



22 May 2025



Ref: OIA-2024/25-0812

Dear 

Official Information Act request relating to incidents of material left unaccompanied

Thank you for your Official Information Act 1982 (the Act) request received on 11 April 2025. You requested:

With respect, I request the following information, under the terms of the Official Information Act 1982:

*Since January 1, 2020, copies of all reports, briefings, documents and emails relating to any incidents when material or items were mistakenly left unaccompanied in public.
The information sought in this request is to be used as part of a report by Stuff.*

We wrote to you on 12 May 2025 extending the time limit for response by 8 working days, to 26 May 2025. The additional time was needed to complete consultations before a final decision was made on your request. I am now in a position to respond.

You have requested information relating to the Department of the Prime Minister and Cabinet (DPMC). The National Emergency Management Agency (NEMA) is a departmental agency hosted by DPMC. Therefore, this response includes NEMA.

Up until 1 March 2025 all incidents that relate to *material or items mistakenly left unaccompanied in public* were collected either by phone call (the reporter calling through their incident, and it was summarised by the Senior Security Advisor in an incident report spreadsheet), or via email.

Information being released

Between 1 January 2020 and 11 April 2025 (the date of your request) there were six occurrences where staff from DPMC mistakenly left devices (laptop or cell phone) unaccompanied in public. Five were reported via email and one was reported verbally.

To protect individual privacy, extracts of the relevant emails have been provided as per section 16(1)(e) of the Act. Please find attached the relevant extracts as Appendix A labelled Extract 1 to Extract 6.

The Corporate and Shared Services (CSS) in The Treasury provides DPMC support in Information Technology and Security. In two of the cases CSS was informed by staff directly via the online portal, and any relevant security processes were actioned. Please find attached as Appendix B the relevant Incident Reports and note some information is withheld under section 9(2)(a) of the Act, to protect personal privacy.

In the remaining four cases the items lost were reported to the Senior Security Advisor, Health Safety and Security DPMC. Of the six incidents mentioned, all but one item was located and returned to the owner.

Nothing else has been identified as relevant to your request.

In making my decision, I have considered the public interest considerations in section 9(1) of the Act. No public interest has been identified that would be sufficient to outweigh the reasons for withholding that information.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the DPMC's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Yours sincerely



Clare Ward
Executive Director
Strategy, Governance and Engagement

RELEVANT EXTRACTS OF MATERIAL LEFT UNACCOMPANIED**Extract 1:**

DPMC official to DPMC Health Safety and Security and CASS IT

Subject: Work phone

Date: 17/06/2024

Hi Health Safety and Security and CASS,

I stupidly left my work iphone in a rental car over the weekend. The company tells me they have it, and I'm arranging to get it couriered back (hopefully today). It was locked and had the passwords etc. on it. Let me know if there's anything further, I need to do – and I'll let you know when it arrives back.

DPMC Health Safety and Security to DPMC official

Subject: Re: Work phone

Date: 19/06/2024

Thank you for reporting this through, and for arranging a courier. Can you please let me know when you have received it.

Please follow any advice provided by CASS IT around security checks once the phone is returned, if they recommend any.

DPMC official to DPMC Health Safety and Security

Subject: Work phone

Date: 24/06/2024

This might have been sent twice as outlook crashed – apologies if so. Phone arrived Friday afternoon. All seems to be working.

DPMC Health Safety and Security to DPMC official

Subject: Re: Work phone

Date: 24/06/2024

That's great news, thank you! If you reported through to CASS IT, please let them know it has been returned.

Extract 2:

DPMC official to DPMC Health Safety and Security

Subject: Temporarily lost work phone

Date: 05/09/2024

Kia ora koutou

Just informing you of the situation yesterday evening when I temporarily lost my work phone.

What: left phone of the seat of the train, fell out of my jacket pocket

When: roughly 5:30pm yesterday evening on the Upper Hutt line

Who: the person I was sitting next to gave it to the train manager. The train manager took it back to Wellington station and placed it in lost and found. My husband picked it up at 7pm.

I have called CASS this morning and have been advised that there is nothing for me to do on my end. My phone hasn't been timed out which suggests no one was trying to get into it.

Please let me know if there is anything further on my end.

Extract 3:

DPMC official to DPMC Health Safety and Security

Subject: ITSEC breach: Laptop left in public August 2022

Date: 30/06/2023

This is to bring to your attention a DPMC laptop that was left in public before being collected.

In August 2022 (10 months ago) our staff member was travelling domestically and left their laptop in the place seat pocket, only realising around half an hour later. When they returned to the airport, the laptop was with Air New Zealand staff, in a locked cabinet.

They estimate they were away from their laptop for around one hour. They are "pretty sure" they had to use BitLocker to get back into the laptop.

[DPMC official] and I have spoken and agree that;

- Internal security checks should have picked up anything untoward
- Very little can be done now due to time
 - Eg, checks beyond automated, or replacing the device, may not be proportionate
 - The staff member has been using their device continually since then
 - Logs no longer exist
- Due to likelihood of BitLocker being used, then two passwords were in place to access device information
- Any interference may have been opportunistic, as opposed to targeted, eg during security screening
- Domestic risks likely lower than if it occurred overseas.

Extract 4:

DPMC official to DPMC Health Safety and Security

Subject: Lost phone

Date: 31/05/2023

Hi Guys

I lost my work phone. I thought it must be somewhere around the house, but I've been looking for it with no luck, and can't be sure I haven't lost it out in public. I think I need to report it missing. Giving you guys a heads up. I'll call CASS IT now to tell them too.

DPMC official to CASS IT and copied to DPMC Health Safety and Security
Subject: Lost phone
Date: 31/05/2023

Hi,
I've lost my phone. I just spoke to CASS IT, and they said to notify you. FYI
DPMC HS&S team, I'm notifying CASS security now too.
Kind regards,

CASS IT to DPMC official and copied to DPMC Health Safety and Security
Subject: Lost phone
Date: 31/05/2023
Hi Everyone,
I have put a request through to delete all the corporate data from the Blackberry Portal.

Extract 5:

DPMC official to DPMC Health Safety and Security
Subject: Incident or risk report
Date: 14/12/2022

Please provide a brief description of what happened or let us know how we can help.

[DPMC Official] reported he left his laptop on the bus yesterday evening (13/12/2022). He has reported to CASS.

Released under the Official Information Act 1982

Date	Business unit	Type of Incident	Incident Reported	Actions required	Actions taken (date)	Status
APPENDIX A EXTRACT 6 6/10/2022	SGE	Information Security	Staff member left laptop to train at Wellington station. A security guard had found it and they were able to collect it (approximately separated for 10 minutes). When they opened their laptop, they had been locked out because of incorrect password attempts.	No further actions. Incident resolved.	06/10: Reported to CASS I&T. Bitlocker was locked out but staff member was able to get that fixed. As the laptop had been restarted by the staff member (good security practice), it meant Bitlocker was able to function properly to protect the device. 10/10: Comms went out about the importance of shutting down laptops each day before leaving work. This incident was used as an example of good security practice by shutting down computers each day.	Closed

Report Title: Incident Details
Run Date and Time: 2025-05-13 11:23:17 New Zealand Standard Time
Run by: s9(2)(a)
Table name: incident

Incident

Number:	INC0185923	Channel:	Phone
Opened:	2023-05-31 13:48:41	State:	Closed
Caller:	s9(2)(a)	Opened By:	s9(2)(a)
Affected User:	s9(2)(a)	Affected User:	
Affected User:		Affected User:	
Affected User:		Resume days:	
Business service:	IT Equipment	On hold reason:	
Configuration item:	iPhone	Impact:	4 - Minor/Localised
Category:	Lost or Stolen Equipment	Urgency:	4 - Low
Vendor:		Priority:	4 - Low
Vendor Reference:		Assignment group:	IT - Tech Customer Service
		Assigned to:	s9(2)(a)

Short Description:

Lost iPhone

Description:

s9(2)(a) has reported the following device lost

IP00387 DX3ZH637KXX1 353080108766051 s9(2)(a) No Nov-19 Iphone 13 Lost

Notes

Watch list:

Work notes list:

Additional comments:

Worknotes (internal only):

2023-05-31 13:51:15 - s9(2)(a) (Worknotes (internal only))

IT Security has been emailed
did a remote wipe from Blackberry

Requested that s9(2)(a) order a new phone from the portal

Related Records

Problem:

Caused by Change:

Parent Incident:

Change Request:

Resolution Information

Knowledge: false

Resolved by: s9(2)(a)

Resolution code:

Resolved (Permanently)

Resolved:

2023-05-31 13:51:27

Resolution notes:

IT Security has been emailed
did a remote wipe from Blackberry
Requested that s9(2)(a) order a new phone from the portal

Time Worked

Time worked:

Related List Title:

Impacted Services List

Table name:

task_cmdb_ci_service

Query Condition:

Task = INC0185923

Value of property 'glide.pdf.max_columns' must be less or equal than 25 Default column number applied

1 Impacted Services

Configuration Item	Task	Configuration Item.Managed by	Configuration Item.Owned by	Configuration Item.Approval group	Configuration Item.Location	Configuration Item.Operational status	Manually added
IT Equipment	INC0185923					Operational	true

Related List Title:

Task SLA List

Table name:

task_sla

Query Condition:

Task = INC0185923

Value of property 'glide.pdf.max_columns' must be less or equal than 25 Default column number applied

1 Task SLAs

Task.Number	Task.Short Description	Task.Priority	Task.Opened	Task.State	Task.Assignment group	Task.Assigned to	Task.Escalation	Breach time	Has breached	Stage	Business time left
INC0185923	Lost iPhone	4 - Low	2023-05-31 13:48:41	Closed	IT - Tech Customer Service	s9(2)(a)	Normal	2023-07-06 17:28:55	false	Completed	9 Days 23 Hours 58 Minutes

Related List Title:

Metric List

Table name:

metric_instance

Value of property 'glide.pdf.max_columns' must be less or equal than 25 Default column number applied

8 Metrics

Created	Definition	ID	Value	Start	End	Duration	Calculation complete
2023-05-31 13:51:31	Create to Resolve Duration	Incident: INC0185923		2023-05-31 13:50:22	2023-05-31 13:51:27	1 Minute	true

Created	Definition	ID	Value	Start	End	Duration	Calculation complete
2023-05-31 13:50:25	Assigned to Duration	Incident: INC0185923	s9(2)(a)	2023-05-31 13:50:22	2023-06-04 14:00:02	4 Days 9 Minutes	true
2023-06-04 14:00:05	Incident State Duration	Incident: INC0185923	Closed	2023-06-04 14:00:02			false
2023-05-31 13:50:25	Incident State Duration	Incident: INC0185923	In Progress	2023-05-31 13:50:22	2023-05-31 13:51:27	1 Minute	true
2023-05-31 13:51:31	Incident State Duration	Incident: INC0185923	Resolved	2023-05-31 13:51:27	2023-06-04 14:00:02	4 Days 8 Minutes	true
2023-05-31 13:50:25	First Call Resolution	Incident: INC0185923	false				true
2023-05-31 13:50:25	Assignment Group	Incident: INC0185923	IT - Tech Customer Service	2023-05-31 13:50:22	2023-06-04 14:00:02	4 Days 9 Minutes	true
2023-05-31 13:50:25	Open	Incident: INC0185923	true	2023-05-31 13:50:22	2023-06-04 14:00:02	4 Days 9 Minutes	true

Report Title: Incident Details
Run Date and Time: 2025-05-13 11:29:14 New Zealand Standard Time
Run by: s9(2)(a)
Table name: incident

Incident

Number:	INC0180916	Channel:	Phone
Opened:	2022-12-14 08:12:18	State:	Closed
Caller:	s9(2)(a)	Opened By:	s9(2)(a)
Affected User:	s9(2)(a)	Affected User:	
Affected User:		Affected User:	
Affected User:		Resume days:	
Affected User:			
Business service:	IT Equipment	On hold reason:	
Configuration item:	Laptop	Impact:	4 - Minor/Localised
Category:	Lost or Stolen Equipment	Urgency:	4 - Low
Vendor:		Priority:	4 - Low
Vendor Reference:		Assignment group:	IT - Tech Customer Service
		Assigned to:	s9(2)(a)

Short Description:

Lost laptop

Description:

s9(2)(a) reported they left their laptop on the bus yesterday

s9(2)(a) has logged lost property form with Metlink and has been trying to contact police through 105 line

Notes

Watch list:

Work notes list:

Additional comments:

2023-01-20 16:07:29 - s9(2)(a) @cass.govt.nz (Additional comments)

Resumption Comments: s9(2)(a)

2023-01-12 16:35:15 - s9(2)(a) @cass.govt.nz (Additional comments)

s

2022-12-23 11:53:48 - s9(2)(a) @cass.govt.nz (Additional comments)

s

Worknotes (internal only):

2023-01-20 16:12:57 - s9(2)(a) @cass.govt.nz (Worknotes (internal only))
[4:07 pm] s9(2)(a) [CASS]
Hi s9(2)(a)

We haven't yet heard back from Security about your lost laptop. We will be closing the ticket until we are given advice from the Security Team about the next steps. Once we have heard from them, we can reopen your ticket.

Have you heard anything from Metlink about your laptop?

[4:08 pm] s9(2)(a) [DPMC]
time time I heard from them is that they reviewed the camera so I am still waiting for an update.

[4:08 pm] s9(2)(a) [DPMC]
I will follow up with them.

2023-01-12 16:35:15 - s9(2)(a) @cass.govt.nz (Worknotes (internal only))
Waiting to hear back from Security about whether or not we can replace the device

2022-12-15 16:33:34 - s9(2)(a) @cass.govt.nz (Worknotes (internal only))
Police report has been sent to Security Team

2022-12-14 13:12:13 - s9(2)(a) @cass.govt.nz (Worknotes (internal only))
s9(2)(a) contact number: s9(2)(a)

2022-12-14 10:17:17 - s9(2)(a) @cass.govt.nz (Worknotes (internal only))
Lost Device form has been filled out and sent to Security Team.
Temp device (TSYLOANER1) provided to s9(2)(a) to use until incident is cleared by Security Team and new device is provided or old device is located

Related Records

Problem:	Caused by Change:
Parent Incident:	Change Request:

Resolution Information

Knowledge:	false	Resolved by:	s9(2)(a)
Resolution code:	Resolved (Permanently)	Resolved:	2023-01-20 16:13:49

Resolution notes:
We have provided the lost device form to the Security Team and we are waiting for their response about the next steps

Time Worked

Time worked:

Related List Title: Impacted Services List
Table name: task_cmdb_ci_service
Query Condition: Task = INC0180916

Value of property 'glide.pdf.max_columns' must be less or equal than 25 Default column number applied

1 Impacted Services

Configuration Item	Task	Configuration Item.Managed by	Configuration Item.Owned by	Configuration Item.Approval group	Configuration Item.Location	Configuration Item.Operational status	Manually added
IT Equipment	INC0180916					Operational	true

Related List Title: Task SLA List

Table name: task_sla

Query Condition: Task = INC0180916

Value of property 'glide.pdf.max_columns' must be less or equal than 25 Default column number applied

1 Task SLAs

Task Number	Task.Short Description	Task.Priority	Task.Opened	Task.State	Task.Assignment group	Task.Assigned to	Task.Escalation	Breach time	Has breached	Stage	Business time left
INC0180916	Lost laptop	4 - Low	2022-12-14 08:12:18	Closed	IT - Tech Customer Service	s9(2)(a)	Normal	2023-02-17 13:34:56	false	Completed	6 Days 22 Hours 34 Minutes

Related List Title: Metric List

Table name: metric_instance

Value of property 'glide.pdf.max_columns' must be less or equal than 25 Default column number applied

10 Metrics

Created	Definition	ID	Value	Start	End	Duration	Calculation complete
2023-01-20 16:13:50	Create to Resolve Duration	Incident: INC0180916		2022-12-14 08:28:41	2023-01-20 16:13:49	37 Days 7 Hours 45 Minutes	true
2022-12-14 08:28:45	Assigned to Duration	Incident: INC0180916	s9(2)(a)	2022-12-14 08:28:41	2023-01-24 17:00:03	41 Days 8 Hours 31 Minutes	true
2022-12-23 11:53:50	Incident State Duration	Incident: INC0180916	On Hold	2022-12-23 11:53:48	2023-01-20 16:07:29	28 Days 4 Hours 13 Minutes	true
2023-01-20 16:07:30	Incident State Duration	Incident: INC0180916	In Progress	2023-01-20 16:07:29	2023-01-20 16:13:49	6 Minutes	true
2022-12-14 08:28:45	Incident State Duration	Incident: INC0180916	In Progress	2022-12-14 08:28:41	2022-12-23 11:53:48	9 Days 3 Hours 25 Minutes	true
2023-01-20 16:13:50	Incident State Duration	Incident: INC0180916	Resolved	2023-01-20 16:13:49	2023-01-24 17:00:03	4 Days 46 Minutes	true
2023-01-24 17:00:05	Incident State Duration	Incident: INC0180916	Closed	2023-01-24 17:00:03			false
2022-12-14 08:28:45	First Call Resolution	Incident: INC0180916	false				true

Created	Definition	ID	Value	Start	End	Duration	Calculation complete
2022-12-14 08:28:45	Assignment Group	Incident: INC0180916	IT - Tech Customer Service	2022-12-14 08:28:41	2023-01-24 17:00:03	41 Days 8 Hours 31 Minutes	true
2022-12-14 08:28:45	Open	Incident: INC0180916	true	2022-12-14 08:28:41	2023-01-24 17:00:03	41 Days 8 Hours 31 Minutes	true