

14 September 2012

Philip Lyth
Email fyi-requet-509-5cd761ae@requests.fyi.org.nz

Dear Mr Lyth

OFFICIAL INFORMATION ACT REQUEST – PASSPORT APPLICATION FORMS

Thank you for your email of 21 August 2012 requesting information in relation to the decision making process for changes to the passport application forms.

The Department of Internal Affairs introduced a new set of passport application forms in October 2010 as part of the Department's Passport Redevelopment Programme.

The new set of forms were introduced to:-

- Support the use of new technology, which scans data directly from the application form, into the Passport System.
- To reduce the amount of information applicants are required to provide, when they are simply renewing their passport
- To ensure the forms can be easily understood and completed by the general public.
- To minimise the errors made by applicants when completing the forms.

Although these changes have seen the single passport application split into three separate application forms, the information being requested is fundamentally the same.

The information provided on the form enables the Department to determine a person's entitlement to hold a New Zealand passport and the witness/identity referee section, and certification of the passport photograph is used to verify the applicant's identity. It is not a requirement for passport applicants to present themselves in person as part of the application process and we have been unable to locate any historic information which indicates this as a previous requirement.

As changes to passport application form fall within operational policy, the changes made in October 2010 did not require a change in law or change to the Passports Act 1992. The changes were approved by the General Manager, Identity Services as part of the wider Passports Redevelopment Programme and also as the changes involve a rebranding of the forms.



Attached are the following documents which fall within the scope of your request.

- Memo dated 10 February 2010
- Memo dated 9 April 2010 – Approval for Form Design
- Memo dated 6 July 2012 – Approval of Form Design and Print Volume Order

Ongoing changes to passport forms are made as a business as usual process, based on operation changes, customer feedback and to minimise common errors. The approval process for any minor changes is informal and approved at an Operation Manager level.

Information has been withheld pursuant to section 9(2)(b)(ii) of the Official Information Act in that:

the withholding of the information is necessary to—

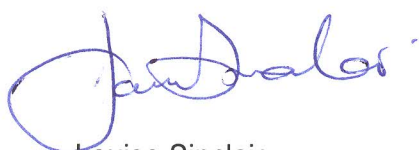
(b) protect information where the making available of the information –

(ii) would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information

You have the right, by way of complaint under section 28(3) of the Act to an Ombudsman, to seek an investigation and review of the decision to withhold information. The Ombudsman's address for contact purposes is:

The Ombudsman
Office of the Ombudsmen
PO Box 10-152
WELLINGTON

Yours sincerely



Louise Sinclair
Acting General Manager
Passport Office
Department of Internal Affairs



Memorandum

DATE:	10 February 2010	STATUS:	Standard
TO:	Annette Offenberger, General Manager, Identity Services David Philp, Manager, Passports		
CC:	Helen Jamison, Business Manager		
FROM:	Phil Hanlon Programme Manager – Passport Redevelopment Programme		
SUBJECT:	Adult General Application Form		


Purpose This memo recommends that that you approve:

- The final version of the Adult General Application Form attached to this memo; and
- Approve the printing of an initial 3,000 forms at a cost of [REDACTED] (excl. GST).


Background The Adult General Passport Application Form has been completed and the final version is attached for your approval. The form has undergone a comprehensive DIA review as well as external demographic testing. The attached form incorporates the decision for the non-return of passports and includes the feedback provided by yourselves as the Programme Sponsor and Business Owner as part of the final review cycle. It should be noted that the change regarding the use of the word 'certifier' on the witness page requires some more work in association with the development of the adult renewal form and will be finalised in line with the first production run.

The Passports System Redevelopment Project requires an initial batch of 3,000 forms to be printed in order to support the development and testing of the document scanning components of the new system. The cost of printing 3,000 forms will be [REDACTED] (excl. GST). It has been confirmed that the funding is available within the Passports System Redevelopment Project.

Recommendation Helen Jamison,
Business Manager

Signed  Dated 10.10.2010

Phil Hanlon,
Passport Redevelopment Programme Manager

Signed  Dated 10.02.2010

RELEASED UNDER THE OFFICIAL INFORMATION ACT

*Noted
AO*




Approval

David Philp,
Manager, Passports

Signed 

Dated 10/2/10

Annette Offenberger,
General Manager, Identity Services

Signed 

Dated 10/2/10

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Memorandum

PASSPORTS

DATE:	9 April 2010	STATUS:	Standard
TO:	Annette Offenberger, General Manager, Identity Services & Sponsor, Passport Redevelopment Programme		
FROM:	Matthew Seymour, Project Manager, PSRP Sub-Project 1 – Document Scanning		
CC:	Phil Hanlon, Passport Redevelopment Programme Manager Helen Jamison, Business Manager, Passport Redevelopment Programme David Philp, Manager Passports Office		
SUBJECT:	Approval for Form Design re Adult Renewal, Child, Lost & Stolen and Statutory Declaration (Passport Application Forms)		

Purpose: To seek your approval on the form design for the following Passport Application Forms:

- Adult Renewal,
- Child,
- Lost & Stolen, and
- Statutory Declaration

Background: The memo dated 10 February 2010 approved by you, confirmed the core design of the Adult General Form and costs associated with enabling a small print run for the programme and HP to use in development and testing of the document scanning solution. This print run now has been received.

A further memo dated 29 March 2010 approved by you, confirmed the costs associated with the provision of a similar small print runs of the Adult Renewal, Child, Lost & Stolen, and Statutory Declaration forms. Again each of these print runs will be used in development and testing of the document scanning solution.

**Adult Renewal,
Child, Lost &
Stolen and
Statutory
Declaration
forms:**

With costs approved as noted above, this memo seeks your approval on the core design of each of the four forms presented here. Approval will enable printing of the required initial batch of 3,000 copies of each form and subsequently enable HP to develop the required templates within the document scanning solution.

Each form presented for approval here has gone through a formally agreed

development and review process encompassing a range of key DIA stakeholders, and has included external usability testing (of the Child form only).

Subsequent changes to forms:

Any changes to the core design beyond this approval will be subject to change control processes and can be expected to have an impact both on schedule and cost.

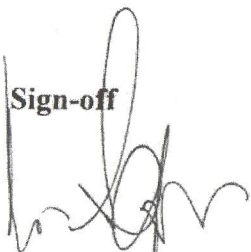
Some textual and other minor changes have been allowed for in the development process leading up to the final production print. Depending on the final view of these changes, these may also have a schedule and cost impact although it is not anticipated that this will be significant.

A final memo seeking your approval of all forms (those submitted here along with the Adult General) at the detailed design level will be sought prior to confirming production printing.

Recommendation: It is recommended that you:

1. **Note** that this memo seeks your approval of the core design of each of the Adult Renewal, Child, Lost & Stolen and Statutory Declaration forms.
 2. **Note** that costs associated with funding the required print run of these forms for testing has already been approved per memo dated 29 March 2010.
 3. **Note** that approval of this memo will enable 3,000 copies of each form to be printed and used by the programme within development and testing of the document scanning solution.
 4. **Note** that each of the forms submitted for approval here have been through a comprehensive review process with a range of DIA stakeholders.
 5. **Note** that any subsequent change to form design will be subject to change control and will have an impact on schedule and cost.
 6. **Note** that a final approval of all forms at the detailed design level will be sought prior to confirming production printing.
 7. **Approve** the core design of the Adult Renewal, Child, Lost & Stolen and Statutory Declaration forms as presented with this memo.
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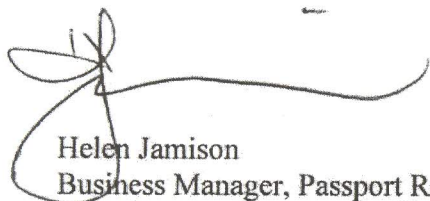
Sign-off



Matthew Seymour,
Project Manager, PSRP Sub-Project 1 – Document Scanning

Date: 9.4.2016

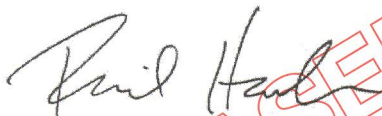
Supported



Helen Jamison
Business Manager, Passport Redevelopment Programme

Date: 9.4.2016

Supported



Phil Hanlon
Programme Manager, Passport Redevelopment Programme

Date: 9.4.2016

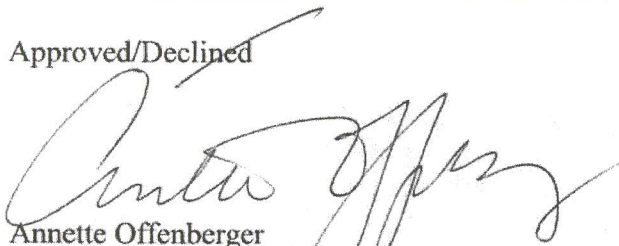
Supported



David Philp
Manager, Passports Office &
Business Owner, Passport Redevelopment Programme

Date: 13/4/2016

Approved/Declined



Annette Offenberger
General Manager, Identity Services &
Passport Redevelopment Programme Sponsor

Date: 14/4/2016

Memorandum

PASSPORTS

DATE:	6 July 2010	STATUS:	Standard
TO:	Keith Manch, General Manager, Identity Services & Sponsor, Passport Redevelopment Programme		
FROM:	Matthew Seymour, Project Manager, PSRP Sub-Project 1 – Document Scanning		
CC:	Phil Hanlon, Passport Redevelopment Programme Manager Louise Dalley, Operations Manager, Passports Office David Philp, Manager Passports Office		
SUBJECT:	Approval of Production Form Design and Production Print Volume Order for the new Adult, Renewal, and Child Passport Application Forms		

Purpose: To seek your approval for the production form design and production print volume order for the new Adult, Renewal, and Child passport application forms.

Background: The Passport Redevelopment Programme has developed a new suite of application forms to support the new document scanning technologies planned for deployment at the end of 2010.

Designs for each of the new application forms followed a formally agreed development and review process encompassing both, feedback from a wide range of key DIA stakeholders, and external usability testing (of the Adult and Child forms only).

Approvals of these designs have already been provided as per the attached memos which also enabled printing of a sufficient volume for testing purposes. Approval memos are as follows:

- 10 February 2010 (Adult application form)
- 9 April 2010 (Adult Renewal, Child, Lost & Stolen, and Statutory Declaration forms)
- 12 May 2010 (COI/RTD and ETD application forms)

In the memo dated 12 May 2010, it was noted that final approval for all form types at the detailed design level would be sought prior to confirming their release for production printing.

This memo addresses the final approval of the designs for the Adult, Renewal and Child forms and confirmation of the volumes required for production printing of these forms.

Final production form designs for the Adult, Renewal, and Child forms:

Through the development processes of each form type and subsequent testing (which is not yet complete) some forms changes were identified which have been logged. Given the tight testing and production timeframes potential changes have been controlled closely due to the high schedule risk this would introduce.

To determine whether changes to the forms design would be made prior to production printing, the changes identified were prioritised according to their "positive impact on the scanning process", that is, whether the change would drive improved data scan or capture productivity. On this basis one change is required to the Adult form where the strength of colour used has been adjusted to ensure an enhanced scanning outcome. Costs for this change total [REDACTED] for which approval has been requested separately under CR087.

No other forms changes are required or will be made prior to their release in October.

Release strategy for the new application forms

The project has a strategy to 'push' the new forms from early October to our primary (e.g. Customer Services) and secondary suppliers (e.g. travel agents), approximately two months ahead of the deployment of the document scanning technologies whilst at the same time managing down volumes of existing application forms being requested ahead of this timeframe. DIA's forms supplier [REDACTED] will assist the project to execute this strategy.

This strategy is expecting to result in DIA receiving more 'new' completed application forms once the document scanning technology has been deployed in December and therefore achieve the benefits of more automated data capture. A lower ratio of new / existing forms will drive more manual data capture and lower productivity.

The introduction of the increased GST tax threshold has consolidated the need for the new application forms to be available from 1 October when the new threshold takes effect. This is due to the current application form including the current pricing for passport services which will be changing from 1 October 2010.

Production print volume for the Adult, Renewal and Child forms

To determine the required production volumes, the following parameters have been agreed with the Passports' Office Manager:

1. That no forms design changes will be made within 6 months of their release on 1 October 2010

2. That some contingency be included in the volume ordered given the element of uncertainty around the volume demand arising from the 5 year validity period which is now taking effect.

Using application volume forecast data supplied by the Passports Office, the project is recommending the following volumes be ordered:

- 25,000 Adult application forms
- 300,000 Renewal application forms
- 75,000 Child application

This volume provides sufficient supply to meet forecast volumes to end of March 2011 (6 months after the new forms are released) with contingency provided to meet forecast volumes to end of June 2011.

Costs of the production print volume for the Adult, Renewal and Child forms

██████ have quoted a total cost of ██████ to supply the required volumes as identified above.

These costs include:

- all costs associated with the printing of the three form types
- all costs associated with the work to combine the new Fees Sheet with the application forms prior to their issue.

These costs do not include:

- any costs associated with the printing of the remaining form types (these will be ordered in early August)
- any costs associated with the printing of materials required to support the new business processes (e.g. the Fees Sheet, the Office Use Only form and bar-code labels).

Costs identified here will be funded from within Passports Office operational budget.

Next steps

Following approval requested in this memo, the following activities will be undertaken to complete the implementation of the new application forms:

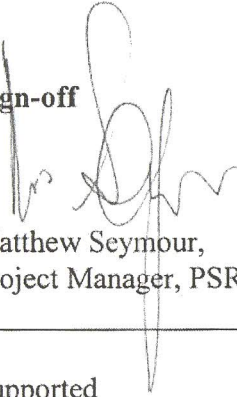
1. Production form designs along with print volume requirements will be provided to ██████ by Friday 9 July to meet a delivery schedule of 1 October 2010.
2. Approval will be sought in early August for production form design and printing of the remaining form types and other materials required to support the new business processes.
3. A second release of forms will be scheduled for March/April 2011 and will incorporate:

- a. changes identified in the initial development of the forms that have not been included in the production design approval requested in this memo,
 - b. any changes arising from the completion of all business process modelling and other business analysis activities underway within the programme, and
 - c. any changes arising from the production usage of the forms by customers to identify potential changes.
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Recommendation: It is recommended that you:

1. **Note** prior approval of the designs of the new application forms per attached memos dated 10 February 2010, 9 April 2010, and 12 May 2010.
 2. **Note** that one design change is required to the Adult form to ensure delivery of the optimal scanning result. The costs associated with the design change indicated are detailed under CR087 for which approval is sought separate to this memo.
 3. **Approve** the final production design for the Adult, Renewal and Child forms.
 4. **Note** that production print volumes required have been identified in line with forecasts to end of March 2011 and provide contingency to end of June 2011.
 5. **Note** that costs to deliver the required production volume of the Adult, Renewal and Child forms total approximately [REDACTED] and can be funded from within Passport Office's operational budget.
 6. **Approve** costs to produce the required production volume of the Adult, Renewal and Child forms
 7. **Note** that production forms will be available from 1 October 2010 to meet both project (release strategy) and business drivers (GST change).
 8. **Note** that a second release of forms will be scheduled for March/April 2011 following identification of a consolidated view of forms design changes required to support programme and business outcomes.
 9. **Note** that approval of final designs and costs for all remaining form types will be sought in August 2010.
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Sign-off



6.7.2010

Matthew Seymour,
Project Manager, PSRP Sub-Project 1 – Document Scanning

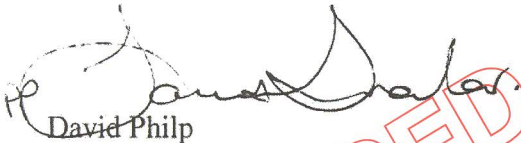
Supported



6/7/10

Phil Hanlon
Programme Manager, Passport Redevelopment Programme

Supported



David Philp
Manager, Passports Office & Business Owner, Passport Redevelopment Programme

Approved/Declined



Keith March
General Manager, Identity Services & Passport Redevelopment Programme Sponsor

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