



31 May 2019

Ref: DOIA 1819-1479

Jake Preston

fyi-request-10051-2c8bfd15@requests.fyi.org.nz

Dear Jake Preston

Thank you for your email of 10 April 2019 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (OIA), the following information:

Official Information request - Indexing & Classification documents which refer to sensitive documents

Dear Ministry of Business, Innovation & Employment, I am requesting any indexing or classification documents, whether inside the document management system or outside, which refer to documents that may not be classified according to their content on any grounds.

On 23 April 2019, we contacted you to clarify your request because it was unclear what you meant by 'indexing and classification documents' and what you meant by 'classification'. On 29 April 2019, you clarified the scope of your request as follows:

I am looking for documents which index other documents that are either held inside or outside your electronic document management system.

In terms of classification documents, I am looking for documents which refer to the way in which documents are assigned keywords for searching. This would include any ministerial briefings, minutes or meetings recorded.

MAKO (Managing Knowledge) is MBIE's and WorkSafe's Electronic Document and Records Management System (EDRMS). It is designed to enable staff to manage their documents and records effectively throughout their life cycle, from creation to disposal. MAKO enables users to ensure their information is:

- Accessible, usable and retrievable
- Secure and protected appropriately when required

The contents of MAKO are organised by way of a folder structure allowing information to be stored based on the context and content of the item rather than which team or group created it.

For example, OIA requests received by MBIE are contained in a common master folder, with further sub-folders categorised by the financial year in which the request was made; the MBIE group responsible for providing information; and finally, the folder specific to each individual request.

When a document is created or stored in MAKO, metadata describing it is automatically generated, stored and maintained for that item. Please find attached a document describing this metadata.

Locating documents is accomplished by finding them directly under the MAKO folder structure or by searching. MAKO has a powerful searching index which can search all aspects of an item, including its

contents and metadata. Documents are not assigned keywords, instead keywords are entered into the search field and matched across the search index.

MBIE provides a guide to naming documents and folders to help with efficient searching. Guides to performing a quick search, an advanced search, and naming documents and folders are attached.

MBIE also has a large number of business systems, each designed to fulfil the specific requirements of a particular area of MBIE, that can also contain documents. MBIE is refusing to release indexing and classification information for all of the business systems under section 18(f) of the OIA, as the information requested cannot be made available without substantial collation and research. However, if there is a business system from a particular area of MBIE you would like further information on, please contact us.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Brown', is positioned above the printed name.

Mark Brown
Chief Information Officer

MAKO - Content Server (CS) Properties

MAKO is MBIE's content management system (CMS) and uses OpenText CS16.4 software.

Content Server automatically stores and maintains a set of basic information for every item in the system. This information is displayed on a series of tabs on the item's **Properties** page. Different item types have different Properties tabs. For example, the **Link** tab appears only on the **Properties** page of Shortcuts to a Compound Document. In addition, the information that appears on a particular tab depends on the type of item. The **Multilingual Metadata Editor** icon might appear on the **Properties** page's **General** tab, next to the **Name** and **Description** fields.

The **Properties** page for different types of Content Server items varies. The following table describes the tabs that appear on the **Properties** page of an item.

Tab Name	Description
Audit	Displays an audit trail, or log of events, for an item. Typical audit events include: when the item was added, opened, or modified; the date of each action; and the user who performed the action.
Categories	Lists the custom Categories that are applied to an item.
Classifications	Records management classes
Category Audit	Displays an audit trail, or log of events, for Category attributes. Typical audit events include: the Category and attribute name; when the category and attribute were added, opened, or modified; the date of each action; and the user who performed the action.
Collection Items Audit	Displays information regarding operations performed on collected items. You can view information such as: the item event; status; name and path location; date; and the name of the user who performed the operation. Events are displayed in descending order by date. If the number of audit events exceeds the default page size, you can navigate through the pages in the same way that you navigate collected items
Columns	Displays options to personalise the column settings
General	Displays basic parameters and information about an item, such as: the date and time it was created; date and time it was last modified; the type and size of the item; and who currently owns it. Other information on this tab depends on the type of item. Source Information , if present, provides information on the origins of an item. For example, for an item that was originally created outside of Content Server, the Created Source Information property indicates its actual creation date, not the date it was added to Content Server.
Link	This tab appears only for a Shortcut that points to a Compound Document. It shows which Release or Revision of the Compound Document the Shortcut currently points to.
Presentation	Displays information about how a Workspace or container is displayed. The Presentation tab of a Properties page for a Project is unique
Ratings	Displays information about how other users have rated a Document.
Records Detail	Displays the records management fields e.g. date, status, schedule and more
References	Displays any Shortcuts or Generations that point to an item and information about the Shortcut or Generation.
Releases	Displays all Releases and Revisions of a Compound Document. For each Release and Revision, Content Server displays its name and number; the date and time it was created; and the user who created it.

Specific	Displays information that is unique to the item's type. This tab is present for items such as Documents, Compound Documents, Channels, Queries, URLs and Projects. The Specific tab of a Properties page for a Project is unique
Statistics	Displays all the Topics and Replies that have been posted to a Discussion, including: user names, number of Topics and Replies posted, total number posted, and the date of the most recent posting.
Versions	Provides access to all Versions of an item stored in Content Server. For each Version, Content Server displays such information as the Version number and the name of the user who created it. If your Content Server system uses multiple storage providers, this tab also shows where the file representing the Version is physically stored. Each Version displays its own Functions icon which you can use to work with a previous more information.

Modifying Item Properties

If you have the proper permissions, you can edit some of the information presented on a **Properties** tab. In some cases, a function can be performed *only* from an item's **Properties** page. These functions include:

- Updating the **General** tab to modify the **Name** and **Description** fields and change how the Document appears in its container. For example, you can make a Document appear in its container as Featured or Hidden.
- Updating the **Presentation** tab to display the News items in a Channel.
- Applying a Category to an item or edit an existing Category.
- Accessing a previous Version of the Document.
- Editing a Shortcut or viewing a list of all the Shortcuts to an item.
- Editing a URL.

Properties Pages for Versions

You can view any of the following **Properties** pages for a Version:

- **General Version Properties** page, which contains basic information about a particular Version of an item.
- **Specific Version Properties** page, which provides detailed information about a particular Version of an item.
- **Categories Version Properties** page, which displays the Categories and Attribute settings associated with a particular Version.
- **References Version Properties** page, which lists any Shortcuts or Generations that point to a particular Version.

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HOW TO PERFORM A QUICK SEARCH

Quick Search

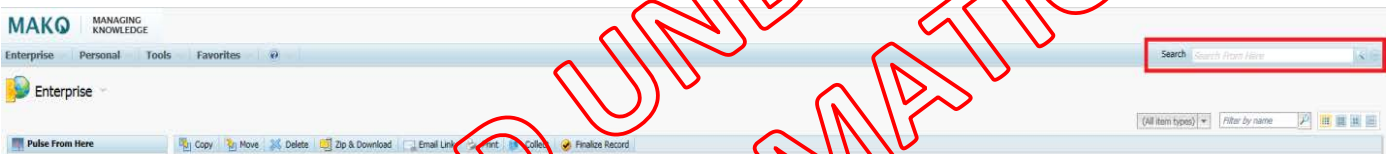
MAKO has a powerful searching index to assist you in retrieving information from within MAKO. All aspects of an item are searchable, including the body (content) of the document and the Metadata.

The Quick Search is the fastest and easiest way to retrieve information from within MAKO. This search is a “Google” like search that matches key words across the entire search index to compile the results.

PERFORM A QUICK SEARCH:

The Quick Search will first look in the area of the database you are sitting in by default. This means if you are in your Personal Workspace, the results will be relevant to that area. This applies to folders also.

To run a full content Quick Search, type your word(s) into the search field on the top right of your screen and hit Enter, or click the magnifying glass icon.



REFINING YOUR QUICK SEARCH:

If you are performing a Full Text search, then adding a Boolean Operator gives you greater control over the results returned by performing an inclusive search, an expansive search or a restrictive search, as listed below;

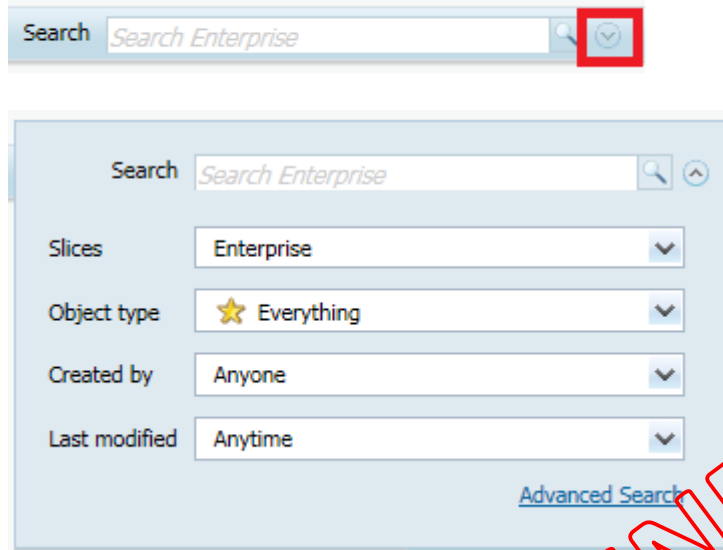
AND	Inclusive search; results must contain all of the words separated by AND.
OR	Expansive search; results will contain any of the words separated by OR.
NOT	Restrictive search; results returned will not contain the word following NOT.
“exact phrase”	Exact search; Quotation marks define an exact set of words for the database to retrieve.
* wildcard	Truncation; This expands a search term to include all forms of a root word (e.g., patent* retrieves patent, patents, patentable, patented, etc.)
	Alternative Spelling; Used to indicate an unlimited number of characters within a word (e.g., behavi*r retrieves behaviour or behavior)





The Quick Search panel provides the ability to put context around a set of search criteria before you run the search, enabling the database to complete the search more quickly and accurately.

1. Click the **drop-down arrow** next to the **Quick Search field** to show the panel



Slices	Choose if you search the current folder, or the whole of the Enterprise database
Object type	Define what you are looking for, either a folder or a file type you are searching for. E.g. Word, Excel, PDF
Created By	Search in your own documents or everyone's documents
Last modified	Set a predefined date range to your search.

2. Run your search by clicking the **magnifying glass icon** or tapping the **Enter key**, when your cursor is in the Quick Search field.



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HOW TO PERFORM AN ADVANCED SEARCH

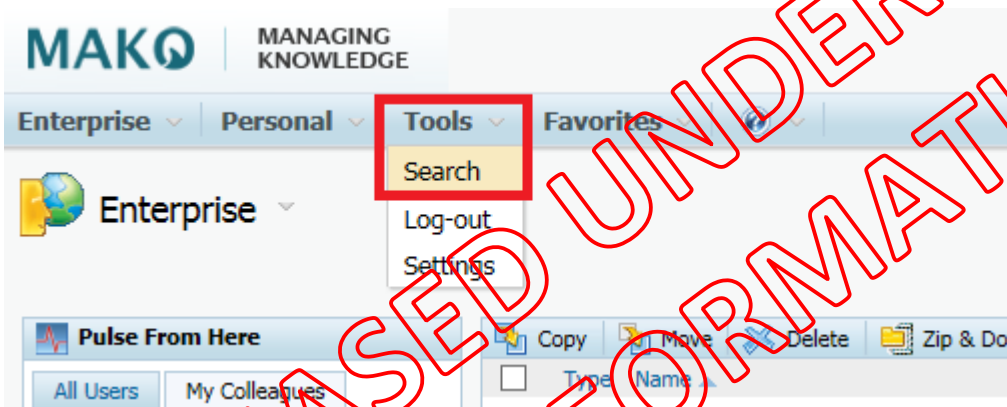
Advanced Search

MAKO has a powerful searching index to assist you in retrieving information from within MAKO. All aspects of an item are searchable, including the body (content) of the document and the Metadata.

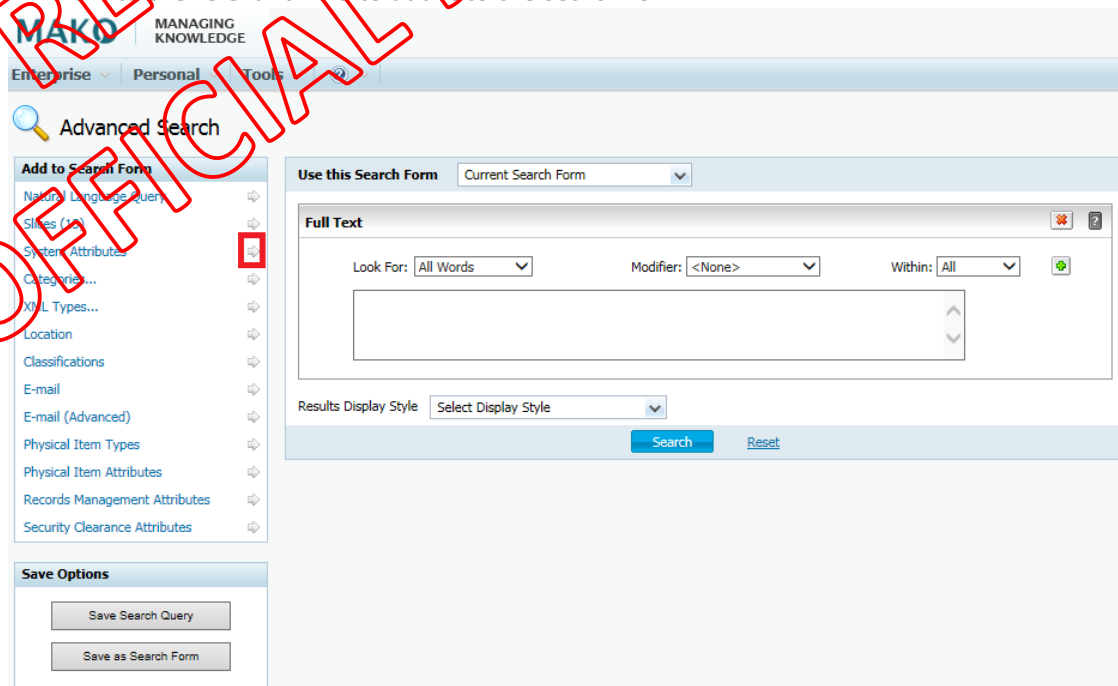
To refine your search criteria or to look for something specific (e.g. documents created by a specific user) the Advanced Search is the best tool.

PERFORM AN ADVANCED SEARCH:

1. To access the Advanced Search, click on **Tools** and select **Search**.



2. This form gives search fields for each aspect of the metadata, in addition to the full text search capability. In the **Add to Search Form** area on the left hand side of the screen, **click** the arrow icon next to the relevant field to add it to the search form.



NEED MORE HELP?

P.1 Select **MAKO** from the **Information and Data Service Request Form**





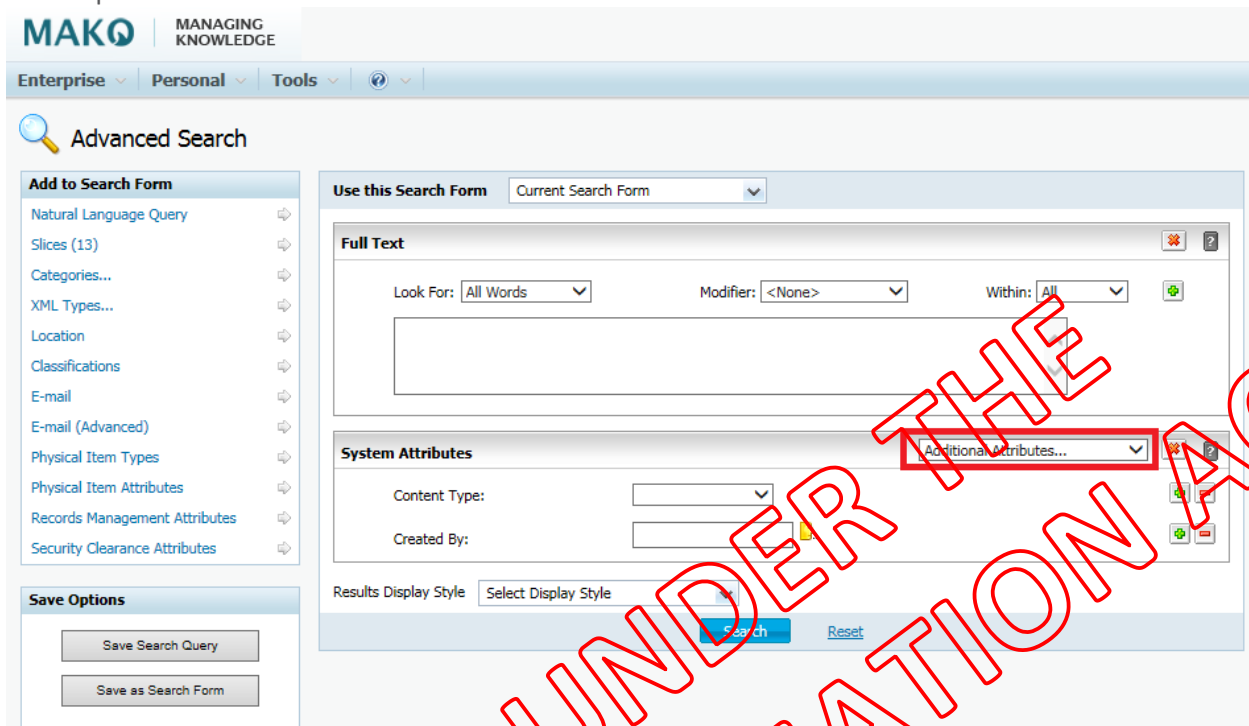
National Language Query	You can search MAKO with a Natural Language Query, which you enter as a question or one or more lines of text. MAKO then determines from your Query what criteria and keywords to search for, and runs the search.
Slices (13)	Slices allows users to search a particular folder and its contents (including subfolders)
System Attributes	Search for MAKO items with certain attributes. For example, you can search for all MAKO items with a <i>Created By</i> attribute that is set to a certain user.
Categories	MBIE does not assign categories to the documents saved into MAKO
XML Types	MBIE does not have any XML types
Location	Search a specific area in MAKO, such as a particular folder
Classifications	MBIE uses classifications for applying the retention and disposal schedule to information in MAKO and therefore will not have any interest to MAKO users
Email	Enables you to search for standard email properties, including subject, sender, recipient, and sent or received dates
Email (Advanced)	Enables you to search for a custom set of email properties that you select yourself
Physical Item Types	MBIE does not assign physical item types to information in MAKO
Physical Item Attributes	MBIE has very few items that have been assigned a physical item attribute
Records Management Attributes	This enables those that perform records management tasks in MAKO to search for information that has records management attributes assigned to them
Security Clearance Attributes	MBIE does not assign security clearance attributes to information in MAKO

- To **remove unwanted fields** from the search form, **click the Remove Component icon** located in the top right of each field. The fields are removed from the main part of the screen and are pushed back to the Add to Screen Form panel.

The screenshot shows the MAKO 'Advanced Search' interface. On the left is a panel titled 'Add to Search Form' with a list of search criteria: Natural Language Query, Slices (13), Categories..., XML Types..., Location, Classifications, E-mail, E-mail (Advanced), Physical Item Types, Physical Item Attributes, Records Management Attributes, and Security Clearance Attributes. The main area is titled 'Use this Search Form' and shows the configuration for the 'Current Search Form'. It includes sections for 'Full Text' (with 'Look For' set to 'All Words', 'Modifier' set to '<None>', and 'Within' set to 'All'), 'System Attributes' (with 'Content Type' and 'Created By' fields), and 'Results Display Style' (set to 'Select Display Style'). There are 'Search' and 'Reset' buttons at the bottom. A 'Save Options' panel at the bottom left contains 'Save Search Query' and 'Save as Search Form' buttons. A large red watermark 'OFFICIAL INFORMATION ACT' is overlaid diagonally across the image.

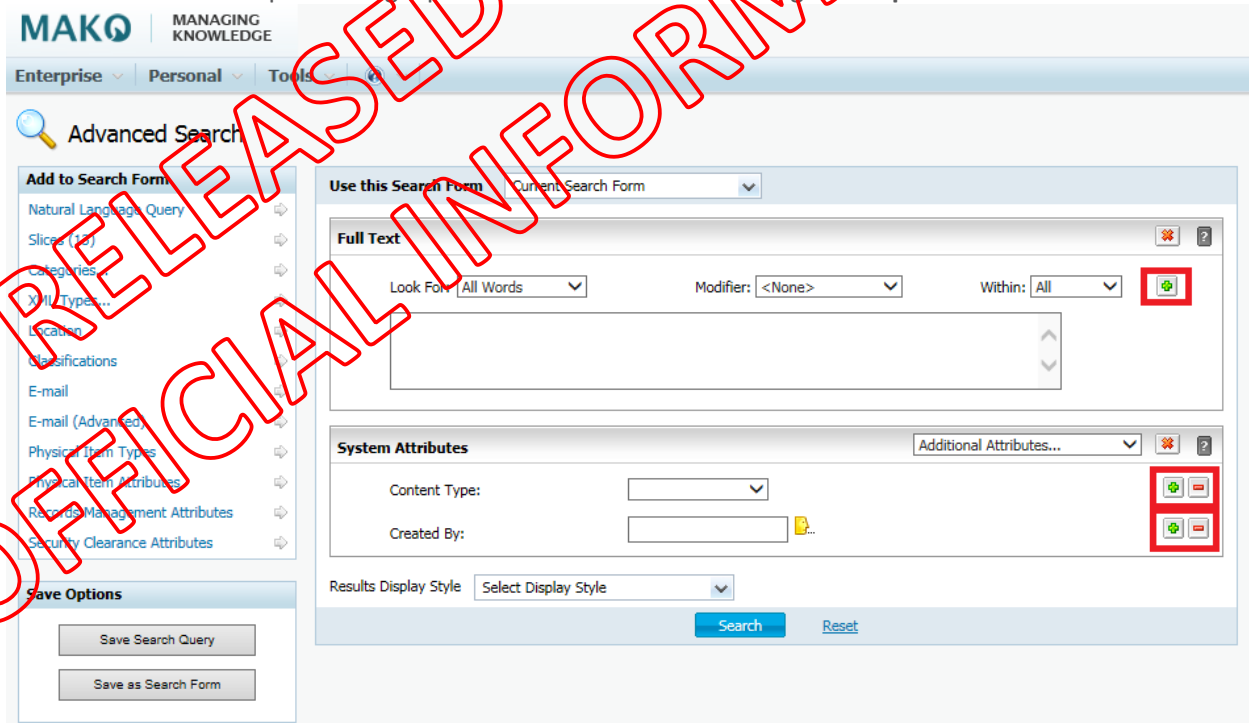


4. Some fields have additional information that you can add on to them using the **Additional Attributes** drop-down.



The screenshot shows the MAKO Advanced Search interface. On the left, there is a sidebar with 'Add to Search Form' and 'Save Options' sections. The main area is titled 'Use this Search Form' and contains a 'Full Text' search box with 'Look For: All Words', 'Modifier: <None>', and 'Within: All'. Below this is the 'System Attributes' section, which includes a dropdown menu labeled 'Additional Attributes...' that is highlighted with a red box. Other fields include 'Content Type', 'Created By', and 'Results Display Style'. A blue 'Search' button and a 'Reset' link are at the bottom.

5. You can also manipulate single parts of a search of a field using the **Duplicate** or **Remove** buttons.



This screenshot is similar to the previous one but highlights the 'Duplicate' and 'Remove' buttons. In the 'Full Text' section, the 'Within: All' dropdown is highlighted with a red box. In the 'System Attributes' section, the 'Content Type' and 'Created By' fields have 'Duplicate' (green plus) and 'Remove' (red minus) buttons next to them, which are also highlighted with red boxes.

6. When you have filled in the required fields, **run the search** by clicking on the blue **Search** button at the bottom of the screen.





HOW TO NAME YOUR DOCUMENTS AND FOLDERS

OVERVIEW

Do you struggle finding what you need due to poor naming of documents and folders?

Use this guide when naming documents, folders or producing team specific naming guidelines

HOW SHOULD I NAME MY DOCUMENTS AND FOLDERS?

Giving your document or folder a meaningful and enduring name helps you, and others, quickly and easily find it again. Consider the following practices when choosing names for your document and folders:

General Rules	Examples
Keep it concise and jargon free	Use: ✓ Voluntary Carbon Markets Project ✓ User Acceptance Testing Not: ✗ VCM Project ✗ Misc. Test Docs
Be descriptive and use meaningful words Include project names to add context	Use: ✓ User Experience Testing ✓ 2016-08-23 Auckland MAKO Training Travel Approval Not: ✗ Testing ✗ 2016 Travel Memos
Avoid repeating the name of the parent folder in documents or sub folder	Use: ✓ 2016 Applications Approved Declined
Avoid using personal names Exceptions may exist where names are required for unique identification e.g. staff files, external applications. If unsure, ask for advice	Use: ✓ Leadership Training Course Feedback ✓ ICT Acceptable Use Policy ✓ 2015-16 Performance Agreement – John Smith Not: ✗ Jane’s Training Comments ✗ John’s Policy Folder
Avoid acronyms and abbreviations Acronyms require context and quickly lose meaning over time, unless they are commonly understood e.g. NZ, MBIE, , Ltd For clarity add the acronym after the name in full	Use: ✓ Building Information Manual (BIM) ✓ Briefing to the Incoming Minister (BIM) ✓ Department of Internal Affairs (DIA) Not: ✗ BIM ✗ DIA

NEED MORE HELP?





Use a standard date format consistently	<p>Use:</p> <ul style="list-style-type: none"> ✓ 2011-12 (<i>financial year</i>) ✓ 2016-2020 (<i>range</i>) ✓ 2014-04-03 (<i>specific date</i>) ✓ Summary of Findings – 2016-01-11
Include the subject and date (year-month-day)	
Separate date components with a hyphen	<p>Use:</p> <ul style="list-style-type: none"> ✓ 08 April 2011 <p>Not:</p> <ul style="list-style-type: none"> ✗ 8 Apr 2011
Write the month in full	
Avoid special characters	<p>Do not use the following special characters:</p> <ul style="list-style-type: none"> • Tilde ~ • Number sign / Hash # • Percent % • Ampersand & • Asterisk * • Braces { } • Backslash \ • Colon : • Angle brackets < > • Question mark ? • Slash / or \ • Pipe • Quotation mark ! <p>Use:</p> <ul style="list-style-type: none"> ✓ Quarterly Reports <p>Not:</p> <ul style="list-style-type: none"> ✗ Qtr. Reps
If you need to use punctuation, use a hyphen	
Use spaces between words	<p>Use:</p> <ul style="list-style-type: none"> ✓ Summary of Findings <p>Not:</p> <ul style="list-style-type: none"> ✗ SummaryFindings
Use capitalisation correctly	<p>Use:</p> <ul style="list-style-type: none"> ✓ Jane Smith ✓ NZ <p>Not:</p> <ul style="list-style-type: none"> ✗ jane smith ✗ nz
Capitalise the initial letters of names	
Acronyms should be in BLOCK capitals	


CREATING FOLDERS IN MAKO

This Tip and Trick can be used when requesting folders in MAKO to ensure your colleagues know what to save into those folders and what information they can find there.

MORE RESOURCES ON NAMING YOUR DOCUMENTS AND FOLDERS

For an informative and fun way to understand the implications of poor naming of documents and folders, we highly recommend viewing this video developed by the National Archives of Australia:

[What's In a Name? A Guide on Naming and Titling your Documents and Files](#)

 If you require help or more advice on naming your documents and folders, please log a request using the [Service Request Form](#). Select **Records** in the drop down list and choose the **Need other records management advice or help** option.

