



AIDE MEMOIRE

MIQ Operational Settings - Programme of Assessments

Date:	5 February 2021	Priority:	Medium
Security classification:	In Confidence	Tracking number:	2021-2198

Information for Minister(s)

Hon Chris Hipkins
Minister for COVID-19 Response

Contact for telephone discussion (if required)

Name	Position	Telephone	1st contact
Megan Main	Deputy Secretary, MIQ	Privacy of natural persons	✓
Shayne Gray	GM Service Quality & Assurance		

The following departments/agencies have been consulted

Minister's office to complete:

- | | |
|---|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Declined |
| <input type="checkbox"/> Noted | <input type="checkbox"/> Needs change |
| <input type="checkbox"/> Seen | <input type="checkbox"/> Overtaken by Events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn |

Comments



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Purpose

1. The purpose of this aide memoire is to advise you of the programme of assessments MIQ is implementing, to ensure continuous improvement of our operational performance, and to enclose the terms of reference for your information.

Megan Main
Deputy Secretary
MIQ, MBIE

5/2/2021

Background

MIQ was established at speed in an ever-changing environment that required fast responses

2. MIQ was established as an urgent response to the global Covid-19 pandemic to help prevent community transmission from those arriving at New Zealand's border. The speed at which MIQ was established and its unknown duration meant that fast solutions to immediate problems were needed. These solutions tended to be labour intensive and basic (e.g., significant use of excel spreadsheets).

The six month mark is an appropriate time to undertake a high level assessment of our systems

3. Six months after the transfer of MIQ responsibilities to MBIE, with more certainty that MIQ will need to remain in place for some time and with confirmation of funding, it is now an appropriate time to reflect on what has been established and whether there are opportunities for streamlining or other system improvements.

Nature of assessments

The assessments relate to MIQ's operational, not policy, settings

4. The assessments are deliberately operational in nature covering MIQ processes, customer journey and management structures. Health policy and settings, such as IPC and the use of hotels as MIQ facilities, are outside the scope of this programme. There is a separate programme of Health related reviews, including regular IPC audits run by the various Health entities.
5. Operating in an environment of continuous, urgent change has meant that often the fastest solutions have had to be implemented without time to fully consider options. These assessments will highlight areas where different, potentially more sophisticated options or structures could now be considered.
6. It is intended that the assessments will take place on a rolling 3-4 month basis so that we are able to benchmark progress. The first assessment report is expected in early March.
7. Given the operational nature of this programme we do not intend to do pro-active media.

Panel members

8. Murray Jack and Katherine Corich have been appointed as the assessors. They have a broad range of expertise, including public and private sector and systems analysis. We are considering the appointment of a third member who could, for example, have hospitality experience.
9. Murray Jack is an independent consultant with extensive public and private sector experience and a strong professional background in business and technology strategy and implementation.
10. Katherine Corich, a former airline pilot and Founder and Chair of Sysdoc, is highly experienced in business transformation and has facilitated multiple business change programmes domestically and internationally.
11. Please advise if you would like more information on either of the panel members.