

3 June 2022

s9(2)(a)

Talofa lava s9(2)(a)

RESPONSE TO AN OFFICIAL INFORMATION ACT REQUEST

On 12 May 2022, you contacted the Ministry for Pacific Peoples (the Ministry) requesting responses to statements about the Ministry's information and records management standards. I note your request was prompted by the results of an independent assessment of the Ministry's compliance with the Public Records Act 2005 (the PRA) which was performed by Archives New Zealand.

I have outlined the specific statements you sought responses to and my replies below.

What's MPP's response to the following claims that were in the audit?

- *The audit found that staff were aware of their information management roles and responsibilities, but it was from experience at other public sector offices, not guidance or training they'd received at MPP.*

In response to the findings of the PRA audit, the Ministry created an Information Management (IM) Strategy and Roadmap (the Roadmap) which is specifically focused on raising IM maturity across the Ministry. Historically, funding was not available to invest in this function. The current investment into the IM function reflects the transformation and growth of the Ministry as a whole. Additionally, in May 2022, the Ministry employed a Data and Information Manager who is implementing the initiatives outlined in the Roadmap, which includes staff training and guidance as a reference tool.

- *The audit reported that no staff had access to the register of physical information being held by a third-party, offsite storage facility. "It is not known what information is being held in this facility, when it was last accessed or how long it has been there for."*

The Ministry notes that this is a fair assessment of the current state. In response to this, specific activity has been identified in the Roadmap to:

- understand what information the Ministry is holding offsite
- create an information asset register; and
- assess what to do with the information.

- *The audit found that most staff were creating and capturing information in uncontrolled environments, storing information on their own OneDrive rather than the Enterprise Content Management system, making it difficult for staff to access information when needed.*

The Ministry implemented Office 365 to enable its staff to work remotely at a time where the Ministry's focus was to respond to the COVID-19 pandemic; this included Teams, SharePoint Online, and OneDrive. These Microsoft tools provided a quick, easy solution that allowed the Ministry to respond to its' work at pace, by creating Teams and SharePoint sites.

As identified in the audit, there are disadvantages to this approach that need to be addressed. The Ministry welcomes this feedback, so that it can tighten its' systems and processes to ensure a robust information management system, that is secure and useful for staff.

As part of the Roadmap, there is a stream of work specifically focused on finding a new Enterprise Content Management System (ECMS) that is more user friendly and accessible without the need for a Virtual Private Network (VPN). This new system along with other initiatives mentioned earlier, such as training, address the issue by making it easier for staff to access information.

- *The Ministry reported it was confident its outsourced IT function is taking backups of key digital systems, but MPP was not sure how regularly this happens or how long such backups are kept.*

Yes, the Ministry is confident that its' outsourced information technology (IT) function is taking backups of key digital systems. To clarify, the backup regime varies depending on the system. The ECMS is a shared All of Government service and incremental backups are undertaken daily, with full backups undertaken weekly. Daily and weekly backups are held onsite at the hosting data centre, while monthly tape backups are held offsite, and the backups are regularly tested.

- *MPP was not assessed on Te Tiriti o Waitangi topic, as it was not applicable. Can you explain why Te Tiriti o Waitangi is not applicable to MPP?*

The decision to not assess the Ministry on Te Tiriti o Waitangi was made by Archives New Zealand. I must therefore refuse this part of your request under section 18(e) of the OIA as the information requested does not exist. I recommend that you approach Archives New Zealand for comment regarding this part of your request.

- *How do you respond to the Chief Archivist's view that that the ministry has "significant work" to do to improve its IM maturity and it was disappointing that MPP has never had "an approved disposal authority, which is a mandatory requirement for all public offices"?*

The Ministry accepts that it has significant work to do to improve its' IM maturity, and as noted earlier, this work has already commenced with the creation of the Roadmap. In partnership with the Chief Archivist, the Ministry welcomed the feedback and have intentionally used the PRA to inform the Roadmap which was approved by the Ministry's senior leadership team, Tautua, in February 2022.

As mentioned previously, one of the first steps was hiring a suitable Data and Information Manager to champion this work. It should be noted that this role was changed from a Senior Information Management Advisor to a Data and Information Manager to reflect the importance of this work to the Ministry. This staff member is now actively working to implement the activities on the Roadmap, including an approved disposal authority.

In line with standard OIA practice, the Ministry proactively publishes its responses to OIA requests. As such, this letter will be published on the Ministry for Pacific Peoples' website. Your personal details will be removed, and the Ministry will not publish any information that would identify you or your company.

Should you wish to discuss this response with us, please feel free to contact the Ministry at: uia_requests@mpp.govt.nz.

If you are dissatisfied with this response, you have the right, under section 28(3) of the OIA, to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ia manuia



Leatigaga Jason Tualima
Deputy Secretary,
Corporate Services