

# The Office of Human Rights Proceedings

Te Tari Whakatau Take Tika Tangata

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6 October 2016

Katherine Raue  
By email/response to FYI.org.nz

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Vector House  
44 The Terrace  
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Thorndon  
Wellington

Telephone: (04) 496-9778  
Facsimile: (09) 375-8641  
Email: [gregr@ohrp.org.nz](mailto:gregr@ohrp.org.nz)

Dear Ms Raue

## Response to request for information

I refer to your request of 9 September 2016, received at 5:37pm, for information regarding the Office of Human Rights Proceedings' access to emails following a recent IT outage.

The request was sent through the "FYI.org.nz" website and you have requested a response to be sent through that website.

Your request states:

I request all information regarding the inability of your Office to access emails as a result of 'moving to the cloud' as stated in the following correspondence, including a full explanation of how this occurred and who is responsible.

...

I request all information regarding this ongoing inability to access emails including a full explanation of how this occurred and when and how it is going to be resolved.

Please find responses to your request below.

## Explanation of the problem, how it occurred and the resolution of the problem

Between 8 and 18 August 2016 inclusive the mailbox [ohrp@ohrp.org.nz](mailto:ohrp@ohrp.org.nz) was included in two major projects. During this period the mailbox was at times inaccessible. It is unclear how this occurred, but we note:

- Two independent and significant organisational activities were delivered between the period in question: an office relocation on 5-8 August 2016 and a change to email hosting services on 12 August 2016.

- On 5-8 August 2016 the Auckland branch of the Office of Human Rights Proceedings (OHRP) moved premises. Mail services were shut down for a six-hour period on the night of 5 August 2016 while servers were relocated.
- Between 11-15 August 2016 a number of email addresses used by the OHRP and the Human Rights Commission (which shares the same servers and technology) migrated to the Office 365 application, which is a “cloud-based” service. It is possible that the email address [ohrp@ohrp.org.nz](mailto:ohrp@ohrp.org.nz) (which was migrated on the evening of 12 August 2016) was disrupted at that time.

The Office, the Commission and their external IT provider (LANWorx Ltd) have investigated the issue and have identified that there was disruption to the access of shared mailboxes including the [ohrp@ohrp.org.nz](mailto:ohrp@ohrp.org.nz) mailbox.

The issue itself was resolved on or about 18 August 2016, but the content of some messages sent to that inbox between 8 and 18 August 2016 remain irretrievable. This issue affected a handful of shared mailboxes.

LANWorx has performed extensive work to resolve this issue. Log files from both the old Mail server and Office 365 Mail service were interrogated and examined.

LANWorx:

- Could not identify a reason why the OHRP move over 5-8 August 2016 would have affected the [ohrp@ohrp.org.nz](mailto:ohrp@ohrp.org.nz) mailbox.
- Identified that mail was arriving in that mailbox up until the time it was migrated to the Office 365 application on the evening of 12 August 2016.
- Identified that some access to that mailbox was disrupted after migration.
- Noted that although all emails should have been transferred from the old mailbox to the new Office 365 application, it appears some were not.

LANWorx have been unable to identify why the mailbox was inaccessible before the migration.

### **Responsibility for outage**

You have asked “who is responsible” for the outage. It is unclear what specific information you seek. As noted above, LANWorx Ltd is the IT provider to the OHRP and the Commission and a third party was engaged to migrate the emails to the new environment. The OHRP has responsibility for the email address [ohrp@ohrp.org.nz](mailto:ohrp@ohrp.org.nz) and it shares systems with the Human Rights Commission.

Given that the cause of the issue is unclear, it is inappropriate to apportion blame to a specific person or organisation.

Nevertheless, because the OHRP is responsible for that email address, people who have been seriously affected by this issue have received an apology on behalf of the OHRP. Any emails

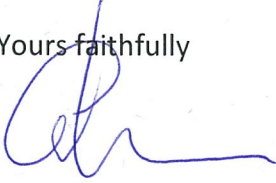
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Office of Human Rights Proceedings

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sent to that address should now be received without incident if the sender wishes to re-send them.

Yours faithfully



**Greg Robins**  
Senior Solicitor  
*Roia Matua*