

Office of the Prime Minister

Prime Minister

Minister for National Security and Intelligence

Minister for Child Poverty Reduction

Minister Responsible for Ministerial Services

Associate Minister for Arts, Culture and Heritage



Kurt Jarrett

fyi-request-16816-005a0486@requests.fyi.org.nz

Ref: PMO 2021-245

Dear Kurt Jarrett

Official Information Act request relating to the Prime Minister's computer fault

Thank you for your Official Information Act 1982 (the Act) request, which was transferred from the Department of the Prime Minister and Cabinet to the Prime Minister on 29 September 2021. You requested:

Please supply the actual indicated fault, and the resolution for The Prime Minister's computer that froze On the afternoon of 20/9/2021

Microsoft log files please. If the Solution was simply switching off and on again at what time did that occur.

The Prime Minister experienced a technical issue with her laptop between 3:47pm and 3:49pm on Monday 20 September 2021. The laptop was then restarted at approximately 3.50pm and updated.

Your request for the *Microsoft log files* is refused under section 18(e) of the Act as the document alleged to contain the information requested does not exist, or despite reasonable to locate it, cannot be found.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Raj Nahna'.

Raj Nahna
Chief of Staff