



3 May 2024

Tēnā koe

Official Information Act Request

Thank you for your email of 13 March 2024, requesting information about Ministry staff using A.I to populate CVs for Jobseeker clients. I have considered your request under the Official Information Act 1982 (the Act). Please find my decisions set out below.

- 1. When did MSD begin using A.I for client's CVs, and is it software which you pay for, or is it free?*

The Ministry does not use AI to populate or create CVs for clients as part of any business processes. Our Client Management System (CMS) includes a CV builder tool, but this does not involve AI.

Ministry staff are able to access publicly available generative AI tools like ChatGPT for the purpose of ideation. Using the outputs of generative AI tools directly (as opposed to as inspiration) is not approved, and no Ministry or client information can be used as input.

Some staff may have used these tools for queries relating to job descriptions, such as to help them with creating or updating CVs or listing vacancies. Example prompts for these uses could be "generate an example CV for a truck driver" or "suggest headings for a job advert for a delivery service". However, this use is not recorded, so data is not gathered on the extent of this use.

- 2. How many CVs have been created using this technology?*
- 3. Are you obliged to tell clients that the CVs are A.I generated?*

Your request for this information is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

- 4. Who previously used to create CVs, and what savings - in time and dollars - have been identified by using the A.I?*

Frontline staff assist clients with creating CVs however the section of this question relating to time and monetary savings generated by the use of A.I. tools is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

5. *Is A.I used for anything else at MSD?*

The Ministry does not currently use generative AI tools for any purpose except as noted above. We do not maintain a list of non-generative AI tools, as common definitions of AI can be broad enough to include almost all software (for example, spam filters and search engines meet many definitions). Any proposed use of AI would need to be assessed in line with our general information policies and commitments under the Algorithm Charter and Data Protection and Use Policy, as would the use of any other type of AI tool.

Where relevant, this would include assessment through our Privacy, Human Rights and Ethics framework and our Model Development Lifecycle, as described on the Ministry's website: <https://www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/phrae/index.html>

6. *What is the template of questions for the A.I for creating CVs?*
7. *What parameters have been set for the A.I, ie a person's race, religion, sexuality?*

The Ministry does not currently utilise any A.I. tools as referenced above and as such your request for this information is refused under section 18(e) of the Act as this document does not exist or, despite reasonable efforts to locate it, cannot be found.

8. *Also requesting the release of all the CV mockups used before the A.I went live.*

Your request for all CV mockups currently in use is very broad, and substantial manual collation would be required to locate and prepare all documents within scope of your request. As such, I refuse your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service. I note that no AI tools have been utilised in the generation of CV mockups and as such, all CV mockups created by the Ministry would be in scope.

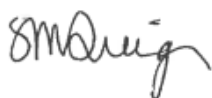
I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course. 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 my decision on your request, 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.

Ngā mihi nui

pp.



Magnus O'Neill
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