



Office of Hon Steven Joyce

Minister for Economic Development
Minister of Science and Innovation
Minister for Tertiary Education, Skills and Employment
Associate Minister of Finance

22 APR 2013

Richard O'Keefe
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Dear Dr O'Keefe

Thank you for your letter of 3 April 2013 in which you requested answers to the following questions:

1. *How many people were engaged in the actual process of technical review?*
2. *What experience did these people have in software development and maintenance, actual hands-on-the-code experience, as opposed to management?*
3. *What experience did these people have in user interface design and testing for end users? Again, actual hands-on work experience rather than management is what I'm asking about.*
4. *Did any of the reviewers have hands-on programming experience?*
5. *Were the reviewers all normally employed by Deloitte, and if not, in what areas of the IT industry were they normally employed?*
6. *Was the final report submitted to all the review team for approval or should it be taken as one person's summary of their work?*
7. *Scope point 8 "The effectiveness of data entry into the system, including validation and quality assurance" is not clearly covered in the Final Report. What did the review team actually do to judge this effectiveness?*
8. *Were the review team allowed to inspect the actual source code of the Novopay system (at least the part specifically developed for Novopay)?*
9. *The Final Report refers repeatedly to Talent2 failing to provide requested information. For example, on page 31, "Solution architecture documentation." Now "application architecture" was stability and technical suitability point 2 on page 3 of the terms of reference. What reasons did Talent2 give for failing to provide this information or the "formal process documentation" also referred to on page 31? How were the reviewers able to judge the architecture or processes without this information?*

Your request has been considered under the Official Information Act 1982 (the Act).

On my behalf, the Ministry of Education engaged Deloitte to conduct the Novopay Technical Review and produce a final report of its findings.

I am advised that the Ministry appointed Deloitte to this role on the basis of the company's expertise, skill and reputation. The Ministry therefore relied on Deloitte to have all appropriate internal systems and processes in place to adequately provide the services.

Because the questions you have asked relate to the internal systems and processes that Deloitte would have used to produce the report, I do not hold the information you have requested. I am advised that the Ministry of Education does not hold it either. For this reason, all nine questions of your request have been refused under section 18(g) of the Act as the information requested is not held by the department or Minister of the Crown.

Under sections 19 and 28(3) of the Official Information Act 1982 you have the right to ask an Ombudsman to review this decision.

Yours sincerely



Hon Steven Joyce
Minister with responsibility for Novopay