



8 June 2026

Tēnā koe

Re: Official Information Act (OIA) Request – plans to implement Artificial Intelligence

Thank you for your OIA request of 21 May 2026 for the following information:

- *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?*

Te Papa has interpreted your request as relating to information held about planned or proposed AI implementation as at the date of your request. I will respond to your questions in turn.

What Artificial Intelligence is your Ministry considering implementing in the next year?

Te Papa currently has no plans to implement any standalone Artificial Intelligence (AI) tools within the next year. However, two technology application projects are included in Te Papa's roadmap, and both are in the requirements gathering phase. While Artificial Intelligence is not identified as a core requirement for either project, Te Papa remains open to vendors proposing AI-enabled features where these could enhance user experience or improve operational workflows.

What aspects or parts of the business will it be implemented? ie how will the AI be used

Te Papa has not identified specific AI use cases at this stage. However, it remains open to vendors proposing AI-enabled features as part of two planned application projects, a Human Resources Information System (HRIS) and a ticketing and point-of-sale (POS) system.

Will it's implementation reduce the workload or staff numbers?

No, these projects are not expected to reduce workload or staff numbers. Both are designed to implement technology that introduces efficiencies and supports good business outcomes and enhances the overall customer experience.

What safety and security protocols has it had to pass to be considered acceptable for implementation?

Te Papa applies its existing governance, risk, and security frameworks to all technology implementations. In addition, Te Papa has a [publicly available policy](#) that guides the responsible use of artificial intelligence. Any proposed AI-enabled functionality would be assessed against these frameworks and policies, as well as standard security, privacy, and procurement requirements, to ensure it meets Te Papa's expectations for safety, ethical use, and data protection before being considered for implementation.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss any aspect of your request, please contact OIA@tepapa.govt.nz.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Peter Corley', with a stylized flourish at the end.

Peter Corley
Chief Financial Officer