

23 June 2022

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Dear Michael,

Official Information Act request: OIA 2122-0802

Thank you for your official information request provided to my office on 20 May. Your letter was received via the FYI website. You requested:

1. All briefing papers from the Chief Archivist, or other relevant DIA staff to the Minister of Internal Affairs on the Collections Search project
2. Briefings to the Minister made after the date of the PtNM briefing which was included in a proactive release of information on 25 June 2020; i.e. briefings made after Budget 2019, to date. This will include those, if any, which cover the rollout of Collections Search in February 2022 and any briefings covering the implementation of this system and public response to it up to 25 May 2022.

Information in scope has been released to you. Personal information in the Internal Affairs Status Reports has been redacted under section 9(2)(a) to protect the privacy of natural persons.

- 1. All briefing papers from the Chief Archivist, or other relevant DIA staff to the Minister of Internal Affairs on the Collections Search project**
- 2. Briefings to the Minister made after the date of the PtNM briefing which was included in a proactive release of information on 25 June 2020; i.e. briefings made after Budget 2019, to date. This will include those, if any, which cover the rollout of Collections Search in February 2022 and any briefings covering the implementation of this system and public response to it up to 25 May 2022.**

Kia pono ai te rua Mahara – Enabling trusted government information

Date	Paper Provided	Decision
19 May 2022	Internal Affairs Status Report	Some information withheld under section 9(2)(a).
10 May 2022	Meeting with Archives Council Aide Memoire	
5 May 2022	Internal Affairs Status Report	Some information withheld under section 9(2)(a).
2 April 2022	Internal Affairs Status Report	Some information withheld under section 9(2)(a).
10 February 2022	Internal Affairs Status Report	Some information withheld under section 9(2)(a).
31 March 2020	Internal Affairs Status Report	Some information withheld under section 9(2)(a).
26 November 2019	Internal Affairs Status Report	Some information withheld under section 9(2)(a).
5 November 2019	Internal Affairs Status Report	Some information withheld under section 9(2)(a).

19 May 2022 – Internal Affairs Status Report

Taitara Title	Tākupu Comment
<p data-bbox="204 378 587 443">Archival Integrated Management System – incident response</p> <p data-bbox="204 495 405 560">Responsible DCE: Hoani Lambert</p> <p data-bbox="204 611 384 676">Contact: Fiona Fieldsend</p> <p data-bbox="204 683 357 725">9(2)(a)</p>	<p data-bbox="614 378 1046 409">Ngā ngohe inātata Recent activities</p> <p data-bbox="614 421 1315 526">The Incident Management Team, established to address the issues with the new Archives Collections Platform, is standing down. The response is transitioning into the next phase.</p> <p data-bbox="614 544 1267 687">We now understand the issues with the system, and how these are impacting kaimahi and customers. Interim measures in place will improve kaimahi and customer experience in the short term.</p> <p data-bbox="614 705 1291 848">A new transition team will rectify the remaining issues over the medium-term. A phase 2 project team will design and implement a longer-term programme of work to enhance kaimahi and customer experience.</p> <p data-bbox="614 866 1259 1010">The full opening of the reading rooms went well. Extra measures in place support customers using the new collections search tool and ensure orders for records are responded to as promptly as possible.</p> <p data-bbox="614 1028 986 1059">Ngā mahi whai ake Next steps</p> <p data-bbox="614 1070 1318 1254">The transition team will work with the vendor to deliver three improvement releases. These will fix lag issues and improve search functionality. This transition team will work with Archives leadership to engage stakeholders and kaimahi to ensure these releases are meeting the needs of users.</p> <p data-bbox="614 1272 1299 1377">The remediation of any issues not resolved through these releases will form part of the longer programme of work led by the phase 2 project team.</p>

10 May 2022 – Archives Council Aide Memoire

AIMS/Collections search

1. Archives New Zealand launched a new archival management and search tool on 11 February 2022. The objective was to replace the previous end-of-life system and improve the experience of New Zealanders accessing the public collections.
2. Several issues with the system have been identified over the past seven weeks by the public, specialist researchers and staff. These issues include slowness of the public facing platform, lack of advanced search functionality and cumbersome business processes for staff.
3. A dedicated incident management team has been set up to urgently investigate these issues and work with the vendor, customers and staff to identify and deliver solutions to improve user experience.
4. Public communications are focussing on acknowledging concerns expressed by customers, being transparent about what we are doing to address these and how long it will take.
5. The new Collections Search tool remains a solid platform that has addressed significant risks posed by the old system. It provides capacity for our ongoing digitisation project, that will enhance public accessibility to information. It will also allow for the storage and retrieval of a future influx of data that is born-digital. Once issues are addressed, Archives New Zealand are confident that this will be a fit for purpose tool for the future.

5 May 2022 – Internal Affairs Status Report

Taitara Title	Tākupu Comment
<p>Archival Information Management System (AIMS)</p> <p>Responsible DCE: Hoani Lambert</p> <p>Contact: Fiona Fieldsend 9(2)(a)</p>	<p>Ngā ngohe inātata Recent activities</p> <p>Archives NZ has set up an Incident Management Team (IMT) to address issues with the with Archival Information Management System (AIMS). AIMS was launched in February 2022. The IMT has identified three options to resolve the issues being experienced by our kaimahi and customers. The IMT is currently assessing the viability of these options.</p> <p>A Communication and Engagement plan has been developed, primarily focused on proactive communications for kaimahi, customers and key stakeholders, and reactive messages if there is interest from media.</p> <p>The IMT is working with the Archives online channels team to monitor social channels for comments or queries about AIMS and respond where appropriate.</p> <p>Ngā mahi whai ake Next steps</p> <p>The IMT is identifying 'quick-wins' to improve the user experience in the short-term, until a permanent solution can be implemented.</p>

2 April 2022 – Internal Affairs Status Report

Taitara Title	Tākupu Comment
<p>Responding to issues relating to Archives New Zealand's new Collection Search tool</p> <p>Responsible DCE: Hoani Lambert</p> <p>Contact: Honiana Love 9(2)(a)</p>	<p>Ngā ngohe inātata Recent activities</p> <p>The new collection search tool 'Archives Integrated Management System' (AIMS) was recently released by Archives New Zealand. Internal and external stakeholders have reported issues such as slowness of the system, a lack of booking functionality, and an external user design that makes accessing archival records difficult.</p> <p>An Incident Management Team (IMT) is urgently evaluating and responding to these issues.</p> <p>Ngā mahi whai ake Next steps</p> <p>The IMT will initiate and implement measures to improve the user experience for Archives New Zealand's stakeholders. We will keep you updated on progress.</p>

10 February 2022 – Internal Affairs Status Report

<p>Tāhuhu: AIMS Project going live</p> <p>Responsible DCE: Hoani Lambert</p> <p>Contact: Denise Williams</p> <p>9(2)(a)</p>	<p><i>Ngā ngohe inātata / Recent activities</i></p> <p>In February 2022, the Archival Integrated Management System project (AIMS) will go live to the public. AIMS was established for Archives New Zealand to replace several archival management systems that are no longer supported.</p> <p>The new system will deliver functionality for staff and members of the public to track and search for archives of interest via the Archives website.</p> <p>We are working with Axiell Software, since November 2019. The project team, located around the world, has worked through the impacts of COVID-19 to migrate millions of data items to the new system and develop the user interface.</p> <p>AIMS had been set to go live on 9 February. However, this was delayed by a problem with the system's integration with RealMe, through which users log in to the system. This is being resolved as a matter of priority.</p> <p><i>Ngā mahi whai ake / Next steps</i></p> <p>We will update you when the system has successfully gone live.</p> <p>Some ordering functionality will not be switched on immediately, due to the impact on Archives' Reading Room Service under the 'Red' status in the COVID Protection Framework.</p> <p>Archives has funding to continue to enhance AIMS over the next two years.</p>
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31 March 2020 – Internal Affairs Status Report

<p>Archival Integrated Management System (AIMS)</p> <p>●</p> <p>Responsible DCE: Peter Murray</p> <p>Contact: Wendy Griffin 9(2)(a)</p>	<p>Recent activities</p> <ul style="list-style-type: none">• In collaboration with Datacom and the AIMS Project Team, we have built new servers to temporarily move the core legacy applications (Archway Public, Archway Staff, Archive Location Finder (ALF), Preservation and Collections Valuation databases).• This will mitigate any potential risk of the legacy hardware failing before data is migrated to the new system. It also resolves security risks related to obsolete hardware.• Axiell has built and shipped the servers to New Zealand. The servers will allow us to host our collections data and the Axiell software applications at the Datacom facility in Auckland.• Axiell has remotely installed the software application from the Netherlands, and Archives New Zealand's first test users have successfully logged on. The data mapping and migration strategy has progressed. It is envisaged this will be finalised in late-April 2020. <p>Next steps</p> <ul style="list-style-type: none">• The initial statement of work between the vendor Axiell and Archives New Zealand is in the final review stage and will be signed off in the coming week.
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26 November 2019 – Internal Affairs Status Report

<p>Archives New Zealand Archival Integrated Management System (AIMS) projects</p> <p>●</p> <p>Responsible DCE: Peter Murray</p> <p>Contact: Denise Williams 9(2)(a)</p>	<p>Recent activities</p> <ul style="list-style-type: none">• AIMS was established to implement a replacement system for the current archival management system, Archway, and its associated repository location systems. The existing legacy applications and databases are at 'end of life' and no longer support business needs.• The AIMS project is a top priority business initiative to improve digital delivery of services, has strong dependencies and benefits for the Preserving the Nation's Memory (PtNM) project and was fully funded in Budget 2019.• On 20 November 2019 we partnered with Axiell, a world-leading supplier of software to the cultural sector, to manage our archives. The Axiell Collections platform is intuitive so staff can work more efficiently, and New Zealanders can better find and access the nation's taonga and public archives. <p>Next steps</p> <ul style="list-style-type: none">• The project team will work closely with Axiell through workshops with subject matter experts on the system design.• The work is estimated to take just over 18 months, launching in the first half of 2021. Archives New Zealand will talk to user groups as the system is implemented. Interested parties have been invited to get in touch.
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5 November 2019 – Internal Affairs Status Report

<p>Preserving the Nation's Memory: Archival Integrated Management System</p> <p>●</p> <p>Responsible DCE: Peter Murray</p> <p>Contact: Rob Stevens 9(2)(a)</p>	<p>Recent activities</p> <ul style="list-style-type: none">• On 24 October 2019, contract negotiations for the Archival Integrated Management System (AIMS) project concluded with a contract signed between Archives New Zealand and vendor partner Axiell Pty Limited.• Axiell is a global leader in repository management systems, and recently completed the deployment of the same technology to the State Archives and Records Authority of New South Wales.• AIMS is the replacement for the core Archives Management System for all users and Archives staff. <p>Next steps</p> <ul style="list-style-type: none">• Design workshops with Archives and Axiell will begin this month.• Archives and Axiell will issue a joint media release on 19 November 2019 to coincide with Axiell representatives' visit to New Zealand.
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Please note that in cases where the Department's response provides information that is identified to be of public interest, the response may also be published on the Department of Internal Affairs website.

If the Department publishes its response to your OIA request, all personal information, including your name and contact details will be removed.

You have the right under section 28 of the OIA to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint can be found at <https://www.ombudsman.parliament.nz/> or freephone 0800 802 602.

Yours sincerely



Honiana Love
Chief Archivist
Archives New Zealand