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☎D2D:

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

WHAKAWHANAUNGATANGA — BUILDING RELATIONSHIPS
HONONGA — CONNECTING TO THE WHY
MANAAKITANGA — LOOKING AFTER EACH OTHER
WHAKANUI — CELEBRATION
KOTAHITANGA — WORKING AS ONE

From: Jo Herewini 9(2)(a) OIA @msd.govt.nz>
Sent: Sunday, 14 November 2021 12:38 PM
To: 9(2)(a) OIA, Out of scope @msd.govt.nz>
Subject: Re: Update on SmartStart - CCS

Awesome. Great work

Let me know when u have had a chance to talk to the team about the proposed testing plan for the identity check work

Sent from my iPhone

> On 12/11/2021, at 1:45 PM, 9(2)(a) OIA, Out of scope @msd.govt.nz> wrote:

Kia Ora Koutou,

Below are some key points to provide an update for your information:

Key Focus points
- Work is progressing as if we were aiming for the 7 December delivery date. We know this date is pushed out but continuing with the momentum
- The landing page and eligibility checker are ready for development
- Progressing with building wireframes and user stories for dependent child, relationship and partner flows
- Less emphasis on reviewing as we go as now looking to build and test
- Repurposing stand ups to only include those who are actively involved in the development of the digital form and landing page

MSD specific
- Refining the Lightweight Business Case
- Work has started with Privacy on the PHRaE document and their assessment (Project team has filled in the template ready for Privacy to pick up when they have capacity)

- We expect to be able to review completed wireframes next week

Any questions, happy to discuss.

Thanks,

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From: Out of scope

Sent: Thursday, 2 September 2021 4:41 PM

To: Jo Herewini 9(2)(a) OIA @msd.govt.nz>

Cc: 9(2)(a) OIA, Out of scope @msd.govt.nz>

Subject: FW: Few bullet points to get you started on the email for Jo :)

Hey Jo,

The zoom meeting with DIA today went really well. Heaps accomplished and worked through. I think we are in a good space and it will just get better.

Let me know if this is all you need for now.

Thanks,

Out of scope

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From: Out of scope

Sent: Thursday, 2 September 2021 4:14 PM

To: Out of scope

Subject: RE: Few bullet points to get you started on the email for Jo :)

- MVP scope decided
  - Childcare Subsidy Applications only for MVP – OSCAR applications are more frequent, and there is a lack of data on OSCAR providers which is data that we would need for a provider log in. Can be looked at post-MVP.
  - Current clients only for MVP – as we already have a CMS record for them with ID on file, they will only need to provide the child's birth certificate and the Childcare Unit can then contact the client to ask verifying questions re: their ID
  - New clients out of scope for MVP – SWN creation would be required, and even if a new client were to provide their ID documents to a Service Centre, a record would need to be created which would likely require an appointment
  - MyMSD Document Upload out of scope for MVP – the document upload portal would need to be opened manually for a client to access it. Time consuming for the Childcare Unit, and a disjoined experience for the client having to jump between SmartStart and MyMSD

- High level technical architecture completed
- High level user journeys completed
- Analysis of current state completed
- Features written for PI 20
- First draft of project schedule written up (attached) – dates are still TBC, but gives an idea of work that needs to be done
- Kick-off workshop with MSD, DIA and Catalyst completed
- Stand-ups, sprint plannings and retrospectives planned
- Risk register started
- Analysing the text on the CCS form to be ready for digitisation has been started – this includes help text for SmartStart

From: Out of

Sent: Monday, 23 August 2021 9:38 AM

To: 9(2)(a) OIA, Out of scope @msd.govt.nz>

Subject: FW: Updates / Points of clarity

These are the points from the last discussion just in case it was buried deep in your emails.

Out of scope

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From: Out of scope

Sent: Wednesday, 18 August 2021 2:47 PM

To: Out of scope

Cc: Out of scope

Subject: RE: Updates / Points of clarity

Hi Out of ,

Out of scope hasn't been removed. A decision was made that given the options we had discussed that IT work would all be able to be completed within the next PI and therefore we would pause any work in this space until we went through prioritisation as Out of scope is a contractor and we didn't want to spend any funds until we knew that we had commitment to continue.

Has this now changed?

Cheers
Out of sc

From: Out of scope, 9(2)(a) OIA @msd.govt.nz>

Sent: Wednesday, 18 August 2021 2:33 PM

To: Out of scope, 9(2)(a) OIA

@msd.govt.nz>

Subject: Updates / Points of clarity

Hi All,

I know SmartStart isn't the priority right now but as I have not long finished the zoom with DIA and it is top of mind – a couple of points for us to clarify / work through:

- Out of sco advised that Out of has been moved onto other work. He had a working document that he had shared with you Out of scope and maybe Out of scop Is this available to share? Who will be replacing Out of scope
- Clarity on what we mean by existing clients e.g. currently in receipt of assistance or just has a SWN that has been used previously. Discussed this with Out of scope and given the barriers we are working through for the supporting documents primarily the ID documents, existing clients should be those currently in receipt of assistance. If others have a different point of view, I'd be keen to understand and discuss those.
- As we see the options right now for supplying ID there are two: 1) People would need to present their ID documents at a service centre and/or 2), they could upload their documents with the application, this would be checked against the ID already held on file and if the same document type then the processing unit would call client and ask identifying questions as per current process in call centres now. If the ID document was different to what we had on file then these would need to be presented to a Service Centre.
  - We need to talk this through with Out of scope from the processing unit and also need to call out how this process differs from the current processing standards (off the top of my head it wouldn't and there wouldn't be a need to go to OHC)

Talk soon.

Cheers

Out of scope
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From: Out of scope
Sent: Friday, 27 August 2021 12:51 PM
To: Jo Herewini 9(2)(a) OIA @msd.govt.nz>
Cc: 9(2)(a) OIA, Out of scope @msd.govt.nz>
Subject: Identity Verification in SmartStart

Hey Jo,

Before Out of scope went on leave she asked if we could get you some info on options for verifying peoples ID when applying for CCS via SmartStart – I believe it was to understand if we need to go back to OHC to vary the current processing standards for this application.
With the below information – I don't think we need to but am happy to discuss this and your thoughts.

Identity Verification in the SmartStart Process

NOTE: For MVP, only clients who are in current receipt of a benefit will be able to apply via SmartStart.
In future versions - post December - we will look at expanding that, and adding extra security (such as SWN matching and two-factor authentication) to help with the verification of identity.

When a client completes their application in SmartStart, they will be given the option to either:
   •   Upload their identity documents on SmartStart along with their supporting evidence or,
   •   Take their identity documents into a service centre.

If they upload their identity documents, then a Processing Officer from the Childcare Unit will contact the client* via phone to verify the identity by asking the key identifying questions as per the current processing standards.

Currently, verifying identity in the Childcare Unit is varied, and Processing Officers are having to contact clients about missing information such as identity. Therefore we have assumed and also spoken to Vicky and Jasmin from the Childcare Unit, a phone call for each SmartStart application will not be a large increase of work on the Childcare unit.

If they take their identity documents to a Service Centre, a Processing Officer will not need to contact the client to verify their identity as a Case Manager will have sited it. This is aligned with what is happening currently.

If something is missing, a Processing Officer will contact the client and ask them to provide the missing documentation (such as ID) either via a Service Centre or by using the upload function in MyMSD. This will have to be activated by a Processing Officer, therefore they will need access to do that if they do not have it already.

SmartStart will have help text and guidance before and after completing the application about what documents are needed and the process of submitting those. This will include informing the client that if they upload ID documents, a staff member will call them to verify this.

Cheers,

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