



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice

Asked by: Mr Peter Cain MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Known current risks

Hearing: **03/07/2025**

Uncorrected Proof Transcript **UPT 03/07/2025**, pp 13-16

Transcript provided: **10/07/2025**

Answer Due: **17/07/2025**

Chris Steel MLA, Minister for Transport took on notice the following question:

Are there any known risks (as at today) and can they be provided. Please provide details of any known risks to people's personal information or money?

MR CAIN: Yes, thank you. Minister, are there any current vulnerabilities either to personal information or money stored on previous or current card of MyWay+ or the old MyWay?

Mr Steel: I think we had a discussion at previous hearings about the constant need for vigilance in relation to cyber security in any ICT system so that is certainly part of what needs to continue but I will hand over to the team to talk about any particular issues at the moment.

MR CAIN: Bear in my mind my question is, are there current vulnerabilities to either personal information or dollars?

Mr Steel: I heard the question, thank you.

Mr White: Again, the definition of cyber vulnerabilities, I also believe we also provided what that definition is in previous hearings. So currently at the moment we are dealing with any vulnerabilities. We are dealing with certain issues and identified risks, et cetera, as part of our cyber security management plan.

MR CAIN: What are the current vulnerabilities?

Mr White: Mr Cain, I just responded to you. There are no current vulnerabilities.

MR CAIN: There are no current vulnerabilities?

Mr White: No. No, there are no current vulnerabilities.

Mr McHugh: That have been identified.

OFFICIAL

Mr White: By its definition that we have provided previously to you.

MR CAIN: Is any private information at risk of being accessed by others or any deposited money on the old or new card potentially available to others?

Mr White: Mr Cain, you can ask that of every single system that exists on the—that is publicly facing today. You do realise that?

MR CAIN: So you are saying that there are vulnerabilities?

Mr White: The fact that it is connected to the public internet makes it liable to any form of cyber attack. The Qantas website is a classic example of that.

Mr Steel: There are always risks. They just have to be managed. That is the point I guess we are making.

THE CHAIR: I wonder if Mr Cain is asking if there are any known risks? Is that what you are asking, Mr Cain?

MR CAIN: Yes.

Mr White: Known risks? Yes, okay. So going back to the response I also provided to you, is that yes, we do have those and we are managing those as part of our cyber security management plan.

MR CAIN: And what are those?

Mr White: I can provide them to you and take that on notice.

MR CAIN: But if you are aware of them now, why cannot you provide them now?

Mr White: Because they are detailed and they are located in a location that I am not able to read if I am not accessing my computer.

Mr McHugh: I might just jump in there if that is okay. In relation to cyber security and cyber security risks of personal information, it would not be responsible of us to disclose publicly in a hearing risks that we are aware of in a system that we are responsible for managing. We will take on notice the question. We will get advice from the cyber security centre on what we can share and how we should share it.

THE CHAIR: Mr Cain, I believe that is probably consistent with previous advice to the committee to get that information on those as to the details.

MR CAIN: So just confirming there are current risks that you are managing but you are not willing to disclose those risks in the public interest.

THE CHAIR: I think we are going to get the information on notice to the committee. Is this acceptable to the committee? I think this is probably acceptable the committee. Mr Cain, if you have another supplementary that can be answered.

Chris Steel MLA, Minister for Transport: The answer to the Member’s question is as follows:

MyWay+ Program continue to actively manage risks in their day-to-day activities. A summary of risk descriptions from their latest extract of registered risks follows.

A copy of the MyWay+ project risk register as at 17 July 2025 has also been attached for information – I request that this be treated as confidential and kept in-camera.

RISK ID	Risk Description
1129	Schedule risk: Planned milestones not being met due to unforeseen delays, such as resourcing, time for approvals or supply chain interruption. As the MyWay+ Program is in its final phase (Contract Fulfilment phase), scheduled activities and milestones are now solely based on NEC's plan for contract fulfilment. Program tasks and activities, mainly focussed on coordination) are combined into an integrated schedule which will operate as the primary (risk) control for this work.
1130	Budget risk - updated for MyWay+ Program final phase (Contract Fulfilment): The identification of hidden or unforeseen costs may result in the program’s budget being exhausted earlier than expected, possibly requiring a compromise with scope and/or time. Note: any major cost is subject to variation proposal with NEC, including fully costing and seeking approval from the appropriate delegate.
1131	Requirements risk: The MyWay+ product (service) does not meet the functional and non-functional requirements for Transport Canberra due to these not being clearly articulated, captured or provided to NEC or due to an emergence of hidden or unforeseen design limitations.
1133	Resource risk: The program is inadequately resourced with the requisite skills and experience as a result of shortages or staff turnover which may result in the project making sub-optimal decisions, delays and/or increased costs.
1134	Integration risk: Unanticipated integrated system/asset compatibility issues experienced during installation/testing.
1135	Adoption risk: Failure to effectively achieve program benefits, including low rates of adoption or uptake of new technology resulting in negligible increase in patronage or suboptimal improvement to customer experience (consumer/patronage risk) Underpinned by Opportunity: ACT Digital Account provides increased opportunity to capture, store and report data to inform consumer behaviours to enable targeted (strategic) transport planning decisions, improve performance outcomes and assist in development of strategic and wellbeing indicators.
1136	Adoption risk: Poor uptake or confusion over roles and responsibilities for MyWay+ due to inadequate communications and change management through program delivery or unclear communications and operational handover. (internal TCO risk)
1137	Support risk: The managed services contract that supports MyWay+ is not sufficiently flexible to meet changing needs or shifts in technology and community sentiment.

OFFICIAL

RISK ID	Risk Description
1139	Cybersecurity risk: Personal information is accessed due to it not being appropriately secured, stored or managed in MyWay+
1140	Implementation risk: If during installation hardware or systems damage occurs to current operations, due to carelessness or unforeseen consequences.
1143	Implementation risk: Injury to staff or contracted provider in installing or using equipment due to inadequate WHS assessment and treatment.
1154	Integration risk: Should the Systems Integration Platform (SIP) not perform to the expected quality and availability expected of it, integrating data feeds could be corrupted or unstable leading to sub-optimal MyWay+ performance. This risk is magnified as the supplier of the SIP is the ACT Government's DDTS and outside of usual warranty and back-to-back vendor warranty, it is not under any formal performance agreement between directorates.
1272	Integrity risk: Failure or inability to effectively implement fraud and integrity control strategies resulting in acts of fraud and/or corruption
1353	Compliance risk: Failure or delays to the MyWay+ system to be fully integrated with TCCS Financial management system (Oracle eBiz).

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services.

Signature:



Date:

17/7/25

By Chris Steel MLA, Minister for Transport