NEW ZEALAND
FOREIGN AFFAIRS & TRADE
Manatū Aorere

31 October 2023

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proactive release

Tēnā koe Personal details removed for proactive release

I refer to your email of 31 August 2023 received by the Ministry of Foreign Affairs and Trade
(the Ministry) in which you request the following under the Official Information Act 1982 (OIA):

1. *The total cost of the (Digital Transformation) program;*

2. *Details of what the program has delivered;*

3. *The dollar amount spent on contractors by the Information Management
    Directorate contractors* from 1 January 2022 to date, and details of what they
    have delivered.*

    ** Contractors can be taken to encompass contractors, consultants and suppliers
    contracted under the programme.*

On 25 September, the timeframes for responding to your request were extended by an additional
25 working days because responding to your request necessitated both the review of a large
quantity of information, and due to the consultations necessary to make a decision on your
request. (section 15A(1) of the OIA refers).

I have responded to your queries in turn below:

1. The total cost of the (Digital Transformation) program;

The total amount spent on the Digital Workspace Transformation Programme for the period 1 July
2021 to 30 September 2023 is NZ$10.093 million. Please note that the costs to September 2023
represent a point in time when the invoices were received, paid, and processed in the Ministry
FMIS system.

2. Details of what the program has delivered;
Please refer to Annex 1 which provides key accomplishments for the period 1 July 2021 to
30 September 2023.

3. The dollar amount spent on contractors by the Information Management Directorate contractors* from 1 January 2022 to date, and details of what they have delivered.

For the period 1 January 2022 to 30 September 2023, the Ministry spent NZ$9.205 million on contractors. Details of what was delivered by these contractors for the Digital Workspace Transformation Programme can be found in Annex 1.

For your information, the costs attributed to the Digital Workspace Transformation Programme includes the implementation of Microsoft's Azure and M365 platforms. This implementation enables increased security, information sharing, improved productivity, and enhanced external interoperability. This programme is in place to meet the needs the Ministry has for New Zealand based staff and at Ministry posts across the globe.

Please note that it is our policy to proactively release our responses to official information requests where possible. Therefore, our response to your request (with your personal information removed) may be published on the Ministry website: www.mfat.govt.nz/en/about-us/contact-us/official-information-act-responses/

If you have any questions about this decision, you can contact us by email at: DM-ESD@mfat.govt.nz. You have the right to seek an investigation and review by the Ombudsman of this decision by contacting www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

Sarah Corbett
for Secretary of Foreign Affairs and Trade

Annex 1

FY 2021 – 2022

Q1 (01/07/2021 - 30/09/2021)

- The Cloud Acceleration Programme was first established in July 2021 as a specialised cloud delivery team, with the necessary delivery and technical resources. The focus during this period was on enabling and supporting the implementation of the Ministry's new Human Resources Information System capability, specifically for SAP/Success Factors, through Hybrid Cloud Identity on an Azure Minimal Viable Product (MVP) solution.

Q2 (01/10/2021 - 31/12/2021)

- Detailed feature planning was completed. Additionally, the programme initiated development of cloud enterprise practices - an ongoing effort to enhance the Ministry's cloud capabilities and practices.

Q3 (01/01/2022 - 31/03/2022)

- The focus for this period was on Device Management, exploring ways to provide administrative users with a unified view to monitor and manage Ministry-managed devices.
- Additionally, there was an emphasis on the delivery of the "PIP11 Digital Diplomacy Suites" on Level 13 of MFAT Head Office, Wellington, New Zealand.

Q4 (01/04/2022 - 30/06/2022)

- Defender for Endpoint (device security toolset) was delivered and enabled for desktops and laptops, supported by a 'Responsible, Accountable, Consulted and Informed' chart. A pilot program for further optimisation of enterprise cyber security threat detection and response tools began. A communications plan for Defender for Endpoint was developed.
- Cloud Auditing was tactically addressed (user action tracking).
- Azure network connectivity was enhanced, and data centre resilience was reviewed.
- The Device Management team integrated Intune (MS Cloud device management capability) with 'System Centre Configuration Manager' (existing on-premises capability), including testing and implementation.
- Messaging Migration outlined a project brief and procurement plan, with detailed consideration of technical aspects and challenges.

FY 2022 – 2023

Q1 (01/07/2022 - 30/09/2022)
- The programme expanded multi-factor authentication to cover a broader range of use cases and scenarios, bolstering overall security of the cloud ecosystem.
- In the context of video conferencing, a comprehensive security review of web cameras was conducted. Simultaneously, business requirements were established to enhance the security of laptop cameras, ensuring the confidentiality and integrity of video conferencing sessions.

Q2 (01/10/2022 - 31/12/2022)
- During this period, the Ministry prioritised Azure security with a policy-based routing (networking) review and addressed Azure hosting configuration issues.
- Initial steps were taken to configure Microsoft Intune for Mobile Device Management.

Q3 (01/01/2023 - 31/03/2023)
- In Mobile Device Management, design was undertaken for Intune stage one for iOS (iPhones and iPads) and MacOS (Apple laptops).
- MS Teams Lite on mobile phones with an implementation plan was piloted, however due to security constraints this was not released into production.
- Messaging Migration involved addressing mail flow rules and integrating Hybrid Exchange to enable MS Teams Lite calendar functionality.
- For the Modern Office Client, activities included creation of an M365 Office install package, establishment of a requirements traceability matrix, and deployment of the Office Readiness toolkit for add-in and macro analysis.
- Regarding replacement of MFAT's aged Global Document Management and Corporate Intranet services, following a series of workshops assessing high-level business requirements, a decision was made to deliver replacement solutions on the M365 ecosystem, therefore leveraging MFAT's existing investment in the Microsoft stack. This removed the need to conduct a procurement exercise for what would otherwise have been an additional technology platform with associated additional costs.

Q4 (01/04/2023 - 30/06/2023)
- The highlight of this period was the global rollout of Microsoft Teams Lite. This initiative included the deployment of Teams 1:1 Chat, Teams Group Chat, Teams Meetings, and Teams 1:1 Calling and integrated calendaring.
- The Teams Lite rollout also included the ability to conduct Teams meetings using existing video conferencing technology, facilitated by a remote global deployment to video conferencing devices at posts to maximise participation in Teams meetings worldwide. This rollout for the global distribution with Teams Lite deployment included a purchase and distribution of headsets costing a total of $0.210M.

FY 2023 - 2024
Q1 (01/07/2023 - 30/09/2023)

- In the Azure workstream, the installation of a Microsoft product called "Azure ARC" was progressed across approx. 200 on-premise Windows 2012 Operating System servers going out of support in October 2023. Azure ARC gives the ability to apply security updates on a monthly basis while the servers are being upgraded to Windows 2016, therefore avoiding the upfront payment of additional annual licencing.
- In Mobile Device Management, a comprehensive test plan was developed for MS Intune and functional testing scripts for mobile devices.
- Messaging Migration included test planning for Exchange Online and functional test scripts for laptops and mobile devices.
- For the M365 Office client, solution requirements were drafted, testing was conducted for M365 Apps testing, and legacy technical debt in Active Directory was addressed.
- Regarding the Enterprise Content Management System (ECMS), a content audit was performed, a migration strategy was drafted, and user requirements were refined. A Business Advisory Group was also established.
- The Intranet replacement project also saw progress with the creation of user stories and initiated the formation of a Business Advisory Group to guide future developments.
- Notably, Skype for Business was decommissioned and the Digital Workspace (M365) – High Level Architecture Design was signed off.