



# Inquiry into the procurement and delivery of MyWay+

## Answer to question on notice

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Asked by: Ms Jo Clay

Addressed to: Chris Steel MLA

Reference: Transport Canberra and City Services

Hearing: 27 March 2025

In relation to: Cyber CX certification

Question received: 3 April 2025

Answer Due: 10 April 2025

1. I understand that Transport Canberra engaged Cyber CX, an Australian cyber-security advisory firm, to conduct a Cybersecurity Threat Risk Assessment of MyWay+ in order to conduct a third party certification of the system. Is this correct?
2. When did the threat risk assessment commence and when was it completed?
3. Was this risk assessment revisited for launch day and if so, when?
4. Has it been revisited since launch day and if so, when?
5. What did all of these threat risk assessments find?
6. The Australian Cyber Security Centre has developed prioritised mitigation strategies to help organisations protect themselves against cyber threats. I understand that the most effective mitigation strategy is to follow the Essential Eight mitigation strategies. How many of the Essential Eight did MyWay+ **fully comply** with at the time at which the threat risk assessment was first conducted? How many did it fully comply with in any subsequent threat risk assessments?
7. For Essential Eight matters where MyWay+ was found not to be fully compliant, what action was taken?
8. As of launch day, had all risks rated as 'high' been treated in accordance with the Security Plan? If not, please provide details.
9. As of launch day, had all risks rated as 'medium' been treated in accordance with the Security Plan? If not, please provide details.
10. What action has been taken in relation to any risks not treated in accordance with the Security Plan?
11. How many risks were identified in the Cyber CX security certificate? As of launch day, were all of these risks treated as recommended by Cyber CX? If not, please provide details.

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

1. Yes.
2. Cyber CX were engaged to conduct a Cybersecurity Threat Risk Assessment (the Assessment) in May 2024 and it was completed in September 2024.
- 3 & 4. Yes. The Assessment is considered a 'live' document, like all forms of risk management, therefore has undergone regular review before, on and after the Go-Live date. The Assessment was also used to produce a System Security Plan (SSP) for the MyWay+ system. An SSP is a tool developed by Digital, Data and Technology Solutions (DDTS) to assist directorates in managing security risks for ICT systems. The SSP is also regularly reviewed, alongside the Assessment, to support continual improvement of the security of MyWay+.
5. The Assessment identified 21 risks, all of which are addressed in the SSP for MyWay+. I refer the Committee to the [Submission to the Inquiry by the Director-General, TCCS](#), noting providing further detail of those risk and treatments would constitute a public disclosure and is contrary to the advice regarding responsible disclosures.
- 6 & 7. At the time of Assessment, MyWay+ was assessed as having effectively implemented five (5) of the 'Essential Eight' mitigation strategies, and was subsequently assessed as having effectively implemented seven (7) at the time of Go-Live. These are:
  - a. Patch operating systems – further risk treatments were effectively implemented prior to Go-Live;
  - b. Regular backups – further risk treatments were effectively implemented prior to Go-Live; and
  - c. Multi-factor authentication (MFA) – development work is underway to effectively implement further treatments when logging into a MyWay+ account via the customer portal<sup>1</sup>.
- 8 & 9. All high and medium risks had either been treated or accepted by the System Owner prior to Go-Live. For risks which were accepted, treatments had been scoped and were in the process of being remediated.
10. See above. All risks have been accepted by the System Owner. As an example, for the risk identified as *"Resource constraints impact capacity and performance of MyWay+ solution"*, the vendor is held to a Service Level Agreement that ensures both capacity and performance of the service are available as required by ACT Government, TCCS, therefore this risk is accepted.
11. See response to 5.

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<sup>1</sup> MFA for logging into the MyWay+ account, via the customer portal, currently utilises a verification email; this is considered a 'less mature' mitigation strategy. MFA for logging into the MyWay+ account (via the ACT Digital Account) was assessed as effectively implemented.

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

Signature:



Date:

10/4/25

By the Minister for Transport, Chris Steel MLA