

21 November 2022

Hemant

fyi-request-20863-79693b26@requests.fyi.org.nz

Kia ora Hemant,

Your request for information under the Local Government Official Information and Meetings Act 1987 (LGOIMA) - CAS-636658-Z3V1P5

I refer to your LGOIMA request dated 15 October 2022 asking for details for the decision to exclude a standard character (+sign) for email addresses using the AT Park application.

The current version of our Identity Management Application uses the customer's 'email address' for two purposes: for one of the email addresses fields in the customer's contact entity in our Customer Relationship Management system, the other as the attribute of the customer's user object in Active Directory Domain Services (AD DS) which interacts with other AT applications, (e.g., AT Mobile, AT Park).

The second use may not be immediately obvious, but this is used as the Login ID aka username for the customer when they login. So, although the registration interface presented by dependent systems like AT Park and the at.govt.nz websites request that the customer only provide an email address, this single value is submitted to the identity management tool as two discrete parameters: emailAddress1 and loginID.

Some of our dependent systems currently have limitations regarding the ability to cope with non-alphanumeric characters. We recognise that these characters are valid for email addresses as per industry standards, however when presented to the dependent system it causes problems, as you are seeing in your example. We have commissioned a project to modernise our Identity and Access Management platform to modernise and align our services.

Should you believe that we have not dealt with your request appropriately, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act and seek an investigation and review in regard to this matter.

Ngā mihi



Roger Jones

Executive General Manager Business Technology