

# Open Data Platform Replacement

## Frequently Asked Questions

[opendata.transport.nsw.gov.au](https://opendata.transport.nsw.gov.au)

### About Open Data

#### **What is Open Data?**

Open Data is data (or information) that is made publicly available under the TfNSW Open Data Policy and is licenced under the Creative Commons Attribution 4.0 Licence. The TfNSW [Open Data Hub](#) has been the dedicated portal facilitating the release of open data for TfNSW since it was introduced in 2016.

### About the Open Data Platform Replacement

#### **When will the platform replacement take place?**

The Open Data Platform replacement is currently scheduled to take place in late August 2023, after the conclusion of the FIFA Women's World Cup 2023. The replacement date will be confirmed prior to the 18 August. If there are any changes to this date, an update will be provided on the [Open Data Hub](#). We recommend that you check the Open Data Hub regularly for updates.

#### **Why is the Open Data Platform being replaced?**

As the current platform is approaching end of life, the implementation of a new platform is necessary to ensure the Open Data Hub continues to function without any degraded performance or adverse impact for platform users.

#### **What will change as a result of the Platform Replacement?**

The new platform will deliver features and functions similar to the existing with small changes in the way APIs are managed and the categorisation of data sets. The design and configuration of the new platform will also look slightly different in some places. The first time you access the Open Data Hub platform following the upgrade, you will be required to reset your password before you can access or download any data. Please follow the prompts on the [Open Data Hub](#) to do this to continue to access your Open Data account.

**Will access to the Open Data Hub be interrupted during the replacement?**

To reduce interruption to Open Data users, the platform replacement will be scheduled to take place out of business hours. During this time access to the Open Data Hub and APIs will be unavailable. Further updates will be provided closer to the cut over indicating the exact time of the implementation.

**Will there be a transition period or parallel environments available prior to go live to enable me to adjust my connections?**

No, there won't be a transition period or a parallel environment available prior to going live. The implementation of the new platform has been done in a way that users will not need to adjust connections and with minimal changes required to use the new platform. We are working with impacted data suppliers and endorsed app developers to test new connections ahead of go live to ensure that continuity is maintained. This comprehensive testing and back up plans will mean that there will not be a formal transition period where both platforms are run in parallel.

**What other benefits are there from moving to a new CKAN Platform?**

The implementation of the new platform is taking place as the current platform is approaching end of life and a move to an alternative platform is therefore necessary. A comprehensive review of alternative options resulted in the selection of CKAN as a solution which is both open source and customisable for TfNSW's future needs. CKAN is widely used by other government agencies including NSW Government and has the potential for interoperability and plug ins such as visualisations.

**Will there be any downtime during the cutover period?**

Yes, while access to the API Gateway is expected to continue and will provide uninterrupted data feeds, the website will be down for a few hours during the cutover period. The cutover is currently scheduled for late August and will take place outside business hours to minimize disruptions to users. We estimate the website will be down for around 4-8 hours. Further information will be provided after the 18 August with the exact time of the cutover.

**Will all dataset endpoints be migrated across as part of the platform replacement?**

Yes, all the dataset endpoints, e.g., resource URLs, will be migrated across during the platform replacement.

## About what you need to do before the new platform goes live.

**What do I need to do before the new platform goes live?**

If you access the Open Data Hub API, you will need to save your API Keys in a safe place before the new platform goes live in late August. This is a critical step we recommend you take by the 15 August as you will not be able to see your API Keys in the new platform.

## About the requirement to reset your password

### **What do I use as my username in the new platform?**

The new platform allows your registered email address to be used as your username to login. As username formats in CKAN do not allow special characters, we cannot guarantee the username you were using with the old platform will be migrated without change (usernames with special characters have been replaced by underscores “\_” in the new platform), we therefore suggest using your email address all in lowercase to login. You can view your username in your profile after logging in with your email address.

### **Why do I need to reset my password?**

You will need to reset your password to gain access to the new platform as existing passwords will not be migrated and or recognised by the new platform. The first time you access the Open Data Hub platform following the upgrade, you will be required to reset your password before you can access or download any data. Please follow the prompts on the [Open Data Hub](#) to do this to continue to access your Open Data account.

### **If I do not reset my password, will my API calls stop working?**

No, existing connections to APIs and real-time data feeds via API Key authentication will not be affected by the need to reset your password. However, if you are currently using the DKAN API with username and password authentication to download datasets, then you will need to reconfigure this in your code or script following your password reset to use the CKAN API. The new platform allows your registered email address to be used as your username to login. As username formats in CKAN do not allow special characters, we cannot guarantee the username you were using with the old platform will be migrated without change (usernames with special characters have been replaced by underscores “\_” in the new platform), we therefore suggest using your email address all in lowercase to login.

### **Will the authentication method change in the new platform?**

No, the basic authentication method in the new platform will still require you to enter your email address and password. The first time you access the Open Data Hub platform following the upgrade, you will be required to reset your password before you can access or download any data. Please follow the prompts on the [Open Data Hub](#) to do this to continue to access your Open Data account.

## About data sets and data feeds

### **How will the Open Data Platform Replacement impact data feeds from the Open Data Hub/APIs to the Travel Apps?**

There will be no impact to travel app live data feeds or data downloads. The Open Data team are working to ensure live data feeds and data downloads from the Open Data Hub and API Gateway are not impacted. Information sessions and ongoing discussions with stakeholders are being carried out to ensure they understand how the platform replacement may impact their access to Open Data feeds. Please refer to the [information available on the Open Data Hub](#) for more details.

**Will I still be able to download the same data sets following the Open Data Platform replacement?**

Yes, all datasets published on the current Open Data Hub will be available in the new Open Data Hub.

**Will all existing Data Sets be migrated across to the new platform?**

Yes, all existing data sets will be migrated across to the new platform.

**Will Data Set URLs remain the same following the Open Data platform replacement?**

Yes, datasets and resources names and IDs will remain the same following the new platform implementation.

**Will my automatic data downloads still work once the new platform goes live?**

Yes, you will still be able to automatically download data using your API Keys once the new platform goes live. If you are using the DKAN API with username and password authentication, then you will need to reconfigure this following your password reset to use the CKAN API with email address and password.

**Can I still search for data sets by topic as I was previously able to in DKAN?**

Yes, you will be able to view and search datasets by topics, as well as by tags.

**Will any data formats be changing?**

No, all datasets and formats currently available will remain the same.

**Will the data access throttling levels remain the same?**

Yes, your quota and the rate limit you currently have for accessing and downloading data will remain the same.

**Will the platform replacement impact GTFS schedules, real time trip updates, and vehicle position API feeds?**

No, the change will not impact GTFS schedules, real time trip updates or vehicle position API feeds which come through the API Gateway. The only change will be to the API key you use to call those data feeds which will be verified through the new CKAN platform.

**How does the change to Transport Open Data impact data sets listed in data.gov.au? Will any data APIs or downloadable data hosted by other agencies be impacted?**

No links hosted by other Government agencies will not be impacted and the URLs for datasets and resources remain the same.

## About your API Keys

### **Can I re-use my existing API key following the Open Data Platform Upgrade?**

Yes, during the Open Data Platform Upgrade, your existing API keys will be migrated across along with your existing permission levels, rate limits and usage quotas. Please note that on the new platform, your API keys will not be visible, as such we recommend that you save them in a safe place by 15 of August so as not to lose them.

### **Will I be able to see my API Keys on the new platform?**

No, as a Cyber Security requirement to tighten security controls around access, API keys will not be visible to users on the new Platform. We recommend users save their existing API keys in a safe place or generate new ones to store for future use by the 15 of August.

### **Will I be able to manage my API Keys in the new platform in the same way as I do with the current Platform?**

Yes, following the platform replacement, you will be able to manage your API Keys or create new API keys to access the Open Data APIs. Please note that on the new platform, API keys will not be visible to users, as such we recommend that you save your API keys in a safe place by 15 of August.

### **Will API endpoints be changing with the platform replacement?**

No, the API Gateway is not changing and all endpoints on [api.transport.nsw.gov.au](https://api.transport.nsw.gov.au) will remain the same.

### **How should API keys be set up so that they are not tied to a single person?**

To ensure your API Keys are not tied to a single person, you can sign up to the Open Data Hub with a generic email address and password which is accessible by multiple people. This will ensure that several people can have shared access to the API Keys in case there is a need to reset the API Keys.

### **How do I manage multiple API keys in the new Platform?**

As you will no longer be able to view your API Keys in the new platform, we recommend that you log in to Open Data, go to your account and application information and copy and save your API Keys to a secure location.

### **Why will API Keys no longer be visible in the new system?**

For cyber security requirements and to tighten controls around access, we are no longer able to display API keys in the new system.

### **What will my API Token name be in the new platform?**

Your API token name in the new platform will be the same as your “Application” name in the old platform.

### **Will the API keys be impacted with the platform replacement?**

No, the API Keys will not be impacted by the platform replacement as all existing API keys will be migrated from the current system to the new system.

### **How can I create new API Keys to access the new platform?**

To create new API Keys in the new platform, you will first need to create an account before generating a new API key. With your new API Keys, you will be able to access public APIs on Open Data.

### **Will any existing API calls or authentication change?**

If you access the API Gateway [api.transport.nsw.gov.au](https://api.transport.nsw.gov.au) using API Keys, there will be no change to the API calls. If you are using the DKAN API with username and password, then you will need to reconfigure this following your password reset to use the CKAN API with email address and password.

## **About product integrations**

### **Will Data Update Service subscriptions be impacted by the platform replacement?**

No, subscriptions to Data Update Service will not be impacted. Existing subscriptions on the current Data Updates Service will be migrated to the new Open Data Hub.

### **Will GTFS Studio remain the same following the platform replacement?**

Yes, GTFS Studio functionality remains the same following the implementation of the new platform.

### **Will Odie Bot remain the same following the platform replacement?**

Yes, Odie Bot functionality will remain the same following the implementation of the new platform.

## **About User Acceptance Testing (UAT)**

### **Who can participate in UAT? Can we share the invitation to participate in UAT with a wider group of Open Data users?**

Transport endorsed App Developers, Data Suppliers and internal Transport teams with systems integrating with Open Data or who use Open Data have been invited to participate in UAT. If you belong to one of these groups or know someone who has not been invited to participate in UAT please email the Open Data project team to get access to participate in UAT [opendataprogram@transport.nsw.gov.au](mailto:opendataprogram@transport.nsw.gov.au).

## About data suppliers

### **Will the data ingested into the S3 bucket from data Suppliers be impacted by the Open Data Platform replacement?**

No, data suppliers will continue to use existing S3 buckets to transfer data to the Open Data Hub.

### **Is there any change to the way I supply data to Open Data?**

No, your existing processes for supplying data to the Open Data Hub will remain the same once we cut over to the new platform in late August.

## About Security

### **Will the platform's security be impacted by the Data Migration?**

No, The Open Data Platform's security is a key consideration, and we are ensuring that it will not be impacted during the replacement. Enhanced features such as hidden API access keys have been implemented to enhance the security of the new platform. The security of personal information is also a high priority at TfNSW, and we can confirm that the Open Data platform does not contain any personal information.

## About where to find information and support

### **Where can I find more information?**

More information and updates on the new Open Data Hub platform will be made available on the [Open Data Hub](#). Please check back at regular intervals for updates.

### **Who can I contact if I have issues with re-setting my password?**

For any issues with re-setting your password following the implementation of the new Open Data platform, please contact [opendataprogram@transport.nsw.gov.au](mailto:opendataprogram@transport.nsw.gov.au)

### **What support is available for current users of Open Data?**

The Open Data Team is collaborating with impacted users to ensure they are fully aware of any impact from the Platform replacement. For support please contact [opendataprogram@transport.nsw.gov.au](mailto:opendataprogram@transport.nsw.gov.au),

### **Who can I contact to discuss our concerns regarding interrupted access to Open Data for the Hub/APIs?**

For any concerns regarding interrupted access to Open Data, technical queries or for support please contact [opendataprogram@transport.nsw.gov.au](mailto:opendataprogram@transport.nsw.gov.au)