

**Submission
No 21**

INQUIRY INTO CYBERSECURITY

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I understand that this inquiry was established following one of the largest data breaches ever to occur in NSW. Service NSW has confirmed 180,000 customers' personal details were exposed in cyber security breach.

In 2009 the personal details of thousands of job seekers were reported as compromised after the NSW government website used to advertise public service jobs was hacked - what happened? - little follow up.

According to the NSW Audit Office the NSW Department of Education LBNR system blew out to \$579 million even though the project was broken into smaller pieces than originally scoped. Problems with the platform at TAFE NSW were so severe that they dumped the Tribal student management solution and looked for a replacement. The roll out effectively crippled the proper functioning of many school offices to the extent they did not even know how much money was in their accounts.

Many of our NSW Government Departments years ago contracted back-end data management to overseas companies and or a continually changing roll call of private IT contractors - paid hundreds of dollars by the hour and supplied through labour hire. Contractors will send the data where they will – data will be who knows where for others to take. Politicians have consistently directed that government business be attended to by private providers. Those providers have an interest in obtaining the contracts for the work - they have no enduring interest in the work beyond securing the funds associated with the contract and getting another contract – they will take the path of least resistance.

There is no deeper government sponsored view of public service - we are a different State and Country now to the former era where there was pride in Government Service; as opposed to it being viewed and accounted for by Treasury merely as an expense to be minimized. The Unions have become weak, we have seen a corresponding decay in working conditions, detached public service advice, hounding out of those who may raise flags of concern, prohibitions against speaking out and a contracting of core government functions - including the Land Title Office (LPI) - staggering.

Why is it that the Parkes Radio Telescope handled telephony traffic for the moon landing, that CSIRO developed a number of protocols for wireless internet, but the Covid App had to be hosted on an Amazon Webservice? A government, any government, ought be able to simply say Oh a Covid App - just dump the data on this server - they should have that retained capacity - it should not be a problem - but they don't have that capacity.

Government IT project management in many instances presents as a subcontracted mismanaged mess; overseen by bureaucrats having insufficient technical capacity to make prudent decisions, to recognize potential problems and to step in themselves and rectify early should that be necessary.