

SecureMail: Governance Model

STATE SERVICES COMMISSION
Te Komihana O Ngā Tari Kāwanatanga

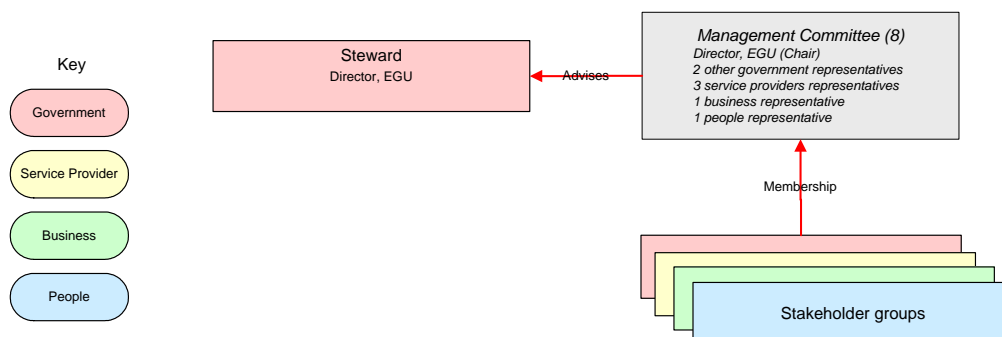


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Overview of SecureMail governance model

- 1 The SecureMail governance model consists of a single government Steward and a committee that represents the interests of all SecureMail stakeholders.
- 2 The Steward has accountability and decision-making authority for the ongoing management and future development of the SecureMail infrastructure.
- 3 The Steward shall be the Director of the E-government Unit.
- 4 The Management Committee provides advice to the Steward on the ongoing management and future development of SecureMail infrastructure.
- 5 The Steward will select the membership of the Management Committee.
- 6 The Management Committee shall only have an advisory relationship to the steward.
- 7 The composition of the Management Committee will initially be as follows:
 - Director, EGU (Chair)
 - 2 representatives for government agencies
 - 3 representatives for service providers
 - 1 representative for business
 - 2 representatives from non-government bodies
- 8 The diagram below depicts the recommended SecureMail governance model.



- 9 The composition of the Management Committee will change as SecureMail matures.
- 10 Costs for providing administrative support for running the Management Committee are to be met by the Steward under VOTE: State Services. Costs for attending Management Committee meetings by stakeholder group representatives will be met by user groups.

Appendix A: Governance Roles

11 The functions of each of the governance roles are:

Steward

12 The Steward has accountability and decision-making authority for the ongoing management and future development of SecureMail.

13 The Steward carries out this role by:

- convening a Management Committee to provide input on the on-going management and future development of the SecureMail infrastructure
- defining how the Management Committee will select members and run its business;
- may, at his or her discretion, outsource the day-to-day operations of the SecureMail infrastructure to any suitable public or private sector organization(s);
- determines the standards for SecureMail infrastructure;
- owns all existing and new SecureMail infrastructure processes;
- establishes appropriate processes and practices, in consultation with the Custodian, so as to ensure the quality of all services delivered and the maintenance of the Steward's assets, including quality and change management;
- determines the terms and conditions under which the Custodian will operate;
- advises the Custodian on actions to take in relation to SecureMail;
- jointly monitors, measures and reviews the outcomes of these practices with the Custodian;
- monitors delivery and audits compliance with those terms and conditions;
- acts in a quality assurance role for material produced by the Custodian, when requested;
- funds the costs of stewardship and, if appropriate, custodianship; and
- ensures the Custodian has access to all relevant information held by the Steward.

14 Responsibility for the provision of value-added services and any associated standards is out of scope

Management Committee

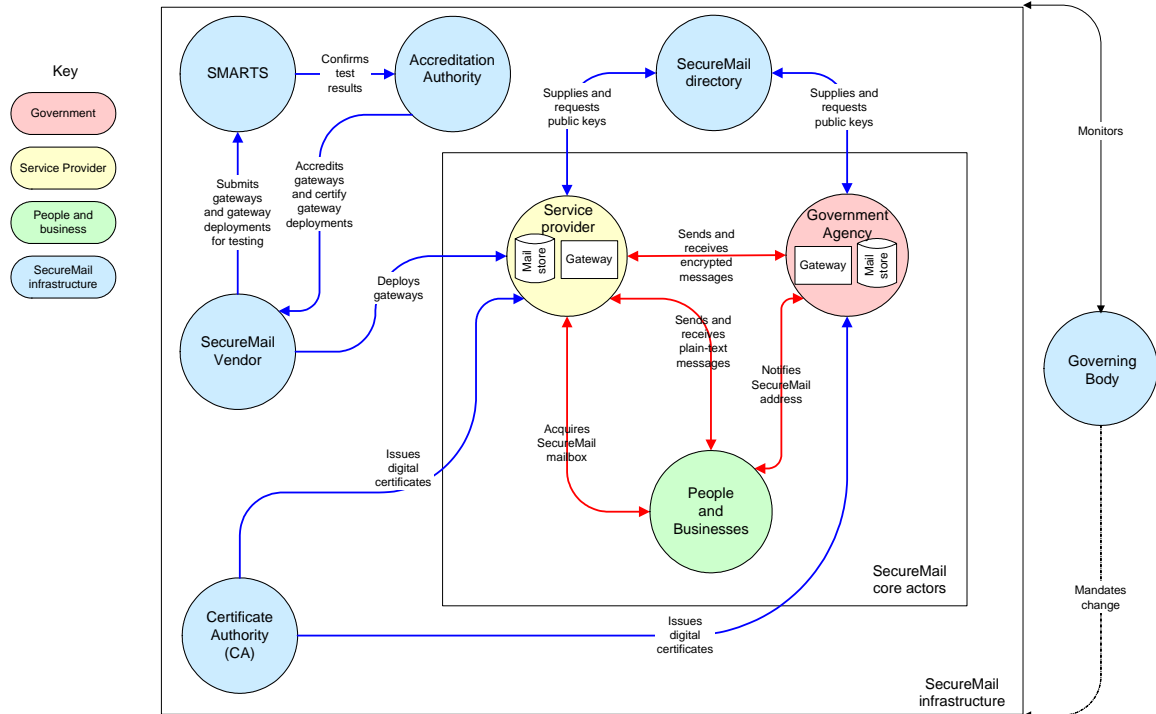
- 15 The Management Committee provides input to the Steward on the on-going management and future development of the SecureMail infrastructure by establishing mechanisms to allow for appropriate input into the development of SecureMail and maintenance of any SecureMail standards, including processes for appealing decisions.

Custodian

- 16 Provides services that ensure the continuous usability of the SecureMail infrastructure by:
- administering appropriate SecureMail processes and practices, in consultation with the Steward, to ensure the quality of all services delivered and the maintenance of the Steward's assets, including quality and change management, and accreditation / certification.
 - jointly monitors, measures and reviews the outcomes of these practices with the Steward, and undertakes any corrective action that is identified as being required;
 - provides for business continuity at a time of an outage or disruption to the SecureMail environment;
 - provides a single point of contact and technical support for faults or inquiries relating to the SecureMail standards;
 - administers the SecureMail communications and publications process, including responding to Official Information Act requests, Parliamentary Questions and requests from Ministers;
 - provides secretarial services for the Management Committee;
 - develops and makes accessible supporting guidance, training and tools; and
 - proactively informs the Steward, at the earliest opportunity, of any issues that require attention.

Appendix B: High-level model of the SecureMail infrastructure

17 The diagram below is a high-level model of the SecureMail infrastructure roles and functions.



18 The roles in the high-level model are outlined in more detail in the table below:

Role	Purpose
Accreditation Authority	Accredits SecureMail Vendors, products and Gateways for compliance with the SecureMail requirements.
Administrator	Administers the SecureMail Directory and acts as the Accreditation Authority and the Certificate Authority.
Gateway	A system that secures and processes messages to the SecureMail standard.
Government Agency	Departments, Crown entities, and any organisation within the State sector.
People	A natural person.
Plain-text message	A message that is not encrypted.
Role	Different legal personas that a person can take on (e.g. individual, trustee, etc).
SecureMail Service Provider	Provides Gateways and/or SecureMail mailboxes.
SecureMail standards	The standards to which an Organisation with a Gateway must comply.
Service Provider	A Business that provides a Gateway and/or Mail Service.