

24 January 2024

Anon

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Kia ora

Your Official Information Act request, reference: GOV-029593

Thank you for your email of 14 December 2023, asking for the following information under the Official Information Act 1982 (the Act):

The OIA response GOV-027853, which contains the Role Mapping Dictionary, does not actually provide any information as to the level of access based on role.

Please provide me with the documentation that details the level of access to EOS based on role. Please provide the documents that would inform a manager or an external investigator as to the appropriateness of the access of a claimant's file based on the role and what was accessed. None of the documents provided to date include this.

Documentation that details the level of access to EOS based on role

The Role Mapping Dictionary sets out the level of EOS access for each role; some of which have personas. A persona is used to limit what tabs or other information an employee can see or access in EOS. The document outlining the level of EOS access for each persona is attached. Please note that the EOS User Persona spreadsheet is not used by team leaders or managers when reviewing access to EOS. Instead, it is a spreadsheet used by IT teams who apply the personas which are mentioned in the Role Mapping Dictionary.

Documents that inform a manager or investigator as to the appropriateness of access

For information about role access monitoring, we refer you to our response of 17 October 2023 (ref: GOV-027853). That response states that managers are to check the System Access Report against the Role Mapping Dictionary to make sure that staff have the correct access. Team leaders and managers can generate a System Access Report to show what type of access their employees have, which they can compare with the access outlined in the Role Mapping Dictionary. This report is generated on a case-by-case basis and is not something we can provide a copy of.

If you are not happy with this response

You can contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Jason Hope

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