

From: [Ligs Hoffman](#)
To: [Jason Austin](#); [Katy MacLeod](#)
Cc: [Greg Forsythe](#)
Subject: RE: **OUT OF SCOPE** Ops Manual PDFs [IN-C.ONFIDENCE]
Date: Tuesday, 16 May 2023 11:49:26 am
Attachments: [Analytics Immigration - filtered - no internal users Top Events 20210101-20211231.pdf](#)
[image001.png](#)

Paula had the stats for the past year and as the Ops Manual is part of the site it's only down when the website is (I keep thinking it's a separate platform as the source data is). I've asked her to take the PDFs off.

My recommendation is we do not replace the pdfs as they get very little use, the ops manual is stable and the PDFs are inaccessible. It would also take Gabrielle about a week to sort out replacements.

If you're happy with that we can revisit their need when the new version is live.

From: Ligs Hoffman
Sent: Tuesday, 16 May 2023 11:41 am
To: Jason Austin <xxxxx.xxxxxx@xxxx.xxxx.xx>; Katy Macleod <Katy.MacLeod@mbie.govt.nz>
Cc: Greg Forsythe <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Subject: RE: **OUT OF SCOPE** Ops Manual PDFs [IN-CO.NFIDENCE]

OK I've chatted to Paula and have an update and apologies I got my AC's mixed with Ops manual.

OUT OF SCOPE

Re. no 2 – Current process would be Gabrielle needs to publish them out of AuthorIT and then send to us to upload. Paula isn't sure she was ever shown how to do this. It's not easy in the current environment and is time consuming. I did not realise this process was being missed. Not great, we either have them and they're up to date or not at all.

Agree we should remove the current ones but before we do I'll get some download stats then get them removed. Do you know if the Ops Manual is down very often? Agree the only reason to keep them is as a backup if it's unstable.

Agree we then need to decide if it's worth showing Gabrielle how to do it now or we wait until the cloud version is live as Paula says it will be faster.

From: Jason Austin <xxxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, 16 May 2023 11:32 am
To: Ligs Hoffman <xxxx.xxxxxxxx@xxxx.xxxx.xx>; Katy Macleod <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Cc: Greg Forsythe <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Subject: RE: **OUT OF SCOPE** Ops Manual PDFs [IN-CON.FIDENCE]

Yip, the amendment circulars get updated each time and should be fine.

The problematic PDFs are a separate thing entirely. They're basically the entire Operational Manual, broken into about ten different documents.

Operational Manual

→ [Operational Manual | Current online version](#)

→ [Operational Manual | Effective to 29 November 2010](#)

The Manual is also available to view and download in sections:

- ↓ [Administration](#) PDF 2MB
- ↓ [Temporary Entry - Part one](#) PDF 3MB
- ↓ [Temporary Entry - Part two](#) PDF 2MB
- ↓ [Border Entry](#) PDF 1MB
- ↓ [Compliance](#) PDF 2MB
- ↓ [Residence - Part one](#) PDF 2MB
- ↓ [Residence - Part two](#) PDF 2MB
- ↓ [Refugees and Protection](#) PDF 1MB
- ↓ [Transit Visas](#) PDF 1MB
- ↓ [Appendices](#) PDF 3MB

From: Ligs Hoffman <xxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Tuesday, 16 May 2023 10:01 AM

To: Katy Macleod <xxxx.xxxxxx@xxxx.xxxx.xx>; Jason Austin <xxxxx.xxxxxx@xxxx.xxxx.xx>

Cc: Greg Forsythe <xxxx.xxxxxx@xxxx.xxxx.xx>

Subject: RE: **OUT OF SCOPE** Ops Manual PDFs [IN-CON.FIDENCE]

Out of Scope

From: Katy Macleod <xxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Tuesday, 16 May 2023 10:00 am

To: Ligs Hoffman <xxxx.xxxxxx@xxxx.xxxx.xx>; Jason Austin <xxxxx.xxxxxx@xxxx.xxxx.xx>

Cc: Greg Forsythe <xxxx.xxxxxx@xxxx.xxxx.xx>

Subject: RE: **OUT OF SCOPE** Ops Manual PDFs [IN-CON.FIDENCE]

This page Ligs: [Resource library | Immigration New Zealand](#) Search Operational Manual.

Thanks,

Katy

From: Ligs Hoffman <xxxx.xxxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, 16 May 2023 9:52 am
To: Jason Austin <xxxxx.xxxxxxx@xxxx.xxxx.xx>
Cc: Katy Macleod <xxxx.xxxxxxx@xxxx.xxxx.xx>; Greg Forsythe <xxxx.xxxxxxx@xxxx.xxxx.xx>
Subject: RE: **OUT OF SCOPE** Ops Manual PDFs [IN-CON.FIDENCE]

Kia ora Jason

OUT OF SCOPE

Re no 2 that's odd as MBIE digital channels have historically added the instructions when Op Pol create the web request. My team have taken this back in the last 2 weeks.

But they should all be here in the resources section –

[Resource library | Immigration New Zealand](#) (this is the complete list and has amendment circulars from 2023)

The individual items may not have been tagged properly. I think the usual process is the person from Op pol who submits the web request adds the tags in the web request form. I'll have a look but if you could look at the full list linked above and confirm if there are the ones you expect there at least we know there's not lots missing.

Will be in touch

Ligs

From: Greg Forsythe <xxxx.xxxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, 16 May 2023 9:19 am
To: Jason Austin <xxxxx.xxxxxxx@xxxx.xxxx.xx>; Katy Macleod <xxxx.xxxxxxx@xxxx.xxxx.xx>
Cc: Ligs Hoffman <xxxx.xxxxxxx@xxxx.xxxx.xx>
Subject: FW: **OUT OF SCOPE** Ops Manual PDFs [IN-CONF.IDENCE]

Thanks Jason

Copying Ligs into thread. She can advise re both the items below.

OUT OF SCOPE

Cheers, Greg

From: Jason Austin <xxxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, 16 May 2023 8:51 AM
To: Greg Forsythe <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Cc: Katy Macleod <xxxx.xxxxxxx@xxxx.xxxx.xx>
Subject: **OUT OF SCOPE** Ops Manual PDFs

Kia ora Greg,

There are two things which I think I've mentioned to you but promised I'd follow up with via email. This is that email, apologies for the delay!

1. **OUT OF SCOPE** [REDACTED]
2. **Immigration instruction PDFs on the website:** The website has a page dedicated to the [immigration instructions](#). It contains a link to the online operational manual and to the amendment circulars we distribute whenever the immigration instructions are updated. It also has PDF versions of the immigration instructions, but these are massively out of date. For example, the temporary entry section is dated 30 April 2021 despite the 70+ amendment circulars we sent out in 2022 (and 15 that we've already done this year). My understanding is that the page views for these PDFs are really low and Mikayla has said that LIAs have never raised the issue with her. I think that means we can safely assume no one uses the PDFs and they should be removed before someone accidentally relies on them to make an application or provide immigration advice. The online Ops Manual will still be there and is what people should be using if they need to see the immigration instructions. There's a separate question around whether we should still be producing the PDFs. I think they have a potential use-case as part of business continuity planning if the online manual is unavailable for some reason. But I'm not sure how easy it is to produce them or if Gabrielle knows how to do so. At any rate, I think we should remove the out of date info now and then work out what the long term solution is. Do you agree?

Happy to discuss either issue.

Cheers

Jason

From: [Jason Austin](#)
To: [Ligs Hoffman](#); [Katy MacLeod](#)
Cc: [Greg Forsythe](#)
Subject: RE: AuthorIT resource and Ops Manual PDFs [IN-CONF.IDENCE]
Date: Wednesday, 17 May 2023 11:23:33 am
Attachments: [image001.png](#)

Great, thanks for that. I'll let Mikayla know too, in case any LIAs ask about it.

From: Ligs Hoffman <xxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Wednesday, 17 May 2023 11:15 AM
To: Jason Austin <xxxx.xxxxxx@xxxx.xxxx.xx>; Katy Macleod <Katy.MacLeod@mbie.govt.nz>
Cc: Greg Forsythe <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Subject: RE: AuthorIT resource and Ops Manual PDFs [IN-CON.FIDENCE]

FYI – Paula removed the old Ops Manual PDFs yesterday

From: Jason Austin <[xxxxx.xxxxxx@xxxx.xxxx.xx](#)>
Sent: Tuesday, 16 May 2023 11:32 am
To: Ligs Hoffman <[xxxx.xxxxxxx@xxxx.xxxx.xx](#)>; Katy Macleod <[xxxx.xxxxxxx@xxxx.xxxx.xx](#)>
Cc: Greg Forsythe <[xxxx.xxxxxxxx@xxxx.xxxx.xx](#)>
Subject: RE: AuthorIT resource and Ops Manual PDFs [IN-CON.FIDENCE]

Yip, the amendment circulars get updated each time and should be fine.

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Top Events

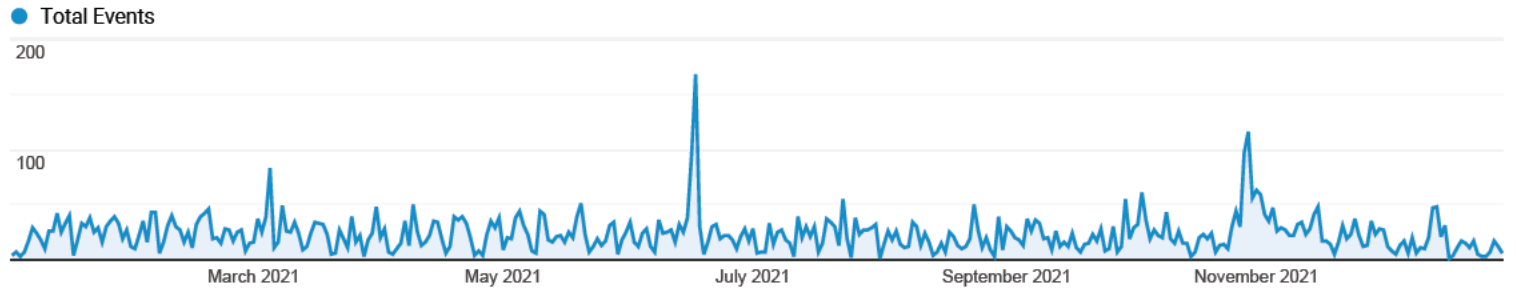
ALL » EVENT CATEGORY: File » EVENT ACTION: Download

Jan 1, 2021 - Dec 31, 2021

All Users
25.80% Unique Events

Explorer

Event



This data was filtered with the following filter expression: **ops-manual**

Event Label	Total Events	Unique Events	Event Value	Avg. Value
	8,593 % of Total: 0.21% (4,168,277)	7,066 % of Total: 0.19% (3,661,332)	0 % of Total: 0.00% (0)	0.00 Avg for View: 0.00 (0.00%)
1. /documents/ops-manual/residence.pdf	2,342 (27.25%)	2,006 (28.39%)	0 (0.00%)	0.00
2. /documents/ops-manual/temporary-entry-1.pdf	1,691 (19.68%)	1,311 (18.55%)	0 (0.00%)	0.00
3. /documents/ops-manual/residence-2.pdf	1,280 (14.90%)	1,027 (14.53%)	0 (0.00%)	0.00
4. /documents/ops-manual/temporary-entry-2.pdf	876 (10.19%)	710 (10.05%)	0 (0.00%)	0.00
5. /documents/ops-manual/administration.pdf	799 (9.30%)	667 (9.44%)	0 (0.00%)	0.00
6. /documents/ops-manual/appendices.pdf	487 (5.67%)	372 (5.26%)	0 (0.00%)	0.00
7. /documents/ops-manual/border-entry.pdf	472 (5.49%)	397 (5.62%)	0 (0.00%)	0.00
8. /documents/ops-manual/compliance.pdf	253 (2.94%)	227 (3.21%)	0 (0.00%)	0.00
9. /documents/ops-manual/refugees-and-protection.pdf	207 (2.41%)	188 (2.66%)	0 (0.00%)	0.00
10. /documents/ops-manual/transit-visa.pdf	186 (2.16%)	161 (2.28%)	0 (0.00%)	0.00

Rows 1 - 10 of 10