



10 December 2025

Tēnā koe

Official Information Act Request

Thank you for your email of 12 November 2025, requesting information on spending on AI and digital automation from January 2023 to October 2025.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Please find the information requested on AI and digital automation spend contained in the below **Appendix**: Data on AI and digital automation projects broken down by description, spend and project partners.

The Ministry already procures software platforms that contain AI capabilities, such as Microsoft Azure, Amazon Web Services, Snowflake, and Microsoft Copilot. In addition, as part of the Ministry's Services for the Future transformation programme, the Ministry is modernising its technology and business processes, and as part of that has procured software platforms that contain AI capabilities, including Salesforce, Adobe, and Genesys Cloud. Work on exploring the use of these AI and digital automation tools has not reached the project or pilot stage, other than those listed in the table below. You can find more information on the Services for the Future programme here: www.msd.govt.nz/about-msd-and-our-work/work-programmes/te-pae-tawhiti/documents.html

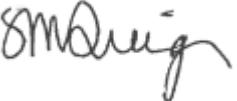
Your request for any reports or analyses since 1 January 2023 quantifying how technology investment (AI, automation, digital infrastructure) has contributed to productivity or efficiency improvements within the Ministry is refused under section 18(e) of the Act, as this information does not exist.

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. 

Anna Graham
General Manager
Ministerial and Executive Services



Appendix: Data on A.I and digital automation projects broken down by description, spend and project partners.

Initiative	Delivery Partner	Spend/Budget	Status	Procurement
Proof of concept – Searching case notes using A.I.	Deloitte	\$110,881.84 with Deloitte \$217.74 with Microsoft Azure	Completed	Procured externally
Microsoft 365 Copilot pilot for personal productivity A.I.	Microsoft	\$62,274 with Microsoft	Active	Procured externally
Advanced Desktop Assistant (RPA) to assist with processing tasks	Spark, Better Business by Design, UI Path	\$665,813 with partners	Completed	Procured externally