



9 July 2026

Ref: OIA-2025/26-0813

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED],

Official Information Act request relating to processes when responding to Official Information Act requests

Thank you for your Official Information Act 1982 (OIA) request, which was received by the Department of the Prime Minister and Cabinet (DPMC) on 11 June 2026. You requested:

"I wish to make the following request for information pursuant to the provisions of the Official Information Act.

My request is for all information including memos, letters, notes, documents, directions, instructions or processes to be adopted and employed in responding to Official Information Act requests, including details and instructions about what technological or digital tools, including technology assisted review tools or search tools, may be employed or used to isolate electronic information relevant to the request and the use thereof."

I have interpreted your request as being for information held by DPMC relating to the official processes, policies, guidance, instructions and tools used by DPMC when responding to requests under the OIA.

In considering your request, we identified four guidance documents and a number of internal instructional videos that fall within the scope of your request. The relevant guidance documents are either attached to this response or already publicly available. A breakdown of this detail is in the table below.

The instructional videos explain the processes, systems, and search functionality used by DPMC to manage and respond to OIA requests. While there is additional guidance available to staff covering a range of administrative tasks associated with processing OIA requests, we have focused this response on the tools, search processes, and systems used to identify and manage information within scope of a request, as this is the primary focus of your request.

To assist you, we have described the relevant information contained in the videos in this letter, including the processes, systems, and search functionality demonstrated. The videos themselves are stored on DPMC's internal systems and are intended for use within DPMC's operating environment.

While we have not provided copies of the videos as part of this response, we consider that the relevant information they contain has been captured in the descriptions provided in this letter.

If you are based in Wellington and wish to view the videos in person or discuss the Ministerial Services Team's processes further, we would be happy to arrange this at our offices. Please contact the Manager of the Ministerial Services Team, Jenna Hansen, at Jenna.Hansen@dpmc.govt.nz if you wish to make these arrangements.

Information being released

I have decided to release a copy of the document listed below:

Item	Document Descriptions	Decision
1	MOTO The Basics: The Dashboard	Release, with some information withheld under s9(2)(a)

Information publicly available

The remainder of the information relevant to your request is publicly available on our website:

Date	Document description	Website address
3 July 2023	Response to OIA-2022/23-0980	https://www.dPMC.govt.nz/sites/default/files/2023-10/dPMC-roia-oia-2022-23-0980_0.pdf

Accordingly, I have refused this aspect of your request under section 18(d) of the OIA, as the information requested is publicly available.

The process

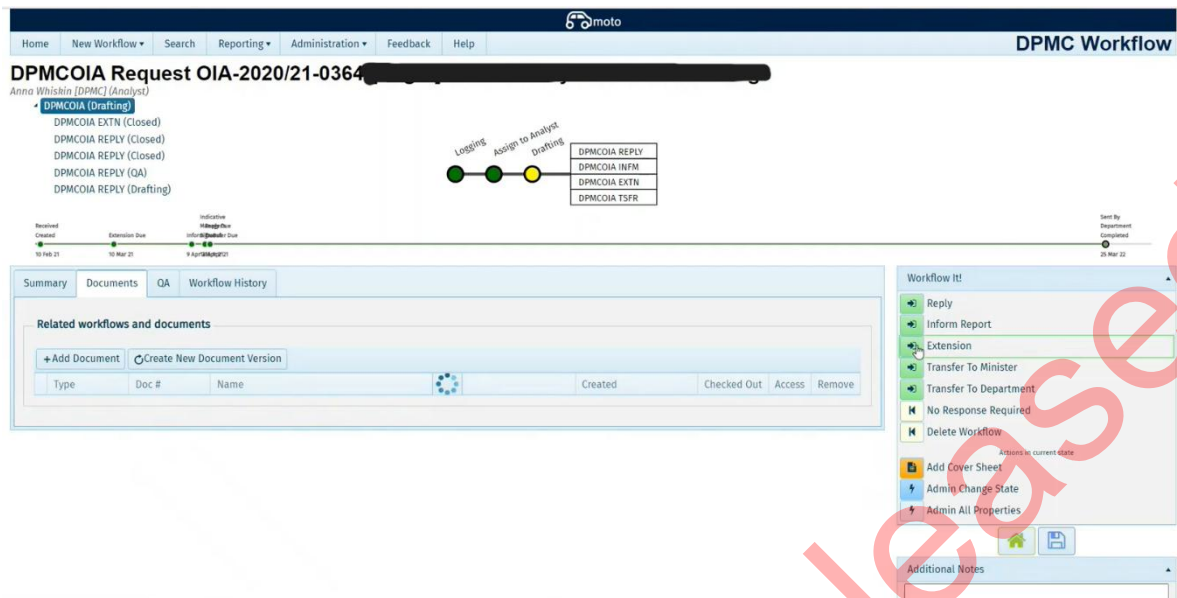
OIA requests to DPMC are managed within MOTO, DPMC's workflow management system, by a designated Ministerial Advisor in the Ministerial Services Team. The stages of that process, which are covered in the attached guidance materials and demonstrated in the instructional videos, are:

- **Logging a workflow:** Ministerial Services logs the request in MOTO and assigns it to a Ministerial Advisor, who enters a title, selects a template, sets the security classification, due date and iManage file locations, and identifies the Analyst, business unit and sign-out manager.
- **Drafting:** The Analyst opens the auto-generated templates, drafts the response, attaches supporting documents from iManage, and sends the draft for quality assurance (QA) review.
- **QA review:** One or more reviewers check the draft response and attachments, track any changes, and approve or decline the QA review. Approval passes the workflow to the next reviewer or, once complete, to sign-out with the relevant manager or ELT member.
- **Sign-out:** The relevant manager or ELT member reviews the draft, approves and signs it, or requests further revisions, which returns the workflow to the drafting stage.
- **Sent to Minister, returned and closed:** The finalised response and related correspondence are saved to iManage and logged in MOTO. Dispatch to the Minister's Office or requester occurs by email, and once a response is returned, the documents are logged and the workflow is closed.

Within MOTO, an OIA request is also tracked as a parent workflow, with a child workflow for each related action. Where a request is extended, the child workflow holds the draft extension letter, a cover sheet for the sign-out manager, and the document confirming the extension to the requester.

Where a response is released in stages (a tranche response), each child workflow holds its own cover sheet, the finalised document for release, the draft letter to the requester, and an unredacted audit copy retained on file. Each child workflow has its own quality assurance sign-off relevant to that document.

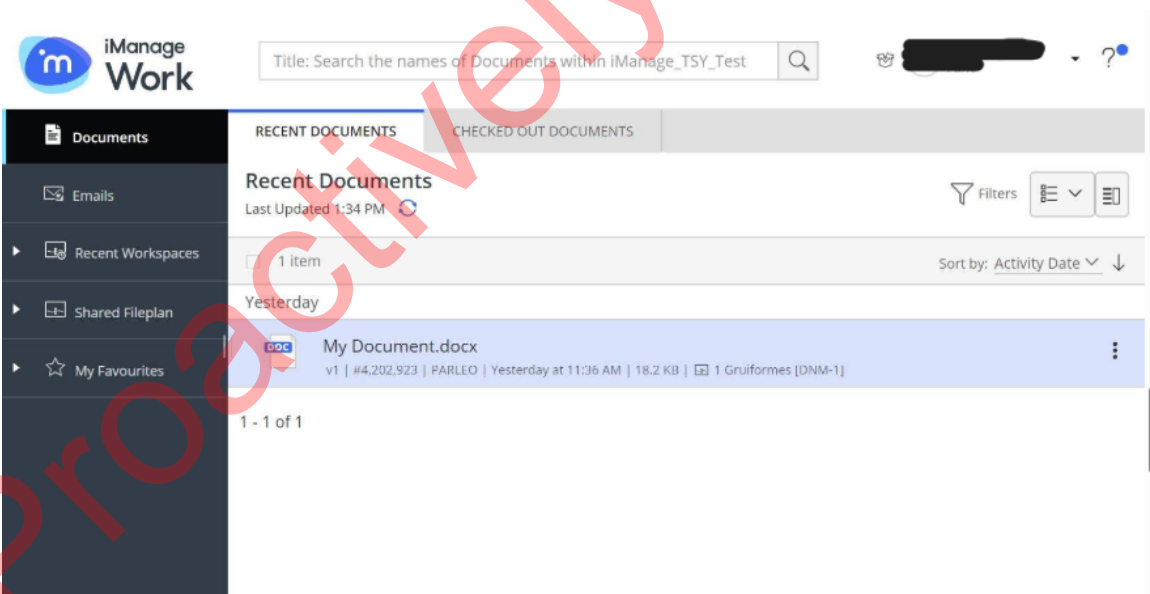
Screenshot of MOTO



Systems and tools used to manage and search for information

DPMC uses two linked systems to manage OIA requests: MOTO, our workflow management system, and iManage, our electronic document and records management system (EDMS).

Screenshot of iManage



Information relevant to a request is identified and collated from systems and records held by DPMC. This may include searches of electronic records, emails and other digital information using appropriate search terms and filtering methods to locate information within the scope of a request.

MOTO also functions as the tracking, filtering and search environment for OIA requests. Its home screen lists workflows assigned to an analyst, highlights items requiring action, and

can be sorted by due date, title or workflow state. Workflows can also be filtered and exported to Excel or PDF.

MOTO does not store documents itself. Rather, it is integrated with iManage, allowing documents relevant to a piece of work to be accessed, added and viewed directly from within a MOTO workflow.

To identify information within the scope of a request, staff search iManage records (including documents, emails and correspondence) using its built-in search and filtering functions:

- **Document search:** by title, document number (using "#"), author/operator (using "@"), or keywords within the full text of documents
- **Email search:** by subject, keyword, or the To and From fields.
- **Advanced search:** using optional filters, such as date range and document type, to narrow results within a selected workspace or folder.

MOTO also has its own search functionality, which is used to locate OIAs and other correspondence workflows (rather than documents within them). Searches can be undertaken by title, MOTO report number, OIA reference number, requestor name, created-before or created-since date range, workflow type, workflow state, and other fields such as the assigned Analyst.

I trust you find this information useful.

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

This response will be published on the DPMC 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.

Nāku noa, nā



Alan Cassidy
Deputy Chief Executive, Corporate

The URL | `cass-moto/Workflow/Dashboard`

DID YOU KNOW? You can transition from the live instance of moto the test version just by adding '-test' to the end of the URL, ([cass-moto-test/](#)). In this environment you can practice setting up and changing workflows to your hearts content!

- DPMCOIA Request
- MOIA Request
- Ministerial
- Parliamentary Question
- Aide Memoire
- Report**
- Budget Report
- Joint Report
- Cabinet Committee Briefing
- DPMCOIA Ombudsman Investigation
- MOIA Ombudsman Investigation

Home	New Workflow ▾	Search	Reporting ▾	Administration ▾	Feedback	Help
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You can use this drop down to change between DPMC users, this is useful to quickly access what others are working on.

My Workflows

70 workflows relating to s9(2)(a) [DPMC] - 18 requiring my attention

User: Matthew Weaver [DPMC] ▾ Reset Filters

Due Date ↑ ▾	Type ▾	Title ▾	Reference # ▾	Current State ▾	Responsibility ▾	Manager ▾
18 Jun 2018	MOMB INV	Workflows highlighted in orange mean they are with you for action. Just click this title to access it!		Drafting	s9(2)(a) [DPMC] Analyst	Sarah Corbett [DPMC]
3 Aug 2018	MOMB INV	[Last name] A generic title for a request or workflow about any number of things.		Drafting	s9(2)(a) [DPMC] Analyst	s9(2)(a) [DPMC]

Reference numbers can be internally generated, and look like: **DPMC-2018/19-1234**, or **OIA-2018/19-1234**. They can be external references in support of Ministers, such as: **PMO 123-2019**, **KF OIA19-123**.

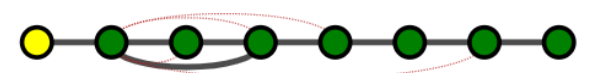
A single workflow can have multiple references, so it can be helpful to identify, and it can help to identify which type of reference number you're using when discussing a workflow.

Each column in your workflow has a unique set of filters that allows you to limit or broaden the scope of information you see on your screen, and even sort the due date.

The QA process described (on page 4) can be accessed through the QA tab at the top of the document workflow.

This drop down gives a variety of template options, depending on the workflow, be sure you have the correct drop down selected when you create a document.

The file number is found in iManage, and tells moto where to file any documents it creates for you.



Created 14 Jan 19 Due 23 Feb 20

Summary Documents **QA** Workflow History

Title* TEST Report Title - Same as on the briefing

Template* [moto template] Briefing: Import Existing Document

Document Security Classification* IN-CONFIDENCE

Document Access Template* [FULL ACCESS] Office of the Chief Executive

Analyst s9(2)(a) DPMC

Due Date 23 February 2020

File Number* PMC-AGS-15-3-2 (Communications Strategies)

Workflow It!

- Create Workflow
- Discontinue
- Delete Workflow
- Actions in current state
- Admin Change State
- Admin All Properties

Additional Notes

If you make changes in the summary field, it is important to click the floppy disc save icon, else your work might not be saved upon exiting the browser tab.

Summary Documents QA Workflow History

Related workflows and documents

+ Add Document Create New Document Version

Type	Doc #	Name	Created	Checked Out	Access	Remove
Workflow: Related flows						
DPMCCORR Reply	3897147:1	anything	10 Apr 2019	No		

The Document number points to the iManage document and version number.

The title acts a hyperlink to open the document in iManage.

TIP: You can add any imanage document to your Moto workflow by filling in the document number or simply by dragging the document from imanage into the box below!

Document Type: Please Select..

Document Number:

Version:

drag & drop iManage file here (*Beta)

Please Select..

- Filenote
- MOIA Game Plan
- Document
- MOIA Reply
- OIA Release Document
- Related Document
- Returned Document

The Document type helps people identify what function the document serves in the workflow, and can be used to add pre-existing documents to the workflow.

Note: If you leave this field blank, assigned QA person will receive a note saying 'None', which should not be interpreted as there is nothing to QA, but it helps to fill this out to prevent that impression.

+ Add QA Staff

QA

QA Person s9(2)(a) [DPMC]

What To QA

Update Cancel

→ QA

What the Workflow owner sees.

+ Add QA Staff				
Staff Name	What to QA	Approval Status	QA Comment	Remove
s9(2)(a) [DPMC]	Please provide a grammar check.	Unchecked		x

+ Add QA Staff				
Staff Name	What to QA	Approval Status	QA Comment	Remove
s9(2)(a) [DPMC]	Please provide a grammar check.	Complete QA		x

What the QA person sees.

QA Nominees

Current QA Round: 1 Advance QA Round

Note: If the QA person Declines, they can use the QA comment box to explain why. The workflow owner can then update their response as appropriate and then use the Advance QA round function to send back out for QA.

QA

QA Comment

Approved? Approved x

Approved

Declined