



26 January 2021

Rawiri Piahana

By email: fyi-request-14185-ec4f3d5e@requests.fyi.org.nz

Tēnā koe Rawiri

Official information request for external reports commissioned around the Student Success Project

I refer to your request for information under the Official Information Act 1982 (the Act) dated **25 November 2020**:

*“Just as a follow up for my question about the student success project and a request for the PWC report, if there are any other external reports that were commissioned around the project can I please have those also.
For clarity reports like the PWC report that deal with oversight, review and outcomes.”*

In **August 2019**, KPMG conducted a review of the University’s Client Relationship Management (CRM) systems. The purpose of the review was to provide the University with an independent assessment, insights and direction in its decision-making around CRM solutions. The resulting document, *Victoria University of Wellington CRM Review*, is **attached** in accordance with your request. It contains the outcomes of KPMG’s investigation. We have withheld individuals’ names and positions under s 9(2)(a) of the Act in order to protect the privacy of the people named in the review.

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.

If you wish to discuss this decision with us, please feel free to contact me at oiarequests@vuw.ac.nz.

Yours sincerely

Te Herenga Waka—Victoria University of Wellington