



Office of the Prime Minister

Prime Minister

Minister for National Security and Intelligence

Minister of Tourism

Minister Responsible for Ministerial
Services

23 JUN 2016

Andrew Crow

Email: fyi-request-4129-5bc3f629@requests.fyi.org.nz

Dear Mr Crow

Official Information Act request regarding the “good” network

I refer to your Official Information Act 1982 (Act) request of 10 June 2016 for the following information:

1. *Any documents that describe the purpose of the “good” computer system*
2. *Any documents related [to] the fault/outage [that] happened on the 9th of June (duration, cause and fix)*
3. *Any other documents that you feel would lead to a better understanding of the “good” network and this outage.*

I can advise that while the Department of Internal Affairs is responsible for ensuring Ministers and Ministers offices have ICT services, Parliamentary Services is responsible for the actual provision of ICT services to Ministers and Ministers Offices. This includes the provision of network services.

The only information received in this office and by the Department in relation to the problem with “Good”, was email notification alerts that went to users on 9 and 10 June 2016, advising of an email outage on mobile devices. The email alerts did not provide information on the duration of the outage, the cause of the outage or how it was being fixed.

Your request is refused under section 18(g) of the Act as the information is not held by the Minister or by the Department.

You may be aware that the Parliamentary Service is not subject to the Act.

You are entitled to ask the Ombudsman to review this response, under section 28(3) of the Act.

Yours sincerely

Wayne Eagleson
Chief of Staff