

Mr Lewis Rangott
Executive Director, Corruption Prevention
Independent Commission Against Corruption (ICAC)

By email: lrangott@icac.nsw.gov.au

Dear Mr Rangott

I refer to ICAC's May 2021 "Investigation into the Conduct of a Service NSW Officer" report (**Report**) and our letter to you on the same topic of 8 July 2021. I also refer to our action plan of 13 July 2021, which sets out our acceptance of the Report's recommendation numbered 1, subject to Transport for NSW's (**Transport**) agreement (see **Tab A** for a copy of the action plan). Transport has since provided support to the action plan and we have been working together to address recommendation 1.

Service NSW wishes to re-state its commitment to addressing recommendation 1 and to doing so in a way that is commensurate with the risk to our customers and to the integrity of the NSW Government's licencing and registration system, posed by unauthorised access and misuse of information held in DRIVES.

As previously outlined, the DRIVES system is owned and run by Transport. Service NSW uses DRIVES to carry out official functions for Transport. DRIVES is an aged system that does not currently allow for real-time system monitoring which presents some technical challenges for our agencies in deploying system changes generally, including in response to recommendation 1.

Transport advised Service NSW that it has commenced development of a business case for a multi-year program of works (known as the RegStar Program) to modernise and optimise the licensing and registration system and associated business processes which will include new functionality including improved system monitoring capabilities.

We jointly acknowledge that the RegStar Program will not result in the necessary improvement in system monitoring capabilities in the short-term. In the interim, we are jointly committed to introducing improvements to strengthen the monitoring of DRIVES to enable us to better detect and respond to instances of potential misuse. To this end, Transport and SNSW are working together to develop a proof-of-concept manual prevention and detection process. This will include:

- A manual solution to detect anomalous DRIVES use by Service NSW staff. The process will involve working with Transport's data to create a baseline of appropriate DRIVES access and then comparing that to actual use to identify and investigate any anomalies. Although this will not be a real-time monitoring solution, it is intended that Transport will provide Service NSW with access to data according at pre-agreed and frequent intervals, and that Service NSW will interrogate the data frequently to allow for timely response to any anomalous activity requiring further investigation.
- Continuing to perform routine health checks (audits). Service NSW currently performs Health Checks every six months and ensures leadership staff provide compliance certifications regarding DRIVES use every quarter. These compliance certifications attest to the

appropriateness of DRIVES access levels within individual teams. The scope of these audits may change following the introduction of the manual solution above.

- Developing stronger role-based profiles of appropriate access to DRIVES as part of the above baselining activity and making any necessary changes to access privileges.
- Continued communication and education for all DRIVES staff, to uplift our internal security and integrity culture.

We will continue to work with Transport to examine any additional options to enhance DRIVES system monitoring and we would be pleased to provide ICAC with ongoing updates as we implement these changes.

Should you require further information, please contact me directly on [REDACTED] or at [REDACTED] [@service.nsw.gov.au](mailto:[REDACTED]@service.nsw.gov.au).

Yours sincerely

[REDACTED]
Catherine Ellis
Executive Director, Risk Strategy and Performance

Tab A – Service NSW Action Plan

