



22 AUG 2018

Dear [REDACTED]

On 3 July 2018, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *All reports prepared between 1 January 2015 and date the response is sent from within the Ministry and for the Ministry in regards:*
 - *Recording of out-bound telephone calls by Remote Client Unit staff to Remote Client Unit clients including any assessment as to reasons why this can or cannot be done.*
 - *The use by the Remote Client Unit staff of mobile phones for text messages (sending and receiving) for Remote Client Unit clients including reasons why this can or cannot be done.*

I apologise for the delay in responding to your request. Key personnel who were required to identify all information in scope of your request were unable to be consulted within the initial timeframe.

The recording of out-bound calls from the Remote Clients Unit was implemented on 14 August 2018. Please find attached the following four documents that discuss this:

- Draft memo, 'Call Recording in Contact Centres', dated 5 June 2015
- 'I&S Cost and Effort Engagement Request form', dated 16 July 2018
- 'Remote Client Unit – requirements for call recording in Verint', dated 16 July 2018
- 'Call recording Remote Client Unit', dated 7 August 2018

You will note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

You will also note that the contact details of some individuals have been withheld under section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. This is because information released under the Act may end up in the public domain, for example, on websites including the Ministry's own website.

The Remote Client Unit do not use mobile phones for work purposes. As such I am unable to provide any information in response to your question regarding the use of

The Remote Client Unit do not use mobile phones for work purposes. As such I am unable to provide any information in response to your question regarding the use of text messages by this unit. Your request is refused under section 18(e) of the Act as this information does not exist.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Kay Read', with a long horizontal flourish extending to the right.

Kay Read
Group General Manager, Client Service Delivery



Memo

To: Brett Dooley, Director Operations Centre
CC: 9(2)(a) Manager Service Optimisation
From: 9(2)(a), Business Support Advisor
Date: 5 June 2015
Security level: IN CONFIDENCE

Call Recording in Contact Centres

Action: For Approval

Recommendation to reallocate Witness licenses within Service Delivery

This memo seeks approval to reallocate the Witness licenses, used on extensions for the purposes of call recording, across the various Contact Centre units within Service Delivery.

Agree to configure Witness licenses and record the extensions at JobConnect, from nn xxxx 2015.

Agree/Disagree

Agree to configure Witness licenses and record the extensions in the General Line (ex-Work and Income) Training Rooms from nn xxxx 2015.

Agree/Disagree

Agree to continue to leave the Allegation Line without Witness licenses and not to record those extensions.

Agree/Disagree

Agree to continue to leave the Remote Client Unit without Witness licenses and not to record those extensions.

Agree/Disagree

Background

The considering of the way in which the Witness call recording licenses are allocated within Service Delivery has come about for several reasons. These are:

- The Associate Deputy Chief Executive, Service Delivery being asked by the Office of the Ombudsman, as the result of a complaint from a client, to put in place call recording on the extensions at the Remote Client Unit
- We are awaiting comments from 9(2)(a) [REDACTED], Senior Advisor in the Office of the National Commissioner, on the outcome of the complaint and investigation mentioned above
- 9(2)(a) [REDACTED] is discussing this with the National Commissioner and will be able to share with us what she learns as a result of that meeting
- The recent realignment within the Ministry bringing all the Contact Centres into the new Service Delivery business unit
- The cost of and use to which the Witness licenses are currently being put, especially where it seems there are many in use at processing centres while some front line extensions are not currently recorded.

We should also note the extensions at JobConnect and the Contact Centre Training Rooms are **not** recorded. The Witness licenses used on these extensions were reallocated in 2014 to the Centralised Unit Housing (CUH).

The extensions at the Staff Assistance Unit (SAU) are also not recorded. 9(2)(a) [REDACTED] believes there is no requirement to make a change here and that these extensions may continue to be unrecorded.

MSD Witness Call Recording Platform

The Witness v. 7.8.3 call recording platform is coming to the end of its life. A project is in progress to replace this platform with the latest support version of a contact recording platform, Verint v. 11.1. The new platform is expected to be put in place by the end of October 2015.

The current platform is limited to 2,000 licenses in total, a constraint enforced by Witness v. 7.8.3. Approximately 1,250 of these licenses are in use by units within Service Delivery, as follows:

- General Line (ex-Work and Income), 750
- StudyLink, 350; the partial audit document we have at the moment indicates 294 licenses are employed at the StudyLink Processing Centre in Palmerston North
- Seniors, 150
- A detailed audit of the current configuring of the licenses will be provided by the IT Team on nn xxxx 2015 ...

The other licenses (to the total number of 2,000) are employed elsewhere within the Ministry, at Child, Youth and Family in particular, for example.

Service Delivery Call Recording Policy

The policy on call recording in the Service Delivery Contact Centres is currently the subject of another piece of work. We are seeking to establish the practice in this area across the formerly separate Contact Centre business units and to develop some consistency should this be necessary.

We are aiming to complete this work by 30 June 2015 and Legal Services, along with other interested parties, are engaged accordingly.

Reallocation of Witness Licenses Between Business Units

Transfer licenses from StudyLink Processing Centre extensions to JobConnect extensions

We believe it is important to reinstate the Witness call recording on the extensions in use at the JobConnect sites, to restore things to the position prior to the opening of the Centralised Unit Housing in 2014.

The recording and evaluating of calls made to JobConnect are important for the reasons of call quality checking, staff development and performance management.

Transfer licenses from StudyLink Processing Centre to the Training Rooms at the Contact Centres

Similarly to the extensions at JobConnect, we believe it is important to reinstate the Witness call recording on the extensions in use at the Contact Centre Training Rooms, to restore things to the position prior to the opening of the Centralised Unit Housing in 2014.

Staff in training on the General Line may answer calls on the subject of appointments as early as day three of their training programme and it is important we are able to ensure those calls are being answered properly.

Leave the Allegation Line extensions unrecorded

Witness Observer is configured on six of the 12 extensions for the purpose of live monitoring of calls, for training, development and compliance purposes. That is, to ensure staff members are following the PEACE (**P**lan and **P**repare, **E**ngage and **E**xplain, **A**ccount Clarifying and **C**hallenge, **C**losure and **E**valuation) interviewing technique and that the details recorded in the Investigation System (IMS) accurately reflect what was discussed in the course of the call.

Leave the Remote Client Unit (RCU) extensions unrecorded

Leave the Staff Assistance Unit (SAU) extensions unrecorded

I&S Cost and Effort Engagement Request form

(March2016)

Use this form to Engage Infrastructure & Services (I&S) for Costs and Effort. This applies to a new initiative, piece of work, project or proposed new change to an existing IT system

Your Name & User ID: 9(2)(a) [redacted]	Your contact details: 9(2)(k) [redacted]	Today's date: 16 July 2018
EPM Code: <i>This is the code supplied after Concept Paper approval</i>		
Are you the contact for this request? <i>If no, please specify who is:</i>	<u>Yes</u>	
Has this been previously discussed with anyone from I&S? <i>Who was it? What was the nature of the discussion?</i>	<u>Briefly mentioned to 9(2)(a) [redacted] on a couple of occasions to advise that this request would be coming.</u>	

Description: <i>Description of the proposed project or piece of work the Costs and Effort are required for</i>	<p><u>Call record all outbound call in the Remote Client Unit.</u></p> <p><u>The Remote Client Unit (RCU) provides case management via phone, email and fax to clients who are trespassed and pose a high risk to the safety of frontline staff. The Unit has been in operation for about 9 years and operates from one discreet location.</u></p> <p><u>RCU clients can call inbound but they are not connected to a RCU case manager at that point and their only option is to leave a short voicemail message. Both RCU clients and advocates leave messages. RCU case managers make only outbound calls to RCU clients and advocates on their desk phones. RCU case managers do not use ICE.</u></p> <p><u>There are three RCU case managers and call recording is required on these three 3 desk phones only</u></p> <p><u>The three RCU case managers use pseudonym names and are set up in Global under those pseudonym names. Call recording is required to be logged under these user IDs.</u></p> <p><u>Note that Case managers in the Remote Client unit don't currently use ICE to make outbound calls.</u></p> <p><u>I'm requesting this as an ER rather than a CR as there may be issues associated with this request that are not apparent.</u></p>
Affected Applications or Platforms: <i>What Apps/Systems will be affected by this change / initiative</i>	<u>Verint</u>

The pre-provisioning model that I&S have been operating until recently is no longer feasible. This means that any Infrastructure required for this project will need to be purchased and installed in advance of the project commencing. Current purchase and install timeframes are approximately 8 weeks from the time of the hardware order and dependent on resource availability. Please check with your nominated resources and ensure purchase and install timeframes are included in your project timeline.

Supporting documentation: <i>Select the documents you are supplying relating to this request</i>	<input type="checkbox"/> Concept Paper <input type="checkbox"/> Vision Document <input type="checkbox"/> Technical Options <input type="checkbox"/> Solutions Architecture document (SAD) <input type="checkbox"/> Product, Vendor or Software information <input checked="" type="checkbox"/> Other (please specify) One page requirements doc attached. <input type="checkbox"/> Business Case (I&S had initial input). Now more accurate costs are required.
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<p>Date Costs & Effort are required by (default: 3 weeks from request date): <i>When do you need the costs for your Business Case by?</i></p>	<p><i>Please note our standard turnaround time is three weeks from receipt of the Engagement Request. If possible we will deliver quicker. If you need a quicker response please provide brief justification and implications if the requested date is missed.</i></p>
<p>Is there anything else we should know? <i>Special circumstances, dependencies, issues etc?</i></p>	<p><i>Please include any scheduled attendance at Architecture Council (AC), Security Review Group (SRG), Certification & Accreditation Board (C&A), Cost and Estimations Committee or other.</i></p>

Thank you. Now please submit this form and any supporting documentation to: Engage_Infrastructure@msd.govt.nz and we will respond within three business days.

Once your request is accepted you can view any updates here: <http://dooodle/business-groups/helping-staff/people-capabilities-resources/who-we-are/it/infrastructure-services/er-tracking.html>

For further information about this I&S Cost and Effort Engagement process please go to: <http://dooodle/business-groups/helping-staff/people-capabilities-resources/who-we-are/it/infrastructure-services/engagement.html>

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Remote Client Unit – requirements for call recording in Verint 16 July 2018

Objective

Record all outbound calls from phones allocated to the Remote Client Unit. Note that there are no direct inbound call to the Remote Client Unit.

Background

The Remote Client Unit (RCU) provides case management via phone, email and fax to clients who are trespassed and pose a high risk to the safety of frontline staff. The Unit has been in operation for about 9 years and operates from one discreet location.

RCU clients can call inbound but they are not connected to a RCU case manager at that point and their only option is to leave a short voicemail message. Both RCU clients and advocates leave messages. RCU case managers make only outbound calls to RCU clients and advocates on their desk phones. RCU case managers do not use ICE.

There are three RCU case managers, one service manager and one overall manager. Verint call recording is required on all three case manager desk phones.

Detailed requirements

The three RCU case managers use pseudonym names and are set up in Global under those pseudonym names. All calls and details of calls are to be recorded against the pseudonym names in Verint. Note that ICE is not used to make outbound calls in the Remote Client Unit.

Details of the extensions to be recorded as follows:-

Name	User ID	Extension #
Rose Martin	9(2)(k)	
Emily Tillman		
Melanie Mitchel		



Memo

To: George Van Ooyen, General Manager Contact Centre Services

CC: 9(2)(a) [REDACTED], Manager Workforce Management Planning & Analysis,
9(2)(a) [REDACTED], Manager Workforce Management Planning & Analysis,
9(2)(a) [REDACTED], Remote Client Unit Manager.

From: 9(2)(a) [REDACTED], Senior Business Analyst Systems and Channels, 9(2)(a) [REDACTED]
[REDACTED] Lead Advisor Systems and Channels

Date: 7 August 2018

Security level: IN CONFIDENCE

Call recording Remote Client Unit

Action: Response Required 9 August 2018

Purpose

This memo provides options around the implementation of Call Recording in the Remote Client Unit for outbound calls. It is expected that call recording will be implemented by the 10 August 2018.

Background

The question of whether the outbound calls in the Remote Client Unit should be recorded or not was part of the Work Programme for the Operations Centre prior to the Review of the Service Delivery Restructure. At the time of the Review, the work was not completed and has been on hold because of lack of resources. You confirmed that this was still required on 30 May 2018 and that it was a relatively important piece of work that supports a number of health and safety risks you have with the unit.

There is currently another piece of work in the Systems and Channel Support team around the question of whether the IVR message on the 0800 numbers about call recording is still required to be played to callers. This work is due to start next week. This is likely to take a number of weeks with Legal Services involvement and decision making.

This means that call recording will be implemented in RCU before any decisions are made about whether a call recording message should be added to the current RCU Welcome message.

Summary

There are three options available in the interim to convey messaging to RCU clients that outbound calls made by RCU case managers are being recorded. Note that there may be some risk in advising RCU clients that calls are recorded as there may be an increase in the number of requests for call recordings.

Options

There are several options that can mitigate the risk that clients are unaware that their calls are being recorded.

Option 1 – Add the standard call recording message to the RCU welcome message.

Option 2 – Require RCU case managers making outbound calls to RCU clients to state that the call is being recorded prior to the conversation (similar to standard outbound calling in the Contact Centre).

Option 3 – write to all RCU clients advising them that all outbound calls are recorded and reference the website. If this option is approved all new clients transitioning into RCU will also need to be advised as they transition in to the service.

Recommendations

We recommend that you approve one of the options listed above.

George Van Ooyen
General Manager Contact
Centres

Date

Appendix 1 Current Remote Client Unit welcome message and proposed call recording message.

File ref: A10708601