LGOIMA Request Process for Regulatory Services

Customer Response & Official Information Specialist

* Ensure the LGOIMA Request number and due date are captured on the subject line of all emails

Can this be responded to as BAU?
- Identify who the subject matter expert / LGOIMA owner is and contact to ascertain if request can be responded to as BAU
- If yes - email request to LGOIMA owner to provide the response as BAU, enter notes into SAP, email LGOIMA Team to advise, and close LGOIMA
- If no - assign request to LGOIMA owner

Can this be responded to by our Performance, Information and Assurance team (PI&A)?
- If the request is for lists and statistics, email request to PI&A, then forward response to the business unit for approval

Assign and Receive Response
- Create assigning email from template in SAP
- Email LGOIMA request to LGOIMA owner
- Enter LGOIMA owner's name, due date and date email was sent, into Notes in SAP
- Receive response from LGOIMA owner, check redactions, template response letter, merge pdf documents and tidy folders, where appropriate.
- Forward to LGOIMA owner for approval if redactions have been changed
- Receive approved redacted document from LGOIMA owner
- Upload response into SAP, enter notes

Approval
- Forward LGOIMA request and response to T4 Manager for approval
- Upload and enter details into Notes in SAP CRM
- Receive approval from Manager
  OR
- Receive non-approved response and email back to LGOIMA owner for re-work
- Enter notes in SAP
- Receive re-worked response from LGOIMA owner and forward to T4 Manager approval
- Upload and enter details into Notes in SAP
- Receive approved response from T4 Manager
- Upload into SAP, enter notes, change status to 'complete' and close LGOIMA in SAP
- Forward approval email plus link to documents, to the Privacy and Official Information team confirming response is complete.

Regular contact with LGOIMA owner and approvers to promote timely responses via
- Weekly report (sent Monday/Tuesday) copy to Managers and General Managers
- Overdue / Reminder emails (sent Thursday / Friday) copy to Managers
- Telephone complaint owner if no response to Overdue/Reminder emails received
- Escalate to Manager if no further response received

NB: The SLA may be extended when agreed to by the business partner in the Privacy and Official Information Team, in extenuating circumstances.

LGOIMA Owner

Ensure the LGOIMA Request number is captured on the subject line of each email

- Receive LGOIMA Request
- Notify regulatorycustomerfeedback@aucklandcouncil.govt.nz immediately if
  - request requires clarification
  - request needs to be responded to by another team
  - request requires substantial collation
  - if data is not available in requested format
  - if you require access to emails of past employees
  - if data can be provided by our Performance, Information and Assurance team
  - Notify regulatorycustomerfeedback@aucklandcouncil.govt.nz immediately if data is held on the property file

- Investigate request, or delegate to an expert to investigate.
- Ensure all requested information is provided, or a reason is given why we are unable to provide this information.
- Provide all requested documentation in pdf format.
- Highlight or mark up in each document, the wording to be withheld
- Complete template 'response' at the bottom of the assigning email
- Forward response in return email to regulatorycustomerfeedback@aucklandcouncil.govt.nz (capturing heading in email), indicating requested redactions
- regulatorycustomerfeedback@aucklandcouncil.govt.nz will check response and redaction requests, 'mark for redaction', and forward to the T4 Manager for approval

- Contact regulatorycustomerfeedback@aucklandcouncil.govt.nz (capturing heading in email) if you would like advice on how to bulk pdf the documents you are providing
- If your response is returned to you with a request to re-work (provide missing information, complete template letter response, etc) complete as requested
- Forward response in return email to regulatorycustomerfeedback@aucklandcouncil.govt.nz (capturing heading in email), indicating requested redactions
- regulatorycustomerfeedback@aucklandcouncil.govt.nz will forward to the T4 Manager for approval

T4 Manager Approver

Ensure the LGOIMA Request number is captured on the subject line of each email

- Receive LGOIMA response with marked up redactions
- Review response to ensure all requested information is provided, or the reason that we are unable to provide this information is given
- Review requested redactions
- Forward approved response in return email to regulatorycustomerfeedback@aucklandcouncil.govt.nz

OR

- Forward non approved response back to writer, cc regulatorycustomerfeedback@aucklandcouncil.govt.nz, for rework
- Receive reworked response from LGOIMA owner
- Review reworked response
- Forward approved response in return email to regulatorycustomerfeedback@aucklandcouncil.govt.nz