



Email - C Drake <foi+request-11392-862945f4@righttoknow.org.au>

Dear C Drake,

RE:Decision FOI 012

The Digital Transformation Agency (DTA) refers to your Freedom of Information request (FOI request) received on 7 May 2024 in which you sought access to documents under the provisions of the Freedom of Information Act 1982 (FOI Act).

The documents you requested:

1. How long has the DTA been aware that emails they send out that contain security codes which expire in 10 minutes, are taking more than 10 minutes to arrive? (e.g. the "electronically stored information" of the DTA showing the first incidences of this email delay issue)
2. The number of times since this issue began that users have reported trouble as a result of these delays, and the number of times support staff responded to victims of this delay, allowing them to bypass this security feature.
3. The documents in connection with the Tender or other procurement process through which ServiceNow (and others) were invited, and ultimately through which it was awarded this business, and the number of other bidders for this business.
4. The number of times ServiceNow has been informed of email-related delivery issues, and the clauses from any contract with ServiceNow (or published beforehand, such as in my item 3 above) in relation to (a) timeliness of email transmissions, and (b) response times to reports of system failures, and (c) compensation arrangements for service failure.
5. The rules by which the DTA must abide in relation to the following:
 - a) the use of sovereign systems or providers for the handling of certain information, and the list or categories of information that falls under this sovereign requirement.
 - b) the handling of cyber security issues, such as password reset mechanisms, and user verification requirements for allowing unidentified individuals on phone calls to obtain access to supplier account logins (bypassing verification codes)

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6. The budget (financial dollar amount) of the DTA which is allocated for the payment of external service providers, and if it exists, the breakdown of categories within that budget (e.g. hosting, email, design, support, etc) and the amounts for each.

The DTA has identified 175 documents (719 pages) in relation to the scope of your FOI request. I examined the documents and have decided to exempt these documents in full under sections 22, 45 and 47G of the FOI Act as:

- Documents contain information which is irrelevant to the scope
- Information is subjected to a confidential agreement
- Documents contain information in relation to the financial and business affairs of a third party.

In relation to the questions that were requested in your FOI which are not related to documents, please see below:

1. There is no known issue with the delay of our time-based one-time tokens being emailed. Any delays typically stem from issues on the receiver's end, such as with their email service provider.
2. Our service desk staff are not permitted to provide bypass to the verification process.
4. As there is no known issue with the delay of our time-based one-time tokens being sent, we have not reported any such issue to ServiceNow.
5. The DTA complies with the Protective Security Policy Framework (PSPF), specifically Policy 11: Robust ICT Systems, where entities must effectively implement the Australian Government Security Information Manual (ISM) cyber security principles. Australian Government information that is processed, stored or communicated via an outsourced information technology or cloud service provider is protected in the same way as an internal entity service.

Section 26 of the FOI Act requires the DTA to provide a statement of reasons in support of a decision. In depth reasons for this decision is set out in **Attachment A**.

The FOI Act also provides a number of avenues for review set out in **Attachment B** if you are dissatisfied with any aspect of this decision.

If you have any questions or require further information, please contact the FOI Officer on 02 6120 8595 or via email at foi@dtg.gov.au.

Yours sincerely



Anthony Conway
Authorised Decision Maker
Digital Transformation Agency (DTA)

ATTACHMENT A - STATEMENT OF REASONS

Decision

I, Anthony Conway, am an officer authorised to make decisions under subsection 23(1) of the Freedom of Information Act 1982 (FOI Act)

I have examined the document subject to this request and have decided to exempt it from release.

Reasons for decision

Section 22 - Access to edited copies with exempt or irrelevant matter deleted

Scope

- (1) *This section applies if:*
- (a) *an agency or Minister decides.*
 - (i) *to refuse to give access to an exempt document; or*
 - (ii) *that to give access to a document would disclose information that would reasonably be regarded as irrelevant to the request for access; and*
 - (b) *it is possible for the agency or Minister to prepare a copy (an **edited copy**) of the document, modified by deletions, ensuring that:*
 - (i) *access to the edited copy would be required to be given under section 11A (access to documents on request); and*
 - (ii) *the edited copy would not disclose any information that would reasonably be regarded as irrelevant to the request, and*
 - (c) *it is reasonably practicable for the agency or Minister to prepare the edited copy, having regard to:*
 - (i) *the nature and extent of the modification; and*
 - (ii) *the resources available to modify the document; and*
 - (d) *it is not apparent (from the request or from consultation with the applicant) that the applicant would decline access to the edited copy.*

Subsection 22(2) of the FOI Act provides that, where an agency reaches the view that a document contains exempt information or material that is irrelevant to the request and it is possible for the agency to prepare an edited copy of the document with the irrelevant or exempt material deleted, then the agency must prepare such a copy.

This edited copy must be provided to the applicant. Further, the decision maker must advise the applicant in writing that the edited copy of the document has been prepared and of the reason(s) for each of the deletions in the document (subsection 22(3) of the FOI Act).

Exempt material is deleted pursuant to subparagraph 22(1)(a)(i) and irrelevant material is deleted pursuant to subparagraph 22(1)(a)(ii) of the FOI Act.

On the 4 June 2024, you were informed that names and detail of junior staff will be treated as irrelevant. Unless we heard from you within five days of this notice.

I have decided that parts of the documents would disclose information that could reasonably

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be regarded as irrelevant to your request because it contains information that is outside the scope of your request.

Section 45 - Documents containing material obtained in confidence

- (1) *A document is an exempt document if its disclosure under this Act would found an action, by a person (other than an agency or the Commonwealth), for breach of confidence.*
- (2) *Subsection (1) does not apply to a document to which subsection 47C(1) (deliberative processes) applies (or would apply, but for subsection 47C(2) or (3)), that is prepared by a Minister, a member of the staff of a Minister, or an officer or employee of an agency, in the course of his or her duties, or by a prescribed authority or Norfolk Island authority in the performance of its functions, for purposes relating to the affairs of an agency or a Department of State unless the disclosure of the document would constitute a breach of confidence owed to a person or body other than*
 - (a) *a person in the capacity of Minister, member of the staff of a Minister or officer of an agency; or*
 - (b) *an agency or the Commonwealth*

In assessing if section 45 of the FOI Act applies, I have considered:

- the nature of the information and whether the information was obtained in confidence;
- the objective of the FOI Act, which encourages a right of access to documents held by government agencies, subject to certain exemptions; and
- the extent to which the information is already a matter of public knowledge and/or well known.

I have also taken the below factors against disclosing the information into consideration

- whether the release of this information would be found by a person, other than an agency, to be a breach of confidence, and
- the information is not a matter of public knowledge and/or well known.

As the document requested is not public knowledge, are subject to a confidentiality agreement, and if released would be considered by the third party as a breach of confidence, I have decided to exempt the documents from release in full.

47G Public interest conditional exemptions – business

- (1) *A document is conditionally exempt if its disclosure under this Act would disclose information concerning a person in respect of his or her business or professional affairs or concerning the business, commercial or financial affairs of an organisation or undertaking, in a case in which the disclosure of the information:*
 - (a) *would, or could reasonably be expected to, unreasonably affect that person adversely in respect of his or her lawful business or professional affairs or that organisation or undertaking in respect of its lawful business, commercial or financial affairs; or*
 - (b) *could reasonably be expected to prejudice the future supply of information to the Commonwealth or an agency for the purpose of the administration of a law of the Commonwealth or of a Territory or the administration of matters administered by an agency.*

In assessing if section 47G of the FOI Act applies, I have considered:

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- the nature of the information and whether the disclosure would cause no serious consequences;
- the object of the FOI Act, which encourages a right of access to documents held by government agencies, subject to certain exemptions; and
- the extent to which the information is already a matter of public knowledge and/or well known.

I have also taken the below factors against disclosing the information into consideration:

- the disclosure of information relating to the business, commercial or financial affairs of the third party could be considered as unreasonable disclosure; and
- the information is not a matter of public knowledge and/or well known.

In examining the documents, I am satisfied that releasing the information within the document could involve the unreasonable disclosure of the financial or business affairs of a third party.

Accordingly, I have decided that the information within the document is conditionally exempt under section 47G of the FOI Act.

Public interest considerations

Public interest conditional exemption considerations

In relying on the public interest conditional exemptions under section 47G, I considered the public interest factors under section 11A – Access to documents on request.

Section 11A

(5) The agency or Minister must give the person access to the document if it is conditionally exempt at a particular time unless (in the circumstances) access to the document at that time would, on balance, be contrary to the public interest.

Note 1: Division 3 of Part IV provides for when a document is conditionally exempt.

Note 2: A conditionally exempt document is an exempt document if access to the document would, on balance, be contrary to the public interest (see section 31B (exempt documents for the purposes of Part IV)).

Note 3: Section 11B deals with when it is contrary to the public interest to give a person access to the document.

(6) Despite subsection (5), the agency or Minister is not required to give access to the document at a particular time if, at that time, the document is both

(a) a conditionally exempt document; and

(b) an exempt document:

(i) under Division 2 of Part IV (exemptions); or

(ii) within the meaning of paragraph (b) or (c) of the definition of exempt document in subsection 4(1).

Section 11B (3), (4) and (5) – Public interest exemptions – factors

(3) Factors favoring access to the document in the public interest include whether access to the document would do any of the following:

(a) promote the objects of this Act (including all the matters set out in

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sections 3 and 3A);

(b) inform debate on a matter of public importance,

(c) promote effective oversight of public expenditure;

(d) allow a person to access his or her own personal information.

(4) The following factors must not be taken into account in deciding whether access to the document would, on balance, be contrary to the public interest:

(a) access to the document could result in embarrassment to the Commonwealth Government, or cause a loss of confidence in the Commonwealth Government;

(aa) access to the document could result in embarrassment to the Government of Norfolk Island or cause a loss of confidence in the Government of Norfolk Island;

(b) access to the document could result in any person misinterpreting or misunderstanding the document;

(c) the author of the document was (or is) of high seniority in the agency to which the request for access to the document was made;

(d) access to the document could result in confusion or unnecessary debate.

Guidelines

(5) In working out whether access to the document would, on balance, be contrary to the public interest, an agency or Minister must have regard to any guidelines issued by the Information Commissioner for the purposes of this subsection under section 93A.

In consultation with the third party, they have requested that the DTA considers the confidential arrangements and in particular the terms of those arrangements.

I am satisfied that releasing the requested information would not be in the public interest and would, if released, be in breach of confidence between the Commonwealth and the third party.

ATTACHMENT B – REVIEW RIGHTS

If you are dissatisfied with this decision, you have certain rights of review available to you. Firstly, under section 54 of the FOI Act, you may apply to DTA for an internal review of the decision. Your application must be made by whichever date is the later between:

- 30 days of you receiving this notice; or
- 15 days of you receiving the documents to which you have been granted access

An internal review will be conducted by a different officer from the original decision-maker.

No particular form is required to apply for review although it will assist your case to set out in the application the grounds on which you believe that the original decision should be overturned. An application for a review of the decision should be addressed to: foi@dta.gov.au

If you choose to seek an internal review, you will subsequently have a right to apply to the Australian Information Commissioner for a review of the internal review decision.

Review by the Australian Information Commissioner

Alternatively, under section 54L of the FOI Act, you may seek review of this decision by the Australian Information Commissioner without first going to internal review. Your application must be made within 60 days of you receiving this notice.

The Australian Information Commissioner is an independent office holder who may review decisions of agencies and Ministers under the FOI Act. More information is available on the Australian Information Commissioner's website www.oaic.gov.au.

You can contact the Information Commissioner to request a review of a decision online or by writing to the Information Commission at:

Director of FOI Dispute Resolution
GPO Box 5218
SYDNEY NSW 2001

Complaints to the Australian Information Commissioner

You may complain to the Australian Information Commissioner about action taken in relation to your request.

Your enquiries to the Australian Information Commissioner can be directed to:
Phone 1300 363 992 (local call charge)
Email enquiries@oaic.gov.au

There is no particular form required to make a complaint to the Australian Information Commissioner. The request should be in writing and should set out the grounds on which it is considered that the action taken in relation to the request should be investigated and identify the DTA as the relevant agency.

Contacts

If you have any queries about this notice, please contact the FOI team by email foi@dta.gov.au.