

Independent Review of the Ministry of Social Development's decisions relating to the IT system used to capture individual client level data

10 April 2017

The Chief Executive of the Ministry of Social Development (the Chief Executive) has commissioned an independent investigation into the governance and decision making that determined the interim solution for the capture of individual client level data.

The review will be led by Murray Jack, (the Independent Reviewer) together with Anu Nayar, Deloitte NZ National Leader of Cyber, Privacy and Resilience and Adrian van Hest, PwC, National Cyber Practice Lead.

Objectives of the review

The objectives of the independent review are to address the questions raised about the portal that was being used to collect client level data from providers, focusing on what happened, why it happened, what decisions were made and why, and the lessons learned.

The review will also assess the Ministry's governance and management of the client level data work programme with particular focus on the implementation of the interim individual client level data collection solution.

Matters in scope

The review will investigate the circumstances and causes of the issue where a provider was able to view another provider's folder which had the potential to compromise the client's privacy, focusing on:

- The decision to use the portal, including :
 - analysis of the available technical options
 - work done to ensure appropriate information security was analysed
- The governance and management of the project
- Establishing how the issue occurred and the circumstances that allowed this to happen
- Review the governance around the response to the event itself. Including governance, roles and responsibilities, escalation and communication channels.

The review will identify any lessons learned and make recommendations to the Chief Executive and if appropriate, the GCIO, about findings, including any changes and improvements needed to the matters in scope.

Matters out of scope

Review of the shared workspace capability as a fully secure service offering for sensitive client data.

Deliverables, Timeframes and reporting

The objective is that the first deliverable will be a draft report to the Chief Executive and GCIO. The review will be completed by 30 April 2017 in the form of a final report to the Chief Executive.

Resources Required

- Provision of office space at MSD premises
- Access to documentation and material related to matters in scope of the review
- Access to staff for interviews

Governance

The review will be supported by the MSD General Manager, Risk and Assurance, with direct access for reviewers to the Chief Executive during the review.

Signed



Brendan Boyle
Chief Executive
Ministry of Social Development
10 April 2017