



14 March 2024

Tēnā koe

Official Information Act request

Thank you for your email of 23 January 2024, requesting information about the Ministry of Social Development's (the Ministry) ICT roles and job titles.

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

For clarity, the Ministry's ICT function sits within the Improvement Systems and Technology (IST) group.

The Ministry does not have established and non-established roles. However, in relation to contractors, they only exist as either contingent or non-contingent workers.

Most Ministry contractors are contingent workers as such, they do not technically have positions in the system, they have no position title, and their job codes indicate something generic like contractor or vendor.

Non-contingent contractors do have positions in the system and therefore, do have position titles. A non-contingent contractor is filling a position that is on the system which could potentially otherwise be filled by a fixed term or permanent employee.

Please refer to the table attached below in Appendix 1 which answers the parts X-M of your request and shows the number of FTE staff and number of staff by headcount for the Ministry and for the staff in the Ministry's IST roles.

The information provided to you is at 31 January 2024 unless specified. This is in line with the Ministry's reporting.

The Ministry has responded separately to part I and L of your request based on the clarification you provided to the Ministry on 28 February 2024. You can find the response to these parts of your request immediately below.

I. Total number of information and data subject matter experts

You advised the Ministry you are seeking information on positions held by the staff with the following position titles 'Information and/or Data Analysts or Records Management Data'.

Please note, these position titles do not exist within the IST roles, however, do exist across the wider Ministry for example, the Ministry's Strategy and Insights group and the Information group. If you would like information related to these groups, please contact the Ministry.

L. Total number of staff involved with strategy development and implementation, transformation, portfolio management, monitoring, and reporting (exclude staff in management roles from this count)

You advised the Ministry that for this part of the request you are seeking information on roles that focus on the strategy team and aren't necessarily architects.

The Ministry has interpreted this part of your request to be for the number of staff who are accountable for our technology strategy. This strategy can be found at the following link: www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/msd-technology-strategy.html.

There are 7 FTE staff within this team who report to the Group General Manager of IST. Other staff members may contribute to this role and are not limited to architects, products owners, managers and others across the wider Ministry.

In addition, please state who the end users of the ICT services at your organisation are, example internal staff or public or both? If the end users are a subset of the public then please estimate the number of such users.

ICT services provided by the Ministry's IST group are used by internal staff, partner organisations (other government agencies, suppliers, employers, housing providers), clients of the Ministry (students, working age people and super annuitants) and the general public.

The Ministry has interpreted this part of your request to be for data on traffic to the external websites hosted by the Ministry, such as but not limited to: www.msd.govt.nz, www.my.msd.govt.nz, www.workandincome.govt.nz and www.studylink.govt.nz.

There were approximately 6.5m visits on these external facing websites in a period of 6 months.

In the spirit of providing you with the most helpful information, I am also providing you with the total number of users for the Ministry's two main client facing platforms, that is MyMSD and MyStudyLink. These client facing platforms are used by Ministry clients for accessing services related to Work and Income and StudyLink.

As at 7 March 2024 there were a total of 1,594,990 registered users for MyMSD. In the last 12 months 4.7m registered users have logged in and accessed MyMSD.

Noting the same period as above, there were a total of 349,708 registered MyStudyLink users. In the last 12 months 3,316,857 registered users have logged in and accessed MyStudyLink.

It should be noted that a user may have accessed these platforms multiple times over the last 12 months.

We also recommend visiting the Public Service Commissions website which publishes Public Service Workforce Data. You can find this information at the following link: www.publicservice.govt.nz/research-and-data/workforce-data-public-sector-composition/workforce-data-workforce-size.

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.

Yours sincerely

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Magnus O'Neill
General Manager
Ministerial and Executive Services



Appendix 1

The number of FTE staff and number of staff by Headcount for the Ministry and for the staff in the Ministry's IST roles.

Staff Role and Employment Type	Number of Permanent and Fixed Term FTE		Casuals and Non-contingent Contractors	
	Number of FTE	Number of Headcount	Number of FTE	Number of Headcount
X. Number of staff at your organisation	9,445.20	9,574	73.8	74
A. Staff that are in the ICT, data, digital teams/function in established roles	566.7	570		
B. Staff that are in the ICT, data, digital teams/function in non-established roles (contractors, casuals, consultants, etc.).			1	1
C. Total number of architects	36.9	37		
D. Total number of developers	39.4	40		
E. Total number of ICT staff in management roles	29.8	30		
F. Total number of staff involved with project management	3.0	3		

G. Total number of business analysts	76.6	78		
H. Total number of testers	70.8	71		
J. Total number of scrum masters	14.9	15		
K. Total number of product owners (that are with ICT team)	45.9	46		
M. Total number of other staff who look after system analysis, network, software engineering, information and cyber security, help-desk and technical support, quality assurance, account management, training, finance, stakeholder management, and any other ICT functions	249.4	250		

Table Notes:

- The data included in this table is for active staff only and staff on Unpaid Leave are excluded.
- Contractors who do not hold a position title in our system (Contingent Workers) and Committee Fee members are excluded.
- Contractors who hold a position title in our system are referred to as Non-contingent Workers.
- M includes all remaining Permanent and Fixed Term staff members of ICT that are not include in B-L.