginal community housing tenants

Portfolio of Agencies	Environment and Planning
Delivery Agency	Aboriginal Housing Office
Total Project Budget ($M)	$2.58M
Payments released from the fund up to FY23	$2.44M
Project End Date	31/8/2023

Project Objectives (status as of 30 Jun 2023)

FY22

1. Community Housing rent calculator linked to Commonwealth Rent Assistance (CRA) / Centrelink
2. Aboriginal Community Housing Providers/Aboriginal Housing Office Asset maintenance and management module
3. Interface with the National Registry Scheme for Community Housing (NRSCH).
4. Simple rent and maintenance module for smaller Aboriginal Community Housing Providers (ACHP)s (<50 dwellings)

FY23

1. Allocation of Tenancy
2. Tenants Housing Module Application

FY24

1. Digital Housing Management Agreements
2. Digital Tenancy Agreements
3. Integration of its Ngamuru Case module with the NSW Customer
4. Service Portal.

Is this project likely to achieve the project objectives?	Yes

Accessibility NSW

Portfolio of Agencies	Whole of Government
Delivery Agency	Digital.NSW
Total Project Budget ($M)	$2.75M
Payments released from the fund up to FY23	$1.83M
Project End Date	12/2/2024

Project Objectives (status as of 30 Jun 2023)

1. 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.

1. Compliance Toolkit: on-track – discovery complete, alpha on track for delivery in August
2. Accessibility Ambassadors: on-track – all clusters represented and 45% of ambassadors enrolled for technical training, due to undertake international accreditation exams later in 2022
3. Policy: on-track – new procurement policy in draft, consultation with all clusters underway and endorsement from Procurement Board scheduled for September 2022
4. Accessibility Clinic: on-track – Request For Quote (RFQ) due to be released end July/August 2022 and alpha scheduled for release September 2022

Is this project likely to achieve the project objectives?	Yes

Assured Revenue Program Tranche 1 & 2

Portfolio of Agencies	Customer Service
Delivery Agency	Revenue NSW
Total Project Budget ($M)	$17.51M
Payments released from the fund up to FY23	$17.50M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. 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.
2. 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.
3. 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.

Is this project likely to achieve the project objectives?	Yes

Death Notification

Portfolio of Agencies	Customer Service
Delivery Agency	NSW Registry of Births, Deaths and Marriages
Total Project Budget ($M)	$2.01M
Payments released from the fund up to FY23	$2.01M
Project End Date	31/1/2023

Project Objectives (status as of 30 Jun 2023)

1. The Australian Death Notification Service 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.
2. To date 77 partners have been onboarded to the Australian Death Notification Service 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.)
3. The Australian Death Notification Service project submitted a project change request to carry forward remaining capital expenditure and operational expenditure 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.
4. The project will transition to business-as-usual within the NSW Registry of Births Deaths and Marriages by Sept 2022.

Is this project likely to achieve the project objectives ?	Yes

Australian Museum Cyber Uplift

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Australian Museum Trust Staff Agency
Total Project Budget ($M)	$2.60M
Payments released from the fund up to FY23	$1.11M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. This project's objectives are to uplift technical cyber security maturity across the Australian Museum network and public facing website environments.
2. 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.

Is this project likely to achieve the project objectives?	Yes

Banking and Payments Digital Reform

Portfolio of Agencies	Treasury
Delivery Agency	NSW Treasury, Banking & Financial Services Division
Total Project Budget ($M)	$4.90M
Payments released from the fund up to FY23	$4.90M
Project End Date	28/6/2024

Project Objectives (status as of 30 Jun 2023)

- 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.

Is this project likely to achieve the project objectives?   Yes

Becoming an Adult – Returning Alpha

Portfolio of Agencies	Customer Service
Delivery Agency	Customer, Delivery and Transformation (CDT)
Total Project Budget ($M)	$2.73M
Payments released from the fund up to FY23	$1.38M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Action high level solutions produced in Alpha phase to Beta phase including a public pilot by Dec 2023 which will address
   - Pilot of solution with young people
   - Procurement and set up for build
   - Product build with Small and Medium Size Enterprises
2. Achieving increased young people satisfaction with government services to support finding and securing a job. Baseline metrics will be further developed as part of the alpha phase.
3. Achieving an increase in young people access to government services to support in finding and securing a job. Baseline metrics will be further developed as part of the alpha phase.

Is this project likely to achieve the project objectives?   Yes

Botanic Gardens data security, digital fundraising and tourism sales

Portfolio of Agencies	Environment and Planning
Delivery Agency	The Royal Botanic Gardens and Domain Trust
Total Project Budget ($M)	$1.80M
Payments released from the fund up to FY23	$1.80M
Project End Date	26/7/2023

Project Objectives (status as of 30 Jun 2023)

1. 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.
2. To achieve the best outcome, the Trust has identified two key platforms to invest in: Content Management System and Customer Relationship Management.
3. As at 30 June 2022 Department of Planning and Environment Digital Information Office, Folk and Deloitte were contracted to deliver the project with the Trust through Department of Planning and Environment Digital Information Office procurement. Key project planning and research commenced.

Is this project likely to achieve the project objectives?   Yes

Buy NSW Go To Market Phase 2

Portfolio of Agencies	Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$4.85M
Payments released from the fund up to FY23	$4.85M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. 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 minimum viable product for reporting.buy (delivered Dec 2021) - the social procurement reporting portal for Small and Medium Size Enterprise, Aboriginal Procurement Policy and Infrastructure Skills Legacy Program spend.
2. The new whole of government 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.

Is this project likely to achieve the project objectives?   Yes

carbonZero Accelerator

Portfolio of Agencies	Environment and Planning
Delivery Agency	Office of Energy and Climate Change
Total Project Budget ($M)	$2.72M
Payments released from the fund up to FY23	$2.72M
Project End Date	30/11/2023

Project Objectives (status as of 30 Jun 2023)

1. 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.
2. The project has just completed a rigorous research and discovery phase is commencing design of a prototype.

Is this project likely to achieve the project objectives?   Yes

Commercial Fisheries System and Service Modernisation

Portfolio of Agencies	Regional
Delivery Agency	Primary Industries
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY23	$5.00M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Commercial Fishing NSW Advisory Council partnership and engagement
2. Commercial fishing activity is reported digitally
3. Seamless, real-time reporting is available for all Commercial Fishing types
4. Reduction of "lag time" between fishing activity and accurate report submission
5. Commercial Fisher reporting data is fit for purpose to inform Harvest Strategy, Research, Compliance and resource monitoring
6. Solution aligns with NSW Digital Service Standard
7. Co-design and development of data solution for fishers by August 2023

Is this project likely to achieve the project objectives?   Yes

Compliance and Security Digital Uplift

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	NSW Ombudsman
Total Project Budget ($M)	$1.03M
Payments released from the fund up to FY23	$1.03M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

The Compliance and Security Uplift project is progressing toward achieving the outcomes and objectives outlined within the business case. The key outcomes include:

1. Reduce cyber security risk profile
2. Improve Compliance
3. Meeting minimum cyber security requirements to enable a flexible workforce.

Is this project likely to achieve the project objectives?	Yes

CSNSW – Automated Signs of Life Monitoring

Portfolio of Agencies	Communities and Justice
Delivery Agency	Department of Communities and Justice
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY23	$2.00M
Project End Date	23/12/2024

Project Objectives (status as of 30 Jun 2023)

1. Comparison of two digital systems to support custodial officers in early detection to improve incident response time to assist prevent self-harm and suicide in cells, which will be measured by an increase in early detection through use of digital systems and compared by reference to incidents in self harm and suicide,
2. The trial will help evaluate the performance of the two digital systems across a range of high-risk settings to result in an informed recommendation on the most suitable system for each setting,
3. Increased closed-circuit television (CCTV) technology since 2021/22 has coincided with a reduced number of incidents of self-harm and suicide and the proposed technology offers the potential to reduce this further.

The trial is proposed to take place over 96 weeks and result in recommendations for installation of the two systems to supplement existing processes and improve safety.

Is this project likely to achieve the project objectives?	Yes

Transform Prisoner Rehabilitation Through Digital Technology Tranche 1-2

Portfolio of Agencies	Communities and Justice
Delivery Agency	Department of Communities and Justice
Total Project Budget ($M)	$40.42M
Payments released from the fund up to FY23	$37.64M
Project End Date	31/12/2023

Project Objectives (status as of 30 Jun 2023)

1. allow prisoners to take more responsibility for their own rehabilitation
2. improve the custodial experience for inmates by creating efficiencies in the delivery of services
3. Network design, implementation & cabling completed at wave2B centres in Q1 FY23
4. Network design, implementation & cabling completed at wave 3A centres in Q2 FY23
5. Enhanced functionalities continue implementation in FY23

Is this project likely to achieve the project objectives?	Yes

Data as an asset

Portfolio of Agencies	Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$0.53M
Payments released from the fund up to FY23	$0.53M
Project End Date	30/11/2023

Project Objectives (status as of 30 Jun 2023)

1. Prototype is designed to complement existing 'data' topics, dispersed on data.nsw.gov.au. Focused on unique unmet needs: 'How to recognise and manage data as an asset' - complete.
2. Further work is required to make the tool easy to use. Guidance will pinpoint how and when to use the Benefits Reference Library, within the broader task of completing a Benefits Realisation Management Framework (which is out of scope). Specifically, data custodians must identify data re-use opportunities before defining benefits.
3. Publish 10-12 case studies which will demonstrate application of the Framework detailing different attributes of data assets and lessons learned

Is this project likely to achieve the project objectives?	Yes

Culturally safe digital Keeping Places for NSW Aboriginal communities

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	State Library of NSW
Total Project Budget ($M)	$0.32M
Payments released from the fund up to FY23	$0.32M
Project End Date	31/1/2024

Project Objectives (status as of 30 Jun 2023)

1. Phase 1 - Implementation of 2 digital communities in partnership with regional Aboriginal communities and NSW public libraries
2. Creation of 5 digitisation kits to support Aboriginal communities in the preservation and digitisation of local cultural heritage materials
3. Consolidate learnings, findings and documented protocols from first year to inform recommendations for Phase 2 (rollout and scaling up of digital infrastructure to support additional Aboriginal communities and public libraries in NSW)

Is this project likely to achieve the project objectives?	Yes

DCS Cyber Security maturity uplift program – Project Trust – Phase 3

Portfolio of Agencies	Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY23	$20.00M
Project End Date	24/12/2023

Project Objectives (status as of 30 Jun 2023)

Project Trust continue to deliver Phase 3 to achieve the following objectives:

1. Increase citizen trust in NSW Government;
2. Strengthening cyber resilience across the Department of Customer Service Cluster;
3. Reduce the risk of future security and privacy incidents; and
4. Uplift capability and cyber awareness for staff across Department of Customer Service

Is this project likely to achieve the project objectives?	Yes

GME – Customer Details Sharing Centre

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$3.08M
Payments released from the fund up to FY23	$3.08M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. NSW Government to offer 'Tell us Once' capability for customer contact details via Service NSW 'Sharing Centre'
2. Reduce Service NSW operating inefficiencies to change customer details
3. Improve customer satisfaction with Service NSW for change customer details

Is this project likely to achieve the project objectives? Yes

Cyber Security Essential Eight Maturity Uplift

Portfolio of Agencies	Health
Delivery Agency	eHealth NSW
Total Project Budget ($M)	$15.96M
Payments released from the fund up to FY23	$12.77M
Project End Date	31/12/2025

Project Objectives (status as of 30 Jun 2023)

- Key outcomes of the project are to strengthen the government's capability to detect and respond to the fast-moving cyber threat landscape.

Is this project likely to achieve the project objectives? Yes

Neon Grid – A smarter approach to going out

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Department of Enterprise, Investment and Trade
Total Project Budget ($M)	$1.00M
Payments released from the fund up to FY23	$1.00M
Project End Date	31/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Consolidation of existing government data silos.
2. Establishment of a baseline of Greater Sydney's Night Time Economic Performance
3. Deliverable: Delivery of a dashboard by the Data Analytics Centre at the Department of Customer Service which provides cross-government access to consolidated minimum viable product data in a user-friendly tool that supports priority decision making and bespoke analysis.
4. Phase 2 alpha / data capture and minimum viable product initial solution: Q2 - Q3 2023 has commenced and will be delivered by the Data Analytics Centre at the NSW Department of Customer Service (DAC).

Is this project likely to achieve the project objectives? Yes

Project Amplify – e-Regulation (Returning Scale – Strategic Business Case)

Portfolio of Agencies	Customer Service
Delivery Agency	Better Regulation
Total Project Budget ($M)	$38.80M
Payments released from the fund up to FY23	$27.00M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

The three key objectives for the 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.

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.

Is this project likely to achieve the project objectives? No

Digital Efficacy (formerly School Based Digital Continuous Improvement Program for School Leaders (Operational Excellence))

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$2.75M
Payments released from the fund up to FY23	$2.75M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. A single access point to host all interventions and tools to support users, that will conform to whole of government accessibility standards.
2. Be a responsive system that is maintained to deliver maximum value to our users.
3. Respond to school user feedback including principals, School Administration Managers, Business Managers and DELs (Directors, Educational Leadership) during the pilot.
4. Support digital interventions that are reliable, available and perform well.
5. A seamless learning journey for principals that caters for both their learning and delegation needs with seamless workflow, reminders and assistance with relevant links to complete their tasks.
6. Enable principals to configure and trigger messaging to their relevant leadership teams at different points within the learning journey
7. Include back-end changes to support user base and reduce manually intensive support tasks and allows social connections with other peer principals with moderation features
8. Establishment of a COLab – an adaptable virtual space dedicated to co-design with users and cross functional teams

Is this project likely to achieve the project objectives? Yes

Department of Enterprise, Industry and Trade cyber uplift

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Enterprise, Investment and Trade
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY23	$4.98M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2023)

1. To sustain and uplift the Cyber Security maturity. The Department will perform an annual review of cluster maturity against NSW Cyber Security Policy to provide an assessment of the Department's progress to achieve the target maturity.
2. Implement essential measures and improving the current maturity of the cluster by August 2023 and obtain the optimal target maturity by July 2024.

The Department will work with its cluster agencies to implement the most effective mitigation controls in order of priority to achieve higher maturity levels by July 2024.

Is this project likely to achieve the project objectives? Yes

Destination NSW Investment NSW cyber uplift

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Department of Enterprise, Investment and Trade (DEIT)
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY23	$4.98M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2023)

1. Increase the agency's cyber security maturity.
2. Increase productivity through proactive and preventive approach to cyber security matters.
3. Improve offshore cyber maturity level by deploying essential security measures.
4. Better governance and risk management for better security controls.
5. Enhanced capacity building to improve cyber skills to meet the NSW cyber security standards.

Is this project likely to achieve the project objectives? Yes

Digital Access to Care: Consumers at the Centre of their Care (phase 1)

Portfolio of Agencies	Health
Delivery Agency	eHealth NSW
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY23	$9.21M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Improved consumer experience throughout the outpatient journey–80% of eReferrals for in scope sites triaged within 5 days by FY24 with consumer & referrer status notification.
2. Improved clinical safety and quality with quality and completeness of referrals-85% of referrals received electronically by FY31.
3. Improved health system efficiencies–Up to 18M letters/annum will be replaced with digital communications contributing to a 25% reduction in "Do Not Attends".
4. Improved service planning with data driven decisions–Support the 5% per annum projected growth on the current annual 24M+ outpatient service events.

Is this project likely to achieve the project objectives?   Yes

Digital Birth Certificate

Portfolio of Agencies	Whole of Government
Delivery Agency	NSW Registry of Births, Deaths and Marriages
Total Project Budget ($M)	$2.25M
Payments released from the fund up to FY23	$2.25M
Project End Date	29/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Refinement and continued build of the Digital Birth Certificate, leading to go live of public Beta (app available for public download from app store) followed by final reviews and user acceptance testing (UAT).
2. Successful integration of app utilising NSW Births, Deaths and Marriages system, alongside approval of app by NSW Security Council, meeting selected standard (ISO18013 or W3C).
3. Integration with NSW specific Births, Deaths and Marriages systems prior to national expansion, including the availability of a functional Digital Birth Certificate to be used across stakeholder requirements.
4. NSW recognised and usable digital proof of identification document, in line with Government made easy policy.

Is this project likely to achieve the project objectives?   Yes

NSW Digital Identity Program

Portfolio of Agencies	Customer Service
Delivery Agency	Digital.NSW
Total Project Budget ($M)	$4.99M
Payments released from the fund up to FY23	$4.99M
Project End Date	30/4/2024

Project Objectives (status as of 30 Jun 2023)

This program aims to establish the foundational elements for NSW customers to validate and share their identity and credentials digitally, including both credentials issued by NSW Government and credentials issued by the public sector. It will also provide legal, policy and privacy framework for NSW Government entities to effectively use and support customers digital identity and credentials.

The funding of this project contributed to the foundational stage of the program outcomes. The following have been delivered:

1. NSW Digital ID standard (beta) pilot
2. NSW Digital ID strong (beta) pilot
3. Assurance activities for pilots and systems
4. Probity assurances during procurement activities
5. Build digital proof of identity capability within NSW Digital ID system
6. Procurement and RFQ of Verifier Credentials platform
7. Built digital wallet (45%)
8. Customer and inclusion research

Is this project likely to achieve the project objectives?   Yes

Digital Oyster Shipment Notification Service

Portfolio of Agencies	Customer Service
Delivery Agency	Customer, Delivery and Transformation (CDT)
Total Project Budget ($M)	$1.48M
Payments released from the fund up to FY23	$1.48M
Project End Date	31/7/2023

Project Objectives (status as of 30 Jun 2023)

1. Validate the pre-discovery findings and conducting additional user interviews to understand user experience and scope size and complexity of transforming current Incidental Catch Ratios system into digital online system using as Rules as Code (RaC).
2. Create prototype and take it to farmers for testing and feedback.
3. Development of Minimum viable product based on user feedback and feature backlog list.
4. Utilize reusable RaC modules to transform other aquaculture shipment compliance and reporting systems.
5. Develop the reusable RaC modules further to be utilized for other systems like licensing.
6. Utilize reusable RaC modules across whole of government for real-time compliance checks and reporting systems.

Is this project likely to achieve the project objectives?   Yes

Digital Renewal Notifications Extension & for Drivers Licences and App

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$1.80M
Payments released from the fund up to FY23	$1.80M
Project End Date	26/1/2024

Project Objectives (status as of 30 Jun 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:

1. Develop Service NSW Notification Self Onboarding Portal, allowing for the design and creation of a standard notification
2. Authenticated access internally - introduce one product via the new onboarding portal; Service NSW will be able to edit, create and update the notification content and platform connections.
3. Authenticated access to external agencies - where partner agencies will get access to the onboarding portal and can configure the services through Service NSW

Is this project likely to achieve the project objectives?   Yes

Digitisation and ICT Infrastructure for Cultural Sector Preservation and Access

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Library Council of NSW
Total Project Budget ($M)	$4.89M
Payments released from the fund up to FY23	$4.54M
Project End Date	31/3/2024

Project Objectives (status as of 30 Jun 2023)

This project aims to address participating NSW cultural institutions' digital storage and preservation gaps by prototyping a shared infrastructure and services technology platform solution, or reusable digital solution, in a new collaborative cluster approach.

1. Implement the platform and solution.
2. Digitise collections for the pilot.
3. Integrate for discovery and access.
4. Develop operational model.

Is this project likely to achieve the project objectives?   Yes

Digitising Coronial Pathway to Improve Family Experience

Portfolio of Agencies	Communities and Justice
Delivery Agency	Courts, Tribunals and Service Delivery
Total Project Budget ($M)	$0.97M
Payments released from the fund up to FY23	$0.97M
Project End Date	30/4/2024

Project Objectives (status as of 30 Jun 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:

1. Understand in detail the challenges and pain points families and partner agencies experience
2. Determine the scope of the future Alpha and Beta
3. Identify technological enablers, dependencies and constraints
4. Design a digital solution that will improve family and experience and agency processes

Is this project likely to achieve the project objectives?   Yes

DPC Cyber Uplift & Resilience Program Phase II

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	Department of Premier and Cabinet
Total Project Budget ($M)	$4.95M
Payments released from the fund up to FY23	$4.95M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. This project is part of a two-phase Cyber Uplift Maturity Program with the objective of improving cyber maturity for the Department and the Cluster
2. To improve processes to prevent, detect and response to and resolve security (cyber) incidents.
3. The program will enable Department of Premier and Cabinet to improve systems security and lift cyber maturity levels.

The project is expected to achieve its objectives.

Is this project likely to achieve the project objectives ?   Yes

eConstruction Tranche 1- 2

Portfolio of Agencies	Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$22.96M
Payments released from the fund up to FY23	$20.79M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

- eConstruction ensures NSW produces trustworthy apartment buildings for our citizens 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.

Is this project likely to achieve the project objectives?   Yes

Education Wallet (School Digital Strategy) (Tranche 1)

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$24.55M
Payments released from the fund up to FY23	$7.71M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

NSW Learner Profile

1. NSW Learner Profile adopted in 30-75 schools where students will be able to upload or discover Australian Qualifications Framework (AQF)-aligned Qualifications, self-attested, community and industry credentials and align them with the NSW Education Standards Authority Skills Framework.
2. Students (16+) will be able to share a curated profile with third parties such as employers and further education providers. Skills Compare tool
3. Data quality provided by the tool will be enhanced and integrated to drive improved customer outcomes.
4. Data taxonomy and metrics for course comparison and individual cohorts will have been developed.
5. Link to Registered Training Organisation course product pages will be available (for participating providers) so customers will more easily be able to enrol into courses.
6. Integration with a campaign platform laying the foundation for customisation

Is this project likely to achieve the project objectives?   Yes

Forestry Corp Cyber Uplift

Portfolio of Agencies	Regional
Delivery Agency	Forestry Corps
Total Project Budget ($M)	$0.49M
Payments released from the fund up to FY23	$0.49M
Project End Date	20/12/2023

Project Objectives (status as of 30 Jun 2023)

Implement a Security Information and Event Management (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.

Is this project likely to achieve the project objectives?   Yes

Electoral Commission Cyber Security 2022

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	NSW Electoral Commission
Total Project Budget ($M)	$4.88M
Payments released from the fund up to FY23	$4.88M
Project End Date	29/9/2023

Project Objectives (status as of 30 Jun 2023)

Project is currently in the Design and Planning phase.

Highlights: Implementation partners for Privileged Access Management (PAM) and Identity Governance and Administration (IGA) solutions and cyber security 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.

Is this project likely to achieve the project objectives?   Yes

Digitise and enhance integrity of Electoral process Enhance voter experience

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	NSW Electoral Commission
Total Project Budget ($M)	$1.70M
Payments released from the fund up to FY23	$1.70M
Project End Date	30/6/2025

Project Objectives (status as of 30 Jun 2023)

To define a preferred target solution and specific improvement measures that are aligned to the overarching objective "to enhance the voter experience, maximise participation and uplift integrity of the voting process for future NSW elections". This work will be guided by the following key results:

1. Key Result 1: Increase in voter satisfaction levels as measured by surveys on focus groups;
2. Key Result 2: 20% quicker voter processing times at voting centres;
3. Key Result 3: Real time ability to determine when voters have been marked off i.e. already voted elsewhere to prevent multiple voting in error or deliberately.

Is this project likely to achieve the project objectives?	Yes

Freight Automated Access Assessment

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$4.50M
Payments released from the fund up to FY23	$2.64M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Design of Transport for NSW user and system architecture requirements
2. Detailed analysis of Heavy Vehicle Access Management System (HVAMS) data schema requirements
3. Survey 50% of prioritised local government areas for availability and quality of data against HVAMS data schema
4. Conduct engineering assessments to close gaps in data requirements
5. Design requirements for improved spatial layer for NSW State and Local infrastructure for use within Automated access processes
6. Develop improved spatial layer base map
7. Develop Preliminary Solution Architecture (PSAD) Document for NSW/HVAMS integration
8. Survey remaining 50% of prioritised local government areas
9. Conduct engineering assessments to close gaps in data requirements
10. Finalise HVAMS configuration to support specific NSW process and data architecture requirements

Is this project likely to achieve the project objectives?	Yes

Facial Verification

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$1.79M
Payments released from the fund up to FY23	$1.79M
Project End Date	28/2/2023

Project Objectives (status as of 30 Jun 2023)

1. Allowing transactions in MyAccount to use Biometric Service and Application Programming Interface (API)
2. Allowing liveness detection and stores images using Zoom Server Software Development Kit (SDK)
3. Allowing customer to use the device camera to capture facial image using Service NSW Biometric Service user interface
4. These deliverables will improve customer experience, reduced time requirements, eliminate need to remember a password and provide a digital verification method
5. Increase trust in the security of MyServiceNSW Accounts

Is this project likely to achieve the project objectives?	Yes

Gov Made Easy – Proof of Identity

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$1.92M
Payments released from the fund up to FY23	$1.92M
Project End Date	28/2/2023

Project Objectives (status as of 30 Jun 2023)

1. Streamlined proof of identity process for customers applying for digital transactions.
2. Government agencies will benefit from utilising the MyServiceNSW Account – Proof of Identity capabilities.
3. The Working with Children Check Discovery confirmed transactions time savings of up to 45%.
4. Allow a customer to digitally identify themselves as part of a transaction.
5. The Proof of Identity Save & Reuse feature allows a customer to provide consent to securely store their details with Service NSW via the MyServiceNSW Account when they go through a transaction online. This eliminates the need for the customer to re-enter their identity details again the next time they go through a transaction available through Service NSW.

Is this project likely to achieve the project objectives ?	Yes

Greater Sydney Commission Cyber uplift

Portfolio of Agencies	Environment and Planning
Delivery Agency	Greater Cities Commission
Total Project Budget ($M)	$1.00M
Payments released from the fund up to FY23	$1.00M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. To increase the Commission's cyber security maturity levels, culture and overall cyber hygiene in accordance with the NSW Government Cyber Security Policy.
2. 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.

Is this project likely to achieve the project objectives?	Yes

Giving NSW a Drone Capability for Biodiversity Monitoring

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning and Industry
Total Project Budget ($M)	$2.30M
Payments released from the fund up to FY23	$2.30M
Project End Date	28/6/2024

Project Objectives (status as of 30 Jun 2023)

1. 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.
2. 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.
3. Since its inception in February 2022, the Hub has been in a sprint phase. It's 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.
4. The NSW Wildlife Drone Hub is already the largest provider of drone services for koala surveys in NSW.
5. The Drone Hub has completed 4,369 drone flights (over 19,038 km), and 16,368 animals have been found, including 981 koalas.
6. 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.

Is this project likely to achieve the project objectives?	Yes

HOPE Platform Integration: Consumers at the Centre of their Care Phase 3

Portfolio of Agencies	Health
Delivery Agency	eHealth NSW
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY23	$9.32M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2023)

1. Supporting patient's quality of life by providing an opportunity to provide direct and timely feedback
2. Supporting service providers by providing a complete and holistic view of the patient
3. Enabling greater informed decision making and system level improvements
4. Supporting the move towards value-based healthcare
5. Integrate the existing Health Outcomes and Patient Experience (HOPE) Platform with Hospital eMedicalRecord (eMRs)
6. Pilot with 2 local health area districts (LHDs)
7. Continue roll out of the integration to the remaining 14 LHDs to be completed by June 2025

Is this project likely to achieve the project objectives? Yes

ICAC cyber security

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	Independent Commission Against Corruption (ICAC)
Total Project Budget ($M)	$1.04M
Payments released from the fund up to FY23	$1.04M
Project End Date	28/6/2024

Project Objectives (status as of 30 Jun 2023)

1. The project aims to lift the Commission's cyber security maturity levels and compliance as per NSW Cyber Security Policy (CSP).
2. Applications control and patch management have been implemented.
3. Privileged access management and Multi-Factor Authentication work has commenced.
4. Principal Information Security Officer role interviews under way.

Is this project likely to achieve the project objectives ? Yes

Implementation of uplifted ASCS Essential 8 Controls

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$1.55M
Payments released from the fund up to FY23	$1.55M
Project End Date	30/12/2023

Project Objectives (status as of 30 Jun 2023)

Implementation of the following uplifted July 2021 E8 controls:

1. Microsoft Office Macros
2. User Application Hardening
3. Backups and Restoration
4. Restrict Admin Privileges

Is this project likely to achieve the project objectives ? Yes

INSW Cyber uplift

Portfolio of Agencies	Transport
Delivery Agency	Infrastructure NSW
Total Project Budget ($M)	$1.60M
Payments released from the fund up to FY23	$1.60M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

Improve Infrastructure NSW's Cyber security resilience through the uplift of cyber security controls and the ongoing coordination of the cyber security function.

Is this project likely to achieve the project objectives? Yes

Integrated Connected Officer program – ALPHA phase (Traffic & Highway Patrol)

Portfolio of Agencies	Communities and Justice
Delivery Agency	NSW Police Force
Total Project Budget ($M)	$4.28M
Payments released from the fund up to FY23	$4.28M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

Objectives of the Alpha Phase:

Prove the viability of the overall Integrated Connected Officer concept for:

1. Live policing situation
2. Road worthiness of Integrated Connected Officer vehicle
3. Usability by officers in the field
4. Gauge operational issues
5. Strengthen costs estimates
6. Refine the Integrated Connected Officer value for money assessment (Return on Investment / Benefit Cost Ratio).

Objectives of the Scale Implementation Phase:

1. Improve officer access to digitally integrated information.
2. Improve operational officer situational awareness and safety through rapid field access to critical data.
3. Increase officer productivity through improved field decision making.
4. Strengthen collaboration and connectivity between officers in the field
5. Reduces officer administrative workload enabling more time in the field.
6. Avoid costs resulting from the reduction in overall operational business-as-usual costs - eliminate need to replace Mobile Data Terminals, In-car videos, and Mobile Automatic Number Plate Recognition

Is this project likely to achieve the project objectives? Yes

Transforming Language Services

Portfolio of Agencies	Communities and Justice
Delivery Agency	Multicultural NSW
Total Project Budget ($M)	$1.04M
Payments released from the fund up to FY23	$1.04M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

Key deliverables funded by Digital Restart Fund, which are on track to be completed by June 2024 are:

1. Police with real time language assistance in the field - Aug 2023
2. Assist emergency services with real time language assistance in the field – Oct 2023
3. Increase access to face-to-face interpreting via video capabilities – Aug 2023

Is this project likely to achieve the project objectives? Yes

Law Enforcement Conduct Commission

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	Law Enforcement Conduct Commission
Total Project Budget ($M)	$0.50M
Payments released from the fund up to FY23	$0.43M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

The Law Enforcement Conduct Commission (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

The Digital Restart Fund 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.

Is this project likely to achieve the project objectives? Yes

Future of Fines

Portfolio of Agencies	Customer Service
Delivery Agency	Revenue NSW (RNSW)
Total Project Budget ($M)	$2.61M
Payments released from the fund up to FY23	$2.61M
Project End Date	31/7/2024

Project Objectives (status as of 30 Jun 2023)

1. Understand, identify and test a solution to improve business partners' ability to interact with Revenue NSW through online self-service functionality established in a Business Partners Portal.
2. Reduce Business Partner call volumes from 30% to 20% by June 2024
3. Increase the number of digital notifications and electronic delivery of Business Partner services by 10% by June 2024
4. Understand, identify and test solutions to improve customer experience by providing them with a seamless experience, whether they're accessing the service online from a desktop or mobile device.
5. Increase the finalisation rate of transactions electronically per annum by 10% by June 2024
6. A 10% improvement in finalisation equates to a potential $77,000,000 to $82,000,000 of additional revenue to be collected per annum.
7. Resolution of fine before enforcement will save approximately $5 per notice, with an increase in resolution based on current figures of 3,395,329 fines used in FY20/21, a saving of $509,299 per annum could be expected.
8. Understand, identify and test solutions to increase customers satisfaction with Fines online services.
9. Improve the customer satisfaction score for fines services from 54.9 to 60 by June 2024
10. Improve the customer effort score for Fines services from 3.4 to 3.6
11. Understand, identify and test solutions to increase business partners satisfaction with Fines online services
12. Improve the business partner survey results from timeliness and accuracy to a score of 95%

Is this project likely to achieve the project objectives? Yes

Legal Aid Cyber Uplift

Portfolio of Agencies	Communities and Justice
Delivery Agency	Legal Aid NSW
Total Project Budget ($M)	$3.04M
Payments released from the fund up to FY23	$3.04M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

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.

Is this project likely to achieve the project objectives? Yes

Greener Neighbourhoods Tree canopy spatial data updates

Portfolio of Agencies	Environment and Planning
Delivery Agency	Place, Design and Public Spaces
Total Project Budget ($M)	$1.00M
Payments released from the fund up to FY23	$0.30M
Project End Date	30/6/2026

Project Objectives (status as of 30 Jun 2023)

1. Develop a user interface and acquire supporting canopy data that is used by State and local Government to make informed decisions about Greater Sydney's urban canopy.
2. Create a canopy spatial process that is repeatable in the future and transferrable to other NSW regions relating to the growth and protection of Greater Sydney's urban canopy

Is this project likely to achieve the project objectives ? Yes

End of Life Product Development

Portfolio of Agencies	Customer Service
Delivery Agency	Customer, Delivery and Transformation (CDT)
Total Project Budget ($M)	$4.29M
Payments released from the fund up to FY23	$4.29M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. To scale the End of Life services
2. Adding further planning features and integration of additional services into the workflow
3. Addition of user experience improvements such as a dashboard, reminders and status updates
4. 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.
5. 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:

1. Enabling customers to document and share their funeral and body wishes with loved ones
2. Enabling customers to register to be an organ and tissue donor through the Donate Life Website
3. The End of life Planner was migrated to the Service NSW Kiama platform.
4. 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
5. Kiama will enable reminders, proof of identity checks and other exciting features as they become relevant in the future
6. The Life Journey Team is now working with NSW Trustee and Guardian on transition arrangements of the Planner to business-as-usual.
7. Work progressing on the Estate Administration Tracker:
   – A minimum viable product 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

Is this project likely to achieve the project objectives? Yes

Life Administrator: Discovery

Portfolio of Agencies	Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$1.15M
Payments released from the fund up to FY23	$1.15M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

- 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.

Is this project likely to achieve the project objectives? Yes

Life Event Notification Service – Financial Hardship - Returning Beta

Portfolio of Agencies	Whole of Government
Delivery Agency	Customer, Delivery and Transformation (CDT)
Total Project Budget ($M)	$2.61M
Payments released from the fund up to FY23	$2.61M
Project End Date	29/12/2022

Project Objectives (status as of 30 Jun 2023)

Project is on hold

Is this project likely to achieve the project objectives? Project on hold

Mineral Royalties

Portfolio of Agencies	Customer Service
Delivery Agency	Revenue NSW
Total Project Budget ($M)	$2.84M
Payments released from the fund up to FY23	$2.84M
Project End Date	29/12/2023

Project Objectives (status as of 30 Jun 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.

1. Stage 1 development has been completed and is currently undergoing testing.
2. 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.

Is this project likely to achieve the project objectives?   Yes

Smart Places – Park n Pay

Portfolio of Agencies	Customer Service
Delivery Agency	Government Technology Platforms (GTP)
Total Project Budget ($M)	$1.80M
Payments released from the fund up to FY23	$1.80M
Project End Date	30/6/2022

Project Objectives (status as of 30 Jun 2023)

Deliver feature enhancements including biometric and multi-lingual options, onboard to councils across the state and identify additional use cases.

1. >70% adoption by metropolitan councils by mid-2021
2. product approval sentiment at over 90% and greater than 3 star app rating
3. Visibility of Electronic Vehicle Charging Station via Park'nPay with an option to pay via the app
4. Option to pay via Park'nPay for all Parking Meters covered under the National Parks across NSW
5. Centennial Parks and Botanical Gardens
6. Real-time parking availability wherever applicable for one street parking and council owned car parks
7. To develop an app that enables users to find, navigate and pay for metered parking from their smart device; reducing traffic congestion and increasing compliance while offering contactless payment and top up options.

Is this project likely to achieve the project objectives?   Yes

Smart Places – Smart Water

Portfolio of Agencies	Environment and Planning
Delivery Agency	Sydney Water Corporation
Total Project Budget ($M)	$0.43M
Payments released from the fund up to FY23	$0.40M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. Data from smart meters to inform more robust water demand forecasts, development and review of water efficiency programs and restriction initiatives and ultimate reduction in water use.
2. Development of an analytical tool/approach to analyse end use data and/or leverage existing approaches eg field trial of alternatives such as customer apps.
3. Testing and analysis of a customer apps linked to household greywater systems eg performance of greywater system and issue alerts.
4. Using digital technology and analytical capability to provide insights into residential water use (and inform water demand forecasting), inform the design and real time evaluation of water efficiency programs and the impact of an alternative water supply such as household grey water use.

Is this project likely to achieve the project objectives?   Yes

Transport Project Acceler8

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$1.95M
Payments released from the fund up to FY23	$1.95M
Project End Date	30/12/2023

Project Objectives (status as of 30 Jun 2023)

· This project aims to enhance the organisations' cyber capability.

Is this project likely to achieve the project objectives?   Yes

Essential 8 security remediation

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$3.00M
Payments released from the fund up to FY23	$3.00M
Project End Date	30/12/2023

Project Objectives (status as of 30 Jun 2023)

· This project aims to enhance the organisations' cyber capability.

Is this project likely to achieve the project objectives?   Yes

ServiceNSW Cyber security program

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$4.95M
Payments released from the fund up to FY23	$4.95M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Enhance information security capability and embed cyber resilience throughout the organisation to be able to lead, identify, detect, protect, respond and recover to cyber incidents.
2. Service NSW Executive team, Audit & Risk Committee understand their role and actively involved in mitigating cyber risks.
3. Extension of Service NSW Information Security Management System to cover Crown Jewels.
4. Risks management framework uplift to ensure roles and responsibilities and governance structure is effective.
5. Annual attestation and assurance processes including penetration tests and Information Security Management System (ISMS) Surveillance reports untaken on time.

Is this project likely to achieve the project objectives?   Yes

Whole of Government Web Hosting Platform (now called OneCX)

Portfolio of Agencies	Customer Service
Delivery Agency	DCS Customer, Delivery and Transformation
Total Project Budget ($M)	$44.97M
Payments released from the fund up to FY23	$28.18M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

OneCX enables better policy outcomes for government by extending reach and improving engagement with the community via migrating content from across Government to the nsw.gov.au platform. Key program objectives:

1. Improve customer experience
2. Enable efficient and effective digital service delivery
3. Agency staff capability & productivity uplift
4. Enable complementary government policy (NSW Customer Strategy, Digital strategy)

The OneCX Program Benefits Framework is designed around these key areas:

1. Improved customer experience
   – Higher customer satisfaction and trust in government through improved search experience and accessibility to Government digital channels
   – Improved reach of Government services to Customers based on their needs
   – Reduction in time spent by customers searching for information
2. Enable efficient and effective digital service delivery
   – Avoided operational costs from agencies (future unbudgeted costs)
   – Cost savings from current budget costs
   – More effective Crisis response management to customers
   – Faster to market for new service delivery models based on greater customer insights and analytics
3. Agency staff capability & productivity uplift
   – Digital capability uplift for Portfolio and agency staff
   – Staff productivity savings
4. Alignment to strategy and policy
   – The broader benefits highlighted in the NSW Government Customer Strategy, Beyond Digital, Cybersecurity and All of Government Communication Framework and ICT Strategy are enabled

Is this project likely to achieve the project objectives?   Yes

National Multi-Hazard Watch

Portfolio of Agencies	Whole of Government
Delivery Agency	Digital.NSW
Total Project Budget ($M)	$4.90M
Payments released from the fund up to FY23	$4.90M
Project End Date	24/2/2023

Project Objectives (status as of 30 Jun 2023)

1. The project is stood up to assist NSW State Emergency Service 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.
2. 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 State Emergency Service NSW to publish warnings at the community level (instead of the catchment level of today), realise time-saving for incident management staff, and increase the overall auditability of warning publishing.

Is this project likely to achieve the project objectives?   Yes

Smart Infrastructure Policy Acceleration (SIPA)

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$1.06M
Payments released from the fund up to FY23	$1.06M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. 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.
2. Smart Infrastructure Policy Acceleration 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.

Is this project likely to achieve the project objectives?   Yes

Smart Irrigation Management for Parks and Cool Towns (SIMPaCT)

Portfolio of Agencies	Environment and Planning
Delivery Agency	Sydney Olympic Park Authority
Total Project Budget ($M)	$2.47M
Payments released from the fund up to FY23	$2.47M
Project End Date	31/7/2023

Project Objectives (status as of 30 Jun 2023)

1. SIMPaCT at Sydney Olympic Park will transform Bicentennial Park into a large Smart Park.
2. 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.
3. A digital twin of the park will ingest primary and secondary environmental data as well as irrigation schedules.
4. Forecasted, current and past weather conditions as well as irrigation results will be analysed for their effect on moisture dynamics in the digital ecosystem.
5. Artificial intelligence (AI) 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.
6. 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.

The project has been an award winning AI and smart places project and is currently nominated for other awards.

Is this project likely to achieve the project objectives?   Yes

Museum of Applied Arts and Sciences Cyber Uplift

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Trustees of the Museum of Applied Arts and Sciences Staff Agency
Total Project Budget ($M)	$1.20M
Payments released from the fund up to FY23	$1.05M
Project End Date	31/12/2025

Project Objectives (status as of 30 Jun 2023)

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:

1. Maturity increases and High-tier maturity achieved in all areas of cyber security resilience
2. Zero-trust architecture implemented over 36 months
3. Zero or minimal to no impact cyber incidents after 24 months

Is this project likely to achieve the project objectives?   Yes

NESA cyber Uplift

Portfolio of Agencies	Education
Delivery Agency	NSW Education Standards Authority
Total Project Budget ($M)	$3.94M
Payments released from the fund up to FY23	$2.01M
Project End Date	28/2/2025

Project Objectives (status as of 30 Jun 2023)

· This project aims to enhance the organisations' cyber capability.

Is this project likely to achieve the project objectives? Yes

NSW SES Cyber Uplift

Portfolio of Agencies	Communities and Justice
Delivery Agency	State Emergency Service
Total Project Budget ($M)	$4.90M
Payments released from the fund up to FY23	$0.80M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

· The project aims to enhance the organisations cyber maturity.

Is this project likely to achieve the project objectives? Yes

MyServiceNSW Mobile App

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY23	$1.99M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. Multiple common offerings between web and mobile apps available to users
2. Integrated notifications for high frequency/impact reminders/transactions
3. Standardising core app experiences like vouchers and check-ins
4. Ability for the user to update personal details from inside the app
5. Increase the number of events/transactions integrated with notifications inbox
6. Privacy and security reviews and Base-line analytics strategy and implement core metrics

Is this project likely to achieve the project objectives? Yes

Process and Technology Harmonisation (PATH) (Formerly ERP 2.0) Tranche 1-3

Portfolio of Agencies	Communities and Justice	Customer Service
Delivery Agency	Department of Communities and Justice	Department of Customer Service
Total Project Budget ($M)	$187.30M	
Payments released from the fund up to FY23	$129.20M	$43.10M
Project End Date	31/7/2024	

Project Objectives (status as of 30 Jun 2023)

The primary objective of Horizon 1 is to delivers a single strategic platform for NSW government back-office reform including a modernised single Enterprise Resource Planning platform and Edge systems and aligned shared services operating model, retiring legacy Enterprise Resource Planning systems and consolidating shared services operations into two hubs.

Further project objectives include:

1. providing best-in-class back-office services to drive a better experience for our customers, our vendors and suppliers, and a better employee experience.
2. optimising, simplifying and standardising a range of corporate and shared services including our back-office processes including Human Resource (HR) management, finance (including asset and real estate) management and procurement; data standards and systems across NSW Government Clusters to make them easier to use, track, support and report.
3. adopting common standards for data, process, systems
4. reducing investment in legacy systems across in-scope agencies and address expiring contracts
5. reducing significant cost and effort required to implement machinery of government (MoG) changes every four years

The program will complete Stages1 (Blueprint), 2 (Golden Client) and 3 (Production Validation), 4 (Transition) and 5 (Post Implementation Review).

Is this project likely to achieve the project objectives? Yes

Digital Baby Book

Portfolio of Agencies	Health
Delivery Agency	NSW Health: Lead Agency - Ministry of Health (MOH)
Total Project Budget ($M)	$4.97M
Payments released from the fund up to FY23	$4.97M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. Complete the discovery phase to establish project team and governance, develop co-design framework, project initiation documents, stakeholder engagement plan, collect and validate all requirements.
2. In Alpha phase, engage clinical & consumer stakeholders, develop integration design for clinical and consumer systems, consumer information platform, Learn the Signs Act Early platform, notifications for appointments and schedules, wireframes for the clinical information viewer, build required interfaces (where possible) and test the solution.
3. In Beta phase, integrate with existing health systems, implement the solution and evaluate the solution for applicability and further improvements

Is this project likely to achieve the project objectives? Yes

Saving our Species beyond 2021 Roadmap Implementation

Portfolio of Agencies	Environment and Planning
Delivery Agency	Environment, Energy and Science
Total Project Budget ($M)	$3.00M
Payments released from the fund up to FY23	$1.60M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Clear governance and project objectives to guide the implementation of all project phases e.g., overall project plan, testing plan with clear strategy and change management plan.
2. Foundational work needed to proceed with subsequent phases of the project. This covers, sign off against each of the key deliverable work packages in the areas of data, system integration, web, applications, and security.
3. Improve customer experience across two websites with both an internal and external (public facing) audience.

Is this project likely to achieve the project objectives? Yes

Transformation of the Pet Registry

Portfolio of Agencies	Environment and Planning
Delivery Agency	Office of Local Government
Total Project Budget ($M)	$3.64M
Payments released from the fund up to FY23	$3.63M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. Increase quality and accuracy of Pet Registry data which is measured by 80% Owner identification is Document Verification Service (DVS) checked, 80% Litters are correctly identified, 80% Microchips records are accurate, and 90% Owners are correctly linked to pets
2. Increase efficiency and accuracy of vet interaction with Pet Registry which is measured by 80% Vets have all litter data prior to microchipping, 80% Vets accurately enter chip data against pet records and 80% Vets update desexing status in a timely fashion
3. Increase digital adoption of Pet Registry application which will be measured by Significant reduction in paper-based forms used in Pet Registry, 80% Users can compete tasks more quickly, 80% Reduced delays in owners linking to pets, 80% Increased efficiencies for Vets when micro-chipping pets and 80% Increased rates of registration
4. Improved customer experience which is measured by 70% Increased, successful self-servicing by all users, 70% Reduced complaints and help-desk calls, 60% Improvement in customer satisfaction ratings (this is more of a statistic for the launch system given the limited scope of the pilot, however, it is an intended key result that the pilot systems will be enabling) and 80% Reduction in need for owners to attend council office to complete pet related actions
5. Increase Pet Registry awareness for all users which will be measured by 60% Reduced calls to the help desk, 50% Increased rates of registration, 80% of users understand what registration is for and 80% of users understand the difference between microchipping and registration
6. Reduce complexity for Council so that 100% of Councils can easily calculate correct registration fee (Councils are technically not included int the pilot to limit its scope, however, the system will support this key result), Pet Registry provides detailed online help, Reduced need for specialist council officers and 100% Reduce prevalence of council using discretion to reduce complexity
7. Understand issues with animal management and enforcement which is measured by Interviews and surveys conducted for Animal management and enforcement cohort, Discovery workshop to present the findings of interviews and surveys and Alpha showcase for animal management and enforcement planned
8. Deploy modern, integrated, digital solution which would cover eliminate risk associated with aged infrastructure, prepare design for data migration and cleansing and demonstrate pet registry system on Licence.NSW platform.

Is this project likely to achieve the project objectives? Yes

Rural Assistance Authority Service Transformation

Portfolio of Agencies	Regional
Delivery Agency	Department of Regional NSW
Total Project Budget ($M)	$1.09M
Payments released from the fund up to FY23	$1.09M
Project End Date	30/11/2023

Project Objectives (status as of 30 Jun 2023)

1. Design, develop and deliver a beta release of an integrated disaster recovery and application process for NSW primary producers.
2. This solution is validated by relevant Rural Assistance Authority (RAA) customer cohorts and stakeholders to enable scalability.
3. Ensure that the solution demonstrates reduction in application and disbursement times and improved customer experience

Is this project likely to achieve the project objectives? Yes

On-Road CAV Public Bus Trials

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY23	$1.96M
Project End Date	1/2/2025

Project Objectives (status as of 30 Jun 2023)

- 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 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 Request for Expression of Interest is pending release via an exclusive story as directed by the Ministers' Offices.

Is this project likely to achieve the project objectives? Yes

New integrated rural and regional train booking system

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY23	$5.00M
Project End Date	30/12/2024

Project Objectives (status as of 30 Jun 2023)

- Delivery of a modern world class ticketing solution for people across Rural and Regional NSW. The Regional Ticketing Solutions Program (RRTS) will deliver an integrated, consistent ticketing capability so that in the future our citizens can plan, book and pay for connected journeys across the state, covering all modes of transport stretching across Greater Sydney and the Rural and Regional hubs in NSW.

Is this project likely to achieve the project objectives? Yes

Smart Infrastructure Planning for New Communities: Western Sydney 5G Trial

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$0.62M
Payments released from the fund up to FY23	$0.32M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Deliver digital resources to support planning alignment for future 5G network infrastructure
2. Ensure 5G network availability on development completion in trial areas
3. Raise community acceptance and satisfaction with telecommunication infrastructure in trial areas
4. Reduce planning delays for 5G network infrastructure deployment

Is this project likely to achieve the project objectives? Yes

Smart Beaches

Portfolio of Agencies	Transport
Delivery Agency	Cities and Active Transport in Transport for NSW
Total Project Budget ($M)	$1.61M
Payments released from the fund up to FY23	$1.61M
Project End Date	28/6/2024

Project Objectives (status as of 30 Jun 2023)

There are four Project Objectives for Smart Beaches:

1. Delivery of a Lifeguard Activity Reporting Tool, which is intended to provide a standardised and automated reporting tool to all lifeguard services across NSW.
2. The deployment of cameras and image analytics to offer automated crowd counting at patrolled and unpatrolled beaches.
3. The deployment of GPS-tracked rescue assets to provide automated beach status and rescue notification.
4. Enhancements to the Manly Hydraulics Lab Nearshore Wave Tool to improve localised beach condition assessments.

Is this project likely to achieve the project objectives? No

Smart Level Crossings

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$1.50M
Payments released from the fund up to FY23	$1.50M
Project End Date	30/6/2025

Project Objectives (status as of 30 Jun 2023)

1. Trial new and innovative solutions to increase drivers' awareness of a level crossing and its risk for improved safety.
2. Continuous monitoring of the Internet of Things (IoT) solution trialled to evaluate its impact on driver behaviour at the level crossing.
3. Demonstrate the technology capability showcasing all aspects of IoT technology, from engineering capability to sustainability and reliability.
4. The exceptional quality of the data collection and analysis across the trials will validate and simplify the integration of each new dataset within the broader Transport safety data ecosystem
5. Enhance the power of the collective and formalise Transport for NSW external engagement strategy to create partnerships built for continuous learning nationally and internationally

Is this project likely to achieve the project objectives?	Yes

Digital Birth Certificate National Rollout

Portfolio of Agencies	Whole of Government
Delivery Agency	NSW Registry of Births, Deaths and Marriages
Total Project Budget ($M)	$7.75M
Payments released from the fund up to FY23	$3.21M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Complete the additional features of the Digital Birth Certificate (DBC) app and hub functionality which integrates with the current NSW Births, Deaths and Marriages (BDM) life event system and Service NSW and that meets privacy, security, and legal requirements as per scope, including all preparations for the national rollout (customer / support / branding / contractual / memorandum of understanding).
2. Demonstrating significant use in NSW and being shared and verified digitally, fully supported and materials / messaging ready for national launch.
3. Ensure that application is in use with verifiers in addition to increased use by NSW citizens
4. Completion of a Certificate 'ready' state to allow the incorporation of other certificate types.

Is this project likely to achieve the project objectives?	Yes

Park n Pay Expansion

Portfolio of Agencies	Customer Service
Delivery Agency	Government Technology Platforms
Total Project Budget ($M)	$1.90M
Payments released from the fund up to FY23	$1.90M
Project End Date	29/12/2023

Project Objectives (status as of 30 Jun 2023)

- Department of Customer Service 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.

Is this project likely to achieve the project objectives?	Yes

Smart Places Capability Uplift

Portfolio of Agencies	Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$0.45M
Payments released from the fund up to FY23	$0.45M
Project End Date	29/12/2023

Project Objectives (status as of 30 Jun 2023)

Provide recommendations to the Smart Places Advisory Council for consideration, including but not limited to:

1. Identify learning resources developed by Public Service Commission (PSC) / Department of Customer Service which align to Smart Places capabilities and promote their use.
2. Build/ licence additional learning resources to uplift any gaps specifically required for Smart Places not addressed in existing offerings.
3. Identify capability training using the PSC / Department of Customer Service model to Smart Places implementors (including local government)
4. Advise on future role descriptions and/or recruitment strategies through consultation with the PSC.
5. Any other actions to support a skilled and capable workforce.

Is this project likely to achieve the project objectives?	Yes

MEG Legacy Modernisation

Portfolio of Agencies	Regional
Delivery Agency	Mining, Exploration and Geoscience (MEG)
Total Project Budget ($M)	$1.10M
Payments released from the fund up to FY23	$1.10M
Project End Date	31/3/2024

Project Objectives (status as of 30 Jun 2023)

1. Re-develop the entire Royalty Information Management System (RIMS) on the ServiceNow platform by 30 June 2022.
2. Re-develop the entire Opal Claims System (OCS) on the ServiceNow platform by 31 October 2022
3. Prepare or transition all legacy forms, processes, and applications off an outdated Oracle platform before 31 October 2022
4. Prepare the re-developed Opal Claims System (OCS) built on ServiceNow for further development including integration with the Department's spatial systems and building of a public portal and mobile application.

Is this project likely to achieve the project objectives?	Yes

Regional Knowledge Base

Portfolio of Agencies	Regional
Delivery Agency	Department of Regional NSW
Total Project Budget ($M)	$2.75M
Payments released from the fund up to FY23	$2.75M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

1. Regional NSW will use the scaled Regional Knowledge Base (RKB) to contribute to data-informed policy and program decisions. It will support policy development, evaluation and outcomes measurement, and the production internal and external communication products including house folder notes, contentious issues briefs and media releases
2. An increase in timeliness of data refresh will reduce the time taken for the regular refresh of the data and will provide more up-to-date information for stakeholders
3. Development and implementation of translation methodology for geographies such as electorate, regional development planning regions and from Statistical Area Level 4. These regions will allow detailed analysis and understanding of the achieved outcomes in specific regions and localities across NSW
4. Active usage throughout Regional NSW will support not only data-informed decision making but also create efficiencies across the organisation in accessing organised data

Is this project likely to achieve the project objectives?	Yes

Park n Pay disability parking

Portfolio of Agencies	Customer Service
Delivery Agency	Government Technology Platforms (GTP)
Total Project Budget ($M)	$1.80M
Payments released from the fund up to FY23	$1.80M
Project End Date	29/12/2023

Project Objectives (status as of 30 Jun 2023)

Department of Customer Service 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. Department of Customer Service will also share this data via the NSW Parking Platform thereby closing the gap and improving citizen experience. Department of Customer Service recommends implementation of a digital solution to capture real-time parking availability for all accessible (disabled) parking spots across:

1. Council operated on-street parking & off-street car parks within the Sydney Metro
2. Transport for NSW Park & Ride Car Parks
3. 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)

Is this project likely to achieve the project objectives?   Yes

Smart Places Sentiment Analysis SOPA

Portfolio of Agencies	Environment and Planning
Delivery Agency	Sydney Olympic Park Authority (SOPA)
Total Project Budget ($M)	$1.16M
Payments released from the fund up to FY23	$1.16M
Project End Date	31/12/2023

Project Objectives (status as of 30 Jun 2023)

1. Quantitative understanding of physical and emotional factors affecting place management.
2. Provision of alerts to assess crowd safety or management intervention
3. Provide a pathway to measuring smart place expenditure based on sentiment changes from smart place investments
4. Build trust in the use of digital technologies in public spaces and the built environment through the introduction of the DTPR (Digital Trust in Places and Routines) communication standard.

Is this project likely to achieve the project objectives?   Yes

Smart Place – Envisioning in 3D – Camden Council PoC - DCS

Portfolio of Agencies	Customer Service
Delivery Agency	Spatial Services
Total Project Budget ($M)	$0.48M
Payments released from the fund up to FY23	$0.48M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

- 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.

Is this project likely to achieve the project objectives?   Yes

Smart & Cool Spaces

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning, Industry and Environment
Total Project Budget ($M)	$0.48M
Payments released from the fund up to FY23	$0.29M
Project End Date	6/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Establish detailed project plan and preparatory work which is measured by Project plan, aerial surveys complete, sensors deployed, datasets and performance measures defined
2. The expertise and experience of university experts will enable a comprehensive and thorough approach to be taken. Similar sensors have been used by University of NSW previously.
3. This phase is required to ensure that the pilot phase will be relevant and meaningful to participating councils
4. Pilot with two regional councils which will be measured by Heat vulnerability and cooling potential analysis undertaken for pilot locations, Pilot connection established with NSW Digital Twin, Feasibility study undertaken of data platforms and integration with OPENAIR project
5. Councils will make available their LoraWAN networks for sensor data transmissions and relationships already established with Department of Customer Service and OPENAI
6. The pilot will provide real-world experience in heat and cooling potential analysis and in how local governments will use this information
7. Develop final report and scale-up plan to enable an operational platform and tools to be developed with applicability across NSW (an indeed nationally).
8. The project team is well equipped and available to undertake the evaluation phase in the time allocated.

Is this project likely to achieve the project objectives?   Yes

Smart Places Innovation Challenge

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$1.26M
Payments released from the fund up to FY23	$0.03M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2023)

- Facilitate the delivery of a Pitchfest to provide the opportunity to applicants to pitch their solutions, be reviewed and evaluated against criteria for potential inclusion in the Feasibility Study phase.

Is this project likely to achieve the project objectives?   Yes

Smart Planning Approvals

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning and Industry
Total Project Budget ($M)	$1.99M
Payments released from the fund up to FY23	$1.99M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)

- To enable faster assessment of Complying Development Certificates (CDCs) for Parramatta and Georges River Councils by using Artificial Intelligence and rules as code.

Is this project likely to achieve the project objectives?   Yes

Smart Regional Spaces – Ready Set Go

Portfolio of Agencies	Regional
Delivery Agency	Department of Regional NSW
Total Project Budget ($M)	$1.34M
Payments released from the fund up to FY23	$1.34M
Project End Date	29/9/2023

Project Objectives (status as of 30 Jun 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.

Is this project likely to achieve the project objectives? Yes

Smarter Cleaner Sydney Harbour

Portfolio of Agencies	Environment and Planning
Delivery Agency	Sydney Olympic Park Authority
Total Project Budget ($M)	$0.55M
Payments released from the fund up to FY23	$0.55M
Project End Date	28/6/2024

Project Objectives (status as of 30 Jun 2023)

- The aim of this project is to develop a digital tool that is capable of monitoring litter in the waterways, communicate the impact and data with the public, scientists and government planners and provide operational information to SOPA, Councils and contractors.

Is this project likely to achieve the project objectives? Yes

Smarter Soil Conservation

Portfolio of Agencies	Regional
Delivery Agency	Regional Precints Group
Total Project Budget ($M)	$1.50M
Payments released from the fund up to FY23	$1.50M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

- 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.

Is this project likely to achieve the project objectives? Yes

Spatial Aboriginal Land Claim (ALC) Register

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	Office of the Registrar, Aboriginal Land Rights Act 1983 (NSW)
Total Project Budget ($M)	$0.45M
Payments released from the fund up to FY23	$0.45M
Project End Date	30/5/2023

Project Objectives (status as of 30 Jun 2023)

The key objective is to determine a spatial solution, enabling the online lodgement and management of Aboriginal land title claims accessible by Aboriginal Land Councils, Crown Lands and the Office of the Registrar Aboriginal Land Rights Act 1983 (NSW). Other deliverables include:

1. Develop complete system requirements for solution including requirements for small scale solution and success criteria.
2. Determine a spatial solution for the replacement of the current Aboriginal Land Rights Act (ALRA) access database, reviewing and scoping an audit of the current data set in preparation for its transition to the new system, developing a high-level solution design, delivering a small-scale implementation to prove the idea.

Is this project likely to achieve the project objectives? Yes

State Archives and Sydney Living Museum Cyber Uplift

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Museums of History NSW
Total Project Budget ($M)	$1.46M
Payments released from the fund up to FY23	$0.87M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

- This project aims to enhance the organisations' cyber capability.

Is this project likely to achieve the project objectives? Yes

State Library cyber uplift

Portfolio of Agencies	Jobs and Tourism
Delivery Agency	Library Council of NSW
Total Project Budget ($M)	$1.60M
Payments released from the fund up to FY23	$1.10M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Gather and document information relating to various program initiatives, audit recommendations, both internal and external resources required, determine and set Program governance and appoint Program Manager.
2. Set up Project Management, Risk Management, Change management and Key Performance Indicators (KPI)s.
3. Improve our cyber security maturity level from its current level.
4. Handover the program control to the library staff for ongoing maintenance and support of the initiatives implemented during previous phase.

Is this project likely to achieve the project objectives? Yes

Cyber Security maturity uplift project

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$29.60M
Payments released from the fund up to FY23	$29.60M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

- The program will increase the departments Cyber Security maturity measured against the Australian Cyber Security Centre Essential Eight and CyberNSW Mandatory 25.

Is this project likely to achieve the project objectives? Yes

Sydney Olympic Park Authority Cyber Uplift

Portfolio of Agencies	Environment and Planning
Delivery Agency	Sydney Olympic Park Authority
Total Project Budget ($M)	$1.10M
Payments released from the fund up to FY23	$0.47M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2023)

- Increase Sydney Olympic Park Authority's (SOPA)s Cyber Resilience through targeted cyber security initiatives to address key cyber risks to reduce the likelihood of a cyber incident and improve response capabilities to increase SOPA's overall resilience.

Is this project likely to achieve the project objectives? Yes

Sydney Trains – Operational Technology (OT) Endpoint Security (EPS) & Intrusion Preventions Systems (IPS)

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY23	$1.70M
Project End Date	22/12/2023

Project Objectives (status as of 30 Jun 2023)
- Improve Cyber Security Risk Posture.

Is this project likely to achieve the project objectives?	Yes

Taronga Zoo Cyber Uplift

Portfolio of Agencies	Environment and Planning
Delivery Agency	Taronga Zoo
Total Project Budget ($M)	$3.84M
Payments released from the fund up to FY23	$2.64M
Project End Date	28/6/2025

Project Objectives (status as of 30 Jun 2023)
- 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.

Is this project likely to achieve the project objectives?	Yes

NSW National Parks and Wildlife Service Digital Backpack

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning and Environment
Total Project Budget ($M)	$1.35M
Payments released from the fund up to FY23	$1.35M
Project End Date	31/3/2024

Project Objectives (status as of 30 Jun 2023)
- 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.

Is this project likely to achieve the project objectives?	Yes

Police Cyber Security Transformation Phase 1

Portfolio of Agencies	Communities and Justice
Delivery Agency	NSW Police Force
Total Project Budget ($M)	$23.50M
Payments released from the fund up to FY23	$23.50M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 2023)
- This Program will enhance the ageny's cyber security capability.

Is this project likely to achieve the project objectives?	Yes

Tell Your Story Once: an inclusive person-centred approach to assisting disaster affected people (Beta Improve)

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$2.18M
Payments released from the fund up to FY23	$2.18M
Project End Date	30/9/2023

Project Objectives (status as of 30 Jun 2023)
- Improve the disaster registration and recovery assistance process for disaster affected people. An improved registration and application process will provide access to a range of disaster assistance services and funding support without repeating the same information to one or more government agencies/ non-government organisations.

Is this project likely to achieve the project objectives?	Yes

Third Party Cyber Security Risk Management

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY23	$2.00M
Project End Date	22/12/2023

Project Objectives (status as of 30 Jun 2023)
1. Risk Reduction through the visibility of vendor security posture
2. 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.

Is this project likely to achieve the project objectives?	Yes

Transaction Digitisation

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$4.73M
Payments released from the fund up to FY23	$4.73M
Project End Date	23/2/2024

Project Objectives (status as of 30 Jun 2023)
1. Design strategic solutioning architecture between Service NSW and Transport for NSW that will increase efficiency of digitisation at scale
2. Design new digital channel for Transfer of Registration (for organisations) utilising the new architecture and digital asset
3. Design and implement a modified Transport for NSW Transfer of Registration policy and new user interface required to remove dependency on Notice of Disposal submission
4. Design and implement new capabilities to identify businesses that are incorporated and establish authorised representatives within Service NSW for Business

Is this project likely to achieve the project objectives?	Yes

Transition of Spatial Platforms and Data to Geocentric Datum of Australia 2020

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning, Industry and Environment
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY23	$2.00M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)
1. Establishing a new data and application delivery (cloud) environment
2. Incrementally transforming core data across the cluster to the new delivery environment, subject to criticality and priority
3. Migrating the editing and maintenance environment to the new environment
4. Decommissioning the (now legacy) Geocentric Datum Of Australia 1994 (GDA94) environment

Is this project likely to achieve the project objectives?	Yes

Advanced Bush Fire Intelligence Technology Project

Portfolio of Agencies	Communities and Justice
Delivery Agency	Rural Fire Service of NSW
Total Project Budget ($M)	$4.97M
Payments released from the fund up to FY23	$4.97M
Project End Date	14/12/2022

Project Objectives (status as of 30 Jun 2023)

The project will enhance operational decision making through delivery of three modules:

1. Social Media intelligence capability to assist with bush fire identification 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.

Is this project likely to achieve the project objectives?	Yes

Transport for Vulnerable Youth

Portfolio of Agencies	Customer Service
Delivery Agency	Revenue NSW
Total Project Budget ($M)	$0.72M
Payments released from the fund up to FY23	$0.72M
Project End Date	22/12/2023

Project Objectives (status as of 30 Jun 2023)

Undertake discovery research, including up to 15 qualitative interviews, an Non-Government Organisation (NGO) survey, and a workshop with government staff.

Undertake data linkage with Centre for Health Record Linkage to identify characteristics of vulnerable youth.

Using data insights from these activities, establish draft eligibility criteria to identify vulnerable youth. Key deliverables in discovery includes:

1. Customer journey map and problem statement
2. Key characteristics of vulnerably youth documented
3. Develop baseline data
4. Plan an agile approach to deliver alpha

Together with users, co-design a potential solution to be scaled in Beta. Develop a prototype to test with existing customers with transport fines (test with Revenue NSW). The key deliverables will include:

1. Future-state service blueprint outlining proposed scalable solution
2. Eligibility criteria for proposed solution developed and confirmed
3. Prototype developed to test eligibility criteria with Revenue NSW (by applying Revenue NSW guidelines to remediate existing transport fines for vulnerable youth)
4. Develop communication to identified vulnerable youth regarding the change from Fine to caution and information on available assistance.

Is this project likely to achieve the project objectives?	No

Urban Environmental Intelligence Platform - AKA Air Quality Monitoring Best Practises

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning and Industry
Total Project Budget ($M)	$1.78M
Payments released from the fund up to FY23	$1.78M
Project End Date	30/6/2023

Project Objectives (status as of 30 Jun 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.

Is this project likely to achieve the project objectives?	Yes

Valnet III

Portfolio of Agencies	Environment and Planning
Delivery Agency	Valuation NSW
Total Project Budget ($M)	$19.83M
Payments released from the fund up to FY23	$5.00M
Project End Date	26/12/2025

Project Objectives (status as of 30 Jun 2023)

- The objective of Valnet III is the complete refresh of all land valuation systems within Valuer General 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.

Is this project likely to achieve the project objectives?	Yes

Western Parkland City Digital Inclusion

Portfolio of Agencies	Transport	Environment and Planning
Delivery Agency	Transport for NSW	Department of Planning and Environment
Total Project Budget ($M)	$0.83M	
Payments released from the fund up to FY23	$0.13M	$0.70M
Project End Date	30/6/2024	

Project Objectives (status as of 30 Jun 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.

Is this project likely to achieve the project objectives?	Yes

Western Parkland City Cyber Uplift

Portfolio of Agencies	Transport	Environment and Planning
Delivery Agency	Transport for NSW	Department of Planning and Environment
Total Project Budget ($M)	$2.42M	
Payments released from the fund up to FY23	$1.21M	$0.68M
Project End Date	30/6/2024	

Project Objectives (status as of 30 Jun 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.

Is this project likely to achieve the project objectives?	Yes

Western Sydney Neighbourhood Health Hub

Portfolio of Agencies	Health
Delivery Agency	Ministry of Health
Total Project Budget ($M)	$2.45M
Payments released from the fund up to FY23	$1.95M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Deliver smart virtual and physical experiences (such as the use of omnichannel communications, incentives, nudges and support across partner networks) to encourage health and wellbeing in community
2. Deliver an interconnected smart health and wellbeing ecosystem of partners (public, private, not-for-profit and consumers) and government agencies (inc. Service NSW)

A key objective of Western Sydney Neighbourhood Health Hub will support the vulnerable families (11% of the community) in the region, extending the digital support that the International Centre of Training Excellence (ICTE) / Neighbourhood Health Hub (NHH) can provide while also connecting public, private and community together into a 'smart physical and digital place'.

Is this project likely to achieve the project objectives?	Yes

Western Sydney Service Delivery Reform Returning Beta

Portfolio of Agencies	Communities and Justice
Delivery Agency	Department of Communities and Justice
Total Project Budget ($M)	$4.90M
Payments released from the fund up to FY23	$4.90M
Project End Date	30/3/2024

Project Objectives (status as of 30 Jun 2023)

- 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 amount of times citizens need to repeat their story to access services when they need it most.

Is this project likely to achieve the project objectives?	Yes

Whole of Government Grant Management System (GMS)

Portfolio of Agencies	Whole of Government
Delivery Agency	Department of Regional NSW
Total Project Budget ($M)	$8.43M
Payments released from the fund up to FY23	$5.41M
Project End Date	30/6/2024

Project Objectives (status as of 30 Jun 2023)

1. Effective release into production of the enhanced GMS platform with the first set of Agencies having migrated.
2. Enable enhanced grants discoverability
3. Pre-population of authenticated data and ability to upload documentation (Tell Government once)
4. Ability to track applications
5. Streamlining of grants process for customers
6. The foundational system will be operational and will therefore facilitate the transition of additional Agencies in the future of grants process for customers
7. Agencies migrated by September 2023

Is this project likely to achieve the project objectives?	Yes

Whole of NSW Government Grants Portal initiative

Portfolio of Agencies	Whole of Government
Delivery Agency	Department of Regional NSW
Total Project Budget ($M)	$4.57M
Payments released from the fund up to FY23	$4.57M
Project End Date	31/12/2022

Project Objectives (status as of 30 Jun 2023)

1. Develop and deploy range of Minimum Viable solutions
2. Solutions are tested and iterated
3. Review existing programs and support in place
4. Review collated data and using systems approach assess systems performance
5. Publish research methodology and solution catalogue
6. Publish findings for replication
7. Produce periodical progress Reports

Is this project likely to achieve the project objectives?	Yes

Workforce Dataflow & Analytics (Dataflow) – Phase 2

Portfolio of Agencies	Department of Premier and Cabinet
Delivery Agency	Public Service Commission
Total Project Budget ($M)	$3.19M
Payments released from the fund up to FY23	$3.19M
Project End Date	30/9/2023

Project Objectives (status as of 30 Jun 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:

1. 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
2. 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 well being
3. 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.

Is this project likely to achieve the project objectives?	Yes

ePlanning Phase 4 (DPIE) Tranche 1-3

Portfolio of Agencies	Environment and Planning
Delivery Agency	Department of Planning and Industry
Total Project Budget ($M)	$45.83M
Payments released from the fund up to FY23	$45.83M
Project End Date	30/06/2023

Project Objectives (status as of 30 Jun 2023)

Objectives achieved. Project completed.

Is this project likely to achieve the project objectives?	Yes

DRP Digital Reform Program Courts and Tribunals - Tranche 1 - 3

Portfolio of Agencies	Communities and Justice
Delivery Agency	Department of Communities and Justice
Total Project Budget ($M)	$54.53M
Payments released from the fund up to FY23	$45.58M
Project End Date	30/06/2023

Project Objectives (status as of 30 Jun 2023)
Objectives achieved. Project completed.

Is this project likely to achieve the project objectives?	Yes

Business Insights Hub - beta improvement (Project Amplify)

Portfolio of Agencies	Customer Service/Whole of Government
Delivery Agency	Customer Delivery and Transformation
Total Project Budget ($M)	$4.70M
Payments released from the fund up to FY23	$4.70M
Project End Date	22/12/2023

Project Objectives (status as of 30 Jun 2023)

FY22

- Automatic data pipelines and/or data sharing arrangements were set up with Regional NSW, Service NSW and Treasury. Greater Sydney Commission and Small Business Commissioner did not participate in building automatic data pipelines or data sharing activity from the Business Insights Hub (BIH).

FY23 / FY24

- Reusable data assets were successfully created including industry and geography profiling variable / customer cohorts / segmentations were created for use to generate targeted and unique insights, either through the customer insights packs to the highest levels of government, self-service insights dashboards, data sharing or bespoke analysis to agencies. The team developed some data linkages to enable correlation of insights including spend data and mobility data for the night time economy insights work, however the team did not pursue the development of prescriptive analytics due to reprioritisation towards procuring datasets that enable timely insights generation for policy development.
- Insights were distributed only within the government for the duration of the project so no external insights distribution was attempted due to data sharing restrictions and security concerns. The team also created a collection of dashboards based on individual data sets rather than a central business health dashboard as user's demand access to particular data sets for insights on a specific topic, rather than particular set of metrics or tracking of business health in a central dashboard.
- Product evaluation completed in June 2023 as part of the New Policy Proposal (NPP) business case submission process surveying current users on accessibility / usability, future operation and likelihood of recommending others to use the BIH.
- BIH team has been successful in using a collection of unique data assets to tackle multiple important government priorities including cost of living, housing affordability, night-time economy, economic recovery, Covid pandemic and NSW Northern Rivers floods and recovery.

Is this project likely to achieve the project objectives?	Yes

Tell Your Story Once: an inclusive person-centred approach to assisting disaster affected people (Beta)

Portfolio of Agencies	Customer Service
Delivery Agency	Resilience NSW
Total Project Budget ($M)	$3.83M
Payments released from the fund up to FY23	$3.83M
Project End Date	31/03/2023

Project Objectives (status as of 30 Jun 2023)
Objectives achieved. Project completed.

Is this project likely to achieve the project objectives?	Yes

Transition to School Digital Statement - holistic parent journey (seed 2)

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY23	$2.00M
Project End Date	20/02/2023

Project Objectives (status as of 30 Jun 2023)
Objectives achieved. Project completed.

Is this project likely to achieve the project objectives?	Yes

NSW
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