

Service Point

Service Point is an anonymised transaction reporting service developed by Spatial Services to facilitate Location Based Reporting for NSW Government.

Service Point enhances service planning and delivery for NSW by adding location intelligence to government services. The Service Point API enables web based recording of geocoded government transactions by capturing de-identified location data at an aggregated Mesh Block⁽¹⁾ level. Service Point also supports the aggregation of data by other administrative geographies outlined in the Australian Statistical Geography Standard (ASGS) such as Statistical Areas 1 to 4 and by Local Government Areas, State Electoral Districts and Federal Electoral Divisions. The service supports the collection, analysis and reporting of government services and their related transaction data in near real-time.

Service Point has the potential to deliver powerful reporting tools by accessing current data from the Service Point Register. The data can be applied in business analytics with the capacity to visualise transactional activity, using appropriate tools, to enhance reporting and decision making capabilities. No need to wait for annual or quarterly reports to be submitted, Service Point will enable Location Based Reporting as the transaction data is uploaded.

Government organisations using web-based forms can take advantage of two primary pathways to integrate Service Point into their digital systems. The first method is to embed the NSW Point Widget 2.0 address validation service into a web-based form and activate the Service Point feature. Alternatively organisations can embed the API directly into the web-based service application.

Additionally, organisations without access to web based forms or services can submit transactions in bulk to Service Point using the Service Point Browser Geocoder.

How it works

There are three pathways to access Service Point. Clients using the NSW Point address validation service can request a separate API to connect to Service Point directly or enable from the NSW Point Address Widget. Users not using online web forms can load data into the Service Point Browser Geocoder.

Address data is returned to the user Organisation during the address validation using NSW Point in the Organisation's web form. Specific data fields from the transaction is then uploaded into the Service Point Register and includes:

- Client geography (ABS Mesh Block⁽¹⁾, SA1, SA2, SA3, SA4; LGA; State and Federal Electoral Boundaries)
- Transaction date
- Organisation ID
- Activity ID
- Site ID
- Unique transaction ID (auto generated)

A User Administrative Portal will facilitate access to self-service the Activity Register and management of organisations' users and access level. Once user credentials are established this will facilitate ongoing access to the Service Point data and reports.

Service Point consists of three components: *Service Point Register, Activity Register and Service Point Browser Geocoder*.

The **Service Point Register** is the database where transaction records are retained. A client's transaction data is geocoded and anonymised using the NSW Point services at the time of transaction. The client's transaction is submitted into the register using the Service Point API in the form of aggregated mesh block1 codes, anonymised organisation, activity and site codes, and a transaction Date. The aggregation of de-identified client data ensures the privacy of the transaction is maintained.

The **Activity Register** is a web based administration portal that allows users of Service Point to maintain their organisation, activity and site information. To capture transactions in the Service Point Register, an organisation and its associated activities and sites (location of service delivery) must be recorded in the Activity Register. An organisation can support multiple activities from numerous site locations. Each Organisation, Activity and Site are automatically assigned their own anonymised ID in the Activity Register. The Register also supports bulk upload of activity and site data as CSV files.

A key principle of Service Point design is the mandate to protect the privacy of user data. This is facilitated by the functional separation of the Service Point Register and the Activity Register.

When a transaction is sent to the Service Point register, only the aggregated location data along with anonymised codes from the Activity Register are recorded.

The **Service Point Browser Geocoder** is intended for organisations that do not have web-based forms or applications but still wish to take advantage of Location Based Reporting. It is a web-based application that is capable of geocoding and submitting bulk transactions (1000 records/file) to the Service Point register. It requires a CSV file containing the following information: Organisation, Activity, Site and Address to be geocoded. The transaction records are geocoded using NSW Point and only the de-identified aggregated data is uploaded into the Service Point Register. The complete geocoded file can be downloaded by the user after submitting the transactions.

The data in **Service Point** is stored in accordance with the security processes and policy available in Amazon Web Services (AWS). AWS encrypts all transaction records during transmission and storage, provides API authentication and protects Service Point through the AWS CloudFront and AWS Web Application Firewall (WAF). Viewing of the Service Point Register will be available through shared online services. Data will be retained as the property of the NSW Government.

A Pilot has been trialled with a number of non-government organisations which has contributed to the Beta release of Service Point.

Access

BETA Service Point will be available early in 2020. Users of NSW Point address validation services can integrate Service Point into online forms and applications.

The Access Request application will verify the Organisation's authorised representative and acceptance of the Terms of Use.

See website: <https://servicepoint.digital.nsw.gov.au/docs/index.html>

To establish the Activity Register a unique code is created for the Organisation ID and supplied to the Designated Contact. The Designated Contact will take responsibility to setup and update to the Site and Activity details to fit your transactional requirements and will provide access rights to Service Point for the Organisation.

Custodian agency and contact

Service Delivery

Spatial Services

Department of Customer Service

346 Panorama Avenue

Bathurst NSW 2795

T: (02) 6332 8287

E: SS-NSWPOINT@customerservice.nsw.gov.au

^① **Mesh Blocks** are the smallest geographical area defined by the ABS. They are designed as geographic building blocks rather than as areas for the release of statistics themselves.

Most Mesh Blocks contain 30 to 60 dwellings. This provides an additional level of confidentiality for data released on the ASGS.

SA1, SA2, SA3 and SA4 are larger population based aggregations.

[https://www.abs.gov.au/websitedbs/D3310114.nsf/home/Australian+Statistical+Geography+Standard+\(ASGS\)](https://www.abs.gov.au/websitedbs/D3310114.nsf/home/Australian+Statistical+Geography+Standard+(ASGS))

^{**}**NSW Point Information Sheet** available as a separate document