

**Charlotte Doyle [DPMC]**

**From:** Morag Ingram [REDACTED] Section 9(2)(a)  
**Sent:** Saturday, 21 March 2020 8:18 PM  
**To:** Richard Kay [DPMC]; Michael Webster [DPMC]; Rachel Hayward [DPMC]; Clare Ward [DPMC]  
**Cc:** Anna McKenzie; Tom Cato  
**Subject:** For information - DIA messaging

Kia ora all

For your information is the messaging sent to all DIA employees and secondees, including those in Ministerial offices.

Out of scope

Ngā mihi  
Morag

**Morag Ingram | General Manager**  
Ministerial Services and Secretariat Support  
**Te Tari Taiwhenua Department of Internal Affairs**  
Mobile [REDACTED] | [REDACTED] Section 9(2)(a)  
Level 18, Bowen House | Wellington 6140, New Zealand

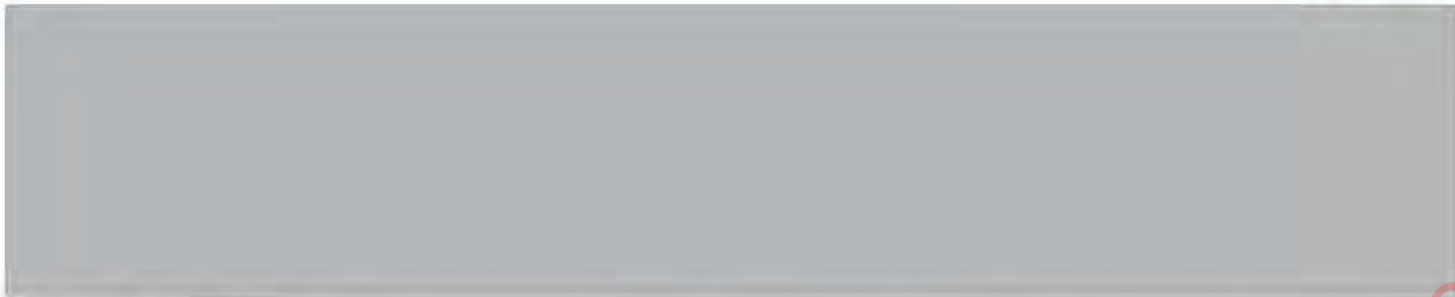


**From:** Morag Ingram  
**Sent:** Saturday, 21 March 2020 8:05 PM  
**To:** SPSAll [REDACTED]  
**Cc:** #MASS Portfolio Managers [REDACTED] Briget Ridden Section 9(2)(a)  
[REDACTED]; Anna McKenzie [REDACTED]; Chris Hornsby Section 6(d)  
[REDACTED]; Cristina Samson [REDACTED]; Andrew X Phillips  
[REDACTED]; Anna McKenzie [REDACTED]; Briget.Ridden [REDACTED]  
[REDACTED]; Margaret Ramsay [REDACTED]; Steve Dyhrberg  
[REDACTED]; Tim Mclvor [REDACTED]

**Subject:** Message to SPS cohort - alternative ways of working

Kia ora koutou

Out of scope



**Teleconferencing**

All SPSs should now have 'host' Zoom accounts which enable them to activate and manage Zoom audio and video calls without the restrictions previously encountered. However, please note Zoom is not secure enough for classified communications so please be mindful of how you use it. You can access the Zoom app through the app menu on your device, or by clicking on search at the bottom left of your device and typing 'Zoom'. When you open the app, sign in using your existing credentials. Once logged in, your zoom screen should look like the image below. Once you establish a Zoom meeting, anyone is able to join. The most up to date user guide and support material can be found on the Zoom site, here: <https://support.zoom.us/hc/en-us/categories/201146643>. If you have any issues or would like additional 'host' users in your office, please contact the Parliamentary Service support desk.



Out of scope



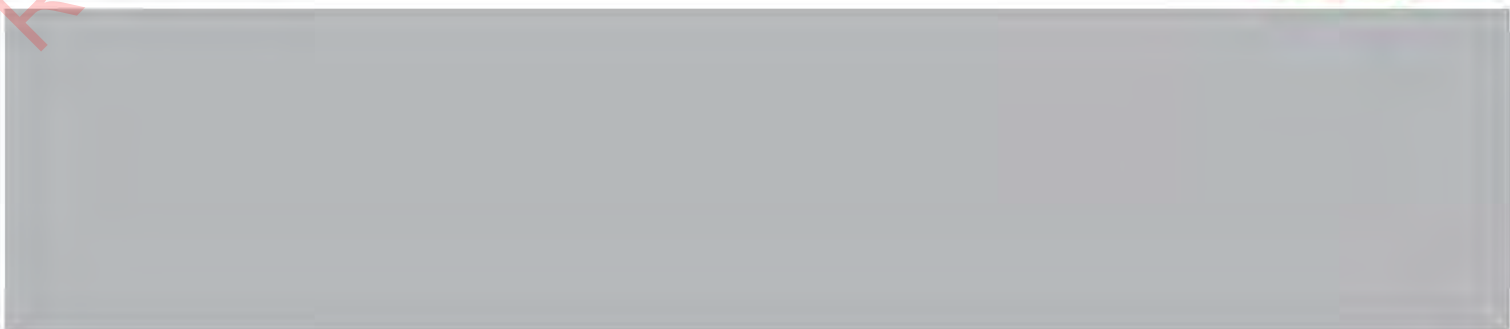
Ngā mihi  
Morag

**Morag Ingram** | General Manager  
Ministerial Services and Secretariat Support  
**Te Tari Taiwhenua Department of Internal Affairs**  
Mobile [redacted] | [redacted]  
Level 18, Bowen House | Wellington 6140, New Zealand

Section 9(2)(a)



Out of scope





## Charlotte Doyle [DPMC]

**From:** Clare Ward [DPMC]  
**Sent:** Sunday, 22 March 2020 8:12 PM  
**To:** Michael Webster [DPMC]; Morag Ingram; Kathleen Lambert [DPMC]; Martin Bell. [DPMC]; Louise Beard [DPMC]; ^Parliament: Leroy Taylor  
**Cc:** Rachel Hayward [DPMC]  
**Subject:** RE: Business continuity and Cabinet/Cabinet committee meetings [UNCLASSIFIED]

### Section 6(a)

For your info - [REDACTED]. They are both good for remote video meetings and we've been using them internally. Obviously Parliament has different systems but thought I'd put my two penny worth in.

Clare

Sent with BlackBerry Work  
 (www.blackberry.com)

---

**From:** Michael Webster [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Sunday, 22 Mar 2020, 8:09 PM  
**To:** Morag Ingram [REDACTED] Kathleen Lambert [DPMC] [REDACTED]  
 Martin Bell. [DPMC] [REDACTED] Louise Beard [DPMC] [REDACTED] ^Parliament:  
 Leroy Taylor [REDACTED]  
**Cc:** Clare Ward [DPMC] [REDACTED] Rachel Hayward [DPMC] [REDACTED]  
**Subject:** Business continuity and Cabinet/Cabinet committee meetings

[IN-CONFIDENCE]

Kia ora koutou

(Morag I am including you in this for obvious reasons).

The Prime Minister wants to be presented, as soon as possible, with options for meetings using video, and not just teleconferencing, facilities for Cabinet/Cabinet committee/PTA Ministers' meetings.

The COVID-19 Ministers Group has met on a number of occasions by teleconference, and we have had up to two Ministers join Cabinet meetings by teleconference.

However, we now need to plan for all Ministers to join a video conversation from their individual sites – whether their Beehive desks, or their homes, or electorate offices. We may also need to plan for working this way for at least a month.

### Section 6(a)

The PM is familiar with Zoom <https://zoom.us/> and [REDACTED]. There will no doubt be technical reasons why we can/cannot run certain options from phones or devices, but if so, we also need to think about how to manage those at this time!

Kathleen, can I ask you to lead for CO on this and touch base with Morag (or her person) to determine our first best option – which works well for both Ministers and DPMC and other officials; we will need to have something ready to communicate to the PM and Ministers in the next few days, sort out what if anything needs to be downloaded on to devices, etc.

Ngā mihi

Michael



**Michael Webster**  
**Secretary of the Cabinet and Clerk of the Executive Council**  
Cabinet Office, Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [redacted] **Mobile:** [redacted] **Section 9(2)(a)**  
**Email:** [redacted]

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Released under the Official Information Act 1982

**Charlotte Doyle [DPMC]**

**From:** Morag Ingram [REDACTED] Section 9(2)(a)  
**Sent:** Sunday, 22 March 2020 8:18 PM  
**To:** Michael Webster [DPMC]; Kathleen Lambert [DPMC]; Martin Bell. [DPMC]; Louise Beard [DPMC]; ^Parliament: Leroy Taylor; Paul James  
**Cc:** Clare Ward [DPMC]; Rachel Hayward [DPMC]  
**Subject:** Re: Business continuity and Cabinet/Cabinet committee meetings

Thanks Michael. We have a team of people working on the available technology solutions and will work with Kathleen on this too.

Zoom is now available to all Ministers and their SPSes, and if not already, will be deployed/trained within the next couple of days. That platform will allow multiple Ministers to dial in with video from wherever they are, off their devices. We have used this with Paul's leadership team in DIA over the weekend. Getting Ministers comfortable with using it is crucial this week, and we'll work with the SPSes to support this.

I will provide an update midday Monday on progress.

Thanks

Morag

Morag Ingram | General Manager  
 Ministerial Services and Secretariat Support  
 Te Tari Taiwhenua Department of Internal Affairs  
 Mobile [REDACTED] | [REDACTED]

Section 9(2)(a)

**From:** Michael Webster [DPMC] [REDACTED] Section 9(2)(a)  
**Sent:** Sunday, March 22, 2020 8:09:12 PM  
**To:** Morag Ingram [REDACTED] Kathleen Lambert [REDACTED] Martin Bell. [DPMC] Louise Beard [DPMC] [REDACTED] Le Roy Taylor [REDACTED]  
**Cc:** Clare Ward [DPMC] <[REDACTED]> rachel hayward <[REDACTED]>  
**Subject:** Business continuity and Cabinet/Cabinet committee meetings

[IN-CONFIDENCE]

Kia ora koutou

(Morag I am including you in this for obvious reasons).

The Prime Minister wants to be presented, as soon as possible, with options for meetings using video, and not just teleconferencing, facilities for Cabinet/Cabinet committee/PTA Ministers' meetings.

The COVID-19 Ministers Group has met on a number of occasions by teleconference, and we have had up to two Ministers join Cabinet meetings by teleconference.

However, we now need to plan for all Ministers to join a video conversation from their individual sites – whether their Beehive desks, or their homes, or electorate offices. We may also need to plan for working this way for at least a month.

The PM is familiar with Zoom <https://zoom.us/> and [REDACTED]. There will no doubt be technical reasons why we can/cannot run certain options from phones or devices, but if so, we also need to think about how to manage those at this time!

Kathleen, can I ask you to lead for CO on this and touch base with Morag (or her person) to determine our first best option – which works well for both Ministers and DPMC and other officials; we will need to have something ready to communicate to the PM and Ministers in the next few days, sort out what if anything needs to be downloaded on to devices, etc.

Ngā mihi

Michael



**Michael Webster**

**Secretary of the Cabinet and Clerk of the Executive Council**

Cabinet Office, Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED]

**Mobile:** [REDACTED]

Section 9(2)(a)

**Email:** [REDACTED]

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**Charlotte Doyle [DPMC]**

**From:** Morag Ingram [REDACTED] Section 9(2)(a)  
**Sent:** Monday, 23 March 2020 1:23 PM  
**To:** Michael Webster [DPMC]; ^Parliament: Leroy Taylor; ^Parliament: Rafael Gonzalez-Montero; Martin Bell. [DPMC]  
**Cc:** Kathleen Lambert [DPMC]; Louise Beard [DPMC]; Rachel Hayward [DPMC]; Ainsley Chapman; Andrew X Phillips; Robert Lockerd; Clare Ward [DPMC]; Lucy Gleeson  
**Subject:** Ministerial - support applications: Zoom etc  
**Importance:** High

Kia ora Michael and Le Roy

cc Raf and Robert

To clarify what we and Parliamentary Service have done, or are doing, to ensure all Ministers have access to Zoom conferencing:

- Parliamentary Service has installed Zoom on all Ministers' devices, and the devices of their ministerial office staff (incl secondees). This means they can all accept and attend Zoom meeting requests on either their devices or mobiles.
- All SPSs, and a select number of PMO staff, can set up and host meetings in Zoom on their Minister's behalf. Currently Ministers cannot set up/host Zoom meetings themselves.
- PS has an immediate issue with the number of licences available for full functionality to set up / host meetings, due to licencing limitations. PS is currently working with the Zoom third-party supplier to move from Premium Business to Enterprise licencing to enable this. An update on this issue will be provided before COB today.
- Note: all Zoom activity is cleared up to In Confidence only by DIA's existing security assessment.

**Cabinet meetings**

- **Michael** - It has been brought to my attention that in order for the Cabinet Office to host Zoom meetings, which I am assuming you will need to do for Cabinet meetings, [REDACTED] Section 6(a)
- You may need to seek further advice on security classifications for Cabinet meetings held over zoom.

Out of scope

Ngā mihi  
Morag

**Morag Ingram** | General Manager  
 Ministerial Services and Secretariat Support  
**Te Tari Taiwhenua Department of Internal Affairs**  
 Mobile [REDACTED] | [REDACTED] Section 9(2)(a)  
 Level 18, Bowen House | Wellington 6140, New Zealand



**Charlotte Doyle [DPMC]**

**From:** Clare Ward [DPMC]  
**Sent:** Monday, 23 March 2020 1:40 PM  
**To:** Michael Webster [DPMC]  
**Cc:** Kathleen Lambert [DPMC]; Louise Beard [DPMC]; Martin Bell. [DPMC]; Rachel Hayward [DPMC]  
**Subject:** RE: Ministerial - support applications: Zoom etc

Hi all

Chris G has been talking with Wayne and I thought we had something sorted. Please can you deal direct with Chris.

Ngā mihi

Clare

**Clare Ward**

Executive Director  
 Strategy, Governance and Engagement  
 Department of the Prime Minister and Cabinet

P [REDACTED] Section 9(2)(a)  
 M [REDACTED]  
 E [REDACTED]



**DEPARTMENT OF THE  
 PRIME MINISTER AND CABINET**  
 TE TARI O TE PIRIMIA ME TE KOMITI MATUA

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**From:** Michael Webster [DPMC] [REDACTED] Section 9(2)(a)  
**Sent:** Monday, 23 March 2020 1:38 PM  
**To:** Clare Ward [DPMC]  
**Cc:** Kathleen Lambert [DPMC] [REDACTED] Louise Beard [DPMC]  
 [REDACTED] Martin Bell. [DPMC] [REDACTED] Rachel Hayward [DPMC]  
**Subject:** FW: Ministerial - support applications: Zoom etc  
**Importance:** High

[IN-CONFIDENCE]

Clare

Please see below. Prior to getting this message, Kathleen had been speaking to Wayne Greer at CASS, given the PM's decision to move the executive on to Zoom for video conferencing.

Section 6(a)

[REDACTED] Section 6(a)

Happy to discuss further.

Ngā mihi

Michael

From: Morag Ingram [REDACTED]  
 Sent: Monday, 23 March 2020 1:23 pm  
 To: Michael Webster [DPMC] [REDACTED] ^Parliament: Leroy Taylor [REDACTED]  
 [REDACTED] Parliament: Rafael Gonzalez-Montero [REDACTED] Section 9(2)(a)  
 [REDACTED]; Martin Bell. [DPMC] [REDACTED]  
 Cc: Kathleen Lambert [DPMC] [REDACTED] Louise Beard [DPMC] [REDACTED]  
 [REDACTED] Rachel Hayward [DPMC] <[REDACTED]> [REDACTED] Ainsley Chapman [REDACTED]  
 [REDACTED]; Andrew X Phillips [REDACTED] [REDACTED] Robert Lockerd [REDACTED]  
 [REDACTED]; Clare Ward [DPMC] [REDACTED] [REDACTED] Lucy Gleeson [REDACTED]  
 Subject: Ministerial - support applications: Zoom etc  
 Importance: High

Kia ora Michael and Le Roy

cc Raf and Robert

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- Note: all Zoom activity is cleared up to In Confidence only by DIA's existing security assessment.

Cabinet meetings

- Michael - It has been brought to my attention that in order for the Cabinet Office to host Zoom meetings, which I am assuming you will need to do for Cabinet meetings, [REDACTED] Section 6(a)
- You may need to seek further advice on security classifications for Cabinet meetings held over zoom.

[REDACTED] Out of scope

Ngā mihi

Morag

**Morag Ingram** | General Manager  
Ministerial Services and Secretariat Support  
**Te Tari Taiwhenua Department of Internal Affairs**  
Mobile [REDACTED] | [REDACTED]  
Level 18, Bowen House | Wellington 6140, New Zealand

Section 9(2)(a)



Released under the Official Information Act 1982

**Charlotte Doyle [DPMC]**

---

**From:** Kathleen Lambert [DPMC]  
**Sent:** Monday, 23 March 2020 3:40 PM  
**To:** Michael Webster [DPMC]; Martin Bell. [DPMC]  
**Subject:** FW: Ministerial - support applications: Zoom etc

As below

---

**From:** Wayne Greer [TSY] [REDACTED] **Section 9(2)(a)**  
**Sent:** Monday, 23 March 2020 3:40 PM  
**To:** Kathleen Lambert [DPMC] [REDACTED]  
**Cc:** Chris Gianos [DPMC] [REDACTED]  
**Subject:** Re: Ministerial - support applications: Zoom etc

Yes everyone should have Chrome or can install it from the software centre.

Regards  
 Wayne

Sent from my iPhone

**Section 9(2)(a)**

On 23/03/2020, at 3:38 PM, Kathleen Lambert [DPMC] [REDACTED] wrote:

Thanks Wayne.

I think CASS IT have to load up Chrome?  
 I'm not sure if everyone has it automatically ...

K

<image001.png> **Kathleen Lambert**  
**Business Support Manager**  
 Cabinet Office, Executive Wing,  
 Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED] **Mobile:** [REDACTED] **Section 9(2)(a)**  
**Email:** [REDACTED]

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**From:** Wayne Greer [TSY] [REDACTED] **Section 9(2)(a)**  
**Sent:** Monday, 23 March 2020 2:40 PM  
**To:** Kathleen Lambert [DPMC] [REDACTED]  
**Cc:** Tom Byrne [TSY] [REDACTED]  
**Subject:** RE: Ministerial - support applications: Zoom etc

[IN-CONFIDENCE]

Hi Kathleen

Section 6(a)

I have spoken to Tom regarding this. [REDACTED]

[REDACTED] Because of this many agencies are going to use Zoom during the pandemic. It must be noted that this is a cloud service based in the USA, Australia and Europe, but may also be hosted in other parts of the internet, and that DIA have only rated Zoom to IN CONFIDENCE.

Section 6(a)

[REDACTED]

[REDACTED]

Regards

<image002.png>

**Wayne Greer (he/him) | Information Technology Security Manager | Corporate and Shared Services | Te Tai Ōhanga – The Treasury**

Mobile: [REDACTED] | Email/IM: [REDACTED] Section 9(2)(a)

Visit us online at <https://treasury.govt.nz/> and follow us on [Twitter](#), [LinkedIn](#) and [Instagram](#)

Corporate and Shared Services (CSS) delivers services to the Department of The Prime Minister and Cabinet, and the Treasury

---

**From:** Kathleen Lambert [DPMC] [REDACTED] Section 9(2)(a)  
**Sent:** Monday, 23 March 2020 1:32 PM  
**To:** Wayne Greer [TSY] [REDACTED]  
**Subject:** FW: Ministerial - support applications: Zoom etc  
**Importance:** High

[UNCLASSIFIED]

As below, from Ministerial Services.

[REDACTED] Section 6(a)

K

<image001.png> **Kathleen Lambert**  
**Business Support Manager**

Cabinet Office, Executive Wing,  
Parliament Buildings, Wellington 6011, New Zealand

DDI: [REDACTED] Mobile: [REDACTED] Section 9(2)(a)  
Email: [REDACTED]

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From: Morag Ingram [REDACTED] Section 9(2)(a)  
Sent: Monday, 23 March 2020 1:23 PM  
To: Michael Webster [DPMC] [REDACTED] ^Parliament: Leroy Taylor  
[REDACTED] ^Parliament: Rafael Gonzalez-Montero [REDACTED]  
Martin Bell. [DPMC] [REDACTED]  
Cc: Kathleen Lambert [DPMC] <[REDACTED]> Louise Beard [DPMC]  
[REDACTED] Rachel Hayward [DPMC] <[REDACTED]>  
Chapman <[REDACTED]>; Andrew X Phillips [REDACTED]  
Robert Lockerd [REDACTED] Clare Ward [DPMC]  
[REDACTED] Lucy Gleeson [REDACTED]  
Subject: Ministerial - support applications: Zoom etc  
Importance: High

Kia ora Michael and Le Roy

cc Raf and Robert

To clarify what we and Parliamentary Service have done, or are doing, to ensure all Ministers have access to Zoom conferencing:

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- Note: all Zoom activity is cleared up to In Confidence only by DIA's existing security assessment.

#### Cabinet meetings

Section 6(a)

- Michael - It has been brought to my attention that in order for the Cabinet Office to host Zoom meetings, which I am assuming you will need to do for Cabinet meetings, [REDACTED]
- You may need to seek further advice on security classifications for Cabinet meetings held over zoom.

Out of scope

- [REDACTED]

Ngā mihi  
Morag

**Morag Ingram** | General Manager  
Ministerial Services and Secretariat Support  
**Te Tari Taiwhenua Department of Internal Affairs**  
Mobile [REDACTED] | [REDACTED]  
Level 18, Bowen House | Wellington 6140, New Zealand

Section 9(2)(a)

<image005.png>

Released under the Official Information Act 1982

**Charlotte Doyle [DPMC]**

Section 9(2)(a)

**From:** Morag Ingram <[REDACTED]>  
**Sent:** Monday, 23 March 2020 5:31 PM  
**To:** Michael Webster [DPMC]; ^Parliament: Leroy Taylor; ^Parliament: Rafael Gonzalez-Montero; Martin Bell. [DPMC]; Kathleen Lambert [DPMC]; Louise Beard [DPMC]; Rachel Hayward [DPMC]  
**Cc:** Ainsley Chapman; Andrew X Phillips; Robert Lockerd; Clare Ward [DPMC]; Lucy Gleeson  
**Subject:** FW: Ministerial - support applications: Zoom etc  
**Importance:** High

Kia ora Michael and Le Roy,

cc Raf and Robert

Here is an update, further to the information provided earlier (below): Please advise if you require anything further at this stage.

#### Zoom

- Parliamentary Service continues to work with the Zoom company to extend the overall number of licences available to the @parliament domain. This will enable Ministers to set up and host their own meetings (with unlimited number of participants and length of time). Note: that due to the global demand, we've been told that Zoom is dealing with ~70,000 licence requests.
- However, as previously advised, SPSEs, as holders of licenced accounts, have been provided guidance support for new users of Zoom, including training material. They will arrange zoom meetings for Ministers until further notice.

Out of scope

- [REDACTED]
- [REDACTED]

Out of scope

- [REDACTED]

Ngā mihi  
Morag

**From:** Morag Ingram  
**Sent:** Monday, 23 March 2020 1:23 PM

Section 9(2)(a)

**To:** Michael Webster [DPMC]; [REDACTED]; Le Roy Taylor [REDACTED]; Rafael Gonzalez-Montero [REDACTED]; Martin Bell. [DPMC]

**Cc:** Kathleen Lambert [REDACTED]; Louise Beard [DPMC] [REDACTED]; rachel hayward <[REDACTED]>; Ainsley Chapman [REDACTED]; Andrew X Phillips <[REDACTED]>; Robert Lockerd [REDACTED]; [REDACTED]; [REDACTED]



Lucy Gleeson <

**Subject:** Ministerial - support applications: Zoom etc  
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**Cabinet meetings**

Section 6(a)

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- You may need to seek further advice on security classifications for Cabinet meetings held over zoom.

Out of scope

Ngā mihi  
Morag

**Morag Ingram** | General Manager  
Ministerial Services and Secretariat Support  
**Te Tari Taiwhenua Department of Internal Affairs**  
Mobile [redacted]  
Level 18, Bowen House | Wellington 6140, New Zealand

Section 9(2)(a)



## Charlotte Doyle [DPMC]

---

**From:** Kathleen Lambert [DPMC]  
**Sent:** Tuesday, 24 March 2020 8:38 AM  
**To:** Michael Webster [DPMC]; Martin Bell. [DPMC]  
**Subject:** FYI re Zoom and PS IT certification

As below, re certification for the use of Zoom

K

---

**From:** Wayne Greer [TSY] [REDACTED] Section 9(2)(a)  
**Sent:** Monday, 23 March 2020 5:46 PM  
**To:** Kathleen Lambert [DPMC] [REDACTED]  
**Subject:** FW: Zoom, LogMeIn, Umbrella Health artefacts

[SEEMAIL][IN-CONFIDENCE]

Hi Kathleen

As below from Parliamentary Services. Maybe let Michael and Martin know this.

Regards  
 Wayne

---

**From:** Steve Honiss [REDACTED] Section 9(2)(a)  
**Sent:** Monday, 23 March 2020 4:47 PM  
**To:**  
**Subject:** RE: Zoom, LogMeIn, Umbrella Health artefacts

We've just done a very quick and dirty C&A exemption memo for our CE, to sign off Zoom for Parliamentary Service as part of the Covid-19 BCP.

Zoom has also been pushed to Ministers and their staff's devices. Both DIA and MBIE have done C&A of Zoom, and I relied on those artefacts to have something to back up our memo.

Steve Honiss  
 Chief Information Security Officer | Tumu Manū Matihiko

DDI [REDACTED] M + [REDACTED] Section 9(2)(a)  
 E [REDACTED]

Parliamentary Service Te Ratonga Whare Pāremata  
 Private Bag 18041, Wellington 6160, New Zealand  
[www.parliament.nz](http://www.parliament.nz)



**Charlotte Doyle [DPMC]**

---

**From:** Rachel Hayward [DPMC]  
**Sent:** Tuesday, 24 March 2020 9:05 PM  
**To:** Michael Webster [DPMC]  
**Subject:** FW: Zoom - guidance from Wayne Greer

[Redacted] Section 6(a)  
[Redacted]

---

**From:** Kathleen Lambert [DPMC] <[Redacted]> Section 9(2)(a)  
**Sent:** Tuesday, 24 March 2020 10:03 AM  
**To:** Michael Webster [DPMC] [Redacted] Martin Bell. [DPMC] [Redacted]  
Rachel Hayward [DPMC] <[Redacted]>  
**Subject:** FW: Zoom - guidance from Wayne Greer

---

**From:** Wayne Greer [TSY] [Redacted] Section 9(2)(a)  
**Sent:** Tuesday, 24 March 2020 9:59 AM  
**To:** Kathleen Lambert [DPMC] <[Redacted]> Clare Ward [DPMC]  
[Redacted] Tony Lynch [DPMC] [Redacted] >; Rob MacLean [DPMC]  
[Redacted] ; Mark Frampton [NEMA] [Redacted]  
**Cc:** Tom Byrne [TSY] [Redacted]  
**Subject:** Zoom

[SEEMAIL][RESTRICTED]

Hi Section 6(a)  
I have now got a copy of the security review completed by [Redacted] for the Zoom service. It is medium risk and there are some things that are only configurable with the Enterprise licence of this cloud service. Section 6(a)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Regards



Wayne Greer (he/him) | Information Technology Security Manager | Corporate and Shared Services | Te Tai Ōhanga – The Treasury

Mobile: [Redacted] | Email/IM: [Redacted] **Section 9(2)(a)**

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**Charlotte Doyle [DPMC]**

**From:** Robert Lockerd <[redacted]> **Section 9(2)(a)**  
**Sent:** Wednesday, 25 March 2020 3:47 PM  
**To:** Morag Ingram; Michael Webster [DPMC]  
**Cc:** Chris Hornsby  
**Subject:** RE: Microsoft teams

**Section 6(a)**

That's correct. [redacted]

We can get onto all that certainly, but the truth is we're not in a position for a quick turnaround as we were with Zoom.

Regards,  
Robert

**Robert Lockerd**  
*Chief Information Officer*

**Section 9(2)(a)**

DDI [redacted]  
E [redacted]

Bowen House, Parliament Buildings  
Private Bag 18041, Wellington 6160, New Zealand  
[www.parliament.nz](http://www.parliament.nz)



**From:** Morag Ingram [mailto:[redacted]] **Section 9(2)(a)**  
**Sent:** Wednesday, 25 March 2020 3:07 PM  
**To:** Michael Webster [redacted]  
**Cc:** Robert Lockerd [redacted]; Chris Hornsby [redacted]  
**Subject:** Re: Microsoft teams

**Section 6(a)**

I don't believe so, as it is a [redacted]

Robert, can you please advise?

Morag Ingram | General Manager  
Ministerial Services and Secretariat Support  
Te Tari Taiwhenua Department of Internal Affairs  
Mobile [redacted] | [redacted]

**Section 9(2)(a)**

**From:** Michael Webster [DPMC] [redacted] **Section 9(2)(a)**  
**Sent:** Wednesday, March 25, 2020 2:39:26 PM

**To:** Morag Ingram <[REDACTED]>  
**Subject:** Microsoft teams

[IN-CONFIDENCE]

Kia ora Morag

Section 6(a)

Quick question, [REDACTED]

Ngā mihi

Michael



**Michael Webster**  
**Secretary of the Cabinet and Clerk of the Executive Council**  
Cabinet Office, Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED] **Mobile:** [REDACTED] **Section 9(2)(a)**  
**Email:** [REDACTED]

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**Charlotte Doyle [DPMC]**

**From:** Michael Webster [DPMC]  
**Sent:** Wednesday, 25 March 2020 8:56 AM  
**To:** ^Parliament: Leroy Taylor  
**Cc:** ^Parliament: Rajesh Nahna; Brook Barrington [DPMC]; Hamish Rogers [DPMC]; Martin Bell. [DPMC]; Rachel Hayward [DPMC]; Chris O'Gorman [DPMC]; Louise Beard [DPMC]  
**Subject:** Today's COVID-19 Ministerial Group meeting

[IN-CONFIDENCE]

Kia ora Le Roy

The PM would like to run today's – and future – 10.30am meetings of the COVID-19 Ministerial Group by Zoom videoconferencing, rather than the teleconferencing we have been using to date.

I understand Zoom has been pushed to all Minister's devices and phones. And the same for Min Services staff like SPSs. Is that correct? We may well have one or two Ministers who have never used Zoom before so we might need to get their SPSs to have a practice go with them before the call.

Section 6(a)

Given that, I would be grateful if you could assist us in ensuring all COVID-19 Ministers, plus any other ones invited to join today's meeting, know what they have to do to join.

Section 9(2)(g)(i)

Given all this, it would also be useful to have the teleconference facilities ready to go as a backup. We can send out the details for that – noting it's a backup if we have issues with Zoom.

If the PM also wishes to run Monday's Cabinet meeting by Zoom, and the weekly CBC, we will also need to work through how best to do that.

Happy to discuss.

Ngā mihi

Michael



**Michael Webster**  
**Secretary of the Cabinet and Clerk of the Executive Council**  
 Cabinet Office, Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED] **Mobile:** [REDACTED] **Section 9(2)(a)**  
**Email:** [REDACTED]

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**Charlotte Doyle [DPMC]**

**From:** Kathleen Lambert [DPMC]  
**Sent:** Wednesday, 25 March 2020 9:42 AM  
**To:** Murray Dunn [TSY]; Chris O’Gorman [DPMC]  
**Cc:** Michael Webster [DPMC]; Chris Gianos [DPMC]  
**Subject:** RE: Zoom in Cab Comm Room\_8.5

And just to add to this...

I’ve just been reviewing the emails from Morag Ingram at DIA’s Ministerial Services dept (which supports Ministers, and is working with Parliamentary Services IT) and she has advised that in relation to Zoom for Ministers and their Senior Private Secretaries:

- Zoom installed for Ministers and SPSs
- SPSs, and some select staff in the PM’s office, can set up and host
- Ministers at this stage can just accept/attend – PS IT are working on expanding the licences so Ministers can also set up and host (but as could be expected there is a massive amount of requests for licenses)

Tks  
K



**Kathleen Lambert**  
**Business Support Manager**  
 Cabinet Office, Executive Wing,  
 Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED] **Mobile:** [REDACTED] Section 9(2)(a)  
**Email:** [REDACTED]

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**From:** Murray Dunn [TSY] [REDACTED] Section 9(2)(a)  
**Sent:** Wednesday, 25 March 2020 9:01 AM  
**To:** Chris O’Gorman [DPMC] [REDACTED] Kathleen Lambert [DPMC]  
 <[REDACTED]>  
**Cc:** Michael Webster [DPMC] [REDACTED] Section 9(2)(a)  
**Subject:** RE: Zoom in Cab Comm Room\_8.5

Hi Team – sorry about the slow response. Phone is quite busy ☺

But this is correct: the client we have been installing is only as an end point so you can join a Zoom call.

Note that you need to start zoom and paste the call ID into the box and then click join – if you click on the link that is sent it will try to re-install the app and get blocked.

I don’t know what is happening with Zoom as far as Initiating calls – it might be worth reaching out to the CASS management team.

[REDACTED]  
 Out of scope

Cheers  
Murray



From: Chris O'Gorman [DPMC] <[REDACTED]> Section 9(2)(a)  
Sent: Wednesday, 25 March 2020 8:18 am  
To: Kathleen Lambert [DPMC] <[REDACTED]>  
Cc: Michael Webster [DPMC] <[REDACTED]> Murray Dunn [TSY] <[REDACTED]>  
Subject: Zoom in Cab Comm Room\_8.5

[IN-CONFIDENCE]

Hi Kathleen

I've just been speaking to Soundtech. We are going to see if I can get Zoom set up in Cab Committee Room (so like a conference call) so officials can dip into the CVD meeting as required. I am not sure if it will work or not, so I will let you know.

Section 6(a)

[REDACTED]  
[REDACTED] Not sure if that is true or not but I've cced in Murray so he can confirm that we should be able to join from anywhere at least.

Ngā mihi | Kind regards  
Chris

**Chris O'Gorman**  
Executive Assistant  
Office of the Chief Executive  
Department of the Prime Minister and Cabinet

P [REDACTED] Section 9(2)(a)  
M [REDACTED]  
E [REDACTED]

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**Charlotte Doyle [DPMC]**

---

**From:** Chris O'Gorman [DPMC]  
**Sent:** Thursday, 26 March 2020 4:18 PM  
**To:** Michael Webster [DPMC]; Geoff Short [DPMC]  
**Subject:** RE: Draft message from Mr Ombler

FYI. CASS are onto the ZOOM thing .. Wayne is talking to Tom.

---

**From:** Michael Webster [DPMC] [REDACTED]  
**Sent:** Thursday, 26 March 2020 3:21 PM  
**To:** Geoff Short [DPMC] <[REDACTED]> **Section 9(2)(a)**  
**Cc:** Chris O'Gorman [DPMC] [REDACTED]  
**Subject:** RE: Draft message from Mr Ombler

[REDACTED]

**Section 9(2)(g)(i)**

[REDACTED]

**Out of scope**

[REDACTED]

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**Charlotte Doyle [DPMC]**

---

**From:** Clare Ward [DPMC]  
**Sent:** Thursday, 26 March 2020 10:32 PM  
**To:** Michael Webster [DPMC]; Anneliese Parkin [DPMC]; Chris Gianos [DPMC]  
**Cc:** Tom Byrne [TSY]; Loretta Diana [CASS]; Wayne Greer [TSY]; Chris O'Gorman [DPMC]  
**Subject:** RE: ZOOM. [IN-CONFIDENCE]

IN-CONFIDENCE

Perhaps a conversation with min services, us and Wayne would be a way to short circuit this

Speak in the morning

C

Sent with BlackBerry Work  
 (www.blackberry.com)

---

**From:** Michael Webster [DPMC] [REDACTED] Section 9(2)(a)  
**Date:** Thursday, 26 Mar 2020, 10:28 PM  
**To:** Clare Ward [DPMC] [REDACTED], Anneliese Parkin [DPMC] [REDACTED]  
 Chris Gianos [DPMC] [REDACTED]  
**Cc:** Tom Byrne [TSY] [REDACTED], Loretta Diana [CASS] [REDACTED], Wayne Greer  
 [TSY] [REDACTED], Chris O'Gorman [DPMC] [REDACTED]  
**Subject:** RE: ZOOM. [IN-CONFIDENCE]

IN-CONFIDENCE

Sure.

Section 9(2)(g)(i)

[REDACTED]  
 Section 6(a)

Sent with BlackBerry Work  
 (www.blackberry.com)

---

**From:** Clare Ward [DPMC] [REDACTED] Section 9(2)(a)  
**Date:** Thursday, 26 Mar 2020, 10:02 PM  
**To:** Michael Webster [DPMC] [REDACTED], Anneliese Parkin [DPMC] [REDACTED]  
 [REDACTED], Chris Gianos [DPMC] [REDACTED]  
**Cc:** Tom Byrne [TSY] [REDACTED], Wayne Greer [TSY] [REDACTED]  
**Subject:** RE: ZOOM. [IN-CONFIDENCE]

IN-CONFIDENCE

Hi Michael.

Please can you, me, Wayne, and Chris G (and Anneliese if you want) discuss this in the morning. Please see Wayne and GCSB's advice below and attached.

Section 9(2)(g)(i)

[Redacted]

[Redacted]

Appropriate communication with PMO would also be needed.

Section 6(a)

[Redacted]

Are there any other options?

Clare

Sent with BlackBerry Work  
(www.blackberry.com)

**From:** Wayne Greer [TSY] >  
**Date:** Thursday, 26 Mar 2020, 9:27 PM  
**To:** Clare Ward [DPMC], Chris O'Gorman [DPMC]  
Chris Gianos [DPMC]  
**Cc:** Tom Byrne [TSY], Loretta Diana [CASS]  
**Subject:** RE: ZOOM.

Section 9(2)(a)

[IN-CONFIDENCE]

Hi Clare

Section 6(a)

The attached advice has just come in from GCSB and the GCISO, is both earlier than expected and really useful.

[Redacted]

[Redacted]

GCSB also recommends that Zoom is only to be used in a Covid-19 alert level 3 or 4 condition. Their direct recommendation is, that if you have something safer than Zoom then you should use that system. We already have [Redacted] system in place, and obviously it has lower levels of risk. [Redacted]

Section 6(a)

Section 9(2)(g)(i)

[REDACTED]. If the decision is to not use Zoom then please let me know and I will get our technical resources released to complete some other priority work.

I will do my best to complete a C+A on this as soon as possible, however realistically with my current load it won't be until the middle of next week at the earliest.

Regards,

Wayne



Wayne Greer (he/him) | Information Technology Security Manager | Corporate and Shared Services | Te Tai Ōhanga – The Treasury

Mobile: + [REDACTED] | Email/IM: [REDACTED] Section 9(2)(a)

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## Charlotte Doyle [DPMC]

---

**From:** Michael Webster [DPMC]  
**Sent:** Friday, 27 March 2020 11:47 AM  
**To:** Robert Lockerd; Chris Hornsby; Morag Ingram  
**Cc:** Kathleen Lambert [DPMC]; Ian Cowan  
**Subject:** RE: Microsoft teams

Great, will see you there (virtually).

---

**From:** Robert Lockerd [REDACTED] Section 9(2)(a)  
**Sent:** Friday, 27 March 2020 11:45 am  
**To:** Chris Hornsby [REDACTED]; Michael Webster [DPMC] <[REDACTED]>  
 Morag Ingram [REDACTED]  
**Cc:** Kathleen Lambert [DPMC] <[REDACTED]> Ian Cowan [REDACTED]  
**Subject:** RE: Microsoft teams

Hi, just a quick correction: I've been asked about meeting with DPMC this morning, not OOC.

Cheers,  
 Robert

---

**From:** Chris Hornsby [REDACTED] Section 9(2)(a)  
**Sent:** Friday, 27 March 2020 11:38 AM  
**To:** Michael Webster <[REDACTED]> Morag Ingram [REDACTED]  
**Cc:** Robert Lockerd [REDACTED]; Kathleen Lambert [REDACTED]  
 Ian Cowan <[REDACTED]>  
**Subject:** RE: Microsoft teams

Good morning Michael Section 6(a)

Minister's devices do have [REDACTED] installed, and these are supported by PS. The mobile platform is not supported by PS (although Minister's can download this for themselves).

We will be expanding Zoom Host (Pro) licensing to all Ministers and staff next week. However, all online conferencing solutions will encounter similar challenges with security classification etc.

I understand Robert has a meeting with the OOC shortly to discuss related issues. We have Ian Cowan working with the team and connecting back to GDCO and CSO within DIA.

Robert will connect with Ian following that meeting and try to tie a few of these queries, requirements and potential solutions together.

Will be in touch, but I hope that answers your question for now, please give me a call if not.

Cheers  
 Chris

**Chris Hornsby** | Programme Manager – E20 Executive Transition Support | Ministerial Services

Phone: [REDACTED] | [www.dia.govt.nz](http://www.dia.govt.nz)

Section 9(2)(a)



From: Michael Webster [DPMC] <[REDACTED]> Section 9(2)(a)  
 Sent: Friday, 27 March 2020 7:58 AM  
 To: Morag Ingram <[REDACTED]>  
 Cc: Robert Lockerd <[REDACTED]>; Chris Hornsby <[REDACTED]> Kathleen Lambert  
 Subject: RE: Microsoft teams

[IN-CONFIDENCE]

Kia ora Morag

Section 6(a)

Apologies if I have already asked you this, [REDACTED]  
 [REDACTED] (I gather it won't/can't work on mobiles).

Ngā mihi

Michael



**Michael Webster**  
 Secretary of the Cabinet and Clerk of the Executive Council  
 Cabinet Office, Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED] **Mobile:** [REDACTED] Section 9(2)(a)  
**Email:** [REDACTED]

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---

From: Morag Ingram <[REDACTED]> Section 9(2)(a)  
 Sent: Wednesday, 25 March 2020 3:07 pm  
 To: Michael Webster [DPMC] <[REDACTED]>  
 Cc: Robert Lockerd <[REDACTED]>; Chris Hornsby <[REDACTED]>  
 Subject: Re: Microsoft teams

Section 6(a)

I don't believe so, as it is a [REDACTED]

Robert, can you please advise?

---

Morag Ingram | General Manager  
 Ministerial Services and Secretariat Support  
 Te Tari Taiwhenua Department of Internal Affairs  
 Mobile [REDACTED] | [REDACTED] Section 9(2)(a)

---

From: Michael Webster [DPMC] <[REDACTED]>  
 Sent: Wednesday, March 25, 2020 2:39:26 PM  
 To: Morag Ingram <[REDACTED]> Section 9(2)(a)  
 Subject: Microsoft teams

[IN-CONFIDENCE]

Kia ora Morag

Section 6(a)

Quick question, [REDACTED]

Ngā mihi

Michael



**Michael Webster**

**Secretary of the Cabinet and Clerk of the Executive Council**

Cabinet Office, Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED]

**Mobile:** [REDACTED]

Section 9(2)(a)

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**Charlotte Doyle [DPMC]**

---

**From:** Clare Ward [DPMC]  
**Sent:** Friday, 27 March 2020 4:39 PM  
**To:** Brook Barrington [DPMC]; Michael Webster [DPMC]  
**Cc:** Chris Gianos [DPMC]; Richard Kay [DPMC]  
**Subject:** Cabinet meetings - online  
**Attachments:** Securing Zoom.us for government use.docx

[IN-CONFIDENCE]

Hi

Right this is where I've got to. The attached advice from the GCISO is useful if you're interested. Section 6(a)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The person/agency that initiates the call holds the risk and is the one that needs to ensure the various controls and settings are in place [REDACTED]. It seems, therefore, that DPMC would be the agency initiating the call. Section 9(2)(g)(i) Section 6(a)

At the moment, [REDACTED]

Michael is using teleconferencing for Cabinet on Monday. Section 6(a)

[REDACTED]

Sorry this isn't as far along as you might like. However I think we have a way forward and will prioritise this next week.

Ngā mihi

Clare

**Clare Ward**

Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [REDACTED] Section 9(2)(a)  
M [REDACTED]  
E [REDACTED]



**DEPARTMENT OF THE  
PRIME MINISTER AND CABINET**  
TE TARI O TE PIRIMIA ME TE KOMITI MATUA

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## GOVERNMENT COMMUNICATIONS SECURITY BUREAU TE TIRA TIAKI

### Zoom.us security advice

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To Agency CISOs  
From The office of the GCISO  
For your Information  
Date 25 March 2020

---

### Securing Zoom.us for Government use

#### Purpose

1. This paper sets out security analysis and a recommended set of mitigations for using Zoom.us for NZ Government business, including Cabinet meetings, up to and including RESTRICTED information (this includes budget information which is classified below RESTRICTED).

#### Scope

2. This briefing contains advice from the Government Chief Information Security Officer (the Director-General of the GCSB) about the use of Zoom for official NZ Government business, either within a public sector organisation, or between officials and Ministers.
3. This advice applies only during COVID-19 alert level 3 or 4. Once the alert level reduces to level 2 or lower, and where it has not been possible to complete a full and comprehensive Certification and Accreditation (C&A) for Zoom use agencies will need to revert to their ordinary systems and tools. If you intend to continue using zoom outside of alert levels 3 or 4, you will need to conduct the regular security certification and accreditation process as required by the NZ Information Security Manual (NZISM). The only exemption to this is where an agency has managed to complete full comprehensive C&A for use of Zoom for general business use during alert levels 3 or 4.

#### Context

4. With New Zealand at Level 4 of the COVID-19 alert system Public sector organisations are seeking to swiftly implement video and audio conferencing tools to enable them to continue to manage their work and people over the Internet.

5. Please note that this advice has been produced at pace. Many of the risks summarised, and some of the recommendations are based on previous C&A work conducted security professionals in partner agencies. We thank our colleagues for sharing their documentation with us to enable this advice to be produced.

#### Zoom

6. Zoom provides a video and audio-conferencing toolset, based on the premise of joining meetings from anywhere, on any device and at any time. This functionality will allow for increased remote working capability, collaboration and video calling functionality for practically all situations a public servant, or Minister could need to implement when dealing with information classified at RESTRICTED or below.
7. Zoom (zoom.us) is an America-based video conferencing system based on open webRTC protocol. It is popular with private industry, academic and non-governmental organisations across the West.

#### Zoom has been subject to security researcher scrutiny in the past

8. Zoom has had publicly disclosed security vulnerabilities in the past with two high severity vulnerabilities disclosed and patched in the last 18-months:
  - a. July 2019: CVE-2019-13567 enabled remote-code execution to turn on a devices webcam on macOS devices, while CVE-2019-13450 enabled remote attackers to force a user to join a video call
  - b. January 2020: researchers discovered a way to manipulate the way Zoom generated URLs for virtual conference rooms, enabling them to join meetings they were not invited to (note this is a non-targeted, randomised attack).
9. The July 2019 vulnerabilities were patched. The January 2020 vulnerability, however, is dependent on the method Zoom use to generate pseudo-random url strings. That type of meeting url attack could be replicated to some level of effectiveness, for which the primary mitigation is implementing a meeting password.

#### Assumptions

10. Agencies need video and voice real-time connections over the Internet ("Video Conference"), during COVID-19 alert level 4.
11. Cabinet need a Video Conference capability to enable remote Cabinet meetings during lockdown.
12. Internet-based Video Conferencing tools will be used for "low-side" conversations but will likely involve discussions and sharing of information that is classified up to, and including, RESTRICTED.

#### Security risks associated with Zoom

13. There is a suite of security risks associated with using video conferencing tools.
14. The NZISM sets out relevant controls and expectations for video conferencing tools such as Zoom in:
  - a. [Chapter 18.3](#): Video & Telephony Conferencing and Internet Protocol Telephony.

- b. Chapter 12 – Product Security
  - c. Chapter 11 – Communications Systems and Devices
  - d. Chapter 19 – Gateways Security.
15. Additionally, the NZISM sets out that agencies must conduct a C&A process when deploying new systems and software. This is a time-intensive process that agencies will not be able to undertake in order to deploy Zoom to staff and Ministers in the timeframes available.
  16. We recommend that agencies issue C&A waivers for Zoom rather than trying to C&A them before deployment.
  17. You will need to implement appropriate controls to mitigate risk (as set out in this advice) and have a plan for how you will scale up security activities, including C&A to document and mitigate risks once you have implemented this advice.

**Risk summary**

18. Below is a list of identified moderate and high risks associated with Zoom. Low risks have not been included for brevity.

Moderate and high-level risks associated with Zoom

Risk
<p><b>Device compromise</b></p> <p>A Zoom enabled device is compromised and remotely controlled. Video camera or microphones used to record meetings or surrounding environment leading to security breach, data loss and reputational damage.</p>
<p><b>Zoom device is used to attack other internal systems</b></p> <p>A compromised Zoom enabled device is used to attack internal systems leading to further security breach, data loss and reputational damage.</p>
<p><b>Interception of communication</b></p> <p>Zoom communications are intercepted and compromised (in real time) leading to security breach and reputational damage.</p>
<p><b>Stored video recordings are stolen</b></p> <p>Stored Zoom communications are accessed by unauthorised means leading to potential security breach and reputational damage.</p>
<p><b>Unauthorised access to a zoom meeting</b></p> <p>An unauthorised person may be able to obtain information about the video conference conversations due to a lack of identity access management. This may result in unauthorised access to personal information sent between the host and invitee of the video call.</p>
<p><b>Insider threat</b></p> <p>If a Zoom malicious administrator misuses their access rights then it may result in:</p> <ul style="list-style-type: none"> <li>• Unauthorised access to data or systems;</li> <li>• Data alteration</li> <li>• Data disclosure</li> </ul>

<ul style="list-style-type: none"> <li>• Widespread loss of data or system access.</li> </ul> <p>Similar risks apply to accidental action from administrators and users.</p>
<p>Degradation of service or denial of service</p> <p>The service may become unreliable due to a failure by Zoom to manage and support the video conferencing solution. This may result in the:</p> <ul style="list-style-type: none"> <li>• Inappropriate access (including cross tenancy)</li> <li>• Unwanted data disclosure</li> <li>• Loss of data integrity</li> <li>• Availability impacts.</li> </ul>
<p>Inappropriate sharing of classified information</p> <p>An official sends classified information to a <b>recipient using the 'share document'</b> feature within the Zoom application.</p>

## Our advice on using Zoom

19. As you can see from these risks, there are some medium and high risks associated with using zoom that can have a variable level of control over.
20. What follows is advice from the Government Chief Information Security Officer about the use of Zoom for video conferencing within, and between government agencies.
21. As set out in scope above, this advice applies only during COVID-19 alert level 3 or 4, and is provided to enable public sector organisation to continue critical services and support our communities during this pandemic.
22. If you already have another video-conferencing tool that has been subjected to a complete security assessment and C&A process, you should continue to use that.

### 1. Use Zoom desktop

23. Public Servant should use the zoom desktop application. You should avoid using the zoom smartphone app.
24. The Zoom smartphone app is not to be used for hosting calls or presentations, and by preference should not be used by staff attending calls or presentations hosted by third parties.
25. Agencies should use the Zoom desktop application to host calls or presentations should recommend use of the Zoom desktop application.

### 2. Apply operational security mitigations

26. We have a number of authentication and zoom setting operational mitigations that you need to put in place to appropriately secure Zoom. These are set out below.

#### Multi-factor authentication

27. Zoom has multifactor authentication (MFA) available for TOTP applications (for example Google authenticator, Microsoft authenticator and Authy).



28. You need to implement MFA for all administrators, and for all users (where possible).
29. You need to ensure that all users have MFA set up for all meetings where SENSITIVE or RESTRICTED information will be discussed or shared.
30. More information on how to set up MFA for zoom is available here:  
<https://support.zoom.us/hc/en-us/articles/360038247071-Setting-up-and-using-two-factor-authentication>.

#### Meeting settings to reduce risk of unauthorised access

31. Some of the risks around Zoom relate to unauthorised people getting access to a zoom meeting. Fortunately Zoom has a number of settings that agencies should use to help mitigate these risks.
32. Require Passwords for all meetings: you need to set up passwords for all meetings. This is a critical mitigation to avoid uninvited persons joining your meeting (e.g. an ELT meeting, Cabinet committee or BCP committee). You should send the password separately from the meeting invite, either by email or preferably by encrypted messaging app such as Signal (or WhatsApp if the attendees are not on Signal).
33. **Disable "Join before Host"**. Zoom has a setting that enables guests to join a meeting before the host has connected. If you leave this option enabled, the first person who joins the meeting will automatically be made the host and will have full control over the meeting.
34. Disable this option, ideally in your administration settings (where you can lock it for the whole organisation). More information about join before host can be found here:  
<https://support.zoom.us/hc/en-us/articles/202828525-Join-Before-Host>

#### Lock Your Session once your attendees have joined

35. Once everyone you were expecting to join the meeting has, you should lock the session to avoid someone else joining unannounced, or by accident.
36. At the bottom of the participants panel in the meeting, click "More" and then "Lock Meeting".
37. More information about Zoom host controls can be found here:  
<https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls->

#### Review Zoom's security panel

38. Zoom has a security panel for account administrators, here you can set your password requirements (long and strong) and other security settings (such as requiring MFA).
39. Implement what you can to comply with NZISM standards as soon as you can.
40. More information about the security settings can be found here:  
<https://support.zoom.us/hc/en-us/articles/360034675592-Advanced-security-settings>.

#### 3. Ensure users are aware of their requirements

41. The staff member hosting the call must:
  - a. only send the meeting invite information to required people

Note: sub-paragraph (e) should read "only allow remote control of the screen sharing session when on a call with someone from your agency (no external parties), however this feature should not be used in a webinar scenario"

- b. send the password to the call via a separate method (i.e. send the meeting invite information via an email and the password via Signal message)
- c. before the call starts check who is on the call before sensitive information is talked about
  - only accept/open attachments you are expecting from call recipients
- e. only allow remote control of the screen sharing session from a call recipient of only an MBIE employee, however this this feature should not be used in a webinar scenario.

- 42. If recording of the video or audio is required, then the local recording feature within Zoom must be used and the recording should be uploaded into the agencies records system as soon as practicable.

#### 4. Additional mitigations

- 43. These mitigations are important, but we acknowledge they may be impractical or hard to achieve before enabling staff to use during COVID-19 alert level 4, or with all users. You should try to achieve these mitigations as soon as practicable and are presented in order of priority.

#### Device monitoring

- 44. You are most likely deploying Zoom onto work devices, or home devices, without a full controls and C&A process.
- 45. We recommend you implement or broaden device monitoring and logging to aid you in security monitoring and incident response in the coming weeks and months.

#### Device hardening

- 46. If possible, Zoom should be used on a work device.
- 47. Alternative mitigation: device separation. Where possible, for example with Ministers and executives with multiple devices that a separate device is used to connect and host Zoom meetings from that which holds classified information and documents. In practice this could mean connecting to a zoom meeting over an iPad or mobile device and reviewing documents and writing notes on a laptop (or vice versa).

For further information, please email [info@ncsc.govt.nz](mailto:info@ncsc.govt.nz)

**Charlotte Doyle [DPMC]**

---

**From:** ^Parliament: Leroy Taylor  
**Sent:** Friday, 27 March 2020 5:58 PM  
**To:** Michael Webster [DPMC]  
**Cc:** Louise Beard [DPMC]  
**Subject:** VIDEOCONFERENCING for Cabinet

Hi Michael,

PM is very keen that Monday's Cabinet meeting be via videoconference.

Section 6(a)

[Redacted]

Happy to discuss!

**Le Roy Taylor** | Senior Private Secretary  
**Office of the Prime Minister**

DDI + [Redacted] Email [Redacted] Section 9(2)(a)

Authorised by Rt. Hon Jacinda Ardern MP, Parliament Buildings, Wellington

---

**Charlotte Doyle [DPMC]**

---

**From:** Brook Barrington [DPMC]  
**Sent:** Saturday, 28 March 2020 8:48 AM  
**To:** Michael Webster [DPMC]; Clare Ward [DPMC]  
**Cc:** Chris Gianos [DPMC]; Richard Kay [DPMC]  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Ok,

Grateful if you and Clare could arrange for whatever more is needed in ordyou and Martin to be functional on Monday, with the rest of the Department then to sail majestically in your wake!

BB

Sent with BlackBerry Work  
 (www.blackberry.com)

---

**From:** Michael Webster [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 08:33  
**To:** Brook Barrington [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Brook

Section 9(2)(g)(i)

Yes. [REDACTED]

Nga mihi

Michael

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 (www.blackberry.com)

---

**From:** Brook Barrington [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 8:13 AM  
**To:** Michael Webster [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Noted.

[Redacted] Does that mean Zoom?

If so, I have no problem with you and Martin doing now what needs to be done.

Section 6(a)

But before rolling anything out more widely than that, [Redacted]

BB

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(www.blackberry.com)

**From:** Michael Webster [DPMC] <[Redacted]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 07:53  
**To:** Brook Barrington [DPMC] <[Redacted]> Clare Ward [DPMC] <[Redacted]>  
**Cc:** Chris Gianos [DPMC] <[Redacted]> Richard Kay [DPMC] <[Redacted]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Section 9(2)(g)(i)

[Redacted]  
Martin and I will as usual be the only officials on the call.

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(www.blackberry.com)

**From:** Brook Barrington [DPMC] <[Redacted]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 6:11 AM  
**To:** Clare Ward [DPMC] <[Redacted]> Michael Webster [DPMC] <[Redacted]>  
**Cc:** Chris Gianos [DPMC] <[Redacted]> Richard Kay [DPMC] <[Redacted]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Thank you, Clare.

It's a lot further along than I was expecting. Great job. Thank you.

Section 6(a)

[Redacted]

BB

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(www.blackberry.com)

**From:** Clare Ward [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Friday, 27 Mar 2020, 16:38  
**To:** Brook Barrington [DPMC] <[REDACTED]> Michael Webster [DPMC]  
 <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** Cabinet meetings - online

[IN-CONFIDENCE]

Hi

Right this is where I've got to. The attached advice from the GCISO is useful if you're interested. Section 6(a)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The person/agency that initiates the call holds the risk and is the one that needs to ensure the various controls and settings are in place. [REDACTED] It seems, therefore, that DPMC would be the agency initiating the call. Section 9(2)(g)(i) Section 6(a)

[REDACTED]

Michael is using teleconferencing for Cabinet on Monday. Section 6(a)

[REDACTED]

Sorry this isn't as far along as you might like. However I think we have a way forward and will prioritise this next week.

Ngā mihi

Clare

**Clare Ward**

Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [REDACTED] Section 9(2)(a)  
M [REDACTED]  
E [REDACTED]



**DEPARTMENT OF THE  
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**Charlotte Doyle [DPMC]**

---

**From:** Clare Ward [DPMC]  
**Sent:** Saturday, 28 March 2020 9:59 AM  
**To:** Brook Barrington [DPMC]; Michael Webster [DPMC]  
**Cc:** Chris Gianos [DPMC]; Richard Kay [DPMC]  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Hi

Section 6(a)

I think it's the [redacted] but will check

Clare

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---

**From:** Brook Barrington [DPMC] [redacted] Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 6:11 AM  
**To:** Clare Ward [DPMC] [redacted] Michael Webster [DPMC] [redacted]  
**Cc:** Chris Gianos [DPMC] [redacted] Richard Kay [DPMC] [redacted]  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Thank you, Clare.

It's a lot further along than I was expecting. Great job. Thank you.

Section 6(a)

[redacted]

[redacted]

[redacted]

BB

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---

**From:** Clare Ward [DPMC] [redacted] Section 9(2)(a)  
**Date:** Friday, 27 Mar 2020, 16:38



To: Brook Barrington [DPMC] [redacted] Michael Webster [DPMC] Section 9(2)(a)

Cc: Chris Gianos [DPMC] [redacted] Richard Kay [DPMC] [redacted]

Subject: Cabinet meetings - online

[IN-CONFIDENCE]

Hi

Right this is where I've got to. The attached advice from the GCISO is useful if you're interested. Section 6(a)

[redacted]

[redacted]

[redacted]

[redacted]

The person/agency that initiates the call holds the risk and is the one that needs to ensure the various controls and settings are in place. [redacted] t seems, therefore, that DPMC would be the agency initiating the call. Section 9(2)(g)(i)

Section 6(a)

[redacted]

Michael is using teleconferencing for Cabinet on Monday.

Section 6(a)

[redacted]

Sorry this isn't as far along as you might like. However I think we have a way forward and will prioritise this next week.

Ngā mihi

Clare

**Clare Ward**  
Executive Director

Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [REDACTED] Section 9(2)(a)  
M [REDACTED]  
E [REDACTED]



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**Charlotte Doyle [DPMC]**

---

**From:** Clare Ward [DPMC]  
**Sent:** Saturday, 28 March 2020 10:02 AM  
**To:** Michael Webster [DPMC]; Brook Barrington [DPMC]  
**Cc:** Chris Gianos [DPMC]; Richard Kay [DPMC]  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Hi

As I understand it Zoom on PS devices is ready to use BUT someone with one of their devices will need to initiate the call and make sure all the controls are in place. [REDACTED]

[REDACTED] Would that work?

Section 6(a)

C

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---

**From:** Michael Webster [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 7:53 AM  
**To:** Brook Barrington [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Section 9(2)(g)(i)

[REDACTED]  
 Martin and I will as usual be the only officials on the call.

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---

**From:** Brook Barrington [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 6:11 AM  
**To:** Clare Ward [DPMC] <[REDACTED]> Michael Webster [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Thank you, Clare.

It's a lot further along than I was expecting. Great job. Thank you.

Section 6(a)

[Redacted]

BB

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**From:** Clare Ward [DPMC] <[Redacted]> Section 9(2)(a)  
**Date:** Friday, 27 Mar 2020, 16:38  
**To:** Brook Barrington [DPMC] <[Redacted]> Michael Webster [DPMC]  
<[Redacted]>  
**Cc:** Chris Gianos [DPMC] <[Redacted]> Richard Kay [DPMC] <[Redacted]>  
**Subject:** Cabinet meetings - online

[IN-CONFIDENCE]

Hi

Right this is where I've got to. The attached advice from the GCISO is useful if you're interested. Section 6(a)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

The person/agency that initiates the call holds the risk and is the one that needs to ensure the various controls and settings are in place [Redacted]. It seems, therefore, that DPMC would be the agency initiating the call. Section 9(2)(g)(i) Section 6(a)

[Redacted]

Michael is using teleconferencing for Cabinet on Monday.



Sorry this isn't as far along as you might like. However I think we have a way forward and will prioritise this next week.

Ngā mihi

Clare

**Clare Ward**

Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P  Section 9(2)(a)  
M   
E 



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**Charlotte Doyle [DPMC]**

---

**From:** Clare Ward [DPMC]  
**Sent:** Saturday, 28 March 2020 10:03 AM  
**To:** Brook Barrington [DPMC]; Michael Webster [DPMC]  
**Cc:** Chris Gianos [DPMC]; Richard Kay [DPMC]  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Yes it does mean Zoom with the call initiated from a PS device (as per my earlier email).

C

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---

**From:** Brook Barrington [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 8:13 AM  
**To:** Michael Webster [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Noted.

Section 9(2)(g)(i)

[REDACTED]. Does that mean Zoom?

If so, I have no problem with you and Martin doing now what needs to be done.

Section 6(a)

BB

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(www.blackberry.com)

---

**From:** Michael Webster [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 07:53  
**To:** Brook Barrington [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Section 9(2)(g)(i)

Martin and I will as usual be the only officials on the call.

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---

**From:** Brook Barrington [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 6:11 AM  
**To:** Clare Ward [DPMC] <[REDACTED]> Michael Webster [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Thank you, Clare.

It's a lot further along than I was expecting. Great job. Thank you.

Section 6(a)

[REDACTED]

[REDACTED]

[REDACTED]

BB

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(www.blackberry.com)

---

**From:** Clare Ward [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Friday, 27 Mar 2020, 16:38  
**To:** Brook Barrington [DPMC] <[REDACTED]> Michael Webster [DPMC]  
<[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** Cabinet meetings - online

[IN-CONFIDENCE]

Hi

Right this is where I've got to. The attached advice from the GCISO is useful if you're interested.

Section 6(a)

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

The person/agency that initiates the call holds the risk and is the one that needs to ensure the various controls and settings are in place. [Redacted]. It seems, therefore, that DPMC would be the agency initiating the call.

Section 9(2)(g)(i)

Section 6(a)

[Redacted]

Michael is using teleconferencing for Cabinet on Monday.

Section 6(a)

[Redacted]

Sorry this isn't as far along as you might like. However I think we have a way forward and will prioritise this next week.

Ngā mihi

Clare

**Clare Ward**  
Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [Redacted]  
M [Redacted]  
E [Redacted]

Section 9(2)(a)



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**Charlotte Doyle [DPMC]**

---

**From:** Clare Ward [DPMC]  
**Sent:** Saturday, 28 March 2020 10:05 AM  
**To:** Brook Barrington [DPMC]; Michael Webster [DPMC]  
**Cc:** Chris Gianos [DPMC]; Richard Kay [DPMC]  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Michael - this will be a matter of dealing with PS and/or DIA. Do you have the contacts? As I'd told them teleconference after talking to you yesterday.

C

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---

**From:** Brook Barrington [DPMC] <[REDACTED]> **Section 9(2)(a)**  
**Date:** Saturday, 28 Mar 2020, 8:48 AM  
**To:** Michael Webster [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Ok,  
 Grateful if you and Clare could arrange for whatever more is needed in ordyou and Martin to be functional on Monday, with the rest of the Department then to sail majestically in your wake!

BB

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 (www.blackberry.com)

---

**From:** Michael Webster [DPMC] <[REDACTED]> **Section 9(2)(a)**  
**Date:** Saturday, 28 Mar 2020, 08:33  
**To:** Brook Barrington [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Brook **Section 9(2)(g)(i)**

Yes, [REDACTED]

Nga mihi

Michael

Sent with BlackBerry Work  
(www.blackberry.com)

**From:** Brook Barrington [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 8:13 AM  
**To:** Michael Webster [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Noted. Section 9(2)(g)(i)

[REDACTED]. Does that mean Zoom?

If so, I have no problem with you and Martin doing now what needs to be done. Section 6(a)

BB

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(www.blackberry.com)

**From:** Michael Webster [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 07:53  
**To:** Brook Barrington [DPMC] <[REDACTED]> Clare Ward [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE Section 9(2)(g)(i)

[REDACTED]  
Martin and I will as usual be the only officials on the call.

Sent with BlackBerry Work  
(www.blackberry.com)

**From:** Brook Barrington [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 6:11 AM  
**To:** Clare Ward [DPMC] <[REDACTED]> Michael Webster [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Thank you, Clare.

It's a lot further along than I was expecting. Great job. Thank you.

Section 6(a)

[Redacted]

BB

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(www.blackberry.com)

---

**From:** Clare Ward [DPMC] <[Redacted]> Section 9(2)(a)  
**Date:** Friday, 27 Mar 2020, 16:38  
**To:** Brook Barrington [DPMC] <[Redacted]> Michael Webster [DPMC]  
<[Redacted]>  
**Cc:** Chris Gianos [DPMC] <[Redacted]> Richard Kay [DPMC] <[Redacted]>  
**Subject:** Cabinet meetings - online

[IN-CONFIDENCE]

Hi

Right this is where I've got to. The attached advice from the GCISO is useful if you're interested.

Section 6(a)

[Redacted]

The person/agency that initiates the call holds the risk and is the one that needs to ensure the various controls and settings are in place. [REDACTED]. It seems, therefore, that DPMC

would be the agency initiating the call.

Section 9(2)(g)(i)

Section 6(a)

[REDACTED]

Michael is using teleconferencing for Cabinet on Monday.

Section 6(a)

[REDACTED]

Sorry this isn't as far along as you might like. However I think we have a way forward and will prioritise this next week.

Ngā mihi

Clare

**Clare Ward**

Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [REDACTED]  
M [REDACTED]  
E [REDACTED]

Section 9(2)(a)



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## Charlotte Doyle [DPMC]

**From:** Michael Webster [DPMC]  
**Sent:** Sunday, 29 March 2020 1:01 PM  
**To:** Rachel Hayward [DPMC]; Martin Bell. [DPMC]; Kathleen Lambert [DPMC]; Louise Beard [DPMC]  
**Subject:** `FW: Cabinet on line - PM to use Zoom for Cabinet on Monday

So hopefully some plain English guidance coming.

---

**From:** Clare Ward [DPMC] <[REDACTED]> **Section 9(2)(a)**  
**Sent:** Saturday, 28 March 2020 5:34 pm  
**To:** Michael Webster [DPMC] <[REDACTED]>  
**Subject:** FW: Cabinet on line - PM to use Zoom for Cabinet on Monday

See thread below. We'll get you some plain English advice tomorrow hopefully. Sounds like LeRoy knows about this but I think would be good for DPMC to know too so that you can reinforce good practice.

Ngā mihi

Clare

**Clare Ward**  
 Executive Director  
 Strategy, Governance and Engagement  
 Department of the Prime Minister and Cabinet

P [REDACTED] **Section 9(2)(a)**  
 M [REDACTED]  
 E [REDACTED]



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---

**From:** Clare Ward [DPMC] **Section 9(2)(a)**  
**Sent:** Saturday, 28 March 2020 5:33 PM  
**To:** 'Steve Honiss' [REDACTED]; Ian Cowan [REDACTED]; Chris O'Gorman [REDACTED]  
 [DPMC] <[REDACTED]> Chris Gianos [DPMC] <[REDACTED]> Robert Lockerd [REDACTED]  
 >; Wayne Greer [TSY] [REDACTED]; Chris Hornsby [REDACTED]  
 [REDACTED]; Andrew Phillips [REDACTED]; Peter Murray [REDACTED]  
**Subject:** RE: Cabinet on line - PM to use Zoom for Cabinet on Monday **Section 9(2)(g)(i)**

Thanks Steve and Ian. [REDACTED]

Ngā mihi

Clare

**Clare Ward**

Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [REDACTED] Section 9(2)(a)  
M [REDACTED]  
E [REDACTED]



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**From:** Steve Honiss [REDACTED] Section 9(2)(a)  
**Sent:** Saturday, 28 March 2020 5:26 PM  
**To:** Ian Cowan [REDACTED]; Clare Ward [DPMC] <[REDACTED]>; Chris O'Gorman [DPMC] <[REDACTED]>; Chris Gianos [DPMC] <[REDACTED]>; Robert Lockerd [REDACTED]; Wayne Greer [TSY] [REDACTED]; Chris Hornsby [REDACTED]; Andrew Phillips [REDACTED]; Peter Murray [REDACTED]  
**Subject:** RE: Cabinet on line - PM to use Zoom for Cabinet on Monday

I'll ensure there is a guide available by tomorrow, and will send it to all in this thread.

DPMC/PMO can determine how to initiate and run the meeting, whether to follow the PS advice, and whether any additional security precautions need to be taken.

Steve Honiss  
Chief Information Security Officer

DDI [REDACTED] M [REDACTED] Section 9(2)(a)  
E [REDACTED]

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**From:** Ian Cowan <[REDACTED]> Section 9(2)(a)  
**Date:** Saturday, 28 Mar 2020, 17:21  
**To:** Clare Ward [DPMC] <[REDACTED]>; Steve Honiss [REDACTED] >, Chris O'Gorman [DPMC] [REDACTED]; Chris Gianos [DPMC] <[REDACTED]> Robert Lockerd [REDACTED] >, Wayne Greer [TSY] [REDACTED] >, Chris Hornsby [REDACTED]

[Redacted] >, Andrew Phillips [Redacted], Peter Murray

**Subject:** Re: Cabinet on line - PM to use Zoom for Cabinet on Monday

Hi Clare,

Section 9(2)(g)(i)

Cheers

Ian

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**From:** Clare Ward [DPMC] <[Redacted]> Section 9(2)(a)  
**Sent:** Saturday, March 28, 2020 5:15 PM  
**To:** Steve Honiss; Chris O'Gorman [DPMC]; Chris Gianos [DPMC]; Robert Lockerd; Wayne Greer [TSY]; Ian Cowan  
**Subject:** RE: Cabinet on line - PM to use Zoom for Cabinet on Monday

Hi all

Sorry to bother you at the weekend.

Since I last communicated about Cabinet being by teleconference on Monday, I understand that the PM plans to use Zoom.

I note your comment below that 'Guidance is currently being written on how to use Zoom both as a host and a participant. This guidance includes important security measures that must be followed in order to minimise the information security risk associated to using Zoom. I stress this point as there are some risks associated to the use of Zoom that can only be mitigated by users following the instructions. Agencies must be aware of these, and accept the risk that if users choose not to follow the guidance given (e.g. by sending files over the Zoom network instead of by email) then there is nothing that PS can do to mitigate the risk.'

I would like to give something to Michael so that he can work with PMO to ensure that the call is set up as safely as possible. [Redacted]

Section 6(a)

Is the best option for me to provide guidance to Michael (and if so is there guidance other than the material in the GCISO memo) or is this something that PS or DIA would do. I'm happy either way. I'm just keen to ensure that someone does it.

Ngā mihi

Clare

**Clare Ward**  
Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [Redacted] Section 9(2)(a)  
M [Redacted]  
E [Redacted]

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**From:** Steve Honiss [redacted] Section 9(2)(a)  
**Sent:** Friday, 27 March 2020 4:59 PM  
**To:** Chris O'Gorman [DPMC] <[redacted]>; Clare Ward [DPMC] <[redacted]>;  
 Chris Gianos [DPMC] <[redacted]>; Robert Lockerd <[redacted]>; Wayne  
 Greer [TSY] <[redacted]>; [redacted]  
**Subject:** RE: Cabinet on line

Good evening all,

In the absence of seeing the original question thread from Michael Webster to confirm the context of the request, I can offer the following in relation to the deployment of Zoom at Parliament.

The historic position is that Zoom has not been offered or supported by the Parliamentary Service. It is in use in Select Committee rooms to enable remote participation and that has been managed by the Office of the Clerk, with a support contract with ConnectNZ.

Late last week PS received parallel requests for Zoom from both the Chief Government Whip (to provide Zoom to all MPs to enable them to remotely participate in Select Committees, amongst other things) and from Ministerial Services (to enable Cabinet and other meetings). PS IST has been working since that time to get Zoom procured and deployed to all those who need it.

Ordinarily a system like this would not be deployed without a full Certification and Accreditation process being run, as required by the GCSB's NZ Information Security Manual, however the urgency around keeping the business of parliament and the Executive Branch working over the lockdown period have meant that a light security review was able to be undertaken before Zoom could be deployed. MBIE and DIA have both previously conducted C&A of Zoom and PS was able to review their C&A documentation.

Through his role as Govt Chief Information Security Officer, the Director-General of the GCSB has issued guidance for government agencies on the safe use of Zoom during the period where the COVID-19 alert is at levels 3 and 4. Parliamentary Service is following that guidance.

The NZISM (section 4.1) provides that for multi-agency systems, the Certification Authority is usually the CISO of the lead agency, in this case that is myself for Parliamentary Service as the host & provider of Zoom to MaSS. It further provides that the Accreditation Authority is determined by a formal agreement between the agencies, which has not been done in this case. That being the position, we take the approach that the CE of PS is the Accreditation Authority but that agencies consuming the service from PS can elect to either accept the accreditation by PS, or can carry out their own process. In the current circumstances, PS has issued a C&A exemption and is approved for use. This will be reviewed in six months, or sooner if circumstances allow.

The current position is that Zoom is being implemented to the same security standard as that of the DIA implementation, with thanks to DIA for providing their technical specifications to our Architecture team. Access to Zoom will be by way of Single Sign On (SSO), meaning users who have Parliamentary Service accounts will authenticate directly using their signed-in account.



Guidance is currently being written on how to use Zoom both as a host and a participant. This guidance includes important security measures that must be followed in order to minimise the information security risk associated to using Zoom. I stress this point as there are some risks associated to the use of Zoom that can only be mitigated by users following the instructions. Agencies must be aware of these, and accept the risk that if users choose not to follow the guidance given (e.g. by sending files over the Zoom network instead of by email) then there is nothing that PS can do to mitigate the risk.

If however, the guidance is adhered to, then both GCISO and PS consider that Zoom may be safely used for meetings held at up to and including RESTRICTED classification.

In terms of who can initiate and host meetings, I understand that all SPSs will have Pro licences, which will enable them to set up and initiate meetings.

Section 6(a)

Hopefully this is useful in providing context. Please let me know if you need clarification or further information.

Regards,

Steve Honiss  
Chief Information Security Officer | Tumu Maru Matihiko



DDI + [redacted] M + [redacted]  
E [redacted]

Section 9(2)(a)

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**Charlotte Doyle [DPMC]**

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**From:** Chris Hornsby <[REDACTED]> **Section 9(2)(a)**  
**Sent:** Sunday, 29 March 2020 4:23 PM  
**To:** Michael Webster [DPMC]; Kathleen Lambert [DPMC]; Martin Bell. [DPMC]; Morag Ingram  
**Subject:** RE: CabDocs update [UNCLASSIFIED]

Hi all

We have spoken with Le Roy this afternoon, and he is confident with Zoom arrangements (and the support available). It looks like we are in a good place for Cabinet tomorrow.

Thanks  
 Chris

**Chris Hornsby** | Programme Manager – E20 Executive Transition Support | Ministerial Services

Phone: [REDACTED] | [www.dia.govt.nz](http://www.dia.govt.nz)  
**Section 9(2)(a)**

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**From:** Michael Webster [DPMC] <[REDACTED]> **Section 9(2)(a)**  
**Sent:** Sunday, 29 March 2020 3:17 PM  
**To:** Kathleen Lambert <[REDACTED]> Martin Bell. [DPMC] <[REDACTED]>  
 Morag Ingram <[REDACTED]> Chris Hornsby <[REDACTED]>  
**Subject:** RE: CabDocs update [UNCLASSIFIED]

Thanks

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**From:** Kathleen Lambert [DPMC] <[REDACTED]> **Section 9(2)(a)**  
**Date:** Sunday, 29 Mar 2020, 3:13 PM  
**To:** Michael Webster [DPMC] <[REDACTED]> Martin Bell. [DPMC] <[REDACTED]>  
 'Chris Hornsby' <[REDACTED]>  
**Subject:** CabDocs update

[UNCLASSIFIED]

Hello -

**Out of scope**

Many thanks  
 K



**Kathleen Lambert**  
**Business Support Manager**  
Cabinet Office, Executive Wing,  
Parliament Buildings, Wellington 6011, New Zealand

**DDI:** [REDACTED] **Mobile:** [REDACTED]  
**Email:** [REDACTED]

Section 9(2)(a)

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**Charlotte Doyle [DPMC]**

**From:** Clare Ward [DPMC]  
**Sent:** Monday, 30 March 2020 9:42 AM  
**To:** Brook Barrington [DPMC]  
**Cc:** Michael Webster [DPMC]; Richard Kay [DPMC]; Chris Gianos [DPMC]  
**Subject:** FW: Cabinet meetings - online [IN-CONFIDENCE]

Wayne's answer about Zoom below.

Ngā mihi

Clare

**Clare Ward**  
Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

P [Redacted] Section 9(2)(a)  
M [Redacted]  
E [Redacted]



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**From:** Wayne Greer [TSY] <Wayne.Greer@cass.govt.nz>  
**Sent:** Monday, 30 March 2020 9:27 AM  
**To:** Clare Ward [DPMC] <[Redacted]> Section 9(2)(a)  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

Hi Clare

Out of scope

[Redacted]

Section 9(2)(g)(i)

In terms of Zoom, [Redacted] the 'soft controls' where the meeting organiser follows the guidance and processes mitigates the risks.

Section 9(2)(g)(i)

[Redacted]

[Redacted]

Regards



Wayne Greer (he/him) | Information Technology Security Manager | Corporate and Shared Services | Te Tai Ōhanga – The Treasury

Mobile: [REDACTED] | Email/IM: [REDACTED] **Section 9(2)(a)**

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**From:** Clare Ward [DPMC] <[REDACTED]>  
**Sent:** Monday, 30 March 2020 8:55 AM **Section 9(2)(a)**  
**To:** Wayne Greer [TSY] [REDACTED]  
**Subject:** FW: Cabinet meetings - online [IN-CONFIDENCE]

Hi Wayne

I hope you managed to get some sort of weekend. When you get time please could you let me know the answer to Brook's question below. I said I thought the main risk was people getting into the call and that they wouldn't be able to access our systems from this. I said I'd check this with you.

Ngā mihi

Clare

**Clare Ward**  
 Executive Director  
 Strategy, Governance and Engagement  
 Department of the Prime Minister and Cabinet

P  
M  
E [REDACTED] **Section 9(2)(a)**



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**From:** Brook Barrington [DPMC] <[REDACTED]> Section 9(2)(a)  
**Sent:** Saturday, 28 March 2020 6:11 AM  
**To:** Clare Ward [DPMC] <[REDACTED]> Michael Webster [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** RE: Cabinet meetings - online [IN-CONFIDENCE]

IN-CONFIDENCE

Thank you, Clare.

It's a lot further along than I was expecting. Great job. Thank you. Section 6(a)

[REDACTED]

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**From:** Clare Ward [DPMC] <[REDACTED]> Section 9(2)(a)  
**Date:** Friday, 27 Mar 2020, 16:38  
**To:** Brook Barrington [DPMC] <[REDACTED]> Michael Webster [DPMC] <[REDACTED]>  
**Cc:** Chris Gianos [DPMC] <[REDACTED]> Richard Kay [DPMC] <[REDACTED]>  
**Subject:** Cabinet meetings - online

[IN-CONFIDENCE]

Hi

Right this is where I've got to. The attached advice from the GCISO is useful if you're interested. Section 6(a)

[REDACTED]

[Redacted]

[Redacted]

The person/agency that initiates the call holds the risk and is the one that needs to ensure the various controls and settings are in place. [Redacted]. It seems, therefore, that DPMC would be the agency initiating the call.

Section 9(2)(g)(i)

Section 6(a)

[Redacted]

Michael is using teleconferencing for Cabinet on Monday.

Section 6(a)

[Redacted]

Sorry this isn't as far along as you might like. However I think we have a way forward and will prioritise this next week.

Ngā mihi

Clare

**Clare Ward**  
Executive Director  
Strategy, Governance and Engagement  
Department of the Prime Minister and Cabinet

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