



11 February 2025

Tēnā koe

Official Information Act request

Thank you for your email of 14 January 2025, requesting information about a percentage breakdown for how MyMSD users log in.

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

On 28 January 2025, the Ministry emailed you to refine a date range for your request, and to clarify that failed login attempts would be excluded from any dataset. You were informed that without a date range, your request would likely be refused in full under section 18(f) of the Act as it would require substantial manual collation.

On 30 January 2025, the Ministry emailed you again to follow up on the refinement request as we had not received any reply from you. The Ministry has yet to receive a response from you.

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, as it requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your requests 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.

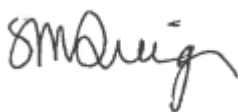
If you do wish to submit a refined request limiting the date range to 7 days or less, please let us know and I am happy to reconsider my decision on your request.

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