

29 September 2023

Ashley

By email: [fyi-request-24008-af46d06f@requests.fyi.org.nz](mailto:fyi-request-24008-af46d06f@requests.fyi.org.nz)  
Ref: H2023031347

Tēnā koe Ashley

### **Response to your request for official information**

Thank you for your request under the Official Information Act 1982 (the Act) to Manatū Hauora (the Ministry of Health) on 31 August 2023 for information regarding staff members' Microsoft teams records. Each part of your request is responded to in turn:

*Copies of the Ministry's policies, procedures, and processes regarding the use of teams by staff members, including requests to access teams chats by managers.*

Manatū Hauora has information available to all our kaimahi on its internal website in scope of this part of your request. A copy of the document is enclosed and has been released to you in full.

*How many requests for access to staff members' teams chats have been made by managers and/or people leaders in the past 12 months?*

Manatū Hauora does not hold the information in its requested form as we do not keep a centralised record for such requests. While the Act allows New Zealanders to ask for information from Ministers and government agencies and there is no requirement for agencies to create new information. As such, your request is refused under section 18(g)(i) of the Act as the information requested is not held by Manatū Hauora.

*What justifications or reasons are required when lodging a request to access staff members' teams records?*

Manatū Hauora reviews any such requests to access teams chats on a case-by-case basis and considers the Privacy Act 2020, the Ministry's Code of Conduct, and our IT policies in relation to all such requests.

*Are the staff members advised when these requests are lodged as part of the process?  
Is privacy a factor considered when deciding whether to grant access?*

Depending on the circumstances regarding the request and after considering the relevant policies and legislation, Manatū Hauora would determine whether to advise the employee of the request and the decision that has been made as to whether it should be granted.

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact the OIA Services Team on: [oiagr@health.govt.nz](mailto:oiagr@health.govt.nz).

Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: [www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests](http://www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests).

Nāku noa, nā



Celia Wellington

**Corporate Services | Te Pou Tiaki**  
**Deputy Director-General**

# Teams

Published 22/06/2023

Teams are workspaces where you can collaborate on work and projects. You can set up Teams for a group of people to work together.

By setting up Teams, you can have a dedicated space for your team to share conversations, files and notes across Teams channels that are only visible to members of the Teams.

All conversations or chats in Teams are searchable and discoverable for Official Information Act requests, just like email.

Watch this video for more information: [Get started with Teams and Channels](#)

## Request Teams

[Request a new Teams form](#)

Set up Teams if you need to:

- bring a group of people together for a particular project
- collaborate with internal and external staff on a subject
- use the collaboration tools that are available within a Team.

Before requesting new Teams, consider the options below that may meet your requirements and don't require setting up new Teams.

	New Channel						
Existing Teams	in existing Teams	Federation Channel	OneDrive	Distribution list	Contact group	Shared mailbox	

A new activity, project or formal meeting	X	X					
Chat, calling with external people	X		X				
Sharing individual files with guests	X			X			
Communicating with a group of people	X				X	X	X
Having a group to respond to emails							X

## Teams user responsibilities

When using Microsoft Teams, you must:

- Comply with the Ministry's Information Management rules and guidelines as well as the [Health Information Privacy Code](#).
- Comply with the Ministry's [IT security policies](#).
- Only access Microsoft Teams by using secure devices approved by Manatū Hauora. Devices must be kept up to date with security software releases and have strong password protection and encryption.
- Complete any training offered on using Microsoft Teams.

- Government agency employees and guests must comply with the [code of conduct](#) for the Public Service.
- All guests must comply with the Terms and Conditions they agreed to when they first signed in.

## **Teams owner responsibilities**

Teams owners have specific responsibilities.

Refer to the [Teams Owners page](#) to be understand and comply with these responsibilities.

[Team owner responsibilities training module](#)

## **More information about Teams**

To learn more about Teams, go to Microsoft Support Platform: [First things to know about teams in Microsoft Teams](#)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

# Electronic communication rules and guidelines

Published 5/09/2023

## Policy scope

These rules and guidelines govern any form of electronic communication from Ministry staff.

## Overview

The Ministry provides electronic communication tools to allow all employees and staff to contact each other and external parties, and for the purposes of research.

These rules and guidelines are necessary to ensure the safety of the Ministry's network and the data it holds.

These rules apply to:

- computers and mobile phones
- the use of the internet, email and instant messaging
- the conduct of Ministry business using non-Ministry hardware (for example, from an internet café), and
- all employees and staff of the Ministry, including contractors and consultants, service and programme providers and other people acting on behalf of the Ministry.

## Business rules

### *General*

- The following documents apply to all forms of electronic communication:
  - the Ministry's [Code of Conduct](#)
  - the Public Service [Standards of Integrity and Conduct](#)
  - the [Government Protective Security Requirements](#) (PSR), and
  - the [New Zealand Information Security Manual](#) (NZISM).

- Only use electronic communication tools with your own network logon ID. The only exception is delegated email communication. Note: Users who have delegated access to another user's account will have the words 'Sent By' and their name appear on the email header.
- You must take care when using all electronic communication as your views may be interpreted as those representing the Ministry.
- Only use the software and hardware provided and authorised by the Ministry to communicate electronically.
- T&DS (via the Service Desk) must authorise any additional programmes or software you need.
- Only access and send appropriate material through the Ministry's electronic communication tools. Do not access or send material which is defamatory, abusive, fraudulent, distasteful or pornographic.
- The use of mobile phones to access email servers or the internet is also governed by the [telephony rules and guidelines](#).

### *Email*

- Send all emails of a sensitive nature to other New Zealand government departments through SEEMail.
- Do not open suspicious emails or attachments.
- Delete emails and attachments that are suspicious.
- Do not use email to distribute software, freeware, or shareware programs.
- Emails that detail important business decisions must be saved into the Lotus Notes information management system.
- Immediately contact the IT Service Desk if your PC or laptop displays strange behaviour after you have opened an attachment.
- Contact the IT Service Desk if you want to send a password-protected file attachment for business purposes to somebody outside the Ministry.

### *Instant messaging*

- Do not use instant messaging to authorise financial transactions, or give formal directions.

## **Guidelines**

All users of MOHIS are accountable for their business and personal use of electronic communication tools from any Ministry PC, laptop or portable

device. Misuse or abuse of the electronic communication tools can be considered serious misconduct, and can be part of a formal complaints process which may result in disciplinary action.

If you are unsure whether your use of electronic communication tools is appropriate think about whether or not you would be happy to tell your family, colleagues or manager about it, or read about it in the news.

Contact the IT Service Desk on extension 2011 if you need:

- access to restricted sites on the internet (include your name and the reason you need access)
- software that is not currently available on your computer.

Delete emails and attachments of a trivial nature. This will help you to keep within your allocated mail quota.

## Definitions

**T&DS:** Technology and Digital Services. Formerly known as IDO, Information Delivery and Operations, National Health Board. T&DS manage the national health and Ministry IT infrastructure, information systems and national collections.

**Instant messaging:** An instantaneous form of electronic communication, where both users have to be online at the same time. In Lotus Notes the instant messaging software is called Sametime.

**MOHIS:** The Ministry of Health Internet Service provides access to the internet and is available from any computer connected to the Ministry network.

**Reasonable personal use:** Staff members may use electronic communication tools provided by the Ministry for personal use in their personal time. Individual managers must explain the definition of 'reasonable' to their staff; examples may include the use of reputable news or public interest websites, internet banking or social media services, or making personal calls. The over-riding considerations must be:

- Does not incur any unauthorised liability or cost to the Ministry



- Does not violate the Ministry's Code of Conduct or other business rules
- Does not disrupt the Ministry's operations or place the Ministry at risk.

**Secure Electronic Environment (SEEMail):** A system designed to encrypt email messages between participating New Zealand government agencies. The system is approved to protect information classified as IN-CONFIDENCE, SENSITIVE or RESTRICTED.

**Spam messages:** Unwanted email sent to multiple users, also referred to as 'junk' mail.

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