NSW
GOVERNMENT

Digital Restart Fund

Projects that received payments up to FY2024

Digital Restart Fund

Projects that received payments up to FY2024

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 FY24	$4.04M
Project End Date	30/6/2025

Project Objectives (status as of 30 Jun 2024)

- Standardise the tools used by agencies across the Stronger Communities Cluster to increase interoperability between cyber security teams and enable DCJ as the Principal Department to better support agencies during an incident.
- Improve trust in DCJ as the lead Department for the Stronger Communities Cluster, through the development of a business case that will secure funding for all agencies to consume the broad array of cyber security services DCJ has to offer and will improve the maturity of cyber security through the technical, training, policy and governance spectrums.
- Increased efficiencies in sharing cyber threat intelligence through the Cluster. Sharing of cyber threat intelligence will be streamlined and the Stronger Communities cyber security teams will be better postured to respond accurately to time sensitive requests from Cyber Security NSW, the Australian Cyber Security Centre and Cluster Agencies.
- Improved awareness of vulnerability landscape for networks and external facing applications in Stronger Communities. Individual agencies will have the ability to schedule vulnerability scans to fit individual business needs and broader cyber security intelligence requests.
- Efficient design and implementation of cyber security services which do not impact on business functions or strategies of independent agencies.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Transport Asset Custodian Platform (TACP) Tranche 1

Portfolio of Agencies	Transport
Delivery Agency	Transport
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY24	$20.00M
Project End Date	30/6/2026

Project Objectives (status as of 30 Jun 2024)

TACP Tranche 1 was delivered in June 2024 with the following enabled:

- Asset Information Management – Published updated multi modal asset data standards that underpin TACP and support the transfer of asset data.
- Custodian Asset Data Platform – Delivery of a solution that centralises asset register data across Transport, including access to up-to-date information from asset steward source systems that hold asset register data.
- Asset Data Onboarding – Collation and mapping of asset register data from asset steward source systems to asset information standards enabled via asset data exchange/integration.
- Reporting and Analytics – Delivery of reporting dashboards to provide insights on the Transport asset portfolio and data quality.
- TACP Tranche 1 enables the TACP Program to develop the Tranche 2 funding request. The delivery of the final business case is currently in progress and will seek funding to support completion of Tranche 2, with the aim to deliver the full scope of the TACP Program by June 2026.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Protect Highly Sensitive Data and Increase Productivity (PHSDIP) Cyber Security Modernisation

Portfolio of Agencies	Communities and Justice
Delivery Agency	Department of Communities and Justice
Total Project Budget ($M)	$32.46M
Payments released from the fund up to FY24	$25.99M
Project End Date	29/06/2024

Project Objectives (status as of 30 Jun 2024)

The PHSDIP Cyber Security Modernisation Uplift project is progressing toward achieving the key outcome of reducing cyber security risk and increasing the cyber security maturity level as per outcomes of the business case.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Rural and Regional Ticketing Solutions Program

Portfolio of Agencies	Transport
Delivery Agency	Transport
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY24	$5.00M
Project End Date	30/05/2025

Project Objectives (status as of 30 Jun 2024)

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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Smart Places Innovation Challenge

Portfolio of Agencies	Transport
Delivery Agency	Smart Projects - Transport
Total Project Budget ($M)	$1.26M
Payments released from the fund up to FY24	$1.26M
Project End Date	30/04/2025

Project Objectives (status as of 30 Jun 2024)

- June 23 – 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.
- October 24 – Facilitate the Innovation Challenge to address the question: 'How might place-based data sharing and analytics support vibrancy across NSW?'

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

1% Administration Fund (not a project)

Portfolio of Agencies	Customer Service
Delivery Agency	Digital NSW
Total Project Budget ($M)	$21.18M
Payments released from the fund up to FY24	$17.14M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

To administer the Digital Restart Fund.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Rural Assistance Authority Service Transformation

Portfolio of Agencies	Department of Primary Industries and Regional Development
Delivery Agency	Regional NSW
Total Project Budget ($M)	$1.09M
Payments released from the fund up to FY24	$1.09M
Project End Date	31/03/2025

Project Objectives (status as of 30 Jun 2024)

- Design, develop and deliver Beta release of an integrated disaster recovery and application process for NSW primary producers.
- This solution is validated by relevant Rural Assistance Authority customer cohorts and stakeholders to enable scalability.
- 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Smart Flood and Storm Intelligence Sensing

Portfolio of Agencies	Department of Primary Industries and Regional Development
Delivery Agency	State Emergency Service
Total Project Budget ($M)	$4.93M
Payments released from the fund up to FY24	$4.93M
Project End Date	01/12/2024

Project Objectives (status as of 30 Jun 2024)

- Develop an energy efficient, secure and reliable flood and storm sensing Internet of Things (IoT) solution covering, specifically, sensors positioned at all key risk locations (e.g. Key infrastructure roads, Bridges, Causeways, transport routes, at-risk communities and locations) across floodplains; 80% of sensors solar powered and sensors which can measure water height and velocity.
- Develop a resilient 24/7 wide area flood and storm sensing and monitoring system using low-cost radars and 5G mobile communications signals, which: get measured by 24/7 data feeds; utilise NB-IoT technologies; and architecture and streaming of information into a web platform for data fusion and analytics.
- Develop a web platform for data fusion and analytics supported by a mobile application, which is measured by scalable contemporary platform to manage the volume of data from sensor networks during peak events; flood and storm Intelligence mobile app for all NSW SES volunteers; and staff and utilising data gathered from sensors to display as public information
- Develop a community digital twin (built on the NSW Spatial Services Digital Twin) which will fuse all static and real-time data to predict risks to critical infrastructure and improve community-based alerting for floods and storms.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Museum of Applied Arts and Sciences Cyber Uplift

Portfolio of Agencies	Enterprise, Investment and Trade
Delivery Agency	Trustees of the Museum of Applied Arts and Sciences
Total Project Budget ($M)	$1.20M
Payments released from the fund up to FY24	$1.05M
Project End Date	31/12/2025

Project Objectives (status as of 30 Jun 2024)

The Powerhouse has been the recipient of Department of Customer Service funding to enable an uplift in cyber security maturity and the project is in delivery to achieve:

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

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Virtual Consultations, Remote Patient Monitoring: 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 FY24	$19.22M
Project End Date	28/02/2025

Project Objectives (status as of 30 Jun 2024)

- Initiate the project and associated controls.
- Design the core VC-RPM solution and technical integration design.
- Assess Human Centred Design (HCD) requirements and change impacts.
- Build & Test VC-RPM solution, integration with core enterprise NSW Health systems.
- Change management planning.
- Integration of VC-RPM solution with LHD core enterprise systems.
- Local Health District (LHD) change management and benefits measurement.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	No

Western Sydney Neighbourhood Health Hub

Portfolio of Agencies	Health
Delivery Agency	NSW Health Service
Total Project Budget ($M)	$2.45M
Payments released from the fund up to FY24	$1.95M
Project End Date	29/12/2024

Project Objectives (status as of 30 Jun 2024)

- 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 the community.
- 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 International Centre of Training Excellence /Neighbourhood Health Hub 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

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

Portfolio of Agencies	Transport
Delivery Agency	Transport
Total Project Budget ($M)	$4.80M
Payments released from the fund up to FY24	$4.80M
Project End Date	28/06/2024

Project Objectives (status as of 30 Jun 2024)

Improve cyber security risk posture.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	No

New South Wales Education Standards Authority (NESA) Cyber Uplift

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$3.94M
Payments released from the fund up to FY24	$3.94M
Project End Date	28/02/2025

Project Objectives (status as of 30 Jun 2024)

Improve the overall resilience against cyber security risks.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Smarter Soil Conservation

Portfolio of Agencies	Department of Primary Industries and Regional Development
Delivery Agency	Regional NSW
Total Project Budget ($M)	$1.50M
Payments released from the fund up to FY24	$1.50M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

- 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.
- Project is in discovery phase, with 'as is' business processes being documented for final scoping. Current state architecture reviews are also underway. The project is progressing slower than planned, however, opportunities for re-use and collaboration within the cluster have been identified.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	No
Is this project on track to achieve its benefits?	Yes

Department of Enterprise, Investment and Trade Cyber Uplift

Portfolio of Agencies	Department of Creative Industries, Tourism, Hospitality and Sport
Delivery Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY24	$4.98M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

The objective of this project is to adopt a strategic approach to enhance the Department's cyber security maturity by aligning with targeted NSW Government Cyber Security Policy (including Essential Eight) controls and maturity levels.
Key objectives include:

- Development of a comprehensive cyber reference architecture model
- Implementation of a cyber resilience uplift project to strengthen the Department's defenses.
- Ensuring alignment with broader security initiatives across NSW Government and industry sectors the Department is involved in. Through these initiatives, the project aims to create a cohesive and resilient cyber security framework that delivers to these objectives resulting in obtaining the optimal target maturity by mid-2025 across the Department. Furthermore, the project will provide a solid foundation for continuous improvement to maintain the desired cyber risk posture in future years.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

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

Portfolio of Agencies	Health
Delivery Agency	Agency for Clinical Innovation
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY24	$16.58M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

- Supporting patients' quality of life by providing an opportunity to provide direct and timely feedback.
- Supporting service providers by providing a complete and holistic view of the patient.
- Enabling greater informed decision making and system level improvements.
- Supporting the move towards value-based healthcare.

Key deliverables to be completed by June 2025 are:

- To integrate the existing HOPE (Health Outcomes and Patient Experience) Platform with Hospital eMedical Record (eMRs).
- Pilot with 2 local health area districts (LHDs).
- Complete roll out of the integration to the remaining LHDs.
- Include surveys and clinical programs to existing HOPE platform to increase scalability.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Smart Places Acceleration Program Innovation Stream

Portfolio of Agencies	Transport
Delivery Agency	Smart Projects - Transport
Total Project Budget ($M)	$4.20M
Payments released from the fund up to FY24	$4.20M
Project End Date	28/02/2025

Project Objectives (status as of 30 Jun 2024)

Deliver 3 Smart City Innovation Challenges.

- The first challenge is complete
- The second has completed the proof-of-concept stage, with the installation of hardware continuing to mid-Dec 2024.
- The third challenge is in proof-of-concept stage, commencing in Feb 2024; it is expected to complete Feb 2025.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

LIVE.NSW

Portfolio of Agencies	Customer Service
Delivery Agency	Digital NSW
Total Project Budget ($M)	$40.00M
Payments released from the fund up to FY24	$37.86M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

The SDT is being developed in response to recommendations from the State Infrastructure Strategy (SIS) 2018 and the Final Report of the NSW Bushfire Inquiry (BI) 2020. The Customer Planning Platform (CPP) will support the launch of numerous State strategies including the SIS, Transport 2056, and Greater Sydney Commission's Region Plan. Key objectives are to:

- Prepare a business case for upgrading the Foundation Spatial Data Framework from a map to a real-time 3D model of the built and physical environment (SIS Rec29).
- Provide a single whole-of-government procurement and acquisition program for imagery and LiDAR and accelerate the building of the SDT (BI Rec18).
- Provide a Digital Twin platform that incorporates information on assets in bushfire prone lands, critical infrastructure, telecommunications infrastructure, hazard reduction results, and information provided by emergency services (BI Rec18 and Rec19).
- Develop a Customer Planning Platform to provide citizen engagement and content management capabilities.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Data After Dark: lighting up night-time economic data (formerly Neon Grid)

Portfolio of Agencies	Creative Industries, Tourism, Hospitality and Sport
Delivery Agency	Office of the 24-Hour Economy Commissioner
Total Project Budget ($M)	$1.00M
Payments released from the fund up to FY24	$1.00M
Project End Date	28/10/2024

Project Objectives (status as of 30 Jun 2024)

Sharing government data across agencies. Establishment of a baseline of NSW Night Time Economic Performance Deliverable:

- Delivery of a dashboard by the Data Analytics Centre at the Department of Customer Service which provides cross-government access to consolidated MVP data in a user-friendly tool that supports priority decision making and bespoke analysis.
Phase 2 alpha / data capture and MVP 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Grant Management Portal

Portfolio of Agencies	Department of Primary Industries and Regional Development
Delivery Agency	Enabling Services
Total Project Budget ($M)	$8.43M
Payments released from the fund up to FY24	$8.43M
Project End Date	20/12/2024

Project Objectives (status as of 30 Jun 2024)

- Effective release into production of the enhanced Grant Management System (GMS) platform with 50 Agencies or major divisions having migrated.
- Enable enhanced grants discoverability via NSW Grants Finder.
- Pre-population of authenticated data and ability to upload documentation (Tell Government once).
- Establishment of an Applicant dashboard to enable Applicants to track their applications.
- Streamlining of grants process for customers.
- Enhanced Reporting and Analytics capability and establishment of Whole of Government Reporting.
- GMS supports Agencies to remain with the legislated guidelines of the NSW Grants Administration Guide.
- The foundational system is fully operational and will therefore facilitate the transition of additional Agencies in the future of grants process for customers.
- Agencies commenced migration to the GMS from September 2023.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Transform Prisoner Rehabilitation through Digital Technology

Portfolio of Agencies	Communities and Justice
Delivery Agency	Corrective Services NSW
Total Project Budget ($M)	$40.42M
Payments released from the fund up to FY24	$37.64M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2024)

The Transform Prisoner Rehabilitation through Digital Technology program provides inmates increased access to rehabilitation programs and services via digital technology. The program aims to enhance rehabilitation outcomes for inmates as they transition to the community by:

- Increasing intervention opportunities
- Boosting program dosage
- Promoting self-efficacy through education
- Improving communication with support networks
- Enhanced functionalities will continue to be implemented in FY24/25.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Commercial Fisheries System and Service Modernisation

Portfolio of Agencies	Department of Primary Industries and Regional Development
Delivery Agency	Primary Industries
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY24	$5.00M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2024)

- Commercial Fishing NSW Advisory Council partnership and engagement.
- Commercial fishing activity is reported digitally.
- Seamless, real-time reporting is available for all Commercial Fishing types.
- Reduction of "lag time" between fishing activity and accurate report submission.
- Commercial Fisher reporting data is fit for purpose to inform Harvest Strategy, Research, Compliance and resource monitoring.
- Solution aligns with NSW Digital Service Standard.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Australian Museum Cyber Uplift

Portfolio of Agencies	Department of Creative Industries, Tourism, Hospitality and Sport
Delivery Agency	Australian Museum
Total Project Budget ($M)	$2.60M
Payments released from the fund up to FY24	$2.60M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

This project's objectives are to uplift technical cyber security maturity across the AM network and public facing website environments. The objective of the Australian Museum Cyber Uplift & Resilience Program is to enable a program of work to remediate key technical cyber deficiencies, mitigate critical risks across infrastructure and online services and uplift operational cyber and digital capabilities across the organisation.

As of 30/6/2023, this project is scheduled to meet its objectives.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Licensing Program

Portfolio of Agencies	Customer Service
Delivery Agency	Digital NSW
Total Project Budget ($M)	$115.00M
Payments released from the fund up to FY24	$112.80M
Project End Date	31/12/2025

Project Objectives (status as of 30 Jun 2024)

The Licensing Program aims to address major problems with current licensing processes and generate significant benefits through the delivery of digital end-to-end journeys.

- For customers – reduced time to receive the licence, reduced red-tape, end-to-end digital journeys.
- For regulators – monitoring licences effectively, making data easily accessible, eliminating the manual effort of data entry and validation.
- For Whole of Government (WoG) – more accessible data for WoG use, reduced technology licensing costs.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

OneCX

Portfolio of Agencies	Customer Service
Delivery Agency	Digital NSW
Total Project Budget ($M)	$45.00M
Payments released from the fund up to FY24	$42.05M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

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:

· Improve customer experience.

· Enable efficient and effective digital service delivery.

· Agency staff capability & productivity uplift.

· 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Banking and Payments Digital Reform

Portfolio of Agencies	Treasury
Delivery Agency	The Treasury
Total Project Budget ($M)	$4.90M
Payments released from the fund up to FY24	$4.90M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

To perform a detailed discovery and design of target state banking and payment services, including prototypes for proof-of-concept testing for scalable implementation across whole of government.
The program is in initiation stage with projects assessed and mobilised through a lean business case process.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	No

RegStar

Portfolio of Agencies	Transport
Delivery Agency	Transport for NSW
Total Project Budget ($M)	$15.00M
Payments released from the fund up to FY24	$15.00M
Project End Date	27/09/2024

Project Objectives (status as of 30 Jun 2024)

TfNSW recognise that customer, technology and safety needs are evolving. Over the next 12 months, the RegStar Program will be defining a future state model to improve how TfNSW manages the process for Vehicle Registration and Driver Licensing to deliver a five-star customer experience every time. The program has been divided into 3 tranches:

1. Digital Transformation (Design & Preparation).
2. Regulatory & Customer Insights.
3. Regulatory Digital Enablement.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Smart Places Sentiment Analysis SOPA

Portfolio of Agencies	Department of Planning, Housing & Infrastructure
Delivery Agency	Smart Projects - Transport
Total Project Budget ($M)	$1.16M
Payments released from the fund up to FY24	$1.16M
Project End Date	31/12/2024

Project Objectives (status as of 30 Jun 2024)

- Outcome 1: Quantitative understanding of physical and emotional factors affecting place management.
- Outcome 2: Provision of alerts to assess crowd safety or management intervention.
- Outcome 3: Provide a pathway to measuring smart place expenditure based on sentiment changes from smart place investments.
- Outcome 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Park n Pay Expansion

Portfolio of Agencies	Customer Service
Delivery Agency	Government Technology Platforms (GTP)
Total Project Budget ($M)	$1.90M
Payments released from the fund up to FY24	$1.90M
Project End Date	28/06/2024

Project Objectives (status as of 30 Jun 2024)

Park'nPay aims to progressively rollout a technology solution to improve accessibility for people with disabilities across the state, targeting over 80% disabled parking spots across metropolitan councils by December 2022. Additionally, use cases for enabling real-time accessible data shared via the NSW Government Open data platform for commuter carparks, hospital carparks, national parks, and universities.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Health Care Complaints Commission Cyber Uplift

Portfolio of Agencies	Health
Delivery Agency	Health Care Complaints Commission
Total Project Budget ($M)	$1.30M
Payments released from the fund up to FY24	$0.65M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

- Establish project plan and procure vendors/professional services.
- Implement new system solutions and independent Cyber Security Risk Assurance Review Report recommendations.
- Independent audit to assess compliance with NSW Cyber Security Policy (CSP) mandatory requirements and Australian Cyber Security Centre (ACSC) Essential 8 (ESS 8) requirements.
- A minimum Maturity Level 3 for NSW CSP mandatory requirements and ACSC ESS 8 requirements.
- Validate costing assumptions with independent advisor and validate scope of works with external advisors and internal stakeholders with support from procured vendors and Cyber Security Advisor.
- To ensure adequate solutions to meet the objective of implementing mitigation strategies to prevent and minimise the impact of cyber security incidents and compliance with minimum NSW cyber security standards.
- To ensure effective implementation of systems, policies, processes to achieve the objective of implementing mitigation strategies to prevent and minimise the impact of cyber security incidents and compliance with minimum NSW cyber security standards.
- To measure the progress against the objective of compliance with minimum NSW cyber security standards. Hence prior to implementing new system solutions and independent Cyber Security Risk Assurance Review Report recommendations within defined program schedule.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

NSW National Parks and Wildlife Service Digital Backpack

Portfolio of Agencies	Department of Climate Change, Energy, Environment & Water
Delivery Agency	National Parks and Wildlife Service
Total Project Budget ($M)	$1.35M
Payments released from the fund up to FY24	$1.35M
Project End Date	24/10/2024

Project Objectives (status as of 30 Jun 2024)

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
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Western Sydney Service Delivery Reform Returning Beta

Portfolio of Agencies	Communities and Justice
Delivery Agency	Western Sydney Service Delivery Reform Information Sharing Solution (ISS)
Total Project Budget ($M)	$4.90M
Payments released from the fund up to FY24	$4.90M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

The Western Sydney Service Delivery Reform Information Sharing Solution (ISS) initiative aims to design and develop an operating tool to provide a single view of customer to enable improved and integrated service delivery responses across human services agencies. This cross-agency approach, initially targeted at children aged 0-5 years and their families, intends to improve response times and outcomes for this cohort. Additionally, it will minimise the amount of times citizens need to repeat their story to access services when they need it most.

- A Core project, with along with key stakeholders from various agencies, are identified and allocated to the project.
- A 'Program Working Group' for the Execution of the project is currently being formed.
- The project is finishing off the Initiation phase and moving into the Execution/Delivery phase, with contract negotiations with chosen vendor now at its completion.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

e-Invoicing Mandate Implementation

Portfolio of Agencies	Customer Service
Delivery Agency	e-Invoicing Mandate Implementation
Total Project Budget ($M)	$1.52M
Payments released from the fund up to FY24	$1.18M
Project End Date	20/12/2024

Project Objectives (status as of 30 Jun 2024)

The Digital NSW project objective is to drive agency and supplier adoption and uptake of eInvoicing to realise faster payment and process efficiency benefits.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Freight Automated Access Assessment Program (FAAAP)

Portfolio of Agencies	Transport
Delivery Agency	Freight Automated Access Assessment
Total Project Budget ($M)	$4.51M
Payments released from the fund up to FY24	$4.49M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

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

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Smart Irrigation Management for Parks and Cool Towns (SIMPaCT)

Portfolio of Agencies	Department of Planning, Housing and Infrastructure
Delivery Agency	Sydney Olympic Park Authority
Total Project Budget ($M)	$2.47M
Payments released from the fund up to FY24	$2.47M
Project End Date	31/07/2023

Project Objectives (status as of 30 Jun 2024)

- SIMPaCT at Sydney Olympic Park will transform Bicentennial Park into a large Smart Park.
- A network of more than 250 environmental sensors have been set up to record soil moisture and air temperature, with the captured data used to fine-tune the park.
- A digital twin of the park will ingest primary and secondary environmental data as well as irrigation schedules.
- Forecasted, current and past weather conditions as well as irrigation results will be analysed for their effect on moisture dynamics in the digital ecosystem.
- Artificial intelligence will control when and how much water is distributed across an entire park to optimise water management and the irrigation system and cool the park's microclimate.
- Park users will also be able to download an app that will tell them the coolest and shadiest places in the park for picnics and exercise.
- 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	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 FY24	$2.87M
Project End Date	31/01/2024

Project Objectives (status as of 30 Jun 2024)

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

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Digital Access to Care: Consumers at the Centre of their Care - Phase 1

Portfolio of Agencies	Health
Delivery Agency	Ministry of Health
Total Project Budget ($M)	$20.00M
Payments released from the fund up to FY24	$16.60M
Project End Date	30/09/2024

Project Objectives (status as of 30 Jun 2024)

- Improved consumer experience throughout the outpatient journey.
- 80% of eReferrals for in scope sites triaged within 5 days by FY24 with consumer and referrer status notification.
- Improved clinical safety and quality with quality and completeness of referrals.
- 85% of referrals received electronically by FY31.
- Improved health system efficiencies.
- Up to 18M letters/annum will be replaced with digital communications contributing to a 25% reduction in 'Do Not Attends'.
- 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	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 FY24	$1.04M
Project End Date	20/12/2024

Project Objectives (status as of 30 Jun 2024)

Key deliverables funded by DRF, which are on track to be completed by December 2024, are as follows:
- Police with real-time language assistance in the field - December 2024.
- Assist emergency services with real-time language assistance in the field - February 2025.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Digital Birth Certificate National Rollout

Portfolio of Agencies	Customer Service
Delivery Agency	NSW Registry of Births, Deaths and Marriages
Total Project Budget ($M)	$7.75M
Payments released from the fund up to FY24	$7.75M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

- 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 SNSW and that meets privacy, security, and legal requirements as per scope, including all preparations for the national rollout (customer / support / branding / contractual / MOUs).
- Demonstrating significant use in NSW and being shared and verified digitally, fully supported and materials / messaging ready for national launch.
- Ensure that application is in use with verifiers in addition to increased use by NSW citizens.
- Completion of a Certificate 'ready' state to allow the incorporation of other certificate types.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	No

Royal Botanic Gardens and Domain Trust: Website consolidation and CRM

Portfolio of Agencies	Department of Planning, Housing & Infrastructure
Delivery Agency	The Royal Botanic Gardens and Domain Trust
Total Project Budget ($M)	$1.80M
Payments released from the fund up to FY24	$1.80M
Project End Date	01/08/2023

Project Objectives (status as of 30 Jun 2024)

The project was completed in August 2023, on budget. An Investment Outcomes & Benefits Review document has been submitted outlining the benefits quantified to date. An analysis of revenue and OpEx benefits associated with the project thus far will be undertaken in FY24/25, as will marketing and brand research.

- Objective 1: Consolidate the three RBGDT websites into one reimagined botanicgardens.org.au, built to engage, inform and drive customer experience.
- Objective 2: Centralise existing customer data and implement Salesforce CRM to enable a single source of truth and better engage customers.
- Objective 3: Amplify existing revenue streams and drive new revenue opportunities through the introduction of automated system processes and Salesforce CRM lead generation, amplified personalisation and data management.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Transition of Spatial Platforms and Data to GDA2020

Portfolio of Agencies	Department of Planning, Housing & Infrastructure
Delivery Agency	Digital Information Office
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY24	$2.00M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

- Establishing a new data and application delivery (Cloud) environment.
- Incrementally transforming core data across the cluster to the new delivery environment, subject to criticality and priority.
- Migrating the editing and maintenance environment to the new environment.
- Decommissioning the (now legacy) Geocentric Datum of Australia (GDA94) environment.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Enhance voter experience, maximise participation and uplift the integrity of the voting process

Portfolio of Agencies	The Cabinet Office
Delivery Agency	New South Wales Electoral Commission
Total Project Budget ($M)	$1.70M
Payments released from the fund up to FY24	$1.70M
Project End Date	20/01/2025

Project Objectives (status as of 30 Jun 2024)

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. Increase in voter satisfaction levels as measured by surveys on focus groups.
2. 20% quicker voter processing times at voting centres.
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
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	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 FY24	$2.40M
Project End Date	30/12/2024

Project Objectives (status as of 30 Jun 2024)

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.

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.
- 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.
- 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?	No
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	No

State Archives and Sydney Living Museum Cyber Uplift

Portfolio of Agencies	Enterprise, Investment and Trade
Delivery Agency	NSW State Archives
Total Project Budget ($M)	$1.46M
Payments released from the fund up to FY24	$1.46M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

Improve the overall resilience against cyber security risks for State Archives and Sydney Living Museum.

Is this project likely to achieve the project objectives?	Not attested
Is this project on schedule?	Not attested
Is this project on budget?	Not attested
Is this project on track to achieve its benefits?	Not attested

On-Road CAV Public Bus Trials

Portfolio of Agencies	Transport
Delivery Agency	Transport
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY24	$5.00M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

The purpose of this project is to enable the Australian first trial of full-sized Connected Autonomous Vehicle (CAV) bus(es) on road in NSW. TfNSW will run a market process and deliver a trial of the identified software and systems capable of integration onto an identified portion of the NSW bus network.Currently, the Request for Expression of Interest (RFEOI) is pending release via an exclusive story as directed by the Ministers' Offices.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Whole of Government Next Generation Digital Connectivity (POC)

Portfolio of Agencies	Customer Service
Delivery Agency	NSW Telco Authority
Total Project Budget ($M)	$3.50M
Payments released from the fund up to FY24	$2.60M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

The Next Gen Digital Connectivity PoC comprises four initiatives to generate systems performance data insights by deploying a combination of LTE and non-terrestrial solutions in regional NSW to inform broader policy and investment decisions. The four Next Gen Digital Connectivity PoCs are:

1. Emerging Satellite Service-enabled Connectivity.
2. In-field Operational Data Over Commercial Services.
3. In-field Nomadic Connectivity Services.
4. In-field Operation MESH Wi-Fi Connectivity.

Original baseline completion date May 2023 was extended to June 2024.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

NSW Rural Fire Service Data & Predictive Analytics

Portfolio of Agencies	Communities and Justice
Delivery Agency	Rural Fire Service NSW
Total Project Budget ($M)	$4.97M
Payments released from the fund up to FY24	$4.96M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

The vision for the Athena Project is to enable the Rural Fire Service (RFS) to provide a more strategic and comprehensive service to the community, helping to keep fires small; firefighting efforts connected, effective and efficient; and, both the community and firefighters safer. The project objectives and ways in which they will be measured are outlined below. The solution is targeting to achieve these objectives to be measured over a fire season. The timing for achievement of the objectives will be the same (i.e. the 2023--2024 bushfire season), given that the platform will be piloted over the period of one year initially. The three main objectives are:

1. More accurate fire predictions - enabled by use of artificial intelligence, improved modelling capability and ingestion of additional data types.
2. Enhanced fire response recommendations - achieved through automated generation of risk assessments and recommended response plans.
3. Tailored incident response - enabled through artificial intelligence (AI) capability and integration with existing dispatch management systems.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

NSW SES Cyber Uplift

Portfolio of Agencies	Communities and Justice
Delivery Agency	State Emergency Service
Total Project Budget ($M)	$4.91M
Payments released from the fund up to FY24	$4.91M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

The project aims to enhance the organisation's cyber maturity.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	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 FY24	$3.04M
Project End Date	31/08/2024

Project Objectives (status as of 30 Jun 2024)

The objective of the Cyber Uplift Program at Legal Aid NSW is to protect highly sensitive data from cyber-attacks and provide enhanced public facing government services securely through the implementation of a more robust cyber security environment.

The project commenced in early 2022 across a number of streams of work and is progressing to plan.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

NSW Rural Fire Service 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 FY24	$1.40M
Project End Date	30/09/2023

Project Objectives (status as of 30 Jun 2024)

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

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

eRegulation: Complaints, Compliance & Enforcement (CCE) Program – Project Amplify

Portfolio of Agencies	Customer Service
Delivery Agency	Better Regulation
Total Project Budget ($M)	$38.80M
Payments released from the fund up to FY24	$27.00M
Project End Date	28/06/2024

Project Objectives (status as of 30 Jun 2024)

The three key objectives for the Complaints, Compliance & Enforcement (CCE) Program are:

1. Allow NSW businesses to manage and transact with government agencies about all of their compliance obligations in one place.
2. Enable regulators to manage complaints, compliance and enforcement through streamlined processes.
3. Provide a single view of business information and compliance history for Regulators.

As of 30/6/2022, the scale program has been officially running for 3 months and focussing on recruitment to scale product teams. The Licence Manager tool on the service for business profile has been released which enables businesses to assign licences for their employees to their profile and be notified when an employee's licence is cancelled, surrendered, suspended, expiring soon or expired.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	No

Saving our Species beyond 2021 Roadmap Implementation (SoS Connect)

Portfolio of Agencies	Department of Climate Change, Energy, Environment & Water
Delivery Agency	Biodiversity, Conservation & Science
Total Project Budget ($M)	$3.00M
Payments released from the fund up to FY24	$3.00M
Project End Date	28/02/2025

Project Objectives (status as of 30 Jun 2024)

- 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.
- 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.
- 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
Is this project on schedule?	No
Is this project on budget?	No
Is this project on track to achieve its benefits?	Yes

Integrated Connected Officer program - Blue Connect (Alpha)

Portfolio of Agencies	Communities and Justice
Delivery Agency	NSW Police Force
Total Project Budget ($M)	$4.28M
Payments released from the fund up to FY24	$4.28M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

Prove the viability of the overall Integrated Connected Officer (ICO) concept for:

Live policing situation in regional and fringe metro locations where cellular and radio signals are weak or unavailable.

The DRF ICO project aimed to identify, develop, and carry out proof-of-technology for suitable off-the-shelf technology products. The goal was to enhance existing mobile communications to improve policing operations in regional and fringe metro areas where cellular and radio signals are weak or unavailable. The project has successfully delivered a highly available satellite/cellular communication solution to 52 vehicles/vessels, 3 fixed police stations, and 10 portable kits for specialist commands.

Road worthiness of ICO vehicle

Usability by officers in the field

Officers who participated in the DRF ICO trial program are now able to access critical information and resources in the field, which significantly enhanced their operational effectiveness. This improved access facilitates better collaboration between officers on the ground and at the command centre, leading to more coordinated and efficient responses to incidents. Additionally, the enhanced communication capabilities contribute to better situational awareness and decision-making, ensuring that officers are well-informed and can act swiftly and appropriately. The improved communication infrastructure also plays a crucial role in enhancing the work health and safety of officers operating in remote and isolated areas. With reliable connectivity, officers can quickly call for backup, report their status, and receive timely support in emergency situations. This reduces the risks associated with working in areas with poor cellular and radio signals, ensuring that officers have the necessary tools to perform their duties safely and effectively.

Gauge operational issues

- Addresses key risk of aging ICV and MDTs becoming non-operational.
- Substantial reduction in the duplication of field technology.
- Improved officer access to information by improving officer connectivity for maximum operational effectiveness.
- Strengthens collaboration between officers in the field.
- By having access to critical information and the ability to communicate seamlessly, officers are better equipped to handle emergencies and coordinate their efforts, thereby reducing risks associated with operating in isolated locations.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Taronga Zoo Cyber Uplift

Portfolio of Agencies	Department of Climate Change, Energy, Environment & Water
Delivery Agency	Taronga Conservation Society
Total Project Budget ($M)	$3.84M
Payments released from the fund up to FY24	$2.64M
Project End Date	28/06/2025

Project Objectives (status as of 30 Jun 2024)

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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Life Event Notification Service - Financial Hardship - Returning Beta

Portfolio of Agencies	Customer Service
Delivery Agency	Service NSW
Total Project Budget ($M)	$2.61M
Payments released from the fund up to FY24	$2.61M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

1. Make it easy to navigate and understand the available supports
   - Achieved through the introduction of omnichannel support and the creation of a single location to find relevant supports, content simplification and consistency
2. Make it easy to apply for support without repeating my story
   - Achieved through save and prefill and consent-based data sharing
3. Make it easy to access support with the help of a representative
   - Achieved by developing a solution that allows representatives to assist customers interacting with NSW Government to access financial hardship supports.

Is this project likely to achieve the project objectives?	No
Is this project on schedule?	Yes
Is this project on budget?	No
Is this project on track to achieve its benefits?	No

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 FY24	$1.80M
Project End Date	28/06/2024

Project Objectives (status as of 30 Jun 2024)

Park'nPay aims to progressively rollout a technology solution to improve accessibility for people with disabilities across the state, targeting over 80% disabled parking spots across metropolitan councils by December 2022. Additionally, use cases for enabling real-time accessible data shared via the NSW Government Open data platform for commuter carparks, hospital carparks, national parks and universities.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	No
Is this project on budget?	No
Is this project on track to achieve its benefits?	No

Electoral Commission Cyber Uplift Phases 1 and 2

Portfolio of Agencies	The Cabinet Office
Delivery Agency	New South Wales Electoral Commission
Total Project Budget ($M)	$4.97M
Payments released from the fund up to FY24	$4.95M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

- Increase ACSC Essential Eight maturity.
- Increase NSW Cyber Security Policy requirements compliance of maturity.
- Build on the foundational work that will be implemented as part of phases 1 and 2 relating to PAM, IGA and Application Whitelisting, by increasing the number of NSWEC systems, services and users covered by these initiatives. Broadening the reach of these initiatives will mitigate a key organisational risk around NSWEC's user Access Management controls. Reporting and Compliance.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Sydney Olympic Park Authority Cyber Uplift

Portfolio of Agencies	Department of Planning, Housing & Infrastructure
Delivery Agency	Sydney Olympic Park Authority
Total Project Budget ($M)	$1.10M
Payments released from the fund up to FY24	$0.47M
Project End Date	31/12/2025

Project Objectives (status as of 30 Jun 2024)

Increase Sydney Olympic Park Authority (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, which will cover:

- Delivery of 8 initiatives identified in this business case across a two-year period.
- Reduction in identified cyber risks tracked in the risk register.
- Increase maturity levels across key mandatory requirements in NSW's Cyber Security Policy and ACSC Essential 8.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Cyber Security - Essential Eight Maturity Uplift

Portfolio of Agencies	Health
Delivery Agency	Ministry of Health
Total Project Budget ($M)	$15.96M
Payments released from the fund up to FY24	$15.96M
Project End Date	31/12/2025

Project Objectives (status as of 30 Jun 2024)

Key outcomes of the project are:
1. To strengthen the government's capability to detect, and
2. Respond to the fast-moving cyber threat landscape.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

CSNSW - Automated Signs of Life Monitoring

Portfolio of Agencies	Communities and Justice
Delivery Agency	Corrective Services NSW
Total Project Budget ($M)	$2.00M
Payments released from the fund up to FY24	$2.00M
Project End Date	23/12/2025

Project Objectives (status as of 30 Jun 2024)

- 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.
- 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.
- Increased 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Digitisation and ICT Infrastructure for Cultural Sector Preservation and Access

Portfolio of Agencies	Department of Creative Industries, Tourism, Hospitality and Sport
Delivery Agency	State Library of NSW
Total Project Budget ($M)	$4.89M
Payments released from the fund up to FY24	$4.89M
Project End Date	31/05/2025

Project Objectives (status as of 30 Jun 2024)

With endorsement from the Project Steering Committee, the four objectives have been refined and changed as follows:

1. Implement the platform and solution. State Library to lead in the implementation of a shared digital preservation and storage solution against the agreed requirements for a minimum viable product and provide integration end points and tools for ingestion of data

2. Prepare representative digital collection and data. Rather than major digitisation of original materials, which can be risky and introduce new costs, agencies will focus on making existing digital collections usable in the pilot. This will still enable the agencies to evaluate the shared solution.

3. Engagement and Access. Deliver integration end-points and tools to test discovery and access for the use cases. Facilitate digital preservation capacity and capability uplift across the agencies.

4. Develop operational model. Evaluate the running of the implemented shared MVP solution for a reasonable period, and formulate sustainable operating models.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

NSW Parliament Cyber Uplift

Portfolio of Agencies	Premier's Department
Delivery Agency	Premier's Department
Total Project Budget ($M)	$4.48M
Payments released from the fund up to FY24	$4.48M
Project End Date	28/06/2024

Project Objectives (status as of 30 Jun 2024)

Uplifting parliament cyber security posture.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

DPIE / DRNSW Cyber Security Uplift Program - Phase 2

Portfolio of Agencies	Department of Planning, Housing & Infrastructure
Delivery Agency	Digital Information Office
Total Project Budget ($M)	$20.01M
Payments released from the fund up to FY24	$17.97M
Project End Date	28/06/2024

Project Objectives (status as of 30 Jun 2024)

The DPIE / DRNSW Cyber Security Uplift Program - Phase 2 project is progressing toward achieving the key outcome of increasing the cyber security maturity levels while reducing cyber security risk to the agency as per outcomes of the business case.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Val IQ

Portfolio of Agencies	Department of Planning, Housing & Infrastructure
Delivery Agency	Valuation NSW
Total Project Budget ($M)	$19.83M
Payments released from the fund up to FY24	$9.00M
Project End Date	26/12/2025

Project Objectives (status as of 30 Jun 2024)

The objective of Val IQ (Valnet III) is the complete refresh of all land valuation systems within Value NSW. The new system will 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
Is this project on schedule?	No
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Process and Technology Harmonisation (PATH)

Portfolio of Agencies	Communities and Justice
Delivery Agency	Department of Communities and Justice
Total Project Budget ($M)	$187.30M
Payments released from the fund up to FY24	$172.30M
Project End Date	11/10/2024

Project Objectives (status as of 30 Jun 2024)

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 (ERP) platform and Edge systems and aligned shared services operating model, retiring legacy ERP systems and consolidating shared services operations into two hubs. Further project objectives include:

- Providing best-in-class back-office services to drive a better experience for our customers, our vendors and suppliers, and a better employee experience.
- Optimising, simplifying and standardising a range of corporate and shared services including our back-office processes including 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.
- Adopting common standards for data, process, systems.
- Reducing investment in legacy systems across in-scope agencies and address expiring contracts.
- 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Treasury Cyber Security Uplift

Portfolio of Agencies	Treasury
Delivery Agency	The Treasury
Total Project Budget ($M)	$4.20M
Payments released from the fund up to FY24	$4.20M
Project End Date	30/06/2024

Project Objectives (status as of 30 Jun 2024)

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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Future of Fines

Portfolio of Agencies	Customer Service
Delivery Agency	Revenue NSW
Total Project Budget ($M)	$2.61M
Payments released from the fund up to FY24	$2.61M
Project End Date	30/08/2024

Project Objectives (status as of 30 Jun 2024)

- Understnd, 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.
- Reduce Business Partner call volumes from 30% to 20% by June 2024.
- Increase the number of digital notifications and electronic delivery of Business Partner services by 10% by June 2024.
- 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.
- Increase the finalisation rate of transactions electronically p.a. by 10% by June 2024.
- A 10% improvement in finalisation equates to a potential $77,000,000 to $82,000,000 of additional revenue to be collected p.a.
- 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 p.a. could be expected.
- Understand, identify and test solutions to increase customers satisfaction with Fines online services.
- Improve the customer satisfaction score for fines services from 54.9 to 60 by June 2024.
- Improve the customer effort score for Fines services from 3.4 to 3.6.
- Understand, identify and test solutions to increase business partners satisfaction with Fines online services.
- 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
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Destination NSW Investment NSW Cyber Uplift

Portfolio of Agencies	Department of Creative Industries, Tourism, Hospitality and Sport
Delivery Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Total Project Budget ($M)	$5.00M
Payments released from the fund up to FY24	$4.98M
Project End Date	30/06/2025

Project Objectives (status as of 30 Jun 2024)

The objective of this project is to adopt a strategic approach to enhance the individual Portfolio agencies cyber security maturity by aligning with targeted NSW Government Cyber Security Policy (including Essential Eight) controls and maturity levels. Key objectives include:

- Development of a comprehensive cyber reference architecture model
- Implementation of a cyber resilience uplift program
- Ensuring alignment with broader security initiatives across related agencies and related industry sector.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Rural Access Gap Tranche 1–5

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$365.80M
Payments released from the fund up to FY24	$313.00M
Project End Date	30/06/2024

Project Outcomes

The project completed in FY 2024 and delivered the outcomes as per the business case. The project was delivered under budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

NSW Digital Identity and Verifiable Credentials (Digital Identity Roadmap)

Portfolio of Agencies	Department of Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$15.00M
Payments released from the fund up to FY24	$14.27M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and partially delivered the outcomes as per the business case. The project was completed on budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Member Availability and Mobilisation Solution

Portfolio of Agencies	Stronger Communities
Delivery Agency	Office of the NSW State Emergency Service
Total Project Budget ($M)	$4.85M
Payments released from the fund up to FY24	$4.84M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and partially delivered the outcomes as per the business case. The project was delivered on budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Transition to School Digital Statement – State Wide Rollout

Portfolio of Agencies	Education
Delivery Agency	Department of Education
Total Project Budget ($M)	$2.20M
Payments released from the fund up to FY24	$2.20M
Project End Date	31/12/2023

Project Outcomes

The project completed in December 2023 and delivered the outcomes as per the business case. The project was delivered under budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	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 FY24	$2.00M
Project End Date	30/07/2024

Project Outcomes

The project completed in July 2024 and delivered the outcomes as per the business case. The project was delivered on budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Living in NSW – Returning Alpha

Portfolio of Agencies	Department of Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$4.87M
Payments released from the fund up to FY24	$4.87M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and delivered the outcomes as per the business case. The project was delivered under budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Becoming an Adult – Returning Alpha

Portfolio of Agencies	Department of Customer Service
Delivery Agency	Department of Customer Service
Total Project Budget ($M)	$2.73M
Payments released from the fund up to FY24	$2.73M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and partially delivered the outcomes as per the business case. The project was delivered under budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Accessibility NSW

Portfolio of Agencies	Department of Customer Service
Delivery Agency	Digital NSW
Total Project Budget ($M)	$2.75M
Payments released from the fund up to FY24	$2.75M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and partially delivered the outcomes as per the business case. The project was completed on budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Greener Neighbourhoods Tree Canopy Spatial Data Updates

Portfolio of Agencies	Department of Planning, Housing and Infrastructure (Formerly DPE)
Delivery Agency	Department of Planning
Total Project Budget ($M)	$1.00M
Payments released from the fund up to FY24	$1.00M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and delivered the outcomes as per the business case. The project was delivered under budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

State Library Cyber Uplift

Portfolio of Agencies	Department of Creative Industries, Tourism, Hospitality and Sport (Formerly Enterprise, Investment and Trade)
Delivery Agency	State Library of NSW
Total Project Budget ($M)	$1.60M
Payments released from the fund up to FY24	$1.60M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and delivered the outcomes as per the business case. The project was delivered on budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	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 FY24	$2.00M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and delivered the outcomes as per the business case. The project was delivered under budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Smart & Cool Spaces

Portfolio of Agencies	Department of Climate Change, Energy, the Environment and Water (Formerly Department of Planning and Environment)
Delivery Agency	Science Economic and Insights Division
Total Project Budget ($M)	$0.48M
Payments released from the fund up to FY24	$0.48M
Project End Date	30/06/2024

Project Outcomes

The project completed in June 2024 and delivered the outcomes as per the business case. The project was delivered on budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes

Aboriginal Housing Office Reducing the Digital Divide Between Mainstream and Aboriginal Community Housing Tenants

Portfolio of Agencies	Department of Planning, Housing and Infrastructure
Delivery Agency	Department of Planning
Total Project Budget ($M)	$2.58M
Payments released from the fund up to FY24	$2.58M
Project End Date	30/02/2024

Project Outcomes

The project completed in February 2024 and delivered the outcomes as per the business case. The project was delivered on budget.

Is this project likely to achieve the project objectives?	Yes
Is this project on schedule?	Yes
Is this project on budget?	Yes
Is this project on track to achieve its benefits?	Yes