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28 November 2024

s 9(2)(a)

Ref: H2024055058

Tēnā koe s 9(2)(a)

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to the Ministry of Health – Manatū Hauora (the Ministry) on 31 October 2024 for information regarding missing devices from the Ministry. You requested:

The total Number of Devices Reported Missing over the last three years, including:

- *A breakdown of the number of each type of device (phones, iPads, laptops) that has been reported missing during this period.*
- *The original purchase cost for each type of device reported missing, along with the total cost of all missing devices.*
- *Any estimates regarding the financial impact of the missing devices, including replacement costs and additional expenses incurred due to these losses.*

Guidance is available to the Ministry's 750 kaimahi for reporting or escalating incidents relating to lost or stolen IT equipment, such as laptops and work mobiles. Ministry staff are expected to complete and submit a security breach reporting form and notify the Ministry's IT Service Desk as soon as possible so they can, if necessary, remotely disable or erase the device, and organise a replacement.

For increased security, mobile phones are managed via a Mobile Device Management solution and remote locked and wiped when reported missing. Our leased laptops are secured with power on BitLocker encryption and multifactor authentication.

The tables in Appendix 1 provide data in response to all parts of your request. The date range covered for the scope of this request is the last three financial years up to the date of the request. It covers a period when the Ministry's annual establishment Full Time Equivalent (FTE) numbers ranged from over 1600 employees during the COVID-19 pandemic down to our 2023/24 establishment FTE of 777.

Laptops

The Ministry's fleet of laptops is acquired via a leasing arrangement and not owned directly by the Ministry. You will see that there is a variation in the original unit cost of the devices, as some of the lost devices were used devices that were re-leased to the Ministry. This is reflected in the values listed under the *original unit cost* column in tables 2 and 3.

Mobile phones

The Ministry owns a pool of mobile phones for staff who require them for their roles with a total of 368 currently in use. Many of these phones are outdated and you will see that it has not been possible to provide you with an original cost for older models. Turning to your request for replacement costs, please note that lost devices are generally replaced by the Ministry's working stock and no new purchase to replace is actioned. As such, this information is not available for the majority of the items reported and is therefore refused under section 18(g)(i) of the Act. However, I can advise that a replacement cost of \$1,995.65 (GST excl) was identified for one mobile phone, as the Ministry's working stock did not have an equivalent device readily available at the time and required the purchase of a new item with the specific requirements.


For completeness, a high-level overview of 2022/23 information is publicly available through the Health Select Committee Questionnaire: www.parliament.nz/resource/en-NZ/54SCHEA_EVI_a74dfd93-e35b-4281-33ea-08dbfb539ab6_HEA291/c23ff3af68627c65cb875acadd60b7ed26ad4f22#page=50&zoom=100,44,793 (refer to question 34).

I trust this information fulfils your request. If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact the OIA Services Team on: oiagr@health.govt.nz.

Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā



Celia Wellington
Deputy Director-General
Corporate Services | Te Pou Tiaki

Appendix 1

Table 1. All Devices reported missing and recovered for FY 2021/22, 2022/23 and 2023/24 and includes 1 July 2024 to 31 October 2024 broken down by type

Type	Reported Missing	Recovered
Laptop	19	10
Mobile	18	1

Table 2. Overview of laptops reported missing and recovered for FY 2021/22, 2022/23 and 2023/24 and includes 1 July 2024 to 31 October 2024 broken down by model

Model to establish original cost	Quantity	Original unit cost	Finance Impact based on casualty rate on lease per unit	Financial Impact Total
HP Elite 850	1	\$734.00	\$200.00	\$200.00
Lenovo T14 Gen1	1	\$1,676.31	\$301.74	\$301.74
Lenovo T490	5	\$1,343.00	\$306.72	\$1,533.60
Lenovo T470	1	\$534.00	\$600.00	\$600.00
Lenovo X390	1	\$1,432.46	\$329.47	\$329.47
				\$2,964.81

Table 3. Overview of mobile phones reported missing and recovered for FY 2021/22, 2022/23 and 2023/24 and includes 1 July 2024 to 31 October 2024 broken down by model

Model to establish original cost	Quantity	Original unit cost
iPhone 6	2	Unavailable due to the age of the device
iPhone XR	1	
iPhone SE	6	\$644.79
iPhone 14 Pro Max	1	\$2,006.00
Samsung A51	4	\$505.00
Samsung A34	1	\$558.90
Samsung A25	1	Unavailable due to the age of the device
Samsung S8	1	