



25 June 2020

[Redacted]

Dear [Redacted]

**Official Information Request**  
**Our Ref: SSCOIA 2020/0046**

I refer to your official information request received on 2 June 2020 for:

*“Details of all monitoring/productivity measuring software/tools used to monitor staff of the department, including when it came into effect, what it's purpose is, and any policy documents related to the software.*

- *This includes information on any free trials/trial periods of use of such software/tools for the last two years.*
- *Please confirm if the software is used for all staff, office staff only, or remote workers only”.*

**Information being released**

In response to your request, the State Services Commission (SSC) has not used any monitoring or productivity measuring software/tools to monitor department staff. I am, therefore, refusing your request under section 18(g) of the Official Information Act 1982 on the grounds that the information you have requested, does not exist.

SSC is primarily involved in leadership and knowledge work as well as responding to events across the Public Service as they arise, often at short notice. We maintain our business processes and workflows regardless of where staff are working, and are responsive and available to deal with high pressure issues, and to turn around urgent work in short timeframes. We empower our staff to deliver by building a high performing organisational culture which is reinforced through regular coaching and real-time feedback.

If you wish to discuss this decision with us, please feel free to contact [Ministerial.Services@ssc.govt.nz](mailto:Ministerial.Services@ssc.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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that we intend to publish this letter (with your personal details removed) on the State Services Commission's website.

Yours sincerely

Nicky Dirks  
**Managing Principal – Ministerial Services**  
**State Services Commission**

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