OFFICIAL INFORMATION CAPABILITY DEVELOPMENT TOOLKIT

The capability development toolkit is aspirational and forward looking. It has been created to help agencies assess and improve their official information capability in terms of their compliance with the letter and spirit of the Official Information Act.

It is based on five domains of capability which together build and strengthen commitment to the principles of openness and transparency.

It describes the key elements of capability as they relate to official information within an agency, and poses a number of lead questions and lines of enquiry to help agencies understand their current level of capability.

The tool is designed to encourage conversations about what good looks like in an agency's particular context, and the current state of the agency's official information capability, its strengths and weaknesses and improvement strategies.

Different versions of the tool have been designed to be used in a number of ways and with different audiences:

- **High level** tool (see opposite) can be used as a conversation starter either with the OIA team, with business units operating in a decentralised model or with senior leadership.

- **Intermediate level** tool can be used particularly by agencies with low to medium volumes and complexity of OIA requests or for specific work areas within larger agencies.

- **In-depth** tool provides for a comprehensive evaluation of capability.

The choice of which version of the tool to use will depend on the situation and the agency's context, including the volume and complexity of OIA requests it receives.

Customer focus
How well do we understand the information needs of New Zealanders and provide accessible and responsive services?

Leadership and direction
How well do we respond to and advance government's commitment to the principles of openness and transparency?

Official Information Capability

Performance
How well do we monitor and continually improve our official information performance?

People and development
How well do we ensure we have the right people with the right skills in the right place at the right time?

Structure, policies and systems
How well do our structure, policies and systems support effective and consistent official information practices?