

SERVICEWA APP

670. Mr R.S. Love to the parliamentary secretary representing the Minister for Innovation and the Digital Economy:
- (1) I refer to the Mid Year Review 2022–23 and the funding of \$2.9 million for the Department of Premier and Cabinet to invest, expand and improve the ServiceWA app and ask:
 - (a) What services will the Department of Premier and Cabinet be adding to the application; and
 - (b) What internal processes have determined these services should be added to the application?
 - (2) Is the Minister for Innovation and the Digital Economy still the lead Minister responsible for the development and implementation of the ServiceWA application:
 - (a) If no, when did this change?
 - (3) How many downloads have been reached?
 - (4) Are there any plans to legislate any functions or responsibilities in relation to ServiceWA?
 - (5) What is the estimated carbon footprint of ServiceWA?
 - (6) Please detail any current licence or commission fees for development and/or ongoing costs for each of the contractors.?
 - (7) Is the total estimated contract value still \$2,754,027.52 with ongoing costs to Amazon Web Services of \$20,000 per month? If no, please detail what the total estimated contract value currently is and the ongoing costs to Amazon Web Services?
 - (8) Has the Office of Digital Government Cyber Security Team completed their investigation into the fake ServiceWA event, and will the Parliamentary Secretary please table any relevant findings?

Ms H.M. Beazley replied:

- (1) (a) The following services will be added to the ServiceWA App:
 - Recreational fishing licence digital credential;
 - Recreational skippers' ticket digital credential;
 - Construction Induction Card Search.
 - Occupational licence search;
 - FuelWatch notifications.
- (b) The additional services were determined through consultation with the relevant Ministers and public sector agencies.
- (2) Yes.
 - (a) Not applicable
- (3) 1,444,264 downloads as at 15 February 2023.
- (4) No.
- (5) Carbon emissions reporting is provided by Amazon Web Service (AWS) and there is a three-month delay. The ServiceWA App emissions to October 2022 is 3.4MTCO₂e.
- (6) Ongoing costs are:
 - Genvis Pty Ltd: 24-month contract term expiring January 2024. Contract value \$5,002,868 (including GST).
 - Queue-IT Pty Ltd: 12-month subscription expiring November 2023. Contract value \$37,984 (including GST).
 - MongoDB: Monthly spend is approximately \$9,175.60 (including GST).
 - AWS: Monthly spend is approximately \$6,200 (including GST).
- (7) No, \$2,753,027.52 was the total estimated contract value as at February 2022. The updated estimated total contract value is \$5,040,852. Both MongoDB and AWS are subscription services, with a combined monthly spend of approximately \$15,375.60 (including GST).
- (8) No investigation was undertaken as it was not required. The Office of Digital Government Cyber Security Team reported the fraudulent activity to the WA Police Force and Australian Cyber Security Centre. The

fake ServiceWA event was a fraudulent website which mimicked the ServiceWA App. The ServiceWA App was not duplicated or compromised.