

6 November 2012

IKM-36-08
OIA 2012 42055

Jessica Fathom
Email - fyi-request-597-09ec6bf5@requests.fyi.org.nz

Dear Jessica

Official Information Act request - Record management of text messages

I am responding to your request for information on the Ministry's policies and technology relating to the use of staff work phones for sending or receiving text (SMS) messages.

Where the Ministry uses SMS messaging in its business processes to transact with customers, these messages are not sent or received on staff work phones, but are centrally managed through a text gateway. The gateway records all messages and associated activity, and ensures protection of personal information.

The Ministry of Justice has not implemented technology to automatically capture SMS messages sent from or received on staff work phones in a document management system.

You have also asked about:

1. Our policy around text message management - the Ministry is in the process of updating its recordkeeping policy which also applies to text messages – please refer to Appendix 1.
2. Operational documents referencing how text messages sent/received on staff phones are managed– we recommend that business texts are recorded in mediums such as a file note. A copy of the relevant section of our recordkeeping training module is attached – please refer to Appendix 2. It is important to note that trivial messages may be destroyed under the Archives New Zealand general disposal authority (DA102/GDA3) when they are no longer required for administration purposes.

Yours sincerely



Rose Percival
Deputy Secretary Organisational Development and Support

Encl: 2

APPENDIX 1

Extracts from draft Ministry of Justice Recordkeeping Policy (17 May 2012)

Inclusion of text messages in scope

5 This policy applies to all activities undertaken by the Ministry, in whatever manner they are conducted. This includes:

- all written correspondence, whether paper or electronic;
- records of meetings and conversations including telephone calls, text and instant messaging, resulting in, or contributing significantly to, Ministry decisions, approvals or commitments;
- records of activities created and maintained within electronic systems, including data relevant to the activity concerned.

Requirement to maintain records in appropriate systems

25 Records are to be maintained in systems that provide adequate protection, having regard to their functional, evidential and public interest value, over the life of the record, as reflected in disposal authorities approved by the Chief Archivist.

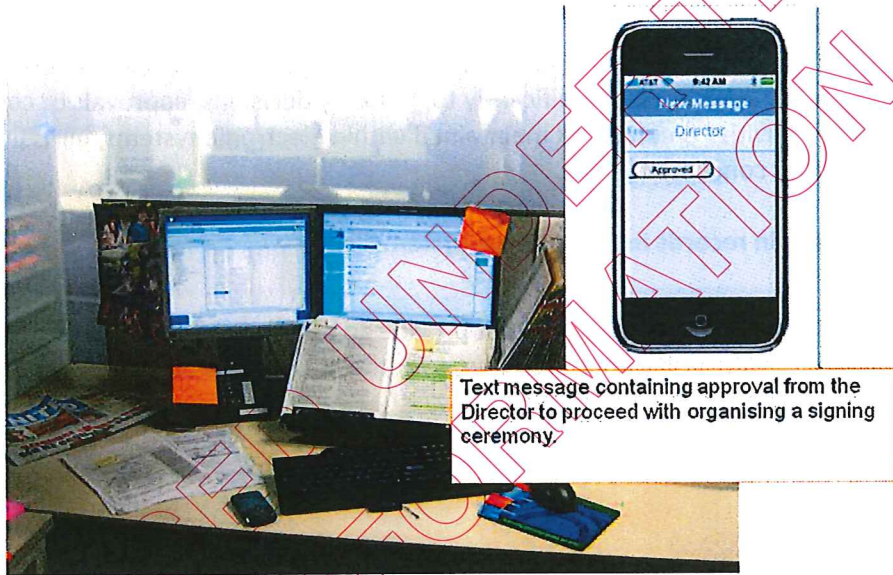
RELEASED UNDER THE
OFFICIAL INFORMATION ACT

APPENDIX 2

Excerpt from recordkeeping training module

What is a record?

Activity: keep it or delete it?



What is a record?

Activity: keep it or delete it?

