



Finance,
Services &
Innovation

States of Data

State Records: Records Managers Forum

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Information Team



- The Information team exists within the Policy and Innovation department under Information and Digital Government.
- The Information team is responsible for Policy and Governance initiatives that drive the better creation, collection, protection and use of data.
- We maintain the Information Management Framework as well as the initiatives for Open Data, Shared Data and Cyber Security.
- The team works with the State Records Authority on initiatives impacting data especially Data.NSW which is a catalogue for NSW Government Open Data.

Open Data



- The NSW Open Data Policy requires agencies to release:
 - Better data in accessible, consumable formats with metadata and quality statements
 - Data faster using automated processes, standard data categories and trusted user models
 - More data and make it discoverable through central portals.
- The Policy is supported by an Action Plan with 23 projects due for delivery through to December 2017.
- Already delivered: Data request service, Charter of Rights for Open Data Users Checklist for establishing the value of a dataset, Open data blog, and Metadata and data quality statements on Data NSW
- In progress: Open Data Maturity Scorecard, Partnership models for open data investment, Safeguards to open data and Engaging universities to open data.

Sharing Data



- Refers to the sharing of NSW data between Government agencies to drive better decision making, deliver new and better services.
- There are opportunities to strategically plan what data needs to be shared to inform policy, planning, integrated service delivery, monitoring, evaluation and reporting.
- Sharing Data will drive a willingness to share data between agencies and to improve their technical capacity to do so.
- In Progress: Data sharing request template, Multi-agency memorandum of understanding (MoU), Privacy Impact Framework.

Whole of Government Approach to Data



- ICT is a key sector of the NSW economy and productivity growth, increasingly driven by the opportunities created by technologies.
- 92 per cent of Australians have access to the internet, with 10.7 million users going online more than once a day (*source: ACMA, 2015, Australians' Digital Lives*).
- This year, the NSW Government injected \$69 million into driving whole-of-government strategies to achieve better-value service delivery from ICT across government.
- Since 2012, the NSW Government ICT Strategy has delivered reforms in ICT investment, procurement, information management, information sharing, open government, open data, ICT skills and innovation.
- NSW needs a responsive and agile public sector delivering citizen-centric services, fuelled by partnerships with industry.

Transaction Data-ServiceNSW

- Over the last 12 months, around 12 million digital transactions have been completed through Service NSW.
- Service NSW became the first government agency in Australia to adopt Google's cashless Android Pay service.
- In this year's budget, \$415 million was allocated to expand access to services through the Service NSW regional and metropolitan network, and to deliver major digital initiatives.
- This includes \$12.3 million for NSW's world-leading digital licensing program.
- Nearly 18,000 licence renewals have been completed through the digital channel.
- More digital services will be progressively rolled out over the next 18 months.

Transacting Data-MyServiceNSW



- MyServiceNSW, a “one-touch” online account for transacting with government, was launched in February this year.
- MyServiceNSW is a single account that will provide users an “online one-stop shop” for all NSW Government transactions, removing the need to have multiple profiles and passwords to access accounts.
- This month, MyServiceNSW reached an important digital milestone with the creation of the 750,000th account.
- In less than a year since its launch, MyServiceNSW has exceeded its first year target by over 50 per cent.

Storing Data



- The NSW Government Digital Community (GovDC) service is facilitating the transition of existing and future government ICT infrastructure and workloads to cloud-based services.
- A cornerstone of this initiative is the GovDC Marketplace which extends GovDC beyond state-of-the-art data centres to create a secure ICT ecosystem, enabling NSW Government users to search for pre-qualified GovDC suppliers to reduce procurement and delivery lead times for cloud-based ICT services.
- Agencies can buy services from trusted suppliers, confident that issues such as security, data sovereignty, technical standards and procurement policies have all been dealt with.

Protecting Data



- The Government has a strong focus on digital information security having implemented policies and procedures to ensure the information it holds is appropriately protected.
- Through incentives, the Government promotes private sector/NGO responsibilities for cyber security regulation, and codes of practice.
- The Government encourages vendors, integrators and operators to use their best possible endeavours to ensure that there are no exploitable vulnerabilities in their products, systems and processes.
- NSW Government in 2016 is reviewing the increasing topic of Cyber Security taking into account all the facets of protecting data including people, processes and technologies both in Government and along the data supply chain.

Innovating Data



- NSW Government is supporting disruptive ideas by reshaping the government service delivery model to focus on the customer and encourage public sector innovation.
- New technologies such as Internet of Things and sensor technology are creating opportunities to innovate as well as new challenges for Records Managers.
- A new whole-of-government Digital Government Strategy is currently being developed to accelerate the digital transformation of government in NSW.
- While innovation is often focused on the customer experience and the delivery of services there are also considerations across the entire information/data lifecycle.

Innovating Data - Blockchain



- The use of blockchain technology is being investigated as part of the Digital Government Agenda.
- A blockchain is a data structure that makes it possible to create a digital ledger of transactions and share it among a distributed peer-to-peer network of computers. It uses cryptography to allow each participant on the network to manipulate the ledger in a secure way without the need for a central authority.
- We need to ensure the application of blockchain is in accordance with laws and regulations, whilst guaranteeing privacy controls are also met.
- One of the points of blockchain is that no one person owns the data at any one time. We are already looking at how we can harvest data from blockchains to store elsewhere to meet records and archival needs.