**Whole-of-Government Policies, Standards and Priorities – Agency Self-Assessment Template**

| **Whole of Government Policy / Framework / Priority** | **Description** | **Applicable Gates / Health Checks** | **Has consideration been given to this Priority / Policy /**  **Framework / Priority**  **(Yes / No)** | **Please provide evidence (include the name of relevant Agency Subject Matter Expert providing input to the project)** |
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| **Beyond Digital Strategy** | This strategy embeds customer commitments and outcomes into the heart of a digital strategy to truly go Beyond Digital.  Regardless of what service is being delivered, whether it’s face-to-face, online or behind the scenes, customers consistently tell us they expect certain behaviours from NSW Government.  These behaviours now form our Customer Service Commitments  These commitments outline our promise to customers on what they can expect when receiving all NSW Government services.   * Easy to engage. * Act with empathy. * Respect my time. * Explain what to expect * Resolve the situation. * Engage the community   For more information:  <https://www.digital.nsw.gov.au/beyond-digital/ministers-foreword> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **Digital Restart Fund (DRF)** | The DRF has been designed to fund iterative, multi-disciplinary approaches to planning, designing and developing digital products and services in NSW. The fund is transformative: it encourages projects that use modern methodology, focus on customer-driven business transformation and collaboration across the NSW Government Sector.  The fund is in addition to traditional funding arrangements for digital projects.  To support funding approvals (initial funding and on-going tranche funding releases) projects/programs are required to comply with specific DRF funding approval requests and whole of government requirements including NSW Treasury business case and cost/benefit guidelines, and Information and Privacy Commission guidance (refer below)  For more information:  <https://www.digital.nsw.gov.au/transformation/digital-restart-fund> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **NSW Treasury Guidelines** | The NSW Government Business Case Guidelines (TPP18-06) establish a best practice, clear and consistent approach to preparing business cases.  <https://www.treasury.nsw.gov.au/finance-resource/business-case-guidelines>  NSW Government Guide to Cost-Benefit Analysis (TPP17-03) policy and guidelines paper promotes a consistent approach to appraisal and evaluation of public projects, programs and policies across the NSW Government.  <https://www.treasury.nsw.gov.au/finance-resource/cost-benefit-analysis> | **Gate 1**  **Gate 2**  **Health Check 1** |  |  |
| **Information and Privacy Commission (IPC) Guidance** | The IPC has developed a number of resources to assist agencies in complying with their duties under the laws. The information provided in these resources specifically relates to public sector agencies and their responsibilities under NSW privacy laws.  For more information:  <https://www.ipc.nsw.gov.au/privacy/agencies/resources>  Guidance to agencies on the information access and privacy issues they should consider where designing and implementing a digital project:  <https://www.ipc.nsw.gov.au/fact-sheet-digital-projects-agencies>  Privacy by design ensures that good privacy practices are built into your organisation’s decision-making, as well as the design and structure of your information systems, business processes, products and services:  <https://www.ipc.nsw.gov.au/fact-sheet-privacy-design>  Best practice approach to incorporating privacy and information governance into the design of an initiative or project:  <https://www.ipc.nsw.gov.au/fact-sheet-role-privacy-commissioner-consulting-ipc-initiatives-and-projects> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **ICT Assurance Framework Investment Principles** | **Business Case Development**  Business cases must be developed with sufficient resourcing given the complexity of the project and assurance reviews (including via seed funding if necessary).  All business cases must include the full set of technology and business change costs along with asset, development and other costs.  **Project Duration**  Projects must be modular with individual modules not exceeding two years duration to enable them to demonstrate specific benefits for discrete investment. Exemptions may be sought from the Secretaries Board and may involve additional scrutiny under the IAF.  **Project Funding**  Agencies must not release full funding to projects until set up for success. | **Gate 1**  **Gate 2**  **Health Check 1**  **Gate 1**  **Gate 2**  **Health Check 1**  **Gate 1**  **Gate 2**  **Gate 3**  **Health Check 1** |  |  |
| **NSW Cyber Security Policy** | The NSW Cyber Security Policy applies to:   * information, data and digital assets created and managed by the NSW public sector * information and communications technology (ICT) systems * Operational Technology (OT) that handle government or citizen data or provide critical government services   Mandatory requirements under the policy agencies must:   * implement cyber security planning and governance * build and support a cyber security culture across their Agency and NSW government more broadly * manage cyber security risks to safeguard and secure their information and systems * improve their resilience including their ability to rapidly detect cyber incidents, and respond appropriately * report against the requirements outlined in this Policy and other cyber security measures.   A key consideration is the sensitivity of data that is used, impacted or can be potentially compromised as a result of the project and/or solution. Typical questions may include:   * Have security requirements been identified? * Have the organisation’s security, information management, and asset management standards been built into the design and/or contract? * Does the project plan/schedule consider cyber security activities, resources and timing? * Has the project identified key cyber security threats and performed related risk assessments? * Is security represented as part of the project team and SteerCo? * Have resources been planned for cyber security testing and remediation?   For more information:  <https://www.digital.nsw.gov.au/policy/cyber-security/cyber-security-policy>  Contact: [cybersecuritypolicy@customerservice.nsw.gov.au](mailto:cybersecuritypolicy@customerservice.nsw.gov.au) | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **NSW Government Cloud Strategy and Cloud Policy** | The NSW Government Cloud Strategy sets the vision, principles, and outcomes for cloud use across NSW Government, as well as the roadmap for overcoming existing challenges. The Cloud Strategy will apply to all NSW government clusters and agencies. State Owned Corporations will not be required to adopt the Strategy, but it will be recommended for adoption.  The NSW Government Cloud Policy guides and direct agency cloud use, in line with existing procurement and security guidance, to ensure use of cloud services is efficient, secure and financially sound. The Cloud Policy will mandate that NSW agencies use public cloud services by default and use Government Data Centres (GovDC) by exception.  For more information:  <https://www.digital.nsw.gov.au/policy/cloud-strategy-and-policy> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **The Smart Infrastructure Policy** | The Smart Infrastructure Policy sets the minimum requirements for smart technology to be embedded in all new and upgraded infrastructure from 2020 onwards (recommendation 32 in the State Infrastructure Strategy). It is a foundational element of the Smart Places Strategy because it will ensure the NSW Government can plan, design, build and operate connected communities that:   * are better placed to meet growing demand due to population growth (i.e. increased capacity and minimising service failure) * produce, analyse and securely share infrastructure data to improve liveability, productivity and sustainability * get the best return on the Government’s infrastructure commitment.   Agencies are required to comply with the policy and requirements for all new and upgraded infrastructure. The corresponding circular (DCS–2020-03) can be found on the NSW Government Circulars website.  The Policy covers things like: Cyber Security, Privacy, Data and Intelligence, Application and Hosting, Connectivity and Sensors. All the requirements combined play a role in interoperability and the development of Smart Infrastructure.  For more information:  <https://www.digital.nsw.gov.au/policy/smart-infrastructure-policy> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **The Internet of Things Policy** | The Internet of Things (IoT) Policy consists of an IoT Policy Statement and IoT Policy Guidance.  The IoT Policy Statement outlines the NSW Government’s position on IoT and principles to be applied by NSW Government employees when making decisions about the implementation of Internet of Things projects and systems.  The IoT Policy Guidance provides:   * practical guidance to help organisations design, plan and implement IoT solutions * advice on standards and obligations where available and practical * tools and templates to help effectively manage an IoT-enabled project * guidance on where and how to source additional advice if required.   For more information:  <https://www.digital.nsw.gov.au/policy/internet-things-iot> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **Artificial Intelligence (AI), Strategy, Ethics Policy and User Guide** | The AI strategy recognises the challenges around AI and charts a course for it to be used safely across government with the right safeguards in place. This includes thorough consideration of the ethics of any AI use, a recognition of the challenges in buying third-party AI products, and the need to build up our own expert AI skills inside government.  For more information:  <https://www.digital.nsw.gov.au/policy/artificial-intelligence-ai>  <https://www.digital.nsw.gov.au/policy/artificial-intelligence-ai/user-guide> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **Total Cost of Ownership** | Value is determined by considering all of the costs and benefits associated with an ICT investment, including both price and non-price factors. The value of alternative options will also be considered in deciding the preferred ICT investment. The NSW Procurement Board’s Statement on Value for Money gives agencies guidance about assessing and measuring benefits, costs and risks across the lifecycle of an investment.  Costs and benefits will be considered across the lifecycle of the investment, including acquisition, installation, operation, maintenance, refurbishment and disposal. In other words, agencies need to evaluate the total cost of ownership when considering different ICT enabled solutions.  For more information:  <https://www.procurepoint.nsw.gov.au/policy-and-reform/nsw-government-procurement-information/statement-value-money>  <https://arp.nsw.gov.au/c2016-01-program-evaluation>  <http://nswtreasury.prod.acquia-sites.com/sites/default/files/pdf/TPP07-5_NSW_Government_Guidelines_for_Economic_Appraisal.pdf> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **Benefits Realisation Management Framework** | The purpose of the framework is to provide:   * a framework of best practice principles and concepts drawn from latest experiences and proven practice in setting up and managing programs that is transferable across NSW agencies * a standard approach for benefits realisation management for anyone not familiar with the subject matter, including program directors and managers, change managers project managers, business analysts and program management office (PMO) staff across NSW Government * a consistent terminology and benefits categorisation * an introduction and guidance for program sponsors and business benefit owners.   For more information:  <https://www.nsw.gov.au/customer-service/publications-and-reports/benefits-realisation-management-framework> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Gate 6**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **Buying ICT -**  **Procurement Policy Framework** | **ICT Purchasing Framework**  All NSW Government agencies must use this framework when buying ICT-related goods and services. This is mandated by Procurement Board Direction [PBD-2021-02](https://arp.nsw.gov.au/pbd-2021-02-mandated-use-of-ict-purchasing-framework).  The ICT Purchasing Framework comprises:   * [**Core& contracting framework**](https://buy.nsw.gov.au/resources/core-and-contracts) for ICT procurements that are low risk and up to $1 million (ex GST) * [**MICTA/ICTA contracting framework**](https://buy.nsw.gov.au/resources/micta-icta)for ICT procurements that are high risk or over $1 million (ex GST).   To determine the right contracting framework, use the [risk assessment tool DOCX, 802.47 KB](https://buy.nsw.gov.au/__data/assets/word_doc/0008/830726/Guidelines-Assessing-Risk-in-ICT-Digital-Sourcing.docx)  The MICTA/ICTA framework is mandated from 1 September 2021.  Contract limits apply to suppliers on the ICT Services Scheme  Suppliers on the [ICT Services Scheme](https://buy.nsw.gov.au/schemes/ict-services-scheme) have been prequalified to deliver ICT goods and services up to a maximum value.  Registered suppliers may be engaged using Core& contracts only, up to $150,000 (ex. GST).  Advanced suppliers may be engaged using Core& or MICTA/ICTA .  Thresholds for purchasing ICT goods and services are dictated by [PBD 2020-05](https://arp.nsw.gov.au/pbd-2020-05-approved-procurement-arrangements-for-the-ict-services-scheme).  **Making changes to the ICT Purchasing Framework**  The process for contract variations depends if the variation is:   * beneficial * non-beneficial, or * excluded.   Beneficial contract variations are changes that clearly improve the customer's contractual position. Agencies don't need approval from the Department of Customer Service (DCS) or to notify DCS of beneficial variations.  Non-beneficial variations: Agencies may agree to non-beneficial variations to the ICT Purchasing Framework documents, subject to:   * compliance with the internal reporting and governance framework prescribed by DCS, and * the excluded variations described in [PBD-2021-02](https://arp.nsw.gov.au/pbd-2021-02-mandated-use-of-ict-purchasing-framework).   Excluded variations: The ability of an agency to agree to non-beneficial variations to the ICT Purchasing Framework excludes:   * variation of any ICT procurement contracts under a whole-of-government panel or contract * exemptions from using the ICT Purchasing Framework * variations that change the order of precedence of the framework documents or that enable supplier terms to take priority.   An agency will require DCS approval in relation to excluded variations. Agencies may view the GRF by emailing [ICTServices@customerservice.nsw.gov.au](mailto:ICTServices@customerservice.nsw.gov.au)  This framework together with additional NSW Government procurement resources and services can be found at: <https://buy.nsw.gov.au/> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Health Check 1**  **Health Check 2** |  |  |
| **Data and Information Management Framework** | The Information Management Framework highlights the aspects of information management that contribute to strong governance, strategic business outcomes and improved services in the digital environment. By promoting these components, the framework aims to drive information coordination, consistency and maturity across the NSW public sector, and enable public confidence in government information management.  All agencies will be able to map their current information management practices to the Framework and identify aspects of information management that require capability improvement in their organisation.  The Information Management Framework applies to all forms of information, data and records created and managed by the NSW public sector.  For more information:  <https://www.digital.nsw.gov.au/support-services/data-information/managing-data-information> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |
| **Spatial Services** | **Foundational Spatial Data Framework (FSDF)**  The NSW FSDF provides a common reference for the base and spatial (foundation) datasets that are essential for the contextualisation of information. Foundation spatial data is also a key enabler and requirement for innovation and digital service delivery. It is the delivery of state-wide coverage of the best available, current, authoritative source of foundation spatial data which is standardised and quality controlled.  ICT initiatives utilising spatial data should consider the FSDF, an Australian standard for authoritative spatial information. All State and Territory governments and the Australian Government are committed to the National FSDF, which is federated from the jurisdictional components. The FSDF is comprised of about 300 data sets in ten broad themes: Administrative Boundaries; Elevation and Depth; Geocoded Addressing; Imagery; Land Parcel and Property; Place Names; Positioning; Transport; Water; Land Cover and Land Use.  For more information:  <https://www.spatial.nsw.gov.au/__data/assets/pdf_file/0006/219282/NSW_Foundation_Spatial_Data_Framework_-_small.pdf>  Priority projects based on the FSDF include:   * [Digital Twin](https://www.spatial.nsw.gov.au/what_we_do/projects/digital_twin): involves transforming our foundation spatial data from two-dimensions to three and four-dimensions. The data will be available as a digital representation of the real world which can be used to facilitate better planning, design and modelling for NSW’s future needs. * Whole of Government Data Sharing Platform: delivery of a comprehensive data platform for Open Data (available to all) and Shared Data (restricted to approved users based on confidentiality, security or privacy). * [Whole of Government Addressing:](https://www.spatial.nsw.gov.au/what_we_do/projects/whole_of_government_addressing) the roll out and use of the authoritative NSW Address Database for address verification throughout NSW Government agencies via NSW Point. * [Cadastre NSW](https://www.spatial.nsw.gov.au/what_we_do/projects/cadastre_nsw): a service for Local Government Authorities (LGAs) to capture and visualise the progress of subdivision developments across NSW and increase efficiencies for planning and land development while providing access to intelligent digital property data.   **NSW Standard for Spatially Enabling Information**  This standard is issued by the NSW ICT and Digital Leadership Group (IDLG) in accordance with the NSW Government ICT Strategy. The purpose of this document is to establish the standards for spatially enabling NSW Government data and information.  For more information:  <https://www.spatial.nsw.gov.au/__data/assets/pdf_file/0005/219281/NSW_Standard_for_Spatially_Enabling_Information.pdf> | **Gate 1**  **Gate 2**  **Gate 3**  **Gate 4**  **Gate 5**  **Health Check 1**  **Health Check 2**  **Health Check 3** |  |  |

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| **Revision history** | | | | |
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