



28 April 2025

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 9 April 2025. You requested the following:

... identify Service Level Agreement parameters for:

- *RTO (Return to Operation) – refers to the point at which a system, service or business process is fully restored and functioning as normal after a disruption or outage*
- *RPO (Recovery Point Objective) – maximum amount of data loss the organization can tolerate in case of a disruption. Measured in time, ie, minutes or hours, this helps define how often backups occur*
- *MAO (Maximum Acceptable Outage) – longest period of time that a business process or system can be unavailable before it causes unacceptable damage or risk to the organization*

MyIRD is identified as one of the external services that the Waikato District Council engages with

Information being released

MyIR is the external front end into Inland Revenue's internal system START. The Return to Operation time for START is 4 hours. The Recovery Point Objective for START is 15 minutes, and the Maximum Acceptable Outage is 12 hours.

If you would like to discuss Inland Revenue's Business Continuity and Disaster Recovery Plans further, please feel free to contact me at [REDACTED].

Thank you again for your request.

Yours sincerely

[REDACTED]
James Cole
Service Owner, Operations Management