

Report 7 of 2018
Digital licensing



Report of the Auditor-General

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Digital licensing

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Dear President and Speaker

Report of the Auditor-General: Report 7 of 2018 – Digital licensing

As required by the *Public Finance and Audit Act 1987*, I present to each of you my report 'Report 7 of 2018 – Digital licensing'.

Content of the Report

This report provides detailed commentary and audit observations on a review of the mySA GOV digital licensing program.

Acknowledgements

The audit team for this report was Andrew Corrigan and Tyson Hancock. We appreciate the cooperation and assistance given by staff of the Department of the Premier and Cabinet, Service SA, Department of Planning, Transport and Infrastructure and Consumer and Business Services during the review.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Richardson', with a long horizontal flourish extending to the right.

Andrew Richardson
Auditor-General

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1 Executive summary

1.1 Introduction

Providing modern and responsive services to South Australians is one of the Department of the Premier and Cabinet's strategic objectives, and digitising government services is a key focus. One recent initiative is the mySA GOV digital licensing program (the Program), which lets South Australians store selected government-issued passes and licences¹ electronically using an application developed for smartphones and tablets.

South Australia was the first State to roll out this initiative and 51 600² South Australians now have at least one digital licence.

Digital licences offer potential advantages to SA Government agencies and licence holders. This includes the convenience of not carrying multiple plastic or paper licences and real-time updates when a licence expires or is suspended.

But there are challenges. In particular, ensuring that appropriate security is implemented to protect licence holders. Some businesses and SA Government agencies are currently not set up to accept digital licences, and they may not be recognised interstate. More work will be required if additional licence types are to be made available through the mobile application.

We reviewed the way the Program has been managed, its implementation status and whether the planned time frames and budgets were achieved. Given the sensitivity of the data involved, we also reviewed controls over data security with the help of an external security firm.

1.2 Conclusion

The Program was completed under budget and achieved its objective. This was primarily to deliver a mobile application that allows citizens to use digital technology (ie mobile devices) to confirm their identity and access some government services. To date the Program has implemented several digital licences available for public use and provided an enabler for other SA Government agencies to digitise their services.

While no system is foolproof, at the time of our testing we found that controls over data security were satisfactory for an application of this type, and the system was designed to deliver the required functionality.

Multiple governance groups were established to deliver and monitor the Program. Also, a series of open showcases to SA Government employees were conducted to gather ongoing feedback during the development of the mobile application.

¹ For ease of reference, in most cases we use the term 'licences' to refer to both passes and licences throughout this Report. For a complete list of active passes and licences refer to section 2.1.

² Statistics as of July 2018 provided by the Department of the Premier and Cabinet and unaudited.

Our review identified that more rigour could have been applied to strengthen aspects of some key Program controls. Challenges also remain to improve the sign-on experience for users, including providing other ways for a user to confirm their identity. Ongoing attention is needed to maintain public and agency awareness and adoption of the mobile application and increase the use of barcode scanning functionality to appropriately validate licences.

1.3 What we found

The Program was closed in November 2017 and was approximately \$314 000 under budget.

At the time of our testing we found that controls over data security overall were satisfactory for an application of this type, with many positive controls and proactive action by the Program.

We also found that more rigour could have been applied to strengthen the following controls.

Application and platform security testing (section 5)

Our architecture review identified two medium³ and six low⁴ rated documentation based findings. Our penetration testing identified two low rated findings.

Governance arrangements (section 6)

Our review found no evidence of formal approvals of the project brief and concept design.

Weaknesses were also identified in the documentation related to business ownership, strategic direction, operational support roles and responsibilities, Steering Committee meetings and the Program risk register.

Budget and expected benefits (section 7)

The Program had a funding allocation to implement the digital licensing solution of \$1.919 million. We noted that the Steering Committee did not formally approve the detailed budget. We also noted deficiencies in the Program's benefits realisation plan.

Business as usual operations (section 8)

At the time of this Report, the Program's post-implementation review had not been completed and no disaster recovery testing had occurred. Some exceptions were noted in the system change management process.

Public awareness and adoption (section 9)

We noted that some SA Government agencies were not yet accepting digital licences when

³ A control weakness that could have or is having a moderate adverse effect on the ability to achieve process objectives.

⁴ A minor control weakness with minimal but reportable impact on the ability to achieve process objectives.

verifying citizen identities. Maintaining public awareness and adoption of the mobile application will need ongoing attention. We also identified gaps in the evaluation of business awareness.

Ongoing challenges (section 10)

Our review noted that around 22% of users were not verifying their account to enable the creation of a digital pass or licence.

Other challenges include increasing the use of the barcode scanning functionality and ensuring sufficient data matching as more SA Government agencies adopt the mobile application.

1.4 What we recommended

We made a number of recommendations to key stakeholders including the Department of the Premier and Cabinet (DPC), Service SA, Department of Planning, Transport and Infrastructure (DPTI) and Consumer and Business Services (CBS) to address our findings. These included:

Application and platform security testing (section 5)

DPC should remediate the findings of our architecture review and penetration testing.

Governance arrangements (section 6)

For future programs DPC should implement a formal approval process to ensure that future concepts/business cases presented are based on sound principles that align to business objectives.

DPC and Service SA should resolve identified documentation weaknesses related to business ownership, strategic direction, operational support roles and responsibilities, Steering Committee meetings and the Program risk register.

Budget and expected benefits (section 7)

DPC should ensure that for future programs formal documentation of the approval of the detailed budget is maintained.

DPTI and CBS should review the expected tangible benefits from the mobile application to ensure they are achievable and adjust them accordingly.

DPC and Service SA should document measurements for the benefits identified in the planning process.

Business as usual operations (section 8)

DPC and Service SA should complete the current post-implementation review and conduct periodic formal disaster recovery testing.

DPC should review and address the change management exceptions and ensure that segregation of duties is maintained for heightened levels of access to the development and production environments.

Public awareness and adoption (section 9)

Service SA should consider its approach to ensuring that digital licences are being accepted by SA Government agencies and businesses.

Service SA should develop the planned communications strategy for ongoing promotion of the mobile application, which should align with its strategic direction.

Service SA should consider the effectiveness of the ongoing business as usual feedback review process in assessing business awareness of the mobile application. If it determines that additional information is required, it should conduct market research as originally planned.

Ongoing challenges (section 10)

DPC and Service SA should consider other means of identity verification for new users to the mobile application.

Service SA should continue to monitor the extent of use and promotion of the barcode scanning functionality.

DPTI should continue to engage with other policing jurisdictions and Austroads to implement a national licence scanning model.

Service SA should work with any new SA Government agencies that intend to use the mobile application, to ensure due diligence is conducted over the agencies' data. Any data cleansing requirements should be identified early in the process to minimise the impact of data matching issues and potential rework.

1.5 Response to our recommendations

The applicable agency representatives, primarily DPC and Service SA, responded positively to our findings and recommendations. This included providing details of their proposed remediation action and completion time frames.

Specific details of their proposed remediation action is contained in this Report.

2 Overview

2.1 What is a digital pass or licence?

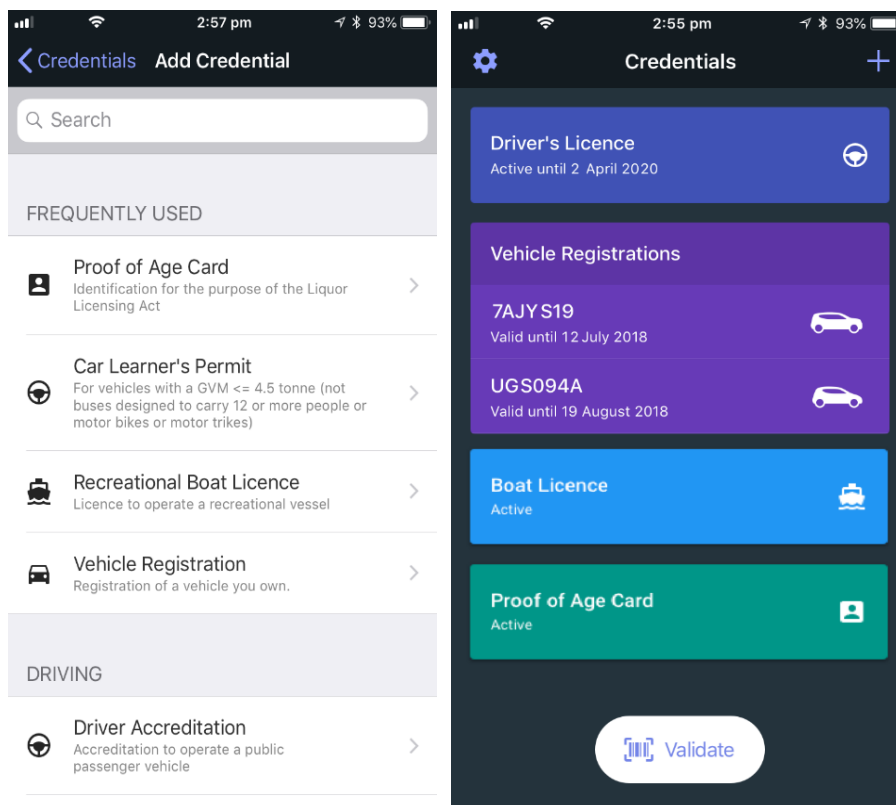
Digital passes and licences displayed in the mySA GOV mobile application are an electronic form of an existing physical licence and are deemed by the State to be valid.

Once registered to the mobile application, a user can add multiple digital passes or licence types. The types of digital passes and licences available include:

- provisional, full and heavy vehicle driver's licences
- learner's permits
- motor driving instructor licences
- driver accreditations
- proof of age cards
- boat licences
- land agent registrations
- sales representative registrations
- occupational licences for builders, plumbers, gas fitters and electricians
- occupational licences for security and investigations agents.

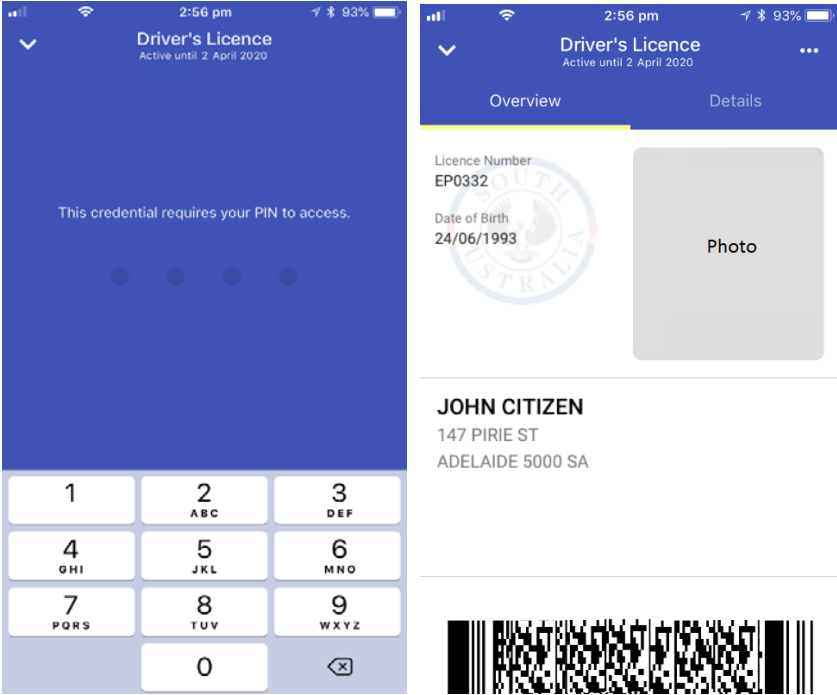
Users can also set up vehicle registration reminders.

Figure 2.1: Adding and displaying credentials in the mySA GOV mobile application



When a user clicks on a digital pass or licence the mobile application provides pin or fingerprint protection.

Figure 2.2: Pin access protection and displayed licence details in the mySA GOV application



2.2 Proposed benefits of a digital pass or licence

The implementation of a digital licensing mobile application was planned to address problems that customers and SA Government agencies regularly encounter, including:

- Customers:
 - frustrations with having to interact with multiple government agencies
 - providing evidence of identity multiple times
 - repetitive paperwork
 - respond to customer desire to transact online.
- SA Government agencies:
 - current business processes are not digitally enabled
 - a siloed approach to customer authentication across agencies
 - cost reduction pressures and protection of citizen information.

2.3 Program background

DPC partnered with an Adelaide company, Appvation, to develop the mySA GOV mobile application. The aim was to allow citizens to securely digitise selected government-issued licences using their smartphone or tablet.

To enable digital licensing in South Australia, amendments were made to the *Electronic Communications Act 2000* and *Motor Vehicles Act 1959*. Amendments to various regulations were also made. These changes enabled the issue of electronic licences, permits and other authorisations or documents, such as proof of age cards and driver's licences. They also allowed documents to be issued through an approved information system, such as a mobile application.

This new initiative came with certain risks and constraints. They included challenges associated with agency, business and public engagement, acceptance by other States and jurisdictions and maintaining controls over real or perceived security threats.

A pilot project was intended to be a proof of concept. It was initiated by DPC and commenced in December 2015. This pilot was estimated to cost less than \$200 000 to complete in 2015-16. The objective was to transform a select number of standard physical licences into digital formats to be piloted within the community. This solution could then be applied to a larger production system designed to manage licences and transactions from many more systems in other SA Government agencies.

The total budget allocated to implement the full solution was \$1.919 million over 2016-17 and 2017-18. This amount included the pilot.

A formal program structure was developed with multiple governance groups to deliver and monitor the Program. This included a Steering Committee responsible for determining program priorities, making decisions for significant initiatives, ensuring the appropriateness of effort and expenditure, approving cost and revenue models, overseeing implementation and escalating of program risks and dispute resolution. Membership of the Steering Committee included program sponsors, the Program team and executive representation from key agency stakeholders.

The completed application allows citizens to use digital technology (ie mobile devices) for identification and to access services. Standard physical licences will remain in use for the foreseeable future and will still be provided to all licence holders.

Ongoing operational support for the application has now been handed over to Service SA. Service SA transferred from DPC to DPTI in a machinery of government change in July 2018.

Further details of the Program's implementation are provided in section 4.1.

3 Audit mandate, objective and scope

3.1 Our mandate

The Auditor-General has the authority to conduct this review under section 36(1)(a)(iii) of the *Public Finance and Audit Act 1987*.

3.2 Our objective

The objective of our review was to obtain an understanding of the current status of the Program's implementation, budget and expenditure.

We sought to determine the adequacy of the security of the data transferred to the mobile application.

We also assessed the adequacy of DPC's key controls in terms of what we would typically expect to see in a program of this size and nature.

3.3 What we reviewed and how

We obtained an update on the current status of the Program's implementation, budget and expenditure.

We also assessed a number of program controls. They included governance, risk management, program planning, vendor management, benefits realisation, data matching, change and defect management, organisational and process change and post-implementation review.

Given that digital licences are an alternative to the current physical licences in South Australia, it is essential that appropriate security controls protect this highly sensitive data. As such, with the assistance of an external security firm, we also reviewed the overall system architecture and performed penetration testing of the Apple and Android mobile applications to identify potential security risks.

Our review involved relating with DPC Program, DPC ICT and Service SA representatives.

3.4 What we did not review

We did not test all program controls as our main focus was on the key controls we would typically expect to see in a program of this size and nature.

In addition, our security testing did not include all security aspects of the platform architecture. Instead, testing was focused on key risks areas.

The mobile application sources data held by multiple SA Government agencies. We did not test the security controls applied by these agencies to ensure the integrity of this data. Our security testing instead concentrated on the mobile application itself and data returning to the mobile devices.

We also did not review the usability of the mobile application. However, we discuss some aspects of usability throughout this Report, such as the user sign-on experience.

4 Implementation approach and update

4.1 Implementation status

The ability for the public to activate a mySA GOV account was launched in March 2017. From this date, users with an existing EzyReg account could log in using the same username and password.

Following this, the Phase 1 release was completed in May 2017. This included public access to the following on Apple and Android mobile devices:

- proof of age cards
- boat licences
- land agent registrations
- land sales representatives registrations
- details of registered vehicles and renewal notifications.

Phase 2 was released in November 2017. This included the addition of driver's licences (learner's permit, provisional, full and heavy vehicle), motor driving instructor licences and driver accreditations. The Program was closed out directly after this release.

Despite the Program closure, some CBS occupational licences still needed to be implemented. The Program advised that it had completed its activities for this release prior to closeout.

CBS licences include security and investigation agents, builders, plumbers, gas fitters and electricians and were originally planned to be implemented in July 2017. However, they were rescheduled to September 2017 and then finally implemented in April 2018 as Phase 3. The delay in their release to the public was largely due to upgrades needed to CBS's infrastructure and application to scan licences.

The Program also originally intended to implement SafeWork SA high risk work licences as part of Phase 2. There are currently 29 different classes of high risk work licences held by more than 100 000 South Australians. Each licence holder may have one or more classes on their licence. They include licences for:

- crane and hoist operation
- dogging and rigging work
- forklift operation
- pressure equipment operation
- scaffolding work.

The delay in releasing these SafeWork SA licences was mainly due to integration work required to communicate licence records contained in the SafeWork SA database to the mobile application. Further work by SafeWork SA and DPC ICT is needed to develop, test and

implement these licence types. As of June 2018, Service SA had just commenced discussions about the work involved.

The progression of Phase 4 from 2018 is dependent on SA Government agency adoption of the mobile application for other potential service offerings. These offerings could include other agency passes or licences and additional functionality, such as in-app payments and renewals and licence applications. At the time of this Report, these activities had not been formally initiated.

Some aspects of functionality were removed from the original Program roadmap. These included other identity verification services and the ability to generate an identity score within the mobile application. Work on other identity verification services is currently being conducted as a separate project (refer to section 10.1.1). At the time of our review, sufficient benefits could not be identified to develop the functionality required to generate an identity score.

In July 2018 we were advised that the mobile application was available for use to over 470 000 customers with a mySA GOV account. There were 74 700 active digital passes or licences that applied to around 51 600 users with a verified account.⁵ Approximately 14 400 users have unverified accounts (users that have not yet confirmed their identity). This account type allows the user to add vehicle registration reminders and scan to validate digital passes or licences.

4.2 Public communications

For the application to be successfully adopted by the public a critical part of the Program was to ensure that a communication strategy was budgeted and implemented. This strategy planned to highlight the potential benefits of the mobile application to the public, with details on how users could access further information on how to enrol and use the application.

The Program planned for communication with the public to be conducted in ‘bursts’ to align with each implementation phase. These public communications were directed through paid and unpaid advertising, including digital and social media, metropolitan radio, outdoor advertising and regional press. Most of the spend was allocated to promoting the release of driver’s licences. Other communication methods were direct mail in registration renewals, posters and handouts for service centres, newsletters and other printed images (decals) for businesses to display.

Figure 4.1 shows the total budget and expenditure on public communications for 2016-17 and 2017-18. These figures comprise media, production (eg printed materials), research and other related communication expenses and a contingency amount.

⁵ To create a digital version of an existing pass or licence, the user is required to confirm their identity. This is performed by entering their driver’s licence number, family name, data of birth, licence card identification number and a vehicle registration payment number.

Figure 4.1: Public communications budget and expenditure

Total budget (\$)	Actual expenditure 2016-17 (\$)	Actual expenditure 2017-18 (\$)	Actual expenditure total (\$)	Remaining budget total (\$)
327 273	41 409	244 313	285 722	41 551

Source: These figures were provided by DPC and are unaudited.

We raised some issues in section 9 about public awareness and adoption.

4.3 User statistics

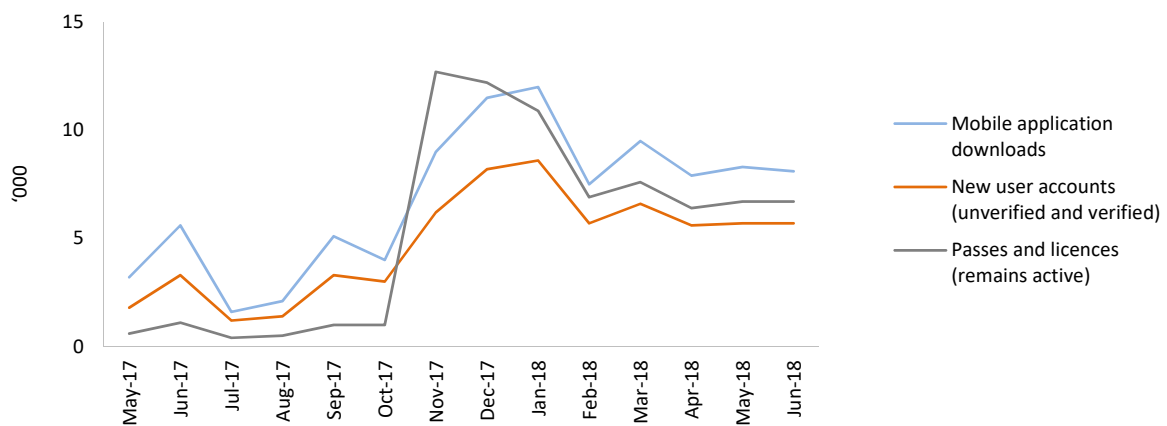
Since the first digital licences were implemented in May 2017 to the end of June 2018, there were approximately 95 400 downloads of the mySA GOV digital licencing mobile application.

Figure 4.2: Summary of user take-up of the mobile application as at June 2018

Downloads from app store (Apple and Android)	95 400
Proceeded to create a new account (unverified and verified)	66 000
Verified accounts (ability to create a pass or licence)	51 600
Digital pass or licence activated	74 700

Source: These statistics were provided by DPC and are unaudited.

Figure 4.3: Mobile application downloads, new user accounts and pass or licence take-up



The spike in activity occurred around the time that driver’s licences were implemented in November 2017. Activity has slightly dropped from the late-2017 to early-2018 peaks.

The statistics above include passes and licences that remain active. They do not include approximately 27 500 that were added and then removed by users during this period.

There are around 1.837 million active passes and licences in South Australia,⁶ of which 1.255 million are driver's licences (learner's permit, provisional, full and heavy vehicle). The number of users of the mobile application should further increase. This will depend, however, on the available service offerings, the ease of use and promotion of the mobile application to the public.

4.4 Program positives

DPC advised that South Australia was the first State in Australia to implement digital licences.

The Program has implemented an application and platform that other agencies can use to implement digital versions of their passes, licences, validations and accreditations, and potentially other current and future business processes. The development activities that have occurred allow new digital passes or licences to be added without significant development work required within the mobile application. We were advised that this is due to the simplicity of the design of the platform.

Our review identified that multiple governance groups were established to deliver and monitor the Program, including:

- a Steering Committee
- a program management group
- various operational working groups
- a technical working group
- a customer service and support group.

The Program also conducted a series of open showcases to SA Government employees. These showcases occurred fortnightly throughout the Program and were an open invitation to all public sector employees to come and view the mobile application in its current state.

The Program advised that generally attendance by public sector employees and Steering Committee members was strong. It also advised that this process was highly transparent and an effective tool for program accountability. Both positive and negative feedback was received from SA Government employees which the Program could then act upon. The Program also advised it conducted retrospective internal reviews which were constructive.

It was positive to note that the Program proactively engaged several external consultants to conduct security testing of the mobile application and platform environment. This is discussed further in section 5.

Other notable program positives include the implementation of barcode scanning functionality and a 'shake-to-animate' function which displays the time and date when the phone is shaken to prove that the visual image of the licence not a modified screenshot. This method can be used when a mobile device is offline, to reduce the chance of identity theft.

⁶ These statistics were obtained in early August 2018 from CBS and DPTI and are unaudited. The types of passes and licences are listed in section 2.1.

Users have the convenience of personal information being available in real time, such as licence and registration expiry dates or the status of demerit points.

In addition, users can validate in real time whether a contractor has the appropriate accreditation or occupational licence to conduct required works. For example, a builder may propose to complete a second story addition, but only hold a licence limited to minor construction works. This can be checked using the mobile application.

4.5 Work being conducted at a national level

The Program advised it has continued to correspond with other jurisdictions and Austroads, the association of Australasian road transport and traffic agencies, to drive a consistent approach to adopting digital licensing across Australia.

DPC advised that the ongoing national initiatives include the following:

- South Australia has taken a leadership role given it was the first State to implement digital licences. New South Wales has since released a pilot digital licensing application.
- A national inter-jurisdictional group has been established to collaborate, share learnings and drive consistency in the use of driver's licences nationally. As part of this group, DPC advised that South Australia is leading the dialogue in relation to standards and protocols to facilitate a national licence scanning model.
- South Australia has led discussions with Austroads in relation to digital driver's licences and the desire for consistency across jurisdictions.
- Discussion is occurring with other States to encourage national organisations and businesses to market the use of digital licences.
- Dialogue continues on an ad-hoc basis with digital licence project teams from a variety of jurisdictions to share learnings from the Program. This has included regular teleconferences and site visits.

5 Application and platform security testing

What we found

Overall, we found that the Program was proactive in testing the mobile application and platform to identify and remediate any security vulnerabilities.

While no system is foolproof, at the time of our testing we found that controls over data security were satisfactory for an application of this type, and the system was designed to deliver the required functionality. We did have some medium and low rated documentation related findings.

We also followed up the external security consultant reports commissioned by the Program. Our sample testing indicated that identified issues had been remediated or mitigated.

What we recommended

We raised our findings with DPC, who responded positively to our recommendations with proposed remediation action and time frames.

5.1 Assurance obtained by the Program

The Program and DPTI engaged external consultants to conduct security testing of user accounts, mobile applications and the supporting platform, including penetration testing.⁷

In February 2017 DPTI engaged an external security consultant to conduct penetration testing of its EzyReg accounts. These accounts are used to authenticate users on the mySA GOV mobile application.

Following this, in May/June 2017 the Program engaged a separate external security consultant to conduct penetration testing of the mobile application and its programming interface. During this period, the same consultant also conducted a security validation review of the platform environment security and a compliance assessment of configured database components.

In September 2017, just prior to the release of driver's licences, the Program engaged a third external security consultant to conduct a security vulnerability⁸ assessment and penetration testing of the mobile application and supporting platform.

⁷ Penetration testing is a simulated attack on a computer system to evaluate the security of the system.

⁸ Vulnerability is a weakness within a computer system that can be exploited by an attacker to perform unauthorised actions.

5.2 Assurance obtained by the Auditor-General's Department

Digital licences are an alternative to the current physical licences within South Australia. It is essential that appropriate security controls have been implemented to protect this highly sensitive data.

We sought to gain our own assurance over the security of the mobile applications. To do this we engaged an external security firm. They reviewed the mobile application and platform architecture and conducted penetration testing of this application on both the Apple and Android platforms. This testing occurred in June 2018. The penetration testing focused on the mobile application itself and information returning to the mobile devices.

We identified several positives in the controls implemented to protect data security and integrity. Our architecture review identified two medium and six low rated documentation related findings. Our penetration testing identified two low rated findings.

We also followed up the external security consultant reports commissioned by the Program. Our sample testing indicated that identified issues had been remediated or mitigated.

We provided DPC and Service SA with the results of our testing with recommendations for improvement.

They responded positively with proposed remediation action and time frames.

6 Governance arrangements

What we found

We identified some positive governance arrangements and proactive stakeholder engagement.⁹ This included multiple governance groups established to deliver and monitor the Program.

We did note some governance issues. They included documentation gaps, such as program approval, business ownership and strategic direction and definition of roles and responsibilities under business as usual operations. We also found minimal documentation of Steering Committee discussions and no evidence that the risk register was regularly reviewed and updated.

What we recommended

- DPC should ensure that future concepts/business cases presented are subject to its newly established project management framework. This would ensure they are based on sound principles that align to its business objectives.
- DPC and Service SA should formally agree and document the digital licensing mobile application business owner going forward. The defined business owner should develop a future strategy to ensure expected benefits are realised.
- DPC and Service SA should reconfirm the operational support roles and responsibilities. This includes Service SA defining its own governance arrangements for future program activities.
- DPC should ensure for future programs that details of key Steering Committee discussions are comprehensively documented and the risk register regularly reviewed and updated, with owners assigned and time frames for resolution.

6.1 Findings

6.1.1 No evidence of formal approvals of project brief and concept design

Recommendation

We recommend that DPC formally documents its analysis and approval of future concepts/business cases presented. This would ensure they are based on sound principles that align to its business objectives.

⁹ For further details, refer to section 4.4.

Finding

The Program initially conducted a pilot of the digital licensing mobile application. We were provided with a draft project brief for this pilot. It was intended to demonstrate the verification of identities, linking of identity and authenticating against valid licences, retrieval of agency source information and displaying of licences on mobile devices.

The main outcome was to prove that a viable digital licensing solution could be achieved and verify that the platform could connect to multiple agencies and services. Testing was to be performed within a select group of the community.

Subsequently a proof of concept document was developed which Program representatives advised us formed the basis of a business case. This document was brief but included aspects such as Program statements, objectives, scope, approach, constraints and risks.

We could not obtain any formal documentation of the approvals of the project brief and concept proposal to commence project activities.

The absence of formal project approval and analysis of the concepts or business case presented increases the risk that the Program may not align to DPC's proposed business objectives or achieve its expected benefits.

We were advised that DPC has subsequently established a Program Management Office and implemented a project management framework, which defines key stage-gates and approval processes relating to DPC projects. We have not tested the adequacy of the implementation of this framework.

Agency response

DPC advised that since the initiation of the mySA GOV project, in 2016, DPC established a Project Management Office (PMO).

Following the establishment of the PMO, a DPC project management framework was implemented, which defines key stage-gates and documented approval processes relating to projects within DPC.

A Project Governance Committee also operates to oversee the operation of the framework and its related processes. Under its terms of reference, the Committee is accountable for:

- effective application of DPC investment funds to project development in DPC
- consistent application of project management framework and specified gateways across funded projects
- effective and efficient implementation of project outcomes into business as usual operations.

The framework and Committee are the key mechanisms used by DPC to ensure that projects are considered and funded only in alignment with the priorities of the Department, that they are managed well and consistently, and that they follow the defined stage-gates.

6.1.2 Lack of formally documented business ownership and strategic direction

Recommendation

We recommend that DPC and Service SA agree and formally document the digital licensing mobile application business owner going forward. The business owner should develop a future strategy to ensure expected benefits are realised.

Finding

The Program advised that Service SA has been the designated business owner for an extended period of time. However, we could not identify any formal documentation of the business owner of the digital licensing mobile application.

Although Service SA does provide the customer facing support for all licence or registration enquiries, it has not adopted an active business owner role. Activities typically expected from a business owner while the Program was operational and since it was closed out have largely been conducted by DPC despite the handover.

We were also unable to identify a documented future strategy for the digital licensing mobile application, that has been endorsed by the business owner. This would include a clear direction for future enhancements, priorities and business initiatives that are documented and agreed by all key stakeholders. We do acknowledge that the Program developed a roadmap for potential functionality and agency initiatives. Due to Service SA's transfer to DPTI from July 2018, there is no formal commitment to this roadmap.

Agency response

Service SA has been the designated Business Owner of the mySA GOV app since the project was transitioned to operation in 2017.

Service SA is in the process of developing a future strategy for the mySA GOV app.

This activity is targeted for completion by December 2018.

6.1.3 Gaps in documentation of current roles and responsibilities for operational support

Recommendation

We recommend that DPC and Service SA reconfirm the operational support roles and responsibilities. This includes Service SA defining its own governance arrangements for future program activities.

Finding

We were advised that roles and responsibilities were documented from the outcomes of key stakeholder workshops in May 2017 when the Program was operational. Additionally, key agency stakeholders signed go-live certificates prior to each implementation phase. These certificates included aspects of roles and responsibilities.

These activities were at a point in time when the Program was operational and ongoing governance and business owner activities were being conducted by the Program. The documented roles and responsibilities may not reflect the current environment and need to be revisited.

Further, as the business owner, Service SA will need to take an active role in governing future program activities, such as Phase 4. The Service SA governance approach and current roles and responsibilities are not formally documented.

Deficiencies in documented roles and responsibilities can result in an ineffective response to operational support activities and future agency requirements.

Agency response

DPC advised it has well-defined roles, responsibilities and processes for the management of the technical aspects of the mySA GOV app. Operational support roles and responsibilities will be reviewed with Service SA, DPTI and CBS.

The definition of Service SA governance arrangements for future program activities is being reviewed by Service SA as part of the development of a future strategy for the mySA GOV app.

These activities are targeted for completion by December 2018.

6.1.4 Weaknesses in documentation of Steering Committee meetings and the program risk register

Recommendation

We recommend DPC ensures for future programs that details of key Steering Committee discussions are comprehensively documented.

We also recommend that the risk register is regularly reviewed and updated, with owners assigned and time frames for resolution.

Finding

We identified certain deficiencies in key program controls, including:

- inadequate documentation of Steering Committee minutes to provide adequate information of the discussions that occurred

- no evidence that the risk register was regularly reviewed and updated. Notable deficiencies included:
 - some risks did not identify an owner, including outstanding items for follow up after program closeout
 - some items did not contain clear plans to address the risk
 - items did not contain expected time frames to address them
 - items did not contain updates, including last review dates
 - where additional comments were provided, they were not dated.

Not appropriately documenting Steering Committee discussions and regularly reviewing and updating the risk register increases the risk that key program activities will not be understood or actioned in a timely manner.

We note that active risk register items will be relevant for conducting SafeWork SA activities.

Agency response

DPC advised that minutes of mySA GOV Steering Committee discussions and actions were documented and a program risk register was developed and maintained throughout the program.

DPC notes the finding in the review of the mySA GOV program. The DPC PMO has included the auditing of Project Steering Committee minutes and risk registers for key DPC projects as part of its ongoing assurance of project management practices in DPC.

This activity is targeted for completion by December 2018.

7 Budget and expected benefits

What we found

The Program pilot cost \$109 700 to deliver in 2015-16. Following this, an additional \$1.809 million was allocated in 2016-17 to implement the full solution. Some funding was carried over for activities to be conducted in 2017-18.

We found that the Program spent approximately \$1.605 million to the end of June 2018 on the implementation phases. This resulted in the Program being around \$314 000 under budget.

We noted that the Steering Committee did not formally approve the detailed budget for the Program. Once the Program was operational, budget and expenditure updates were frequently presented to the Steering Committee for its review.

We also identified certain benefits realisation plan deficiencies. The benefits and timing were documented some time ago. They have not been reviewed and monitored to determine if they are still expected to occur and when. In addition, we identified that some benefits required greater clarity of how they would be measured to ensure their realisation.

What we recommended

- DPC should ensure for future programs that formal documentation is maintained of the approval of budget allocations.
- DPTI and CBS should review the expected tangible benefits from the mobile application to ensure they are achievable and adjust accordingly. This includes planning for how these expected benefits will be realised.
- Service SA and DPC should document the way expected benefits for customers and agencies were measured, to confirm they have been realised.

7.1 Summary of the Program budget and current status

A summary of the Program budget and expenditure as of 30 June 2018 is provided in figure 7.1.

Figure 7.1: Program budget and expenditure to the end of June 2018

	Budget (\$)	Expenditure to date (\$)	Remaining budget (\$)
Capital investment	1 489 000	1 292 196	196 804
Operating expenditure	430 000	312 597	117 403
Total	1 919 000	1 604 793	314 207

Source: These figures were provided by DPC and are unaudited.

The project brief advised that the pilot solution was estimated to cost less than \$200 000. This was to develop and verify a viable digital solution that could be used as a production platform and be leveraged by multiple agencies to deliver digital licences.

The pilot cost only \$109 700 to deliver in 2015-16.

Following this, an additional \$1.809 million was allocated to implement the full solution. Some funding was carried over for activities to be conducted in 2017-18. The Program was closed out in November 2017 following the release of the driver's licences. Although CBS occupational licences were subsequently implemented in April 2018, all Program activities had been completed before closeout. Therefore, no program funding was required from November 2017 through to June 2018.

The Program spent approximately \$1.605 million to complete all in-scope program activities. This resulted in the Program being around \$314 000 under budget.

7.2 Findings

7.2.1 Steering Committee did not formally approve the detailed budget for the Program

Recommendation

We recommend DPC ensure for future programs that formal documentation is maintained of the approval of the detailed budget.

Finding

The Program had a funding allocation to implement the digital licensing solution.

As part of our review we sought to identify the processes and governance arrangements to approve the Program's budget from this funding allocation. The Program budget might include an allocation of estimated costs for vendor software development, infrastructure and resourcing.

The Steering Committee was responsible for approving the detailed program budget, in line with its terms of reference. We were advised that the committee was aware of the detailed budget for the Program but we found no formal documented approval was obtained.

A lack of analysis and formal documented approval of the detailed Program budget increases the risk that the Program will not achieve its planned objectives and provide value for money.

Once operational, Program budget and expenditure updates were frequently presented to the Steering Committee for its review.

Agency response

DPC advised that formal approval of the budget for the mySA GOV program was documented.

Steering Committee meetings included regular updates and discussion in relation to the detailed budget breakdown for the program. This enabled effective governance in relation to the program budget. As noted in the review, the program was completed within its budget allocation.

DPC notes the finding in the review of the mySA GOV program.

The DPC PMO will audit Project Steering Committee minutes for key DPC projects as part of its ongoing assurance of project management practices in DPC. This audit will include a review of formal documentation maintained in relation to approval of detailed budgets for projects.

This activity is targeted for completion by December 2018.

7.2.2 Benefits realisation plan deficiencies

Recommendation

We recommend that the active agencies, DPTI and CBS, review the expected tangible benefits from the mobile application to ensure they are achievable and adjust accordingly. This includes planning for how these expected benefits will be realised.

We also recommend that DPC and Service SA document the way expected benefits for customers and agencies were measured, to confirm they have been realised. This may form part of the Program's post-implementation review.

Finding

The digital licensing initiative was intended to be an enabler for SA Government modernisation. It allows customers to use technology to store digital records for regulatory identification or to access services. It also planned to address several customer and agency problems (refer to section 2.2).

The Program did not document how it planned to measure the realisation of these benefits.

Although the primary goal of the mobile application was not to obtain cost savings, a benefits realisation model was developed to help alleviate agency cost pressures, including at DPTI and CBS. This model contained detailed statistics of expected agency business process changes, based on a migration rate of services from 2017 to 2022. We were advised this model was developed through consultation with agency subject matter experts.

Our review of the benefits realisation model noted a large portion of the tangible benefits, particularly for DPTI, are highly dependent on business process changes that have not yet been committed to. These include licence and registration reminders and costs relating to EzyReg direct debit that total expected savings of \$7.5 million over 2017 to 2022. Despite the benefits being so heavily dependent on these aspects, there is no documentation of how these business process changes are planned to occur.

At the time of our review in mid-2018, the agency expected benefits had not been reviewed and tracked to ensure they remain accurate and are on target for realisation.

Figure 7.2: Total agency expected benefits by 2022 (agencies with implemented licences)

Agency	Expected benefits by 2022 (\$)
DPTI	8 842 786
CBS	199 431
Total	9 042 217

As previously noted, the Program was intended to enable agencies to realise benefits. Each agency is responsible for tracking identified benefits through to realisation.

Agency response

DPC advised that detailed modelling on potential program benefits was developed as part of the mySA GOV project. DPC notes the finding for DPTI and CBS to review these benefits.

A review of expected tangible benefits will be conducted by DPTI and CBS.

DPC supports the review of the benefits being completed by the affected agencies and, as such, has not included this within the scope of the post-implementation review.

These activities are targeted for completion by December 2018.

8 Business as usual operations

What we found

We identified some positives for business as usual operations. At the time of our review in July 2018, a post-implementation review of the Program had commenced.

Responsibilities for developing and testing disaster recovery arrangements had been identified.

Further, a formal change management process has been adopted and followed when making changes to the mobile application. For all the changes we tested, we identified appropriate segregation of duties between the developer, approver and implementer.

Our testing did identify some business as usual control issues. These included not yet completing a post-implementation review and not conducting formal disaster recovery testing. Several developers had a heightened level of access in both the development and production environments. Our change testing also noted that some documentation should have been better.

What we recommended

- DPC and Service SA should complete the current post-implementation review to evaluate if Program objectives were met and identify potential future program improvement opportunities.
- DPC and Service SA should conduct periodic formal disaster recovery testing to ensure the mobile application environment can be recovered in the event of a disaster or system failure.
- DPC should review and address the change management exceptions and ensure that segregation of duties is maintained for heightened levels of access to the development and production environments.

8.1 Findings

8.1.1 Post-implementation review has yet to be completed

Recommendation

We recommend that DPC and Service SA complete the current post-implementation review to evaluate if Program objectives were met and identify potential future program improvement opportunities.

Finding

The Program was officially closed in November 2017. This was directly after the Phase 2 release, which included driver's licences (learner's permit, provisional, full and heavy

vehicle), and motor driving instructor and driver accreditation. Despite the Program closure, CBS occupational licences were subsequently implemented in April 2018 as Phase 3.

At the time of our review in July 2018, a post-implementation review of the Program had commenced, but was not completed. We were advised that DPC and Service SA are responsible for conducting this review. Resource availability delayed its commencement.

Not conducting a post-implementation review in a timely manner increases the risk that lessons learned will not be transferred during the conduct of SafeWork SA activities or for future programs or projects.

Agency response

DPC advised that the post-implementation review of the mySA GOV program is underway. The review includes consideration of a range of areas, including; project performance (performance against objectives, outcomes, schedule, budget etc.), lessons learnt, closure activities and recommendations.

This activity is targeted for completion by December 2018.

8.1.2 Lack of disaster recovery testing

Recommendation

We recommend that DPC and Service SA conduct periodic formal disaster recovery testing to ensure the mobile application environment can be recovered in the event of a disaster or system failure.

Finding

Key agency stakeholders signed off on aspects of roles and responsibilities prior to implementation. This included that DPC would maintain responsibility for developing appropriate disaster recovery testing.

Our review noted the Program has several design and specification documents, which cover aspects of disaster recovery planning that could potentially be used to assist recovery in the event of a system failure. In addition, originally it was planned that a disaster recovery test would be conducted one year after the first release.

Despite this documentation and initial testing time frame, no disaster recovery test has occurred to validate the recoverability or to provide a clear indication of what approach would be adopted.

Agency response

DPC advised that there is a documented disaster recovery process and disaster recovery testing will be scheduled at the first anniversary of the digital driver's licence 'go-live' date.

This activity is targeted for completion by December 2018.

8.1.3 Change management testing exceptions

Recommendation

We recommend that DPC review and address the change management exceptions we found and ensure that segregation of duties is maintained for heightened levels of access to the development and production environments.

Finding

We tested a sample of three mobile application changes made during the Program. For these changes we were able to identify appropriate segregation of duties between the developer, approver and implementer. Our testing noted that some documentation should have been better, including documenting:

- who authorised the change prior to development activities
- who conducted development activities
- evidence of the user acceptance testing performed
- evidence of the change approval
- evidence that the change was tested to ensure it was operating appropriately once it was implemented into the production environment.

In addition, the change procedure does not document all methods by which a change can be initiated (eg through a service request) or specify who has the authority to authorise a change to be developed.

We also identified that several developers have heightened level of access in both the development and production environments. Typically, developers would not have access to the production environment. This is to reduce the risk of inappropriate or unauthorised changes occurring to the mobile application.

Agency response

DPC are currently reviewing and addressing the change management process and segregation of duties for development and production environments.

This activity is targeted for completion by December 2018.

9 Public awareness and adoption

What we found

We noted that DPC conducted a pre-program branding and usability study with a number of focus groups to identify motivations or benefits for using the mobile application. The Program developed a detailed communication strategy and media schedule which consisted of a number of different types of paid and unpaid communications. At the time of this Report, a draft campaign evaluation had been completed.

We noted that some agencies are currently not accepting digital licences to verify citizen identities. This has the potential for the Program to not fully realise expected citizen take-up and the associated benefits.

Service SA has the challenge of maintaining public awareness and adoption of the mobile application. We also identified gaps in the evaluation of business awareness.

What we recommended

- Service SA should consider its approach to ensuring that digital licences are being accepted by agencies and businesses. This is to ensure that any potential lack of acceptance does not adversely impact citizen take-up and in turn expected Program benefits.
- Service SA should develop the planned communications strategy for ongoing promotion of the mobile application. These communications should align with its strategic direction (see our recommendation in section 6.1.2). In addition, when conducting any future communications, consideration should be given to the outcomes from the pre-program branding and usability study.
- To determine its success, we recommend that the communications strategy includes a forecast of potential public adoption of the mobile application over time.
- Service SA should consider the effectiveness of the ongoing business as usual feedback review process in assessing business awareness of the mobile application. If Service SA determines that additional information is required, it should conduct market research as originally planned.

9.1 Findings

9.1.1 Agencies not accepting digital licences when verifying citizen identities

Recommendation

We recommend that Service SA consider its approach to ensuring that digital licences are being accepted by agencies and businesses. This is to ensure that any potential lack of acceptance does not adversely impact citizen take-up and in turn expected Program benefits.

Finding

The 100-point user identification check across Australia usually includes acceptance of a person's driver's permit/licence as a primary form of identification.

We asked which agencies are currently accepting digital licences when verifying identities. The Program advised that the key agencies would be Service SA and CBS. DPC communicated the status of digital licences to all Senior Management Council¹⁰ agency Chief Executives, requesting that processes to accept and verify digital licences are implemented as necessary.

As part of our review, in May 2018 we sought confirmation from a sample of other agencies if they were aware of communications from DPC regarding digital licences and if digital licences were being accepted when verifying a citizen's identity. Agencies selected were the Public Trustee, Courts Administration Authority and the Lands Titles Office.

The three agencies advised they were not aware of any formal communication about digital licences and they were not accepting digital licences as part of their business processes. We acknowledge this communication may not have been forwarded to subagencies and this is not the responsibility of the Program.

We note that there are limitations in the Program mandating other agencies to accept digital licences as a means of identification. As a consequence, the mySA GOV website advises that if an organisation or business has specific processes that require physical passes or licences to be presented (eg when a photocopy is required or an ID scanner only compatible with physical licences is used), then the physical pass or licence can be requested from the licence holder.

While we acknowledge that digital licensing is a relatively new initiative, agency acceptance is an important part of the process of embedding the new technology within the community. If agencies and businesses do not accept digital licences as a valid form of identity and continue to request physical evidence, the Program may not fully realise expected citizen take-up and the associated benefits.

Agency response

Service SA is in the process of developing a future strategy for the mySA GOV app. The strategy will include an approach to engaging with agencies and businesses to ensure that digital licenses are being promoted and accepted.

This activity is targeted for completion by December 2018.

9.1.2 Maintaining public awareness and adoption of the mobile application

Recommendation

We recommend that Service SA develop the planned communications strategy for ongoing

¹⁰ The Senior Management Council is a forum where Chief Executives of key SA Government agencies collaborate on strategic issues.

promotion of the mobile application. These communications should be aligned with its strategic direction (see our recommendation in section 6.1.2). In addition, when conducting any future communications, consideration should be given to the outcomes from the pre-program branding and usability study.

To determine its success, we recommend the communications strategy includes a forecast of potential public adoption of the mobile application over time.

Finding

In October 2016, with the assistance of an external consultant, DPC conducted a pre-program branding and usability study. It was conducted with a number of focus groups and identified motivations or benefits for using the mobile application.

The communications strategy developed prior to the first licences release in May 2017, advised that the campaign would be conducted in two phases:

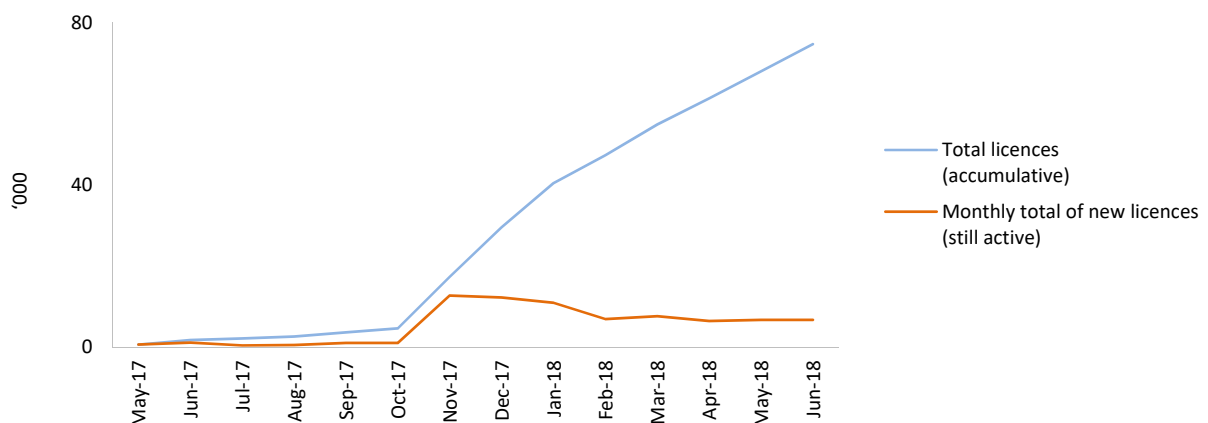
- an initial transition phase where significant up take and use of the mobile application was expected, but not State-wide adoption from citizens and businesses
- a post-transition phase focusing on citizens no longer carrying around their physical licences.

A separate communications strategy would be developed for post-transition communications activities.

The digital licensing initiative was intended to be an enabler for SA Government modernisation. It also planned to achieve agency cost savings by migrating services to the mobile application. These cost savings (benefits) could not be realised without agencies implementing other related services and strategies.

Migrating these services to the mobile application is also dependent on adequate public awareness and use of the mobile application. The following chart shows an increased adoption of the mobile application since its rollout in May 2017.

Figure 9.1: Comparative between monthly total of new licences (still active) and total licences (accumulative)



Creation of new digital licences peaked when the driver's licence functionality was first implemented in November 2017. Since this peak activity, the adoption rate for new digital licences has been maintained at approximately 6000 to 8000 per month. This has occurred despite minimal public communication following the November 2017 release.

At the time of this Report the total number of users was 66 000, with 74 700 active licences. Separate from these statistics, another 27 500 licences were added and then removed by users between May 2017 and June 2018.

We were unable to obtain any clear forecast of expected public adoption. We did note the communications strategy advised that the length of the initial transition phase would be based on uptake projections. It was expected it could take between 12 to 24 months (best case scenario). Following this transition, licence holders would be able to add their licences to the mobile application and leave their paper and plastic IDs at home.

While we acknowledge that citizen take-up has been steady, it would appear it is not to the extent that was expected in the communications strategy. We consider that without continued public engagement, there is a risk that the adoption rate of the mobile application will reduce.

DPC advised that although continued growth is important, any future communications strategies should be based on Service SA's strategic direction for the mobile application. The timing and extent of effort should also take into consideration other priorities such as additional functionality and working with agencies to automate processes.

Agency response

Service SA in conjunction with DPTI Communications Group is currently in the process of developing a Communications strategy for Service SA. The strategy will include an approach to engaging with the public to ensure that the mySA GOV app and digital licenses is being promoted and adopted.

This activity is targeted for completion by November 2018.

9.1.3 Gaps in the evaluation of business awareness

Recommendation

We recommend that Service SA consider the effectiveness of the ongoing business as usual feedback review process in assessing business awareness of the mobile application. If Service SA determines that additional information is required, it should conduct market research as originally planned.

Finding

The communications strategy included conducting market research to measure business awareness.

In July 2018 DPC completed a draft public communications evaluation report. This report advised that due to changes in the implementation schedule, these market research activities did not occur.

Not conducting this formal research of business awareness reduces the ability to monitor and measure customer satisfaction and the mobile application's success.

We do acknowledge Service SA's advice that it continually receives, reviews and responds to customer feedback regarding the mobile application as part of its business as usual operations. This feedback is received online, through face-to-face discussions and over the phone.

Agency response

Service SA is in the process of developing a future strategy for the mySA GOV app. The strategy will include an approach to engaging with users of the mySA GOV app to ensure its take-up continues to grow and gather feedback to ensure necessary improvements are made.

This activity is targeted for completion by December 2018.

10 Ongoing challenges

What we found

The Program adopted what it considered to be the most secure approach for authenticating users when using the mobile application. In addition, DPC is continuing to engage with the Commonwealth Government's Digital Transformation Agency to explore other identity options that could be used for the digital licensing mobile application.

Further, the Program advised it has implemented defined processes to address citizen data matching issues should they be identified.

The Program was officially closed in November 2017 and transferred to the business owner, Service SA. Our review identified that a few challenges remain. These vary in nature and some have other dependencies. They include the user signup experience, which has potentially contributed to several users not creating a verified account and increasing the use of the barcode scanning functionality. Also, there are potential data matching challenges as additional agencies adopt the mobile application.

What we recommended

- DPC and the current business owner, Service SA, should consider other means of identity verification for new users to the mobile application.
- Service SA should consider its approach to ensuring users are aware of the functionality available to correctly validate digital licences.
- DPTI should continue to engage with other policing jurisdictions and Austroads to implement a national licence scanning model.
- Service SA should work with any new agencies who intend to use the mobile application, to ensure due diligence is conducted over the agencies' data. Any data cleansing requirements should be identified early in the process to minimise the impact of data matching issues and potential rework.

10.1 Challenges

10.1.1 About 22% of users are not creating a verified account

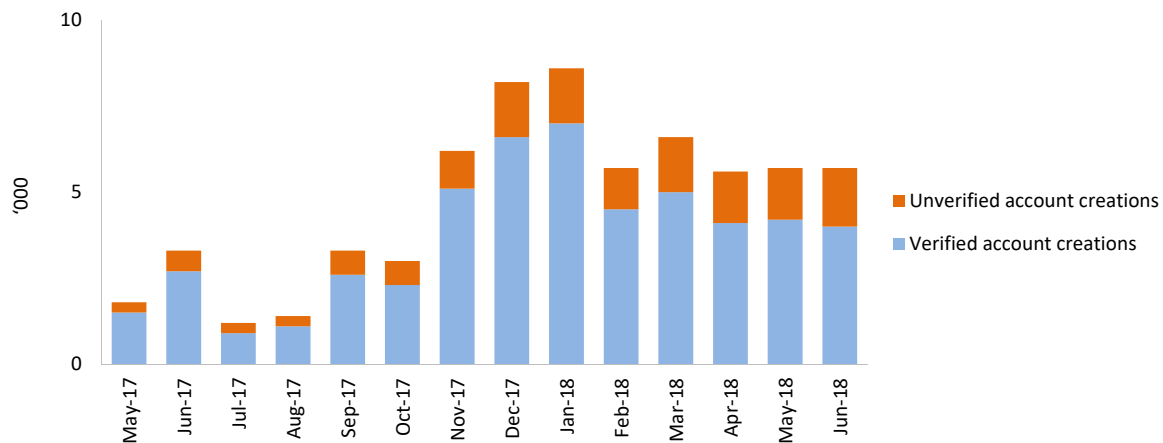
Recommendation

We recommend that DPC and the current business owner, Service SA, consider other means of identity verification for new users to the mobile application.

Finding

To access information and services in the mobile application, a user is first required to create a mySA GOV account or log in with existing account details. We noted that about 22% of new users do not complete the identity confirmation process needed to create a digital pass or licence.

Figure 10.1: mySA GOV verified vs unverified account creations



Users completing the identity confirmation process needed to create a digital pass have two options:

- the user authenticates within the application by entering their driver's licence number, family name, data of birth, licence card identification number and a vehicle registration payment number. Information provided is authenticated with DPTI's Licence and Registration system (TRUMPS)
- the user phones or visits Service SA to confirm their identity.

Although the Program advised that the mobile application authentication approach is secure, we note that this experience involves redirecting the user firstly to an external website. In addition, authentication can be problematic for users where a valid vehicle registration payment number is not readily available. In some instances, the user may also not have this information, such as an employee who drives a company vehicle. Users seeking, for example, an occupational builder or high risk work digital licence may not have a current driver's licence or proof of age card to confirm their identity.

In our opinion the difficulties associated with the authentication process may be contributing to the extent of unverified accounts.

We were advised that the Commonwealth Government's Digital Transformation Agency plans to implement a digital identity solution for Australia, which includes a Trusted Digital Identity Framework. This involves developing a standard for establishing digital identity and ensuring all users have a safe and secure way to connect with government services online.

\$92.4 million was allocated in the 2018-19 Federal Budget towards the implementation of a digital identity system.

It is difficult to determine the outcomes of this project at this stage. DPC is actively engaging with the Digital Transformation Agency with the intention of providing South Australians with other identity options that could be extended to include the digital licensing mobile application, such as birth certificate, passport or Medicare details. This will require further investment and understanding of potential integration capabilities.

Agency response

Service SA will give consideration to other means of identity verification for new users.

This activity is targeted for completion by December 2018.

10.1.2 Increasing the use of the barcode scanning functionality

Recommendation

We recommend that Service SA continue to monitor the extent of use and promotion of the barcode scanning functionality.

We also recommend DPTI continue to engage with other policing jurisdictions and Austroads to implement a national licence scanning model.

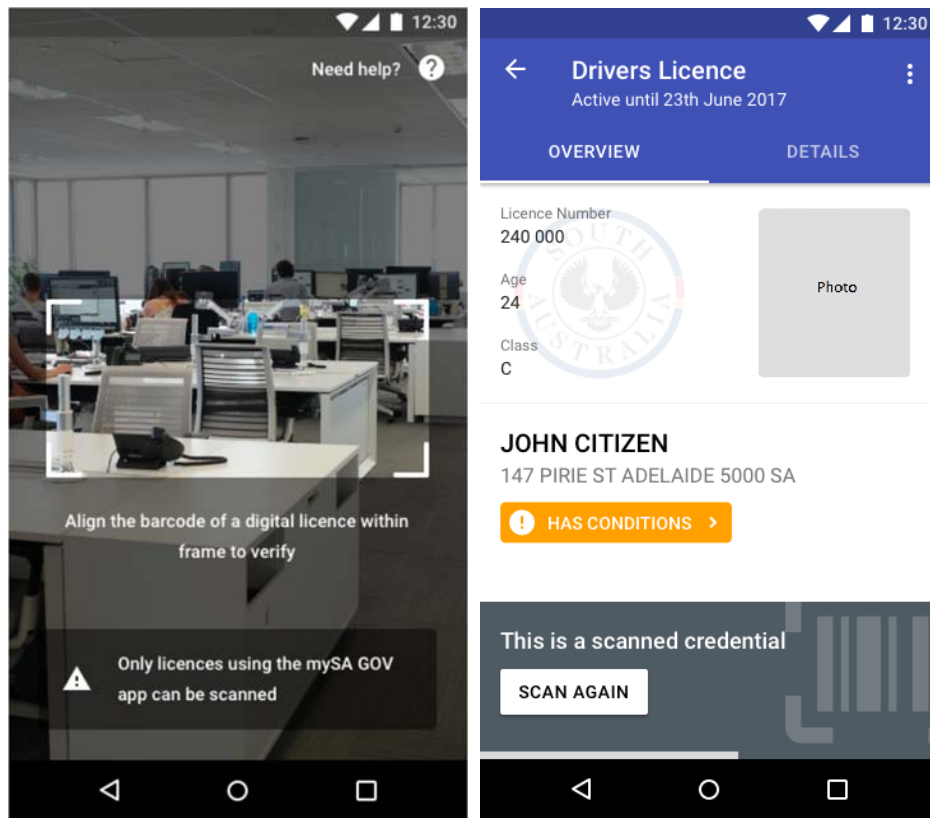
Finding

The mobile application includes barcode scanning functionality to confirm that a digital licence is valid. The Program advised that this is a key safety feature and the preferred method to validate a licence displayed in the mobile application. The barcode refreshes each time the application is opened, or every 30 seconds when in use. This functionality can be used with an unverified account (users that have not yet confirmed their identity).

We note that the mobile application does contain an alternate method to confirm a digital licence. This includes a 'shake-to-animate' function which displays the time and date when the phone is shaken. This method can be useful to confirm a digital licence when the user does not have internet access or the application is offline. However, any update on the current status of the licence will not be displayed until re-synchronised after internet access is restored or the application is back online.

Using the barcode scanning functionality or 'shake-to-animate' function reduces the chance of identity theft, by preventing the use of a screenshot or screen recording. When scanning the person's licence, the image is displayed on the scanner's mobile device. In the case of the 'shake-to-animate' function, the time and date only appears when the device is shaken.

Figure 10.2: Barcode scanning functionality



Our testing identified that the use of the barcode scanning functionality is quite low. Without appropriately validating a digital licence, there is a risk of identity theft going undetected.

Our consultation with South Australia Police indicated that its initial use of barcode scanning was also low. It advised that this may be due a number of factors, notably:

- usability issues of the portable data terminals being used by police officers
- police officers using other methods to validate driver's licences
- given digital driver's licences have only been implemented since November 2017, few have been presented when police officers have requested proof of a driver's licence.

We asked if the Program had sought confirmation from interstate policing jurisdictions that they are using the barcode scanning functionality. The Program advised at this stage it is likely that other jurisdictions would be predominantly conducting a visual check of digital driver's licences, the same as physical licences, and then verifying the details on their policing systems.

The Program further advised it has proposed to implement a national interoperability framework with other policing jurisdictions and Austroads. This is to enable these jurisdictions to validate digital licences from other States. Standards and protocols are being developed and considered for a national licence scanning model.

Agency response

Service SA is in the process of developing a future strategy for the mySA GOV app. The strategy will include an approach to engaging with agencies and businesses to ensure that digital licenses are being promoted and accepted and will include the promotion of the bar code scanning function as a form of validation.

This activity is targeted for completion by December 2018.

10.1.3 Potential agency data matching challenges as additional agencies adopt the mobile application

Recommendation

We recommend that Service SA work with any new agencies who intend to use the mobile application, to ensure due diligence is conducted over the agency's data. Any data cleansing requirements should be identified early in the process to minimise the impact of data matching issues and potential rework.

Finding

We were advised that the current functionality offered by the digital licencing application, requires some data matching to ensure user licences were validated appropriately.

As new agencies adopt the mobile application for their business processes, data matching and cleansing may be required to ensure no further data integrity issues are created. For example, a person's name may be entered as Bob Citizen in one agency system and Robert Citizen in another. In this instance, where two inputs are not directly matched, the mobile application will not process a result.

There is potential for substantial data cleansing work as additional agencies leverage the mobile application. However, the Program advised it has implemented defined processes to address citizen data matching issues should they be identified.

Agency response

Service SA is in the process of developing a future strategy for the mySA GOV app. The strategy will include an approach on how Service SA will engage with new agencies to explore the potential use of the mySA GOV app. Part of the approach will include a review of, identifying and documenting any potential data matching issues.

This activity is targeted for completion by December 2018.

