



**Te Kawa Mataaho**  
Public Service Commission

# **Official Information Forum**

## **31 May 2021**

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*Online attendees, microphones off please*

# Agenda

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## **Housekeeping and welcome**

Te Kawa Mataaho Public Service Commission

## **Guest speaker**

Antony Moss, Director of Government Recordkeeping, Archives NZ

## **Panel discussion – Archives NZ**

Short break (around 2.45pm)

## **Redaction done right**

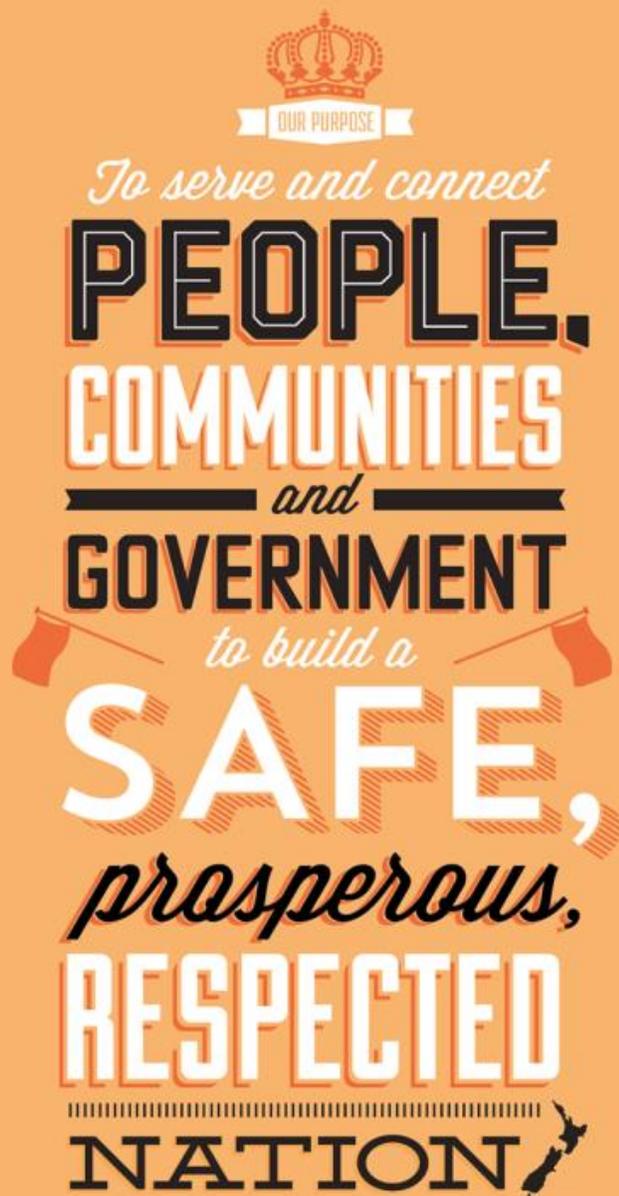
Adrian MacGregor, Ministry of Defence

## **Workforce deployment**

Te Kawa Mataaho Public Service Commission

## **OIA statistics to June 2021 – key dates**

Te Kawa Mataaho Public Service Commission



# Official Information Forum 31 May 2021

Findings from Archives New  
Zealand's Annual Survey



Te Rua Mahara o te Kāwanatanga

ARCHIVES  
NEW ZEALAND



Te Tari Taiwhenua  
Internal Affairs

# Presentation overview

- Archives New Zealand's regulatory role and place in the official information system
- Introduction to our monitoring and survey
- Survey findings and their impact on official information

# Who we are



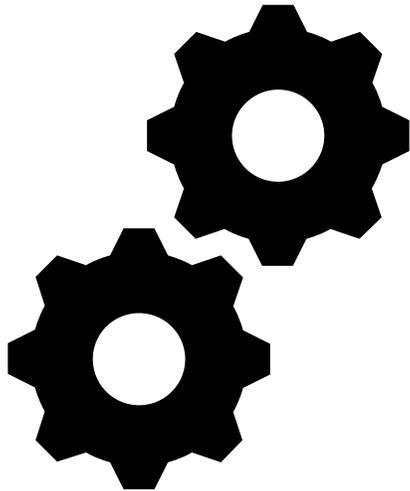
- Regulator of government information under Public Records Act 2005
  - Create information about business activities (i.e. duty to document)
  - Manage it well, so that it's available in accessible form to enable accountability
  - No disposal without Chief Archivist's authorisation
  - Classify access status after 25 years

# What we contribute



- Supports accountable government
- Stewardship of information that supports individual or collective rights, entitlements, identity and aspirations
- Minimise harm associated with poor recordkeeping

# Role in the official information system



- Public Records Act + OIA/LGOIMA support open, accountable government
- People can't access information if it isn't created and managed in the first place
- PRA supports access through OIA/LGOIMA, Privacy Act

# Role in the official information system



- Personal information that is also public record
- Deep understanding of whakapapa of government



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# **Annual survey**

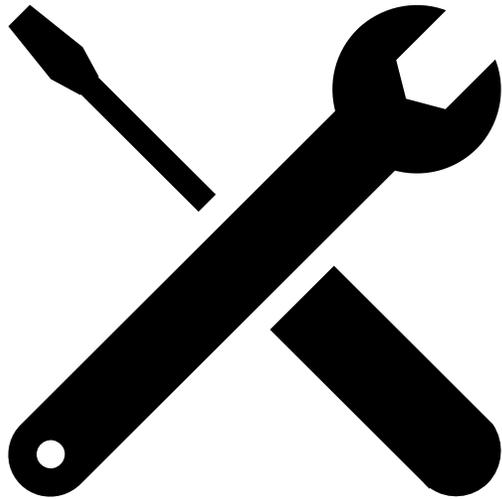
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# Why we monitor



- Measure performance
- Track improvement
- Adapt regulation
- Build public trust

# Our monitoring toolkit

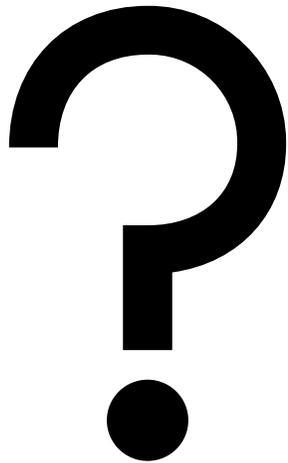


- Overarching monitoring framework
- Annual survey
- Audits of public offices
- Information Management Maturity Assessment

# Annual survey

- Collect data from the bulk of the entities we regulate
- Comment on state of government recordkeeping
- Stream of current data on IM performance, risks and opportunities
- Track change over time
- Inform, target and adapt our regulatory work

# Survey content



- Core questions based on requirements of the PRA and good practice IM, as we define it in our standards and other regulatory instruments
- Additional questions about risks, challenges etc.

# Survey outputs



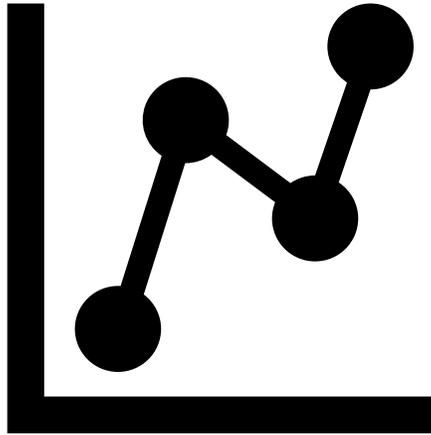
- Annual Report on the State of Government Recordkeeping
- Findings report
- Publication of raw data for re-use



# **Findings for 2019/20**



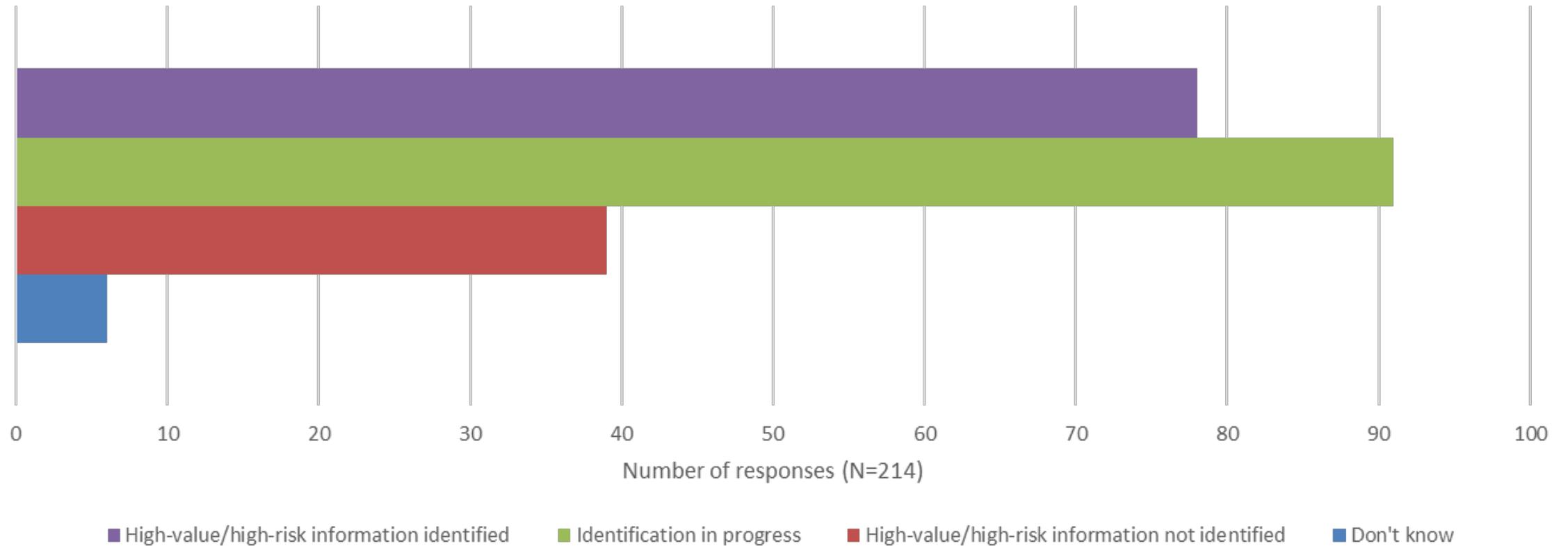
# Key indicators



- Governance groups for IM
- IM staff
- Identification of high-value/high-risk information
- Building IM requirements into new business systems
- Active, authorised destruction

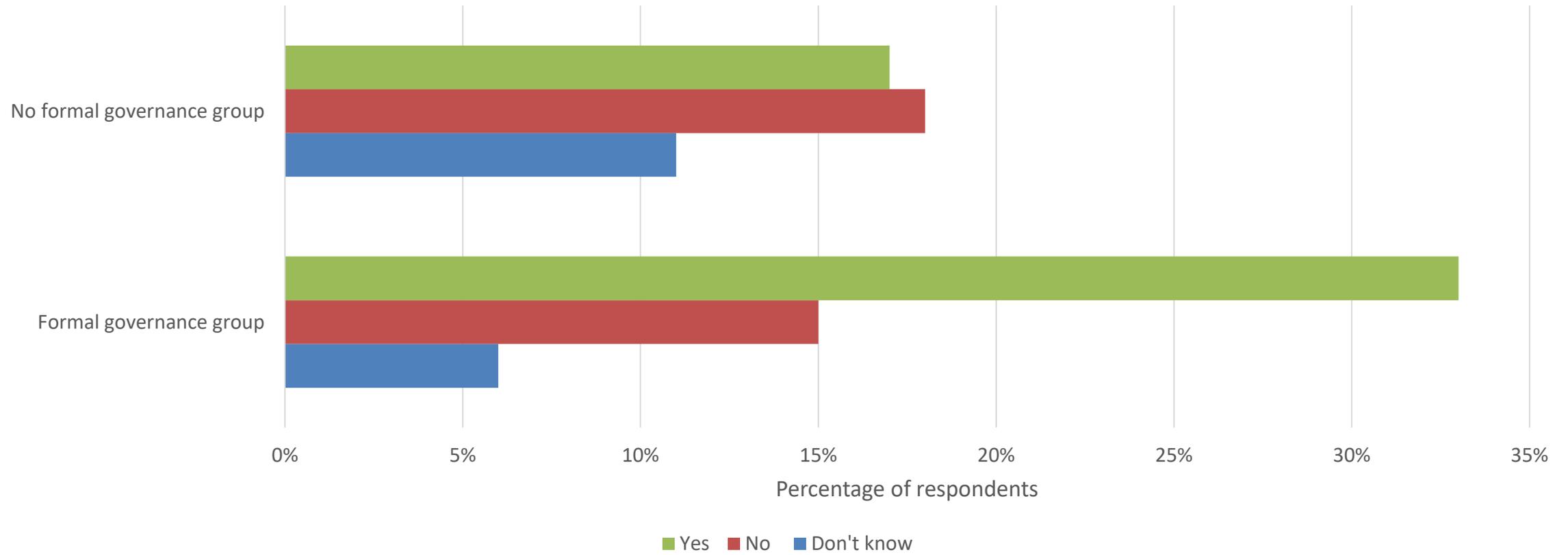
# Key indicators

Has the organisation identified its high-value/high-risk information?



# Key indicators

Has the organisation built IM requirements into new business information system(s)?

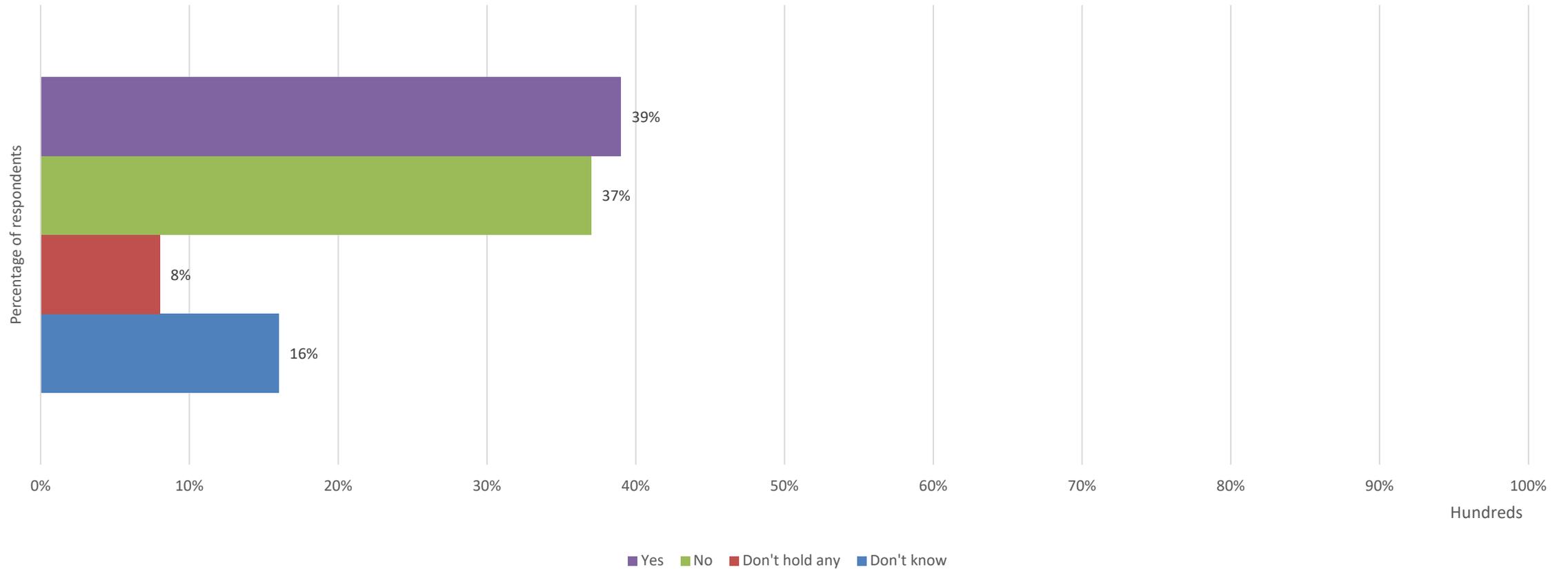


# Tracking change

Indicator	2018/19 Baseline	2019/20 Change
Governance groups for IM	30%	52%
IM staff	79%	79%
Identification of high-value/high-risk information	64%	36%
IM requirements built into new business systems	85%	50%
Authorised destruction	63%	58%

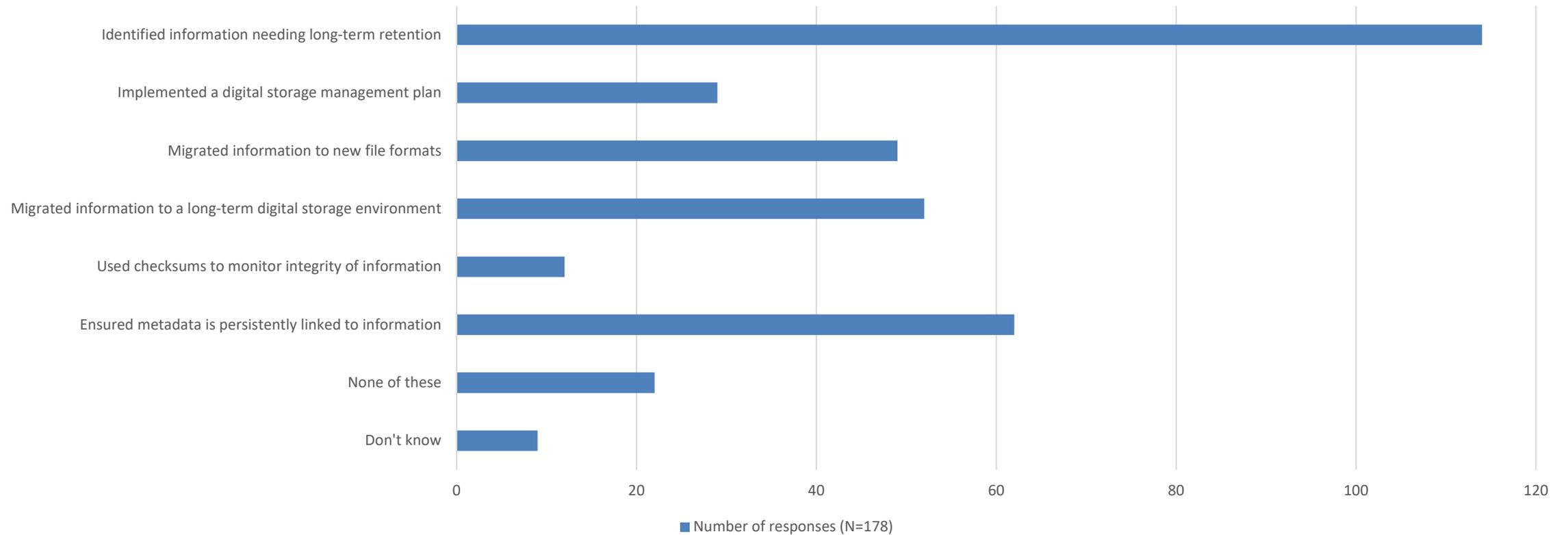
# Other findings

Has the organisation identified information it holds that is of importance to Māori?



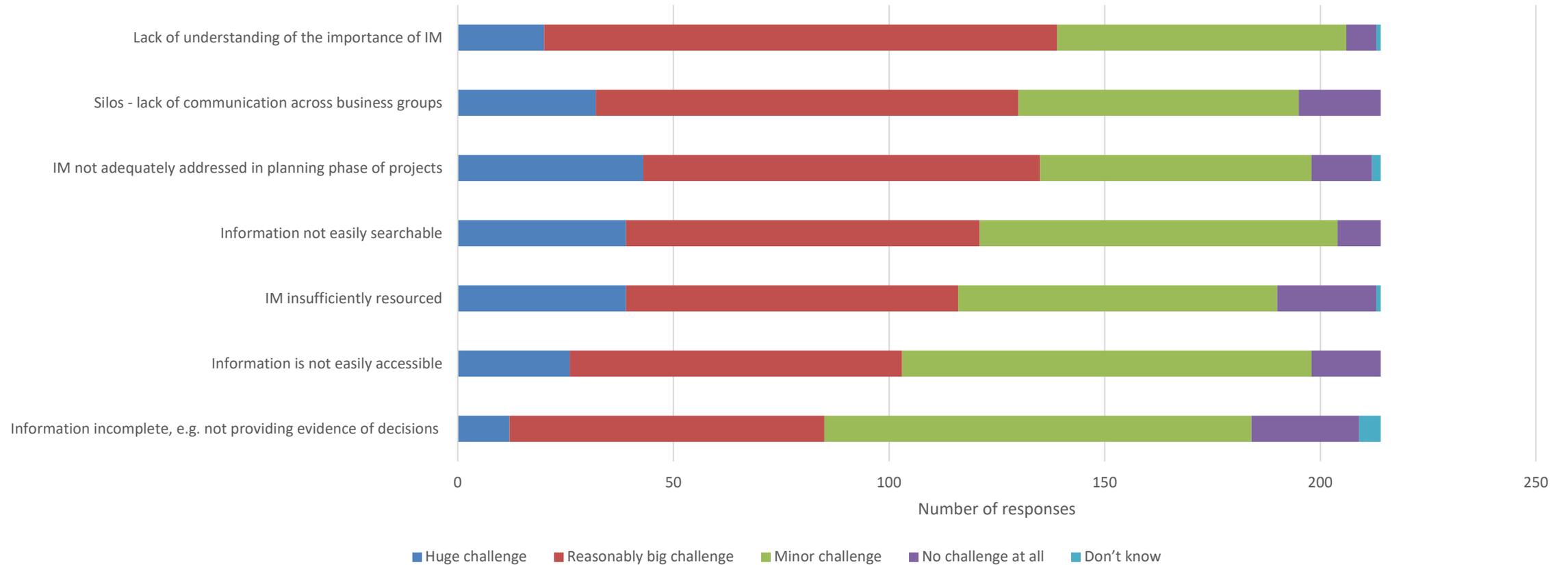
# Other findings

In the last 12 months, what action(s) has the organisation taken to maintain usability of digital information with long-term value?



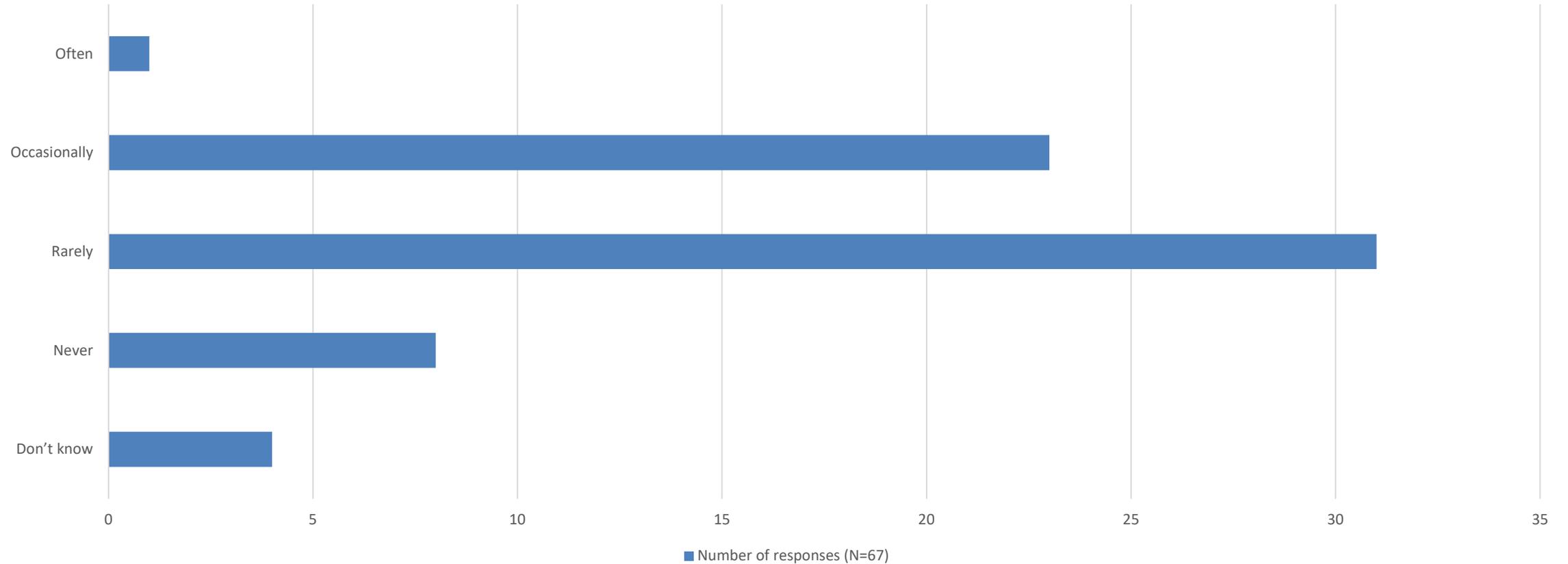
# Other findings

How big of a challenge are the following for the organisation's IM?



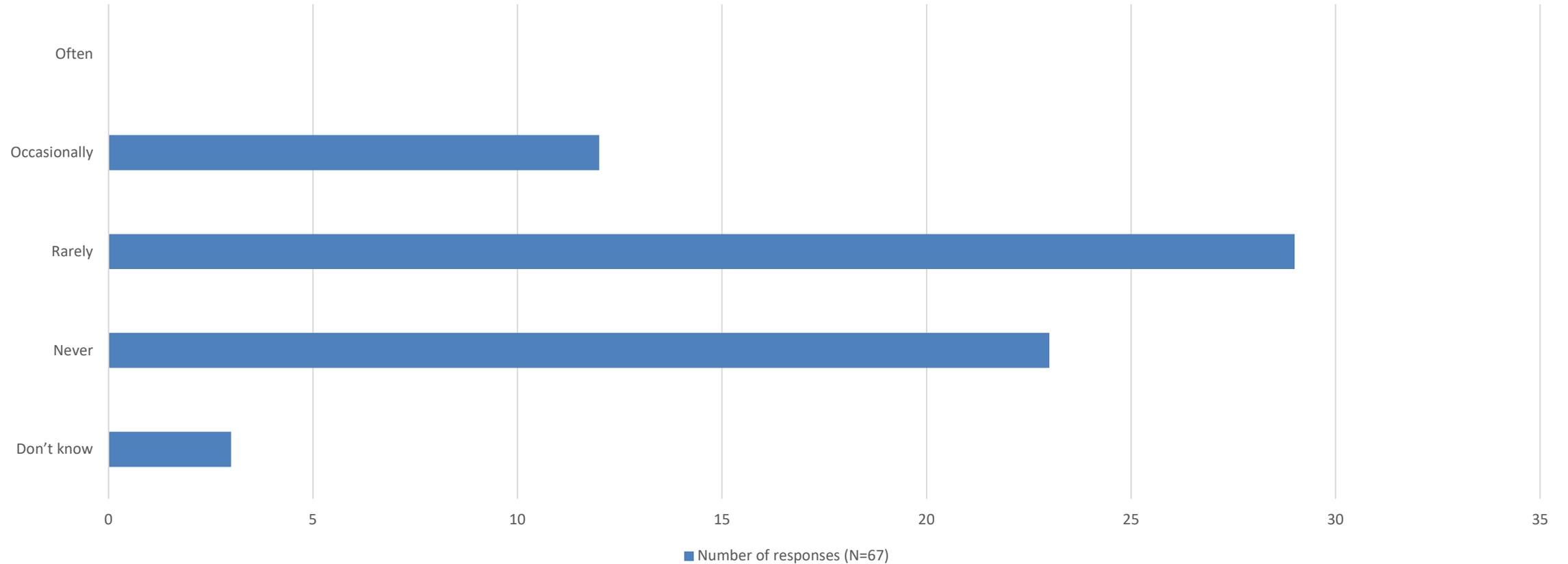
# Other findings

Official information requests: How often did information not exist?



# Other findings

Official information requests: How often did information exist but could not be found?





Questions?





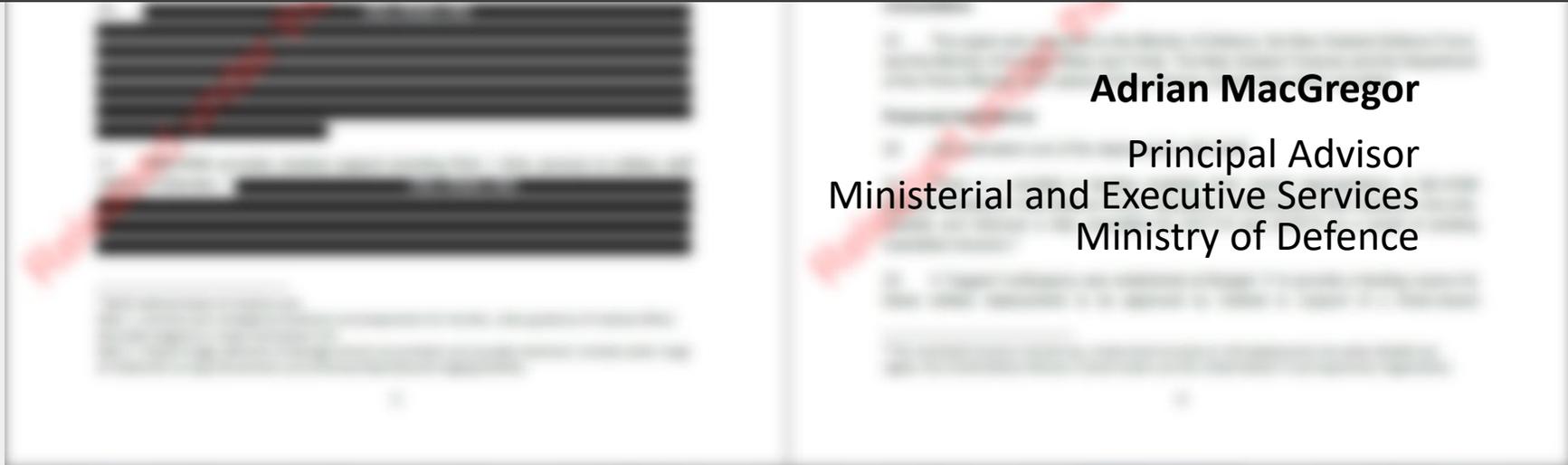
**Te Kawa Mataaho**  
Public Service Commission

# Panel discussion Archives NZ

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# Redaction Done Right

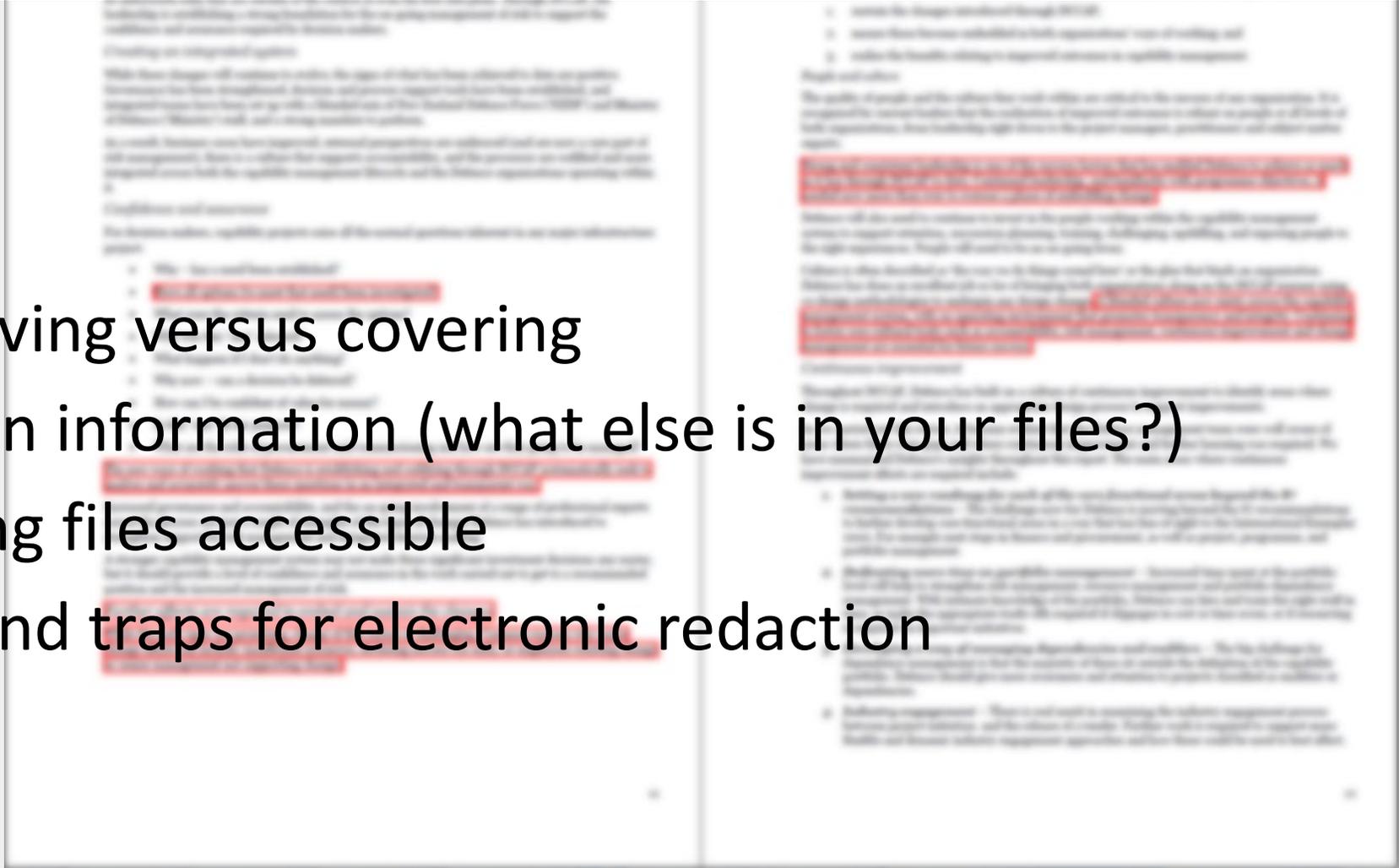


**Adrian MacGregor**

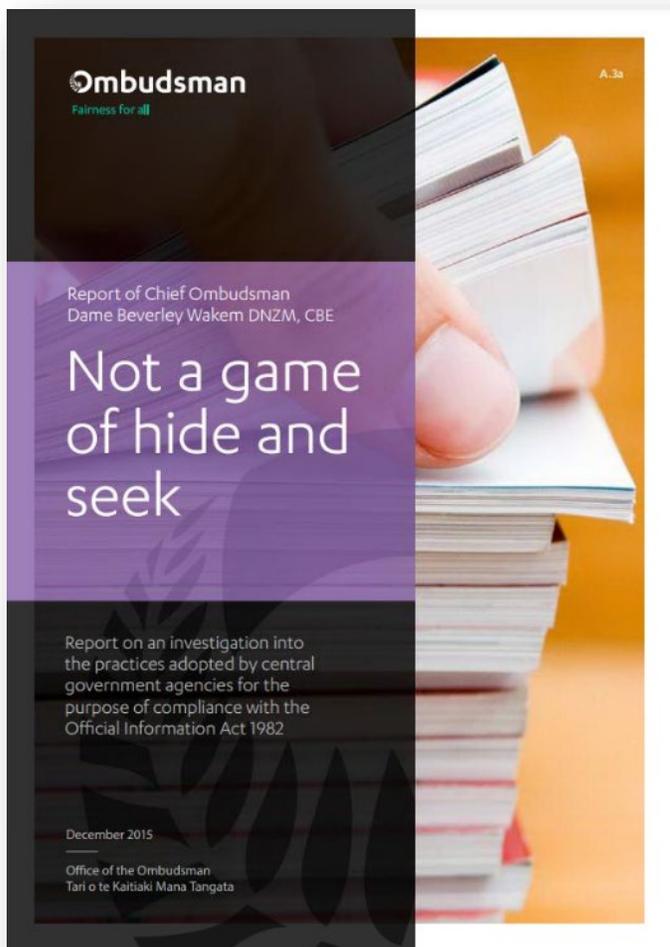
Principal Advisor  
Ministerial and Executive Services  
Ministry of Defence

# Electronically redacting information

- Removing versus covering
- Hidden information (what else is in your files?)
- Making files accessible
- Tips and traps for electronic redaction



# Electronically redacting information



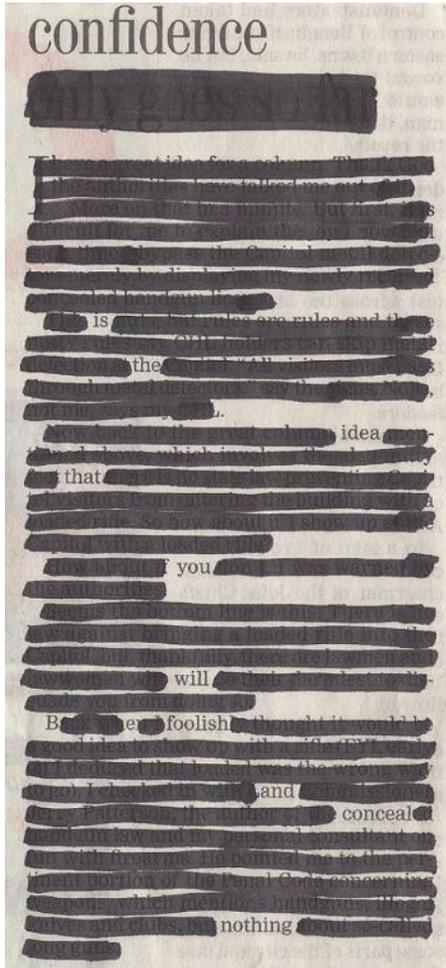
## Recommendation 21 of *Not a Game of Hide and Seek*:

“Agencies should have redaction software to assist them with preparing information for release in formats enabling easy reuse of information.”

In late 2019, the Government Chief Privacy Officer within DIA asked over 70 government agencies about their redaction software. Respondents said:

- most did not have a formal policy on redaction
- nearly all use Adobe Acrobat of some version or another
- about half said they had checked whether their redactions could be undone.

# Removing versus covering



Source: NewspaperBlackout.com

Obscuring ≠ Removing

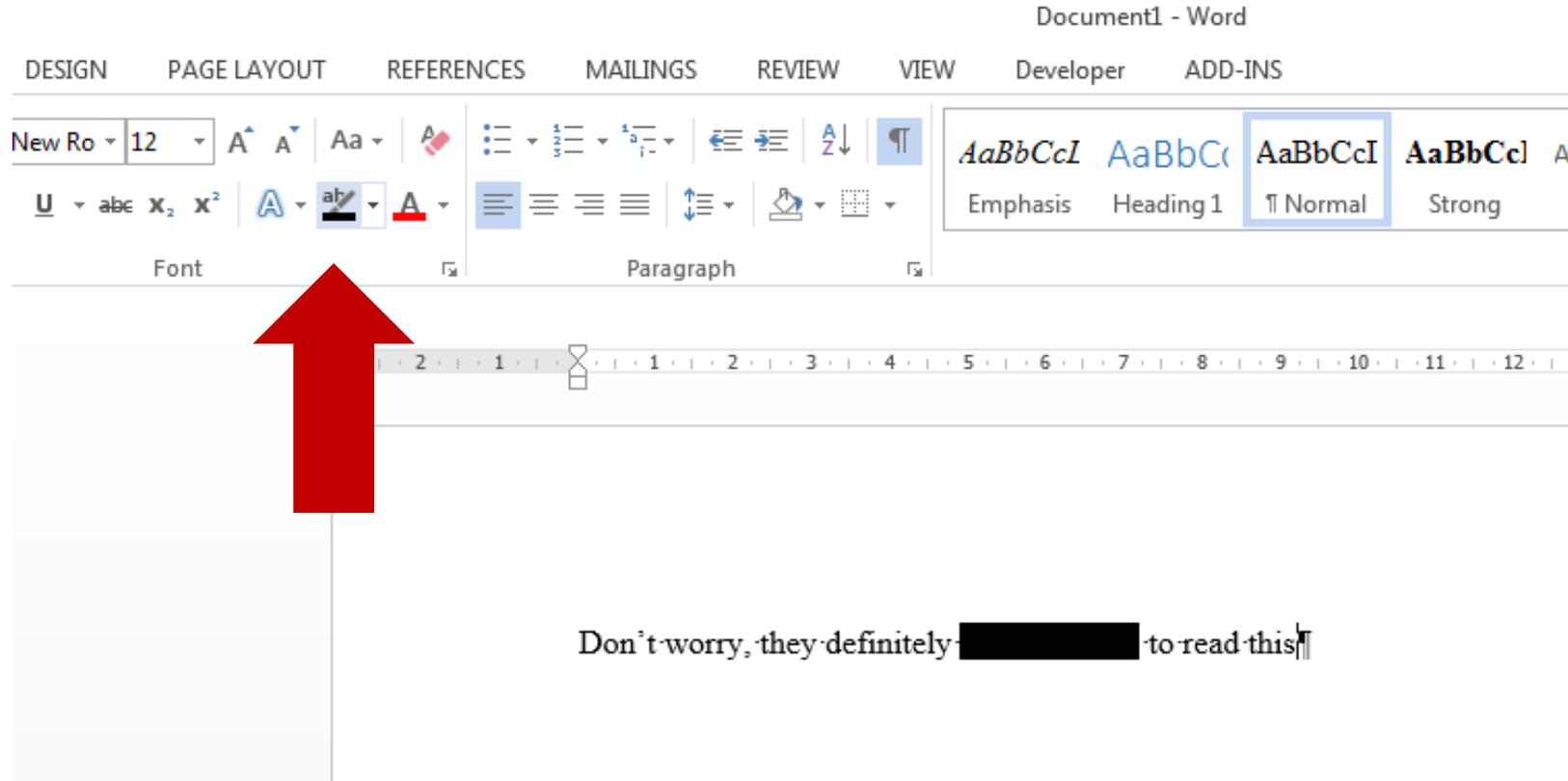
When electronically redacting:

- understand what works and what doesn't
- redactors need an eye for detail
- peer review needs to look at the content **and the process**

*Why not search on words you expect to be removed?*

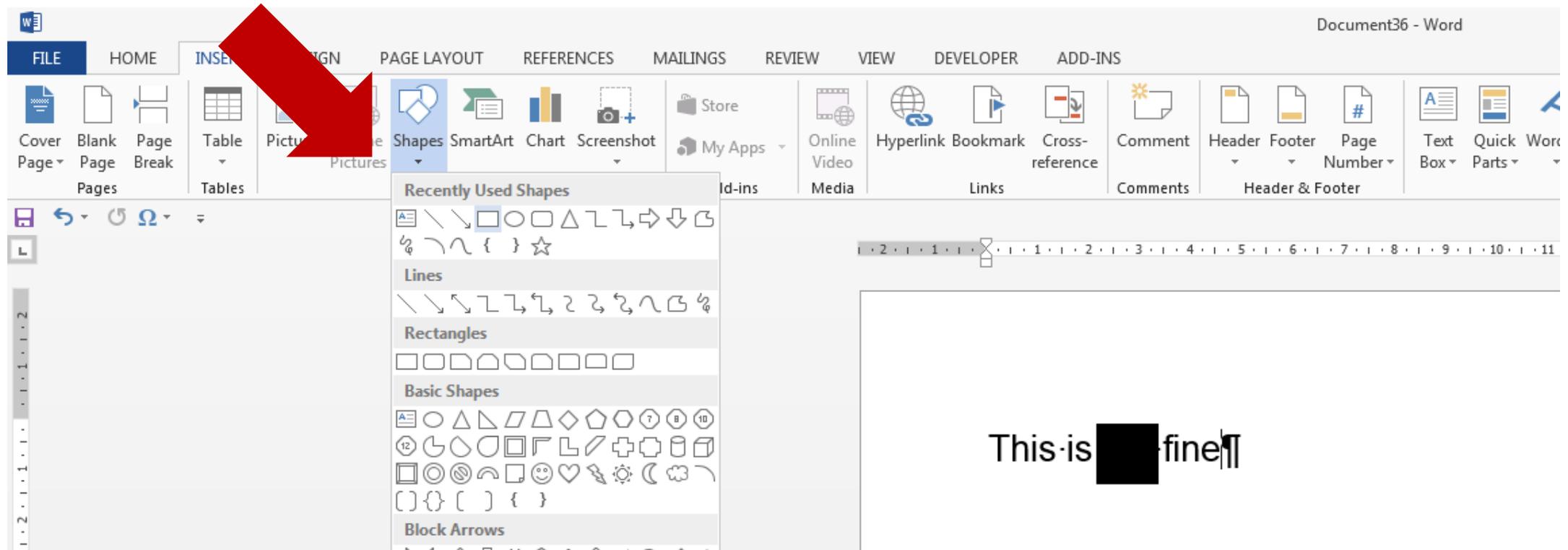
# Removing versus covering

Never use the highlighter to 'remove' text



# Removing versus covering

Never use shapes to 'remove' text



# Removing versus covering

UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF COLUMBIA

UNITED STATES OF AMERICA )

v. )

PAUL J. MANAFORT, JR., )

*Defendant.* )

Criminal No. 17-201 (ABJ)

**DEFENDANT PAUL J. MANAFORT JR.'S RESPONSE TO THE SPECIAL  
COUNSEL'S SUBMISSION IN SUPPORT OF ITS BREACH DETERMINATION**

Defendant Paul J. Manafort, Jr., by and through counsel, respectfully submits this response to the Office of Special Counsel's submission in support of its determination that Mr. Manafort breached the plea agreement in this case. (Doc. 460).

**A. Introduction**

Over the course of twelve meetings with Government attorneys and agents, Mr. Manafort spent numerous hours answering questions. During these interview sessions, Mr. Manafort provided complete and truthful information to the best of his ability. He attempted to live up to the requirements of his cooperation agreement and provided meaningful cooperation relating to several key areas under current government investigation. He also cooperated by providing the government with access to his electronic devices, email accounts, and related passwords. Finally, he continues to cooperate in an effort to ensure the orderly forfeiture of his assets.

Rather than emphasizing Mr. Manafort's substantial and meaningful performance, the Office of Special Counsel ("OSC") claims that he has breached his agreement and provided intentionally false information related to five subjects addressed further below. Despite Mr. Manafort's position that he has not made intentional misstatements, he is not requesting a hearing

# Removing versus covering

UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF COLUMBIA

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v. )

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*Defendant.* )

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**A. Introduction**

Over the course of twelve meetings with Government attorneys and agents, defendant spent numerous hours answering questions. During these interview sessions, defendant provided complete and truthful information to the best of his ability. He attempted to meet the requirements of his cooperation agreement and provided meaningful cooperation in several key areas under current government investigation. He also cooperated with the government with access to his electronic devices, email accounts, and related passwords. Defendant continues to cooperate in an effort to ensure the orderly forfeiture of his assets.

Rather than emphasizing Mr. Manafort's substantial and meaningful cooperation, the Office of Special Counsel ("OSC") claims that he has breached his agreement by providing intentionally false information related to five subjects addressed further below. Defendant's position that he has not made intentional misstatements, he is not requesting

**D. The Areas Identified by the Government**

**ii Mr. Manafort's Interactions with Konstantin Kilimnik**

It is accurate that after the Special Counsel shared evidence regarding Mr. Manafort's meetings and communications with Konstantin Kilimnik with him, Mr. Manafort recalled that he had – or may have had – some additional meetings or communications with Mr. Kilimnik that he had not initially remembered. The Government concludes from this that Mr. Manafort's initial responses to inquiries about his meetings and interactions with Mr. Kilimnik were lies to the OSC attorneys and investigators. [REDACTED]

It is not uncommon, however, for a witness to have only a vague recollection about events that occurred years prior and then to recall additional details about those events when his or her recollection is refreshed with relevant documents or additional information. Similarly, cooperating witnesses often fail to have complete and accurate recall of *detailed* facts regarding specific meetings, email communications, travel itineraries, and other events. Such a failure is unsurprising here, where these occurrences happened during a period when Mr. Manafort was managing a U.S. presidential campaign and had countless meetings, email communications, and other interactions with many different individuals, and traveled frequently. [REDACTED]

# Removing versus covering

UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF COLUMBIA

UNITED STATES OF AMERICA

v.

PAUL J. MANAFORT, JR.,

Defendant.

Criminal No. 17-201 (ABJ)

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Rather than emphasizing Mr. Manafort's substantial and meaningful cooperation with the Office of Special Counsel ("OSC") claims that he has breached his agreement to provide truthful information, Defendant intentionally false information related to five subjects addressed further below. In his position that he has not made intentional misstatements, he is not requesting

**D. The Areas Identified by the Government**

**1. Mr. Manafort's Interactions with Konstantin Kilimnik**

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had – or may have had – some additional meetings or communications

that he had not initially remembered. The Government concludes from this that Mr. Manafort's initial

responses to inquiries about his meetings and interactions with Mr. Kilimnik were lies to the OSC

attorneys and investigators. (See, e.g., Doc. 460 at 5 (After being shown documents, Mr. Manafort

“conceded” that he discussed or may have discussed a Ukraine peace plan with Mr. Kilimnik on

more than one occasion); id. at 6 (After being told that Mr. Kilimnik had traveled to Madrid on the

same day that Mr. Manafort was in Madrid, Mr. Manafort “acknowledged” that he and Mr. Kilimnik

met while they were both in Madrid)).

It is not uncommon, however, for a witness to have only a vague recollection about events

that occurred years prior and then to recall additional details about those events when his or her

recollection is refreshed with relevant documents or additional information. Similarly, cooperating

witnesses often fail to have complete and accurate recall of detailed facts regarding specific

meetings, email communications, travel itineraries, and other events. Such a failure is unsurprising

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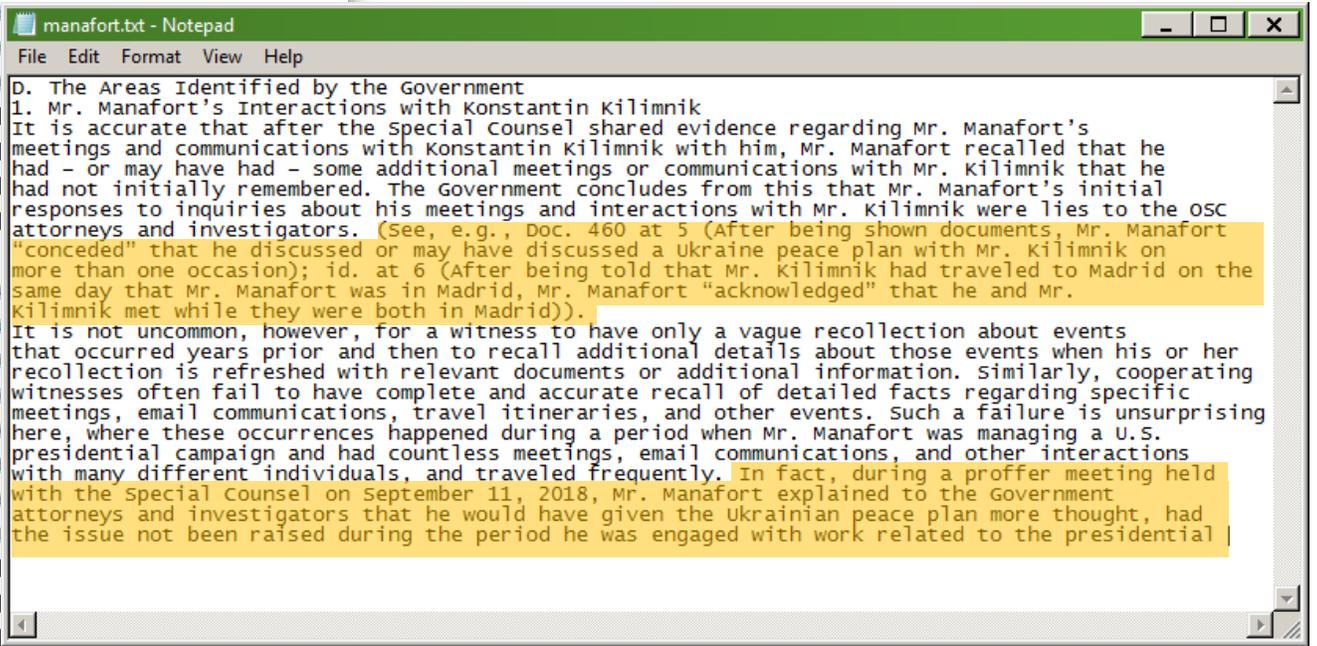
presidential campaign and had countless meetings, email communications, and other interactions

with many different individuals, and traveled frequently. In fact, during a proffer meeting held

with the Special Counsel on September 11, 2018, Mr. Manafort explained to the Government

attorneys and investigators that he would have given the Ukrainian peace plan more thought, had

the issue not been raised during the period he was engaged with work related to the presidential



# Removing versus covering

- Use software that **removes** text
- Staff need to understand how to use the software and you need a confirmed process
- Benefits: efficiency, version control and easier changes to redactions

The screenshot displays a document titled "DEFENCE: REVIEW OF DEFENCE PROCUREMENT POLICIES AND PRACTICES FOR MAJOR CAPABILITY PROJECTS" from the Office of the Minister of Finance. The document is being reviewed by the Chair of the Cabinet Government Administration and Expenditure Review Committee. A redaction menu is open over a paragraph in the "Executive Summary" section, listing various redaction codes such as s18(d), s6(a), s9(2)(iv), and s9(f)(iii). A sidebar on the right contains a navigation menu with categories like Content, Forms, Action Wizard, Recognize Text, Protection, and Sign & Certify. The Protection section is expanded, showing options like Encrypt, More Protection, and Black Out & Remove Content, which includes Mark for Redaction, Mark Pages to Redact, Apply Redactions, Redaction Properties, Search & Remove Text, Hidden Information, and Sanitize Document.

# Hidden information

## IRAQ – ITS INFRASTRUCTURE OF CONCEALMENT, DECEPTION AND INTIMIDATION

*This report draws upon a number of sources, including intelligence material, and shows how the Iraqi regime is constructed to have, and to keep, WMD, and is now engaged in a campaign of obstruction of the United Nations Weapons Inspectors.*

**Part One** focusses on how Iraq's security organisations operate to conceal Weapons of Mass Destruction from UN Inspectors. It reveals that the inspectors are outnumbered by Iraqi intelligence by a ratio of 200 to 1.

**Part Two** gives up to date details of Iraq's network of intelligence and security organisations whose job it is to keep Saddam and his regime in power, and to prevent the international community from disarming Iraq.

**Part Three** goes on to show the effects of the security apparatus on the ordinary people of Iraq.

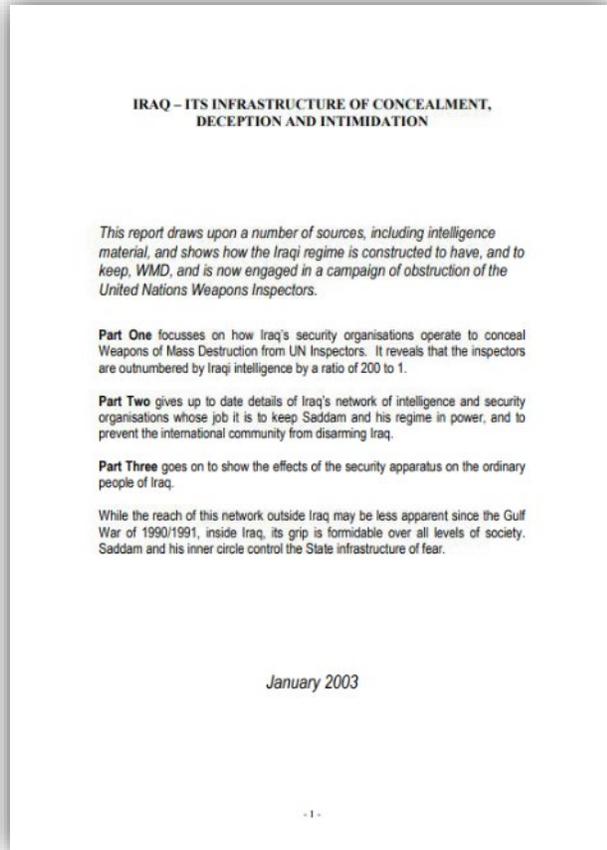
While the reach of this network outside Iraq may be less apparent since the Gulf War of 1990/1991, inside Iraq, its grip is formidable over all levels of society. Saddam and his inner circle control the State infrastructure of fear.

January 2003

- 1 -

Source: Richard M. Smith, 30 June 2003  
([rms@computerbytesman.com](mailto:rms@computerbytesman.com))

# Hidden information



## Microsoft Word used to include a Revision Log:

Rev. #1: "cic22" edited file "C:\DOCUME~1\phamill\LOCALS~1\Temp\AutoRecovery save of Iraq - security.asd

Rev. #2: "cic22" edited file "C:\DOCUME~1\phamill\LOCALS~1\Temp\AutoRecovery save of Iraq - security.asd

Rev. #3: "cic22" edited file "C:\DOCUME~1\phamill\LOCALS~1\Temp\AutoRecovery save of Iraq - security.asd

Rev. #4: "JPratt" edited file: "C:\TEMP\Iraq - security.doc"

Rev. #5: "JPratt" edited file: "A:\Iraq - security.doc"

Rev. #6: "ablackshaw" edited file: "C:\ABlackshaw\Iraq - security.doc"

Rev. #7: "ablackshaw" edited file: "C:\ABlackshaw\A; Iraq - security.doc"

Rev. #8: "ablackshaw" edited file: "A:\ Iraq - security.doc"

Rev. #9: "MKhan" edited file: "C:\TEMP\Iraq - security.doc"

Rev. #10: "MKhan" edited file: "C:\WINNT\Profiles\mkhan\Desktop\Iraq.doc"

CIC= Communications Information Centre, a unit of the British Government

P. Hamill = Foreign Office Official

J Pratt = Downing Street Official

A Blackshaw = Personal Assistant of the UK Prime Minister's Press Secretary

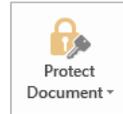
M Khan = Junior Press Officer for the Prime Minister

Source: Richard M. Smith, 30 June 2003  
([rms@computerbytesman.com](mailto:rms@computerbytesman.com))

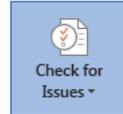
# Hidden information

- ←
- Info
- New
- Open
- Save
- Save As
- Print
- Share
- Export
- Close
- Account
- Options

## Info



Protect Document



Inspect Document



Inspect Document



Check Accessibility



Check Compatibility

Document1 - Word

Document Inspector

To check the document for the selected content, click Inspect.

- Comments, Revisions, Versions, and Annotations**  
Inspects the document for comments, versions, revision marks, and ink annotations.
- Document Properties and Personal Information**  
Inspects for hidden metadata or personal information saved with the document.
- Task Pane Apps**  
Inspects for Task Pane apps saved in the document.
- Embedded Documents**  
Inspects for embedded documents, which may include information that's not visible in the file.
- Macros, Forms, and ActiveX Controls**  
Inspects for macros, forms, and ActiveX controls.
- Collapsed Headings**  
Inspects the document for text that has been collapsed under a heading.
- Custom XML Data**  
Inspects for custom XML data stored with this document.

Inspect Close

Show All Properties

es ▾

Not saved yet

1

10

ng Time 35 Minutes

Add a title

Add a tag

Add comments

Dates

ried

Today, 8:45 p.m.

sd

People

W1050315

Add an author

ried By Not saved yet

# Hidden information

The screenshot shows a YouTube video player displaying a PDF document. The video title is "How to Use the Redaction Tool in Adobe Acrobat" and it is unlisted. The video has 304 views and was uploaded on Oct 24, 2017. The PDF document is titled "Offender Note" and is a report from the Department of Corrections. The document contains the following information:

DEPARTMENT OF CORRECTIONS  
OFFENDER REPORT  
Requested: 27-Jul-2017 01:57 PM  
By: J. BLOGGS

**Offender Note**  
GOBAD, Wendy  
PRN/DLicNo: ZZ000003

**Reference Date:** 27-07-2017  
**Created Date:** 27-07-2017  
**Author:** BLOGGS, Joe  
**Service:** CPPS  
**Title:** Third Party Contact  
**Subtitle:** Family

**Revision 1, created by BLOGGS, Joe on 27-07-2017**  
Mrs Wilson telephoned to advise that Ms Gobad who is on Home Detention with a special condition prohibiting the possession or consumption of alcohol hosted a party at her Home Detention residence last night where she was supplying alcohol to the party goers.  
She also advised that Ms Gobad consumed approximately 1 dozen cans of beer.  
Police were called to the address.  
Mrs Wilson has a mobile number which she can be reached on 012-345-6789 but she asked that this number not be passed on to Ms Gobad or her lawyer.

**Step 1: Setting the Redaction Properties**

How to Use the Redaction Tool in Adobe Acrobat  
Unlisted  
304 views • Oct 24, 2017

0 0 SHARE SAVE ...

<https://www.youtube.com/watch?v=vkqZgCTzIkI>

**You could just scan it**



# Why you shouldn't just scan it: Reasons to make your files accessible

- Transparency of government decision-making
- Improving access for New Zealanders
  - commitments as part of your Accessibility Charter
  - meeting Web Accessibility and Usability Standards
- Helping Google find your document
- Promoting the value of your agency's work and helping the public understand Government decisions

# What accessibility means for redaction

- ☑ Working off originals or running Optical Character Recognition software
- ☑ Ensuring information is removed
- ☑ Checking the hidden information (metadata)
- ☑ Considering accessibility vs original format

# Tips and traps for electronic redaction

- Accept the redactions!
- Check that the explanatory text can be read
- Grey boxes versus black boxes
- Watermarks can interfere with reader software
- Check metadata
- Check bookmarks
- If you aren't using a signed version, confirm the decisions taken



**Te Kawa Mataaho**  
Public Service Commission

# Workforce Deployment

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**Te Kawa Mataaho**  
Public Service Commission

# OIA statistics to June 2021 – key dates

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# OIA statistics to June 2021 – key dates

**30 June:** survey to agency contacts. Please let us know if the contact at your agency has changed

**3 August:** statistics due back from agencies

**5-20 August:** statistics verified, including checking against provisional Ombudsman complaints data

**25 August:** final statistics to chief executives and agency contacts

**8 September:** publication, along with final Ombudsman complaints data

# Forum events in 2021

All events for 2021 are on the Forum webpage:

<https://www.publicservice.govt.nz/resources/oia-forum/>

**Two more new practitioners' events** 21 July and 6 October  
co-hosted by the Office of the Ombudsman

- introduction to principles, training resources and networks for those new to this area of work

**Next Forum events 6 September and 15 November 2021**

Agenda TBC

# Web Standards clinics

Free two hour “drop in” clinics held fortnightly by DIA for anyone delivering digital services with an emphasis on best practice and practical solutions

Attend in person or online

Bring your questions and challenges, general or specific, about:

- web accessibility, and
- how to implement the New Zealand Government Web Standards

<https://www.digital.govt.nz/standards-and-guidance/nz-government-web-standards/web-standards-clinics/>

Contact [web.standards@dia.govt.nz](mailto:web.standards@dia.govt.nz)

# Here to help

- If you need advice or assistance, or have topic the Forum to consider in 2021, please contact the Te Kawa Mataaho on [OIAForum@publicservice.govt.nz](mailto:OIAForum@publicservice.govt.nz)
- Check out our online resources: <http://publicservice.govt.nz/official-information>



**Te Kawa Mataaho**  
Public Service Commission

**Thank You**