

Programme Overview

Overall Commentary

Like last month, the overall status of the programme is AMBER, due to the Quality & Assurance milestone remaining AMBER and Partners being AMBER. The AMBER status is due to a number of our election systems needing a PIA completed. These will not all be completed before the election, but the issue will be closed once the Programme Board is comfortable with the proposed treatment. A Senior Privacy Advisor from ACC will be starting at the end of July to work on these. Partners are reporting as AMBER due to some issues we are having with Aotal, or Snpahire provider. They are expected to be resolved quickly.

A great amount of progress has been made across the Commission over the last month, with a number of key milestones being completed. The recruitment campaign went live early July, the recruitment dashboard has been completed and we currently have 11,160 applicants to fill the field roles. Recruitment and Rostering managers have been hired and have just completed their training so over the next few weeks we are expecting a good proportion of these applicants to become hires. Work has continued to flesh out plans for a contingency workforce within the public sector and will be presented to the programme board in the next meeting.

The Customer Services training and Strategic Engagement and Partnership training is underway and Enrolment Processing training starting soon.

At the time of writing this report Finance are preparing their end of financial year report. Draft figures indicate a \$28.117m spend which is an underspend of \$10.589m. This is a combination of permanent savings and delayed expenditure.

Concerns

Privacy Impact Assessments (PIAs)

There are seven PIAs identified that need to be completed. A secondment from ACC will start on 31 July to begin this work. This work won't be completed by the election, however we should have a general understanding of how each of the systems stack up against the privacy principles. Addressing any issues identified will happen after the election.

Aged Enquiries

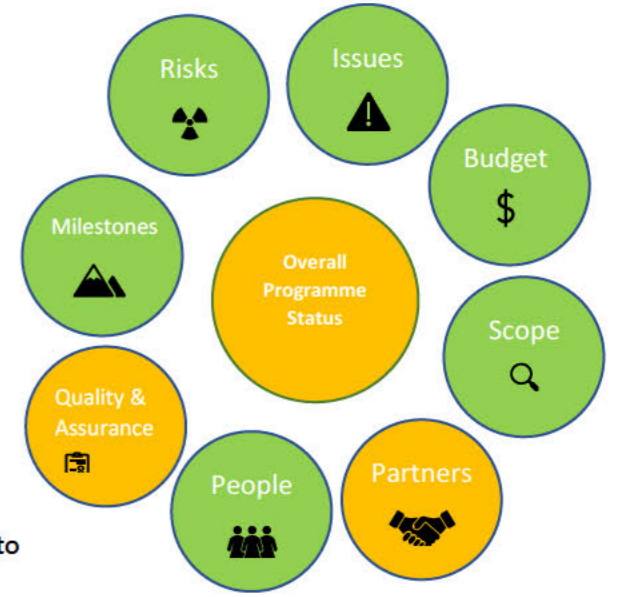
During the tidy up of the old Zendesk system it was identified that 43 enquiries between October 2020 and June 2023 had been assigned to email user groups which were no longer being actively monitored since GE2020. As a result, no action was taken on those enquiries, and no response provided. Of the 43 that have not been actioned 13 are a mixture of feedback, spam, and advertising and do not require a response. The remaining 30 tickets will be reviewed, with suitable acknowledgement and an apology for the delay will be provided to the person who made the enquiry. The incident group has made four recommendations which will be completed in the next couple of weeks. An update will be provided in the next report.

Decisions/Actions Required

Agree the additional work identified in the 'Completing and election follow-up' paper to support our readiness to complete an election where there is disruption to voting.

RAG Status

Last Month → This Month → Next Month



Critical Path 1 June – 31 August 23

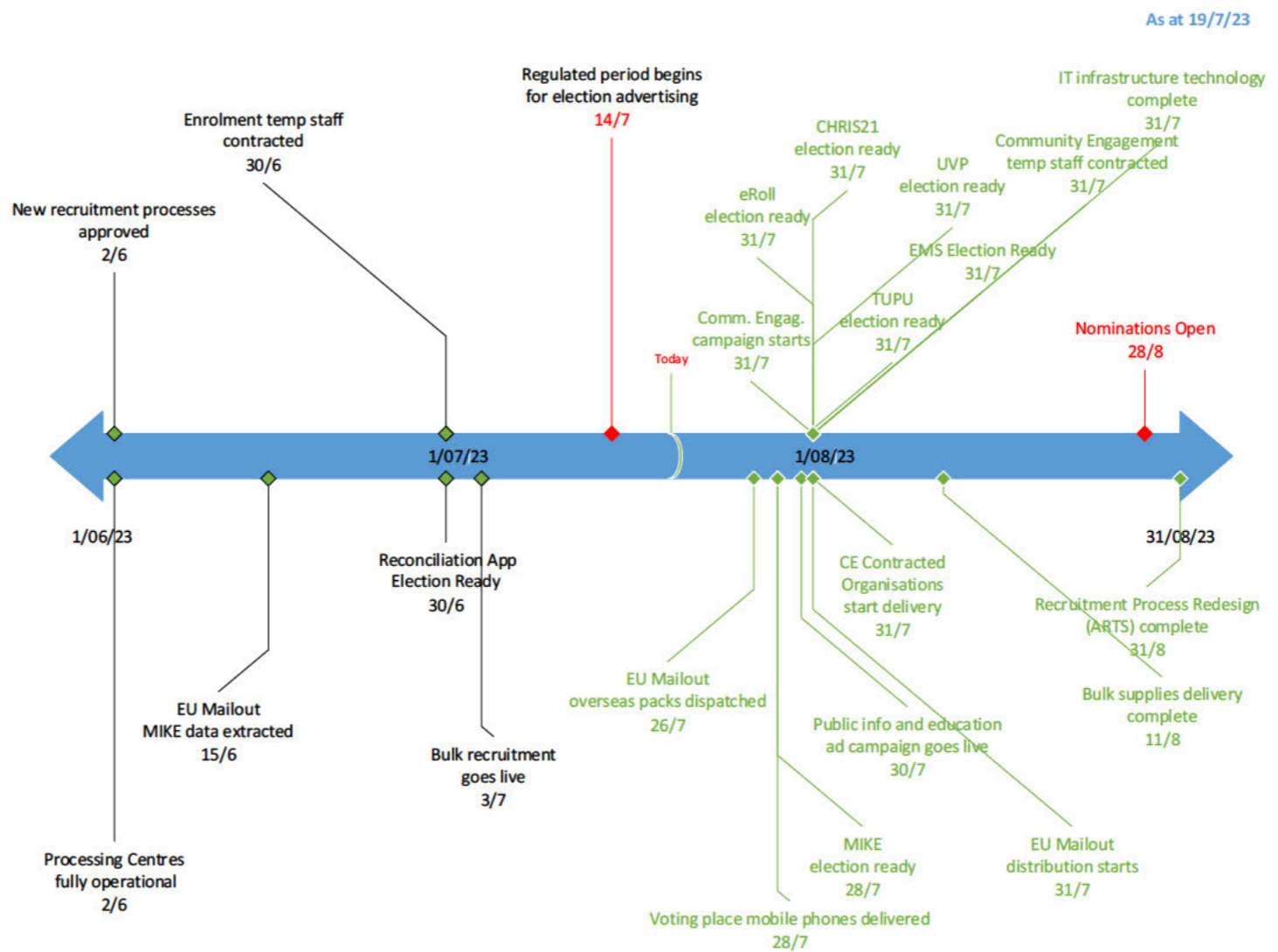
Commentary

Since the previous reporting period four critical path milestones have been completed. The regulated period for advertising began on 14 July, the Reconciliation App is now Election ready a couple of weeks ahead of schedule, bulk recruitment has gone live and Enrolment temporary staff have been recruited. In the previous month's reporting, this milestone also included Community Engagement recruitment. This milestone has been split and a date of 31 July set for the completion of the Community Engagement temporary recruitment. The project manager for this work will complete a change request and submit it for approval in the next steering group meeting.

A tentative date of 18 July for enrolment packs being sent overseas was reported previously and this date has now been set for 26 July.

The Recruitment Process Redesign project closure has been extended until the end of August. There is no impact as a result of this – the additional time is to complete the project closure documentation.

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



Black = completed
Green = Key date
Red = Immovable date

Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
Risks	●	●	●	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 remains. A Senior Privacy Officer is being seconded for 12 months from ACC to facilitate and write the PIAs and to plan and oversee any issues they uncover. They are due to start on 31 July 2023. 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	●	●	●	<p>When the Electoral Commission's FY23 budget was approved in June 2022 it was agreed that it would be set at \$2m more than the available baseline funding and this \$2m deficit would be funded from reserves. When the FY24 budget was 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 aggregated forecast for FY23 and budget for FY24 is consistent with the \$2m deficit to be funded from reserves and this includes the budget for GE2023.</p> <p>The draft result for June 2023 shows the full year GE2023 expenditure is \$28.117m which is an underspend of \$10.589m. This underspend is a combination of permanent savings (personnel related expenses - \$3.4m underspent, although \$2.6m was taken out of the forecast and included in the FY24 budget), and delayed expenditure (e.g. Specialist services - \$3.7m underspent; Printing & postage - \$2.7m underspent) that will now be incurred in FY24. Some of this delayed expenditure was expected when the FY24 budget was prepared and so was included (e.g. \$0.6m packing/bulk supplies). Other delays weren't expected and therefore not included in the FY24 budget – these will need to be identified and included in the newly implemented process to seek ELT approval for additional/non-budgeted expenditure.</p>
Scope	●	●	●	There are no concerns with scope of the programme. The concern reported last month regarding scope creep in the ARTS project have been addressed and the additional activity has been completed. Tight controls around approval of any additional requests that are being made to that project remain.
Partners & Procurement	●	▲	●	<p>There is no procurement activity currently underway for the GE Programme.</p> <p>There are some concerns with Aotal, the Snaohire provider. Deployment to our Production environments are taking place without approval or confirmation we have finished our regression testing before deployment. There are instances where changes being deployed are causing other areas to break and support tickets are being closed before there has been an opportunity to review and provide a response. A meeting is being set up with the Business Owner and the new Aotal Relationship Manager. These concerns are expected to be resolved quickly.</p>
People & Recruitment	●	●	●	<p>A good deal of work has taken place over the last month. Advertising for bulk recruitment went live in early July. There have been 11,160 applications for roles. There have not been many hires (131) due to the Recruitment and Rostering Managers having just received their training. Over the next month we will see those applications and more transfer into hires.</p> <p>Our Chief Executive briefed the CEs of other agencies about getting their support for a contingent workforce should we need it and got a very favourable response a follow up email has been sent and the Heads of HR have been briefed. The P&C Manager will provide an update in the next Programme Board meeting on how the contingency workforce planning is going.</p> <p>Enrolment roles have been filled but SEP roles have not been completed. It is thought that 75% will be completed by the end of July. The Project Manager for this area will present a change request at the next Steering Group meeting.</p>
Quality & Assurance	▲	▲	▲	<p>This is the third month reporting progress against the 23 IQA recommendations received in May 2023. A total of 7 recommendations have been closed. There has been some slippage of those targeted to close by the end of July, but this will not have a material impact on the election. The final action plan was signed off by the Programme Director on 19/06. More information can be found on page 5 of this report.</p> <p>The Process and Assurance project which contributes to this area is progressing with additional Business Analyst support which started at the end of June.</p>

Key Milestones

MILESTONE REPORT

LATE MILESTONES

Milestones that are past due.

Name	Finish	Milestones
Milestones: 0	Tue 4/07/23	
SV Audit Remediation complete	Fri 16/06/23	0
MIL: Recruitment Process Redesign Processes Defined and Approved for Non-GE (BAU)	Fri 23/06/23	0
MIL: Full Recruitment Process Redesign (ARTS) Project Completed	Fri 30/06/23	0
SEP Temp Staff contracted	Tue 4/07/23	0

MILESTONES UP NEXT

CE Contracted Organisations - Start Delivery	Mon 31/07/23	0
CE - Enrolment update campaign starts	Mon 31/07/23	0
EU Mailout - Distribution starts	Mon 31/07/23	0
MIL0 GE2023 specific Remote voting information completed uploaded to website	Mon 31/07/23	0
MIL0 Media release Enrolment Update campaign start	Mon 31/07/23	0
MIL : Voting place mobile phones delivered (6570 phones)	Fri 4/08/23	0
EU Mailout - letterboxes complete	Sat 5/08/23	0
MIL: CHRIS21 is Election Ready	Tue 8/08/23	0

MILESTONES UP NEXT

Milestones due in the next four weeks.

Name	Finish	Milestones
Milestones: 0	Wed 9/08/23	
CE - Temp Staff Training - Day One	Mon 17/07/23	0
MIL0 benchmark survey completed	Mon 24/07/23	0
EU Mailout - Overseas packs leave NZ (Date not yet confirmed)	Wed 26/07/23	0
MIL0 Media briefing held	Thu 27/07/23	0
MIL: MIKE is Election Ready	Fri 28/07/23	0
MIL0 Public information and education advertising begins	Sun 30/07/23	0
MIL L0: Message 1: Update pack is coming (info campaign) Goes live	Sun 30/07/23	0
MIL L0: Message 4: Overseas enrolment (Info campaign) Goes live	Sun 30/07/23	0
DEPR(IT) EMS Election ready	Mon 31/07/23	0
UVP Election ready	Mon 31/07/23	0
MIL: eRoll is Election Ready	Mon 31/07/23	0
MIL L0: Message 2: "Didn't get your pack?" (info campaign) Goes live	Wed 9/08/23	0
MIL L1: Bulk Supplies Delivery Completed	Wed 9/08/23	0

COMPLETED MILESTONES

Milestones completed in the last month.

Name	Finish	Milestones
Milestones: 0	Mon 17/07/23	
MIL: Recruitment Process Redesign Processes Defined and Approved for GE	Fri 2/06/23	0
EU Mailout - Enrolment Data Extract - Production	Thu 15/06/23	0
GE23 Processing Centres Fully Operational	Tue 20/06/23	0
MIL0 Election facts webpage live	Fri 30/06/23	0
MIL0 Noms forms completed and uploaded to the	Fri 30/06/23	0
Regulated period for election advertising expenses begins	Fri 14/07/23	0
Start of exemption period for MEO electors of Māori descent	Fri 14/07/23	0
MIL0 Media release Regulated period	Fri 14/07/23	0
Regulated period begins	Fri 14/07/23	0
Enrolment Processing - Training Starts	Mon 17/07/23	0
Community Engagement - Training Starts	Mon 17/07/23	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 Appendices D & E.

Late Milestones

There are four late milestones.

The two relating to ARTS are due to resource availability to get final decisions and sign off completed which is causing an impact on final deliverables being achieved. While there are slippages, there are mitigations in place and the project is looking to handover to the Business Owner and complete project closure by the end of August.

SEP Temp Staff contracted – completion has been delayed, on track to have 75% ready for start of training on 17 July. Casual roles (Community Liaisons) to be contracted by 31 July. The Project Manager will complete a CR and present this at the next Steering Group meeting.

SV audit – the need for remediation work was identified during the audit, this is related to overseas special votes. The work is currently being sized by Catalyst. A change request for development work to MIKE during the change freeze period will be provided to Director Enrolment and CIO for approval.

Milestones up next

The next month is busy with 21 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 ten key milestones being completed. These have been from each of the workstreams and cross functional pieces of work.

Budget

GE2023 Finances as at 30 June 2023

Description	Current			YTD			% Full Year
	Actual	Budget / Forecast	Variance	Actual	Budget / Forecast	Variance	
Total Remuneration	437,677	1,068,341	630,663	3,092,681	4,746,614	1,653,933	65.2%
Total Superannuation	34,729	82,345	47,616	191,504	319,122	127,618	60.0%
Total Field	1,099,952	1,974,288	874,335	5,190,154	6,806,843	1,616,689	76.2%
Total Leave	131,151	76,326	(54,825)	428,851	304,241	(124,610)	141.0%
Total Health & Welfare	33	-	(33)	279	5,000	4,721	5.6%
Total Training & Development	8,672	16,830	8,159	62,641	53,931	(8,710)	116.1%
Total Other Personnel Costs	2,352	19,823	17,471	80,691	212,233	131,542	38.0%
Total Computer & Telecommunications	247,988	536,022	288,034	1,109,672	2,238,977	1,129,305	49.6%
Total Occupancy Costs	1,426,592	919,609	(506,983)	7,507,585	5,511,852	(1,995,733)	136.2%
Total Office Equipment	(292,181)	173,639	465,820	2,258,652	2,995,389	736,737	75.4%
Total Specialist Services	1,181,444	2,383,019	1,201,575	3,548,928	7,253,908	3,704,981	48.9%
Total Travel Expense	125,362	330,781	205,419	706,358	1,374,499	668,141	51.4%
Total Meeting & Entertainment	12,168	101,500	89,332	108,800	423,750	314,950	25.7%
Total Printing, Stationery & Postage	1,285,765	320,716	(965,049)	3,701,425	6,359,598	2,658,173	58.2%
Total Miscellaneous Expenses	(73,569)	26,297	99,866	128,642	99,920	(28,722)	128.7%
Total Operating Expenses	5,628,135	8,029,535	2,401,400	28,116,862	38,705,877	10,589,014	72.6%

Budget Commentary

Expenditure in June was \$5.628m which was \$2.401m less than budget.

Expenditure for the FY2023 year was \$28.117m which was an underspend of \$10.589m (27%). The significant variances are:

- *Personnel related expenses* - \$3.401m underspent, of which \$2,609m relates to known delays in Voting Services staff (and their training) as well as the Enrolment and Community Engagement teams' temps, which is now included in the FY24 budget. A significant portion of the remaining approximately \$0.8m are permanent cost savings.
- *Computer & Telecommunications* - of the \$1.129m cost savings, almost \$0.8m relates to the phone roll-out. \$0.6m of this was expected and is now included in the FY24 budget but overall, there is some level of cost savings. There were also significant cost savings made in help desk services and the software support and maintenance areas, but some of these costs are likely to have been coded to EV9999 - BAU as it is difficult at times to distinguish between these workstreams.
- *Specialist services* - \$3.705m underspend due to some unexpected delayed advertising, and consultancy (including the print management). Further analysis will be required.
- *Printing, Stationery & Postage* - \$2.658m underspend due to the timing of the GE2023 Update Campaign being pushed out and also the permanent savings due to the lower level of personal protection equipment required (approximately \$1.3m).
- *Office equipment* - \$0.737m underspend, of which \$0.594m is for computer devices which will now slide into FY24.
- *Occupancy cost* - \$1.996m overspend reflecting higher than anticipated HQ lease costs.

Trust and Security

Readiness of the Commission to deliver a safe and trusted general election

- Five new Regional Security and Resilience Advisors started on the 17th July. They attended an initial induction in their region (alongside RRM)s on their first day and then came together in Auckland to do role-specific training on Tuesday. They will start their program of visits to their region's HQs next week and their main priorities in the lead-up to the Election will be to:
 - provide advice to RMs and EMs to enhance security at HQs and VPs
 - help facilitate relationships between RMs and EMs and their local and regional counterparts in Police, FENZ and Civil Defence organisations
 - model and encourage best practice security standards
 - provide regular reporting on security incidents and readiness back to National office
- Voting Services are finalising support mechanisms for Voting Place workers in line with security advice. This will include guidance on dealing with emergencies and disruptive incidents, and clear escalation and reporting pathways will also be outlined, utilising the existing field structure and new Regional Security and Resilience Advisors.
- Enterprise Services have initiatives underway to increase security at National Office prior to GE2023, including new staff ID cards, a layout change to reception, and internal communications to all staff to increase security awareness.

Inter-agency support

- The Risk and Security Working Group met on 13th July to conduct a tabletop exercise. Two scenarios were discussed: a weather event, facilitated by 9(2)(a) (NEMA); and a disruptions event, facilitated by 9(2)(a) (DPMC). A number of EC staff were involved in the exercise. There were a number of lessons learned, many in the area of information sharing, communications and co-ordination. We are working through a detailed list of actions.
- The next Risk and Security Working Group meeting is scheduled for 16th August and will be the final meeting prior to the election. This group will then transition into an operational structure during the election period.
- Inter-agency Protocols are in final draft and will be presented to the SOC on 20th July before being submitted to CEs for sign-off.
- Bilateral meetings with Police (fortnightly) and with DPMC (weekly) are ongoing to ensure a coordinated approach in the lead-up to GE2023, and share relevant information. Arrangements are also being finalised for a Police Liaison Officer to work from National Office starting in the next few weeks.
- A cross-agency group has been convened by DPMC to develop cyber and physical security advice for GE2023 candidates. Links to this information will be hosted on the Commission's new Candidate Hub webpage to ensure that all candidates have equal access. This information will be clearly identified as an all-of-government resource rather than direct advice from the Commission. The Commission will be involved at all stages of this project to ensure this clarity, and that messaging is consistent with the Commission's role and values.

Legal & Policy

- Commentary**
Legal & Policy successes for the current reporting period:
- Continuing to issue advisory opinions, with our peak period coinciding with the start of the regulated period on 14 July, with over 1,000 items covered so far this year - half of these having been received since our last update
 - Prepared a submission for the Board to the Independent Electoral Review on their interim report
 - Supported Crown Law at the judicial review proceedings in the High Court relating to the broadcasting allocation on 20 June - a decision dismissing the application was issued on 13 July
 - Managing compliance issues for candidates and parties, including ongoing reporting of donations to parties over \$20,000
 - Processing five party applications received in this period
 - Registered a change in party name for Te Pāti Māori and processing a name and logo change for ONE Party
 - Ongoing registration of third party promoters
 - Prepared the first draft of the Candidate Briefing and shared it with Voting Services

Process and Assurance Project

Commentary
With the start of an additional Business Analyst on the project, a number of process maps are being produced with the focus on post nominations (ballot paper, EasyVote Party List production), post election tasks and the St Lague process. Additional to the process maps, RASCIs and an overview summary documentation have been produced.

We are intending on bringing outputs to the next programme board meeting.

IQA

Total Recommendations: 23			
	High Priority Recommendations	Medium Priority Recommendations	Low Priority Recommendations
Due date	31/07/2023	14/10/2023	30/06/2024
Total	15	2	6
Not started	2	0	4
In progress	7	2	1
Overdue	0	0	0
Closed	6	0	1

This table reflects progress made at 19/07 against current action plans.

- The following progress has been made against the 23 recommendations:
- 7 have been closed (same as last month)
 - 10 are in progress (up from 9 last month)
 - 6 are yet to start (down from 7 last month)
 - 0 are overdue (same as last month)
 - 3 are under threat of missing their due date

This is the third month that the Programme is reporting progress against the IQA Report provided by Caravel in May 2023. The Programme continues to make good progress against the many individual actions that underpin the recommendations. However, a number of recommendations targeted for closure by 31/07 are now expected to slip. The programme does not believe that this slippage will have any material impact on the ability to deliver the election successfully. Last month the Programme Report stated "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)." This risk has been realised with three recommendations now expected to be delivered in August / September as outlined below:

- Recommendation 10 – Two Project Management Plans will now be completed in August
- Recommendations 16 – Quarterly Risk Workshops originally planned to start in July will now start in August
- Recommendation 19 – Project Quality Management Plans originally due in July will now be completed by the end of September

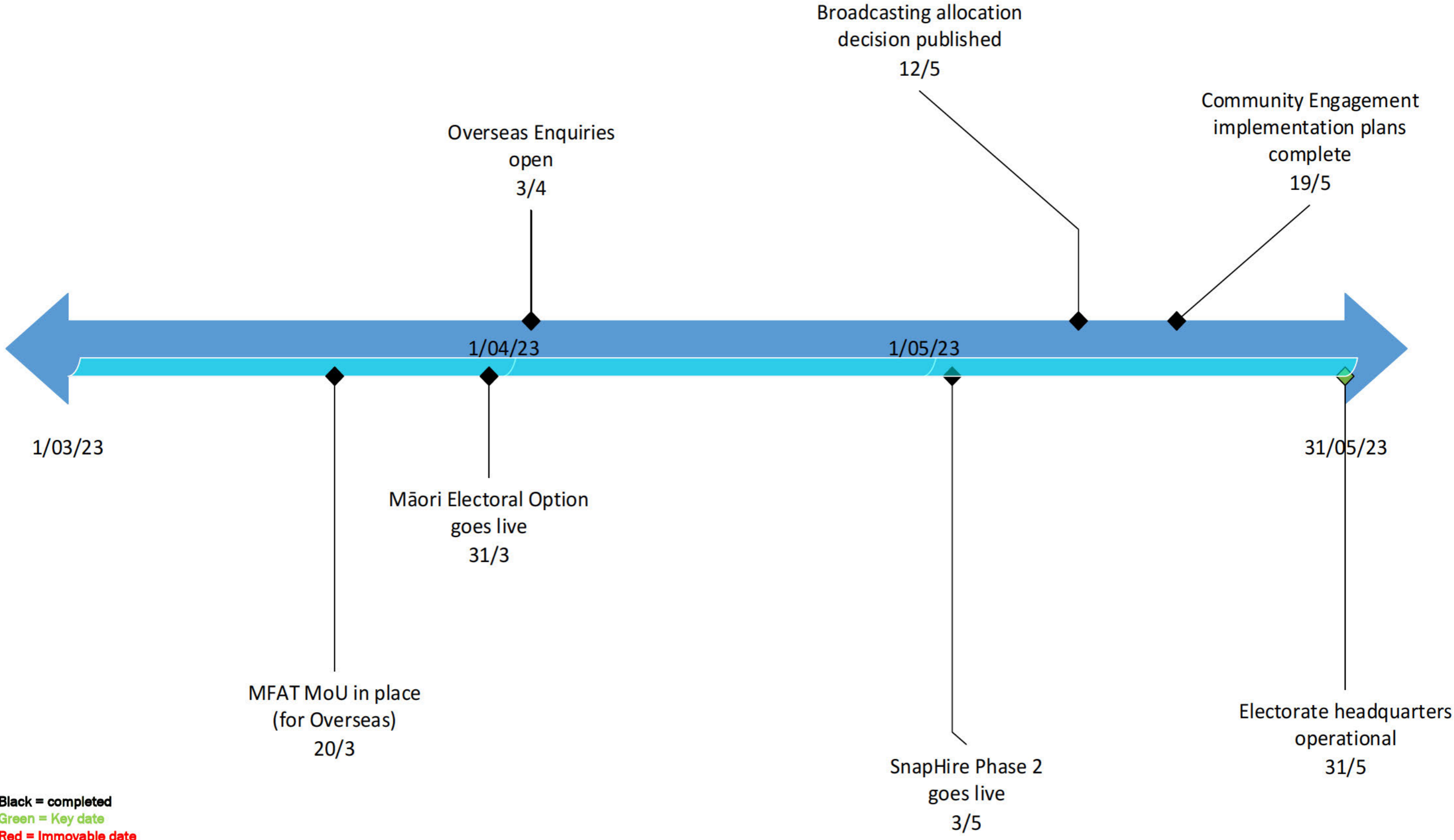
Of the 6 recommendations not started 4 are not due until 30/06/2024.

Issues

Issue Description	Impact on business	Management / Progress update	Impacted Area						RAG	Date repo	Reported by	Assigned to
			People	Process	System	Finance	Reputation/Otl					
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 a Senior Privacy Offer from ACC will be seconded to drive this work. They are due to start on 31 July 2023.	Yes	Yes	Yes	No	Yes	Medium	2/05/2023	Emily Redmond	Emily Redmond Lucy Hickman	

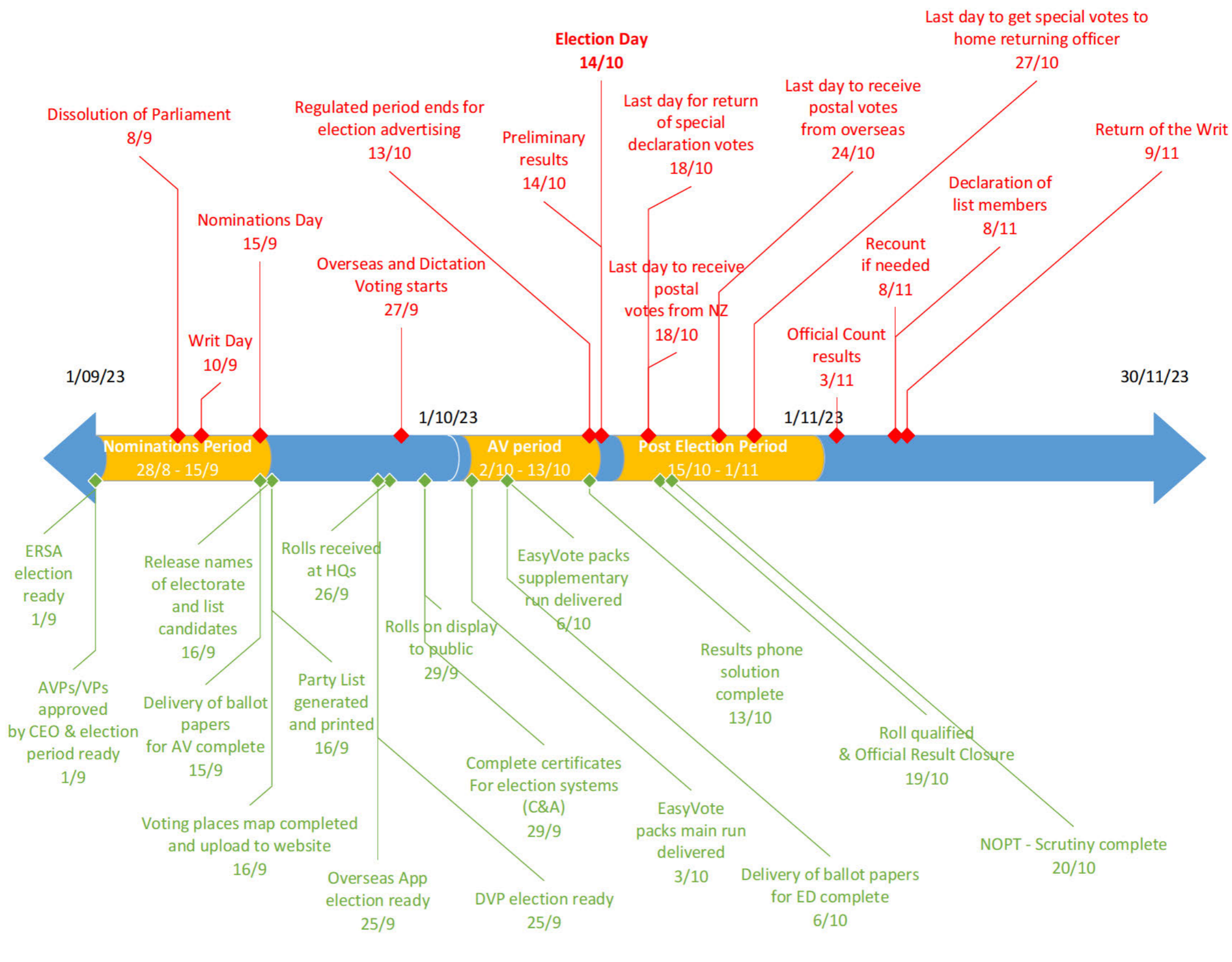


Appendix A: Critical Path 1 March – 31 May 23



Black = completed
Green = Key date
Red = Immovable date

Appendix B: Critical Path 1 Sept – 30 Nov 23



Black = completed
Green = Key date
Red = Immovable date

Appendix C: Key Risks

Risk Owner	Risk Title	Risk Description	Treatment Action (Mitigations) What can be done to reduce the likelihood?	Treatment Action Log (what has been done to reduce the likelihood)	Assessment of CURRENT risk		
All ELT Managers	Reliance on key staff	IF, we continue to be reliant on a small number of key SME's and if any of those people get sick, burnt out or leave the organisation, THEN this will compromise our ability to deliver and creates critical points of failure	<ol style="list-style-type: none"> 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 	<p>Items 1-4 have been implemented</p> <p>Sept 22: A workshop will be run with ELT on 12 October, focussing on implementing mitigations</p> <p>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</p> <p>11 Nov 22: this risk needs to be updated based on the ELT workshop. This will be done post Hamilton West by-election.</p> <p>17 April 23: The recent recruitment of managers 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.</p> <p>16 June 23: Progress has been made on process mapping, BCP planning and resource allocation/backups.</p> <p>20/7/23: Progress continues as above.</p>	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	<ol style="list-style-type: none"> 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 	<p>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</p> <p>14 Oct 22: progress has been made on treatment 3 & 4.</p> <p>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.</p> <p>17 April 23: Work is progressing to document key processes and good progress has been made on recruiting for critical roles and other positions.</p> <p>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.</p> <p>20/7/23 - Progress continues as above.</p>	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.	<ol style="list-style-type: none"> 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 	<p>30/6/2022 - Treatment items 1-6 have been implemented</p> <p>Sept 22: Treatments 1-10 have been implemented</p> <p>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.</p> <p>16/6/23 A cyber security dashboard is being produced and the work that Deloitte are undertaking will contribute to this risk treatment.</p> <p>20/7/23 The Cyber Security Dashboard and Deloitte report has been completed and going to the EC Board on 28 July.</p>	Feasible	Major	Medium

Appendix D Successes for reporting period by workstream

Enrolment & Strategic Engagement & Partnerships

- (Enrolment) Enrolment Update Production running smoothly & nearly complete
- (Enrolment) Majority of fixed staff have been found and contracting is underway with a third complete.
- (SEP) Training programme reviewed with stakeholders and finalised
- (SEP) Procurement plan for contracted community organisations approved and ROI carried out via GETS
- (SEP) Procurement of community engagement resources

General Election Technology Project

- Mobile phones: Received approval from Voting Services to ship Tranche 2 (325) phones to HQ's Tranche 3 – 6570 / 6570 mobile phones for voting places now built (95%)
- Mobile phones: Started production build of election night results phone solution
- Office fitout: Continued the technology fit out of Electorate HQ.
- Office fitout: Continued work on the technology fit out of the 3 Enrolment Processing Centers.
- Testing: Working with Voting Service and Enrolment project teams to address the questions/concerns raised during testing all GE roles/personas for onboarding and application access.
- All HIGH rated issues are now closed other than the provisioning of OneDrive.
- Tablets: Started shipping tablet devices for Community Engagement staff awaiting confirmation on the purchase of additional keyboards

ARTS Project

- Reporting requirements defined, developed and live in Production.
- 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
- Justice of the Peace & Interpreters 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 & hiring managers agreed & signed off

Communications & Education

- Completed translation of initial OG campaign assets, and translation and recording of tv & radio scripts.
- Approval of paid media approach for OG and motivation and education campaign.
- Confirmation of motivation and educational campaign creative territory based on KANTAR creative territory insights with audiences.
- Production, approval of GE2023 recruitment ad campaign assets.
- Confirmation of stakeholder physical and digital assets.
- Confirmation of website information architecture.
- Completed remote voting letter review and drafting underway of remote voting and overseas web copy.
- Completed E12 Instructions for overseas voters' brochure.
- Completed all voting place posters in regional dialects.
- Confirmed Kids Voting programme delivery approach, social media campaign live, teacher stakeholder email sent, all agreed asset changes including Te Āti Awa translation of teachers guide completed.
- Completed ordering of all Kids Voting assets and distribution of assets scheduled.
- Joint agreement between SEP and C&E on Community Engagement implementation plan assets.
- Completion of scoping for Community Engagement language videos.
- Updating of social media tiles for Community Engagement recruitment and uploading to social media.

Voting Services

- Completed the training for the Logistics and Supply Manager (LSM) Urban
- Delivered the dress rehearsal of the RRM training
- Progressed the recruitment of RRM's and Trainers
- Personal Information Manuals (PIMs) were sent to the printers for printing and delivery
- Bulk Supplies picking underway with Blue Star
- EasyVote artwork, content, envelope and insert all approved
- Letter related to Remote voting approved and sent
- Chapter 9 of the Operations Manual was finalised and printed
- All 74 overseas voting places are now confirmed
- The SnapHire overseas solution has been delivered and the team are now using it.

Centralised Enquiries Project

- Test Plan and Test Design Specification completed.
- UAT and production test completed.
- Telnet training slides sent.
- SoW and detailed training plan for TL's and agents finalised.

Enterprise Services

- (Finance) Modifications made to the EMS payment module
- (Finance) Commencement of the Internal Audit of the Electorate HQ's.
- (Finance) Working closely with VS around the budgetary implication (if any) of the FTE and Voting Places costs.
- (Finance) Introduction of a process to distribute surplus funds for additional/unbudgeted GE initiatives.
- (P&C) Supporting Enrolment and Enquiries recruitment of 169 staff for Community Engagement.
- (P&C) Supporting SEP, recruiting directly 140 people.
- (P&C) Prepared the presentation for the RRM Induction rehearsal 12/13 June.
- (IT Security) C&A completion for the data platform
- (IT Security) Complete the cyber security deep dive with Deloitte
- (IT) Complete the Pen test in June/July
- (IT) Complete load testing in June/ July
- (IT) Complete development of Overseas App enhancements
- (IT) Working on BCP and DR schedule and documentation
- (IT) Reconciliation app is Election ready

Appendix E Focus Areas for next month by workstream

Enrolment and Community Engagement

- (Enrolment) All 167 staff contracted, attending training at three processing centres, sitting in front of laptops that are fully operational
- (Enrolment) EU Mailout sent to Overseas and Domestic Electors.
- (Enrolment) Processing of ROE2-Enrolment Updates is well underway and reporting in up and running
- (Enrolment) SOW for Roll Print
- (Enrolment) Full and near final Roll Print tranche plan is secured with VS
- (Enrolment) Writ Day Plan is in development and review with stakeholders
- (SEP) Training of temporary (fixed term) staff starts on 17 July.
- (SEP) ROI for contracted community organisations closed on 11 July, interviews with shortlisted respondents are planned for 19-21 July.
- (SEP) Confirm training programme for contracted organisations.
- (SEP) Complete recruitment of casual staff (community liaison roles), to start on 31 July.
- (SEP) Printing and distribution of printed resources
- (SEP) GE community engagement campaign starts on 31 July

General Election Technology Project

- Complete shipping of phones Voting Place (Shared) phones
- Resolving ad-hoc requests for additional/replacement technology at Electorate Headquarters / Enrolment Processing Centres
- Support Rostering and Recruitment Managers with any technology issues as they are on-boarded
- Support SEP on-boarding/training events
- Review IT support model to ensure all parties are aware of their roles and responsibilities
- Plan and execute Disaster Recovery for GETP infrastructure (late milestone – refer to slide 3 for details)
- Complete testing all GE roles for onboarding and application access
- Distribute 160 tablet devices for Community Engagement staff

ARTS Project

- Non-GE (BAU) Recruitment process defined and approved
- Change Control Process Signed Off
- Project Handover to People and Culture
- Project Closure Process Completed

Communications & Education

- Completion of KANTAR benchmark survey.
- Public information and Education campaign live (includes translation, messaging, and creative approval of each asset).
- Production of motivation and education campaign assets
- Completion of media kit and media briefing.
- Completion of tranche 1 stakeholder resources
- Completion of E78 Unable to get to a voting place brochure in all languages.
- Completion of agreed videos (how to enrol and MMP) videos with language subtitles.
- Completion and distribution of GE2023 campaign kit.
- Production and completion of Community Engagement training assets.
- Ongoing management of GE2023 recruitment ad campaign
- Production of tranche 2 stakeholder resources.
- Upload of overseas and remote voting content to www.vote.nz.
- Completion of Statement of work with Pikselin for voting place mapping
- Identifying and getting confirmation on changing deliverables specifically Kaupapa Māori voting place requirements.

Centralised Enquiries project

- The Business Readiness workstream is focused on running the TL and staff training, variance reporting and refining enquiries operational guidance
- Business Analysis is focused on embedding the Zendesk updates, updating the knowledgebase articles and automated response and escalation actions (Macros), and refining the continuous improvement approach

Voting Services

- Complete and publish Chapter 11 of the Operations Manual
- Deliver the RRM training
- Progress the recruitment of Area Trainers and bulk voting place staff
- All the Personal Information Manuals (PIMs) delivered to HQs
- Complete the second readiness test (all electorates)
- Delivery of Bulk Supplies
- Dress rehearsal for Easy Vote and Ballot paper production
- EMS Readiness testing – all electorates
- Process feedback from the Political parties in relation to voting places
- Enterprise Services
- Modifications made to the EMS payment module
- Commencement of the Internal Audit of the Electorate HQ's.

Enterprise Services

- (Finance) Support the PWC Audit of the electorates
- (Finance) Roll out the Travel Policy and ensure Field Staff are supported
- (Finance) Continue support of EMs with cash management and invoice payments
- (Finance) New starters in July for the 2 Vacant Finance Business partner roles.
- (P & C) Complete recruitment of 4th Regional P & C Advisor.
- (P & C) The 4 Regional Advisors are currently being trained in SnapHire.
- (P & C) Complete presentation for RRM induction 17-19 July.
- (IT Security) C&A completion for the data platform
- (IT) Complete the cyber security deep dive with Deloitte
- (IT) Complete the Pen and load testing in June/July
- (IT) Complete development of Overseas App enhancements
- (IT) Working on BCP and DR schedule and documentation
- (IT) Reconciliation app is Election ready
- (IT) We have started investigations into change for the Umbrella parties. And preparing for readiness Test 2
- (IT) Complete User Acceptance Testing of new CHRIS 21 payroll solution
- (IT) Continue rolling out Windows 11 laptops
- (IT) Continue implementation of high-level design of Syslog Uplift solution