

24 January 2020

K
FYI.org.nz
fyi-request11774-1827bd2e@requests.fyi.org.nz

Dear K

Request for information

IR-01-19-33066

Thank you for your online submission dated 6 December 2019 requesting information on CRIS. Police contacted you to clarify your request, and it was redefined as:

1. User manuals and other Standard Operating Procedures relating to its use.
2. Reports of any temporary faults in the CRIS system.

Your request has been considered in accordance with the Official Information Act 1982 and I enclose the following information:

- Quick Step CRIS Process Guide
- CRIS Email Flow Charts v2

There is no substantial CRIS User Manual as our trainee staff do most of their learning by observing and practicing themselves.

I am declining your request for reports of any temporary faults in the CRIS system pursuant to section 18(f) of the Act as the information cannot be made available without substantial collation and research.

The CRIS system has been in service since 2012 and has been upgraded several times since. The trouble ticketing system used by the ICT Service Desk has also been upgraded several times during the lifetime of CRIS and old tickets are difficult to access. One fault can also spawn multiple trouble tickets and many trouble tickets logged for apparent CRIS faults will have turned out to be caused by something else. ICT has estimated that it would take three months to recover and examine each CRIS trouble ticket to obtain an accurate count of faults.

Police National Headquarters

180 Molesworth Street, Thorndon, Wellington SX11149
Telephone: (04) 474 9499. www.police.govt.nz

Per section 18A of the Act, I have considered whether fixing a charge or extending the time limit would remove the reason for refusal. I am of the opinion that neither would do so.

Per section 18B of the Act, I have also considered whether consulting with you would assist you in making the request in a manner that would remove the reason for removal. I am of the opinion that it would not.

If you have any questions, you may contact Communication Centres staff member Nicola Anamani at Nicola.Anamani@police.govt.nz.

If you are not satisfied with my response you have the right to complain to the Ombudsman.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Ian Harris', with a long horizontal flourish extending to the right.

Inspector Ian Harris
Acting National Operations Manager, Communication Centres