ELECTORAL COMMISSION
TE KAITIAKI TAKE KŌWHIRI

Programme Overview

Overall Commentary

The overall status of the programme is AMBER, due to the Quality & Assurance milestone remaining AMBER. The AMBER status is due to a number of our election systems needing a PIA completed. Given these are unlikely to all be completed for a number of months, the overall status of the programme will stay at this level.

A good amount of progress has been made across the Commission over the last month, with a number of key milestones being completed. With the closeout of the current financial year, there appears to be a significant underspend, some of which will be carried over to the 23/24 financial year, other components of the underspend are permanent savings. However, there are a number of workstreams who have identified the need for more budget and a process is underway to enable the business to request a funding increase to ELT.

Decisions/Actions Required

Note the processes in place to provide Enrolment and Voting Services for New Zealand Defence Force (NZDF) Personnel deployed on operations.

Agree the design, guidance parameters and sign off process for operating voting places on Election Day. Agree the actions in the Overseas Voting Places relating to France, Australia and Canada.

Critical Path 1 June – 31 August 23

Commentary

Since the previous reporting period four critical path milestones have been completed. Electorate headquarters are now all operational, new recruitment processes have been approved, the roll data extract from MIKE for the enrolment update campaign has been completed and sent to NZ Post and processing centres are fully operational.

EMS being election ready has moved from 1 June to 31 July. Voting Services and IT agreed that an additional May Release containing outstanding critical GE Bug fixes and functionality was required. This went into Production on 31 May. The impact of this is that Pen and Load testing weren't able to be started until 1 June and C&A work may be delayed. Less time will be available for remediation work following Pen/Load testing. Overall, however, IT and Voting Services don't foresee this having any material impact on EMS users and this delay is manageable.

The critical path for 1 March – 31 May is provided in Appendix A and 1 September – 30 November in Appendix B.

Concerns

Recruitment

Current recruitment activity remains on track and the recruitment dashboard is progressing well, however there is a concern about the timeliness of addressing the outputs from the plan b deep dive. The revised recruitment plan, which includes the plan b action plan is due to be presented to the Steering Group on 29 June, then to Programme Board on 6 July. Actions to progress plan b need to be in train by then in order to hit the ground running in August should we need to implement them.
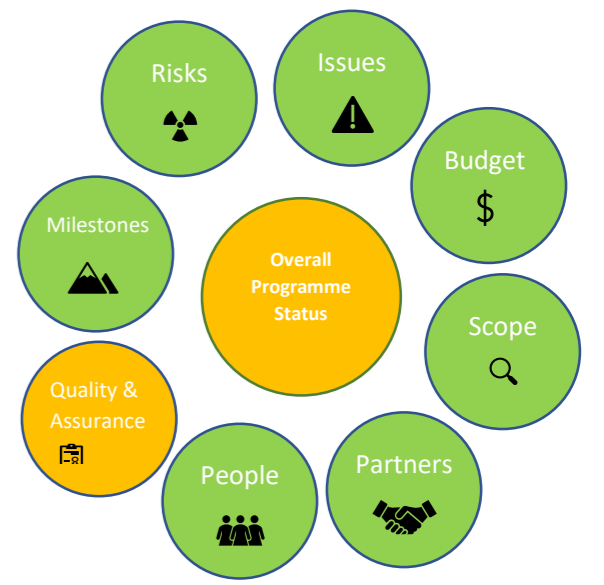
Privacy Impact Assessments (PIAs)

Work has progressed to better understand the inputs for doing the PIAs that are required on our legacy systems, and work will be outsourced to a provider to help get them completed. However, there are three systems that were reported in the PIA paper stating that PIAs were underway which isn't the case. Therefore, there are now more to be completed that initially expected.

Dates

As an organisation, we are still not trusting each other to deliver on time, therefore drop dead dates are not always being provided when commissioning work from each other. This causes stress within teams and takes away the ability to accurately prioritise and manage resourcing
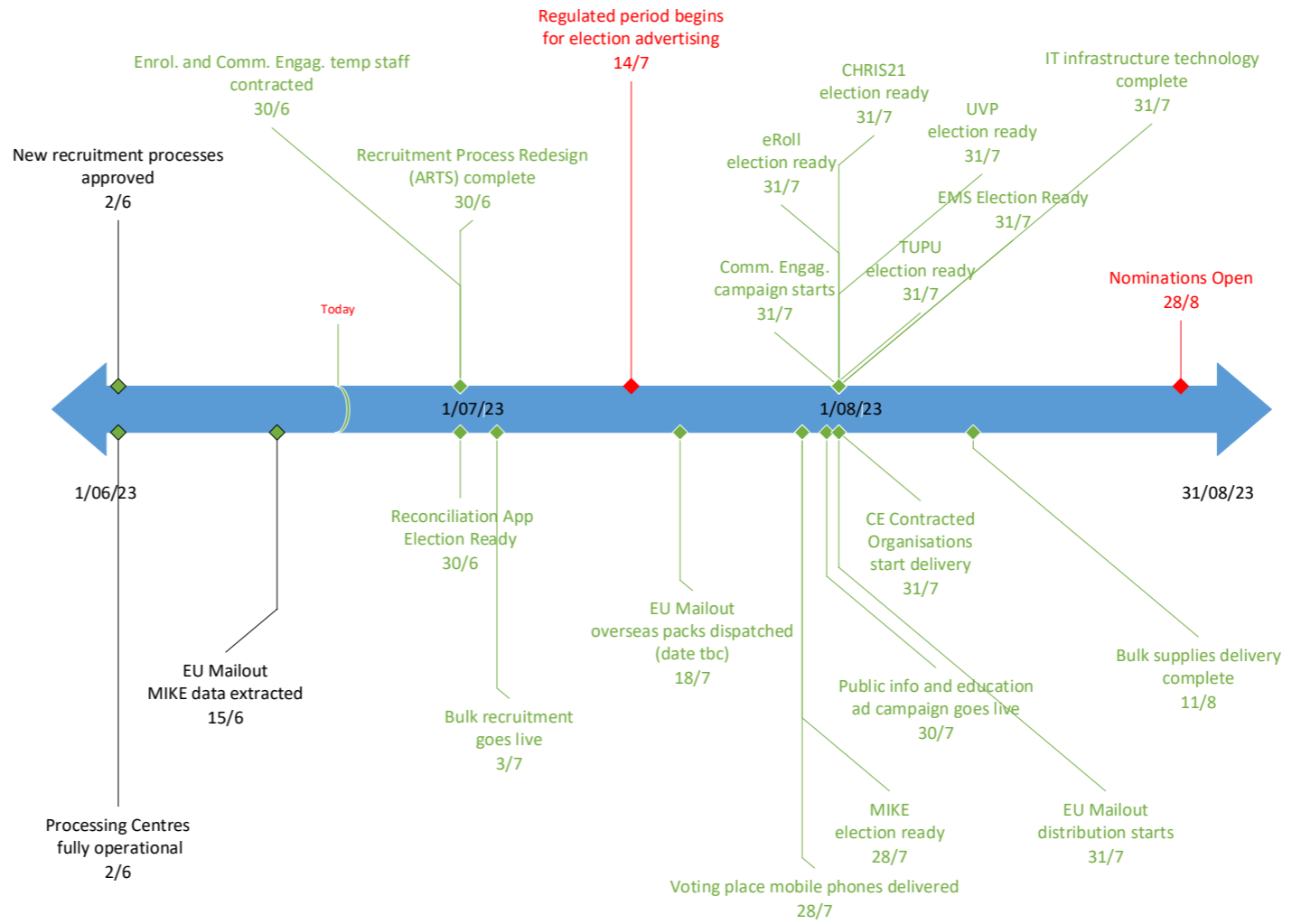
RAG Status

Last Month → This Month → Next Month

Risks, Issues, Budget $, Scope, Partners, People, Quality & Assurance, Milestones — Overall Programme Status

New recruitment processes approved 2/6

Processing Centres fully operational 2/6

EU Mailout MIKE data extracted 15/6

Today

Reconciliation App Election Ready 30/6

Bulk recruitment goes live 3/7

Recruitment Process Redesign (ARTS) complete 30/6

Enrol. and Comm. Engag. temp staff contracted 30/6

Regulated period begins for election advertising 14/7

EU Mailout overseas packs dispatched (date tbc) 18/7

Comm. Engag. campaign starts 31/7

Voting place mobile phones delivered 28/7

MIKE election ready 28/7

eRoll election ready 31/7

CHRIS21 election ready 31/7

TUPU election ready 31/7

EMS Election Ready 31/7

UVP election ready 31/7

CE Contracted Organisations start delivery 31/7

Public info and education ad campaign goes live 30/7

EU Mailout distribution starts 31/7

IT infrastructure technology complete 31/7

Bulk supplies delivery complete 11/8

Nominations Open 28/8

1/06/23 — 1/07/23 — 1/08/23 — 31/08/23

Black = completed
Green = Key date
Red = Immovable date

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Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
Risks	🟢	🟢	🟢	One medium risk this month has been reduced to low. There are currently three medium programme risks, six low risks and no critical risks. No new risks have been identified this month. The details of the medium risks are included in Appendix C. Due to competing priorities, there hasn't been progress in amalgamating Programme and Organisational risks.
Issues	🟢	🟢	🟢	The Privacy Impact Assessment issue that was reported on last month remains. Work has been done to better understand the state of our PIAs and a request is going to ELT for funding to get support from an external provider to assist in getting the PIAs completed. This issue will remain open until the Programme Board is satisfied with the treatment plan. One medium issue does not warrant the overall RAG status to move from GREEN to AMBER.
Budget	🟢	🟢	🟢	When the FY23 budget was approved in June 2022 it was agreed that they would be set at $2m more than the available baseline funding and this $2m deficit would be funded from reserves. When the FY24 budget had been prepared and approved it had a FY23 forecast of $8.7m surplus and an FY24 deficit of $11.3m which nets to a $2.5m deficit. When we prepared the FY23 budget and then subsequently the FY24 budget we did not specifically approve a budget for EV1001- General Election 2023 that would be spent across both FY23 and FY24. Therefore, the forecast for FY23 and the budget for FY24 are on track with the $2m deficit to be funded from reserves and these budgets include the budget for GE2023. May YTD expenditure is $22.489m which is an underspend of $8.188m. This underspend is a combination of permanent savings, delayed expenditure that will hit FY23 and delayed expenditure that will now be incurred and is budgeted for in FT24.
Scope	🟢	🟢	🟢	Over the last month, there has been some scope creep in the ARTS project which is putting pressure on getting everything completed before the Snaphire change freeze comes into effect on 30 June. This was raised at the Steering Group on 14 June and there are tight controls around approval of any additional requests that are being made to that project. This does not warrant a change in the overall key indicator status and therefore scope remains GREEN.
Partners & Procurement	🟡	🟢	🟢	There is no procurement activity currently underway for the GE Programme. Although the Programme Director is meeting with Procurement this week to discuss procurement for the PIAs. There are some minor issues that have arisen with Aotal, our Snaphire provider and a meeting is being set up to work through them. They are not impacting on getting through the delivery of the Snaphire platform.
People & Recruitment	🟢	🟢	🟢	The revised recruitment plan is still being worked on and will be presented to the next programme board. It will include the outputs from the deep dive plan b workshop and actions associated with it. It will also contain updated targets and timeframes. There is a level of concern regarding the progress on this. 350 trainer roles have gone live and bulk recruitment is on track to go live on 3 July. The recruitment advertising campaign to support this has been approved. PersolKelly have enrolment recruitment underway and reporting good progress and Snaphire is being prepared to manage the candidates. SEP: Staffing breakdown by region has been confirmed and advertisements for fixed term and casual roles went live on 31 May.
Quality & Assurance	🟡	🟡	🟡	This is our second month reporting progress against the 23 IQA recommendations received in May 2023. The Programme has made good progress this month and has closed a total of 6 of the 15 High recommendations due by 31/07. We remain confident that we are on track. More information can be found on page 5 of this report. The final action plan is due to be signed off by the Programme Director on 19/06. The Process and Assurance project which contributes to this area is progressing and a presentation was given to the Programme Board on 25 May. Additional Business Analyst support has been organised for the end of June to progress process mapping. There are a number of PIAs required on the systems we use to run an election. In the absence of these, this metric is reporting AMBER and will remain that way until they are completed.

GE23 Programme Dashboard

ELECTORAL COMMISSION
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Emily Redmond
Programme Director
From 20 May to 16 June

Key Milestones

MILESTONE REPORT

LATE MILESTONES

Name	Finish	Milestones
Milestones: 0	**Fri 9/06/23**	
MIL0 GE2023 specific Remote voting information completed uploaded to website	Thu 1/06/23	0
SV Audit Remediation complete	Fri 16/06/23	0
MIL: Trust & Security: Critical Storage rules and exception process in place	Fri 16/06/23	0

MILESTONES UP NEXT

Name	Finish	Milestones
Milestones: 0	**Thu 13/07/23**	
MIL: Recruitment Process Redesign Processes Defined and Approved for Non-GE (BAU)	Fri 23/06/23	0
MIL0 Election facts webpage live	Fri 30/06/23	0
MIL0 GE2023 specific overseas information completed and uploaded to website	Fri 30/06/23	0
MIL0 Noms forms completed and uploaded to the website	Fri 30/06/23	0
MIL: Full Recruitment Process Redesign (ARTS) Project Completed	Fri 30/06/23	0
MIL L0: Draft voting places sent to parties	Fri 30/06/23	0
Overseas App Election ready	Sat 1/07/23	0
SEP Temp Staff contracted	Tue 4/07/23	0
Enrolment Leads contracted	Tue 4/07/23	0
EU Mailout - Overseas packs leave NZ (Date not yet confirmed)	Thu 13/07/23	0

COMPLETED MILESTONES

Name	Finish	Milestones
Status: Complete	**Thu 22/06/23**	
MIL0 All Enrolment mailout artwork and content completed	Fri 19/05/23	0
CE Hub Implementation Plans - Final	Fri 19/05/23	0
MIL: Electorate headquarters operational	Tue 30/05/23	0
MIL0 Social Media Management Guidelines completed	Fri 2/06/23	0
MIL0 Social Media Terms of Use completed	Fri 2/06/23	0
MIL: EasyVote letter, envelope, artwork and brochure approved	Fri 9/06/23	0
EU Mailout - Enrolment Data Extract - Production	Thu 15/06/23	0
GE23 Processing Centres Fully Operational	Tue 20/06/23	0

Milestone Commentary

Commentary

This report contains information on progress against key milestones only. For more information on successes over the last month and the focus for next month please refer to Appendix D.

Late Milestones

There are three late milestones.

The GE2023 specific remote voting information being completed and uploaded to the website has been delayed. There are delivery dependencies on the overseas team for the team to complete the review of remote voting letters and website content milestones. Due to illness this has not yet happened. There will be a change request coming to the Steering Group once the revised date has been confirmed.

There is still time to get remote voting information up in a timely fashion – ie, by mid July which was when overseas had originally indicated they wanted the information up by.

The Special Vote Audit has not been completed. Testing has been completed, and a meeting has been scheduled for 19/6 with IT and Director Enrolment to determine whether any remediation or additional testing is required. If remediation is required this will be subject to a change request.

Critical rules and the exception process have made good progress. The critical storage rules have been approved and the exception process is in final stages. The exception form has been agreed with Voting Services and meetings are taking place this week to discuss the approval delegations for that form. The revised date for final sign-off of the delegations is 30th June.

Milestones up next

There are ten key milestones due to be completed over the next four weeks. Currently, all these milestones are on track.

Completed Milestones

There has been excellent progress over the last month with eight key milestones being completed. These have been from each of the workstreams and cross functional pieces of work.

Budget

GE2023 Finances as at 31 May 2023

Description	Current Actual	Current Budget	Current Variance	YTD Actual	YTD Budget	YTD Variance	Full Year Budget	% Full Year Spend
Total Remuneration	459,611	399,554	(60,057)	2,655,004	3,678,273	1,023,270	4,746,614	55.9%
Total Superannuation	34,759	46,949	12,190	156,775	236,777	80,002	319,122	49.1%
Total Field	1,007,819	1,203,904	196,085	4,090,202	4,832,555	742,353	6,806,843	60.1%
Total Leave	125,887	42,735	(83,152)	297,699	227,914	(69,785)	304,241	97.9%
Total Health & Welfare	63	0	(63)	246	5,000	4,754	5,000	4.9%
Total Training & Development	10,035	15,861	5,827	53,969	37,101	(16,868)	53,931	100.1%
Total Other Personnel Costs	12,678	18,466	5,789	78,339	192,410	114,071	212,233	36.9%
Total Occupancy Costs	85	0	(85)	85	0	(85)	0	0.0%
Total Computer & Telecommunicati	425,141	478,331	53,190	861,684	1,702,955	841,271	2,238,977	38.5%
Total Occupancy Costs	1,372,905	919,609	(453,296)	6,080,908	4,592,243	(1,488,665)	5,511,852	110.3%
Total Office Equipment	(69,077)	37,250	106,327	2,550,833	2,821,750	270,917	2,995,389	85.2%
Total Specialist Services	237,995	686,465	448,470	2,367,484	4,870,889	2,503,406	7,253,908	32.6%
Total Travel Expense	113,125	447,531	334,406	580,996	1,043,718	462,722	1,374,499	42.3%
Total Meeting & Entertainment	6,935	190,000	183,065	96,632	322,250	225,618	423,750	22.8%
Total Printing, Stationery & Postage	878,592	243,716	(634,876)	2,415,660	6,038,882	3,623,222	6,359,598	38.0%
Total Miscellaneous Expenses	47,004	21,297	(25,707)	202,211	73,623	(128,588)	99,920	202.4%
Total Operating Expenses	**4,663,556**	**4,751,667**	**88,111**	**22,488,727**	**30,676,341**	**8,187,614**	**38,705,877**	**58.1%**

Budget Commentary

Expenditure in May was $4.664m which was $88k under budget.

Our YTD expenditure was $22.489m which is an underspend of $8.188m. This significant underspend is made up of a combination of permanent savings, delayed expenditure that will hit FY23, and delayed expenditure that will now be incurred and is budgeted for in FY24.

The largest underspend continues to be in Printing, Stationery & Postage ($3.623m) which is due to the original budget assumption of a September election date meaning costs relating to the GE Update Campaign have been pushed out.

Specialist Services are underspent by $2.503m. Advertising and Media costs have been delayed due to the October election date with a YTD favourable variance of $300k.

Remuneration has a $1.023m variance, which is likely to be permanent savings.
Occupancy overspend is increasing with a YTD overspend of $1.489m due to higher than anticipated HQ lease costs. There is also additional unbudgeted security costs of $40k for the month and $172k YTD.

Trust and Security

Commentary

Applications for the Regional Security and Resilience Advisor roles have closed. A decision was taken to reduce the number of advisors to one per region (i.e. 5 and not 10). This is due to:
-        ability to onboard and manage a remote group of staff effectively at short notice and with the available resources;
-        greater than anticipated set-up costs including more national office support than anticipated;
-        the likelihood for additional funding to support security solutions/changes.

Regional Managers have been briefed, initially on the intent of this programme of work and more recently on objectives for the role and the key tasks they will be undertaking. We are interviewing applicants for the 5 regional roles with Regional Managers over the coming week.

P&C are currently using the new regional HR Advisors to support with social media checks of LLM and RRM staff who have been onboarded. Social media checks will also be conducted on Area trainers. Additional screening questions have been added to interview questionnaires following advice from the Senior Advisor Security and Resilience.

Materials to support voting place staff to manage challenging situations are currently in draft. These will cover when to seek immediate support (111), guidance on managing situations themselves, and when and how to escalate concerns through field management and ultimately up to National Office if required.

We are working closely with Voting Services to finalise the last key decisions that need to be taken to support the field to be 'security ready' for GE2023. There are some challenges with resourcing the design and implementation all of the initiatives identified by the Security Working Group (i.e. over and above the protective security work already undertaken by Voting Services and others, and the inter-agency work). We are working this through with Voting Services, however we are likely to seek a further resource at National Office to help with implementation of the work.

Inter-agency work continues. Protocols setting out the roles and responsibilities of agencies in relation to possible disruption of the GE are in final draft. These are on track to be signed off by the Senior Officials Committee and published in July. An event risk profile, including roles and responsibilities for prevention mitigations and response actions has been built based on work with agencies to identify their role in preventing and responding to disruption. The next step is for the protocols, mitigations and response actions to be put to the test through 'operational scenario testing', which will be held in July. In addition to the combined inter-agency forums, we are working closely with Police and DPMC through bilateral arrangements.

We are working with Legal and Policy to include a link to security advice from agencies responsible for the protection and security of candidates on our candidate portal. This was requested by NZ Police and DPMC as we are the agency that interfaces with candidates about the event. This is a similar approach to the one we take where information is relevant for candidates (and we are the conduit for providing it) even though we do not have direct responsibility for the advice or information itself (e.g. we already provide links to information about advertising and broadcasting standards).

GE23 Programme Dashboard

Emily Redmond
Programme Director
From 20 May to 16 June

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Legal & Policy

Commentary

Legal & Policy successes for the current reporting period:

- Launched the Candidate Hub on elections.nz on 6 June
- Finalised return forms for candidates, parties and third parties
- Preparing for judicial review proceedings in the High Court relating to the broadcasting allocation on 20 June
- Continuing to issue advisory opinions, with over 500 items covered so far this year
- Managing compliance issues for candidates and parties, including ongoing reporting of donations to parties over $20,000
- Ongoing registration of third party promoters

Process and Assurance Project

Commentary

The review with the Programme Board in May clarified the focus of the work and allowed the team to prioritise. Based on the best value that can be delivered looking forward, Nominations has been selected.

Another Business Analyst has started working on the project to prepare a process map for the work, we will then re-engage with the working group to progress the other artefacts.

The RASCI has been updated to reflect delegated authority Accountability alongside the current accountability that is being followed. This will allow for further discussion later about the roles and responsibilities across management and potential opportunities for rationalising.

IQA

Total Recommendations: 23

	High Priority Recommendations	Medium Priority Recommendations	Low Priority Recommendations
Due date	7/31/2023	10/14/2023	6/30/2024
Total	**15**	**2**	**6**
Not started	3	0	4
In progress	6	2	1
Overdue	0	0	0
Closed	6	0	1

This table reflects progress made at 16/06 against current action plans.

The following progress has been made against the 23 recommendations:

- 6 have been closed (up from 1 last month)
- 9 are in progress (down from 11 last month)
- 7 are yet to start (down from 11 last month)
- 0 are overdue (same as last month)
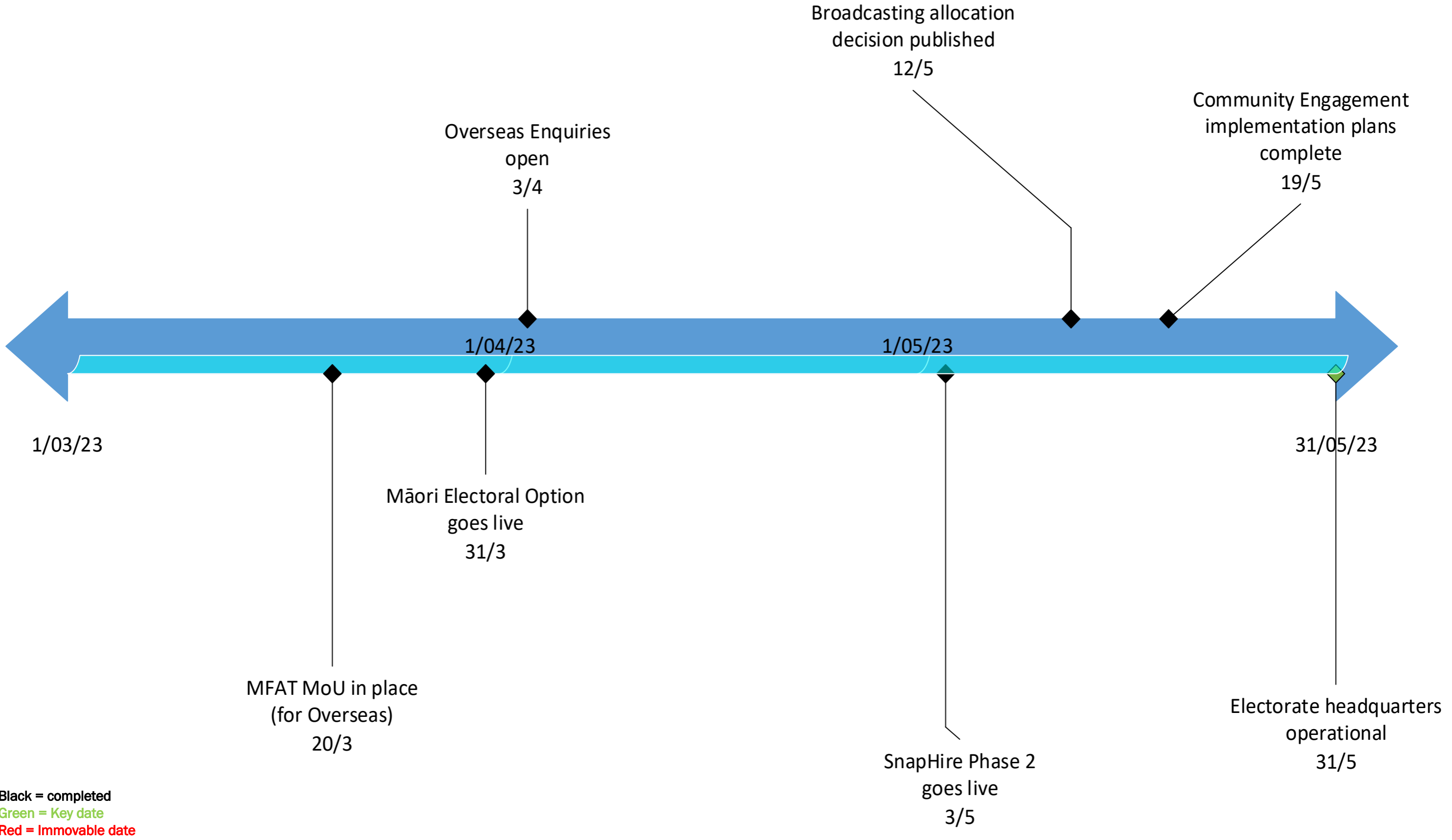- 0 are under threat of missing their due date (same as last month)

This is the second month that the Programme is reporting progress against the IQA Report provided by Caravel in May 2023. The Programme Director will finalise the action plans on 19/06.

The Programme is making good progress and remains comfortable with those recommendations targeted for closure by 31/07/2023. The biggest risk remains that any project(s) receives an unexpected challenge in delivery. In the event of this happening the Project Director will make a judgement on whether to re-prioritise any affected recommendation from High to Medium (due 14/10/2023). Currently no such delivery challenges are visible. Of the 7 recommendations not started 4 are not due until 30/06/2024.
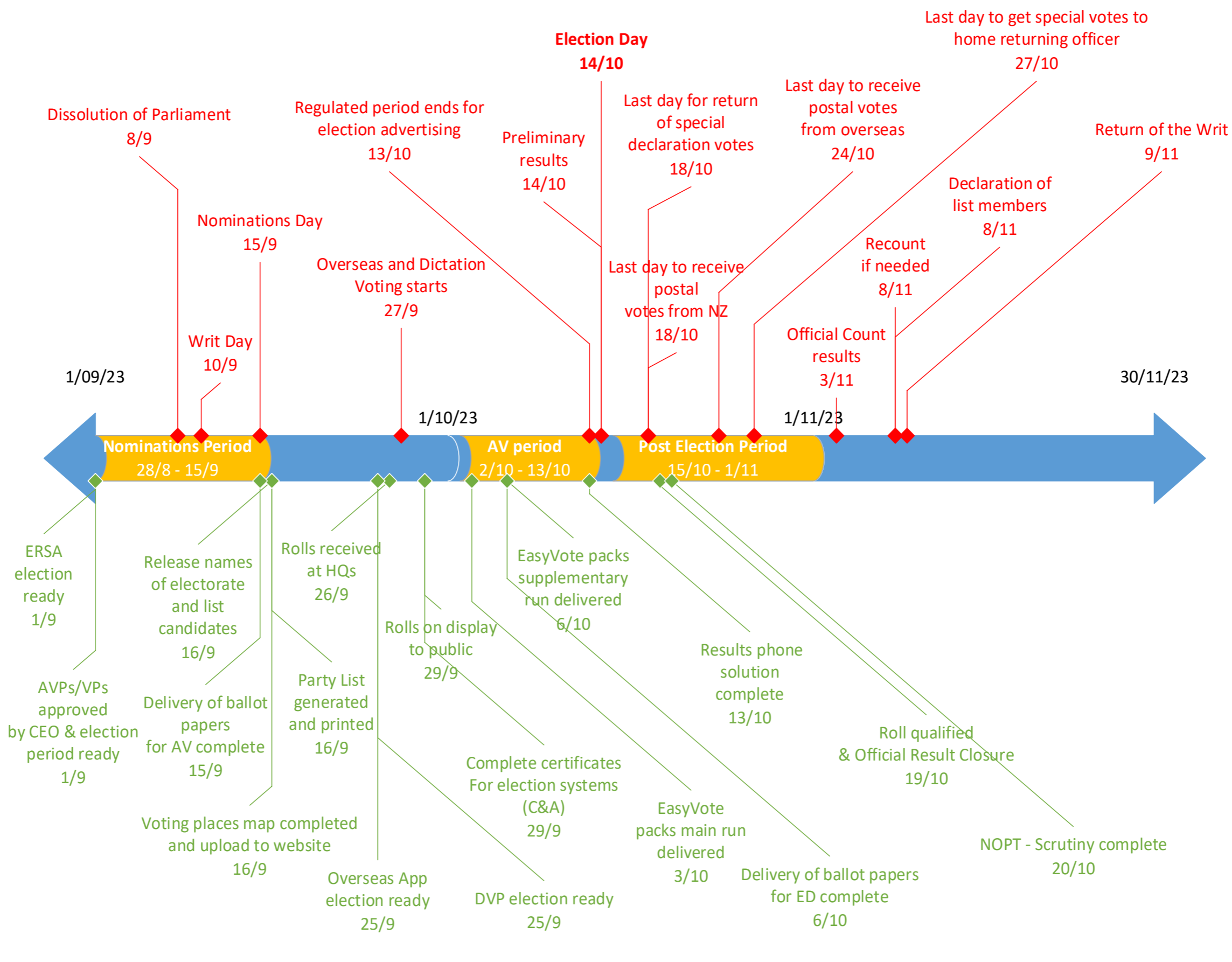
Issues

			Impacted Area							
Issue Description	Impact on business	Management / Progress update	People	Process	Systems	Finance	Reputation/Other	RAG	Date reported	Reported by	Assigned to
PIAs have not been completed for many legacy systems and there was an action in 2021 to begin this process	1. If the PIAs are not completed there is a greater risk of not being compliant. 2. If the Commission is not compliant with privacy, there is a reputational and integrity risk.	The Programme Director will source as much information as possible to complete the PIAs and will procure a specialist to assist in getting them completed. A meeting is taking place with procurement on 22/6/23	Yes	Yes	Yes	No	Yes	Medium	2/05/2023	Emily Redmond	Emily Redmond Lucy Hickman

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Appendix A: Critical Path 1 March – 31 May 23

Broadcasting allocation
decision published
12/5

Community Engagement
implementation plans
complete
19/5

Overseas Enquiries
open
3/4

1/04/23

1/05/23

1/03/23

31/05/23

Māori Electoral Option
goes live
31/3

MFAT MoU in place
(for Overseas)
20/3

SnapHire Phase 2
goes live
3/5

Electorate headquarters
operational
31/5

Black = completed
Green = Key date
Red = Immovable date

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Appendix B: Critical Path 1 Sept – 30 Nov 23

Immovable dates (red):

- Dissolution of Parliament 8/9
- Nominations Day 15/9
- Writ Day 10/9
- Overseas and Dictation Voting starts 27/9
- Regulated period ends for election advertising 13/10
- Preliminary results 14/10
- Election Day 14/10
- Last day for return of special declaration votes 18/10
- Last day to receive postal votes from NZ 18/10
- Last day to receive postal votes from overseas 24/10
- Last day to get special votes to home returning officer 27/10
- Official Count results 3/11
- Recount if needed 8/11
- Declaration of list members 8/11
- Return of the Writ 9/11

Timeline periods:

- 1/09/23
- Nominations Period 28/8 - 15/9
- 1/10/23
- AV period 2/10 - 13/10
- Post Election Period 15/10 - 1/11
- 1/11/23
- 30/11/23

Key dates (green):

- ERSA election ready 1/9
- AVPs/VPs approved by CEO & election period ready 1/9
- Release names of electorate and list candidates 16/9
- Delivery of ballot papers for AV complete 15/9
- Voting places map completed and upload to website 16/9
- Party List generated and printed 16/9
- Rolls received at HQs 26/9
- Rolls on display to public 29/9
- Overseas App election ready 25/9
- DVP election ready 25/9
- Complete certificates For election systems (C&A) 29/9
- EasyVote packs supplementary run delivered 6/10
- EasyVote packs main run delivered 3/10
- Delivery of ballot papers for ED complete 6/10
- Results phone solution complete 13/10
- Roll qualified & Official Result Closure 19/10
- NOPT - Scrutiny complete 20/10

Black = completed
Green = Key date
Red = Immovable date

GE23 Programme Dashboard

Emily Redmond
Programme Director
From 20 May to 16 June

ELECTORAL COMMISSION
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Appendix C: Key Risks

Risk Owner	Risk title	Risk description	Treatment Action (Mitigations) What can be done to reduce the likelihood?	Treatment action log	Assessment of CURRENT Risk		
					Likelihood	Consequence	Risk Rating
All ELT Managers	Reliance on key staff	IF, we continue to be reliant on a on a small number of key SME's and workloads remain high THEN if any of those people get sick, burnt out or leave the organisation, this will compromise our ability to deliver and creates critical points of failure	1. Identify and document key staff and key roles 2. BCP work has required that back-up plans are identified and documented including cover for critical tasks. Revisit this document to ensure it is still valid 3. Review the TOM work which has identified critical staff risk and has incorporated this into the organisational changes being implemented to determine if it is still valid and if it has mitigated any risk 4. Identifying back-ups for all key staff during the GE 5. Document all critical GE delivery processes showing clear ownership and back ups 6. Staff retention and attraction policies and practices being implemented 7. Recruitment, H&S, BCP, reprioritisation 8. Review of GE 2023 critical path to identify critical points of failure and where we may need to have more documentation around process. 9. Identify ways to support critical staff if a crisis arises that they need to deal with 10. Develop and roll out succession planning including understanding and planning for career pathways 11. Identify substitutes and ensure they are well informed to be able to step in 12. Capture knowledge to make it readily accessible for others 13. Run an ELT workshop to identify critical issues and develop a shared plan going forward.	Items 1-4 have been implemented Sept 22: A workshop will be run with ELT on 12 October, focussing on implementing mitigations 14 Oct 22: A first workshop was run with ELT which did a deep dive into this risk. New mitigations were identified. Not everything was completed, so another will be run and this risk will be updated as a result of the two workshops next month 11 Nov 22: this risk needs to be updated based on the ELT workshop. This will be done post Hamilton West by-election. 17 April 23: The recent recruitment of mangers in the Operations Group in particular have a focus on ensuring workload is spread across teams, work is underway to document key processes and BCP plans are in the process of being updated. 16 June 23: Progress has been made on process mapping, BCP planning and resource allocation/backups.	Likely	Significant	Medium
DCE Enterprise Services DCE Operations	SMEs leaving without sharing information	IF people leave without providing a substantive handover (either in person, via documentation or both), THEN we lose a significant amount of knowledge that makes the next person's role harder, potential rework and potential non delivery of items	1. Managers set expectations with the team that they are to document key processes 2. Managers to ensure that when someone resigns they prioritise writing a thorough handover document 3. Managers prioritise recruitment so there is a handover period 4. P&C prioritise recruitment for critical roles	Sept 22: This is a new programme risk and has been assigned to the risk owners only this month. Progress against treatments will be reported next month 14 Oct 22: progress has been made on treatment 3 & 4. 20 Feb 23: The process and assurance work that is starting in March will address much of this risk as key processes will be documented. 17 April 23: Work is progressing to document key processes and good progress has been made on recruiting for critical roles and other positions. 16 June 23: The process and assurance continues to make progress in mapping out key resources and good handovers are taking place when people resign in some areas.	Very Likely	Minor	Medium
CIO	Cyber Attack on Critical Systems	IF, A malicious cyber attack were to occur on critical systems, THEN, Security of information would be at risk and systems may be down.	1. Structured improvement of controls (technology, human, supply chain management) to enable us to continually improve our ability to identify, prevent and respond to cyber security incidents. 2. Resourcing focused on cyber security issues. 3. Draft enterprise-wide information systems strategic plan (ISSP) Phishing, training, SMT focus and leadership to inform staff. 4. Cloudflare DDoS protection. 5. Developing playbooks for incident types 6. Certifying and accrediting GE critical systems 7. Links to NCSC and acting upon security bulletins. 8. Patching applications, infrastructure regularly and quickly. 9. Pentesting applications and infrastructure annually. 10. Third party supply chain audits. 11. Improving authentication/authorisation at the Commission to reduce ability for attackers to harvest credentials. 12. Implementing extra monitoring software to improve our ability to detect and prevent incidents 13. Larger Cyber Security awareness campaigns	30/6/2022 - Treatment items 1-6 have been implemented Sept 22: Treatments 1-10 have been implemented 20/2/2023 - work continues on Treatment 11 in conjunction with the ARTS project, to automate parts of the onboarding process. Enhanced threat intelligence now implemented into device endpoints as part of Treatment 12. 16/6/23 A cyber security dashboard is being produced and the work that Deloitte are undertaking will contribute to this risk treatment.	Feasible	Major	Medium
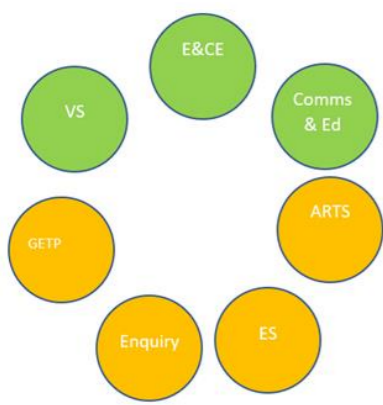
Project RAG status

Four of the seven workstreams reported AMBER last month. Each area has a remedy to return the workstream to green

E&CE · Comms & Ed · VS · ARTS · GETP · ES · Enquiry

Appendix D Successes for reporting period by workstream

Enrolment & Strategic Engagement & Partnerships

- (Enrolment) Enrolment Update Dress Rehearsal successfully completed
- (Enrolment) Permanent Enrolment Processing Teams moved into GE23 premieres
- (Enrolment) Snaphire bulk contract process using agency confirmed and documented
- (Enrolment) Team Leads interviewed, selected and contracting pending.
- (SEP) Regional GE23 SEP Implementation Plans baselined
- (SEP) Scaled up workforce defined, and recruitment started

General Election Technology Project

- Tranche 3 – 3638 / 6570 mobile phones for voting places now built (55%)
- Started production build of election night results phone solution
- Continued the technology fit out of Electorate Headquarters. Refer to slide 9 for full details of progress.
- Completed the delivery of MFD printers to Electorate Headquarters.
- Continued work on the technology fit out of the 3 Enrolment Processing Centres.
- Started testing all GE roles for onboarding and application access
- Built 160 tablet devices for Community Engagement staff

ARTS Project

- First review of Tableau Recruitment Dashboard complete
- Pikselin interactive map and careers page content upload into our sandbox ready for testing
- Paper-based application development from Aotal ready to test on our project sandbox
- Non-GE (BAU) Recruitment process mapping and gap analysis documented
- GE Recruitment process defined, awaiting sign off from Voting Services
- Tupu SMS/Email Onboarding process solution implemented
- Operations Manual Chapter 9 completed and signed off.

Communications & Education

- Plan for website information architecture completed.
- EasyVote pack assets drafted, translated, designed, and approved.
- All enrolment mailout assets completed.
- Kids Voting delivery approach confirmed and assets ordered.
- All voting place posters translated and in the design phase.
- Orange Guy information campaign phases confirmed and scripts for TV and radio drafted.
- Motivation and educational campaign creative brief approved.
- GE2023 recruitment ad campaign creative presented and focus groups undertaken.
- Agreement on the deliverables criteria to be applied internally.

Voting Services

- Delivered the first Logistics and Supply Manager (LSM) training for rural LSMs.
- Artwork and content for the EasyVote envelope, insert and letters is on schedule for approval by the CEO early June.
- The Operations Manual chapters and master forms uploaded onto Tupu.
- Continuing the training packages for the LSMs (for Urban LSMs) and RRM roles.
- Completed the Readiness Test 1 (8 electorates).
- Refining plans for our Services to the Deaf Community.
- Completed the equipment and supplies stocktake.
- Completed the videos for the Voting Place project.

Centralised Enquiries Project

- Zendesk has been updated in the Sandbox environment (Groups, forms and Schedules)
- A Test Manager has been assigned and is working through the design and plan.
- Telnet Specification for SoW for GE2023 drafted and sent for feedback.
- Information for Telnet training review started.

Focus Areas for next month by workstream

Enrolment and Community Engagement

- (Enrolment) All remaining (161) fixed term enrolment (and Customer Service) staff contracted, on boarded and IT setup verified.
- (Enrolment) Teams leads start their training - 3 July
- (Enrolment) Production of Enrolment Update Mailout underway at NZ Post, including EC QA on site at NZ Post Mailhouse, AK and CH.
- (Enrolment) Roll HQ Distribution list available for Blue Star to start logistics planning.
- (Enrolment) Start to review in detail the Enrolment responsibilities with the Post Election Processes
- (SEP) Procurement of community engagement resources
- (SEP) Complete recruitment and onboarding of temporary staff, prior to first day of training on 17 July
- (SEP) Training programme reviewed with stakeholders and finalised
- (SEP) Approval of procurement plan for contracted community organisations
- (SEP) Distribution of GETP tablets

General Election Technology Project

- Complete setup of technology for Logistics & Supplies Managers
- Start DR planning
- Complete testing all GE roles for onboarding and application access
- Distribute 160 tablet devices for Community Engagement staff

ARTS Project

- Further Reporting requirements defined
- Careers Page enhancements live on the elections.NZ website and signed off
- Paper-based application process fully implemented and signed off
- GE Recruitment process signed off
- Non-GE (BAU) Recruitment process sign off
- Justice of the Peace and Interpreter process defined and signed off
- Early HQ Support offboarding process signed off
- Process for EM's, RA's and RM's to be set up as recruiters and hiring managers agreed and signed off

Communications & Education

- Approval of paid media approach for advertising campaign.
- Remote and overseas assets reviewed, approved and where needed uploaded to website.
- Completion of all voting services requested collateral.
- Community Engagement implementation plan assets agreed.
- Development of the campaign kit for internal teams.
- Production of Community Engagement base resources and requested resources.
- Development of any material required for Community Engagement training.

Enquiries project

- Progressing the design process for the various sessions we want to run during the Team Leader and staff training
- Socialising the various frameworks that will guide how we operate the Customer Services Team, for example Continuous Improvement Framework, Assistance and Escalation Pathway Approach, Prioritisation Approach, Quality Assurance Approach, etc
- Progressing the recruitment of a Team Leader and team
- Finalising the forecasting for both Telnet and the Customer Services Team
- (Business Analysis): Consultation is nearing completion on the Enquiry subjects, instructions and escalation paths
- Consultation underway for complaints escalation paths specifically

Voting Services

- Deliver the LSM Urban training
- Deliver the dress rehearsal of the RRM training
- Progress the recruitment of RRMs and Trainers
- All the PIMs will be at the printers for printing and delivery
- The SnapHire overseas solution is scheduled to be delivered
- Approve the Project Brief for our Services to the Deaf Community
- Approval of EasyVote artwork, content, envelope and insert
- Planning for the second readiness test (all electorates)
- Installation of the Central Processing Team's Telephony solution

Enterprise Services

- Make the financial changes that have been proposed in the EMS payment module
- Finalise updated Recruitment Plan, including the deep dive input
- A first draft of the recruitment reporting dashboard is completed and will be socialised with key stakeholders
- Complete the cyber security deep dive with Deloitte
- Complete the Pen and load testing in June/July
- Complete development of Overseas App enhancements
- Working on BCP and DR schedule and documentation
- Reconciliation app is Election ready
- Complete User Acceptance Testing of new CHRIS 21 payroll solution
- Continue rolling out Windows 11 laptops
- Continue implementation of high-level design of Syslog Uplift solution

Successes continued

Enterprise Services

- Finance has loaded the fixed portion/NO contracts into each Electorate budget, so Electorate managers can complete the budget for their Electorates
- Set up Enrolment and Enquiries roles in SnapHire, recruiting 169 staff for Community Engagement
- Set up roles for SEP, recruiting directly 140 people
- Prepared the presentation for the RRM Induction rehearsal 12/13 June
- Tested Chris21 prior to first pay run
- Ran a deep dive with the GE Programme Board on recruitment
- Progressed work for reporting on recruitment. A first draft of the recruitment reporting dashboard is completed and now needs to be socialised with key stakeholders
- Regular reporting to VS on the status of recruitment of the RRM and LSM roles
- Penetration and load testing in progress
- Migrated UVP to Catalyst Cloud
- Continuing development of functional enhancements to the Oversea App as agreed with VS
- Completed May release for EMS
- Mike OS upgrade completed
- Single sign-on completed for Tupu
- 197 Windows 11 laptops rolled out
- Completed high level design of Syslog Uplift solution
- Started implementation of Syslog Uplift Solution
- The National Office floor comms cabinet UPS (uninterrupted power supply) maintenance tests and report are now completed