User's Guide to IRT (Information Request Tool)

PNHQ Privacy Act Requests

ROLE-BASED USER GUIDE

NEW ZEALAND POLICE
Ngā Pirihimana o Aotearoa

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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 a Privacy Act request at Police National Headquarters (PNHQ). Separate guides have been developed for PNHQ OIA 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 Privacy Act 1993* which can be found on the Police Instructions site. This Police Instructions chapter details Police procedures and requirements under the Privacy Act 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.

If you are required to complete part or all of a Privacy Act request in IRT, you need to have NIA basic access. This is a technicality only, and you will not be required to actually access NIA. If you do not have this access, you will need to complete the ICT form on the Police intranet.

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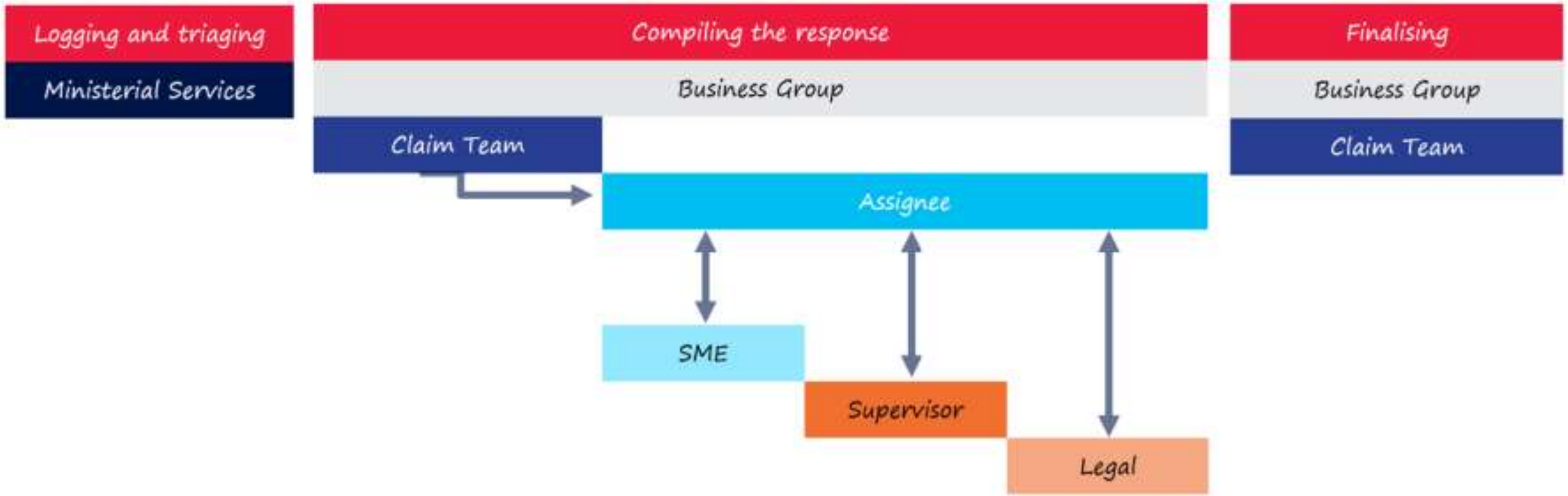
PROCESS OVERVIEW

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.

Privacy Act 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 a Privacy Act 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

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MINISTERIAL SERVICES (LOGGING AND TRIAGING)

ABOUT

Ministerial Services are responsible for the initial logging and triaging of PNHQ Privacy Act requests. Ministerial Services send the request to the relevant business group who will prepare the response and omplete the approval and finalisation process. Ministerial Services is responsible for managing transfers to other agencies and organisations.

TASKS

Logging

A Privacy Act 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 Ministerial Services 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 Privacy Act 1993* 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

Return to process

CLAIM TEAM (COMPILING)

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
- Confirmation of identity
- Mark as confidential
- Mark as high organisational impact
- Normal/high priority
- Extension request
- 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

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CLAIM TEAM (FINALISING)

ABOUT

The claim team are also responsible for receiving the draft response back from the assignee, ensuring all the relevant information is attached in IRT and putting the response through any approval process. The claim team also manages the sign-out process and sending the completed request to the requestor. Note that this process is different to OIA requests which have to go back to Ministerial Services for the finalisation step.

TASKS

Response to requestor

The claim team are responsible for managing 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

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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.

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 Privacy Act 1993* 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
- Special instructions - Worklog

Endorse response

- Approval sheet
- Submit draft response

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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 a Privacy Act 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
- Provide information
- Attaching documents
- View attachments

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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

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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

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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, or a request has come back from an assignee.
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.

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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

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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.
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. Claims the **request** again, once the assignee sends it to them.
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.

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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.

Tue 25/09/2018 12:34 p.m.

bpmadminst <bpm@police.govt.nz>

Compile Response - IR-02-18-452

To REHAL, Ina

Enterprise Vault Action Items + Get more apps

Task Details

Participant:	Communications Centre Privacy	Received Date:	Sep 25, 2018 12:34:21 PM NZST
Status:	New	Date Read:	Sep 25, 2018 12:34:21 PM NZST
Due Date:	Oct 23, 2018 9:00:00 AM NZDT	Priority:	Normal
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-02-18-452		

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.

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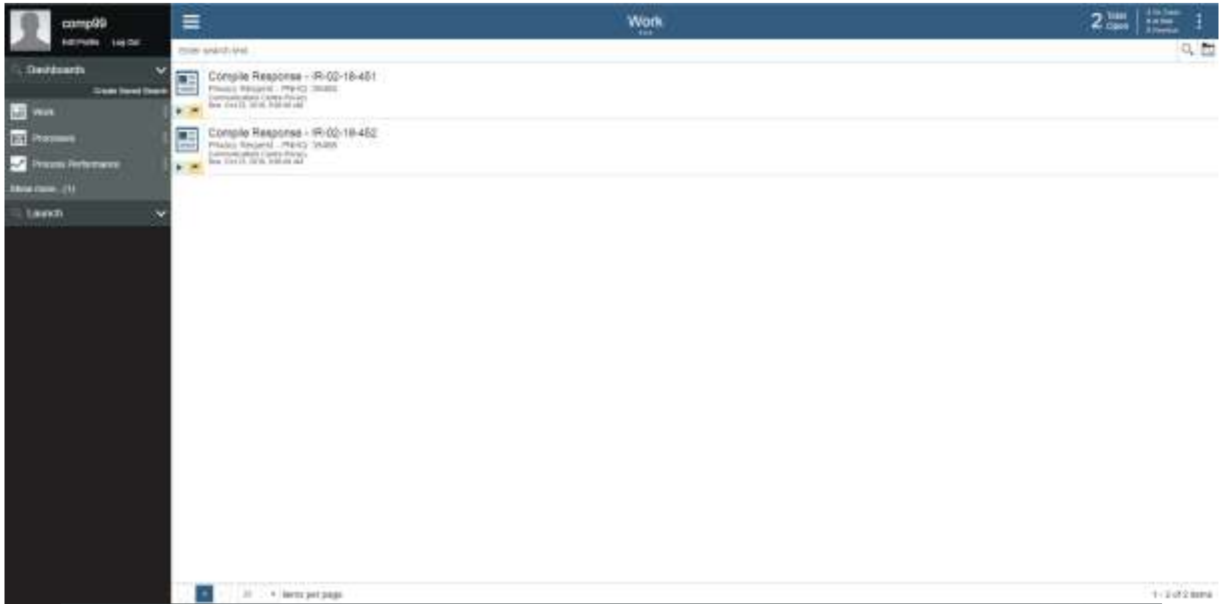
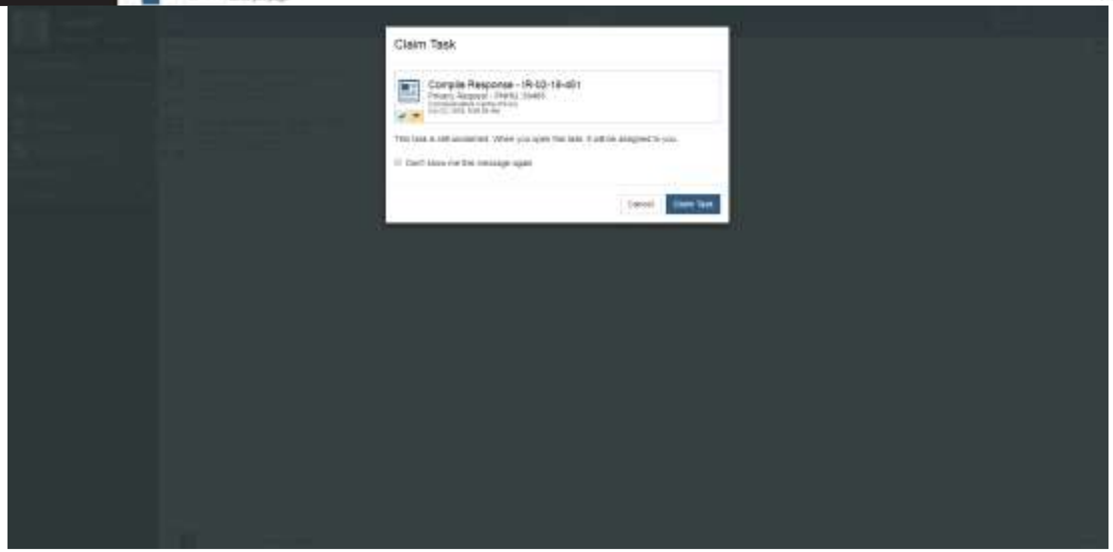
1. Log in.
2. Select the request from your dashboard.
3. Click **Claim Task** to open this request.





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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.

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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, any supporting documentation and 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.

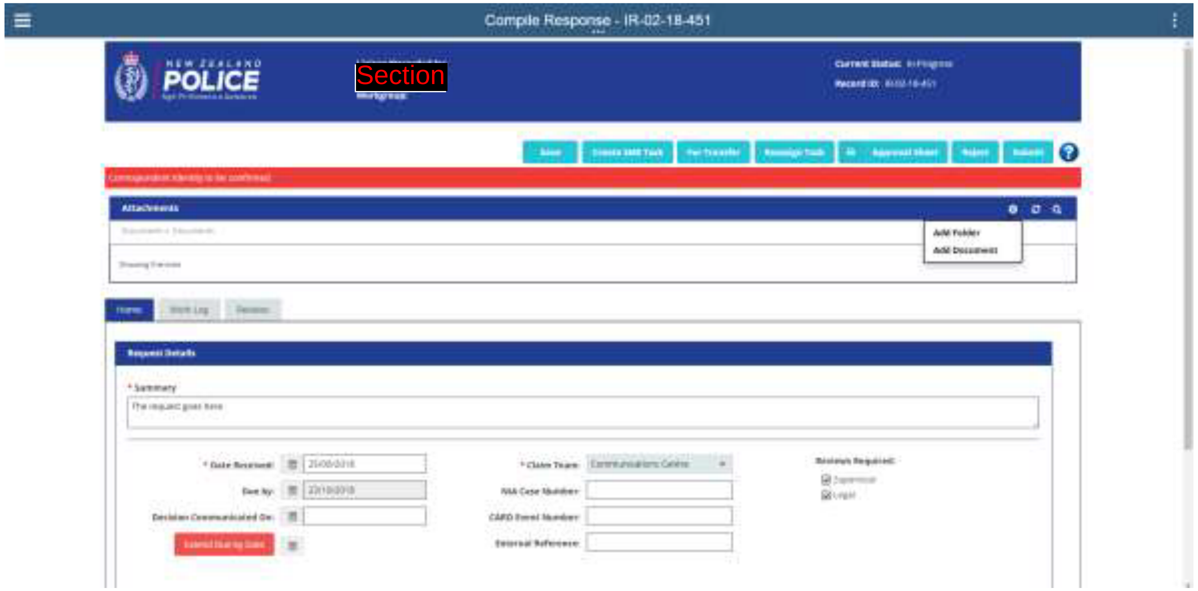
There is no limit on the amount of attachments that can be uploaded to a response.

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

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

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.



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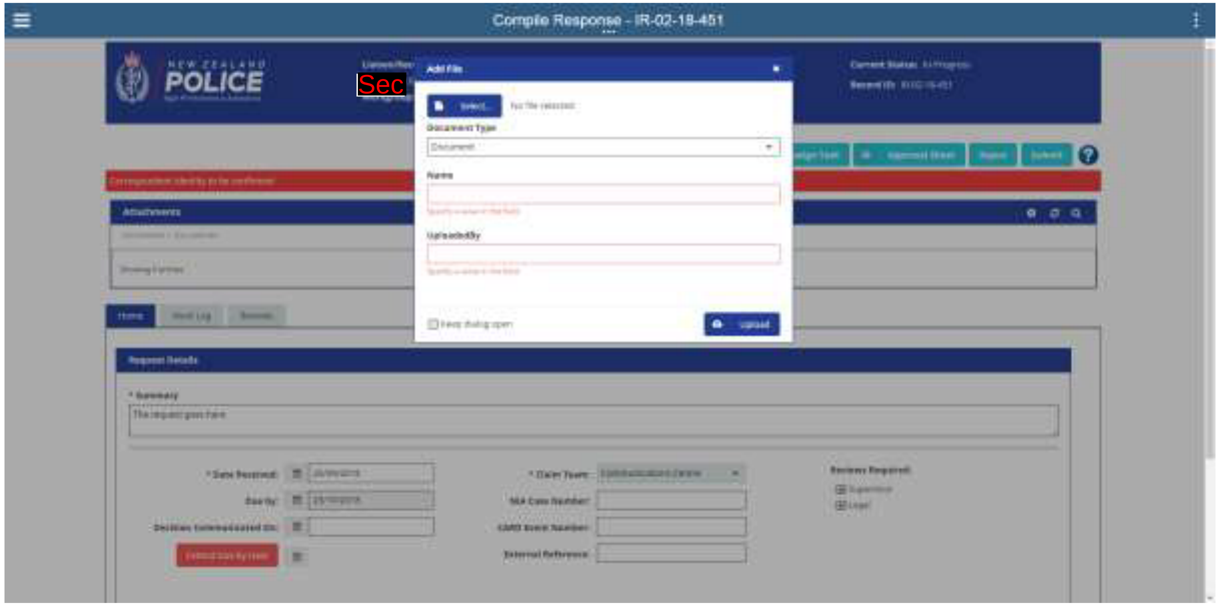
5. Once you've selected the option:
    a. Click on **Select…** to upload your file
    b. Enter your name or QID in the **Uploaded By** field
    c. If you have more than one file to upload, click on **Keep dialogue open** to keep the box open.
6. Click **Upload**.



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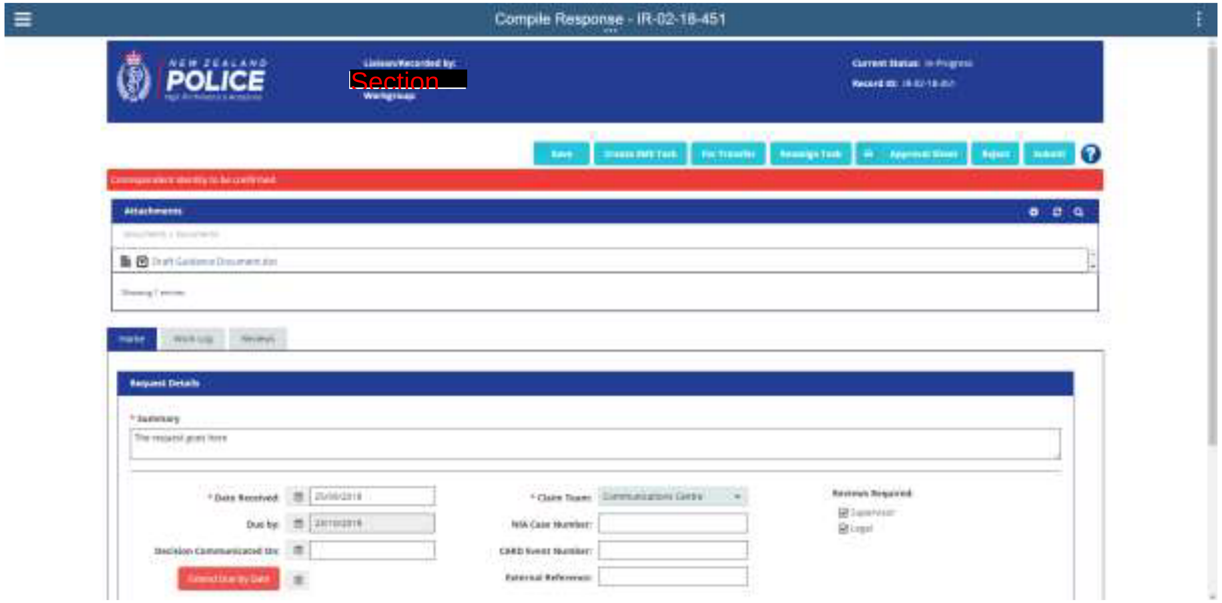
7. The folder or document will now be added to the request.	

RELATED TASKS

- View attachments

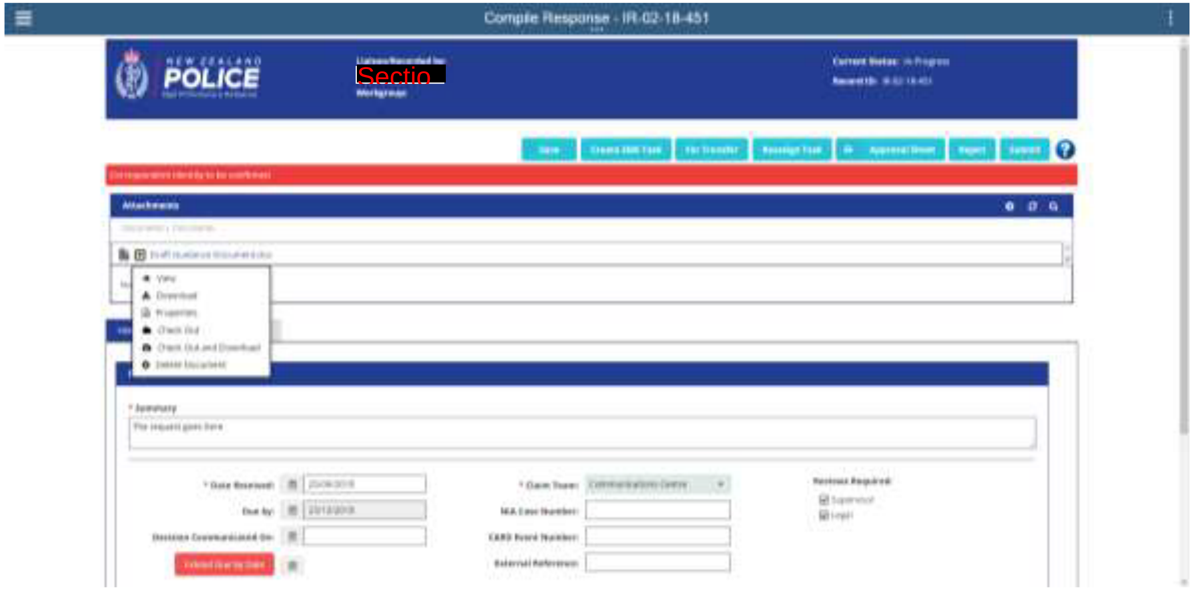
[Return to process](#)

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.*	

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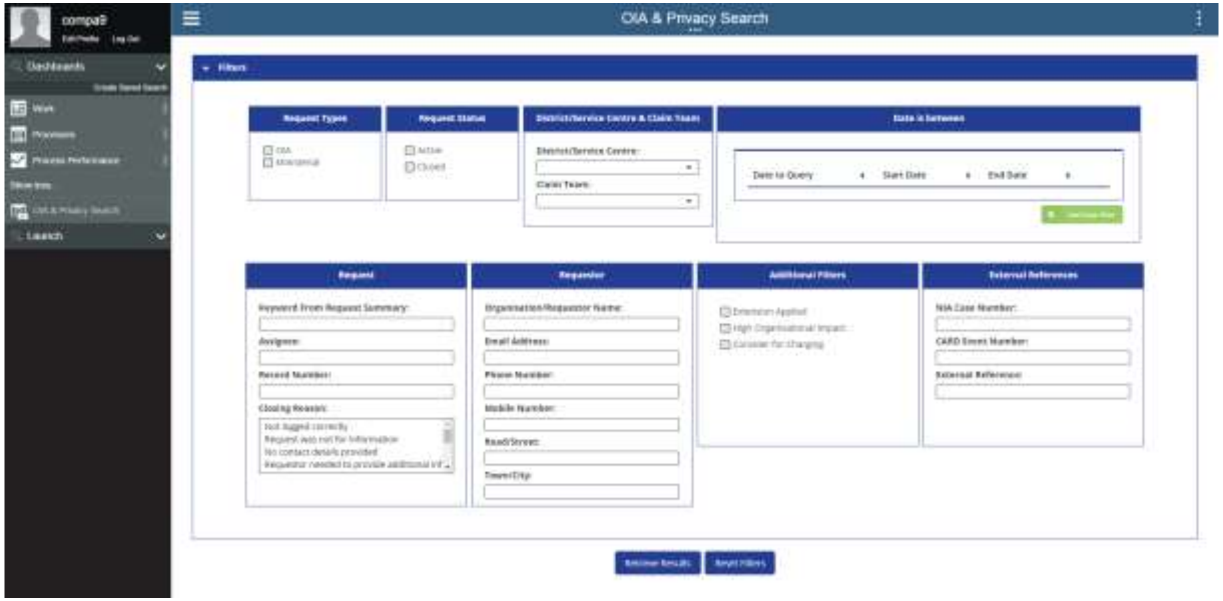
2. Search using the **Filters** available.	
3. Click **Retrieve Results**. ***Note:*** *You can see all search results on one page. Check how many entries there are in the bottom left of the screen. Then go to the top right box,* ***Per Page*** *and enter a number greater than that of the total entries.*	

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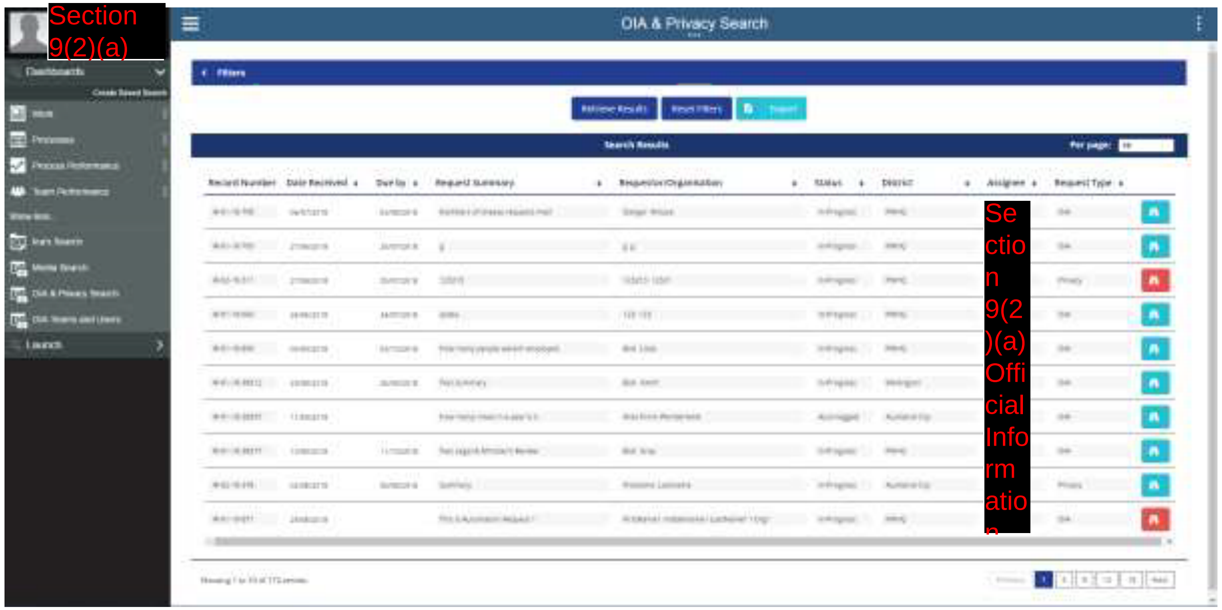
4. Once you have found the request you are looking for, click on the **binoculars**. This will open the request in a new tab.
5. If you want to do another search, click on **Reset Filters**. This will take you back to the main search screen.

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.



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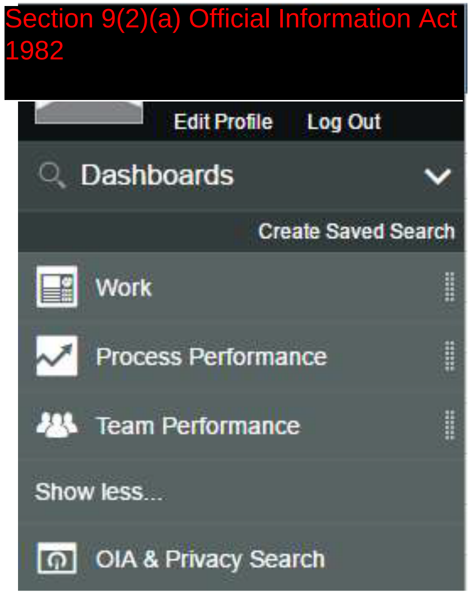
SETTING UP YOUR DASHBOARD

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**.	Section 9(2)(a) Official Information Act 1982 [redacted] 

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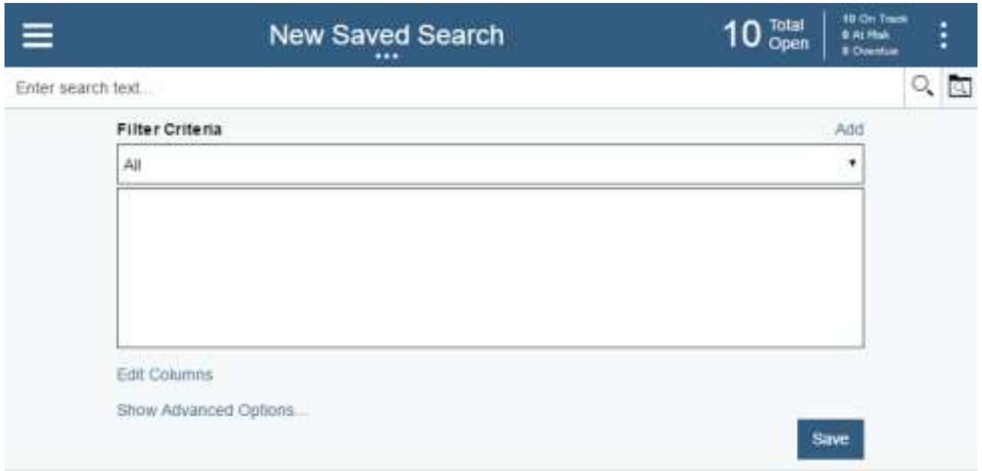
2. This will display the **New Saved Search** screen.	
3. Request records are displayed by any of the selected pre-defined filters. To edit this, select your preferred filter criteria. a. **All** displays requests that belong to your team. b. **Available** displays request records that belong to your 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.	

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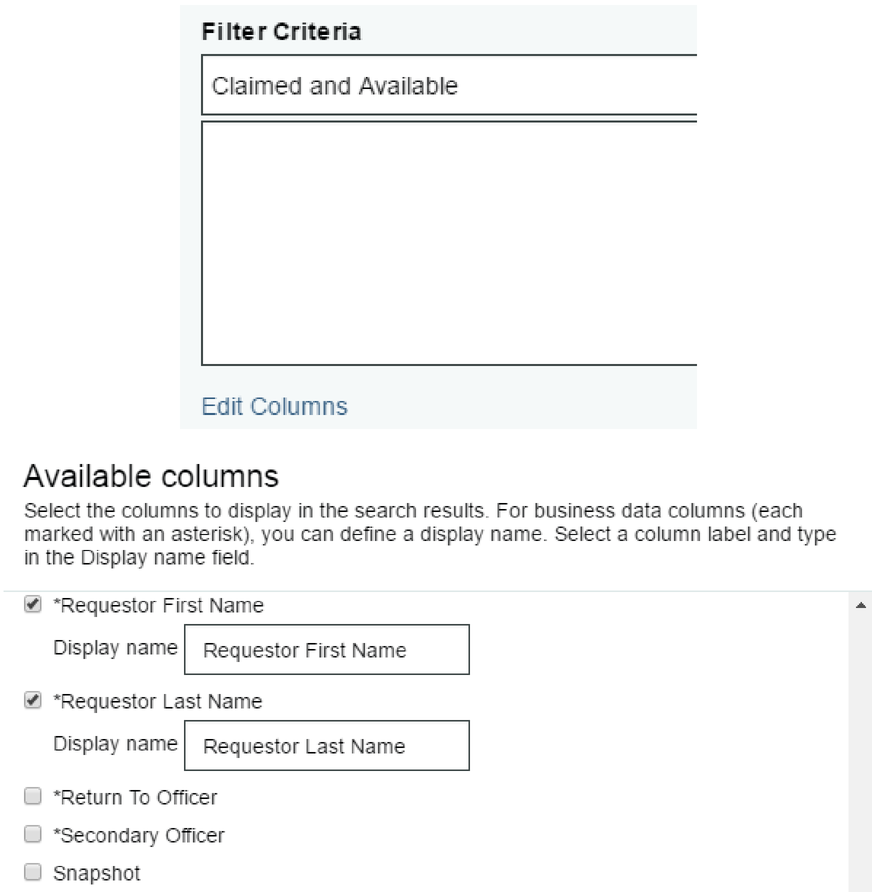
4. To choose the columns that are displayed in the search results, click **Edit Columns**. 5. From the **Available columns** dialog box, select the columns to display in the search results and click **OK**. Suggested fields to add are: a. **Record Number** b. **Requestor First Name** c. **Requestor Last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

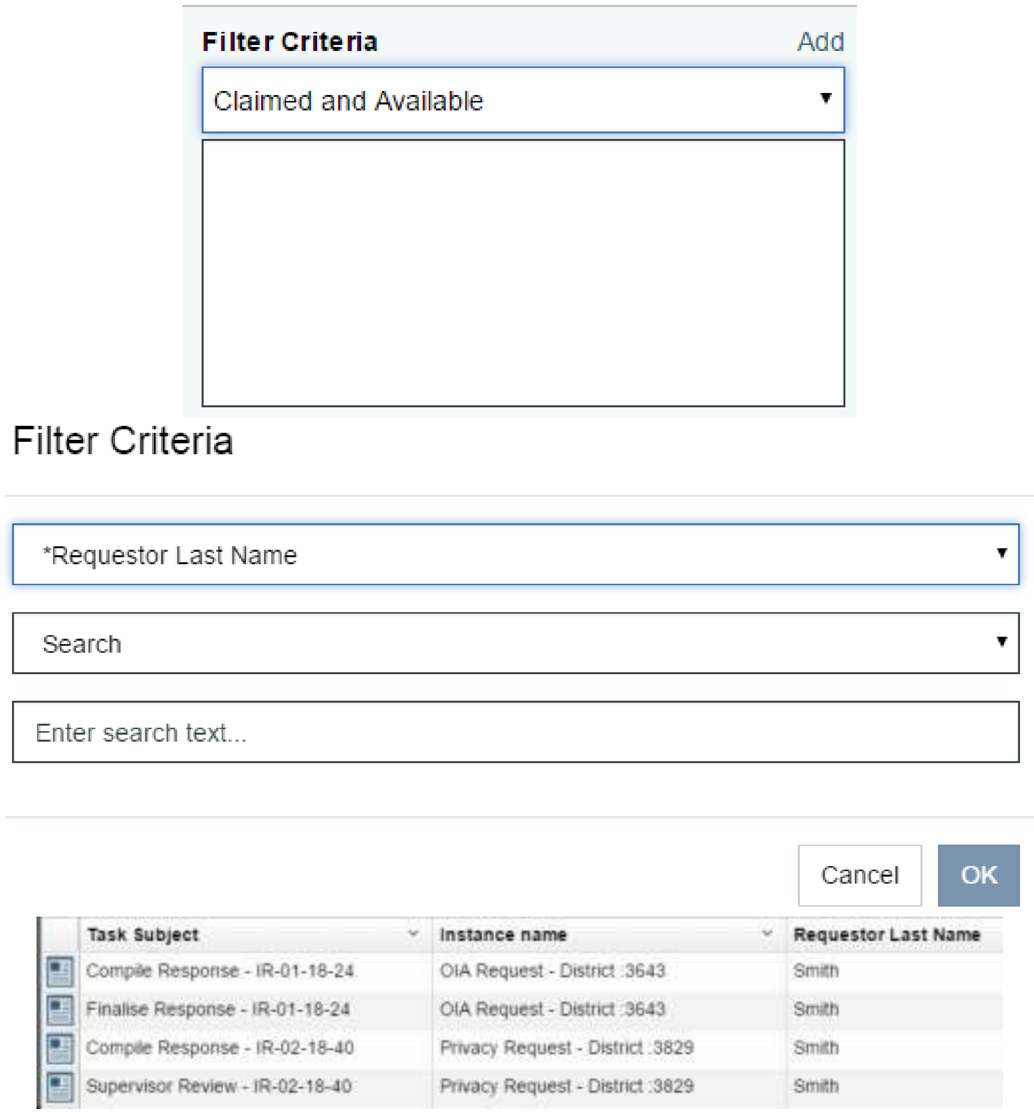
Return to process

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

Note: *You can add multiple filter criteria.*

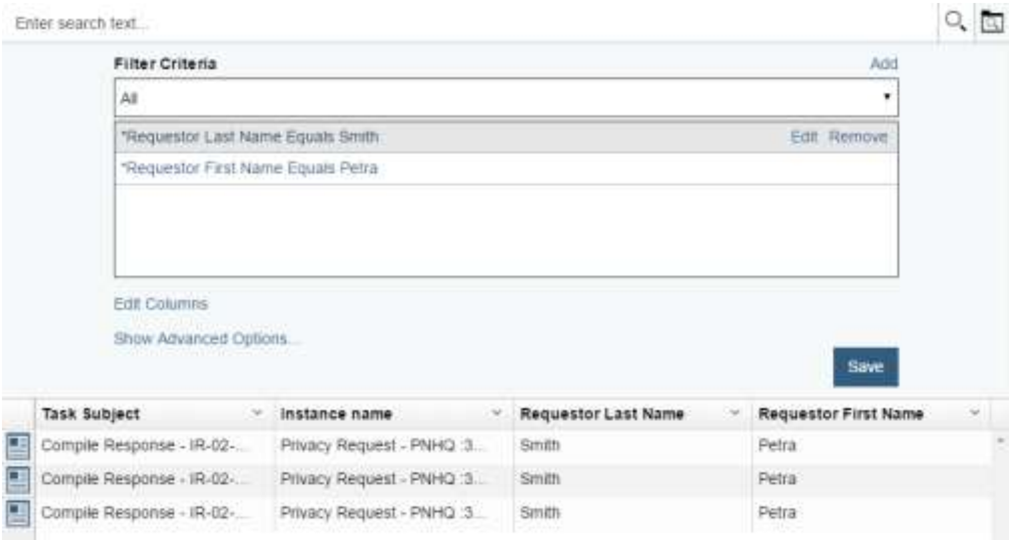
8. Another way to add columns is to use the **Filter Criteria** dialog box, click on the down arrow on the right side of the Search field. A list of predefined criteria is displayed. You can filter by **Completion Date, District, Instance ID, Task Subject, Requestor First Name, Requestor Last Name, Task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



Return to process

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



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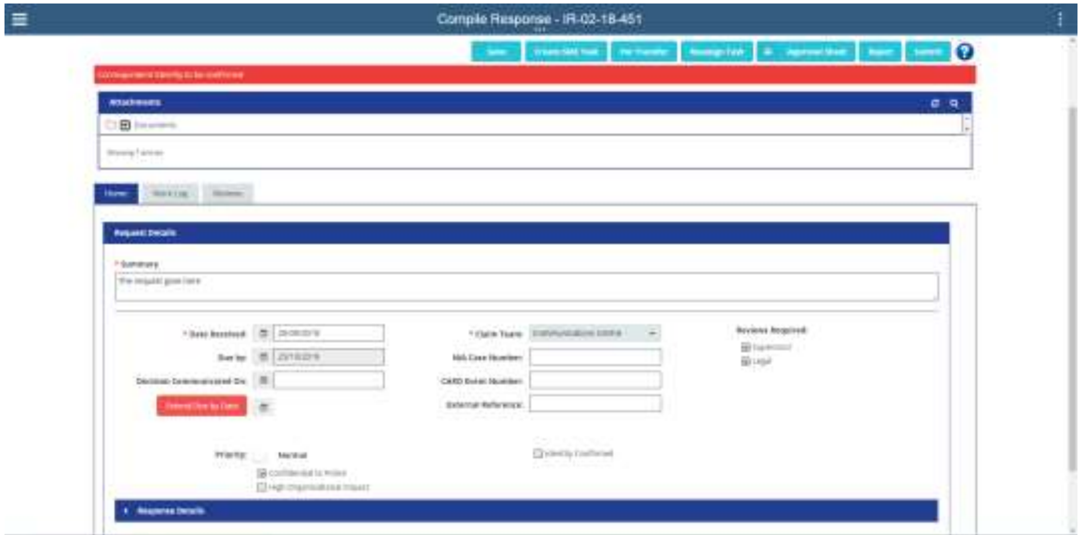
MARK AS CONFIDENTIAL

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 Privacy Act 1993* 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]

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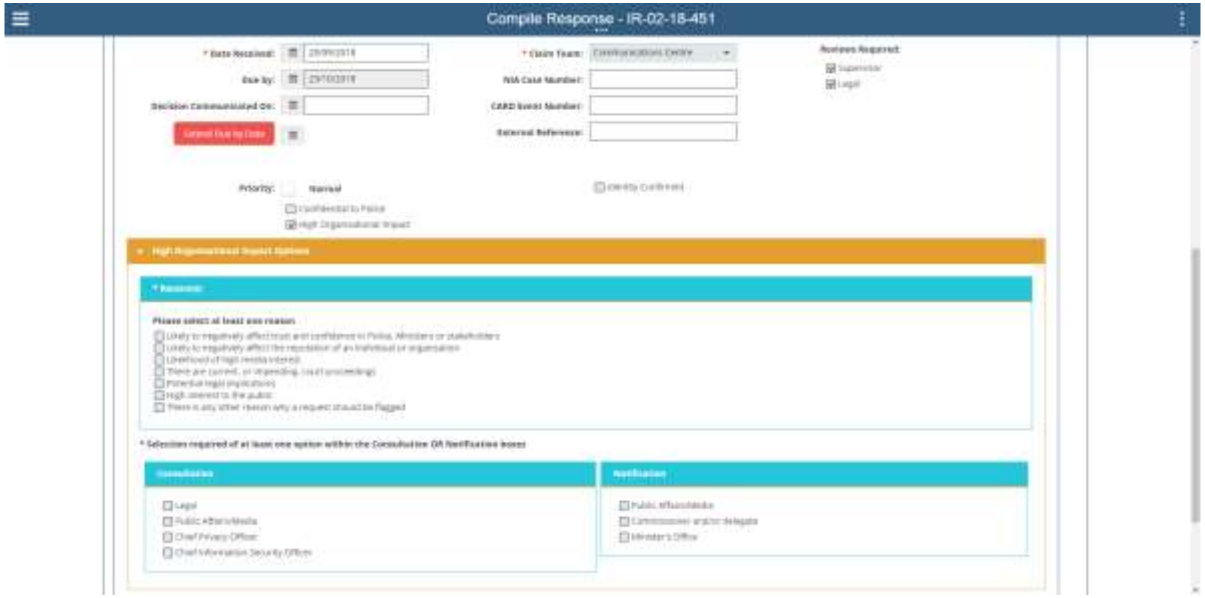
MARK AS HIGH ORGANISATIONAL IMPACT

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 Privacy Act 1993* 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

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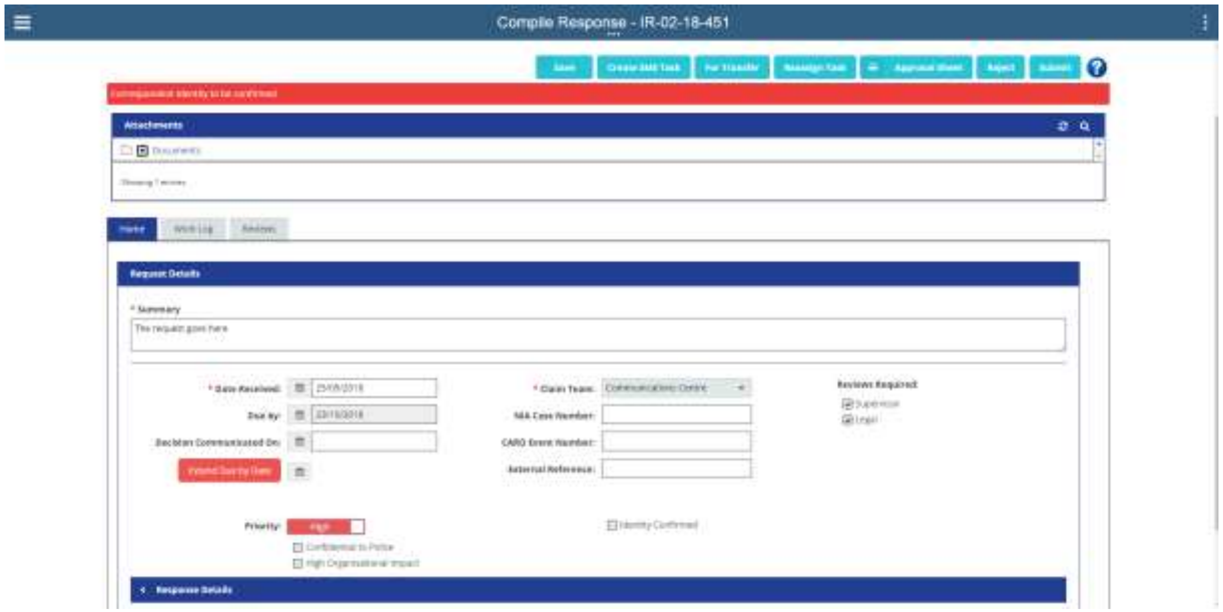
NORMAL/HIGH PRIORITY

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](#)

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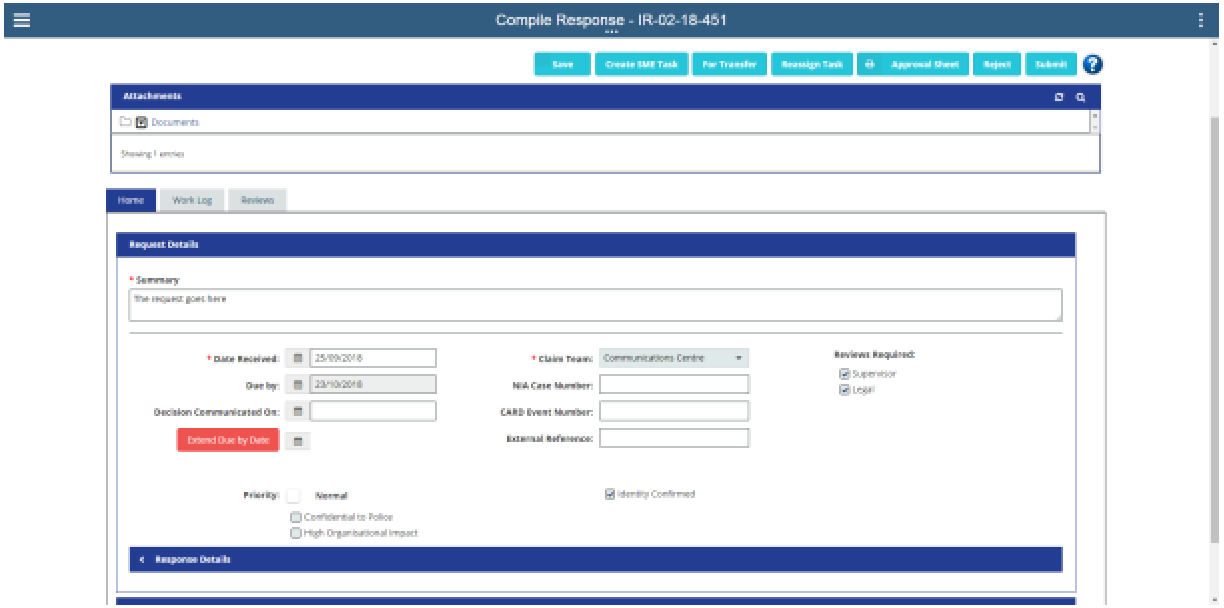
CONFIRMATION OF IDENTITY

Confirmation of identity is mandatory for Privacy Act requests. No response is to be provided to the requestor without identification being confirmed first.

Ministerial Services are responsible at the logging/triage stage for checking that sufficient information has been provided by the requestor to confirm their identity. If the identity cannot be confirmed, Ministerial Services will contact the requestor seeking further information. Ministerial Services will note this in the worklog, then submit the request to the business group, so that there is no undue delay in the business group compiling the response. Once the information is received from the requestor, Ministerial Services will forward it to the business group.

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.
4. Tick the **Identity Confirmed** box.



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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

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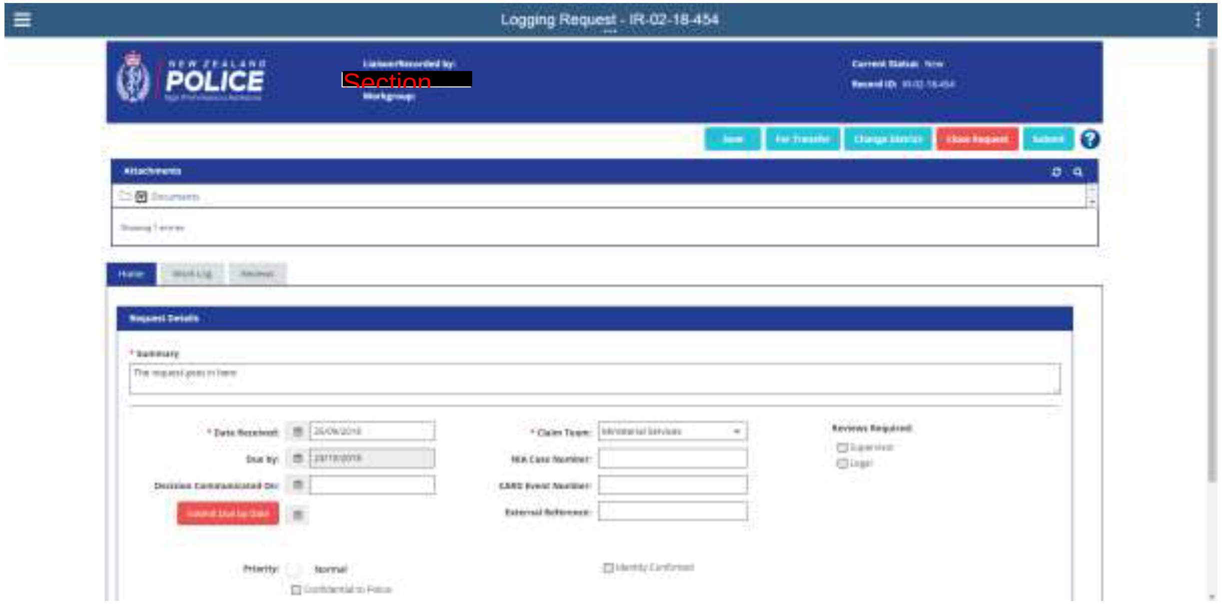
MANUALLY LOGGING A REQUEST

When a requestor submits a Privacy Act 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.

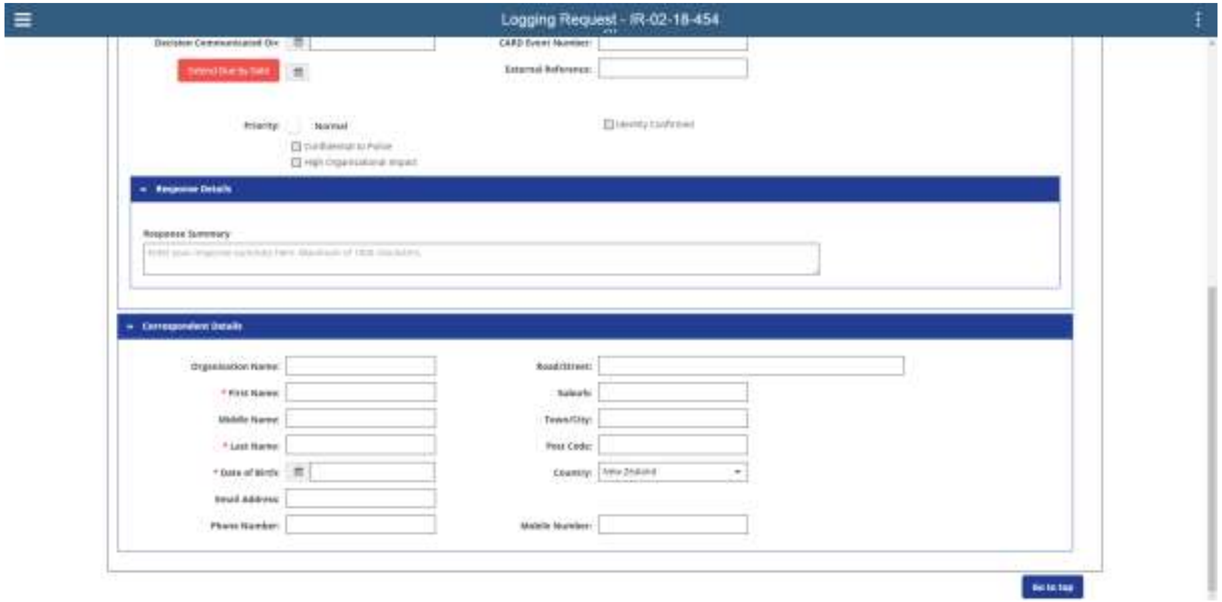
STEPS

1. Log into the system.
2. Click on **Privacy Request – PNHQ** to create a new Privacy Act 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



[Return to process]

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**
7. Confirm the **identity** of the requestor.



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)

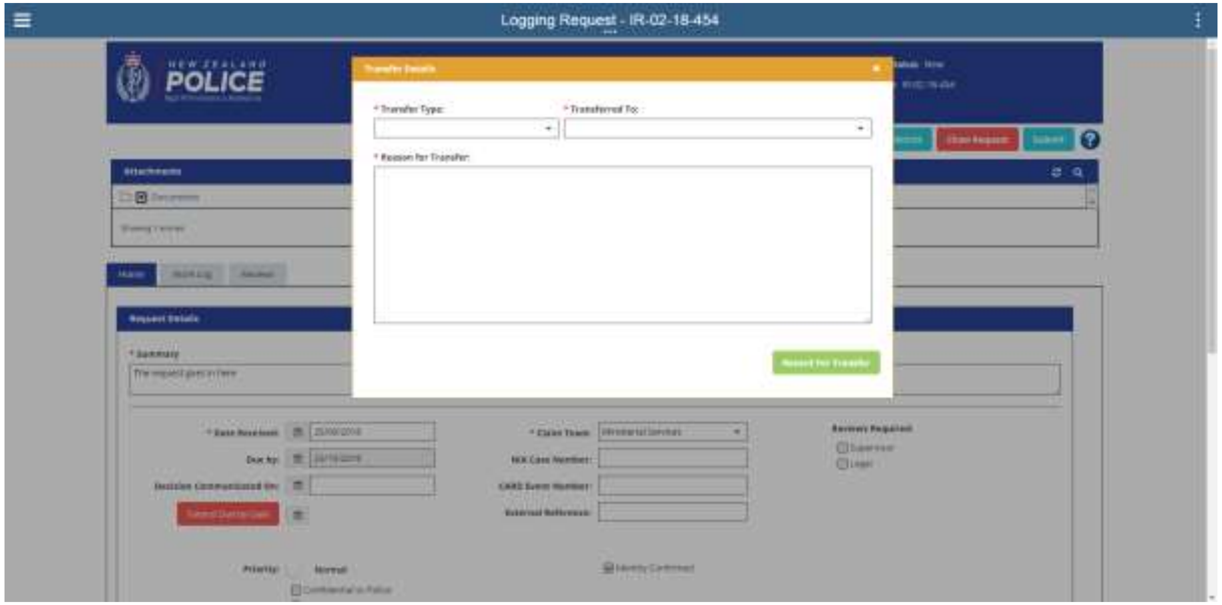
Ministerial Services are responsible for the actual transfer process to transfer requests that are more properly responded to by another agency. If a business group identifies and records in the system that a request requires a transfer outside of Police, Ministerial Services will take note of this and 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.

Note that if the business group decides a transfer is required, they note this in IRT following the process below. The business group then contacts Ministerial Services out side of the system e.g. by phone or email to agree how this process will be managed.

[Return to process]

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.



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]

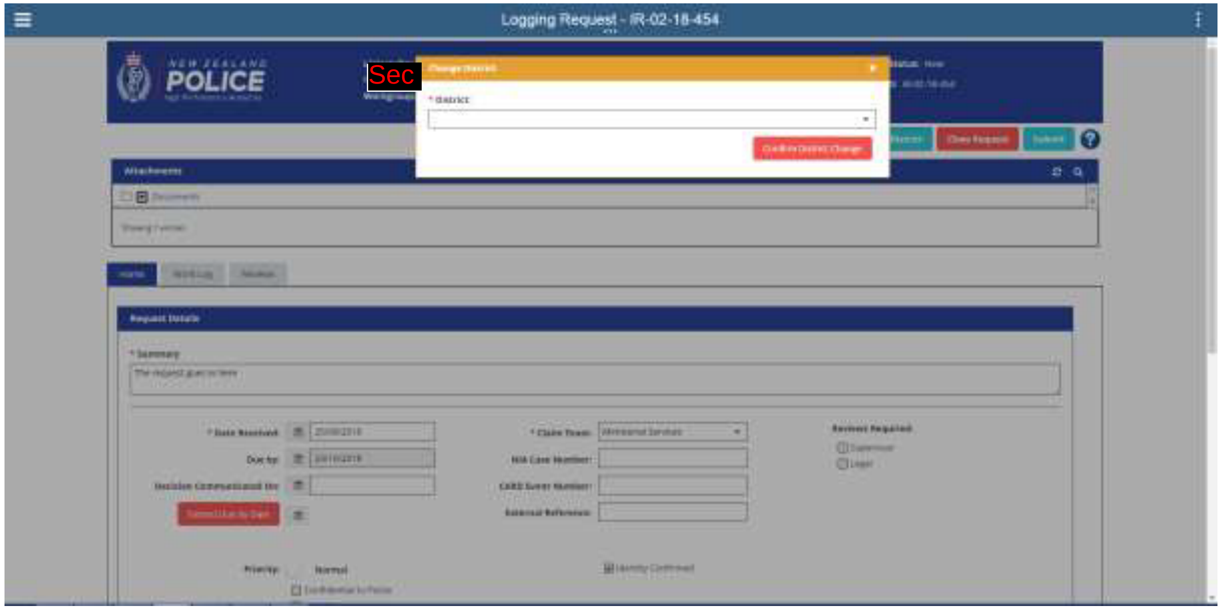
CHANGE DISTRICT

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.*



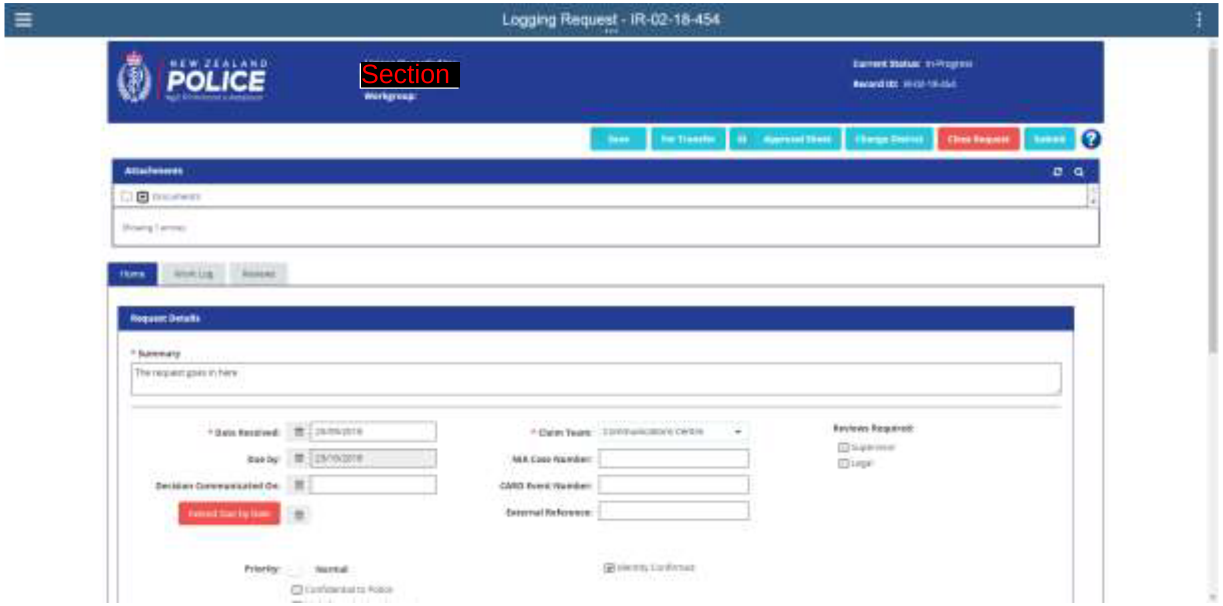
[Return to process](#)

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**.



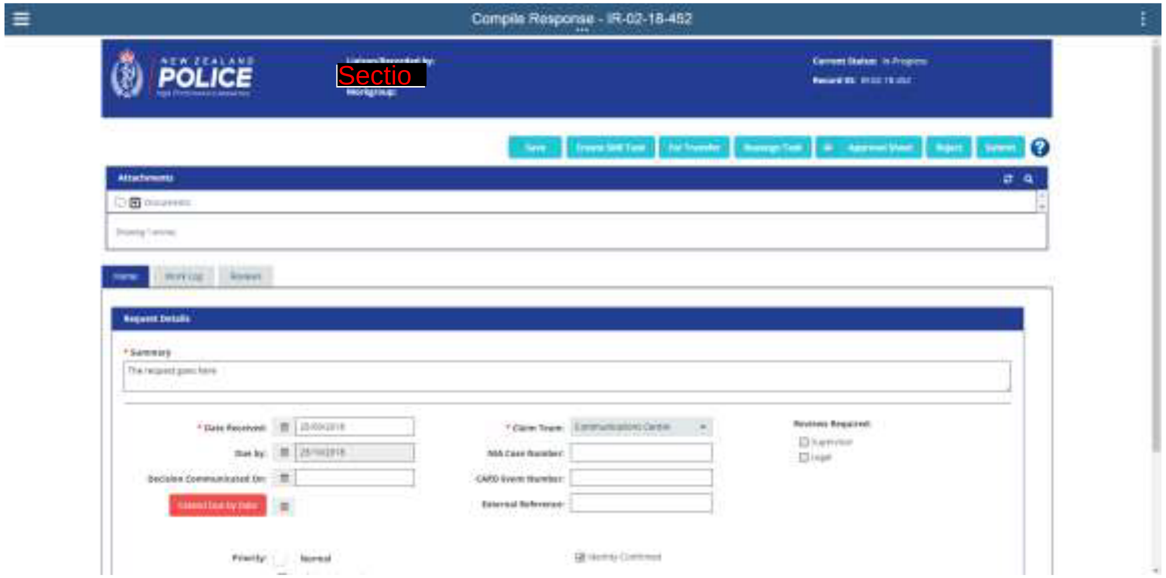
[Return to process](#)

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 Privacy Act via the 'For Transfer' function which agency the request (or part of the request) should go to for a response. Then contact Ministerial Services via email or phone to discuss how the process will be managed.

STEPS

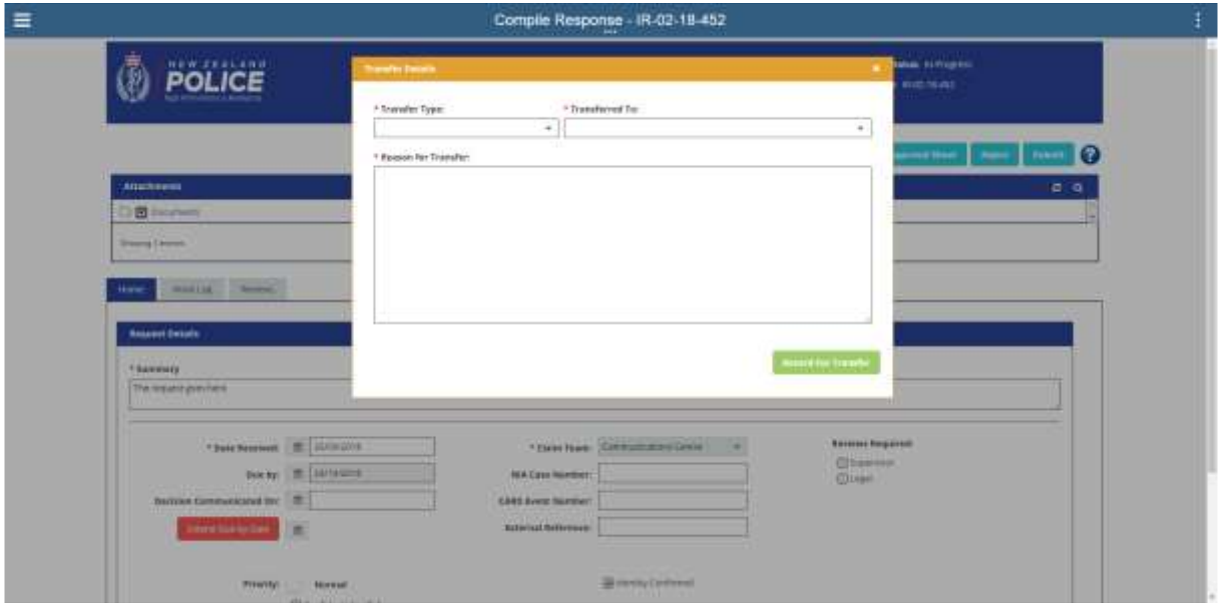
1. Click **For Transfer**. A pop-up box will appear.
2. In the **Transfer Type** use the dropdown to select **Partial** or **Full**.
    a. A **partial transfer** only moves part of the request. It is still the Police's responsibility to complete the other part of the request. *Note that for partial 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.



[Return to process]

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](#)

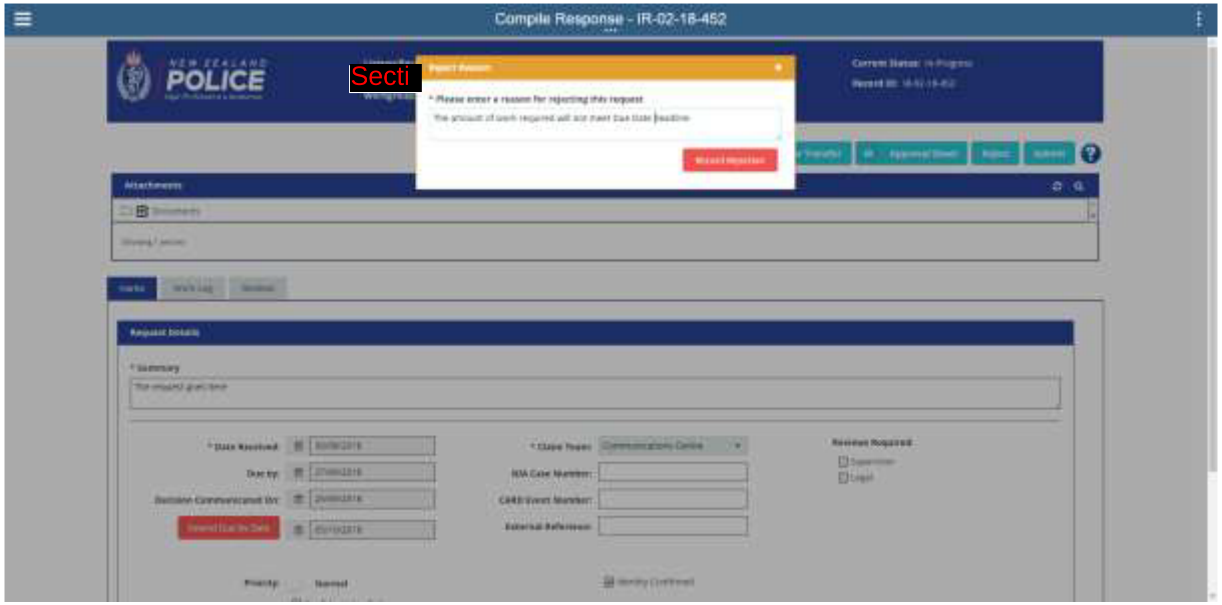
REJECT

A business group can choose to reject a request sent to them by Ministerial Services. This is usually because the request is more appropriately responded to by another group. 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.

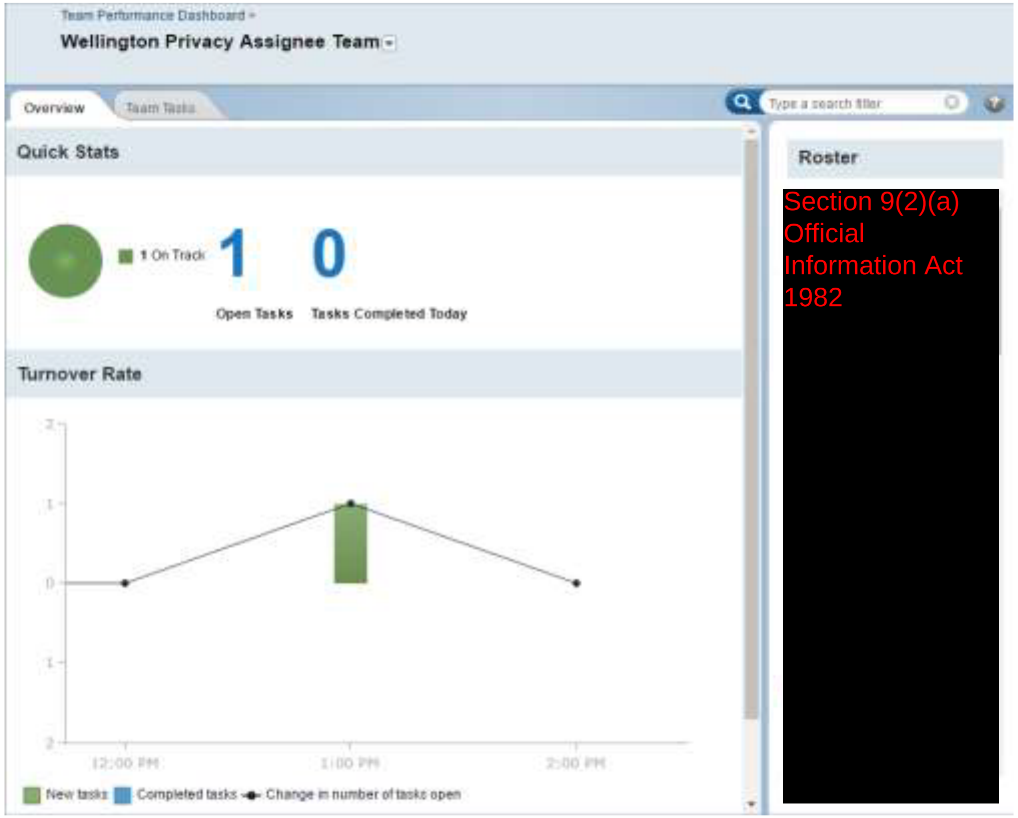
STEPS

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.



Return to process

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.	Section 9(2)(a) Official Information Act 1982 [redacted]
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

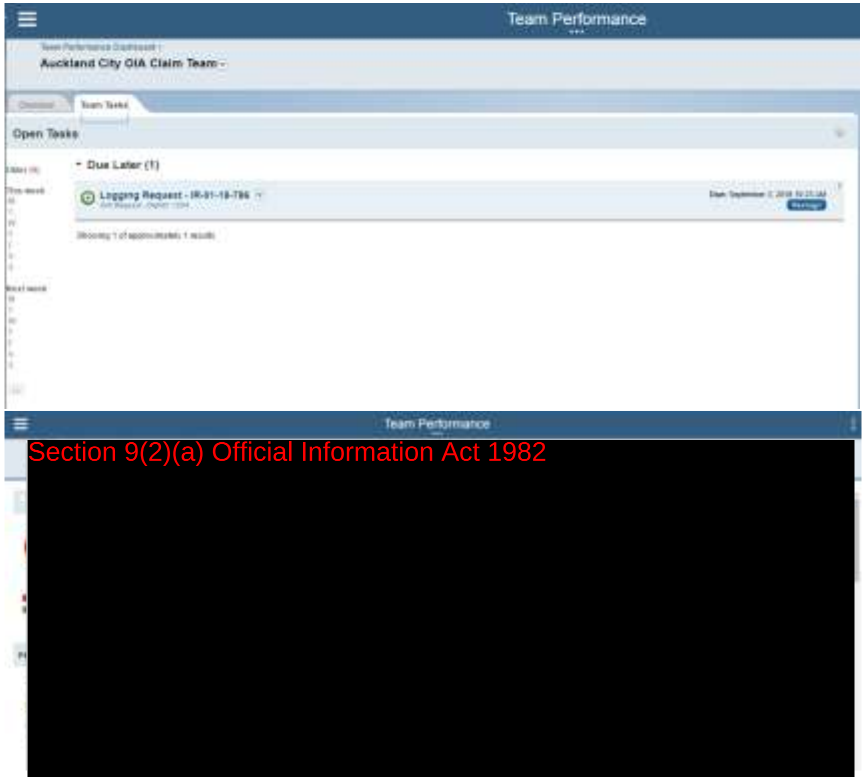
If an assignee approaches you and says that this request shouldn't be with them, or there is a reason that they can't complete it, you can reassign the request to another assignee. To do this, you need to go to the Team Performance dashboard. You can get there from either the Team Tasks screen or the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

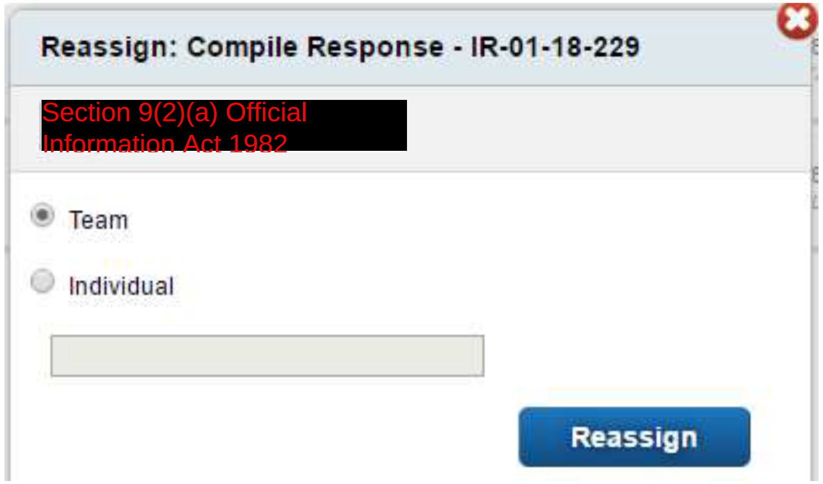
- *To reassign tasks to another assignee, you must be a member of the Assignee Team Manager team.*
- *To reassign a task to another claim team member, you must be a member of the Claim Team Manager team.*



Section 9(2)(a) Official Information Act 1982

[redacted]

Return to process

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.

Tue 25/09/2018 12:34 p.m.

bpmadminst <bpm@police.govt.nz>

Compile Response - IR-02-18-452

To REHAL, Ina

Enterprise Vault Action Items + Get more apps

Task Details			
Participant:	Communications Centre Privacy	Received Date:	Sep 25, 2018 12:34:21 PM NZST
Status:	New	Date Read:	Sep 25, 2018 12:34:21 PM NZST
Due Date:	Oct 23, 2018 9:00:00 AM NZDT	Priority:	Normal
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-02-18-452		

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

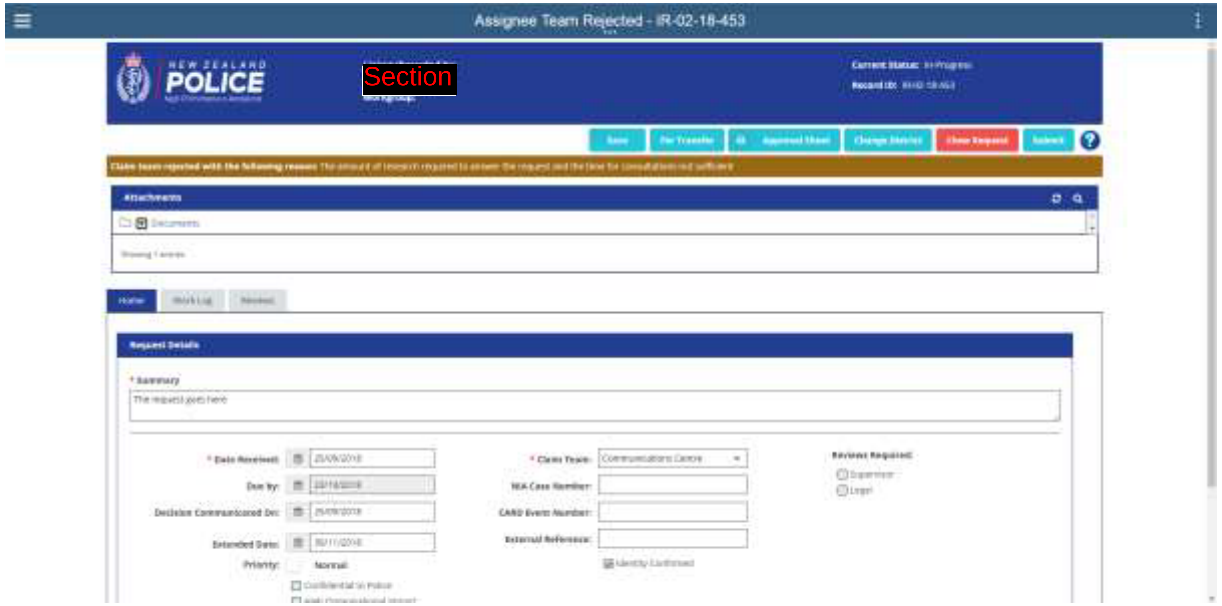
- Logging in
- Claim request
- Searching requests

[Return to process]

EXTENSION REQUEST

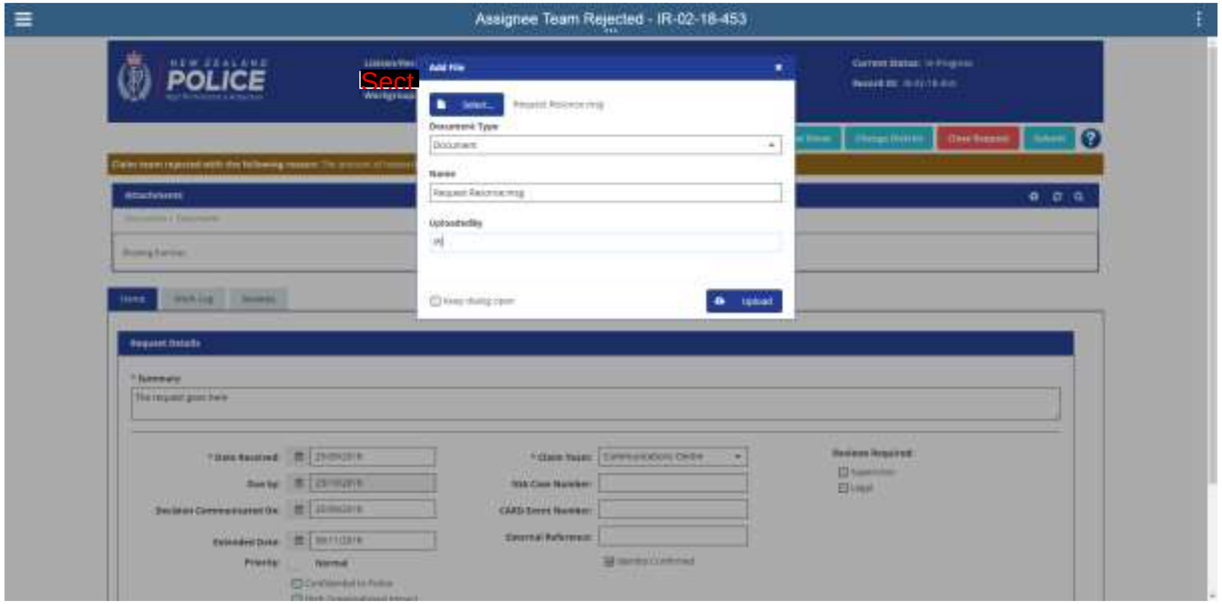
Both claim teams and assignees can decide if an extension is required. This must happen within the first 20 working days of Police receiving the request. Once the assignee or claim team member have decided an extension is required, the claim team completes the extension request process. The business group should contact Ministerial Services via email or phone for advice on the process.

STEPS

1. Add the **Extended Date** to the request.	

Return to process

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.
4. Send the request back to the assignee to complete compiling the response.



RELATED TASKS

- Assign to assignee

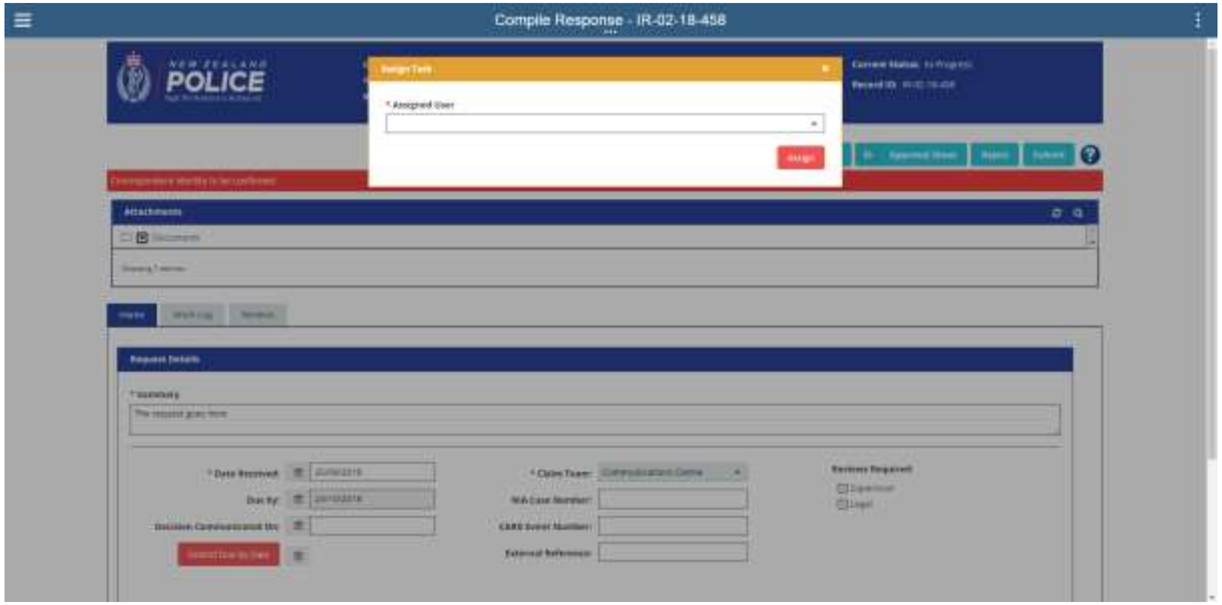
[Return to process]

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

FINALISATION: IS AN APPROVAL SHEET ATTACHED?

An approval sheet is available in IRT if the business needs to complete one. The decision to use one, or not, sits with the business group.

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?
- Check worklog

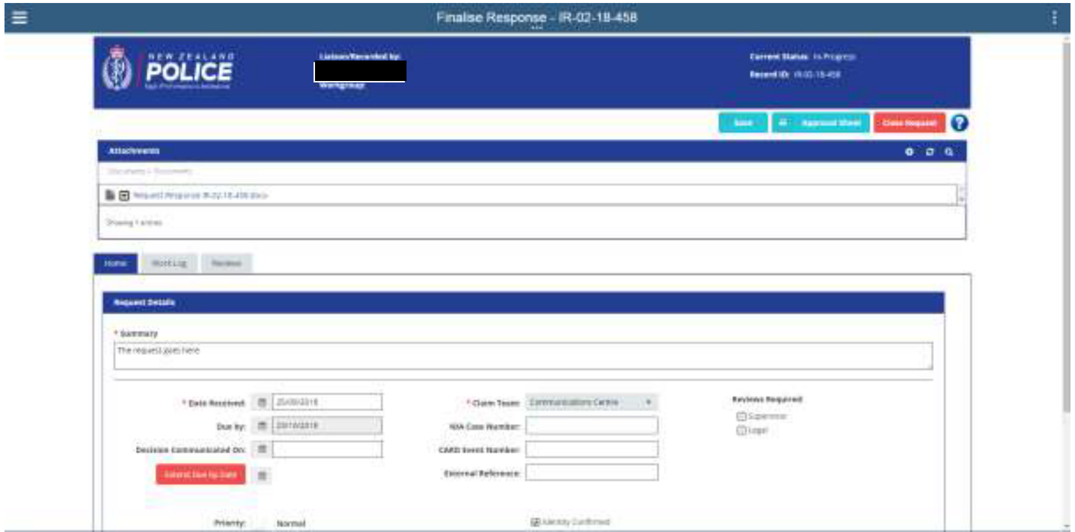
[Return to process]

IS THE DRAFT RESPONSE COMPLETED AND SUPPORTING INFORMATION ATTACHED?

The claim team needs to check that a draft response is provided, both in hard copy and attached to the Privacy 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?]
- [Check worklog]

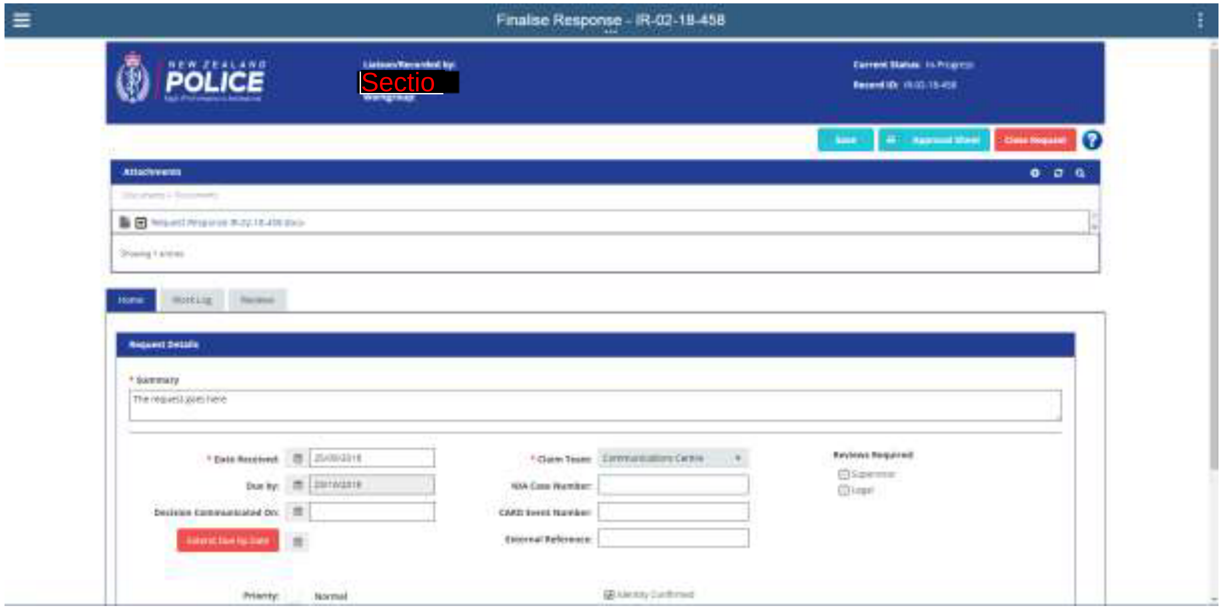
[Return to process](#)

CHECK WORKLOG

It is important for the claim team 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?](#)

Return to process

ATTACH SIGNED FINAL RESPONSE

It is the claim team's responsibility to attach the signed final response to the request.

STEPS

1. Prepare 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 if one has been completed.

RELATED TASKS

- Communicate response
- Close request

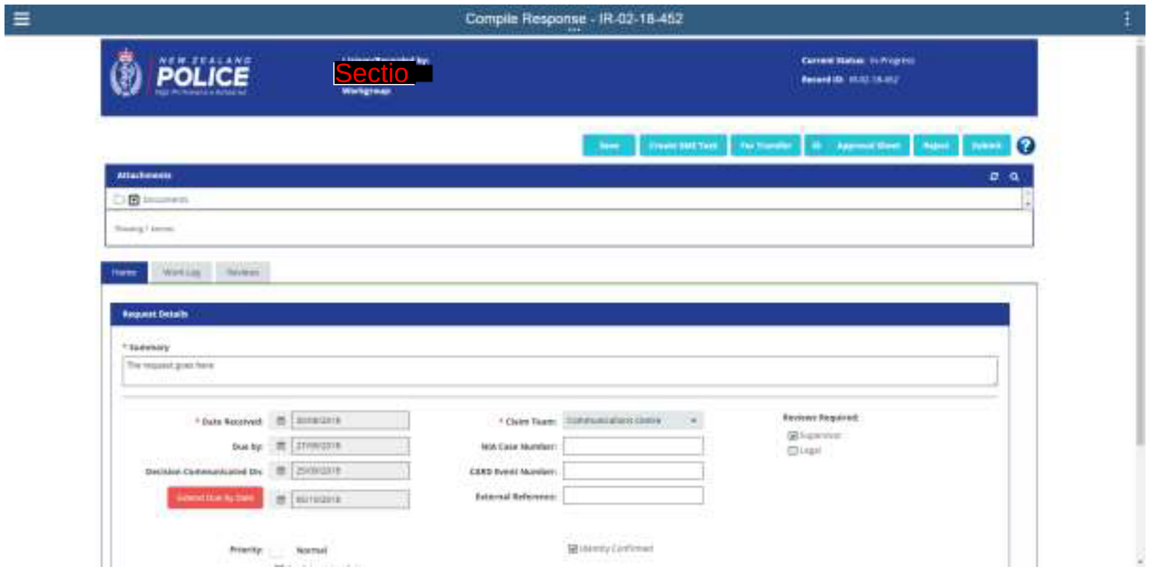
Return to process

COMMUNICATE DECISION AND/OR RESPONSE

It is the claim team's 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 the claim team, 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.

Note: *The identity of the requestor must be confirmed before this step.*

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

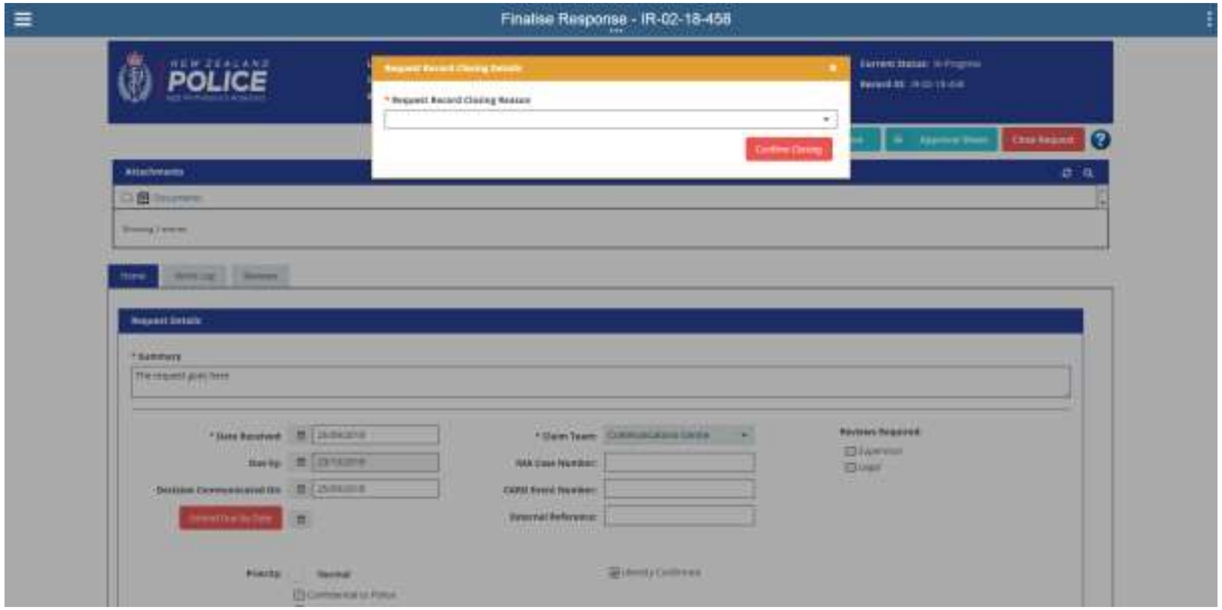
Once a request has been responded to and communicated to the requestor, it can be closed. This is the responsibility of the claim team. Check these things before you close the request.

- 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.

Note: if the Identity Confirmed box is not ticked, you will not be able to close the request.



[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.

bpmadminst <bpm@police.govt.nz>

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 [redacted] Section 9(2)(a) Official Information Act 1982

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](#)

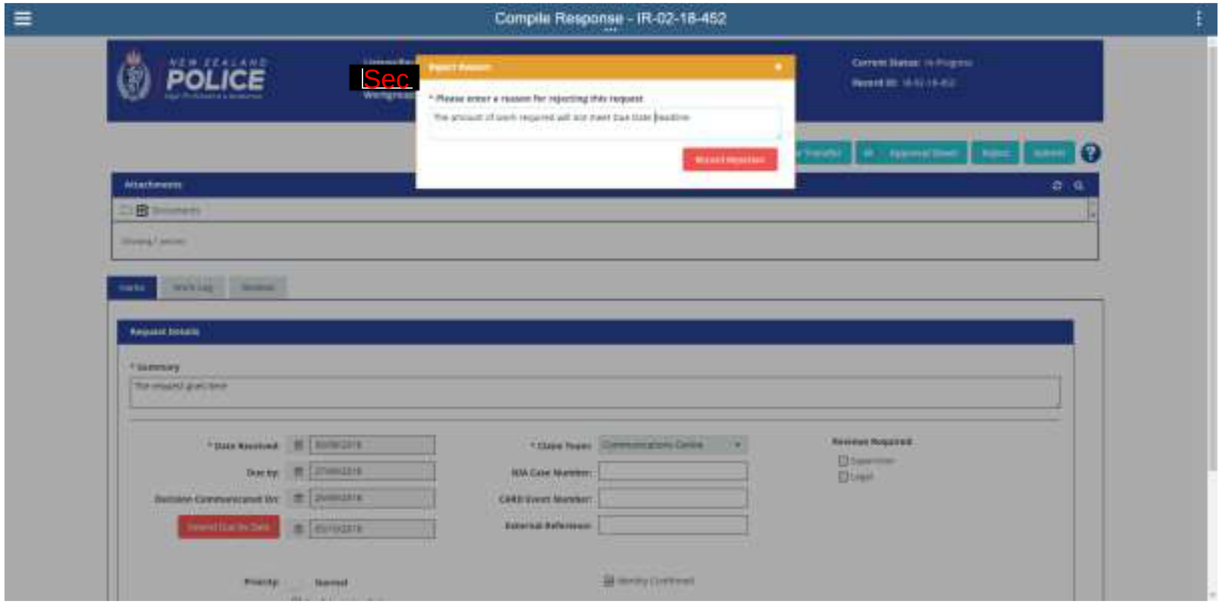
[Return to process]

EXTENSION (ASSIGNEE)

Both claim teams and assignees can decide if an extension is required. This must happen 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 the claim team.
5. When the claim team have added in the extension date and sent the extension letter to the requestor, they will assign the request back to you.
6. You then need to continue compiling the response.



RELATED TASKS

- [Create SME task]
- [Supervisor review]
- [Legal review]

Return to process

CREATE SME TASK

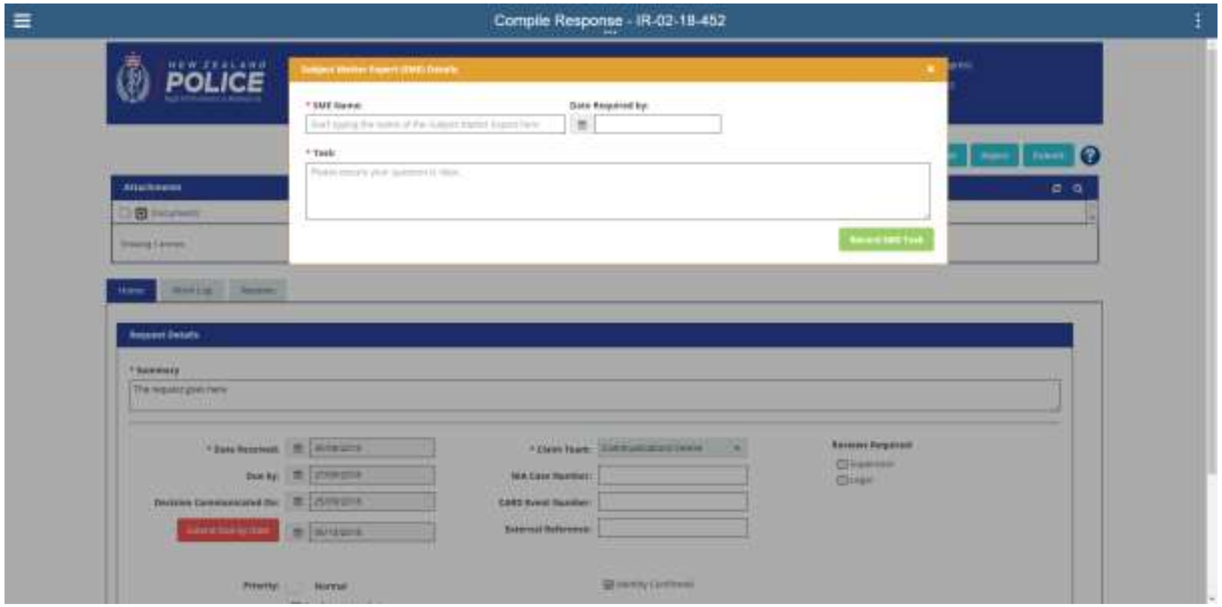
Whoever is compiling the information may require help from a subject matter expert (SME) to get the correct information or provide the response to a particular part of the request.

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 Privacy request is helpful, particularly if they are not a frequent user of the system.*



Return to process

RELATED TASKS

- Supervisor review
- Legal review
- Submit draft response

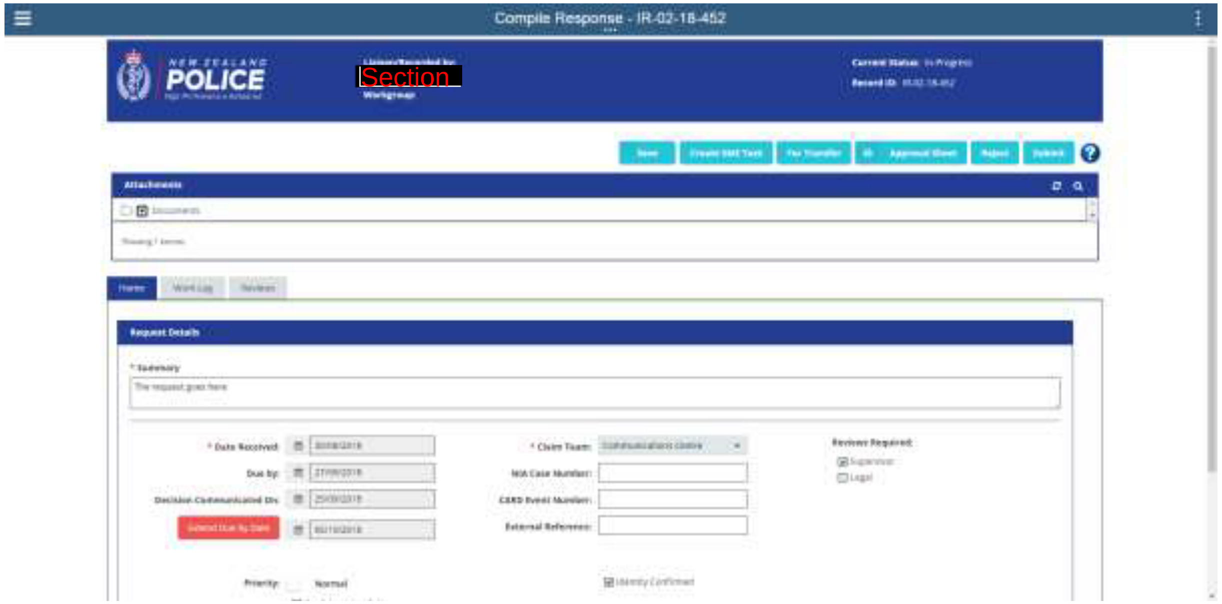
[Return to process]

SUPERVISOR REVIEW

The assignee should request a supervisor review of the response they've compiled before they submit the response to the claim team to commence the finalisation process.

STEPS

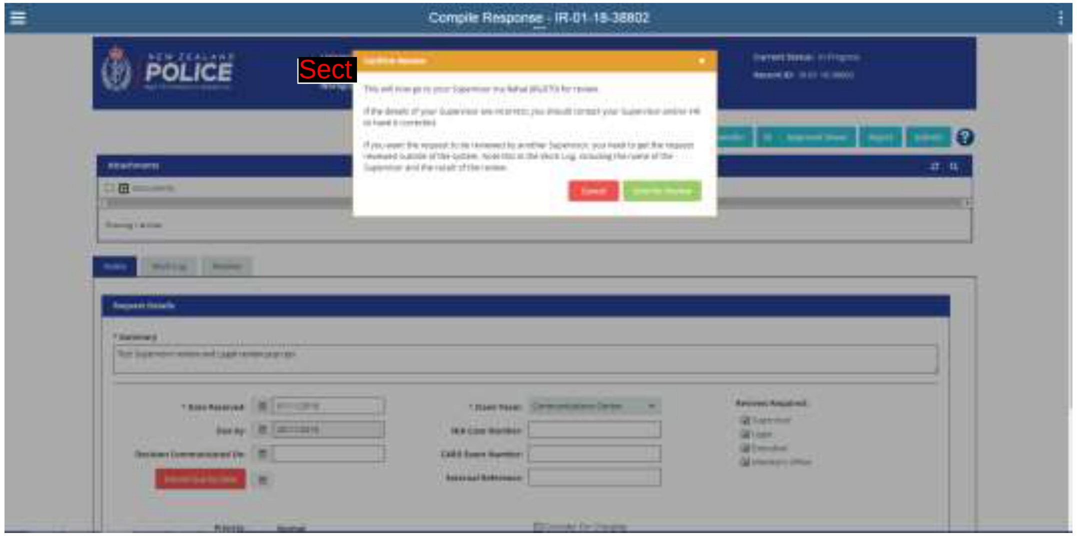
1. Under **Reviews Required**, make sure the **Supervisor** box is ticked.
2. Click **Submit**.



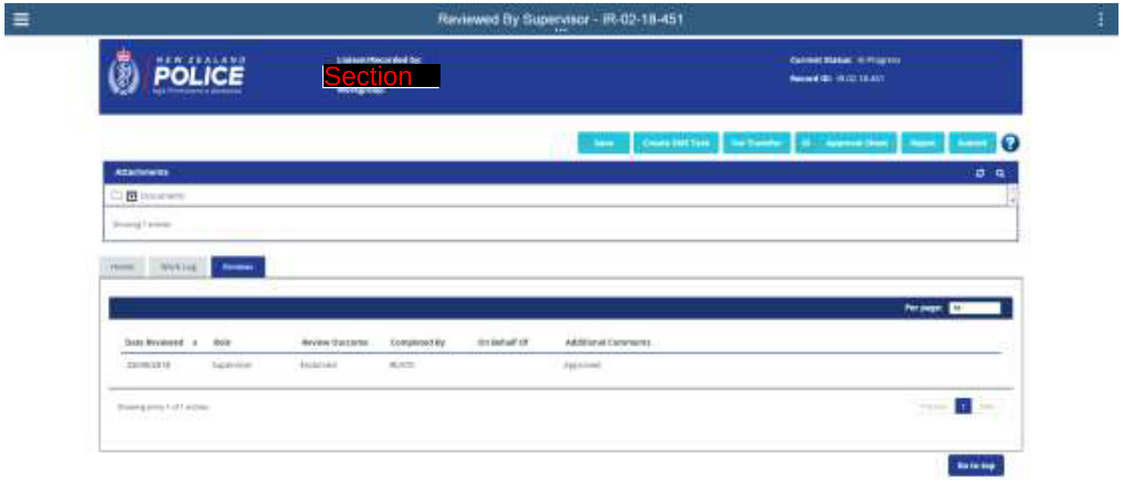
Return to process

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

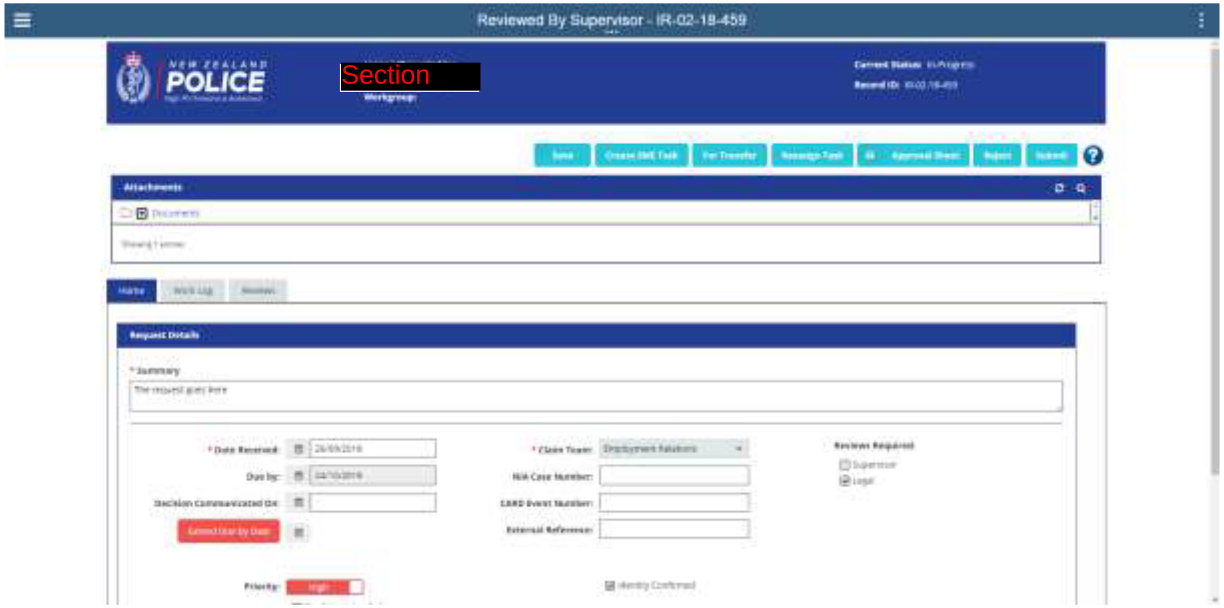
- Legal review
- Submit draft response

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**.	

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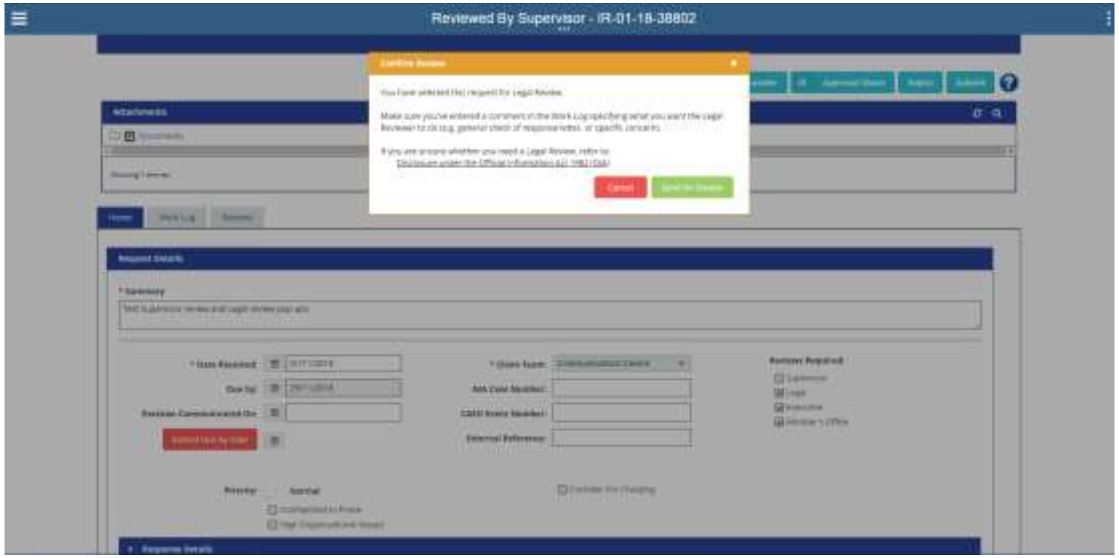
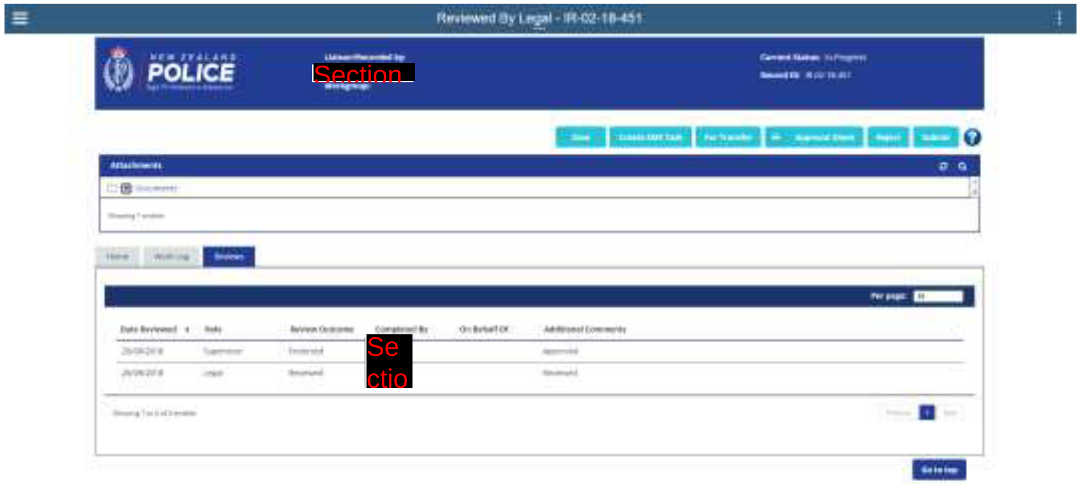
6. A box will then appear **Confirm review**.
7. Click on **Cancel** if you don't want to proceed. If you want to cancel sending the request for Legal review, you also need to go to the **Reviews Required** boxes on the Home page of the request and untick the **Legal** box.
8. Click on **Send for Review** 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: *Complete any work as recommended by Legal, and have the revised draft response reviewed by your supervisor.*



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RELATED TASKS

- Supervisor review
- Submit draft response

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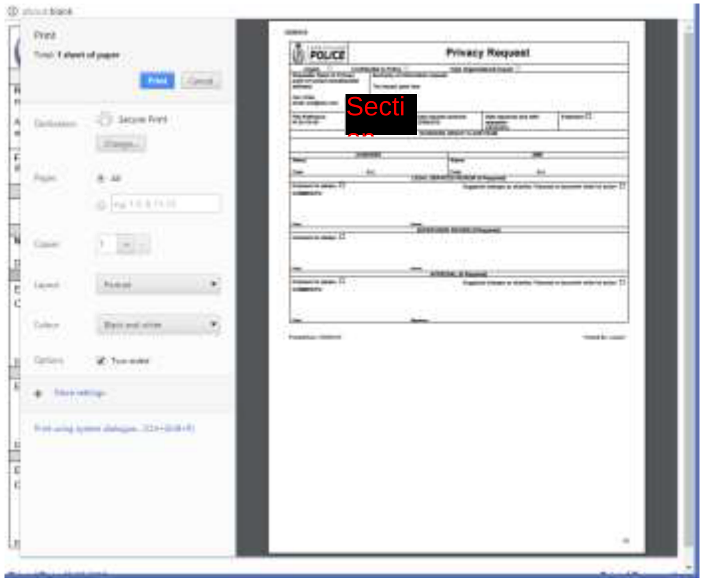
APPROVAL SHEET

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 if an approval sheet has been completed.

If the business group decides to use an approval sheet, the assignee needs to ensure that it has been completed to reflect any 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 the claim team 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.*	

RELATED TASKS

- Attaching documents

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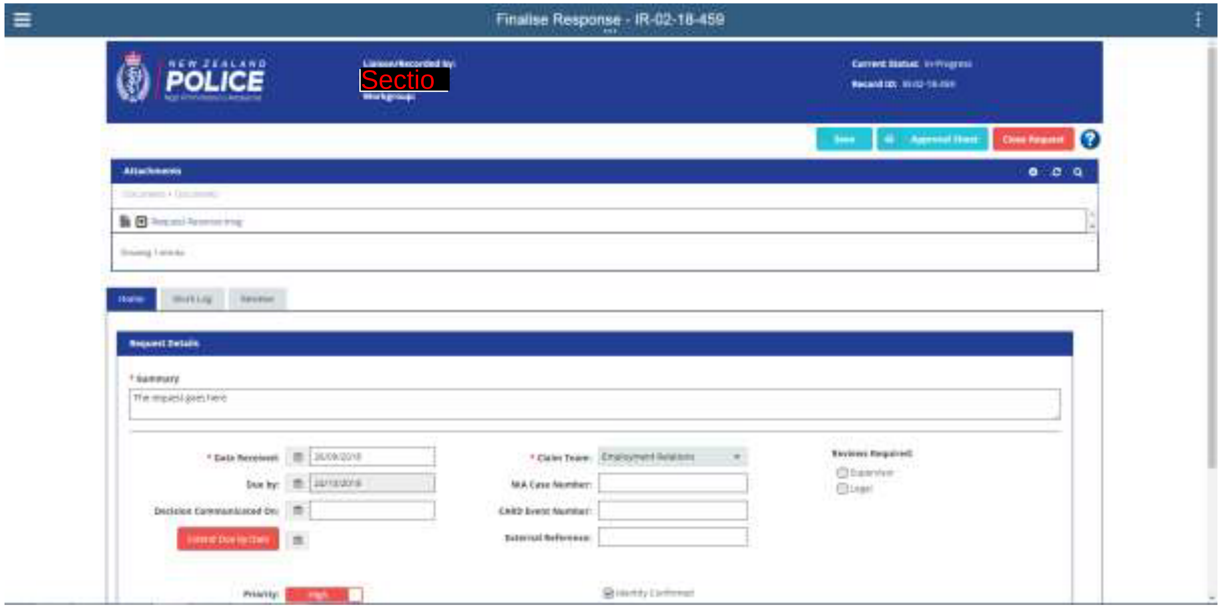
SUBMIT DRAFT RESPONSE

Once the assignee has compiled the draft response, obtained all the relevant signatures and attached the relevant documents, they submit the draft response to the claim team.

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 response to the request in the **Response Summary** section.
4. Click **Submit**.
5. The request will now disappear off your dashboard and appear on the claim team's dashboard.

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



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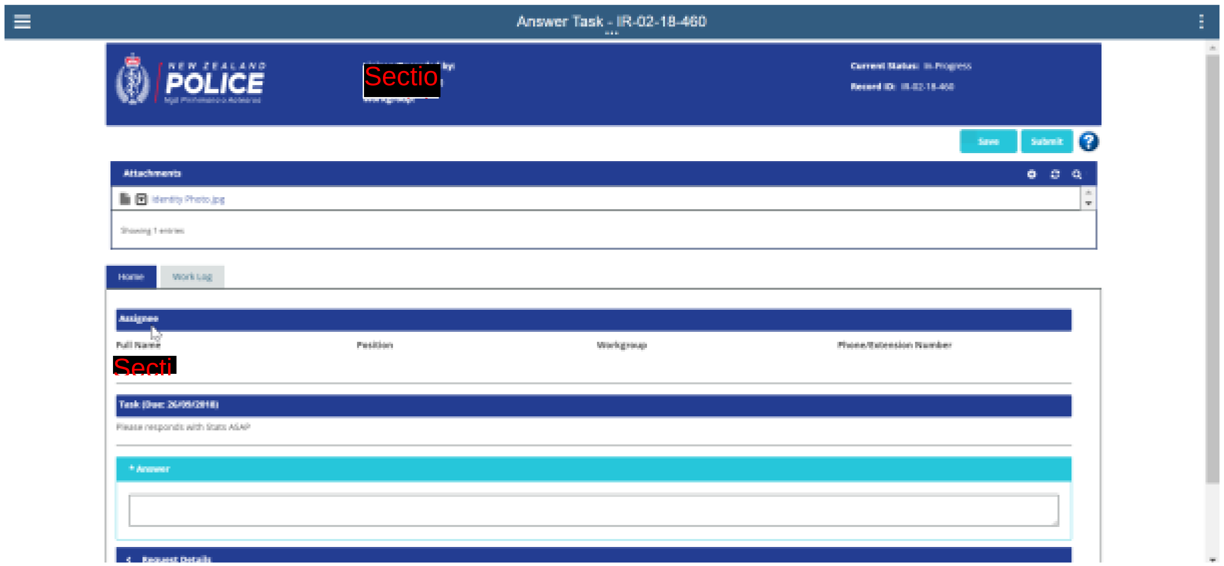
PROVIDE INFORMATION

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.*



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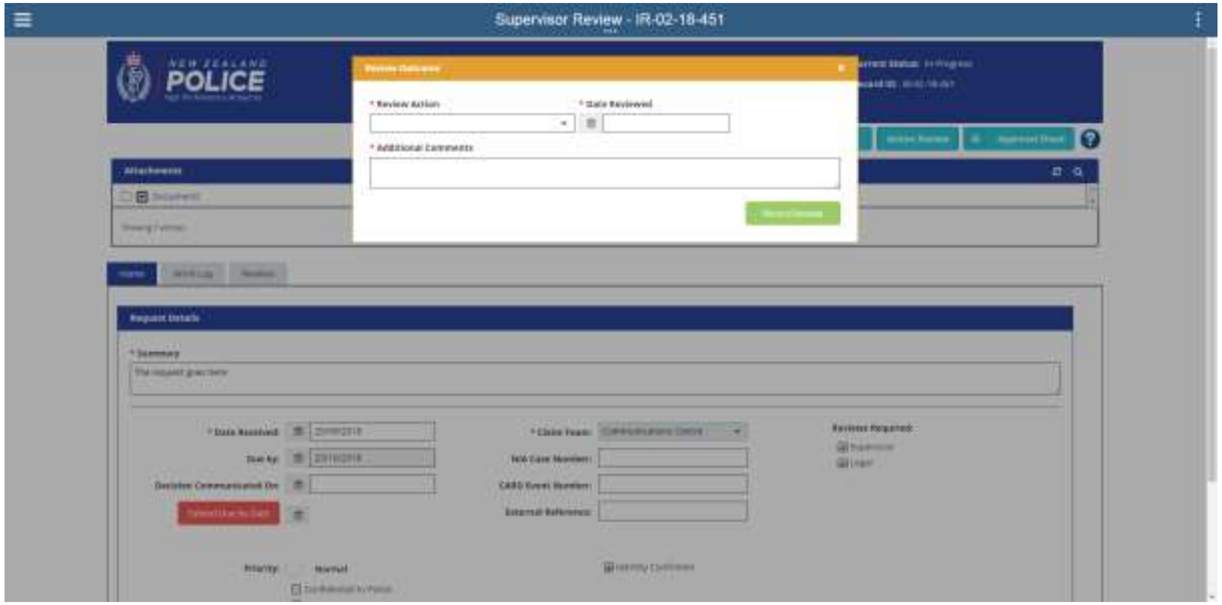
REVIEW THE REQUEST

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.



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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

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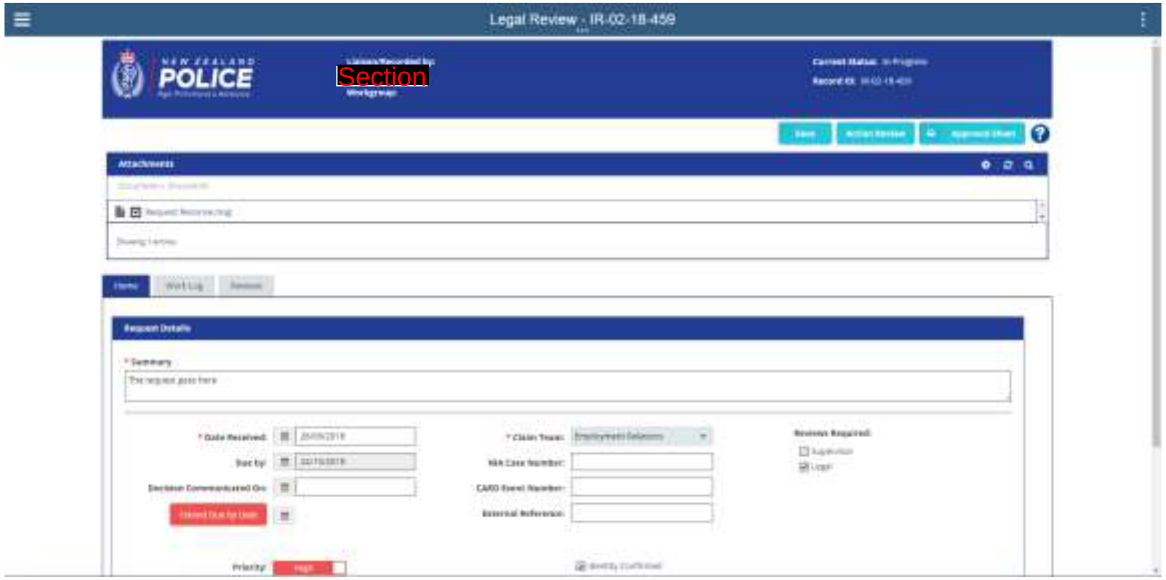
REVIEW THE REQUEST

The Legal group 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**.	

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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.