



11 August 2020

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Dear Steven,

Your Official Information Act request OIA 2021-0043

I write regarding your Official Information Act (Act) request, which was received by the Department of Internal Affairs (the Department) on 16 July 2020.

You have requested:

1. *Has your organisation been using any sort of app or software to track staff and visitors to your offices during covid-19?*
2. *If yes, could you briefly outline the nature of the app/software and who the developers/suppliers are?*
3. *Could you please report on the compliance rate of both staff and visitor use of the app/software? A simple percentage or similar is all I'm after.*

Response

1. ***Has your organisation been using any sort of app or software to track staff and visitors to your offices during covid-19?***

Yes, the Department is using the following to support Covid-19 contact tracing efforts:

- MS Outlook calendar function
- Access Control Systems
- Ministry of Health supplied QR code posters and the COVID tracer app
- Digital visitor kiosk.

2. ***If yes, could you briefly outline the nature of the app/software and who the developers/suppliers are?***

MS Outlook calendar function

is available on all devices to staff. The Department asked staff to keep a record of who and where they meet visitors through their MS Outlook Calendar function as part of Site Safety

Plans (one Site Safety Plan for every Department leased or owned site). The supplier is Microsoft.

Access Control Systems

Access Control Systems record staff, contactors and visitors accessing our larger sites. The Department records and identifies staff entry and movement using Access Control tools (swipe cards for door entry and to access lifts). The suppliers are Gallagher and Paradox.

COVID Tracer app

The COVID Tracer app captures a unique QR code for the site when it is scanned. The Department displayed Ministry of Health supplied QR Code posters at entry and exit points for each of our property sites. This was supported by internal communications to all staff with guidance on accessing and using the COVID Tracer app to scan QR codes to record movement. The supplier of this app is the Ministry of Health.

Digital visitor kiosk

The Digital visitor kiosk software requires visitors to list their name, who they are visiting, their organisation and contact phone number. All visitors to a Department of Internal Affairs site are required to log in at either a digital kiosk (Carlaw Park, Pipitea St, Waterloo Quay and Harvard Ave) or if a digital kiosk is not available, enter information into a Visitor's Register log book at our other sites. The suppliers are Gallagher and LocatingUs.

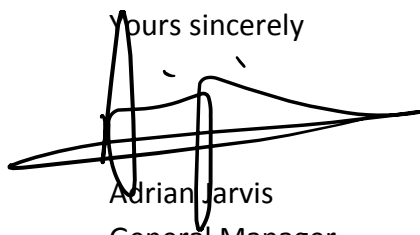
3. ***Could you please report on the compliance rate of both staff and visitor use of the app/software? A simple percentage or similar is all I'm after.***

We do not have any information on compliance rates. However, the Department does have policies in place requiring all staff and visitors to use the Digital Visitor Kiosk and Access Control Systems.

If you would like to discuss these parts of your request further, or if you have any feedback or questions about the Department's response, we invite you to contact us directly at OIA@dia.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Yours sincerely



Adrian Jarvis
General Manager
Information and Safety