

26 June 2026

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OIA 308961

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Thank you for your email of 21 May 2026, in which you request the following under the Official Information Act 1982 (OIA):

- *"What Artificial Intelligence is your Ministry considering implementing in the next year?"*
- *What aspects or parts of the business will it be implemented? Ie how will the AI be used*
- *Will it's implementation reduce the workload or staff numbers?*
- *What safety and security protocols has it had to pass to be considered acceptable for implementation?"*

On 19 June 2026, the timeframes for responding to your request were extended by an additional 5 working days because responding to your request necessitated the review of a large quantity of information (section 15A(1)(a) of the OIA refers).

## **Background**

On 29 May 2026, the Ministry of Foreign Affairs and Trade (the Ministry) contacted you to request to refine your request as below;

- *"What Artificial Intelligence is your Ministry implementing in a pilot or final stage within the 2026/2027 Financial Year?"*
- *What aspects or parts of the business will any Artificial Intelligence identified in part one of this request be implemented? Ie how will the AI be used*
- *Will the implementation of any Artificial Intelligence identified in part one of this request reduce the workload or staff numbers?*
- *What safety and security protocols has any Artificial Intelligence identified in part one of this request had to pass to be considered acceptable for implementation?"*

As of 19 June 2026, the Ministry has not received a response from you. Therefore, we are interpreting your request to be referring to Artificial Intelligence to be implemented that is in a pilot or final stage within the 2026/2027 financial year.

**Response to your request**

A response to parts one, two, and three of your request is set out in the table below.

<b>Name/description</b>	<b>What aspects or parts of the business will it be implemented? Ie how will the AI be used</b>	<b>Will its implementation reduce the workload or staff numbers?</b>
Oracle Artificial Intelligence agent	This tool is designed to reduce the time it takes for staff to complete expense claims. It has not yet been tested on the Ministry's processes. If testing shows it does reduce the time to complete expense claims in the Ministry's environment it will be made available to all staff with access to Oracle.	It is anticipated to reduce staff workload but not expected to impact staff numbers.
Security Copilot	MS Security CoPilot is specific to the Cyber Security Operations Centre (CSOC), for use only by the Cyber Security Analysts. Only default capability will be used initially, which summarises events and alerts, identifying potential incidents for further investigation or remediation.	The output will recommend further investigative or remediation actions for staff to take, which could increase their workload, albeit providing a more effective response.
Zendesk Copilot	Zendesk Copilot will be trained on unclassified information and be made available to staff across the Ministry who have access to Zendesk. The built-in Artificial Intelligence Copilot feature will suggest wording in response to queries received via the Ministry's Export Helpdesk, and the text to speech component will assist in capturing transcriptions for calls received within Zendesk (via the 0800 Help Desk number).	It is anticipated to reduce staff workload but not expected to impact staff numbers.
Microsoft transcriptions	MS TEAMS Transcription will be piloted with selected Wellington based Ministry staff. The in-built Azure Speech service "speech to text" will assist staff to capture the TEAMS meeting transcription of selected, opt-in online meetings.	It is anticipated to reduce staff workload but not expected to impact staff numbers.

M365 Copilot	M365 Copilot will be piloted with selected staff across the Ministry. It will assist those staff by generating, summarising, and analysing information within Microsoft 365 applications to support everyday work tasks.	It is anticipated to reduce staff workload but not expected to impact staff numbers.
International Development Programme Artificial Intelligence enhanced Reporting Synthesis Pilot	An external provider's proprietary secure closed Artificial Intelligence system will be used to pilot the synthesis of insights and evidence from existing climate portfolio reporting data (Activity Monitoring Assessments, Activity Completion Assessments, and evaluations).	The pilot reduces the manual burden associated with synthesising large volumes of activity-level data. The learnings will inform how Artificial Intelligence can be integrated into Monitoring, Evaluation, Research, and Learning (MERL) systems to streamline the synthesis of outcomes for impact reporting. This will reduce staff workload but not staff numbers.
Microsoft Copilot Studio	Copilot Studio will be piloted to build and manage custom Ministry-wide Artificial Intelligence assistants and simple automated processes to help people with their work.	It is anticipated to reduce staff workload but not expected to impact staff numbers.

Regarding part four of your request; all Artificial Intelligence implementations undergo a Security Risk Assessment, Privacy Impact Assessment, and Artificial Intelligence Risk Assessment to understand the implementation risks.

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/](http://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](mailto: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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Nāku noa, nā



Sarah Corbett  
for Secretary of Foreign Affairs and Trade