

## **Colette Lyons**

Colette is the lead analyst in the Identity & Eligibility Team, National Digital Services for the Ministry. Colette has primary responsibility for managing data quality within the NHI, educating users on correct behaviour when creating or updating NHI records, and responding to sector queries and official information requests.

Colette has been with the Ministry for the last ten years in various roles in National Collections and the Identity team, and was instrumental in the successful roll-out of the new NHI system in 2013 and driving down NHI duplication rates from 8% to under 1% of newly created records.