



27 August 2026

9(2)(a) privacy

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Official Information Request
Our Ref: OIA 2026-0217

I refer to your Official Information Act 1982 (OIA) request received by the Public Service Commission Te Kawa Mataaho (the Commission) on 13 July 2026 for:

“Can you please tell me how many Microsoft Copilot, or other AI licenses are held by each government department. Please include the plan level for the licences in question (e.g. Basic, Premium etc)”.

On 7 August 2026 we advised that we had extended the timeframe for us to respond to your request to 27 August 2026 as consultations needed to make a decision on your request were such that a proper response could not reasonably be made within the original time limit.

Information being released

The Government Digital Delivery Agency (GDDA), now based within the Commission, holds information on the number of Microsoft Copilot licences held through the Microsoft Cloud, Software and Services Agreement¹. This information is provided below:

Microsoft 365 Copilot licences held through the Microsoft Cloud, Software and Services Agreement, as at 13 July 2026		
83I-00001 Microsoft 365 Copilot	YFI-00001 Copilot Studio (Subscription)	SYS-00001 Copilot Studio (Legacy)
28,728	99	937

¹ <https://www.digital.govt.nz/products-and-services/products-and-services-a-z/microsoft-cloud-software-and-services-agreement>

The figures in the table above capture a wide range of agencies and organisations. For example, the above figures include licences held by some Crown-owned companies that would fall outside the scope of your request for ‘each government department’.

We have interpreted your request for information for ‘each government department’ as the government departments within the Public Service and have provided the information we hold relevant to your request in the table below. Please note, this information is ‘as at’ 13 July 2026 and may not reflect the current levels of Microsoft Copilot licences held by the public service departments listed.

Public service department	83I-00001 Microsoft 365 Copilot	YFI-00001 Copilot Studio (Subscription)	SYS-00001 Copilot Studio (Legacy)
Crown Law	249	-	-
Department of Conservation	175	1	10
Department of Corrections	31	-	-
Education Review Office	73	-	-
Inland Revenue	5,020	4	20
Land Information New Zealand	213	-	-
Ministry for Cities, Environment, Regions and Transport	1,155	-	-
Ministry for Culture and Heritage	2	-	-
Ministry for Primary Industries	195	-	-
Ministry for Regulation	109	-	-
Ministry of Business, Innovation and Employment	1,210	1	-
Ministry of Health	145	-	-
Ministry of Justice	1,000	-	-
Ministry of Social Development	295	-	-
New Zealand Customs Service	200	-	-
Oranga Tamariki	220	-	-
Public Service Commission	273	-	-
Stats NZ	121	-	-
Te Puni Kōkiri	35	-	10
The Treasury	220	-	-

Please note that the figures in the table relate only to the licence types listed above. In some agencies, staff may also have access to basic Copilot functionality through other Microsoft licences or services, which is not captured through information the Commission holds.

Information does not exist

The Commission does not hold information on how many other AI licences (e.g., other than Microsoft Copilot) public service departments have. The Commission also does not hold information for all public service departments (i.e., other than those listed in the table above). Therefore, we are refusing these parts of your request under section 18(e) of the OIA on the grounds that the information requested does not exist.

For a more accurate representation of the current AI licences across the Public Service, you may wish to seek this information from each agency. Contact details for all public service departments can be found here: <https://www.govt.nz/organisations/>.

If you wish to discuss this decision with us, please feel free to contact Enquiries@publicservice.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we intend to publish our response to your request on the Public Service Commissions website.

Yours sincerely



Nicky Dirks

Manager – Ministerial and Executive Services
Public Service Commission Te Kawa Mataaho