IR-01-24-25428

14 August 2024

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Tēnā koe James

Request for information

Thank you for your Official Information Act 1982 (OIA) request of 21 July 2024, in which you asked for information regarding Police's Information Request Tool (IRT).

My response to each part of your request can be found below.

1. *What software is used for the IRT? Is it a commercial tool or is it created internally, or a combination of both?*

IRT is Police's real-time workflow tool for logging, managing and reporting on Official Information Act (OIA) requests, Privacy Act Requests and Ministerial OIA requests. IRT came into effect in April 2018 and replaces the previous Information Request System (IRS).

Requests for information about national or Police National Headquarters related topics are managed in IRT by the Police Ministerial Services team. Requests for information relating to the districts are managed in IRT by Service Group (on behalf of the Northland, Waitemata, Counties Manukau, Bay of Plenty, Central, Eastern, Wellington, Tasman, Canterbury, and Southern districts), and Auckland City and Waikato Districts.

IRT comprises of a custom application and workflow developed on the IBM Business Automation Workflow (BAW) platform.

2. *Please provide documentation for training and use for the IRT. The two most relevant documents here would be sufficient.*

Please find attached two documents that relate to the use of IRT.
Please note, it has been necessary to withhold some information within these documents under the following sections of the OIA:

- 9(2)(a): the withholding of the information is necessary to protect the privacy of natural persons
- 6(c): the making available of that information would be likely prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial.

3. *Please provide a list of all documents about the training and use of the IRT. The title and/or heading of the document is sufficient.*

The following documents show the current use of IRT by Service Group:

- IR – Assigning a Request in IRT – Quick Reference Guide

- IR – Change District in IRT – Quick Reference Guide
- IR – Claiming a Request in IRT – Quick Reference Guide
- IR – Closing a Request in IRT – Quick Reference Guide
- IR – Email to IRT Automation – Quick Reference Guide
- IR – Finding Requests in IRT – Quick Reference Guide
- IR – Logging a Request in IRT – Quick Reference Guide
- IR – Managing Workload and Requests in IRT – Quick Reference Guide
- IR - Making an Extension - Quick Reference Guide
- IR – Sending an SME Task in IRT – Quick Reference Guide
- IR – Setting up IRT – Quick Reference Guide
- IR - Transferring a Request to Another Agency - Quick Reference Guide
- IR – Updating the Worklog in IRT – Quick Reference Guide
- IR – Uploading Documents to IRT – Quick Reference Guide
- IR – Changing a request to another district in IRT – Service Group Informer.

The way Districts use IRT has changed over time. The below documents relate to these changes:

- District guide to IRT 2018
- IR – IRT Short codes – Service Group Informer 29/09/2020
- IR – Changing a request to another district in IRT – Service Group Informer
- IR – Logging and viewing requests in IRT – Service Group Informer
- IR – Full access to IRT and IR shared emails; submit to Compile Response queue – Service Group Informer
- IR – IRT Short codes – Service Group Informer
- IR – IRT Upgrade 19.03.2024 – Service Group Informer
- New level dashboards in IRT – Email of 15 July 2024
- IR – Logging and viewing requests in IRT – Service Group Informer.

Police considers the interests requiring protection by withholding the information are not outweighed by any public interest in release of the information.

Please note that as part of its commitment to openness and transparency, Police proactively releases some information and documents that may be of interest to the public. An anonymised version of this response may be publicly released on the New Zealand Police website.

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

Nāku noa, nā

Matt Winter
Chief Information Officer
New Zealand Police

Information Request Tool (IRT) instructions

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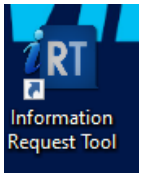
Accessing IRT

This document is a supplementary resource to the very useful video instructions available here: OIA Navigating the IRT platform | Ten One - New Zealand Police Intranet

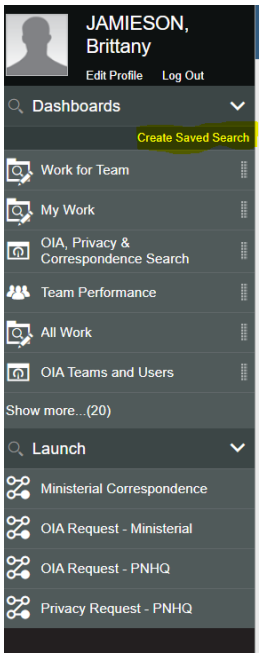
The Information Request Tool (IRT) can be accessed via the icon on your desktop or alternatively via the following link: https://svbpmps.police.govt.nz/ProcessPortal



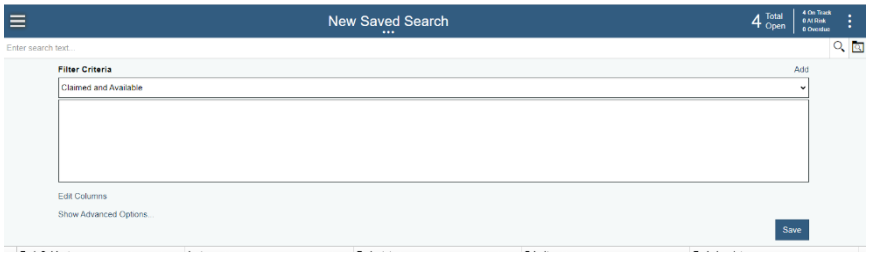
Ensure you open this in Chrome (not Edge) for best performance ability. Log in using your QID and enterprise password.

To set up your own folders to view work assigned to yourself and your team, follow the below instructions.

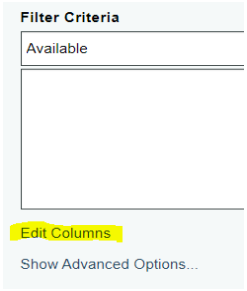
Setting up ‘Team Work’ folder



1. In the side panel, click on the ‘create saved search button’. This will then take you to this screen

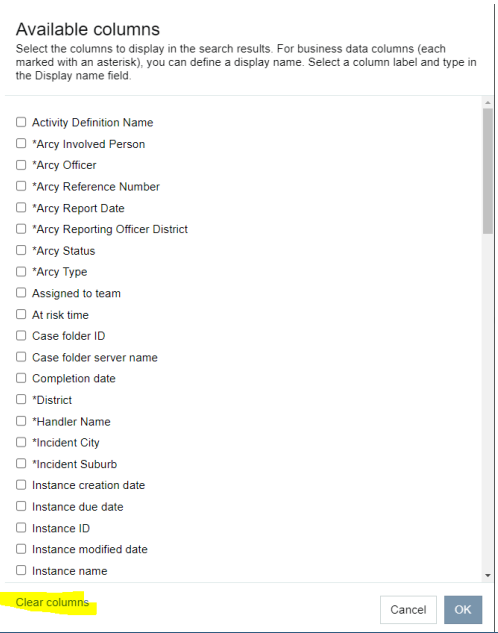


2. Drop down the first box and select ‘Available’ and then click the ‘edit columns’ button



3. Hit the ‘clear columns’ button in the bottom left-hand corner and then tick the following boxes:

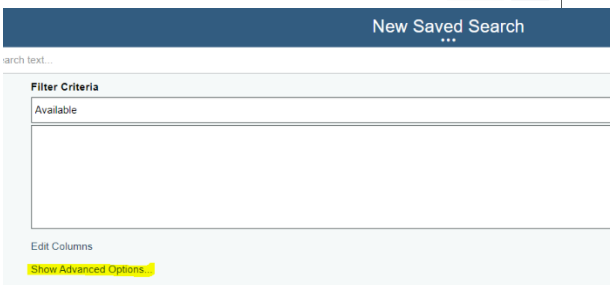
- Record number
- Requestor First Name
- Requestor Last name
- Task due date
- Task received date
- Task subject



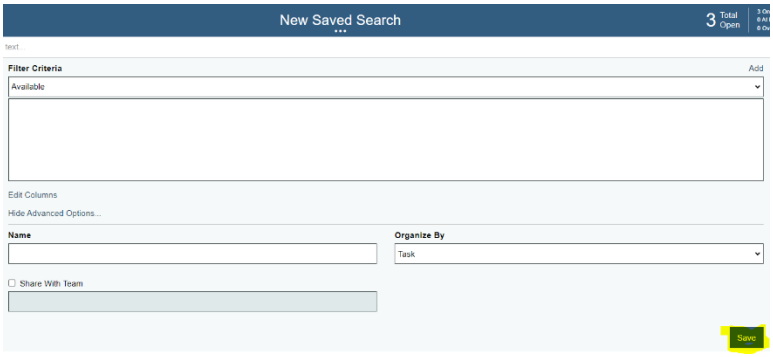
Once all are ticked, click the ‘OK’ button in the bottom right-hand corner

4. Once back on the main page click ‘show advanced options’

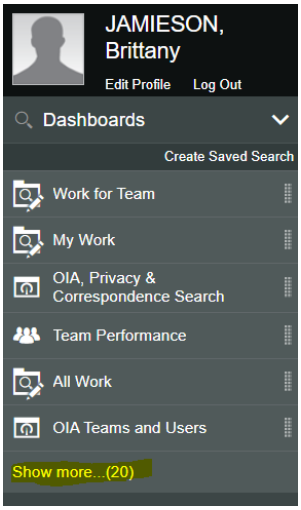
Here you can name the saved search. I suggest naming this one “Work for Team”



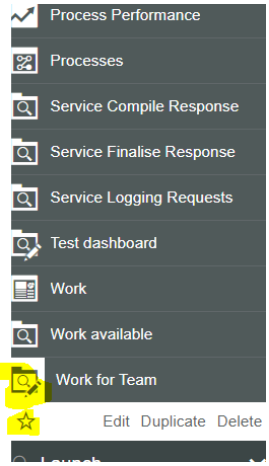
5. after naming, click the ‘save button’ on the right-hand side



6. Your new group will now be accessible in your side panel by clicking the ‘show more’



7. find the group you have just created, click the icon on the left-hand side of it and ‘star’ it so it adds to favourites and appears at the top of your side panel

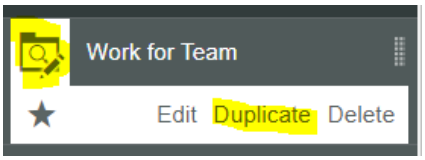


8. Now whenever you click into this saved search you have created you can see any work that is assigned to your team.

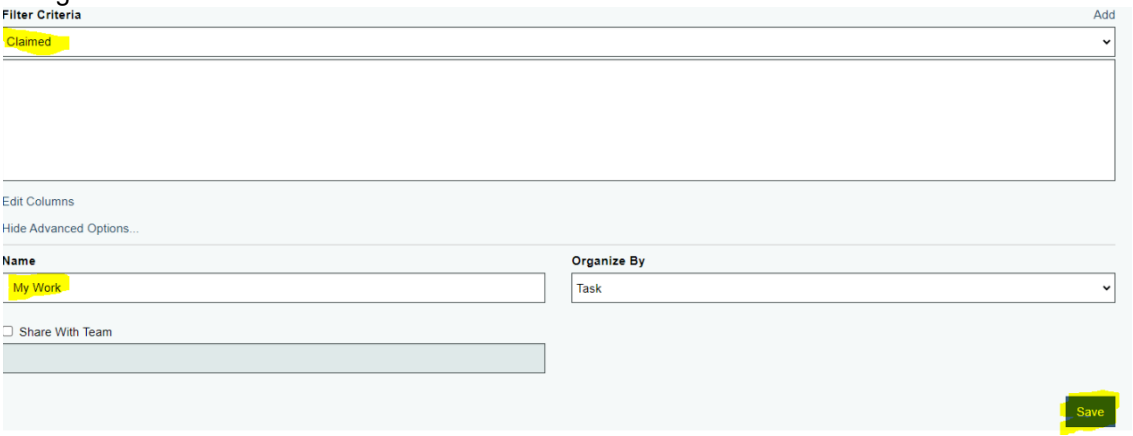
Setting up ‘My Work’ folder

Now you have created your ‘Work for Team’ folder we can essentially copy this saved search with some minor adjustments to create your own work folder

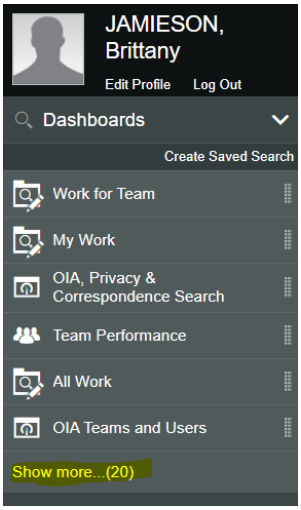
1. Click the icon on the right-hand side of your ‘Work for Team’ folder and hit the ‘Duplicate’ button



2. Change the first drop down box to ‘claimed’ and then name this new saved search. I would suggest naming it “My Work”. Click ‘save in the bottom right-hand corner



3. Your new group will now be accessible in your side panel by clicking the ‘show more’

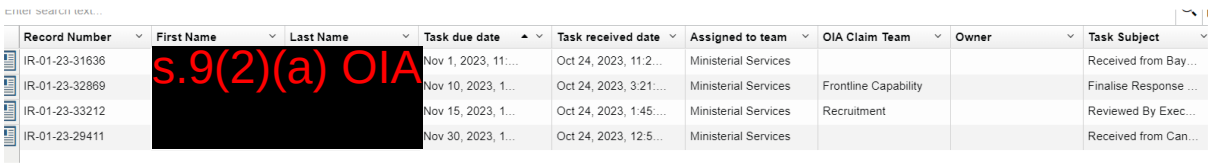


4. find the group you have just created, click the icon on the left-hand side of it and ‘star’ it so it adds to favourites and appears at the top of your side panel

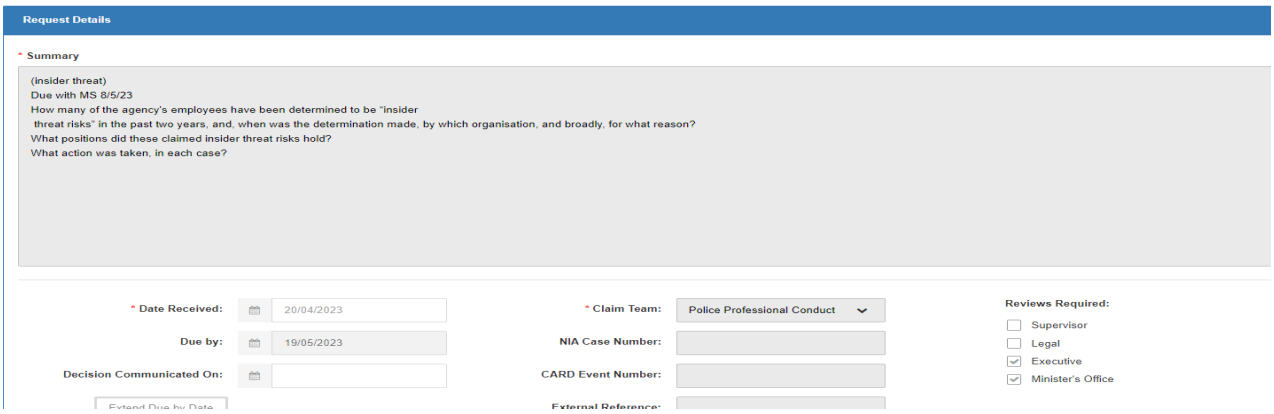
5. Now whenever you click into this saved search you have created you can see any work that is assigned to you specifically.

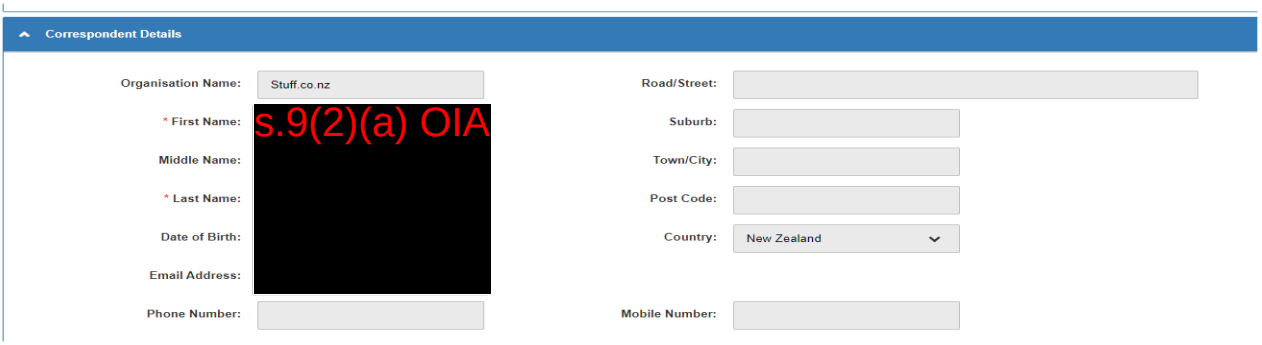
To make these new saved searches viewer friendly, click in to one of your new saved searches and hit the three dots underneath the title

Change this to table view, which will show the files as below



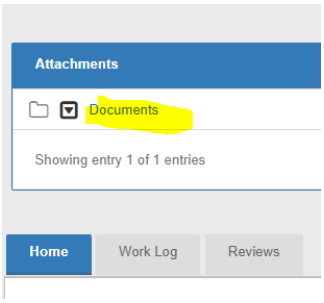
Once in any of your saved search folders (Work for Team or My Work), you can click into any of these for further information about the request, requestor, due dates etc.

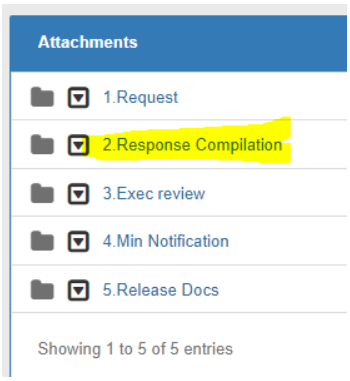




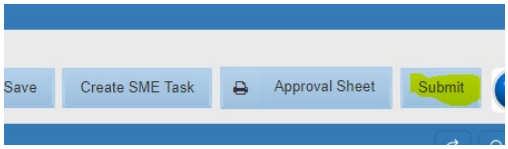
If you access the worklog tab, you can see record notes on progress of the request, consultations that have occurred, work required etc. This is a great place to make your own notes on the progress of the request, this also helps keep Ministerial Services informed on how to response is tracking.

If you click the *Documents* button up the top of the screen, you will see 5 folders. The *Response Compilation* folder is used to upload the response document and any relevant attachments.



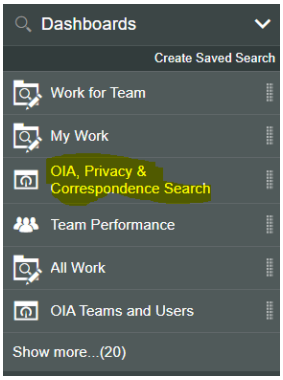


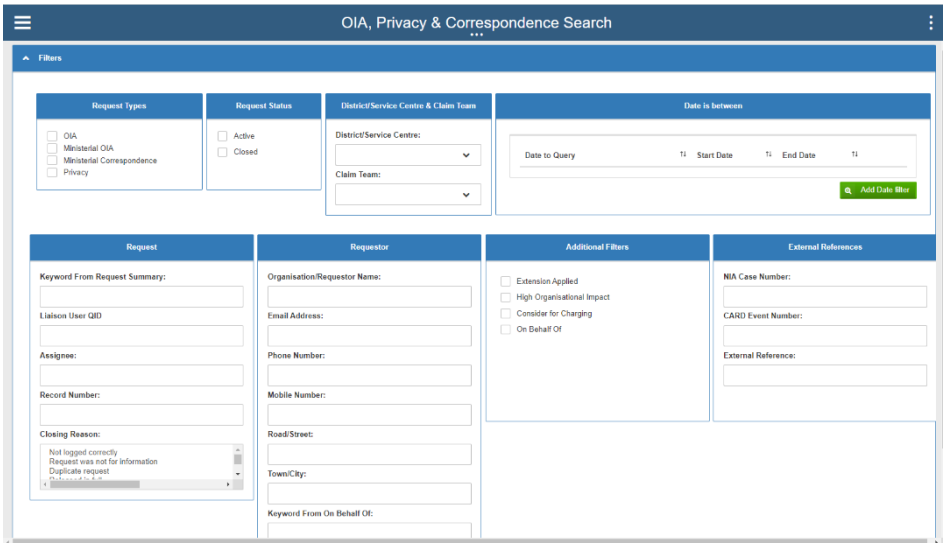
Once you have drafted the response, uploaded this along with the Director approval, you can hit the submit button in the top right-hand corner. This will send the file to Ministerial Services who will begin the review process.



Using the search function in IRT

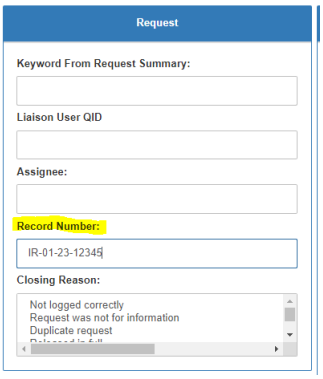
In the side panel, click the ‘OIA, Privacy & Correspondence Search’ button. This will take you to the following page:





Here you can search up specific requests, topics and requestors.

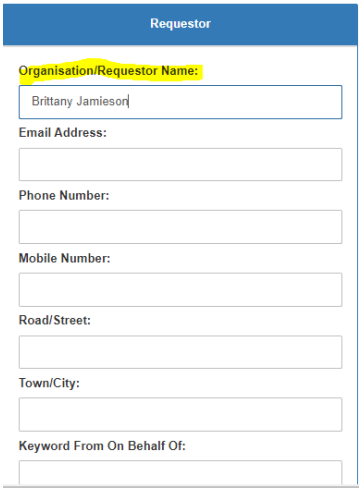
If you want to search a for a **specific file**, you need to put the full reference number in the ‘record number’ section

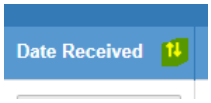


If you want to search for a **specific requestor**, you need to put their name in the ‘Organisation/Requestor Name’ section

Please note, although you have put in a specific name, the IRT function’s capacity is limited and will produce a number of results that are not specific to your requestor’s name.

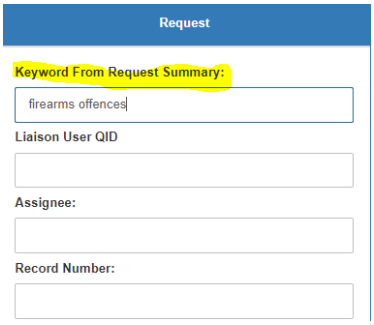
The search automatically appears oldest-newest so I’d suggest filtering by ‘date received’ to adjust to newest to oldest, as the more recent will be most relevant



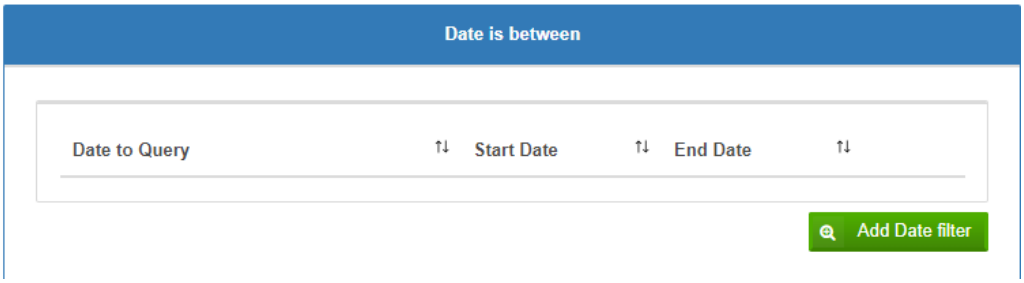


If you want to search for a **specific topic**, you need to put the key words in the ‘Keyword From request Summary’ section

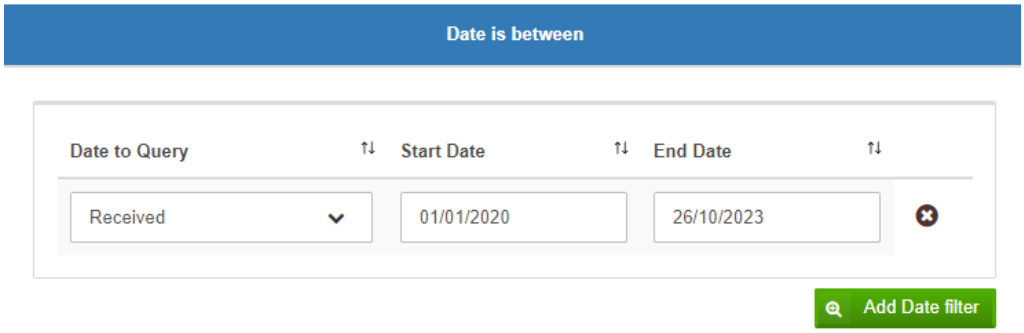
As above, the search function’s capacity is limited and this search may produce items outside of scope also. I’d suggest filtering by ‘date received’ to adjust from newest to oldest.



Please note, the search function defaults to only searching to previous two years. If you want to search outside of this timeframe you will need to add a date filter. This is done by clicking the ‘add date filter’ button



Here you can set the date received between perimeters



User's Guide to IRT (Information Request Tool)

PNHQ OIA Requests

ROLE-BASED USER GUIDE

NEW ZEALAND POLICE
Ngā Pirihimana o Aotearoa

Return to process

Return to process

INTRODUCTION

The Information Request Tool (IRT) is Police's real-time workflow tool for logging, managing and reporting on OIA, Privacy and Ministerial OIA requests. It came into effect in April 2018 and replaces the previous Information Request System (IRS). IRT is used by all districts, service centres and PNHQ groups to manage these requests. You can access this tool through this link, https://svbpmps.police.govt.nz/ProcessPortal, or via the IRT icon on your desktop. The tool needs to be used on the Chrome browser, not via Internet Explorer.

This guide shows you how to use IRT to complete an OIA request at Police National Headquarters (PNHQ). Separate guides have been developed for PNHQ Privacy Act requests, District OIA requests and District Privacy Act requests.

The following requests should be entered into IRT:

- information requested under the OIA or Privacy Act (basically the requests that come in from members of the public and media)
- requests from the Ministry for Children, Oranga Tamariki, (MCOT) which fall under the information for court proceedings
- requests from Lawyer for Children or Lawyer for Family Court
- requests from agencies where there is a Memorandum of Understanding (MOU) in place
- insurance requests, NOT including Traffic Crash Reports (TCRs).

This guide should be read in conjunction with the *Disclosure under the Official Information Act 1982 (OIA)* which can be found on the Police Instructions site. This Police Instructions chapter details Police procedures and requirements under the OIA for responding to requests for information. It also includes information on how to complete revised and new national processes such as:

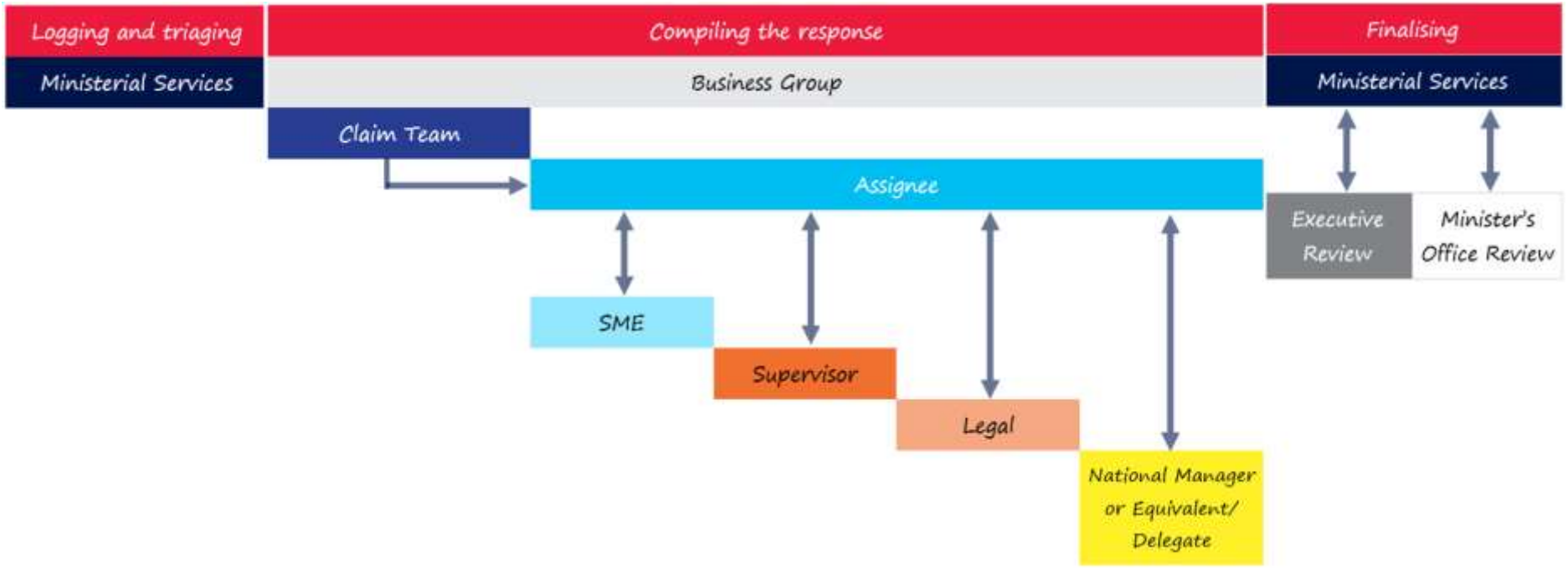
- the triage approach
- marking a request as confidential
- marking a request as having high organisational impact.

Return to process

PROCESS OVERVIEW

This guide highlights what tasks need to be completed in each role and how each role relates to the system and process. Each role has been allocated a colour to make it easy for you to find the sections relevant to your role. Look for the colour that relates to your role at the top right hand corner of each page.

OIA requests follow a defined process through a number of teams and roles. Each role plays a key part in the process. Set out below is a simple process map of the stages an OIA request goes through. The map shows the standard roles that play a part in logging the request and preparing the response.



Click on your role to get started.

Ministerial Services
Claim Team
Assignee
Subject Matter Expert (SME)
Supervisor
Legal
National Manager or Equivalent/Delegate
Executive Review
Minister's Office Review

Return to process

MINISTERIAL SERVICES (LOGGING AND TRIAGING)

ABOUT

Ministerial Services are responsible for the initial logging and triaging of PNHQ OIA requests. Ministerial Services send the request to the relevant business group for the response to be prepared, then moves the draft response through the approval and finalisation process. Ministerial Services is also responsible for managing transfers to other agencies and organisations.

TASKS

Logging

An OIA request can come through to Ministerial Services in a multitude of ways. If submitted through the Police website it is automatically logged in the IRT. If it is automatically logged you can start working through the triaging of the request. Requests can also come via email, phone call, be sent in the post or handed to Police in person. If this the case it is necessary to log the request in the system.

To do this, follow the tasks below.

- Logging in
- Manually logging a request
- Claim request
- Setting up your dashboard

Triaging

Ministerial Services are responsible for triaging each request to ensure that the details are correct and that the request belongs with PNHQ. For more details on the triaging process, look at the *Disclosure under the Official Information Act 1982 (OIA)* document.

To triage the request, follow the tasks below.

- Transferring request (full and partial)
- Change district
- Confirmation of identity
- Mark as confidential
- Mark as high organisational impact
- Normal/high priority
- Special instructions - worklog
- Attaching documents
- View attachments

Next steps

- Assign to business group for compiling response
- Searching requests
- Extension request

Return to process

MINISTERIAL SERVICES (FINALISING)

ABOUT

Ministerial Services is responsible for receiving the draft response back from the business group, ensuring all the relevant information is attached in IRT and putting the response through any approval process. Ministerial Services also manages the sign-out process and sending the completed request to the requestor.

TASKS

Checking response is ready for Executive

- Is an approval sheet completed and attached?
- Is the draft response completed and supporting information attached?
- Endorsed by National Manager?
- Check worklog

Executive review

- Ministerial Services decide if the request needs an Executive review. If it does, follow the steps below. If it doesn't, go to the Response to requestor section. Send to Executive review
- Action the Executive review

Minister's Office review

Ministerial Services must also decide whether a Minister's Office review is required. The Executive may also indicate during the approval process that the response needs to be sent to the Minister's Office for review. It is then Ministerial Services' responsibility to do this.

- Submit for Minister's Office review
- Action the Minister's Office review

Response to requestor

Ministerial Services are responsible for managing, in conjunction with the business group, signatures and any other relevant sign-out processes prior to sending out the request to the requestor.

- Attach signed final response
- Communicate decision and/or response
- Close request

Return to process

CLAIM TEAM

ABOUT

Once a request has been assigned to a business group, it goes to the business group's claim team. A notification is sent via email and the claim team is able to access the request through the link in this email. The claim team is responsible for triaging the request and assigning it to an appropriate assignee in their business group to prepare the response.

TASKS

Getting started

- Email notification of request
- Logging in
- Claim request
- Setting up your dashboard

Triaging

Before you start triaging or taking any further steps make sure that the request is **In-Progress**.

- Recommend for transfer (full and partial)
- Reject
- Mark as confidential
- Mark as high organisational impact
- Normal/high priority
- Extension (claim team)
- Special instructions - worklog
- Attaching documents
- View attachments

Next steps

- Assign to assignee
- Team Performance Dashboard
- Check your team's task list
- Check a team member's task list
- Reassign to a new assignee
- Searching requests

Return to process

ASSIGNEE

ABOUT

A member of the claim team assigns the request to the assignee (the person responsible for drafting the response). The assignee will then receive an email notification. They can access the request through the link provided in this email, or log into IRT and access the request through their dashboard.

The assignee is responsible for preparing the draft response, including any review by their supervisor and/or Legal, and getting the draft response endorsed by the business group's National Manager or Equivalent/Delegate.

TASKS

Getting started

- Email notification of request
- Logging in
- Claim task
- Setting up your dashboard

Triage

- Recommend for transfer (full and partial)
- Reject
- Mark as confidential
- Mark as high organisational impact
- Normal/high priority
- Extension (assignee)

Preparing response

The *Disclosure under the Official Information Act 1982* document is on the intranet on the Police Instructions site and can be used to support the assignee in compiling the response.

- Searching requests
- Team Performance Dashboard
- Check your team's task list
- Check a team member's task list
- Reassign to new assignee
- Create SME task
- Supervisor review
- Legal review
- Attaching documents
- View attachments
- Recommend for Executive review
- Worklog

Endorse response

- Approval sheet
- Submit draft response

Return to process

SUBJECT MATTER EXPERT (SME)

ABOUT

A Subject Matter Expert (SME) refers to any member of Police who has information that will help the assignee in preparing the response. The SME is responsible for providing the relevant information when this is requested of them by the assignee. An SME will be alerted to a task by an email notification. The assignee may also have contacted the SME separately to advise them of the upcoming task. This is important in cases where a SME may not have responded to an OIA before or might be unsure of what is expected. The SME completes their task in IRT before returning the task to the assignee.

TASKS

- Logging in
- Claim request
- Setting up your dashboard
- Compile information
- Attaching documents
- View attachments

Return to process

SUPERVISOR

ABOUT

The supervisor receives the draft response from the assignee and is responsible for reviewing it. The supervisor in IRT is the line supervisor for the assignee. This is because IRT links directly to Police's HRMIS system. If an assignee needs a draft response to be reviewed by a supervisor other than their line supervisor, that review must be done outside of the system. The assignee must note the outcome of that review in the worklog. The supervisor should review the draft response before it is sent to Legal for review (if required).

TASKS

- Logging in
- Claim request
- Setting up your dashboard
- Review the request
- Worklog

Return to process

LEGAL

ABOUT

The role of the Legal team is to review the draft response if the business group deems it necessary. The Legal team receives the request once it has been drafted by the assignee and reviewed by the supervisor. The assignee will have noted in the worklog exactly what they need reviewed.

Note: *The assignee may seek advice from a member of the Legal team at any stage of preparing the response. The outcome of that advice should be noted in the worklog, along with the name of the person in the Legal team who provided the advice. This is useful if follow-up is needed at a later stage.*

TASKS

- Logging in
- Claim request
- Setting up your dashboard
- Worklog
- Review the request
- Attaching documents
- View attachments

Return to process

NATIONAL MANAGER OR EQUIVALENT/DELEGATE

ABOUT

The National Manager or Equivalent/Delegate is responsible for endorsing the draft response. It is the assignee's responsibility to request this endorsement. The draft response needs to be endorsed both on the hard-copy approval sheet as well as in IRT. Some business groups may elect to have the assignee complete the endorsement in IRT, as long as the endorsement by the National Manager or Equivalent/Delegate is noted on the approval sheet.

TASKS

- Logging in
- Claim task
- Setting up your dashboard
- National Manager or Equivalent/Delegate endorsement

Return to process

EXECUTIVE REVIEW

ABOUT

Ministerial Services determines if the draft response needs to be approved by the Executive before it is sent to the requestor. If it doesn't need Executive approval, Ministerial Services works directly with the business group to have the response signed, then sends it to the requestor and closes the request record.

When a response requires Executive approval, Ministerial Services manages this process both in hard copy and in IRT. The steps are outlined below.

- Ministerial Services delivers the hard copy of the file to the Executive Receptionist. At the same time, they submit the electronic file (IRT record) for Executive review. Ministerial Services needs to ensure the draft response has been endorsed by the National Manager before the record is submitted for Executive review.
- The Executive Receptionist checks that the hard copy and the IRT record contain the correct documentation, including endorsement by the National Manager or Equivalent/Delegate.
- The Executive Receptionist takes the hard copy to the Executive Assistant (EA) for the intended Executive member. At the same time, the Executive Receptionist reassigns the request to the EA for that Executive member. That EA gives the hard copy file to their Executive member for approval. Once it is completed that EA logs into IRT via the email notification sent by the Executive Receptionist, enters the result of the Executive member's review and reassigns the request record to the EA for Public Affairs. The EA then hands the hard copy to the EA for Public Affairs.
- The EA for Public Affairs manages the approval process of the hard copy file with the Executive member for Public Affairs and enters the result of that in IRT, then submits it to Ministerial Services. They return the hard copy to the Executive Receptionist.
- Ministerial Services receive email notification and can view via their dashboard when the Executive review process is completed. Ministerial Services also collect the hard copy file from the Executive Receptionist.
- Ministerial Services reviews the result of the Executive approval process and coordinates with the business group any amendments. If there are any changes the amended response will be attached to the record in IRT either by Ministerial Services or the business group. In some cases, where there are significant amendments to be made, the file may need to be re-submitted for Executive review.

TASKS

- Logging in
- Claim task
- Setting up your dashboard
- Assign to EA for appropriate Executive member
- Assign to EA for Public Affairs
- Submit to Ministerial Services

Return to process

Return to process

MINISTER'S OFFICE REVIEW

ABOUT

A hard copy of the request and response is sent to the Minister's Office if required. The Minister's Office reviews and then signs the hard copy and may provide comment. Ministerial Services are responsible for monitoring its return to Ministerial Services.

Return to process

LOGGING IN

Ministerial Services are full-time users of IRT, therefore they log in each day and view any new work or the progress of in-flight requests via their dashboard.

Non-standard users will receive an email notification that they have a new request or a task to complete. These vary according to your role but name you in the email so you are aware of what task you need to complete.

Role	Notification
Ministerial Services	A request has been logged or a request has come back from the business group. Ministerial Services need to manually enter a request (so they log in and proceed from there).
Claim team	A request is waiting to be claimed and assigned to someone in your assignee team.
Assignee	You have been assigned a request.
SME	You have been given a task.
Supervisor	You have been assigned a request to review.
Legal	You have been assigned a request to review.
National Manager or Equivalent/Delegate	You have been assigned a request to endorse.
Executive	You have been assigned a request to approve.

Return to process

STEPS

1. If you are a **frequent** user you will most likely access IRT through your favourites.
2. If you are an **infrequent** user, you will most likely rely on the email notification to alert you that you have a new task or request assigned to you. Click the link sent to you in the email to get to the IRT login screen.
3. Use your Enterprise logon and password to log into the system.

Note: *The system for the request is called the IRT, and this sits within the BPM log in. Make sure that you are using Google Chrome to access IRT.*

RELATED TASKS

- Claim requests
- Searching requests

Return to process

CLAIM REQUEST

Ministerial Services are full time users of the system, therefore they claim requests and tasks as they come in via their dashboard.

Non-standard users will receive an email notification with a link in it, notifying them about the request or task. Once you have clicked the link and logged in, you will be able to claim the task. You can also open IRT via the desktop icon or you may have already saved it in Favourites in your browser.

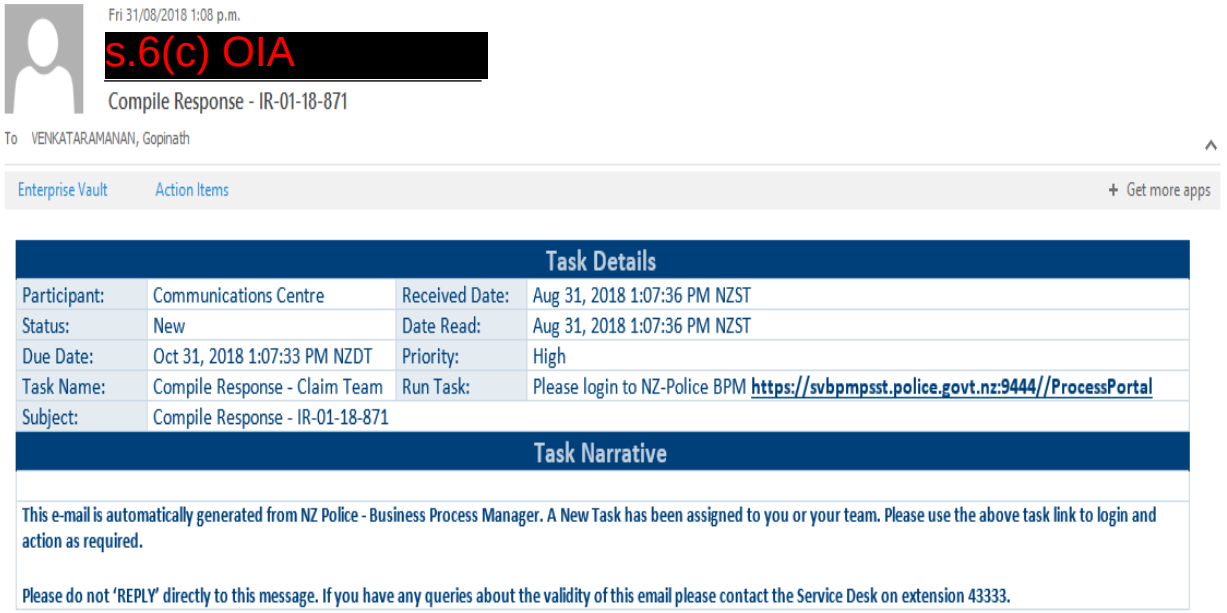
This table highlights why each role will claim a request, and what this request will most likely be called.

Role	Notification
Ministerial Services	Claims a **new request** when it comes in so that they can triage it and send it to the relevant business group. Claims the **request** again, once the assignee sends it to them. Claims the **request** from their dashboard when it is moving between the different reviews – Executive review and Minister's Office review.
Claim team	Claims a **request** when it comes in so that they can triage it and send it to the correct assignee in their group.
Assignee	Claims a **request** when it comes in so that they can compile the response.
SME	Claims a **task** when it comes in so that they can answer the question that the assignee has sent them.
Supervisor	Claims the **task** when the assignee sends it to them for review.
Legal	Claims a **request** when it comes in so that they can review the response.
National Manager or Equivalent/Delegate	Claims the **request** when the assignee sends it to them for endorsement.
Executive	Claims the **task** when it is sent from Ministerial Services and also between them as a team.

Return to process

STEPS

1. You will receive an email notification. It will look similar to the image to the right, (the task name and subject will change dependent on your role).
2. Click the link in the email. You will find this under **Run Task** on the right-hand side.



Fri 31/08/2018 1:08 p.m.

s.6(c) OIA

Compile Response - IR-01-18-871

To VENKATARAMANAN, Gopinath

Enterprise Vault Action Items + Get more apps

Task Details			
Participant:	Communications Centre	Received Date:	Aug 31, 2018 1:07:36 PM NZST
Status:	New	Date Read:	Aug 31, 2018 1:07:36 PM NZST
Due Date:	Oct 31, 2018 1:07:33 PM NZDT	Priority:	High
Task Name:	Compile Response - Claim Team	Run Task:	Please login to NZ-Police BPM https://svbpmpsst.police.govt.nz:9444//ProcessPortal
Subject:	Compile Response - IR-01-18-871		

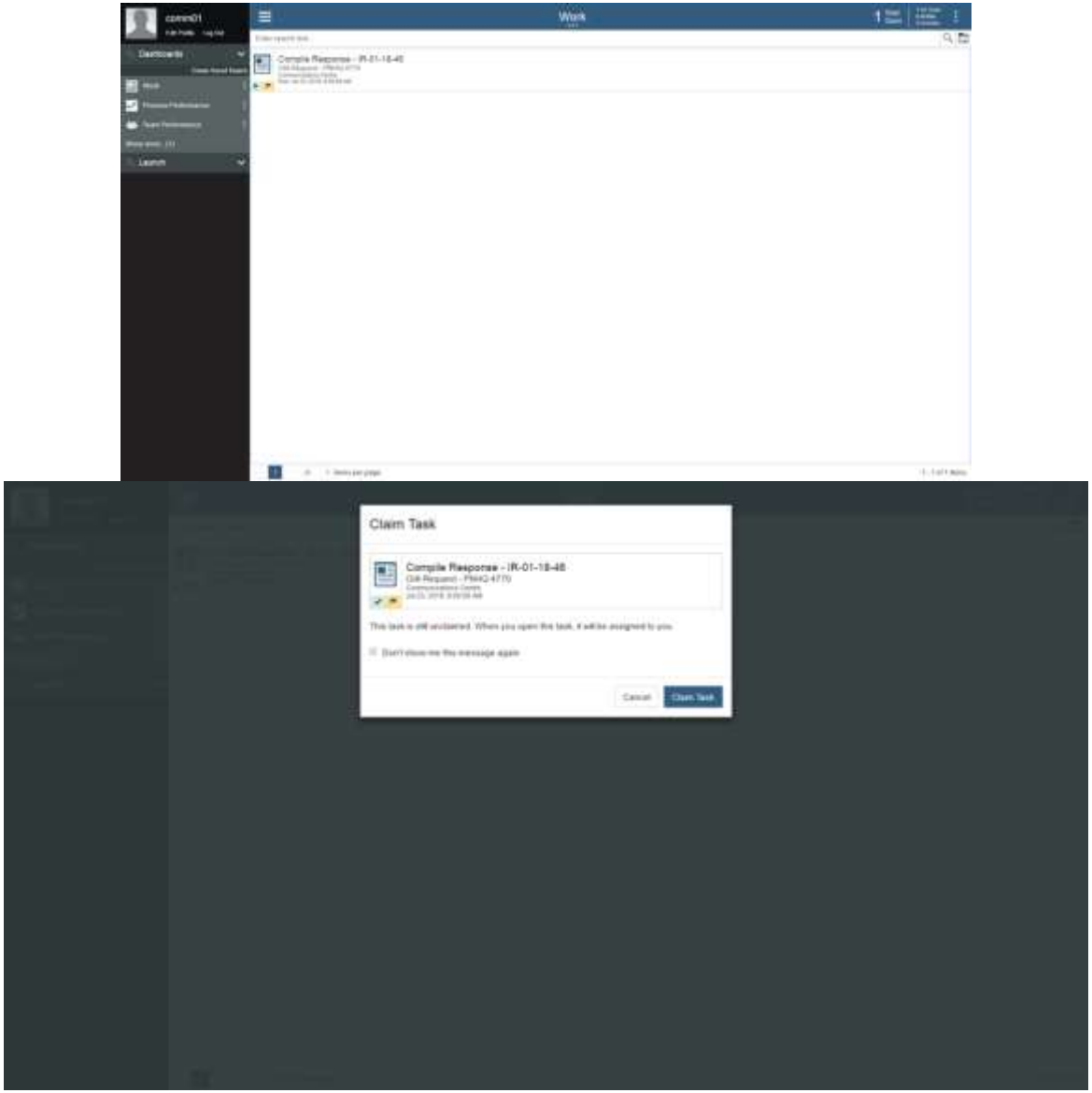
Task Narrative

This e-mail is automatically generated from NZ Police - Business Process Manager. A New Task has been assigned to you or your team. Please use the above task link to login and action as required.

Please do not 'REPLY' directly to this message. If you have any queries about the validity of this email please contact the Service Desk on extension 43333.

Return to process

1. Log in.
2. Select the request from your dashboard.
3. Click **Claim Task** to open this request.

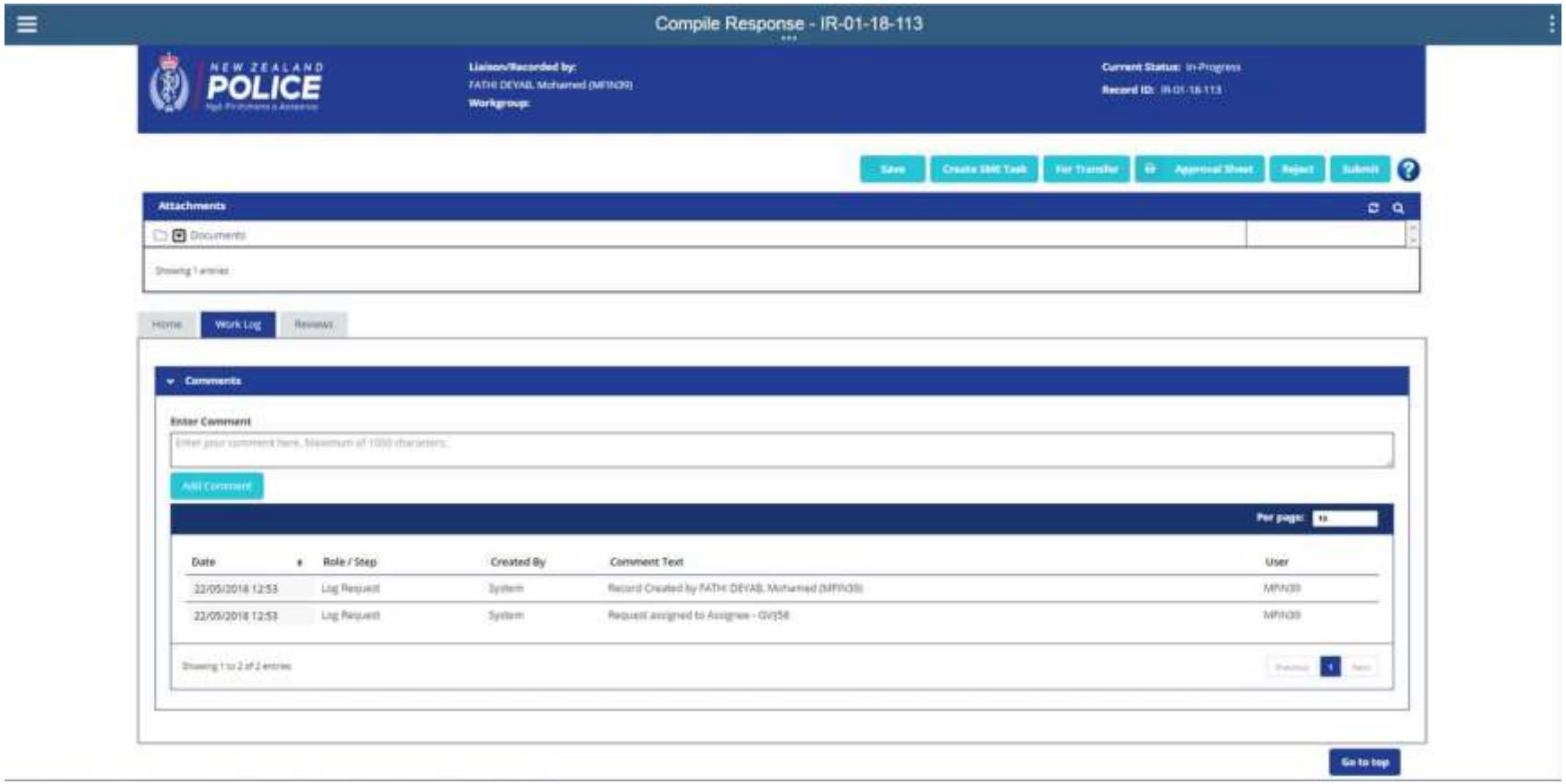


Return to process

SPECIAL INSTRUCTIONS – WORKLOG

The worklog is available for use by all roles. The worklog is a permanent record of activity associated with that request. Activity is either noted as ‘system’ or ‘user’ initiated. The worklog can be a useful tool to record the results of any discussion about that request (for example, when seeking a legal review you should note the name of the person you spoke to and what was discussed, or you might record any follow-up conversation you have with the requestor). You cannot amend any comment once it has been added.

Ministerial Services might use the worklog to issue any special instructions that the business group needs to be aware of when compiling the response.



Return to process

ATTACHING DOCUMENTS

All roles in the process can attach documents to the request. Ministerial Services attach the initial request and any supporting documentation. The business group attaches the draft response and any supporting documentation. Ministerial Services attach the final approved response that is sent to the requestor.

After a record is closed, attachments can still be added. Contact one of the Ministerial Services team at PNHQ to have this done.

There is no limit on the amount of attachments that can be uploaded to a response.

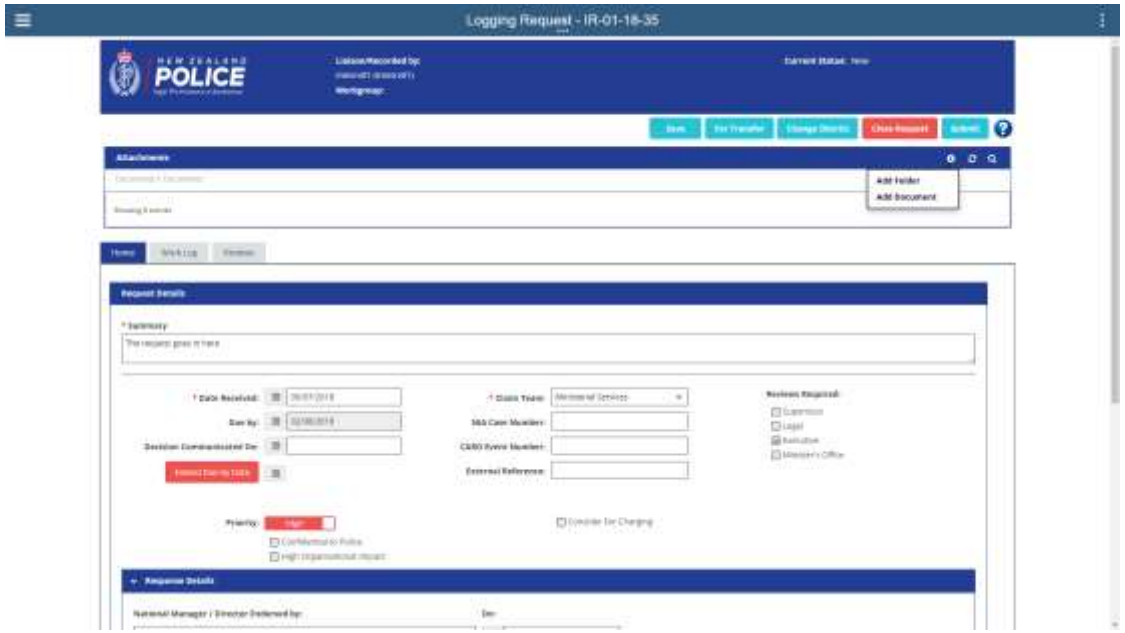
Note: *An attachment may fail to upload if:*

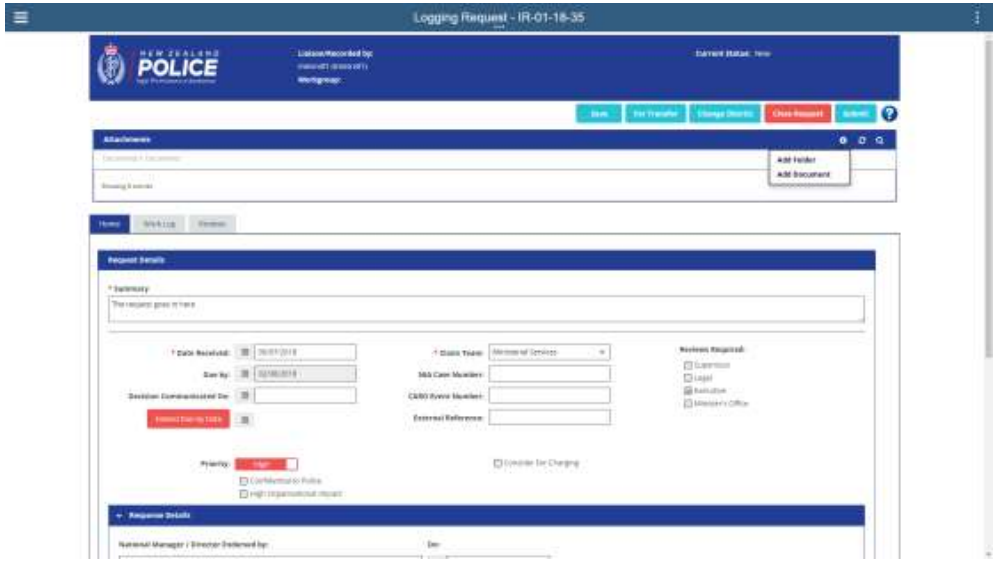
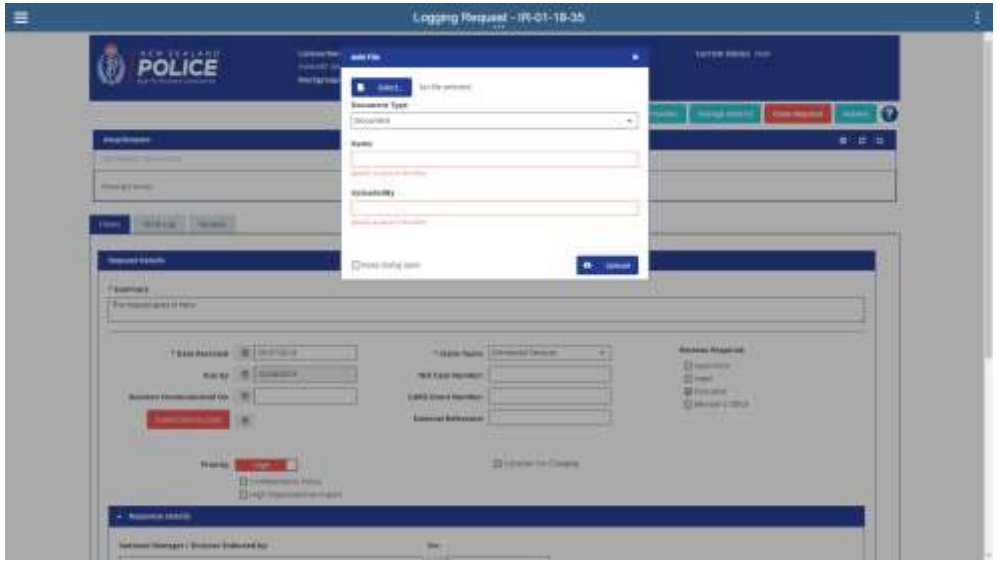
- *attachments share the same file name, or*
- *it contains any of these characters:* ***~ " # % & * : < > ? / \ { \| }.***

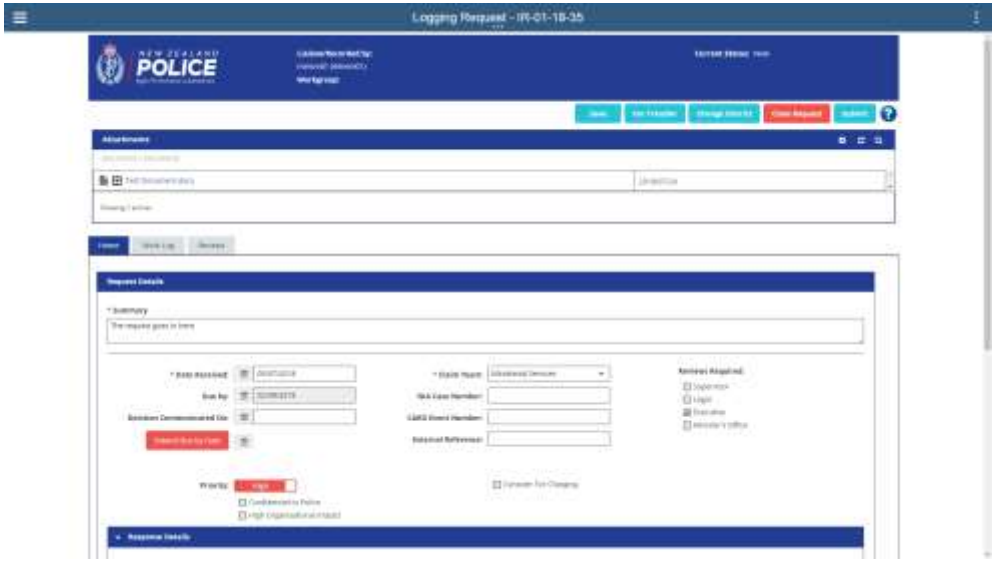
Return to process

STEPS

1. In the **Attachments** section, click on the word **Documents**.
2. Then click the **+** (plus) button in the white wheel. This gives you two options:
    a. **Add Folder**
    b. **Add Document**



3. Click on **Add Document**. 4. If you click on **Add Folder**, you will create a folder in the attachments section, which you can then manually upload documents into.	
5. Once you've selected the option: a. Click on **Select…** to upload your file b. Enter your name or QID in the **Uploaded By** field c. If you have more than one file to upload, click on **Keep dialogue open** to keep the box open. 6. Click **Upload**.	

7. The folder or document will now be added to the request.	

RELATED TASKS

- View attachments

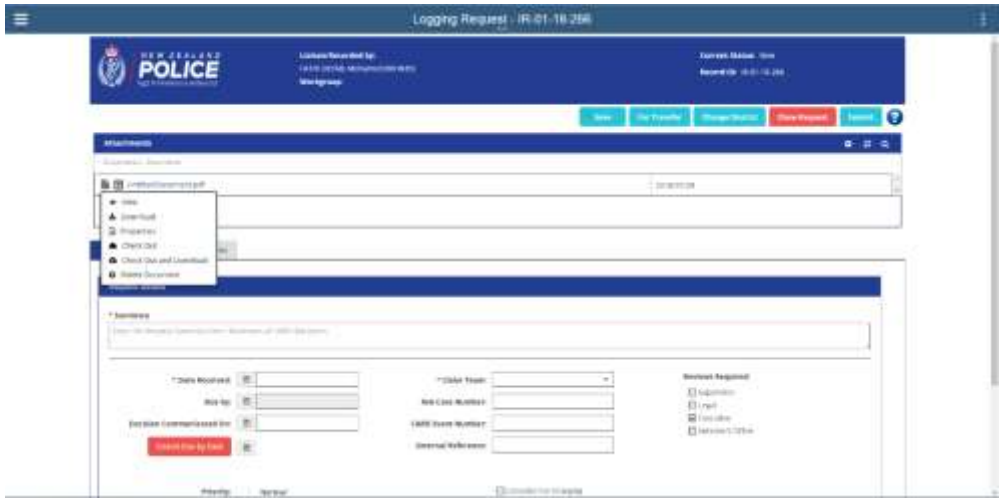
Return to process

VIEW ATTACHMENTS

All roles in the process can view documents that are attached to the request.

STEPS

1. Go to the **home page**.
2. In the **Attachments** section, click either the **paper** icon (not the title of the document) or the down arrow twice. This gives you six options:
    a. **View**
    b. **Download**
    c. **Properties**
    d. **Check out**
    e. **Check out and Download**
    f. **Delete Document**
3. Choose whichever option suits your needs.



RELATED TASKS

- Attaching documents

Return to process

SEARCHING REQUESTS

All roles can search for requests, both previous and active, in the system. You can use the search function when you need to find information from previous reports (for example, information that might assist in responding to a new request). You will only be able to view the request, not amend it.

STEPS

1. Click **OIA & Privacy Search** in the left-hand grey section.

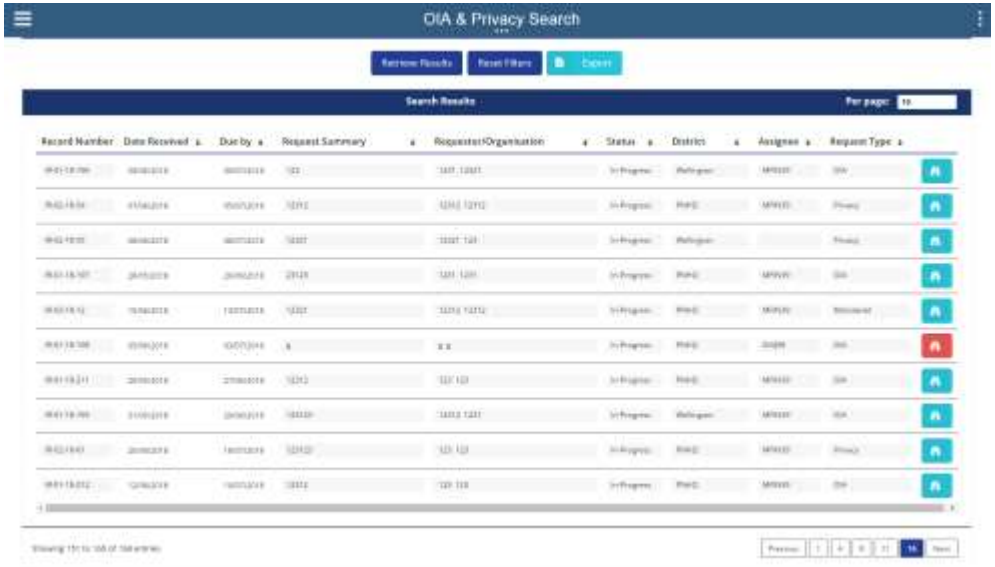
Note: *If you don't enter any dates then it will show you the results for the past two years. The system will ultimately be able to search for the past seven years of information. The more you refine your search parameters, the faster the system will respond.*

2. Search using the **Filters** available.	
3. Click **Retrieve Results**. ***Note:*** *You can see all search results on one page. Check how many entries there are in the bottom left of the screen. Then go to the top right box,* ***Per Page*** *and enter a number greater than that of the total entries.*	

4. Once you have found the request you are looking for, click on the **binoculars**. This will open the request in a new tab.
5. If you want to do another search, click on **Reset Filters**. This will take you back to the main search screen.

Blue binoculars → Normal request. Anyone can open and view the request and the content.

Red binoculars → Confidential request. Anyone can view the information on the search results screen but they can't open and view the request or content unless they worked on the response.

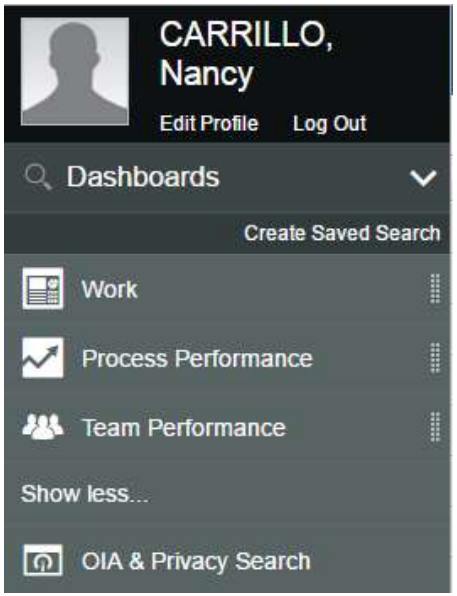


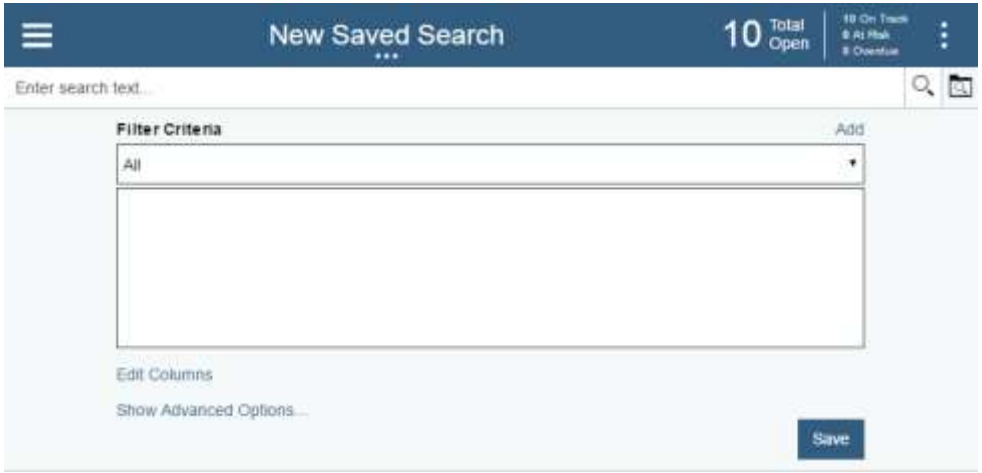
Return to process

SETTING UP YOUR DASHBOARD

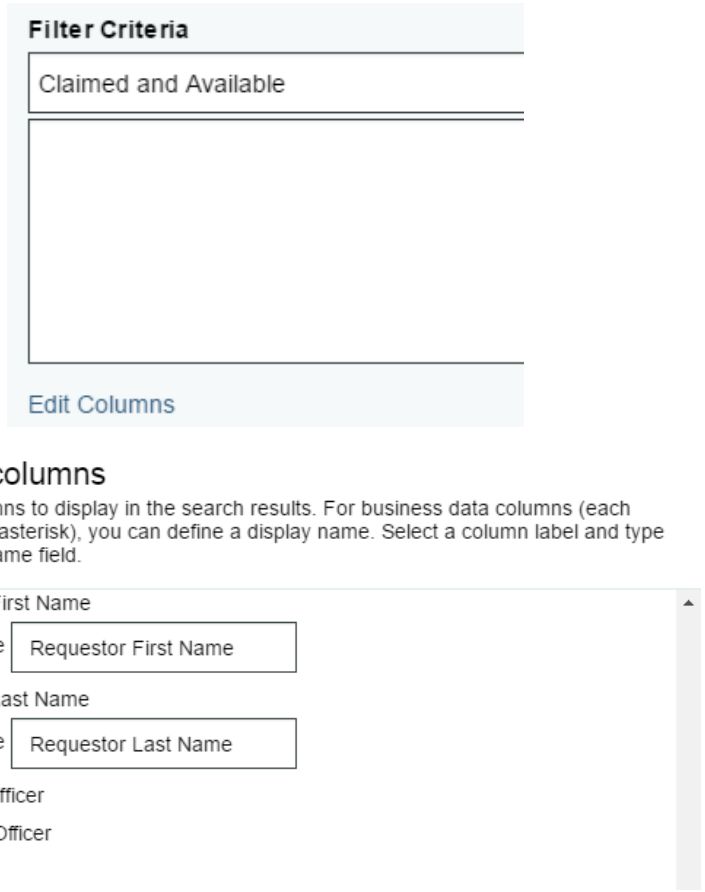
All roles can set up their dashboard to best suit their needs. If you are a frequent user, set up your preferences so you can use the system more easily.

STEPS

1. From the **Dashboard** section in the navigation panel, click on **Create Saved Search**.	

2. This will display the **New Saved Search** screen.	
3. Request records are displayed by any of the selected pre-defined filters. To edit this, select your preferred filter criteria. a. **All** displays requests that belong to your team. b. **Available** displays request records that belong to your team and have not been claimed by (assigned to) a team member. c. **Claimed and Available** displays request records that belong to your team which have not been claimed by (assigned to) a team member and those that you have claimed (assigned to yourself). d. **Completed** displays request records that belong to your team and have not been closed.	

4. To choose the columns that are displayed in the search results, click **Edit Columns**.
5. From the **Available columns** dialog box, select the columns to display in the search results and click **OK**. Suggested fields to add are:
    a. **Record Number**
    b. **Requestor First Name**
    c. **Requestor Last Name**
    d. **Task Received**
    e. **Task Due Date**



6. The columns are added to the search results.

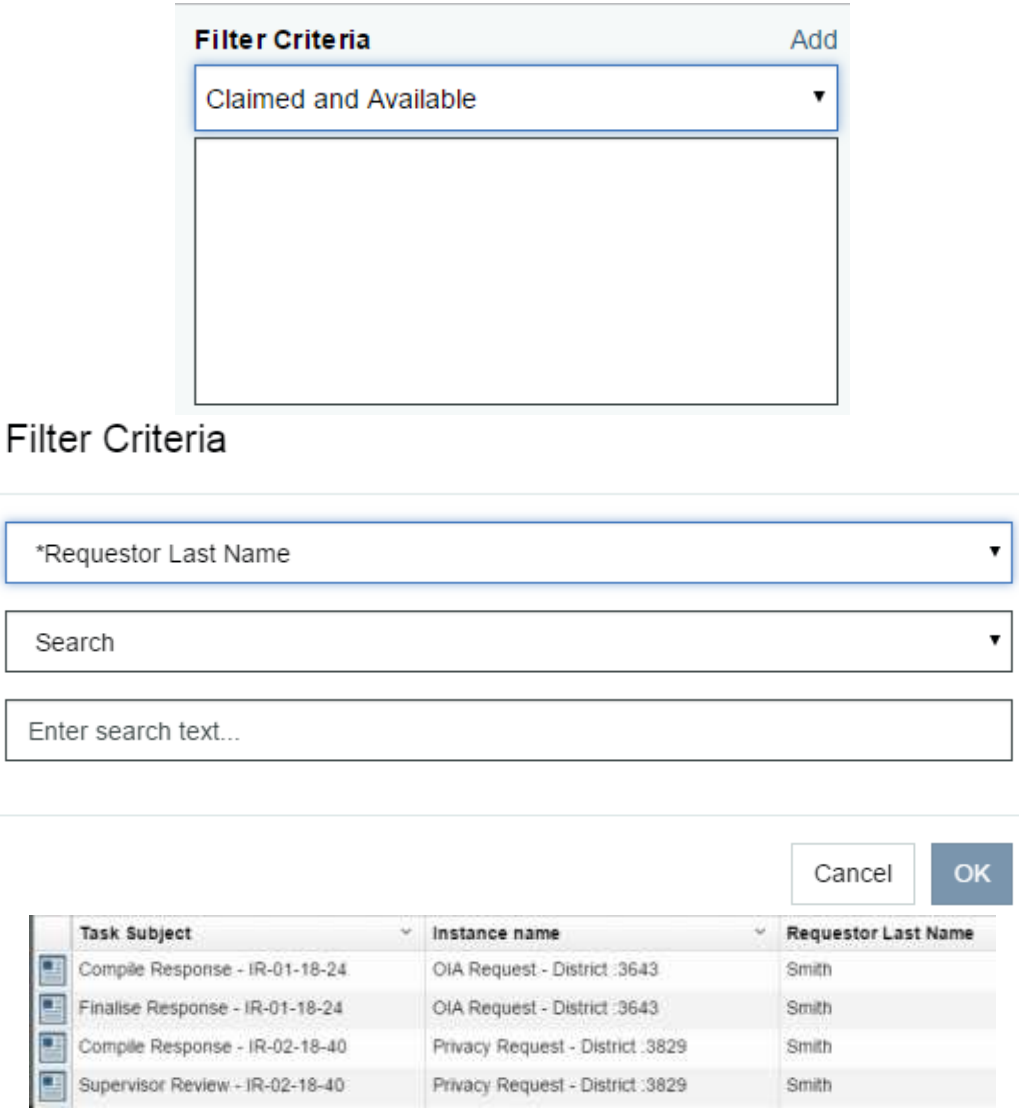
Note: you can change between list view and table view by clicking on the three dots underneath 'New Saved Search'. This will allow you to customise your view.

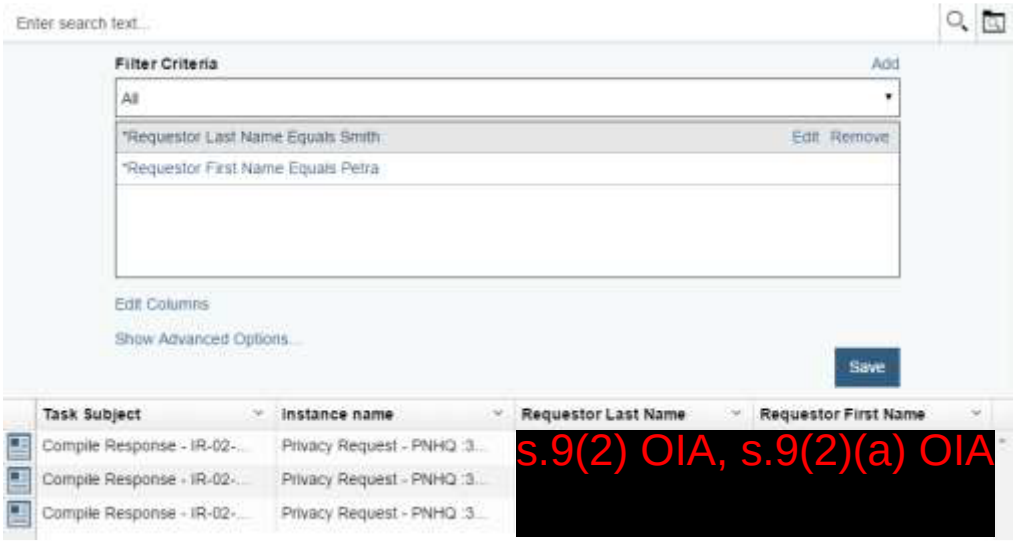
7. If you want to add more columns, simply repeat the steps above.

Note: *You can add multiple filter criteria.*

8. Another way to add columns is to use the **Filter Criteria** dialog box, click on the down arrow on the right side of the Search field. A list of predefined criteria is displayed. You can filter by **Completion Date, District, Instance ID, Task Subject, Requestor First Name, Requestor Last Name, Task Status, Priority, Task Due Date** and **Task Received Date**.

Note*: This is an out-of-the-box list and only some criteria is relevant to an OIA or Privacy request record.*



9. You can **Edit** or **Remove** the filter criteria by using the options next to the filter.	

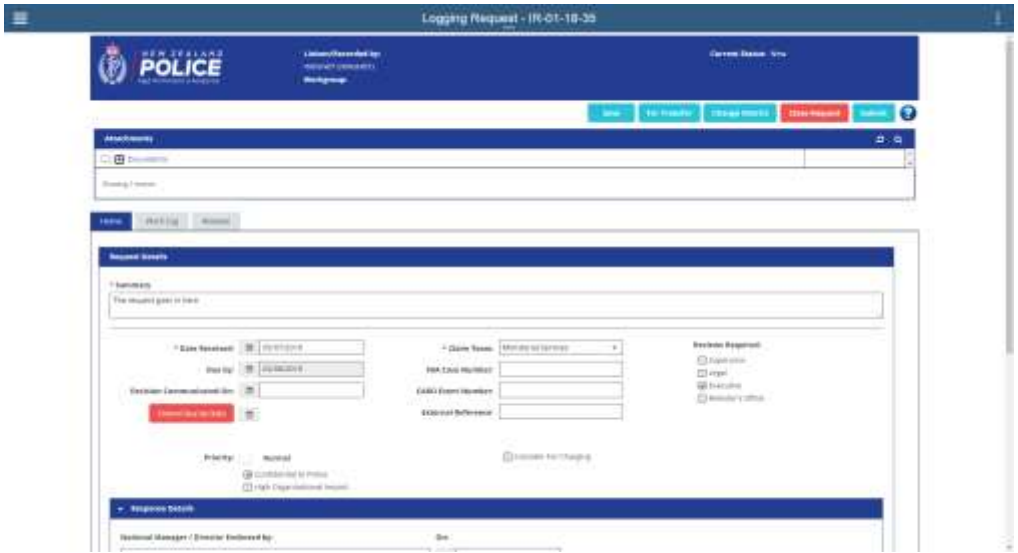
Return to process

MARK AS CONFIDENTIAL

When you are triaging the request, check whether it should be marked as confidential or not. Marking a request as confidential means that only the persons who logged the request or worked directly on responding to that request will be able to access it, both while it is active and after it has been closed. Refer to *Disclosure under the Official Information Act 1982 (OIA)* if you need further information.

TIP When you search for a request, confidential requests are indicated with a red binocular. Non-confidential requests have a blue binocular.

STEPS

1. On the home screen, tick the **Confidential to Police** box.	

RELATED TASKS

- Mark as high organisational impact
- Normal/high priority

Return to process

MARK AS HIGH ORGANISATIONAL IMPACT

When triaging the request, consider whether it is a high organisational impact request or not. Marking a request as having high organisational impact can help ensure the response receives the appropriate consultation and approvals. Refer to *Disclosure under the Official Information Act 1982 (OIA)* if you need further information.

STEPS

1. On the home screen, tick the **High Organisational Impact** box.
2. Select at least one reason as to why this is high organisational impact.
3. You then have to tick at least one option within the **Approval** or **Consultation** or **Notification** boxes.

Note: *It is your responsibility to ensure that whatever options you have ticked are covered off. It is not a system-driven task.*

RELATED TASKS

- Mark as confidential
- Normal/high priority

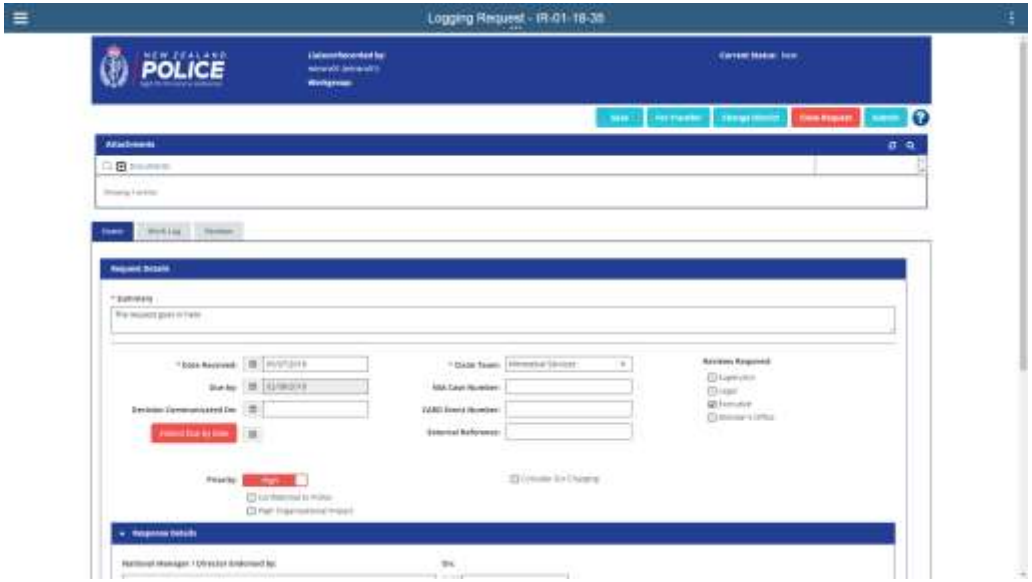
Return to process

NORMAL/HIGH PRIORITY

When you are triaging the request, check if it is a high priority request. A high priority request lets the different roles know that the response is required urgently. It is useful to note in the worklog the reason for marking the request as high priority.

Note: *The default setting is 'normal priority'.*

STEPS

1. On the home screen, tick the **Priority** box. ***Note:*** *If you don't tick the Priority box, of the request will stay as* ***Normal*** *priority.*	

RELATED TASKS

- Mark as high organisational impact
- Mark as confidential

Return to process

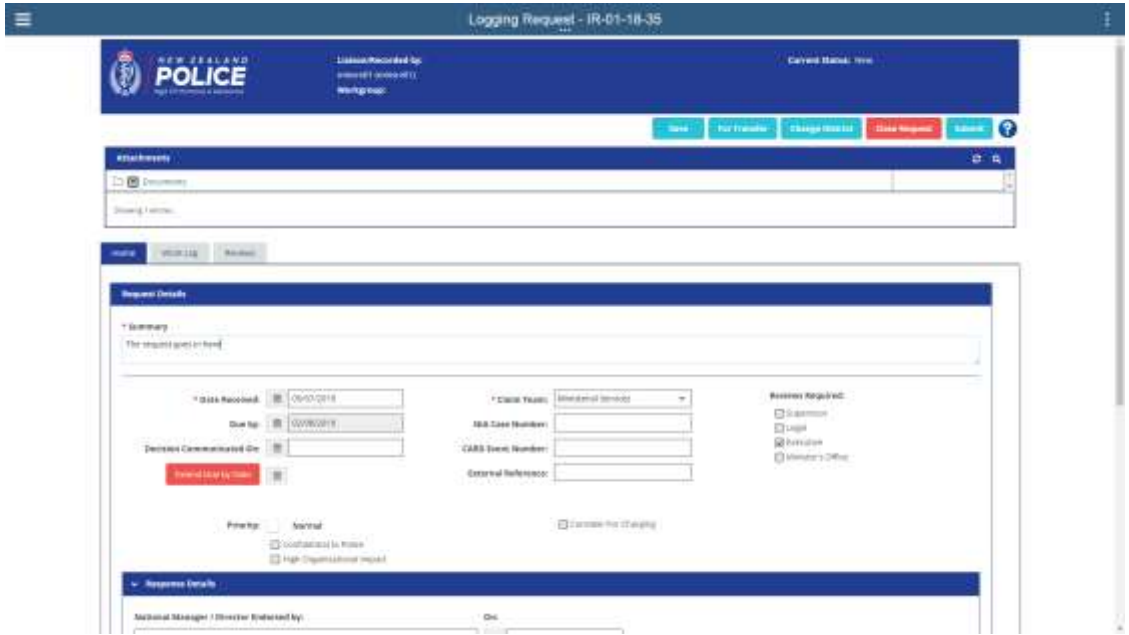
MANUALLY LOGGING A REQUEST

When a requestor submits an OIA request to Police that is for PNHQ to respond to, either over the counter, by phone, in person, through the post, or by email, Ministerial Services must enter it manually into IRT.

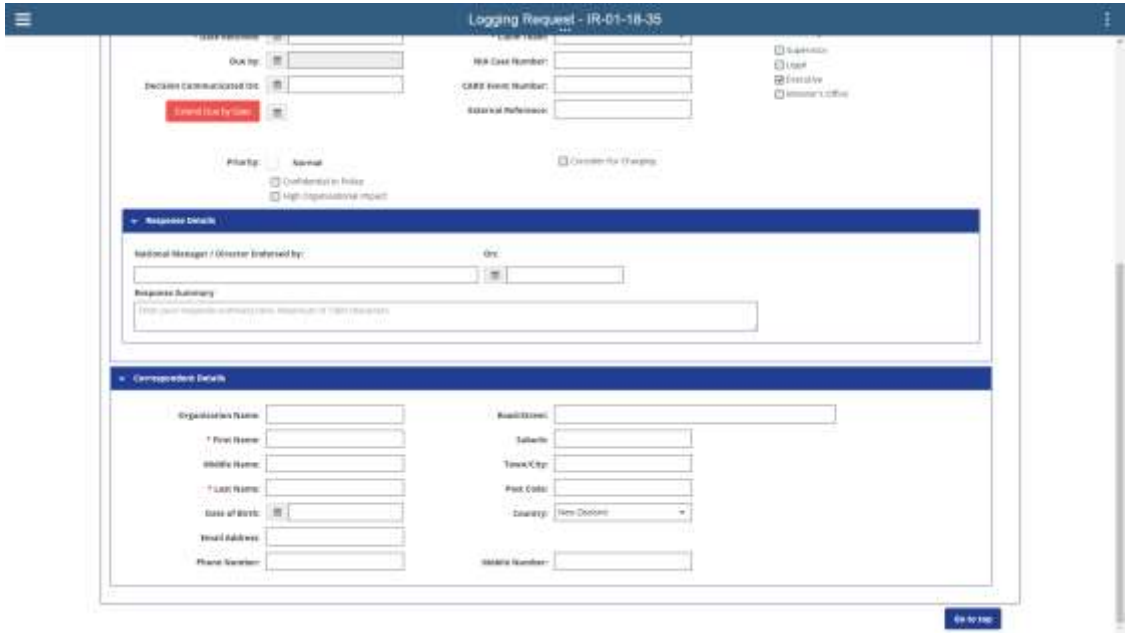
Note that if there are insufficient details (for example, lacking details on how to contact the requestor), the request should still be entered into IRT so that Police have a record of the request in case the requestor gets in contact again. Ministerial Services would then proceed to the 'Close Request' step.

STEPS

1. Log into the system.
2. Click on **OIA Request – PNHQ** to create a new OIA file.
3. You will then have to claim the new task.
4. Once you have claimed the task you are able to fill in the details of the request. Enter details of the:
   - request **Summary** (maximum of 1,000 characters)
   - **date** the request was received
   - **requestor's name** and **contact details**
   - the **Claim Team** to compile response to request



5. Consider if the request belongs to PNHQ or not.
   - If it doesn't, transfer to the relevant district or to the relevant agency.
   - If it does belong with PNHQ then follow the steps below.
6. Check the other fields and decide if you need to add:
   - **Required Reviews** (and if so, who needs to review)
   - **High priority**
   - **High Organisational Impact**
   - **Confidential to Police**



RELATED TASKS

- Transferring request (full and partial)
- Change district
- Confirmation of identity
- Mark as confidential
- Mark as high organisational impact
- Normal/high priority
- Assign to business group for compiling response

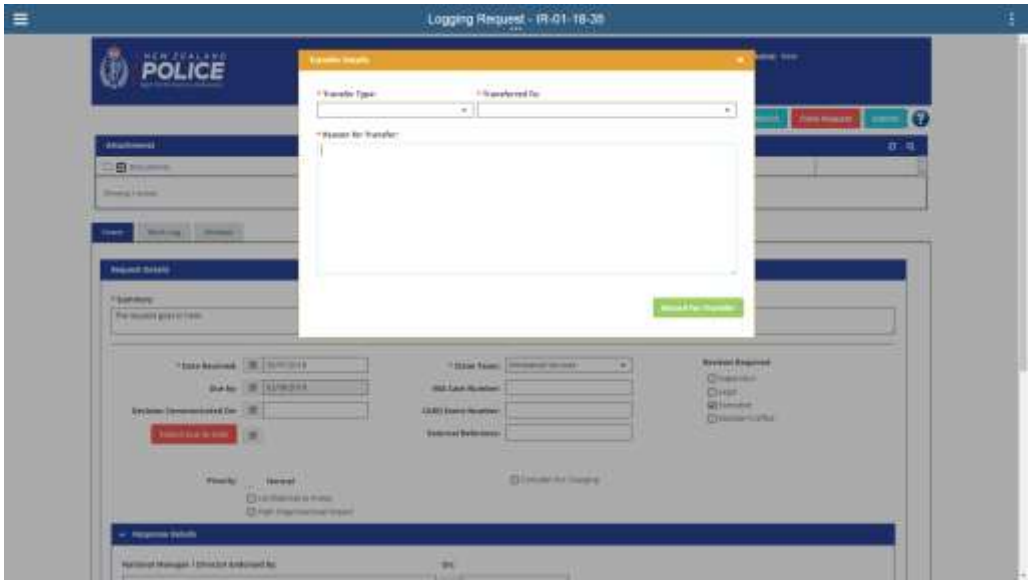
Return to process

TRANSFERRING REQUEST (FULL AND PARTIAL)

Ministerial Services are responsible for the actual transfer process to transfer requests that are more properly responded to by another agency. If a business group identifies and records in the system that a request requires a transfer outside of Police, Ministerial Services will take note of this and notify a transfer with the relevant agency or department. The system does not issue any request for transfer or notification of transfer to the requestor or to the agency the request is being transferred to.

STEPS

1. Click **For Transfer** in the top navigation bar. A pop-up box will appear.
2. In the **Transfer Type** use the dropdown to select **Partial** or **Full**.
    a. A partial transfer only moves part of the request. It is still the Police's responsibility to complete the other (non-transferred) part of the request.
    b. A full transfer records in IRT that the entire request requires transfer to another agency, and the request will disappear from your dashboard.
3. In **Transferred To**, use the dropdown to select the agency.
4. Enter the **Reason for Transfer**. If it is partial transfer, list the parts of the request that are relevant to that agency.
5. Click **Record for Transfer**.
6. Ministerial Services then manually completes the transfer process.



Return to process

RELATED TASKS

- Confirmation of identity
- Mark as confidential
- Mark as high organisational impact
- Normal/high priority
- Assign to business group for compiling response

Return to process

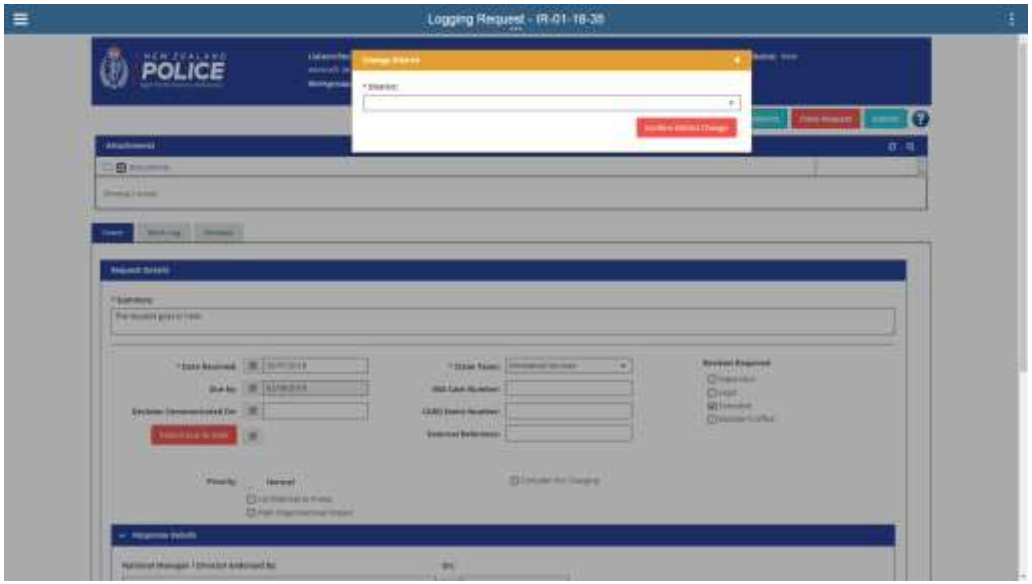
CHANGE DISTRICT

Ministerial Services are responsible for sending the request to the correct district if the request doesn't belong to PNHQ. Once a request has been transferred to the relevant district, the reference number recorded for the request at PNHQ is closed, and a new reference number is created at the district end.

STEPS

1. Go to the **home screen**
2. Click **Change District**. A pop-up box will appear.
3. Select the district to send this to using the dropdown.
4. Click **Confirm District Change**.
5. This will close the request on your dashboard.

Note: *You should ensure that all relevant documents are attached (for example, any incoming request and attached documents) and note in the worklog whether the request has been acknowledged.*



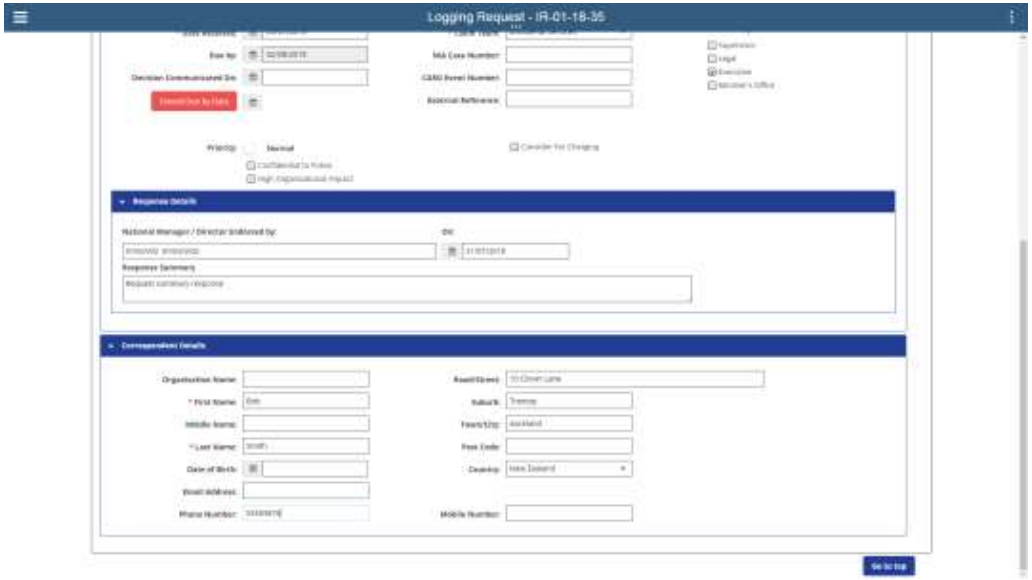
Return to process

CONFIRMATION OF IDENTITY

Ministerial Services are responsible for confirming the identity of the requestor. While proof of identity is not mandatory for OIA requests, there are times when you should seek confirmation (for example, if the request is a sensitive one). If there is missing information, contact the requestor and ask for more details. Note the outcome of any contact with the requestor in the worklog.

STEPS

1. Go to the **home screen**.
2. Go to the **Correspondent Details** section.
3. Check that there is:
    - a full name
    - contact details
    - details on where to send the request, either an email or a postal address.



Return to process

RELATED TASKS

- Transferring request (full and partial)
- Mark as confidential
- Mark as high organisational impact
- Normal/high priority
- Assign to business group for compiling response

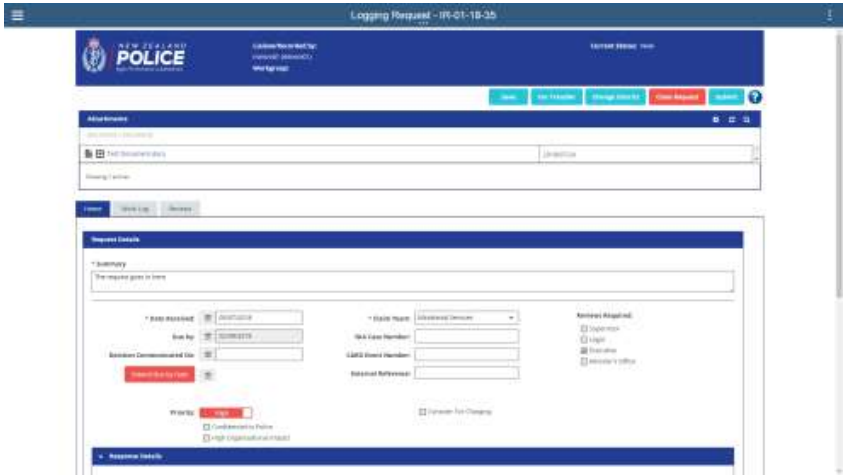
Return to process

ASSIGN TO BUSINESS GROUP FOR COMPILING RESPONSE

Once Ministerial Services have triaged the request and completed all the relevant checks, they send the request to the relevant business group to compile the response.

STEPS

1. Check that the request has been logged and gone through the triage process.
2. Use the dropdown arrow next to **Claim Team** to select the business group that this request belongs to.
3. Click **Submit**.
4. The **Current Status** in the top right will change from **New** to **In Progress**.



RELATED TASKS

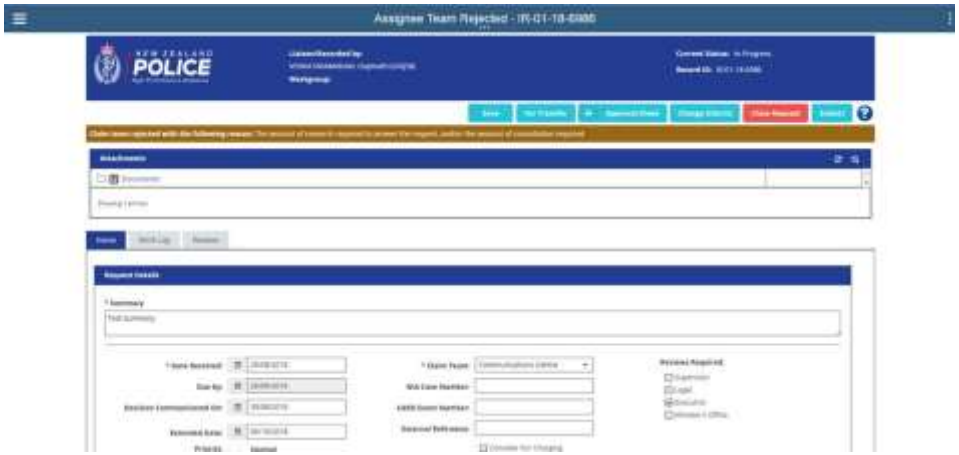
- Finalising

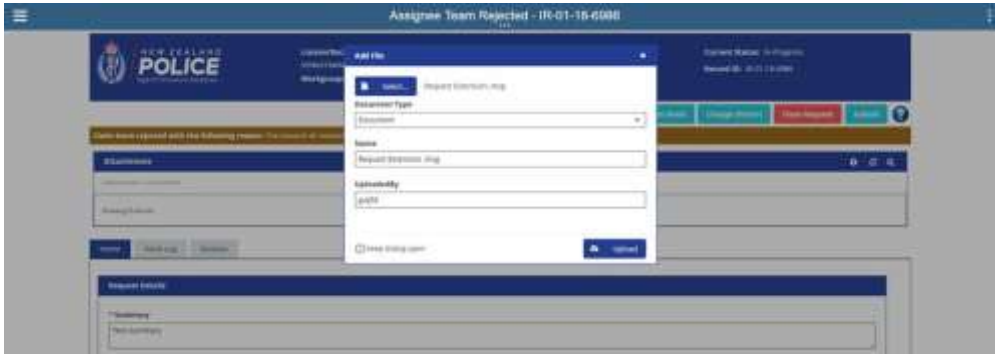
Return to process

EXTENSION REQUEST

Both claim teams and assignees can decide if an extension is required, and this must happen at any stage within the first 20 working days of Police receiving the request. Once the assignee or claim team member have decided an extension is required, it is sent to Ministerial Services.

STEPS

1. Add the **Extended Date** to the request (this date will be advised by the business group.	

2. Send an extension letter to the requestor, explaining why there is going to be an extension. 3. Once you have done this, attach the extension letter to the request and send it back to the business group.	

RELATED TASKS

- Assign to business group for compiling response

Return to process

FINALISATION: IS AN APPROVAL SHEET ATTACHED?

One of the checks Ministerial Services needs to do is to ensure that an approval sheet has been attached.

STEPS

1. On the **home screen** look at the **Attachments** section.
2. Check that you can see the approval sheet is attached and completed.
3. If it isn't, contact the assignee and ask them for a copy so you can attach it.

RELATED TASKS

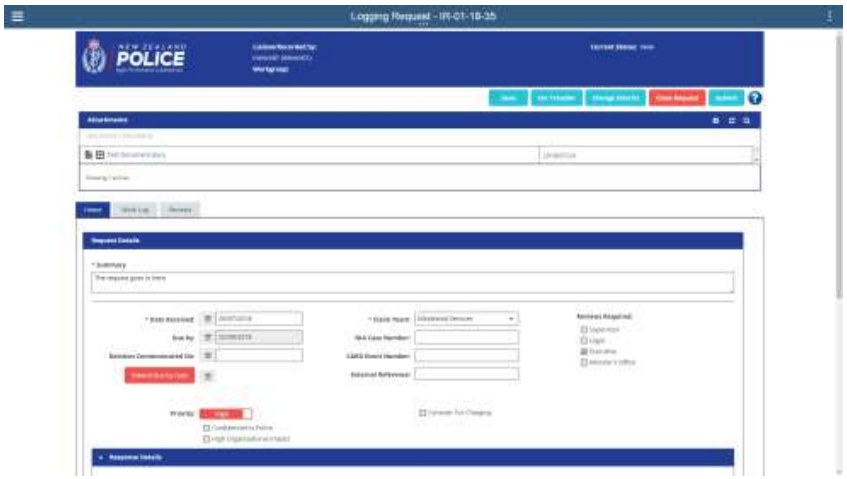
- Draft response and supporting information attached?
- Endorsed by National Manager or Equivalent/Delegate?
- Check worklog
- Send to Executive review

Return to process

IS THE DRAFT RESPONSE COMPLETED AND SUPPORTING INFORMATION ATTACHED?

Ministerial Services needs to check that a draft response is provided, both in hard copy and attached to the OIA file on IRT.

STEPS

1. On the home screen look at the **Attachments** section and the **Response Summary** section. 2. Check that there is a draft response in either of these two sections. 3. If there is no response in either section, contact the assignee and request a copy.	

RELATED TASKS

- Is an approval sheet completed and attached?
- Endorsed by National Manager or Equivalent/Delegate?
- Check worklog
- Send to Executive review

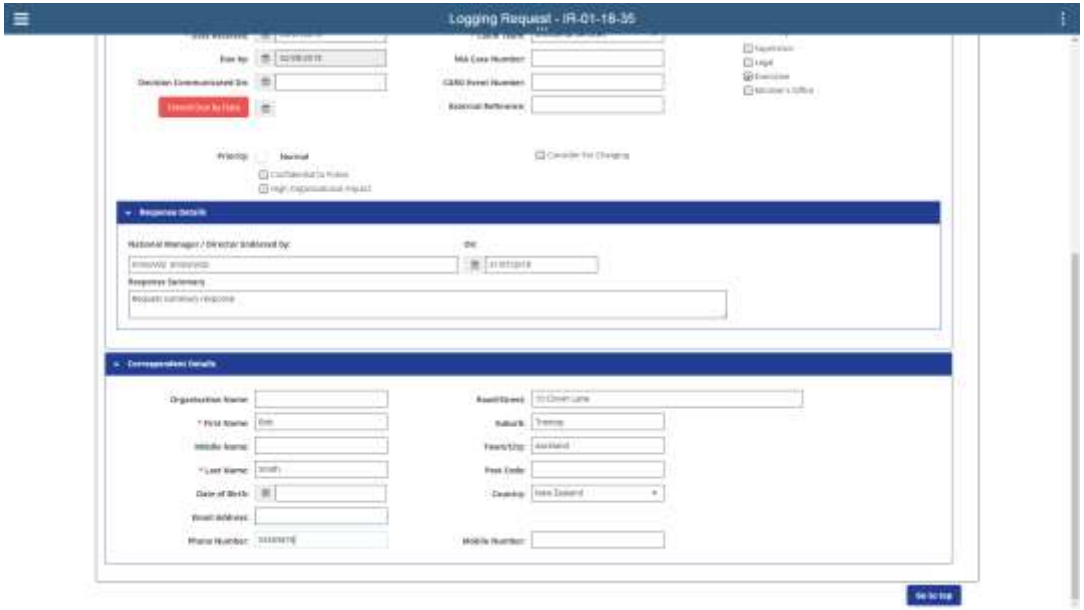
Return to process

ENDORSED BY NATIONAL MANAGER OR EQUIVALENT/DELEGATE?

Ministerial Services will check that the response has been endorsed by the National Manager or Equivalent/Delegate. A request must be endorsed before it is sent to Ministerial Services, and before it can be progressed to Executive for review.

STEPS

1. On the home screen go to the **Response Details** section.
2. Check that there is a **National Manager or Equivalent/Delegate** name and that the date has been filled in.
3. If this section isn't complete, contact the assignee to discuss.



Return to process

RELATED TASKS

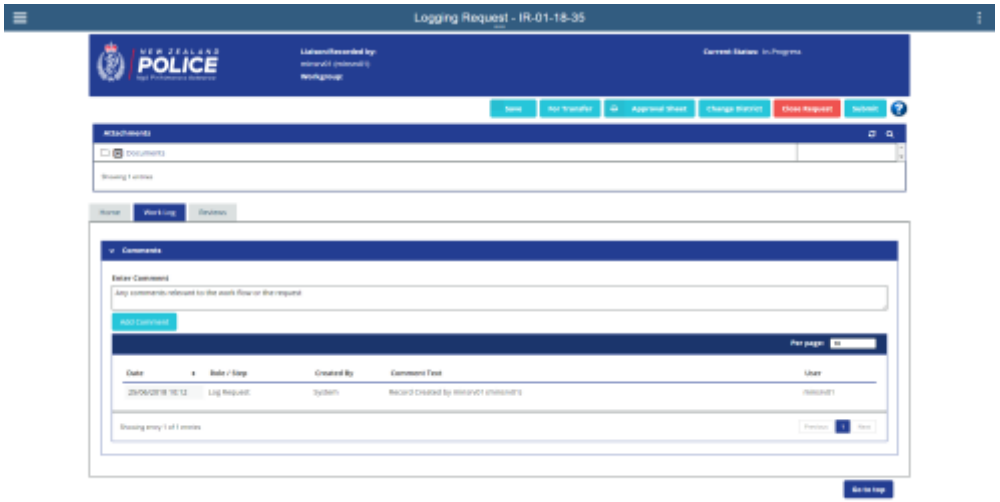
- Is an approval sheet completed and attached?
- Draft response and supporting information attached?
- Check worklog
- Send to Executive review

Return to process

CHECK WORKLOG

It is important for Ministerial Services to check the worklog when the request comes back to them. This means they can see what communication has happened throughout the process, and any comment(s) relevant to the finalisation process.

STEPS

1. On the home screen click into the **Worklog** screen. 2. You will then be able to see all communications throughout the process of compiling the response to the request, as well as any other information.	

RELATED TASKS

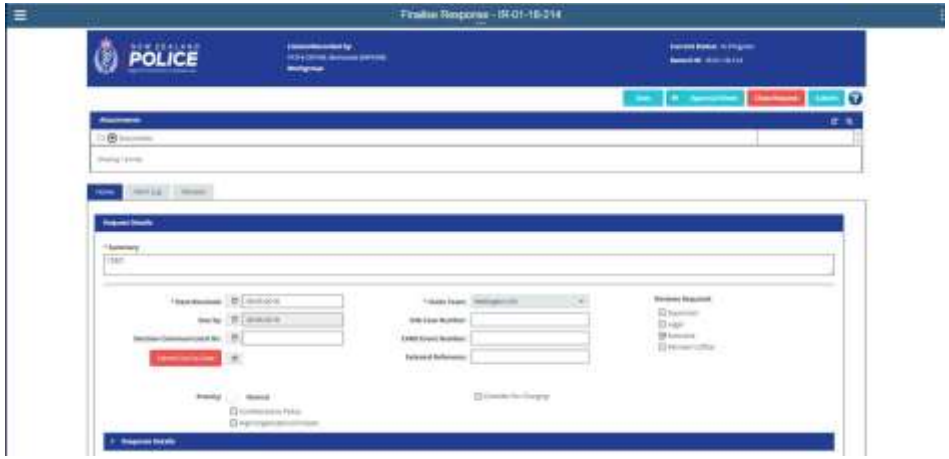
- Is an approval sheet completed and attached?
- Draft response and supporting information attached?
- Endorsed by National Manager or Equivalent/Delegate?
- Send to Executive review

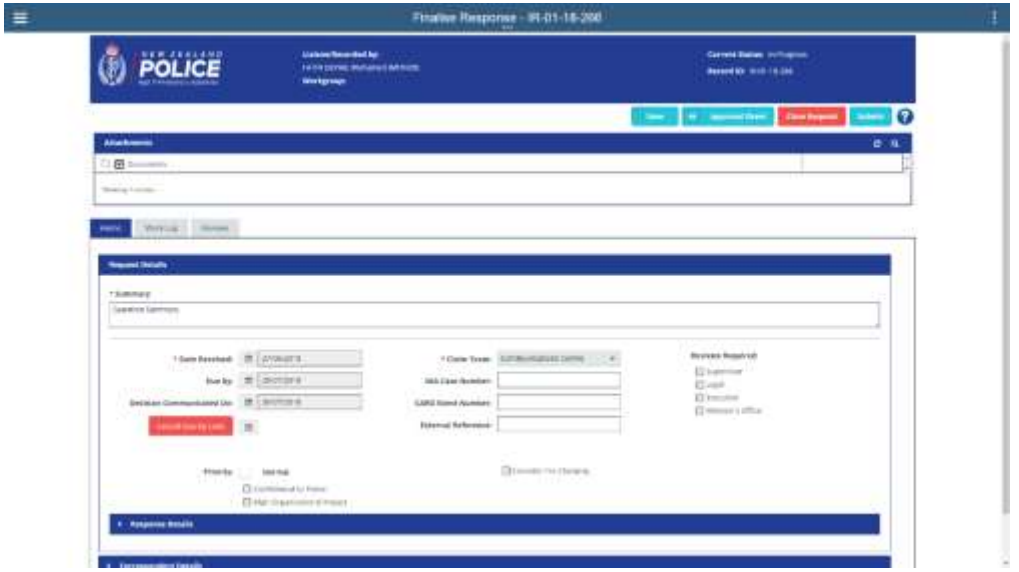
Return to process

SEND TO EXECUTIVE REVIEW

It is Ministerial Services' responsibility to submit the request for Executive review. They do this after they have checked that all the information has been provided, *and after determining that an Executive review is required*. Note that a hard copy of the file is physically handed to the Executive Receptionist at the same time as submitting the request via IRT.

STEPS

1. Under **Reviews Required**, make sure **Executive** box is ticked. 2. Click **Submit**.	

3. When the review comes back to you, claim it. Note that under **Reviews Required**, the **Executive** box is no longer ticked. 4. Click **Review**. This will show you the reviews and the Executive's response to your request.	

RELATED TASKS

- Action the Executive review
- Submit for Minister's Office review

Return to process

ACTION THE EXECUTIVE REVIEW

The response is submitted via hard copy and electronic (IRT) to the relevant Executive members to review. Once the Executive review process is completed, both copies of the response are returned to Ministerial Services for finalisation.

STEPS

1. Update the **draft response** with any comments from the Executive review process.
2. Notify the business group if they need to change anything.
3. It may need to go back through the Executive review process once the above steps have been completed but this will be indicated.

RELATED TASKS

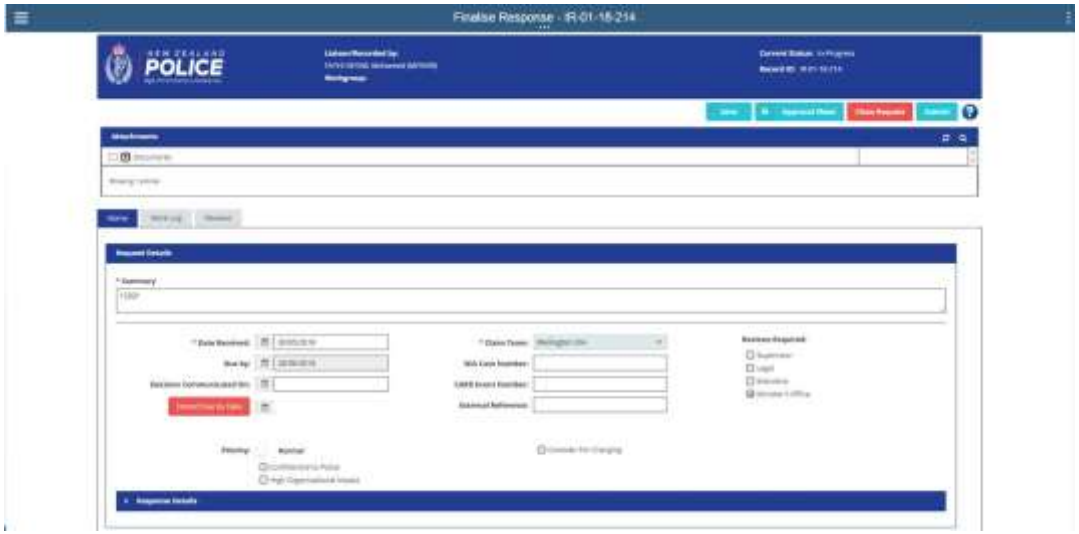
- Submit for Minister's Office review
- Action the Minister's Office review

Return to process

SUBMIT FOR MINISTER'S OFFICE REVIEW

It is Ministerial Services' responsibility to decide whether a Minister's Office review is required. The Executive may also indicate during the approval process that the response needs to be sent to the Minister's Office for review.

STEPS

1. Under **Reviews Required**, make sure that the **Minister's Office** box is ticked. 2. Click **Submit**. 3. Send the hard copy to the Minister's Office.	

RELATED TASKS

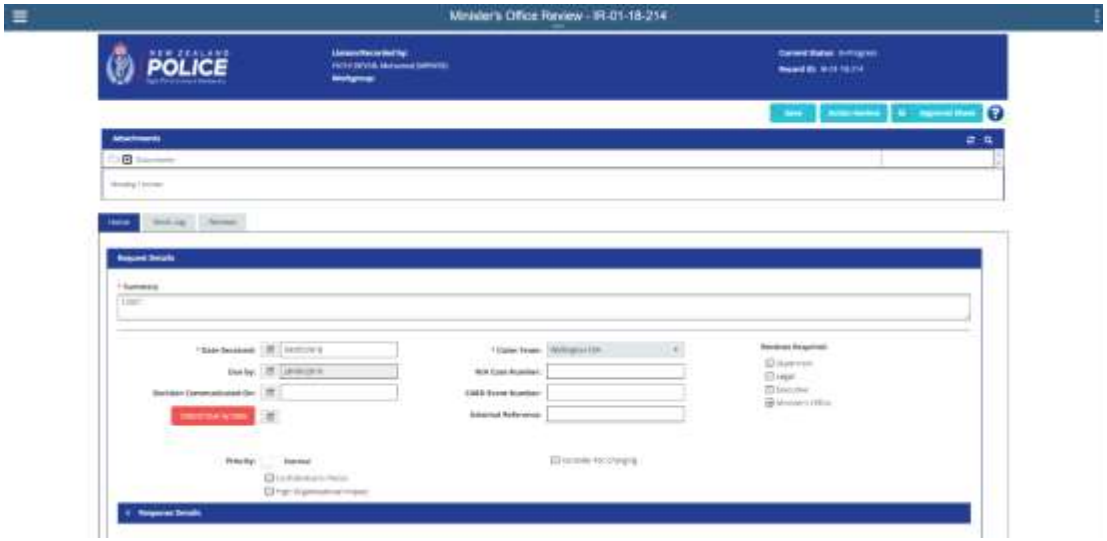
- Action the Minister's Office review
- Attach signed final response

Return to process

ACTION THE MINISTER'S OFFICE REVIEW

Once the Minister's Office reviews the request, Ministerial Services needs to action the review.

STEPS

1. Claim the task. 2. Click **Action Review**. 3. This will action any review and move it onto the next stage.	

RELATED TASKS

- Attach signed final response
- Communicate response
- Close request

Return to process

ATTACH SIGNED FINAL RESPONSE

It is Ministerial Services' responsibility to attach the signed final response to the request, after getting the final draft approved and signed by the National Manager or Equivalent/Delegate.

STEPS

1. Prepare and provide a copy of the approved response printed on Police letterhead to the business group for signing.
2. Attach the final signed response.
3. Attach the signed approval sheet.

RELATED TASKS

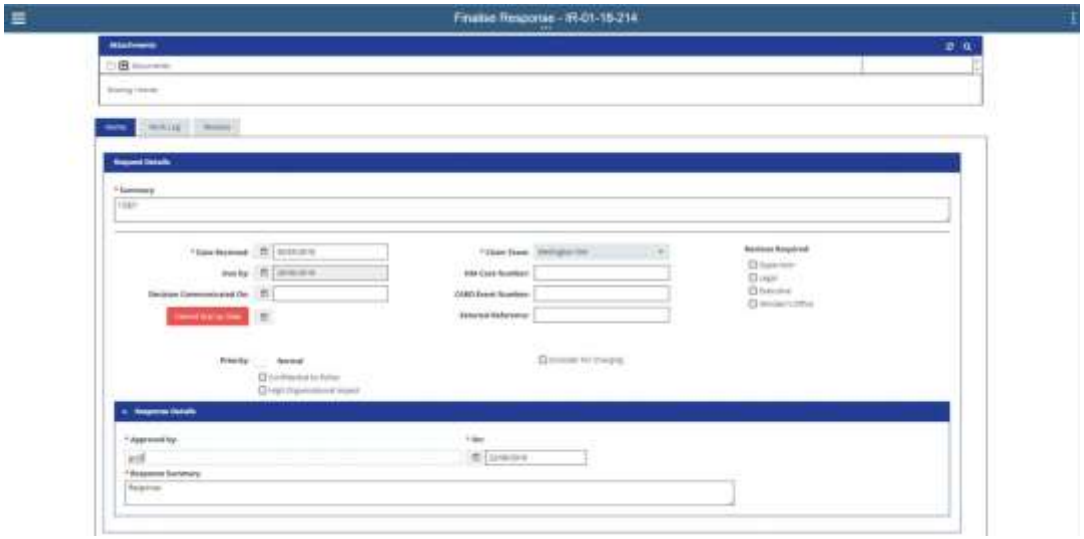
- Communicate response
- Close request

Return to process

COMMUNICATE DECISION AND/OR RESPONSE

It is Ministerial Services' responsibility to communicate the decision to the requestor. This includes whether an extension is required. The decision must be communicated within 20 working days of the request being submitted. It is important that business groups communicate to Ministerial Services, as soon as they can, if it is going to take more than 20 working days to compile the response. This is done outside of the system. Once this has been communicated, complete the following steps.

STEPS

1. Go to the home screen of the request. 2. Under the **Request Details** section, fill in the **Date Communicated On**. 3. This date must be within 20 working days of the request being received by Police.	

RELATED TASKS

- Close request

Return to process

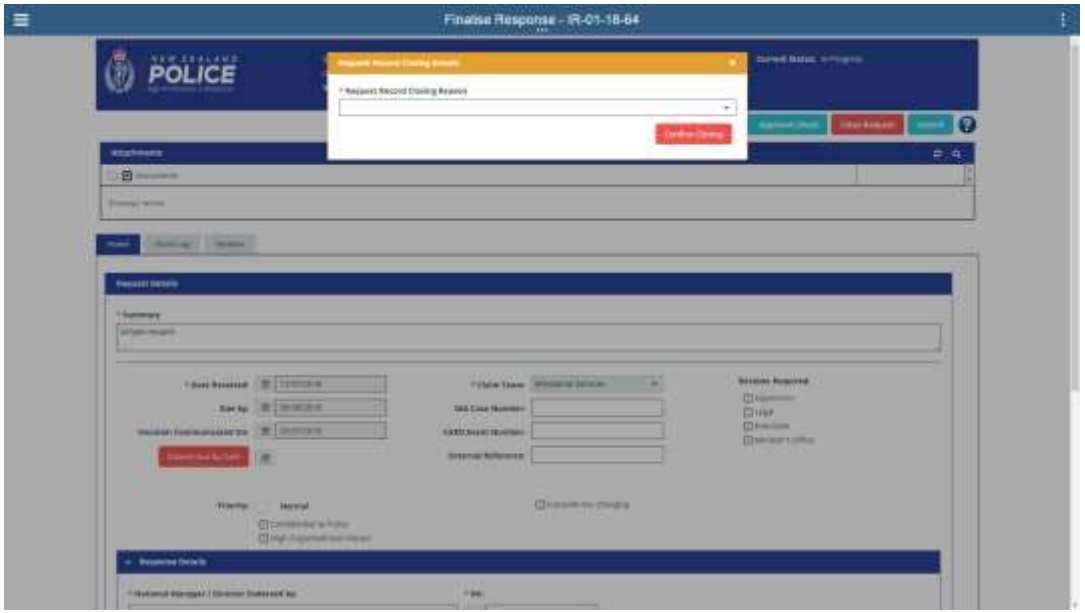
CLOSE REQUEST

Once a request has been responded to and communicated to the requestor, it can be closed. This is the responsibility of Ministerial Services. Check these things before you close the request.

- Has the approval sheet been completed and attached?
- Is all of the relevant information attached in the system?
- Has it had the required reviews?
- Have you communicated the response to the requestor and attached this to the system?

STEPS

1. On the home screen click **Close Request** in the top-right corner.
2. Enter the **Request Record Closing Reason**.
3. Click **Confirm Closing**.
4. The request will now disappear off your dashboard.



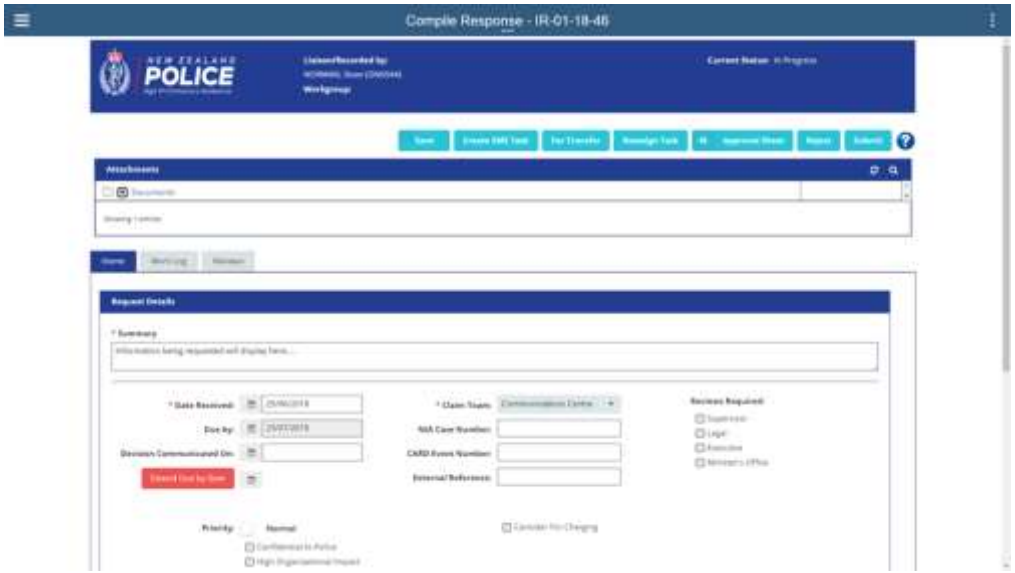
Return to process

RECOMMEND FOR TRANSFER (FULL OR PARTIAL)

Ministerial Services manage the transfer process of a request to the relevant agency. As a claim team member or assignee, you should note in the IRT file for the OIA via the 'For Transfer' function which agency the request (or part of the request) should go to for a response.

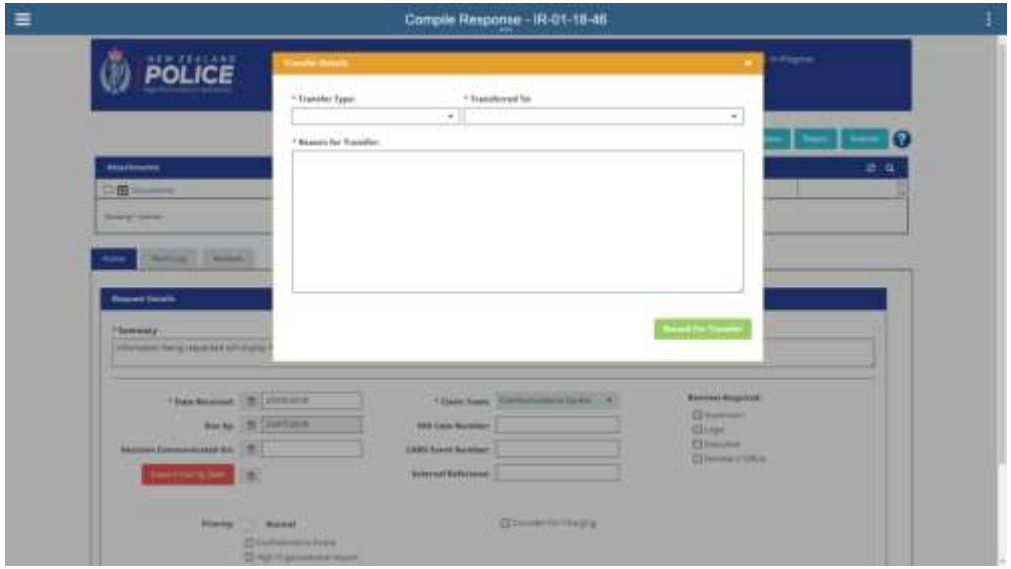
STEPS

1. Click **For Transfer**. A pop-up box will appear.
2. In the **Transfer Type** use the dropdown to select **Partial** or **Full**.
    a. A **partial transfer** only moves part of the request. It is still the Police's responsibility to complete the other part of the request. *Note that for partial transfers, when the request goes back to Ministerial Services to process the transfer, it disappears off the business group's dashboard and is only visible when Ministerial Services send it back to you. You can still work on the request as long as you have noted the content of the request somewhere*.
    b. A **full transfer** sends the whole request back to Ministerial Services and the request will disappear from your dashboard.
3. In **Transferred To**, use the dropdown to select the agency.



4. Enter the **Reason for Transfer**. If it is a partial transfer, list the parts of the request that are relevant to the agency.
5. Click **Record for Transfer**.

Note: *Ministerial Services then manually manage the process of transferring the request outside of IRT, including notifying the requestor.*



RELATED TASKS

- Reject

Return to process

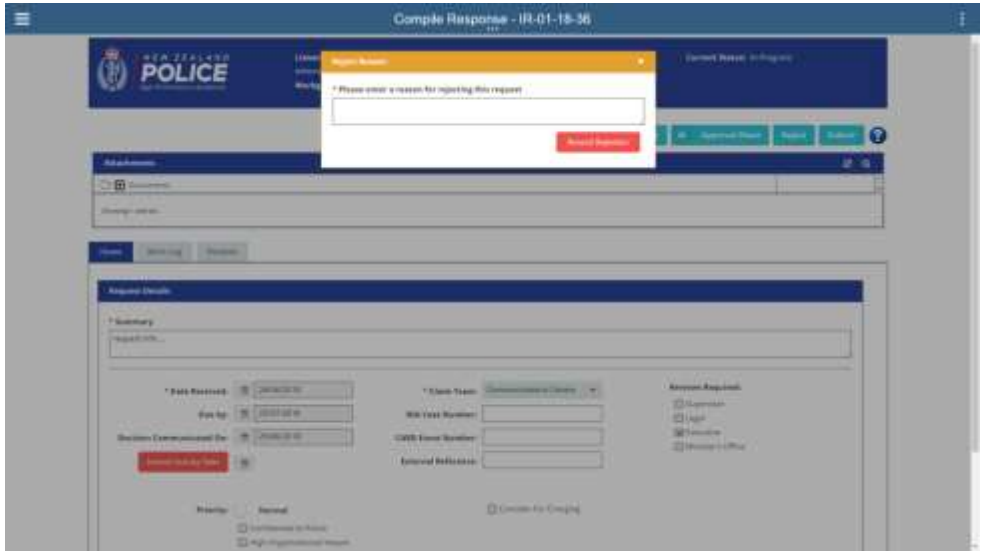
REJECT

A business group can choose to reject a request sent to them by Ministerial Services. This is usually because the request belongs to another group for responding. When the request is rejected, the request goes back to Ministerial Services.

If you are the assignee, and you aren't able to respond to the request, do not use the reject function. Instead talk to your group's claim team and have them reassign it to someone else.

STEPS

1. Log into the system and claim the request.
2. Once in the request click **Reject**.
3. Enter the reason why you are rejecting the request in the **Reject Reason** pop-up box. Reasons might include:
    a. this needs to go to another business group (put their name in the box also).
4. Click **Record Rejection**. This will send the request back to Ministerial Services and remove the request from your group's dashboard.



Return to process

TEAM PERFORMANCE DASHBOARD

You can use the Team Performance Dashboard to manage the work of the team members that you are responsible for. You can manage the work load for the team and individuals. To view this dashboard, you must be a member of the Claim Team Manager and/or Assignee Team Manager teams. You can access the Team Performance Dashboard from your dashboard. It is on the left-hand side.

If you are the manager of more than one team, you can select the team to work on from the dashboard summary page.

The dashboard summary contains all the teams that you are responsible for. At a glance you can see the request records that are overdue and those that are on track.

Return to process

CHECK YOUR TEAM'S TASK LIST

The dashboard summary contains all the teams that you are responsible for. At a glance you can see the request records that are overdue and those that are on track. You can check the tasks of your team and see their progress.

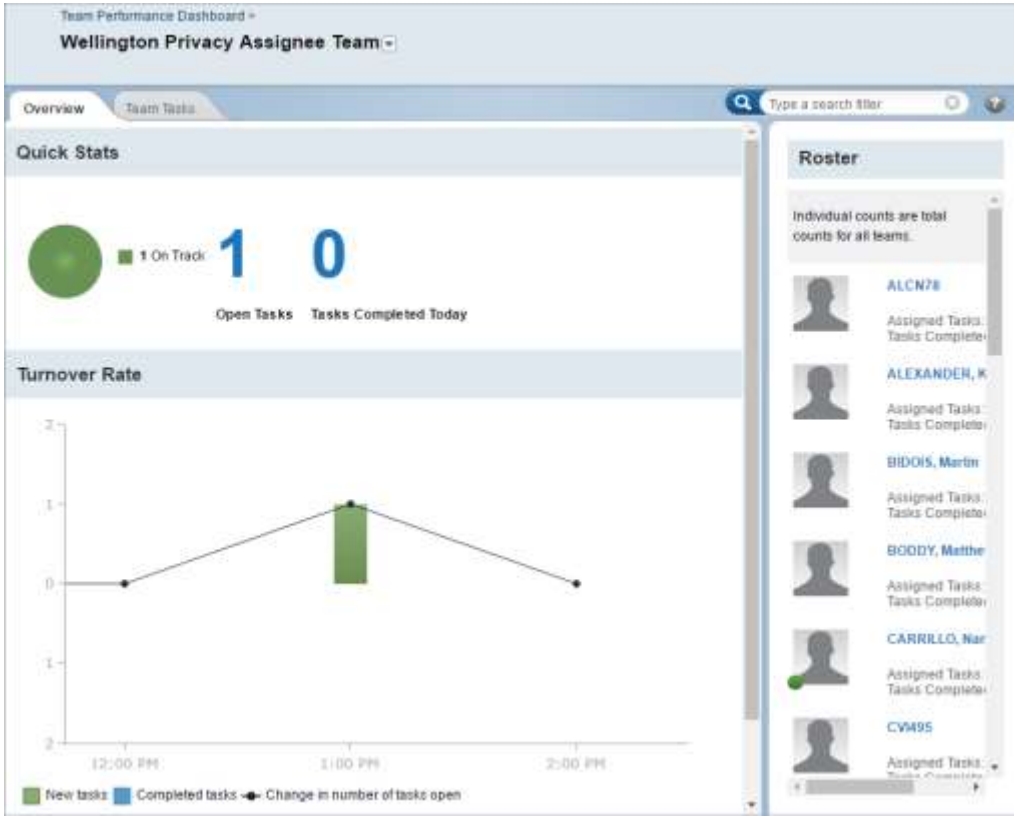
STEPS

1. On the dashboard summary screen, click into an individual team.
2. You will see two tabs:
    - Overview
    - Team Tasks

Note: *The* ***At Risk*** *option is not currently used.*

Return to process

3. The **Overview** page has the following sections.
    - **Quick Stats** provides an overview of the tasks that are assigned to the team. This section includes counts for the open tasks and today's completed tasks. Open tasks are categorised as overdue, at risk, and on track.
    - **Turnover Rate** provides an overview of the rate at which tasks are started and completed over time. The trend line indicates whether the team is catching up or falling behind with its work based on the difference between the task arrival and completion rates.
    - **Roster** is the list of team members. For each team member, the list includes counts for the assigned tasks and today's completed tasks for all the teams to which the person belongs.



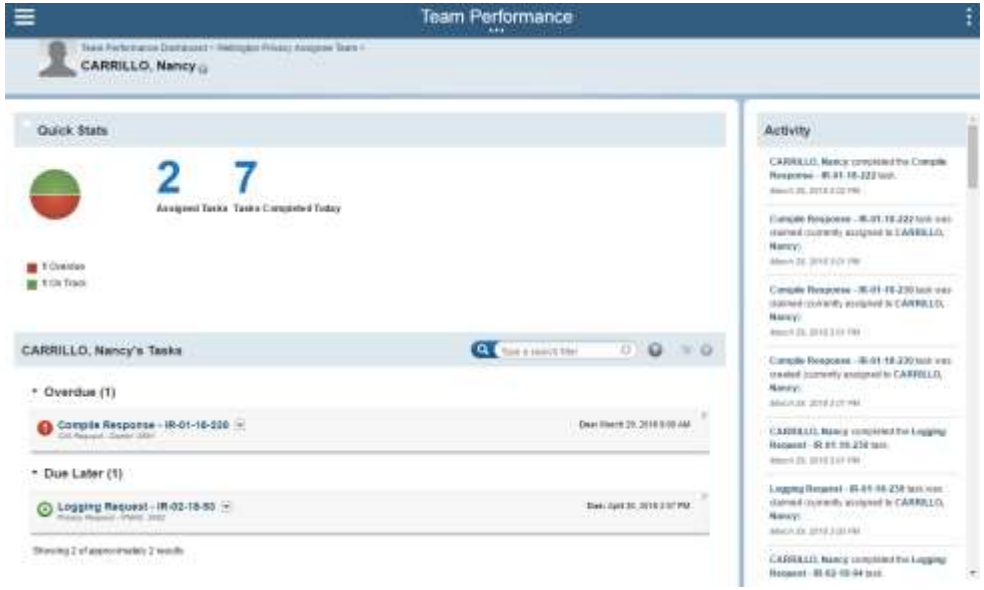
4. The **Team Tasks** page has the following sections. • **Open Tasks** shows all the tasks that are assigned to the team. By default, the list of tasks contains both assigned and unassigned open tasks. You can change the view to show completed tasks or just the open, unassigned tasks. • **Roster** is the list of team members. For each team member, the list includes the counts for the assigned tasks and today's completed tasks for all the teams to which the person belongs.	

Return to process

CHECK A TEAM MEMBER'S TASK LIST

You can check the tasks each team member has and see their progress.

STEPS

1. Select the person's name in the roster to see their dashboard.	CARRILLO, Nancy Assigned Tasks: 2 Tasks Completed Today: 7
2. A team member's page has the following sections. • **Quick Stats** provides an overview of the tasks that are assigned to the team member. This section includes counts for the open tasks and today's completed tasks. The open tasks are categorised as overdue, at risk, and on track. • **Team member's Tasks** shows the list of your team's tasks that are assigned to an individual. • **Activity** provides an overview of the activity on the assigned tasks and posts for the team member.	

Return to process

REASSIGN TO A NEW ASSIGNEE

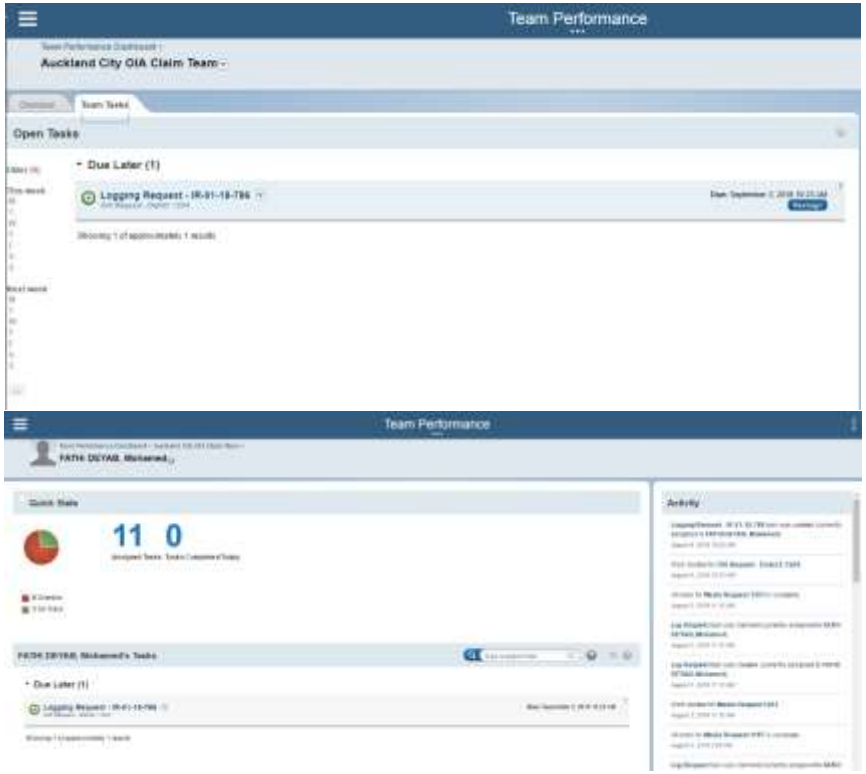
If an assignee approaches you and says that this request shouldn't be with them, or there is a reason that they can't complete it, you can reassign the request to another assignee. To do this, you need to go to the Team Performance dashboard. You can get there from either the Team Tasks screen or the Team Member's screen.

STEPS

1. In the **Team Tasks** or **Team Member's** screen, hover over an assigned name.
2. Click the **Reassign** button next to the task you want to reassign.

Notes:

- *To reassign tasks, you must be a member of the Assignee Team Manager team.*
- *To reassign a task to another claim team member, you must be a member of the Claim Team Manager team.*

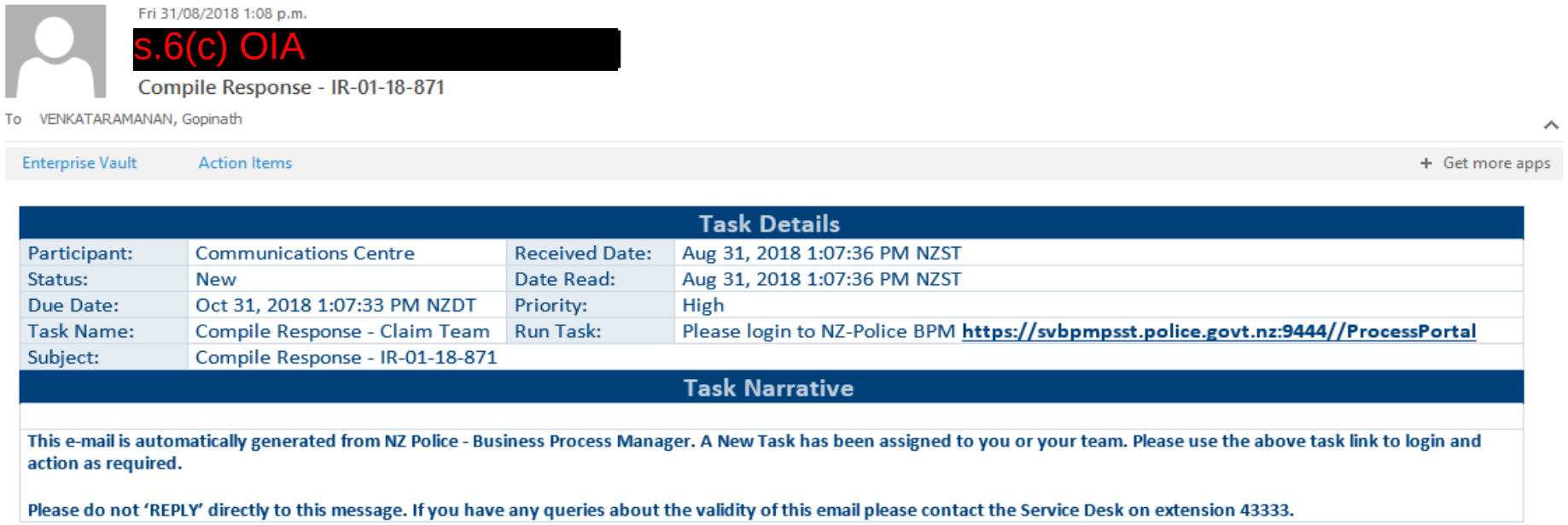


3. From the **Reassign** dialog box, you can reassign the task either back to the team or to another team member.
4. Type in the name of the team or individual the task is to be reassigned to.
5. Click **Reassign**.

Return to process

EMAIL NOTIFICATION OF REQUEST (CLAIM TEAM)

As a member of the claim team you will receive an email notifying you of a new request that has been assigned to your business group. Below is an example of the email notification. Click on the link on the right under **Run Task** in the **Task Details** section. This will take you to the login screen for IRT.



Fri 31/08/2018 1:08 p.m.

s.6(c) OIA [redacted]

Compile Response - IR-01-18-871

To VENKATARAMANAN, Gopinath

Enterprise Vault Action Items + Get more apps

Task Details			
Participant:	Communications Centre	Received Date:	Aug 31, 2018 1:07:36 PM NZST
Status:	New	Date Read:	Aug 31, 2018 1:07:36 PM NZST
Due Date:	Oct 31, 2018 1:07:33 PM NZDT	Priority:	High
Task Name:	Compile Response - Claim Team	Run Task:	Please login to NZ-Police BPM **https://svbpmpsst.police.govt.nz:9444//ProcessPortal**
Subject:	Compile Response - IR-01-18-871		

Task Narrative

This e-mail is automatically generated from NZ Police - Business Process Manager. A New Task has been assigned to you or your team. Please use the above task link to login and action as required.

Please do not 'REPLY' directly to this message. If you have any queries about the validity of this email please contact the Service Desk on extension 43333.

RELATED TASKS

- Logging in
- Claim request
- Searching requests

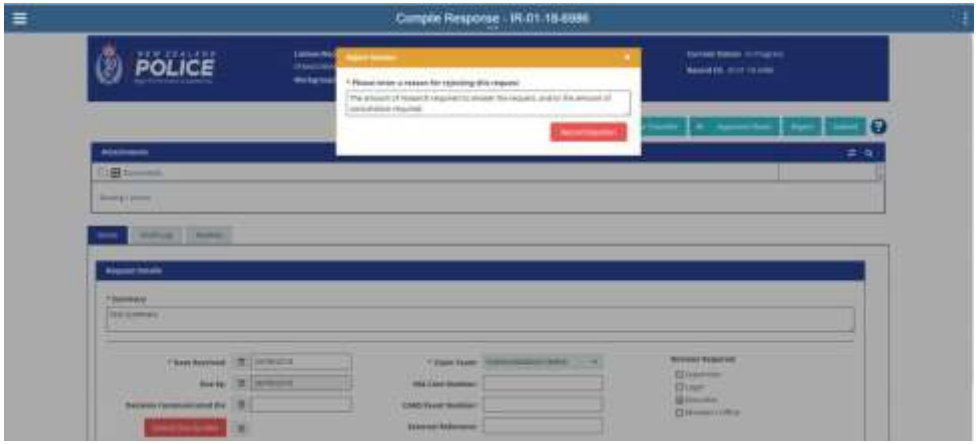
Return to process

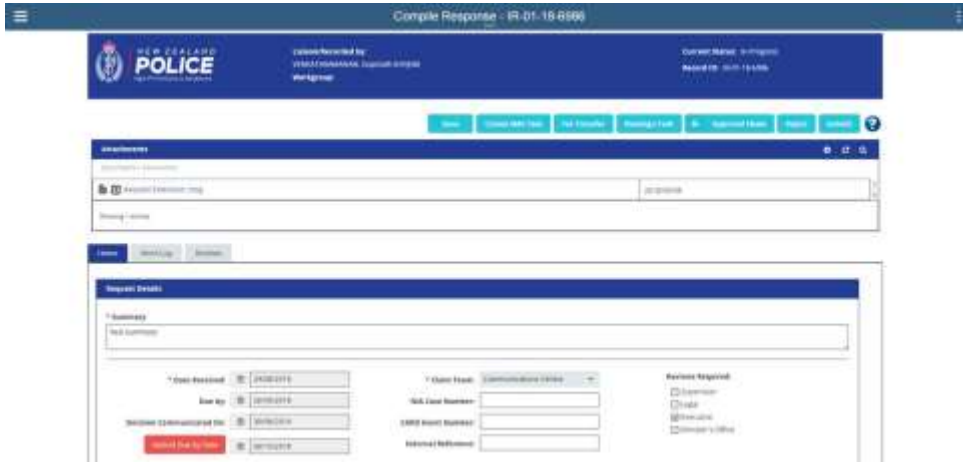
EXTENSION (CLAIM TEAM)

Both claim teams and assignees can decide if an extension is required, and this must happen at any stage within the first 20 working days of Police receiving the request.

STEPS

1. If an extension is required this is indicated in IRT by using the **Reject** button.
2. You need to enter the grounds for wanting an extension. For example, the amount of research required to answer the request, and/or the amount of consultation required.
3. Note in the **Reject Reason** box how long you want the extension for.
4. Click **Submit**. This will send the request back to Ministerial Services.



5. When Ministerial Services have added in the extension date and sent the extension letter to the requestor, they will assign the OIA back to your business group. 6. You then need to assign the request to an assignee.	

RELATED TASKS

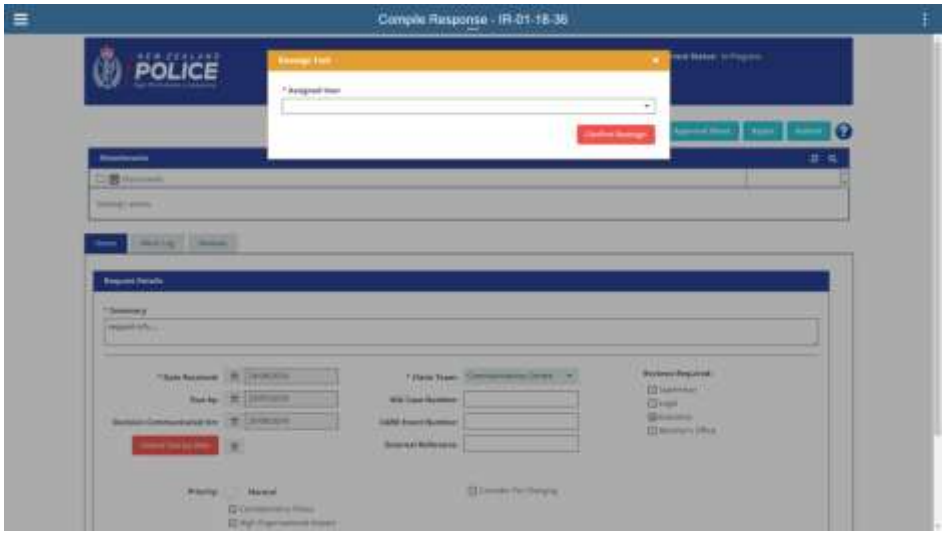
- Assign to assignee

Return to process

ASSIGN TO ASSIGNEE

The claim team nominates an assignee from their business group to compile the draft response.

STEPS

1. Review the request. 2. In the system click **Reassign Task** in the main navigation bar. 3. Use the dropdown arrow next to **Assigned User** to select the assignee you want to assign this request to. 4. Click **Confirm Reassign**. 5. The request will disappear off your dashboard and appear on the dashboard of the assignee.	

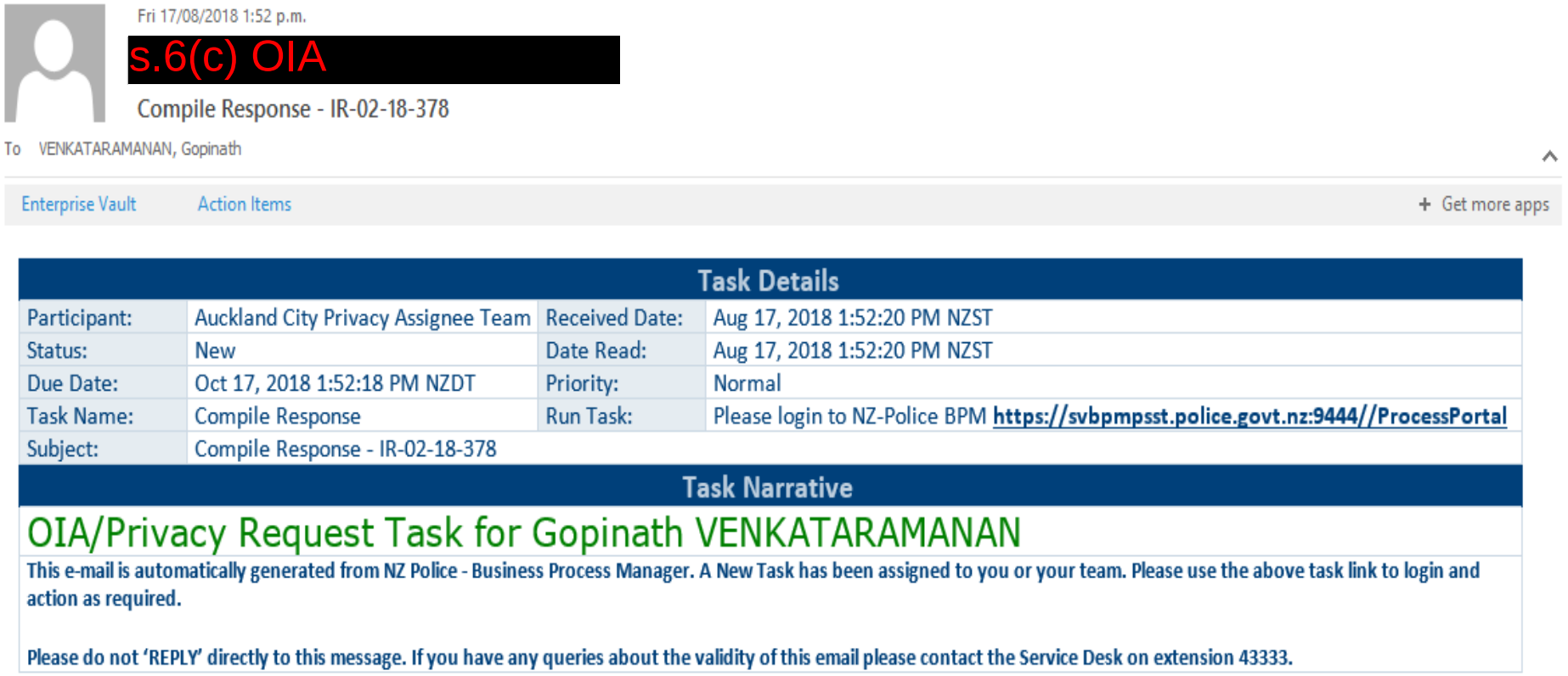
RELATED TASKS

- Reassign to new assignee

Return to process

EMAIL NOTIFICATION OF REQUEST (ASSIGNEE)

As a member of the assignee team, you will receive an email notifying you that a new request has been assigned to you for preparing a response. Set out below is an example of the email notification. Note that the system will send the notification to all assignees in your business group. You should check the green text at the bottom of the email to see if the request is for you. If you are not the named assignee, simply delete the email. If you are the named assignee, then click on the link on the right under **Run Task** in the **Task Details** section. This will take you to the login screen for IRT.



Fri 17/08/2018 1:52 p.m.

s.6(c) OIA

Compile Response - IR-02-18-378

To VENKATARAMANAN, Gopinath

Enterprise Vault Action Items + Get more apps

Task Details			
Participant:	Auckland City Privacy Assignee Team	Received Date:	Aug 17, 2018 1:52:20 PM NZST
Status:	New	Date Read:	Aug 17, 2018 1:52:20 PM NZST
Due Date:	Oct 17, 2018 1:52:18 PM NZDT	Priority:	Normal
Task Name:	Compile Response	Run Task:	Please login to NZ-Police BPM https://svbpmpsst.police.govt.nz:9444//ProcessPortal
Subject:	Compile Response - IR-02-18-378		

Task Narrative

OIA/Privacy Request Task for Gopinath VENKATARAMANAN

This e-mail is automatically generated from NZ Police - Business Process Manager. A New Task has been assigned to you or your team. Please use the above task link to login and action as required.

Please do not 'REPLY' directly to this message. If you have any queries about the validity of this email please contact the Service Desk on extension 43333.

Return to process

RELATED TASKS

- Logging in
- Claim request
- Searching requests

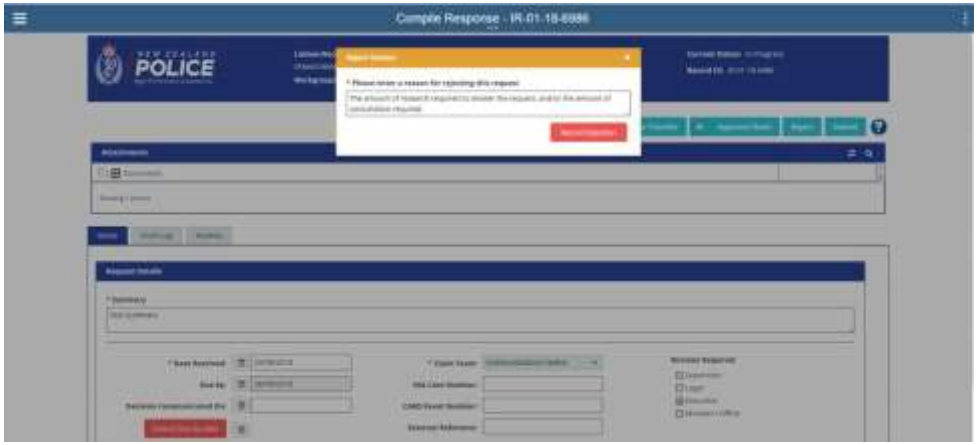
Return to process

EXTENSION (ASSIGNEE)

Both claim teams and assignees can decide if an extension is required, and this must happen at any stage within the first 20 working days of Police receiving the request.

STEPS

1. If an extension is required this is indicated in IRT by using the **Reject** button.
2. You need to enter the grounds for wanting an extension. For example, the amount of research required to answer the request, and/or the amount of consultation required.
3. Note in the **Reject Reason** box how long you want the extension for.
4. Click **Submit**. This will send the request back to Ministerial Services.
5. When Ministerial Services have added in the extension date and sent the extension letter to the requestor, they will send the OIA back to the claim team.
6. The claim team will assign the request to you.
7. You then need to continue compiling the response.



RELATED TASKS

- Create SME task
- Supervisor review
- Legal review

Return to process

CREATE SME TASK

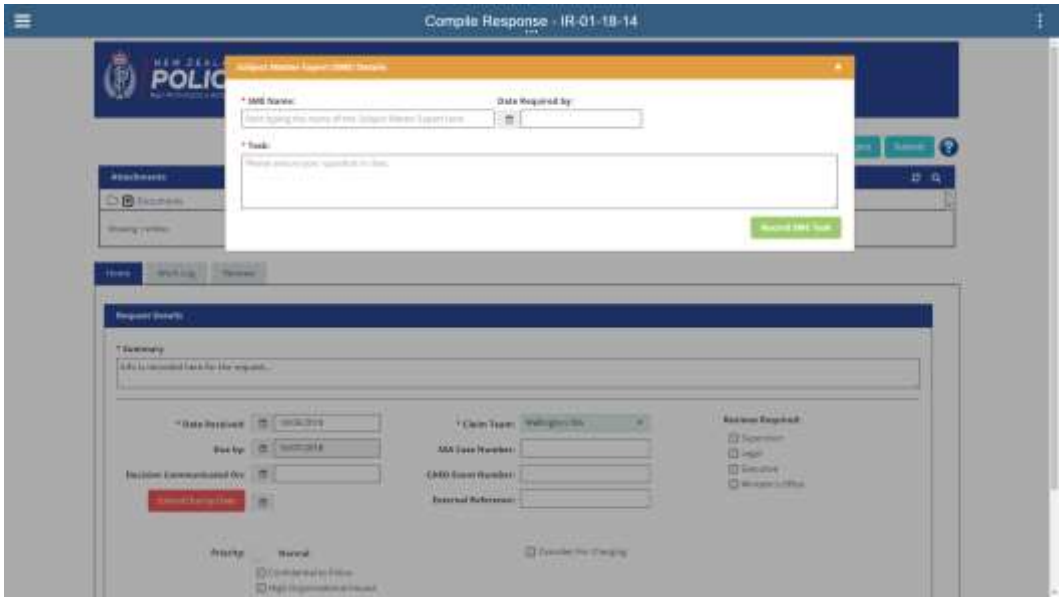
Whoever is compiling the information may require help from a subject matter expert (SME) to get the correct information or provide the response to a particular part of the request

STEPS

1. In the system click **Create SME Task**.
2. In the **SME Name** field, start typing their name or QID, then click on the name to select them (last name then first name is easiest).
3. Select the **Date Required** for the SME's response.
4. Enter what you need from the SME in the **Task** field. This should be enough information so the SME knows what the request is about. However, they should use the system to get all the information they need so don't copy and paste everything for them.
5. Click **Record SME Task**.
6. This will appear in the Worklog.
7. If the SME doesn't respond, you can still complete the request.

Notes:

- *You can request as many SMEs as you need.*
- *Contacting the SME to let them know you will be sending them a task to complete to assist with an OIA request is helpful, particularly if they are not a frequent user of the system.*



Return to process

RELATED TASKS

- Supervisor review
- Legal review
- Recommend for Executive review
- Get National Manager or Equivalent/Delegate endorsement
- Submit draft response

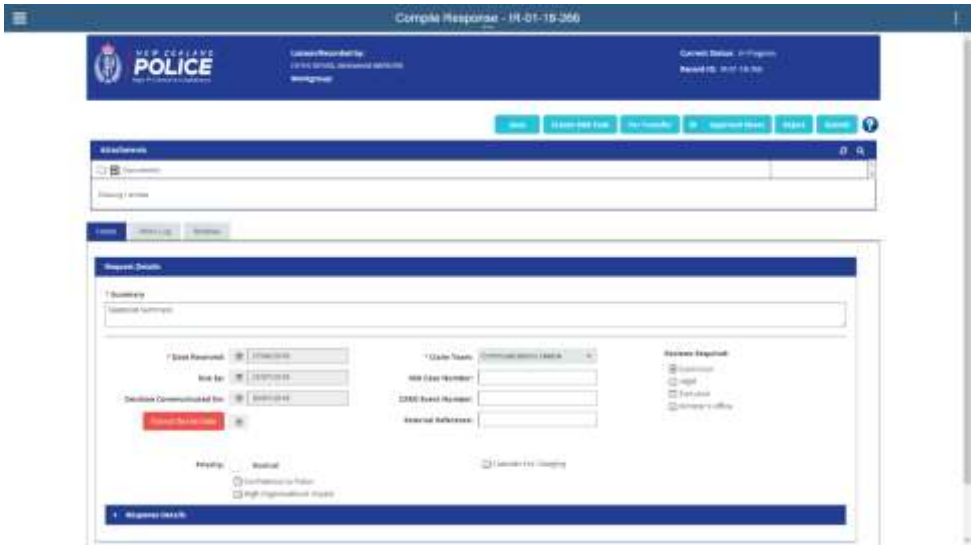
Return to process

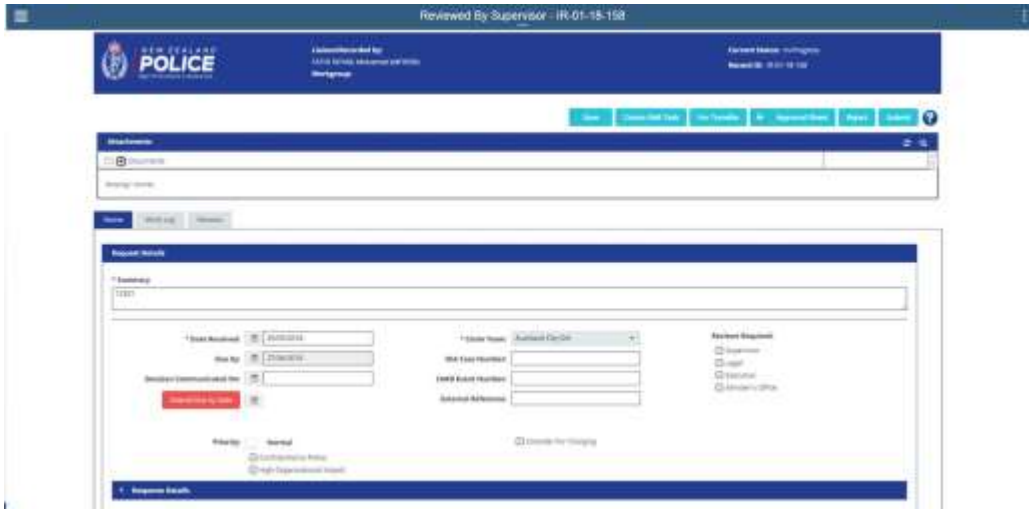
SUPERVISOR REVIEW

The assignee should request a supervisor review of the response they've compiled, as well as National Manager or Equivalent/Delegate endorsement, before they submit the response to Ministerial Services to commence the Executive approval and finalisation processes.

STEPS

1. Under **Reviews Required**, make sure the **Supervisor** box is ticked.
2. Click **Submit**.



3. A box will then appear **Confirm review.** 4. Click on **Cancel** if you don't want to proceed. If you want to cancel sending the request for supervisor review, you also need to go to the **Reviews Required** boxes on the Home page of the request and untick the **Supervisor** box. 5. Click on **Send for Review** if you want to proceed with getting this supervisor's review. ***Note:*** *The request for supervisor review of the response will go to your line supervisor as recorded in HRMIS. If you want the response to be reviewed by another supervisor you need to do this outside the system (via hard copy). Get them to sign the hard-copy approval sheet and also consider noting the outcome of that review, including the name of the supervisor in the worklog for that request.*	
6. Once the request has been reviewed by your Supervisor, the request will come back to you. Claim the request. 7. Note that **Supervisor** is unchecked because it has been completed. 8. Click **Reviews**. This will show all the reviews and highlight if it has been endorsed or not.	

Return to process

RELATED TASKS

- Legal review
- Recommend for Executive review
- Get National Manager or Equivalent/Delegate endorsement
- Submit draft response

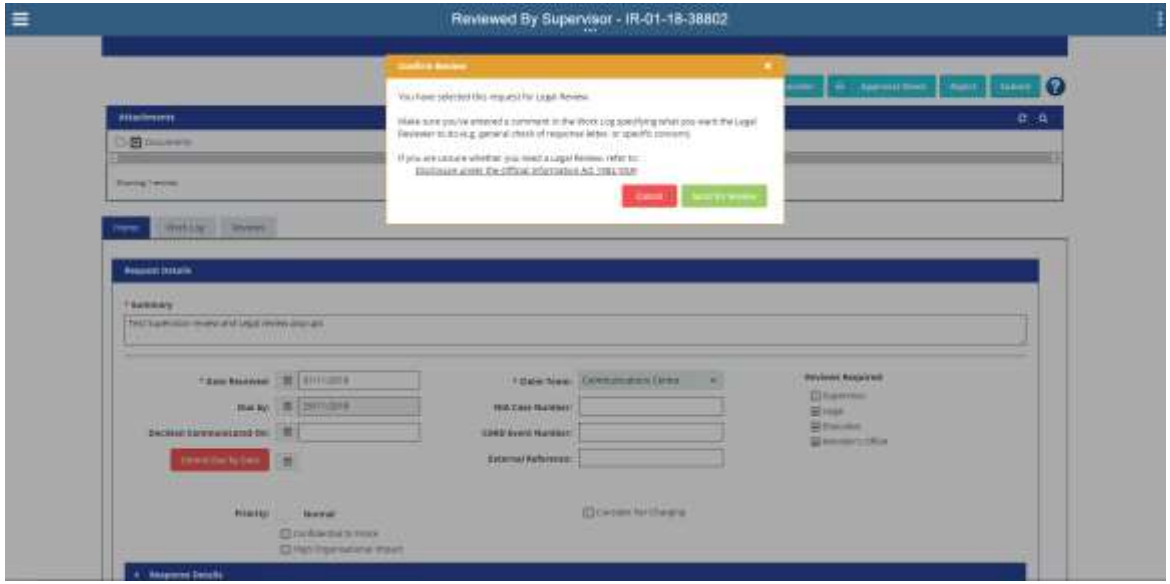
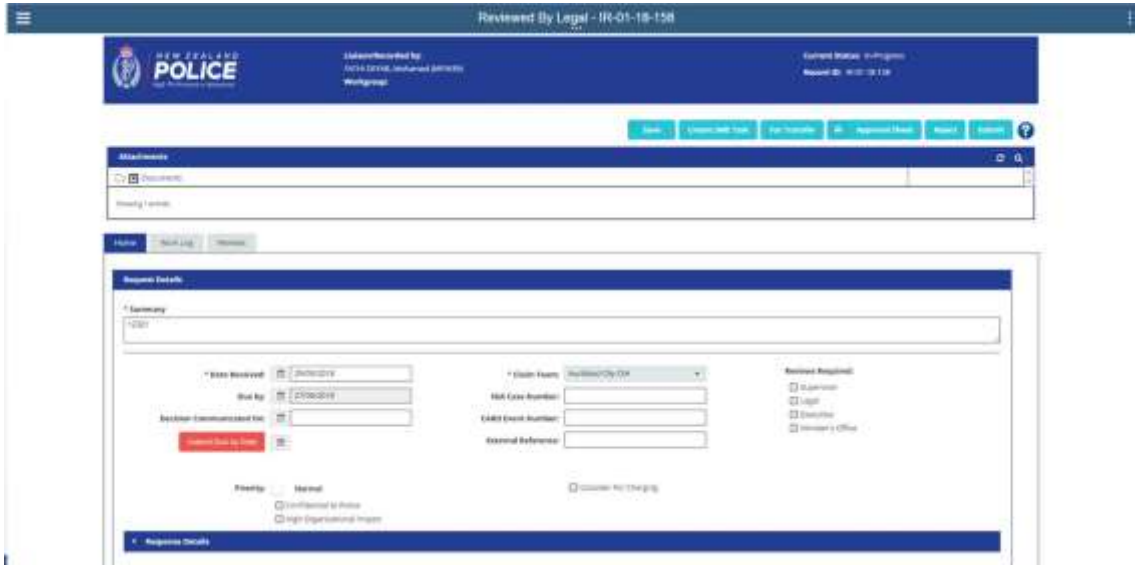
Return to process

LEGAL REVIEW

It is important to get a legal review once it has been drafted by the assignee and reviewed by the Supervisor. Note that the assignee may seek advice from a member of the Legal team at any stage of preparing the response.

STEPS

1. Tick **Legal Review**.
2. Go to the **Work Log** tab.
3. In the **Enter comment** field, write what you want the legal reviewer to do.
4. Click **Add Comment**.
5. Click **Submit**.

6. A box will then appear **Confirm review**. 7. Click on **Cancel** if you don't want to proceed. If you want to cancel sending the request for Legal review, you also need to go to the **Reviews Required** boxes on the Home page of the request and untick the **Legal** box. 8. Click on **Send for Review** if you want to proceed with getting a Legal review.	
9. Once Legal has reviewed it, you will get an email notification or it will reappear on your dashboard. 10. Claim the reviewed request. 11. Note that **Legal** is now unchecked on the home screen because it's been completed. 12. Click **Review**. 13. This will show you the reviews and Legal's response to your request. ***Note:*** *If there is no further work required, proceed to seek National Manager or Equivalent/Delegate endorsement. Otherwise complete any work as recommended by Legal, and have the revised draft response reviewed by your supervisor.*	

Return to process

RELATED TASKS

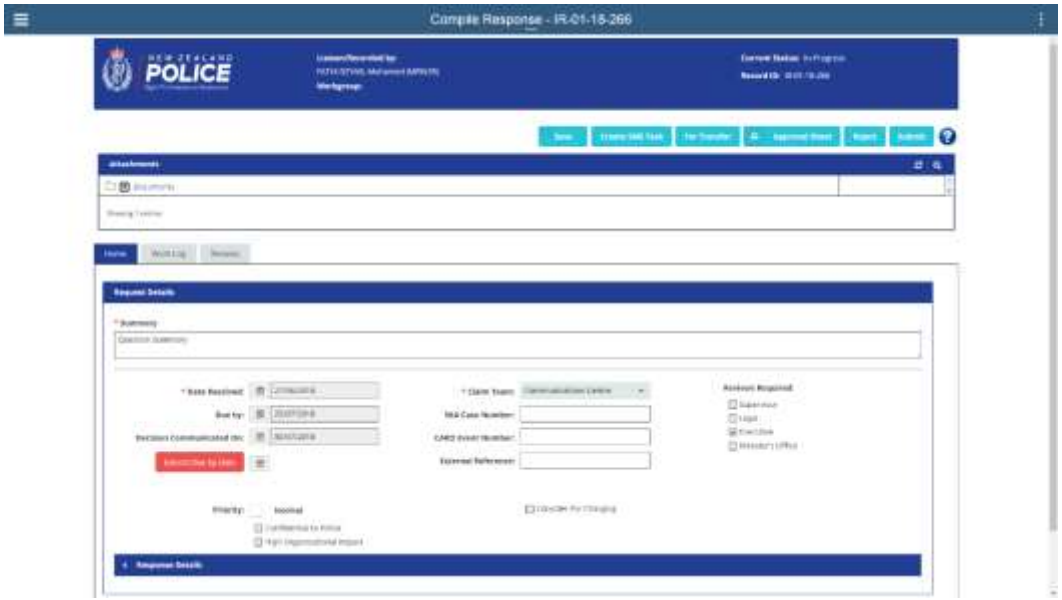
- Recommend for Executive review
- Get National Manager or Equivalent/Delegate endorsement
- Submit draft response

Return to process

RECOMMEND FOR EXECUTIVE REVIEW

An assignee is able to recommend Executive Review. However, only Ministerial Services can send the request for Executive Review. The Executive Review button is selected by default.

STEPS

1. Tick the **Executive** box prior to submitting the request to Ministerial Services.	

RELATED TASKS

- Get National Manager or Equivalent/Delegate endorsement
- Submit draft response

Return to process

APPROVAL SHEET

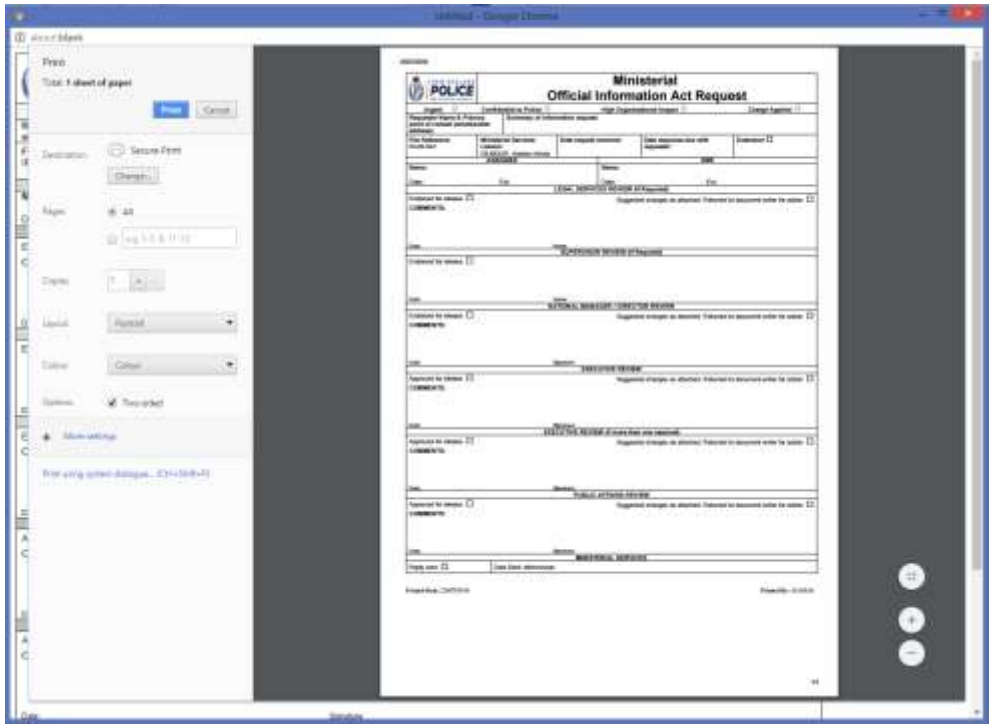
The approval sheet is the front page that accompanies the hard copy file through the approval process. The approval sheet is also one of the documents that must be attached to the IRT file once it has been completed.

Once the response has been compiled and endorsed by both the Supervisor and National Manager or Equivalent/Delegate in the business group, the assignee needs to ensure that an approval sheet has been completed to reflect these approvals. Once the approval sheet has been signed off, attach it to the request record, along with a copy of the draft response.

STEPS

1. In the home screen click **Approval Sheet**.
2. This will bring up the approval sheet. Click **Print** to print a copy.
3. Once the approval signatures have been obtained, scan the sheet and attach it to the request record, and the hard copy to Ministerial Services along with a copy of the endorsed response.

Note: *You cannot save the approval sheet elsewhere in your shared folder, as the approval sheet is specific to each request.*



Return to process

RELATED TASKS

- Attaching documents

Return to process

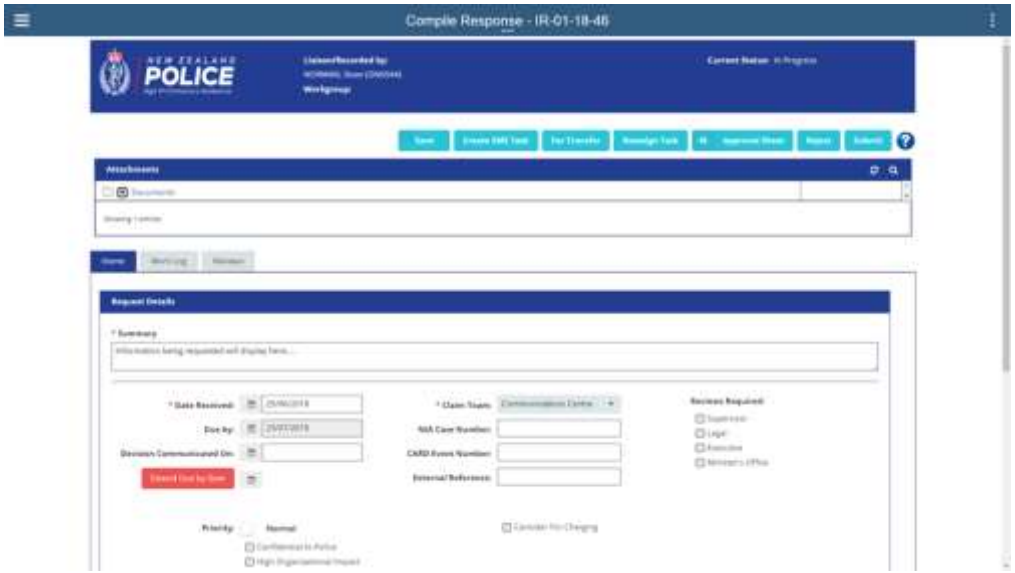
SUBMIT DRAFT RESPONSE

Once the assignee has compiled the draft response, obtained all the relevant signatures and attached the relevant documents, they submit the draft response to Ministerial Services to prepare for Executive review.

STEPS

1. Make sure you have everything compiled, noted in the system, and you have received all the relevant approvals.
2. Fill out the response details on the home page.
3. Enter the name of the National Manager or Equivalent/Delegate.
4. Enter the date the National Manager endorsed the response.
5. Enter the response to the request in the **Response Summary** section.
6. Click **Submit**.
7. The request will now disappear off your dashboard and appear on Ministerial Service's dashboard.

***Note**: Approval name needs to be entered last name first then first name. Select name from drop down menu.*



Return to process

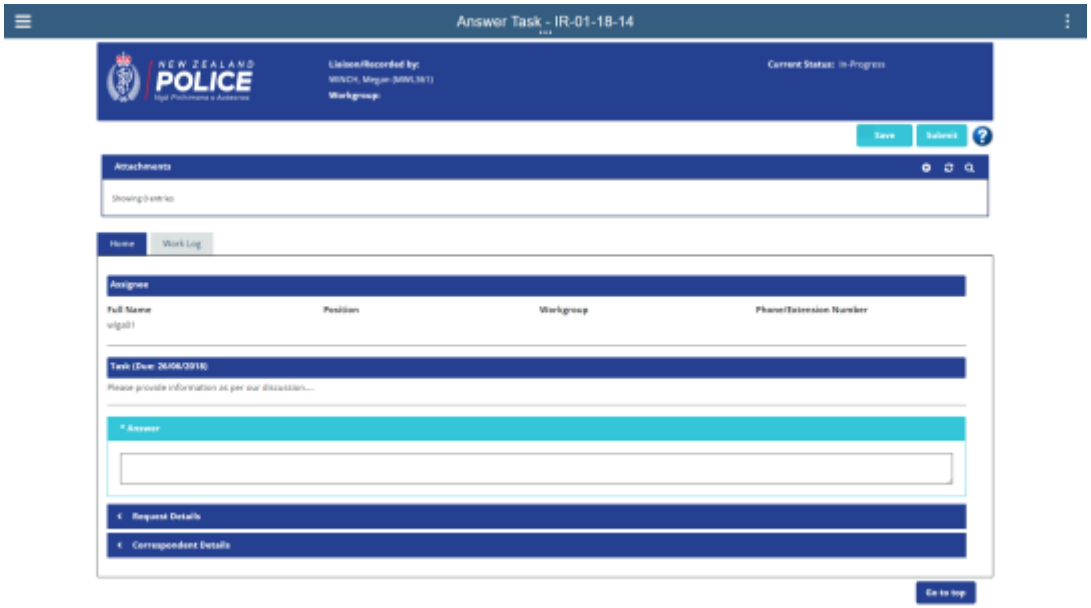
PROVIDE INFORMATION

The SME is responsible for providing information required by the assignee.

STEPS

1. Read the task and work out what you need to do.
2. You can check the **Request Details** and the **Correspondent Details**.
3. Find the information required from you.
4. You can either write your answer in the **Answer** field or attach your response.
5. Click **Save** at any point to save your progress.
6. Once you've completed your task, click **Submit.**
7. This will send your response back to the assignee. No further action is required from you.

Note: *If you don't think you are the right person, write this in the* ***Answer*** *field and submit the request back to the assignee.*



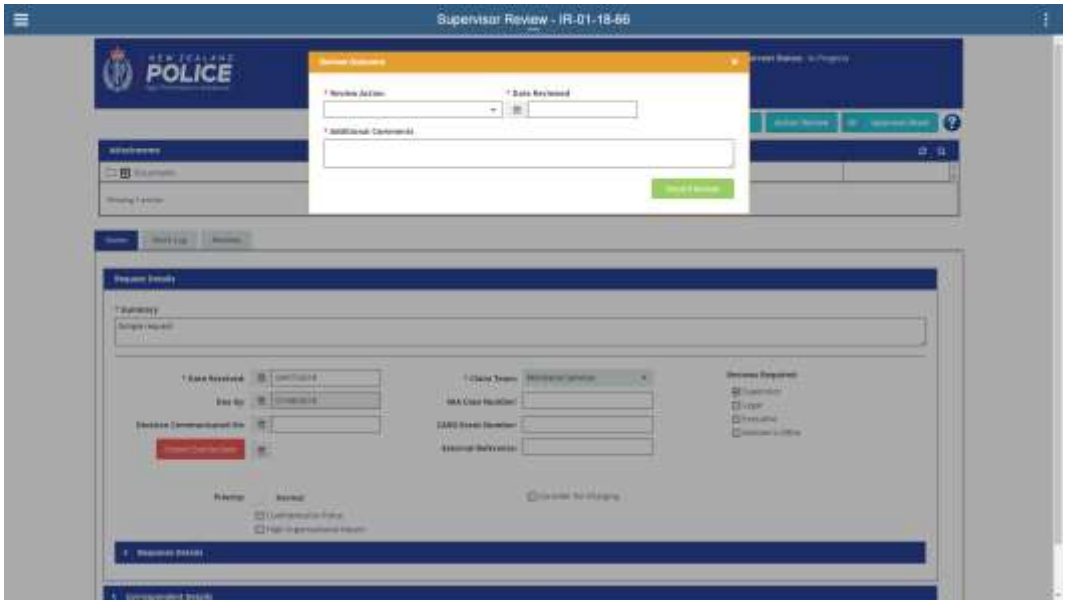
Return to process

REVIEW THE REQUEST

The supervisor needs to review the draft response and confirm it is accurate and appropriate.

STEPS

1. Read the relevant documents.
2. Click **Action Review** in the main navigation.
3. Click **Review Action**. From the dropdown, select one of the following actions.
    a. **Endorsed** - this gives the go ahead.
    b. **Rejected** – this marks the review as rejected and will need to be revised by the assignee.
    c. **Declined with Feedback** - this goes back to the assignee with feedback on their work.
4. Enter the **Date Reviewed**.
5. Add any **Additional Comments**.
6. Click **Record Review**. This sends the request back to the assignee and disappears from your dashboard.



Return to process

LEGAL REVIEW

A member of the Legal group checks the worklog once they've claimed the task as this is where the assignee will have written instructions on what they want them to review.

STEPS

1. Click **Work Log**. 2. Look at the entries to find out what the assignee needs your assistance with.	

RELATED TASKS

- Review the request

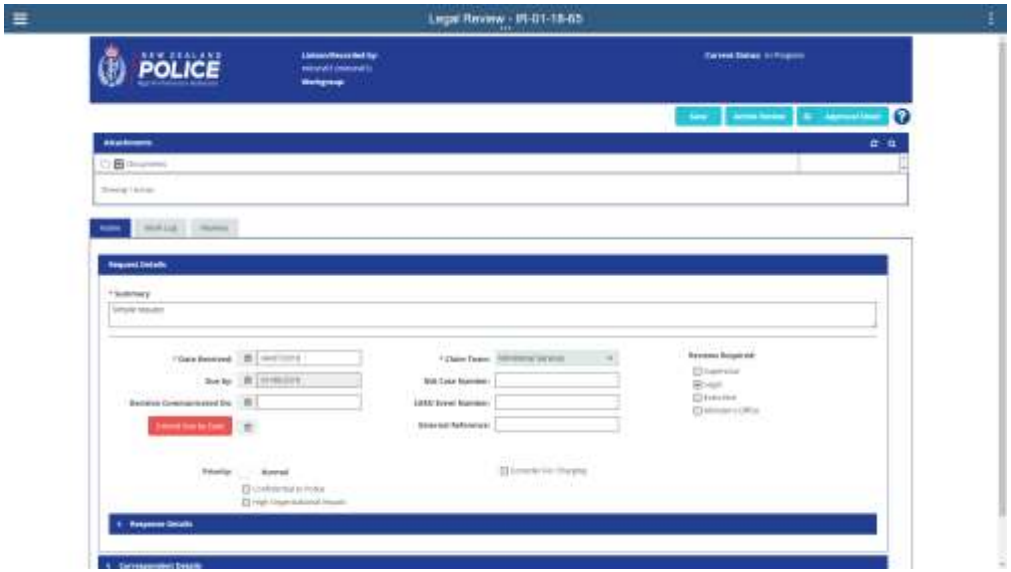
Return to process

REVIEW THE REQUEST

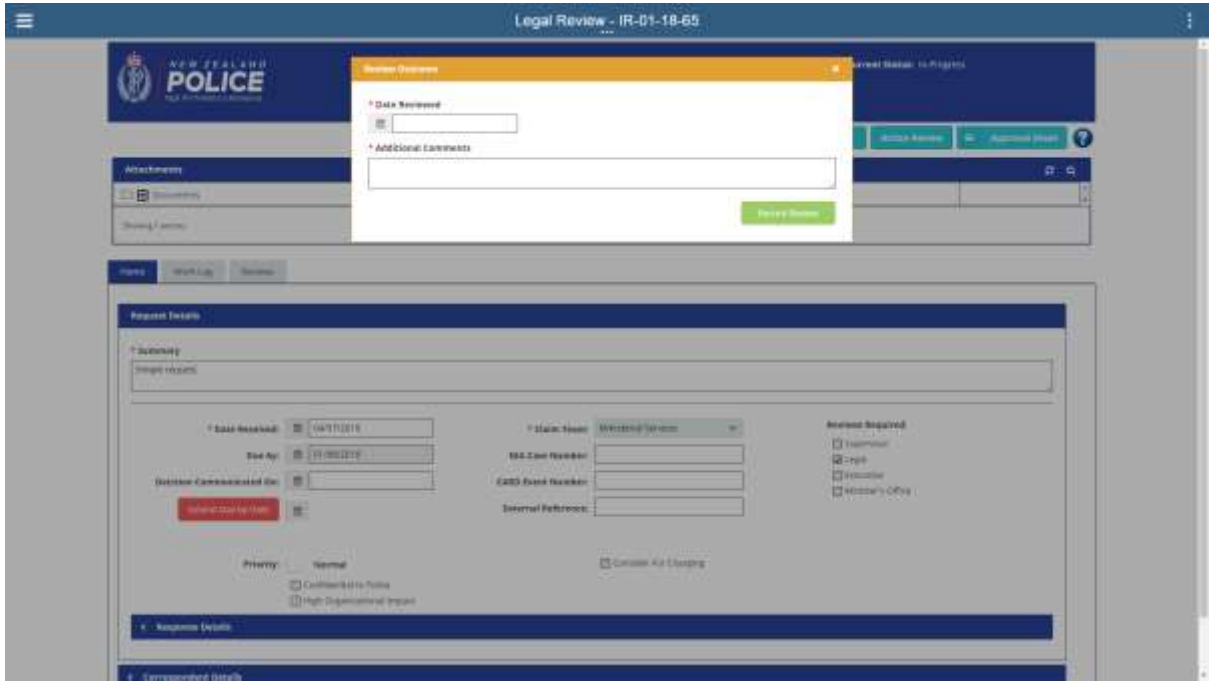
The Legal team reviews the request.

STEPS

1. Read the relevant information and documents.
2. If you want to add any comments, you can write these under **Action Review, note in the worklog,** or attach your own document to the system.
3. Click **Action Review**.



4. On the **Review Outcome** screen:
    a. add the **Date Reviewed**
    b. add any **Additional Comments**
5. Click **Record Review.**
6. This will remove the request from your dashboard and back to the assignee who submitted the request for legal review.



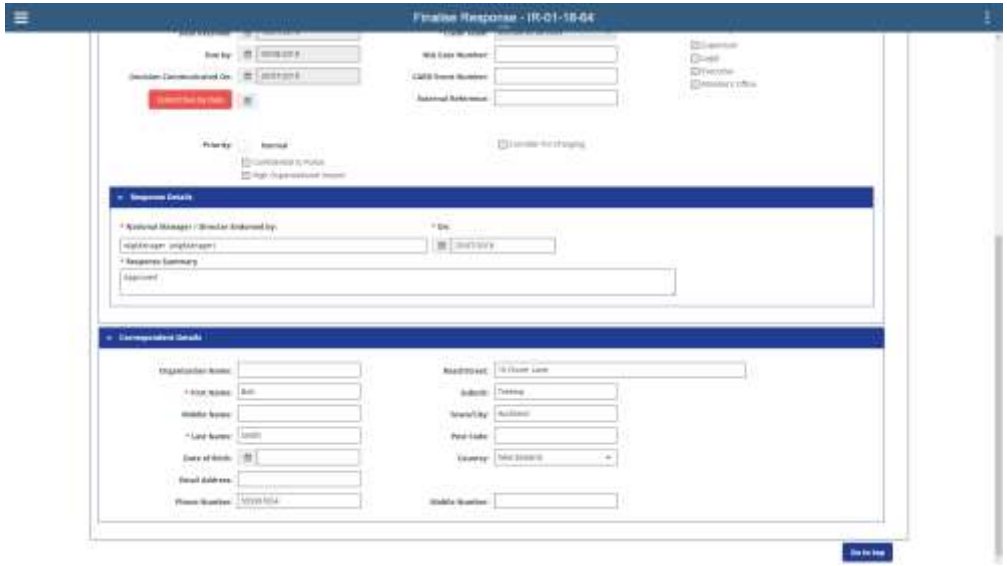
Return to process

NATIONAL MANAGER OR EQUIVALENT/DELEGATE ENDORSEMENT

The assignee must get National Manager or Equivalent/Delegate's endorsement before the request is submitted back to Ministerial Services. This is the final step in the 'compile response' stage. How this happens will depend on how the business group wants to manage it. The National Manager or Equivalent/Delegate is responsible for endorsing the draft response. This may be done by noting it on the hard copy approval sheet as well as entering the endorsement in IRT, **or** the endorsement may just be made on the approval sheet. In the latter instance, the assignee will need to update the Response Details section in IRT reflecting the endorsement, before the request is submitted to Ministerial Services. Note that endorsement of the draft request must also be recorded on the hard copy approval sheet.

STEPS

1. Once the National Manager or Equivalent/Delegate has looked over the response, the **Response Details** section needs to be filled in.
2. Enter the name of the National Manager or Equivalent/Delegate.
3. Enter the date the National Manager endorsed the response.
4. Enter the response to the request in the **Response Summary** section.



Return to process

RELATED TASKS

- Submit draft response

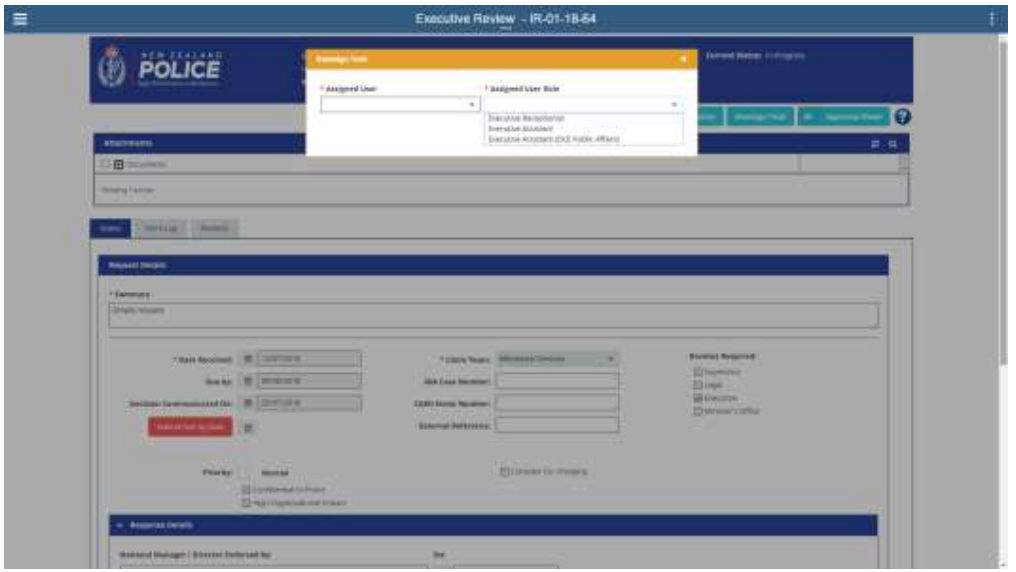
Return to process

ASSIGN TO EA FOR APPROPRIATE EXECUTIVE MEMBER

The Executive Receptionist assigns the request to the relevant EA and gives them the hard copy file at the same time.

STEPS

1. Click **Reassign Task** on the main navigation.
2. Select **Assigned User** (this will be the relevant EA for the Executive member)
3. Click on the dropdown arrow in the **Assigned User Role** field. Select **Executive Assistant**.
4. Click **Confirm Reassign**.
5. This will now be removed from your dashboard.



RELATED TASKS

- Assign to Public Affairs

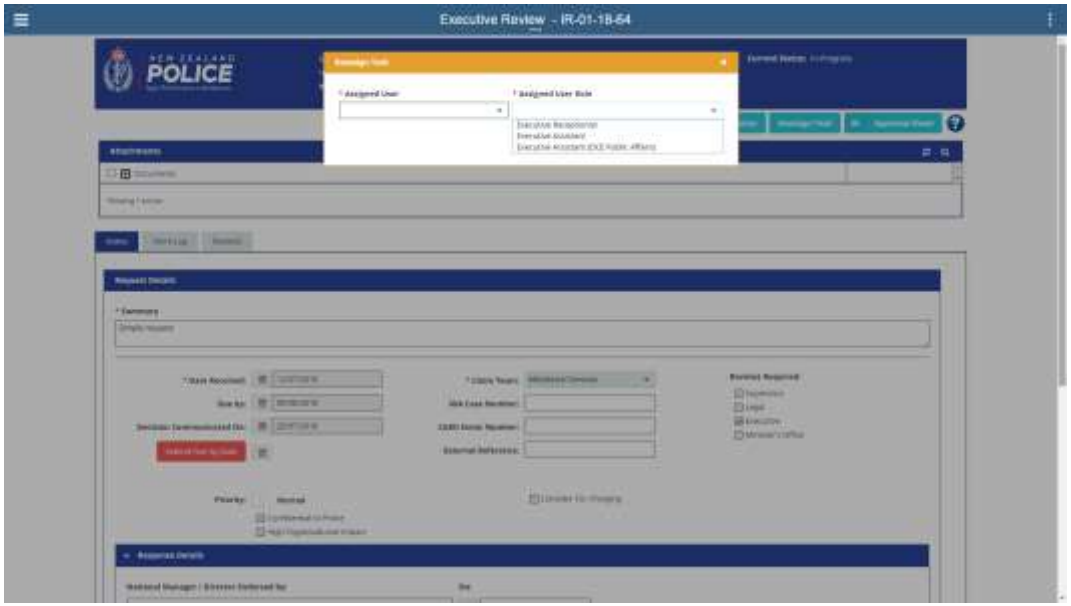
Return to process

ASSIGN TO EA FOR PUBLIC AFFAIRS

It is the responsibility of the EA for the relevant Executive member to assign it to the EA for the Deputy Chief Executive Public Affairs once their Executive member has reviewed the request and signed the approval sheet. They also need to take the hard copy version to the EA for Public Affairs.

STEPS

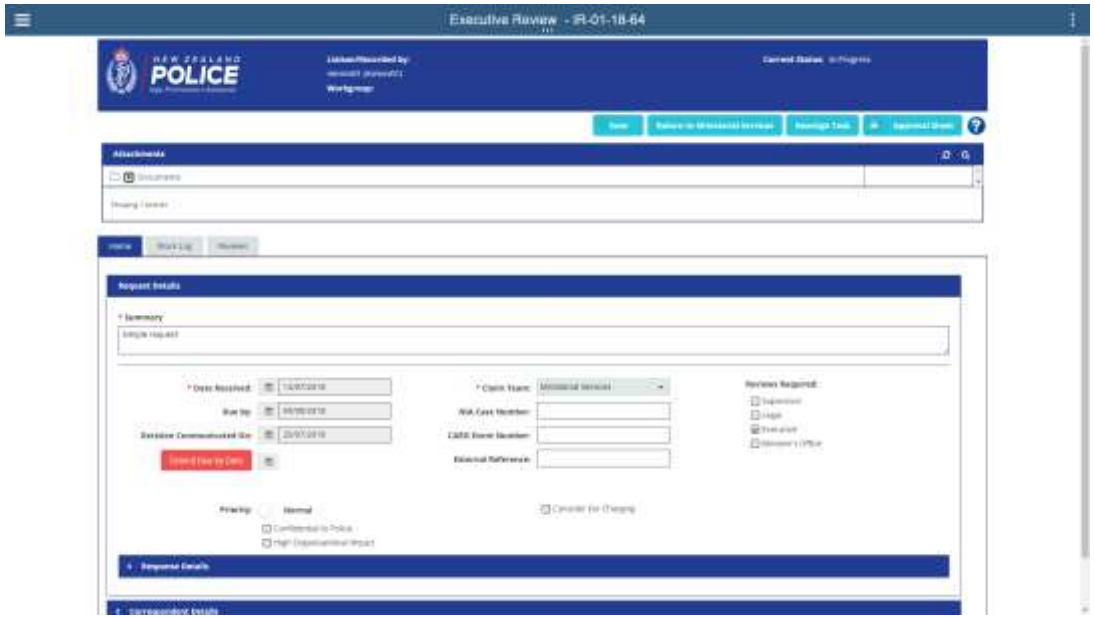
1. Once you've claimed the task enter the comments from the Executive into the system.
2. Click **Reassign Task.**
3. Select **Assigned User** (this will be the relevant EA for Public Affairs).
4. Click on the dropdown arrow in the **Assigned User Role** field. Select **Executive Assistant (DCE Public Affairs)**.
5. Click **Confirm Reassign.**
6. This will remove the request from your dashboard.



Return to process

RETURN TO MINISTERIAL SERVICES

Once the Deputy Chief Executive Public Affairs has reviewed the request it goes back to the EA for Public Affairs, who then submits it back to Ministerial Services. The hard copy file is returned to the Executive Reception desk for Ministerial Services to collect.

STEPS

1. Once in the system, click **Return to Ministerial Services**.
2. Click **Review Action**.
3. Enter the **Date Reviewed**.
4. In the **On behalf of** field, enter the DCE Public Affairs.
5. Write any **Additional Comments**.
6. Click **Record Review**.
7. This will send the request back to Ministerial Services and it will be removed from your dashboard.