

Date: 9 August 2023

Dr Benjamin Marx
Executive Director, Corruption Prevention
Independent Commission Against Corruption (ICAC)

By email: [REDACTED]@icac.nsw.gov.au

Dear Dr Marx,

I write in response to your correspondence of 14 June 2023 and provide an update on the recommendations in ICAC's May 2021 "Investigation into the Conduct of a Service NSW Officer" report (Report) and our continued partnership with Transport NSW (Transport) to address recommendation one.

In July 2022 Service NSW (SNSW) acknowledged the requirement to stand up a manual solution to detect anomalous DRIVES use by Service NSW staff. A joint project has been initiated with an action plan to develop the manual solution. Transport and Service NSW have actioned the following key milestones over the past 12 months.

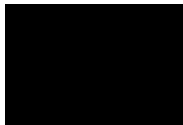
- The development of an internal solution, SNSW reporting mechanism, that consumes DRIVES data to wash against pre-defined business rules highlighting instances of potential DRIVES data misuse, triggering an alert and investigation. This included a review of staff access levels, how they are delegated and monitored, as well as establishing a documented reporting framework;
- A dedicated staff promotion campaign showcasing accessible methods to report suspicious behaviour or concerns and uplifting internal security and integrity culture. This included promotion of the Department of Customer Service (DCS) Integrity Hotline. The hotline provides a further channel to report concerns or risks relating to fraud, corruption, misconduct, unethical conduct and work health and safety concerns. Promotion included display of educational collateral including a QR Code to the DCS Integrity Hotline for ease of access in staff communal areas, as well as a new dedicated tile in all Service NSW workstation dashboards;
- A 'DRIVES Monitoring System' prototype has been developed which allows SNSW to identify and take appropriate action against anomalous access. The prototype receives data from Transport in batch files, which are reviewed upon receipt allowing for reporting of instances/concerns to Service NSW Operational Governance within 24- 48 hours. A pilot will be implemented, allowing for a staggered approach to testing feasibility and effectiveness. The overall project objective is to have the DRIVES Monitoring System reviewing all Service NSW DRIVES user transactions; and
- An agreed way of working between SNSW and Transport implemented to ensure appropriate risk management processes, such as risk assessments, are completed and consulted on the DRIVES Monitoring System, such as Privacy Impact Assessments and Cyber Security Assessments.

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

Should you require further information, please contact [REDACTED]

[REDACTED] on [REDACTED] or at [REDACTED]

Yours sincerely,

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Greg Wells
Chief Executive Officer