NSW Government – ICT Policy Case Study Model Answer

In policy work, there are no hard and fast rules about what is right and wrong. We’ve provided some guidance by which you might self-assess your suggestions.

1. NSW Government has already done a substantial amount of work to improve cyber security in NSW. In your answer, you might like to refer to the [NSW Cyber Security Strategy](https://www.digital.nsw.gov.au/article/nsw-government-unveils-cyber-security-strategy), [NSW Privacy Laws](https://www.ipc.nsw.gov.au/privacy/nsw-privacy-laws), [key data legislation](https://www.digital.nsw.gov.au/policy/data-information/understand-key-data-legislation), the “[Respect Privacy and Maintain Security](https://www.digital.nsw.gov.au/digital-design-system/digital-design-standard/respect-privacy-and-maintain-security)” part of the Digital Design System and the [NSW Digital Strategy](https://www.digital.nsw.gov.au/digital-transformation/digital-strategy), among other things. Ideas might include a public awareness campaign to up cyber-savviness, increased penalties for hackers or for businesses not properly protecting their customer data, a review of existing processes related to cyber security, partnering with data and cyber security experts to lift internal capabilities, and distribution of cyber incident response training materials.
2. The Secretary is busy, so your answer should communicate your message as concisely as possible, while also giving key details. Some of the benefits you might include are:
   * Better digital services for citizens
   * Increased transparency about digital initiatives
   * Identifying projects that should have funding or be prioritised
   * Reduced duplication of efforts and money by identifying where different agencies are working on similar projects
   * Increased collaboration where similar projects are being undertaken
   * Better engaged teams working on digital/innovative projects.

**If you enjoyed this exercise, you might make a good Policy Officer.**

# Policy Officers are often interested in…

* + Solving societal issues
  + Strategic thinking
  + Breaking down issues to get to the heart of the matter
  + Engaging with ideas
  + Collaborating with others
  + Politics and the world around you.

# Traits that you’ll often find in Policy Officers…

* + Investigative nature
  + Strong communication skills
  + Comfortable with ambiguity
  + Humility
  + A drive for social purpose
  + Empathy.

# Concepts you should familiarise yourself with…

* + The Australian political environment
  + Core Government processes.