

PUBLIC ACCOUNTS COMMITTEE QUESTION ON NOTICE:

Date Question asked: 17 September 2021

QUESTION

Mr JUSTIN CLANCY: Firstly, Ms Hawyes and Ms Henderson, I acknowledge you and your team because I can appreciate any change of management software is a big undertaking. I certainly acknowledge that. Two questions for me. One is on the timeframes, because I note the audit reports an expected completion date of 30 June 2021. I ask seeking how you are tracking against that timeframe? The second question is: Often audits report risks around cybersecurity and also user access management. I am hoping you might outline for us the steps that you have taken to mitigate those two risks? Thank you.

Ms HAWYES: In terms of the timeframe, it has been extended out. As with everyone at the present time, COVID has impacted our ability to do some user testing. We have done a great deal of user testing to try to iron out glitches and ensure that the system works for users. We have been a little bit delayed by the fact that COVID means we have not been able to do face-to-face training and really some of the user testing has been a little delayed. The second release of CrownTracker starts to bring our own work flows into the system and that will take place in November this year. That brings in some of the more commercial activities—the licensing that we do, for example, will be integrated into the system, which means there is one source of truth for all of our work flows.

Requests for work across the Crown estate will also start to migrate into that system and, as I mentioned before, the beauty of it is it will be all held in the one place so we can manage the work and keep the records accurately in the one spot. The cybersecurity questions, some of those specifics I might need to take on notice because they may have a more technical element than I am qualified to speak to. But the whole system has been governed through appropriate governance, as you would imagine. We have a vendor. We work through the Department of Planning, Industry and Environment [DPIE] IT steering committee also to ensure that those contemporary provisions are baked into the system. But I might take on notice some of the specifics.

Mr JUSTIN CLANCY: I appreciate you taking that on notice, both cybersecurity and the user access management. Thank you.

ANSWER:

Crown Lands engaged a specialist external consultancy NCC Group Pty Ltd www.nccgroup.com to review cybersecurity provisions for CrownTracker Release 1 (April 2020). The scope included a review of the cyber risks associated with CrownTracker design, user access management, external CrownTracker portals and testing to verify the robustness and security of the application.

All identified issues were low or medium risk and have all been addressed.

The CrownTracker system implementation is also monitored by the DPIE Enterprise Architecture Governance Board for security compliance so that all releases meet DPIE-wide security requirements.