



Dear [REDACTED]

On 3 November 2017, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *What is the ministries standards or code of conduct for staff internet usage?*
- *If one exists, do staff sign the agreement?*
- *How much data is used by the ministry on a yearly basis?*
- *If possible, what 10 websites have the highest data usage by staff members, and how much data is being used on these websites on a daily/monthly/yearly basis? (If you are unable to break it down by these amounts it would be helpful to put it into an average or some sort of scale that is readable)*
- *Who is the ministry contracted to regarding providing internet services?*
- *If possible, what is the cost to the ministry each year of these contracts for internet services?*

For clarity your questions have been addressed in turn.

- *What is the ministries standards or code of conduct for staff internet usage?*

The Ministry recognises that internet use and social media are part of the modern world and that many staff rely upon it for daily communication. The Ministry also uses Twitter, LinkedIn, Facebook and YouTube to engage with communities, and to promote the Ministry's work and social campaigns.

The Ministry allows staff to use the internet, including social media, for reasonable personal use. The Ministry defines 'reasonable' as not letting it interfere with work or productivity, and 'personal' as not part of the employee's job. Staff are responsible for limiting their personal internet usage to a reasonable amount, and managers are responsible for ensuring that they are doing this.

Staff using the internet are bound by the Public Service Code of Conduct issued by the State Services Commissioner, as well as the Ministry's own Code of Conduct, both of which require employees to be professional at all times. The Ministry's Code of Conduct requires employees to comply with all Ministry policies, including its

Information Technology (IT) policy. The Ministry's Information Security Policy requires employees to keep personal use of Ministry technology (including emails and internet use) within reasonable limits, and to never use Ministry information or technology for anything illegal.

- *If one exists, do staff sign the agreement?*

New employees are required to sign a form indicating that they have received copies of and read the Ministry's Code of Conduct and IT Security Policy, and the fact that these policies, and other relevant policies and processes exist, is regularly advertised to all employees on the Ministry intranet site.

- *How much data is used by the ministry on a yearly basis?*

The Ministry utilises both fixed and mobile internet services. The Ministry's fixed internet is provided on a capacity basis, with current peak usage of 173Mbps per hour and an average usage of 65Mbps. Yearly usage is not captured and therefore your request for this information is refused under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry and there are no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

It is estimated that approximately 100TB per annum of mobile data is used, which includes personal use and use of Ministry applications, where staff contribute to costs for personal usage.

- *If possible, what 10 websites have the highest data usage by staff members, and how much data is being used on these websites on a daily/monthly/yearly basis? (If you are unable to break it down by these amounts it would be helpful to put it into an average or some sort of scale that is readable)*

The Ministry does not hold the information you have requested in the exact format you have asked for, as detailed logs are not kept for a year. Instead the Ministry is able to provide the information in the tables overleaf in order to address the intent of your request. Your request as it is asked is refused under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry in this form and there are no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

The data overleaf has been obtained by searching the Ministry's reporting service for the top 50 URLs by bandwidth use (the maximum number of search results that can be obtained is 50). Many of these URLs were then eliminated as they are those generated through internal analytics that track site behaviour, rather than through staff use, and are not websites that you can visit. Additionally some URLs were removed as they are what the Ministry's reporting service captures when a staff member watches a video, for instance 'r1---sn-uo1-53a6.googlevideo.com', which again is not a website you can visit. Lastly, advertisements were also excluded. Consequently, the Ministry is only able to provide nine websites for the monthly report, and six for the daily report due to the limitations of the reporting service search and the number of eliminated sites.

Please also note that the Ministry of Social Development currently provides shared services for IT to the recently established Ministry for Vulnerable Children, Oranga Tamariki, the Social Investment Agency, and the Office of the Children's Commissioner. This means that internet services are utilised by in excess of ten thousand staff, the Ministry of Social Development and the Ministry for Vulnerable Children, Oranga Tamariki accounting for the majority of these staff. The reporting below includes the shared services internet use.

Websites with the highest bandwidth usage by staff members for the month 21 November 2017 to 21 December 2017.

Website URL	Bandwidth (Kilobytes)
www.facebook.com	719,206,593,081
www.google.co.nz	473,687,458,591
www.youtube.com	135,360,496,119
www.google.com	77,796,060,160
www.neighbourly.co.nz	52,912,053,241
idc.human-synergistics.com.au*	43,395,227,135
www.stuff.co.nz	42,121,785,398
somniture.stuff.co.nz	38,343,555,711
player.vimeo.com	36,629,327,669

*Human Synergistics is an organisation that specialises in culture measurement and leadership development. During this month they were conducting a staff survey on behalf of the Ministry which was filled out electronically.

Websites with the highest bandwidth usage by staff members on the day 21 December 2017.

Website URL	Bandwidth (Kilobytes)
www.facebook.com	59,455,365,787
www.google.co.nz	35,919,017,691
www.youtube.com	10,829,175,910
www.google.com	5,960,483,878
www.training.qpr.org.nz	4,271,096,093
www.stuff.co.nz	3,373,063,564

- *Who is the ministry contracted to regarding providing internet services?*

Spark New Zealand is contracted to provide the Ministry's fixed internet services, and Vodafone New Zealand is contracted to provide the Ministry's mobile internet services.

- *If possible, what is the cost to the ministry each year of these contracts for internet services?*

The contract with Spark New Zealand for fixed internet services is for \$384,000 per annum. This includes the use for Ministry applications and services, including email.

The contract with Vodafone New Zealand for mobile internet services has no specific annual value and cannot be broken down. Staff contribute to any cost for personal usage.

Mobile internet is also used for Ministry Applications (email, business applications, health and safety applications, and internal Ministry training videos)

The principles and purposes of the Official Information Act 1982 under which you made your request are:


- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

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 this response regarding the Ministry's internet contracts and staff internet use, 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.

Yours sincerely

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Merv Dacre
Deputy Chief Executive, Corporate Solutions