

Programme Overview

Overall Commentary

The overall programme is reporting AMBER, but due to different reasons from the previous month. The Quality & Assurance metric and the Partner & Procurement metric over the last month has returned to GREEN following the PIA treatment plan, great progress on the process and assurance project and issues with Aotal, the Saphire provider being resolved.

A key person risk has eventuated and we remain cautiously optimistic that we will achieve our recruitment numbers. Both areas need to continue to be actively managed and hence the people metric is reporting AMBER.

Although the 23/24 budget is reporting a slight underspend, finances are reporting AMBER due to the budgets being built by Electorate Managers being \$5.42m over budget. New funding of \$1.43m was agreed, leaving \$3.99m overbudgeted.

A great amount of progress has been made across the Commission over the last month, with twenty two key milestones being completed. Enrolment Update packs have been distributed and the enrolment campaign in well underway. Bulk supply deliveries to HQs have been completed, 6,570 voting place mobile phones have been delivered, a number of systems are now election ready and a number of staff training sessions have been held.

A huge effort on recruitment remains with the number of applicants increasing significantly since the metrics reported on in the last status report. As mentioned in various parts of this report, there is still a risk that we may not achieve our numbers and this area is being actively managed.

This will be the last programme report written until after election day as the GE Taskforce situational reporting will replace this monthly report over the next month and a half, although the Programme Director will work with the Project Managers and continue to track milestone delivery, dependencies, risks and issues.

Concerns

Key person risk

A key SME is not available for a couple of weeks. IT and the business system owners have met and are working through who can cover the current work and future work (if needed). At the time of writing this report a concrete solution had not yet been documented but there is an expectation that one will be by the time the Programme Board meets on Thursday 24 August and a verbal update can be provided.

Recruitment

Good progress has been made over the last month in recruitment. Feedback from the field staff is that this is a top priority and people are working hard to process applications. A concern remains that we may not attract all the candidates needed in some areas across the motu. Work continues to work through how we can support these areas and nearby electorates are sharing candidates. This concern is likely to remain until more applications have been processed and more people have been hired.

Decisions/Actions Required

Approve the post nomination production day process change and the use of TOIL/Flexible working for this event. Agree the Post Nominations Production Processes Document, the Election Period Planning Document and the Election Day Planning Document.

RAG Status

Last Month → This Month → Next Month



Critical Path 1 June – 31 August 23

Commentary

Since the previous reporting period, eleven critical path milestones have been completed.

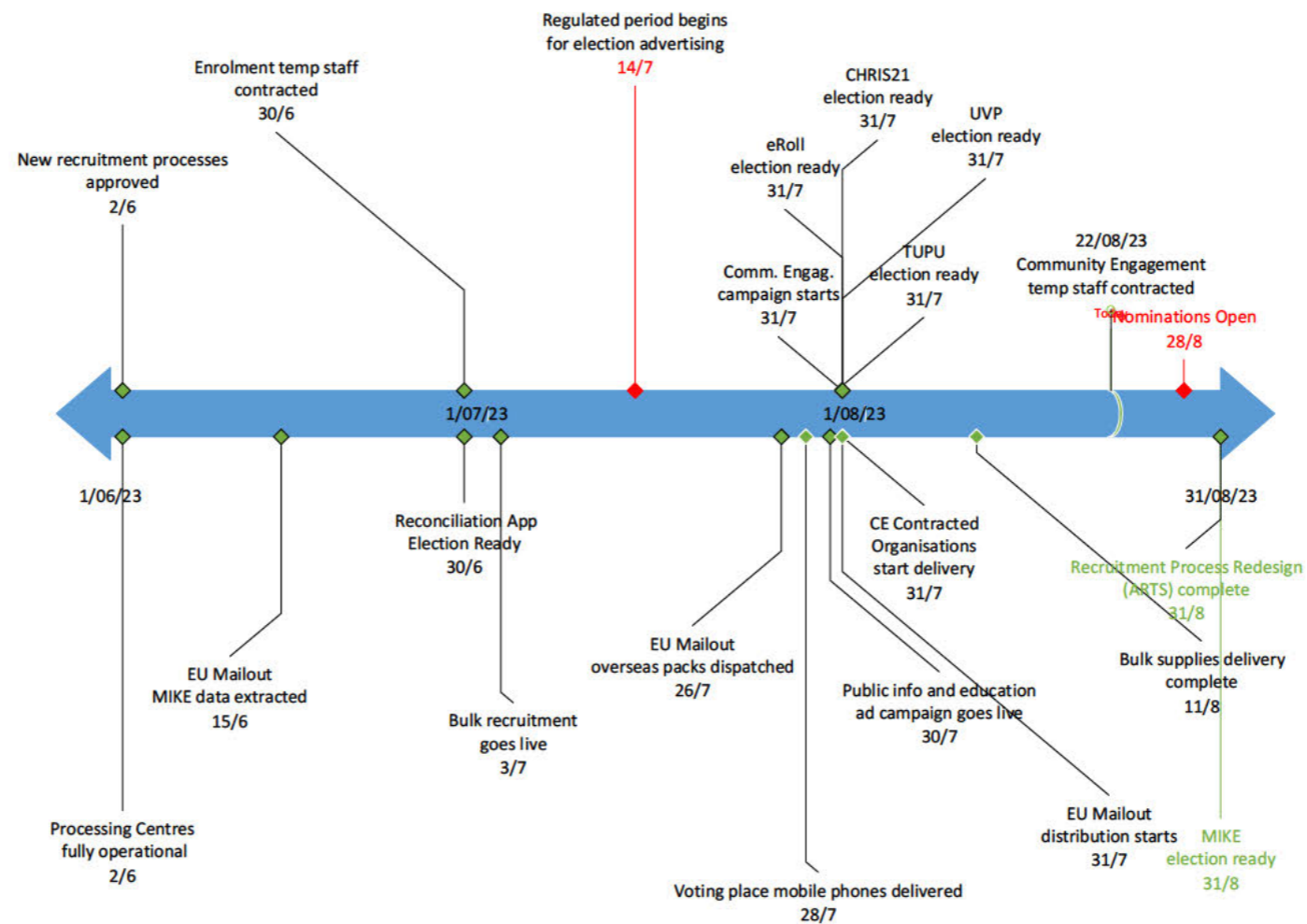
A change request for a revalidated timeline (22 August) to recruit SEP temporary staff was approved by the Steering group on 04 August and this has now been completed.

The EMS delivery date and IT infrastructure technology ready milestone has been moved to the 15th September. This is the result of a change request (submitted to Steering group on 18 August). This allows for bug fixes and must-have changes.

The MIKE election readiness date has been extended to 31 August, with the delay due to the SVD Audit changes that need to be completed (currently in UAT).

The Recruitment Process Redesign project closure is on track to be completed by until the end of August.

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



As at 18/8/23

Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
Risks	●	●	●	There are currently two medium programme risks, seven low risks and no critical risks. A Medium recruitment risk has been added this month from the Voting Services risk register to the Programme register for increased visibility. The medium risk regarding SMEs leaving and there being a lack of documentation has been reduced to low given the work delivered in the process and assurance project over the last month. The reliance on key staff risk has been realised and is now a medium issue. 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 has been closed this month given a Senior Privacy Officer seconded for 12 months from ACC has started with the Commission and is working on a plan to address the outstanding PIAs. A new medium issue has been raised this month around key person risk. 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>Expenditure in July was \$11.848m, representing 12.7% of the budget and was \$0.221m less than budget. Although this is a positive variance, the budgets being built by Electorate Managers are currently \$5.42m over budget. New funding of \$1.43m was agreed, leaving \$3.99m overbudgeted. It is unsure if this will be resolved next month, hence predicting the budget will remain amber next month.</p>
Scope	●	●	●	There are no concerns with scope of the programme, although it should be noted that there was an additional requirement for more laptops in the GETP project. There is a plan in place to action this and the cost will be absorbed within the project.
Partners & Procurement	▲	●	●	Two statement of works are underway. One with Allied which is an extension to the current contract, valued at \$1.45m and the other with NZ Post for the production of EasyVote valued at \$4m. The concerns raised last month with Aotal, the SnaPhire provider have been rectified.
People & Recruitment	●	▲	●	<p>A good deal of work has taken place over the last month and the field staff are prioritising working through the applications they have received via SnaPhire. As at 21 August there have been 28,532 electorate applications and 1,302 hires. There is still a long way to go in terms of processing applications. The Recruitment and Rostering Managers are prioritising HQ Support recruitment and 355 out of 1,423 have been recruited. There have been a number of complaints from field staff about the SnaPhire system. Some of these are due to the process, some the system and some due to lack of knowledge/training/not following the instructions in the manual. The team have worked hard to address the concerns raised, however there will be a full system review and changes made so that it better meets the needs of the field for GE2026. Due to still having a low number of recruited staff, this metric has been rated amber.</p> <p>Work has continued with the planning on working with other government agencies on a contingent workforce. On 25 August a decision will be made as to whether or not this plan is enacted. P&C will provide a verbal update in the next Programme Board meeting (Thursday 24 August) on engaging the contingent workforce.</p> <p>Strategic Engagement & Partnership roles have now all been completed, and the PM completed a change request to alter the date of this deliverable which was approved by the Steering Group.</p>
Quality & Assurance	▲	●	●	<p>Of the 23 IQA recommendations 8 high priority ones have been closed. 6 that were due to close by 31 July are overdue, with 4 closing by the end of August and 2 closing by the end of September. More information can be found on page 5 of this report. There is no impact on the election due to the slippages.</p> <p>The Process and Assurance project which contributes to this area has progressed a lot this month with a number of key processes being documented and presented to the Steering Group. This has reduced risk in this space.</p> <p>Last month the Programme Board were satisfied with the treatment plan put in place to address the outstanding PIAs and this metric can now report as GREEN.</p>

Key Milestones

MILESTONE REPORT

LATE MILESTONES

Name	Finish	Milestones
Milestones: 0	Fri 18/08/23	
SVD Audit complete	Thu 17/08/23	0
QA and sign off of ballot papers	Fri 18/08/23	0
MIKE is Election ready	Fri 18/08/23	0

MILESTONES UP NEXT

SEP Temp Staff contracted	Tue 22/08/23	0
MIL: Results phone solution complete	Mon 28/08/23	0
MIL LO: Media Release Candidate nominations open	Mon 28/08/23	0
MIL: Full Recruitment Process Redesign (ARTS) Project Completed	Thu 31/08/23	0
MIL: ERSA is Election Ready	Fri 1/09/23	0
MIL LO: Voting places signed off by CEO	Fri 1/09/23	0
MIL0 Media Release Dissolution of Parliament	Fri 8/09/23	0
Writ day	Sun 10/09/23	0
MIL0 Media Release Writ Day	Sun 10/09/23	0
MIL0 GE2023 specific overseas information completed and uploaded to website	Sun 10/09/23	0
MIL LO: Message 5: General Enrolment (Info campaign) Goes live	Mon 11/09/23	0

MILESTONES UP NEXT

Milestones due in the next four weeks.

Name	Finish	Milestones
Milestones: 0	Sat 16/09/23	
Dictation Registration Live	Mon 11/09/23	0
Process: WD Roll Closure - catch up keying complete	Wed 13/09/23	0
Sufficient ADVANCE voting, Voting Place staff confirmed by RMs	Fri 15/09/23	0
Sufficient ELECTION DAY Voting Place staff confirmed by RMs	Fri 15/09/23	0
Nomination Day, Noon - Deadline for individual nominations of electorate candidates	Fri 15/09/23	0
DEPR(IT) EMS Election ready	Fri 15/09/23	0
2pm - Target time to release name of all electorate and list candidates	Sat 16/09/23	0
DEPD VS - Production of ballot papers can begin	Sat 16/09/23	0
MIL0 Voting places map completed and uploaded to website	Sat 16/09/23	0
MIL0 Nominated candidates details uploaded to website	Sat 16/09/23	0
MIL 0 Media Release Candidate information and voting places published	Sat 16/09/23	0

COMPLETED MILESTONES

Milestones completed in the last month.

Name	Finish	Milestones
Status: Complete	Thu 31/08/23	
Enrolment Processing - Training Starts	Mon 17/07/23	0
Community Engagement - Training Starts	Mon 17/07/23	0
MIL 0: C & E - Benchmark survey completed	Mon 24/07/23	0
EU Mailout - Overseas packs leave NZ (Date not yet confirmed)	Wed 26/07/23	0
MIL 0: Media briefing held	Thu 27/07/23	0
MIL LO: Public information and education advertising begins	Sun 30/07/23	0
MIL LO: Enrolment Update advertising begins	Sun 30/07/23	0
MIL LO: Message 1: Update pack is coming (info campaign) Goes live	Sun 30/07/23	0
MIL LO: Message 4: Overseas enrolment (Info campaign) Goes live	Sun 30/07/23	0
MIL: CHRIS21 is Election Ready	Tues 8/08/23	0
MIL: Tupu is Election Ready	Fri 4/08/23	0
MIL: eRoll is Election Ready	Mon 31/07/23	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 three late milestones, one which has now been completed and two which will be completed next week.

SVD audit and MIKE being election ready– The SVD audit changes identified during the audit have been implemented by Catalyst and are now in UAT. They will be fully implemented by 30 August. This is the only outstanding item for MIKE to be election ready. A change request has been completed and will be provided to the DCEs Operations and Enterprise Services for approval. The QA and sign off of ballot papers was due on 18 August. This task was completed on 21 August.

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

COMPLETED MILESTONES - Continued

MIL LO: Media release Enrolment Update campaign start	Mon 31/07/23	0	MIL LO: Bulk Supplies Delivery Completed	Wed 9/08/23	0
CE Contracted Organisations - Start Delivery	Mon 31/07/23	0	MIL LO: Message 3: Pre-writ day urgency - goes live	Sun 20/08/23	0
CE - Campaign Starts	Mon 31/07/23	0	Roll: Electorate HQ and Enrolment Distribution Plans - Final	Fri 25/08/23	0
EU Mailout - Distribution starts	Mon 31/07/23	0	MIL: Recruitment Process Redesign Processes Defined and Approved for Non-GE (BAU)	Thu 31/08/23	0
MIL LO: Voting place mobile phones delivered (6570 phones)	Fri 4/08/23	0	MIL0: GE2023 specific remote information uploaded to website	Mon 31/07/23	0

Budget

GE2023 Finances as at 31 July 2023

Description	Current			YTD			Total Budget / Forecast FY 2024	% Full Year
	Actual	Budget / Forecast	Variance	Actual	Budget / Forecast	Variance		
Employee Related Expenses								
Total Remuneration	1,052,830	1,753,328	700,498	1,052,830	1,753,328	700,498	12,383,034	8.5%
Total Superannuation	39,321	84,981	45,660	39,321	84,981	45,660	916,066	4.3%
Total Field	1,627,718	1,695,792	68,074	1,627,718	1,695,792	68,074	33,921,703	4.8%
Total Leave	157,595	57,793	(99,803)	157,595	57,793	(99,803)	334,599	47.1%
Total Health & Welfare	826	-	(826)	826	-	(826)	-	0.0%
Total Training & Development	4,469	32,641	28,172	4,469	32,641	28,172	50,641	8.8%
Total Other Personnel Costs	12,137	23,304	11,168	12,137	23,304	11,168	248,446	4.9%
Total Employee Related Expenses	2,894,896	3,647,839	752,944	2,894,896	3,647,839	752,944	47,854,489	6.0%
Other Operating Expenses								
Total Computer & Telecommunications	2,583,210	2,848,565	265,355	2,583,210	2,848,565	265,355	4,575,681	56.5%
Total Occupancy Costs	1,463,250	1,361,997	(101,253)	1,463,250	1,361,997	(101,253)	10,897,798	13.4%
Total Office Equipment	85,320	70,531	(14,789)	85,320	70,531	(14,789)	365,405	23.3%
Total Specialist Services	724,145	3,391,481	2,667,336	724,145	3,391,481	2,667,336	14,414,343	5.0%
Total Travel Expense	178,857	380,373	201,516	178,857	380,373	201,516	1,507,308	11.9%
Total Meeting & Entertainment	17,751	52,500	34,749	17,751	52,500	34,749	75,500	23.5%
Total Printing, Stationery & Postage	3,873,861	202,724	(3,671,137)	3,873,861	202,724	(3,671,137)	12,943,040	29.9%
Total Miscellaneous Expenses	27,067	113,130	86,063	27,067	113,130	86,063	505,400	5.4%
Total Other Operating Expenses	8,953,461	8,421,301	(532,160)	8,953,461	8,421,301	(532,160)	45,284,475	19.8%
Total Operating Expenses	11,848,356	12,069,140	220,784	11,848,356	12,069,140	220,784	93,138,964	12.7%

Budget Commentary

Expenditure in July was \$11.848m, representing 12.7% of the budget and was \$0.221m less than budget.

Expenditure for the FY2024 is the same given this report only includes the first month of the new financial year.

The main variances are:

Employee related expenses - \$0.753m underspent. The main areas where the underspend has occurred is Enrolment (370k), Engagement & Partnerships (\$175k), Business Enablement (\$62k), Communications (\$53k) and People & Culture (\$52k).

Specialist services - \$2.667m underspend made up of a \$1.756m underspend in advertising and publicity, \$392k on consultancy spend and \$543k in archive and storage services.

Printing, Stationery & Postage - \$3.671m overspend due to the timing of the GE2023 Update Campaign being pushed out.

Trust and Security

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

Largely covered in the Trust and Security Paper, further detail about Regional Security and Resilience Advisors (RSRAs) as follows:

1. RSRAs have been working with RMs and RAs to visit each electorate in their region by the end of August. While there they have been reviewing HQ site security, discussing local security concerns, raising security awareness with HQ staff, and beginning to provide security advice on higher risk Voting Places and overnight storage options for ballot boxes during advance voting.
2. RSRAs will commence a second round of visits to each HQ in late August/early September, focussing on further Voting Place security advice, reviewing any HQ security upgrades, and facilitating engagement between EMs and their local emergency service counterparts in Police, Fire and Civil Defence organisations.
3. During the voting period, RSRAs will have a daily Teams stand-up with National Office security staff to raise any security concerns or incidents, and to be briefed on any relevant security information received from partner agencies for further dissemination in their region. Relevant information received from RSRAs will be fed into the GEDT.

Inter-agency support

4. The Risk and Security Working Group met on 16th August for the final time before the election. This meeting covered lessons learned from our tabletop exercises in July, and outlined our planned approach to transition into an operational structure during the voting period. This structure will be based on the inter-agency support structure that was used for the FIFA Women's World Cup. The main elements will be a daily Teams standup with representatives from key agencies, a daily Sitrep disseminated out to all support agencies, and key contacts and communications pathways established for time-sensitive information and support. Relevant information received from partner agencies will be fed into the GEDT.
5. Inter-agency Protocols have been signed off by all agencies and will be published on the EC website week starting 21 August. An email will go out to partner agencies advising them when the Protocols have been published.
6. A Police Liaison Officer, ^{9(2)(a)} has been appointed to work from National Office. He is working with the Security Team on level 10 and has already provided very valuable input into our joint operations.
7. Inter-agency security advice for candidates is in its final draft. Once this is signed off it will be published on the Candidate Hub of the EC website, likely during the week starting 21 August.

Legal & Policy

- Commentary**
Legal & Policy successes for the current reporting period:
- Continuing to issue advisory opinions, with the volume of requests remaining high
 - Supported the Board make a variation of the broadcasting allocation for the election
 - Managing compliance issues for candidates, parties and third parties
 - Continuing to process five party applications received in the last reporting period
 - Processing a name and logo change for ONE Party
 - Ongoing registration of third party promoters
 - Finalised content for the Candidate Briefing with Voting Services
 - Ran a session for staff in Legal & Policy (including Ministry of Justice secondees), IT, Finance, Enrolment and Voting Services who will be involved with nominations
 - Finalised the training manual for party secretary for nominations

Process and Assurance Project

- Commentary**
- Really good progress has been made on documenting the process, responsibilities, and Executive Summaries for key deliverables. The detail was provided to the SG for noting on 18 August.
 - The documentation consists of: An Executive Summary (SIPOC), Process Map and a RACSI.
 - All the listed deliverables now have documentation which is either in draft - written up from documentation and an initial review is in progress, or reviewed meaning the business areas have contributed to the documents and they are now ready for validation as the deliverable is completed.
 - The deliverables that occur after Nominations are going to be verified as they are occurring and will then be updated and finalised ready for GE2026, followed by Post Election deliverables.
 - The Project will work with the PMO to ensure this suite of documents is embedded into the delivery of GE2026.

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	14	2	7
Not started	0	0	3
In progress	0	2	2
Overdue	6	0	0
Closed	8	0	2

This table reflects progress made at 18/08 against current action plans. The following progress has been made against the 23 recommendations:

- 10 have been closed (up from 7 last month)
- 4 are in progress (down from 10 last month)
- 3 are yet to start (down from 7 last month)
- 6 are overdue (up from 0 last month)

This is the fourth month that the Programme is reporting progress against the IQA Report provided by Caravel in May 2023. Eight recommendations categorised as High priority were closed as planned before 31 July. Six recommendations categorised as High priority are currently overdue. The primary driver for the overdue items was the extended illness of the PMO Manager during July. There is no material threat to Election delivery as a result of the current slippage. Four recommendations are planned to close in August. The key outstanding actions are listed below:

- Rec 9 – PMO to create a presentation on role of Project Manager
- Rec 11 – Programme Director and PMO Manager to set minimum standards for key documents and update PMO Workplan
- Rec 17 – PMO to review Project Schedules to ensure appropriate risk mitigation activities have been inserted
- Rec 22 – PMO to share the presentation created in recommendation 9 on Echo

Two recommendations were identified last month as being likely to slip

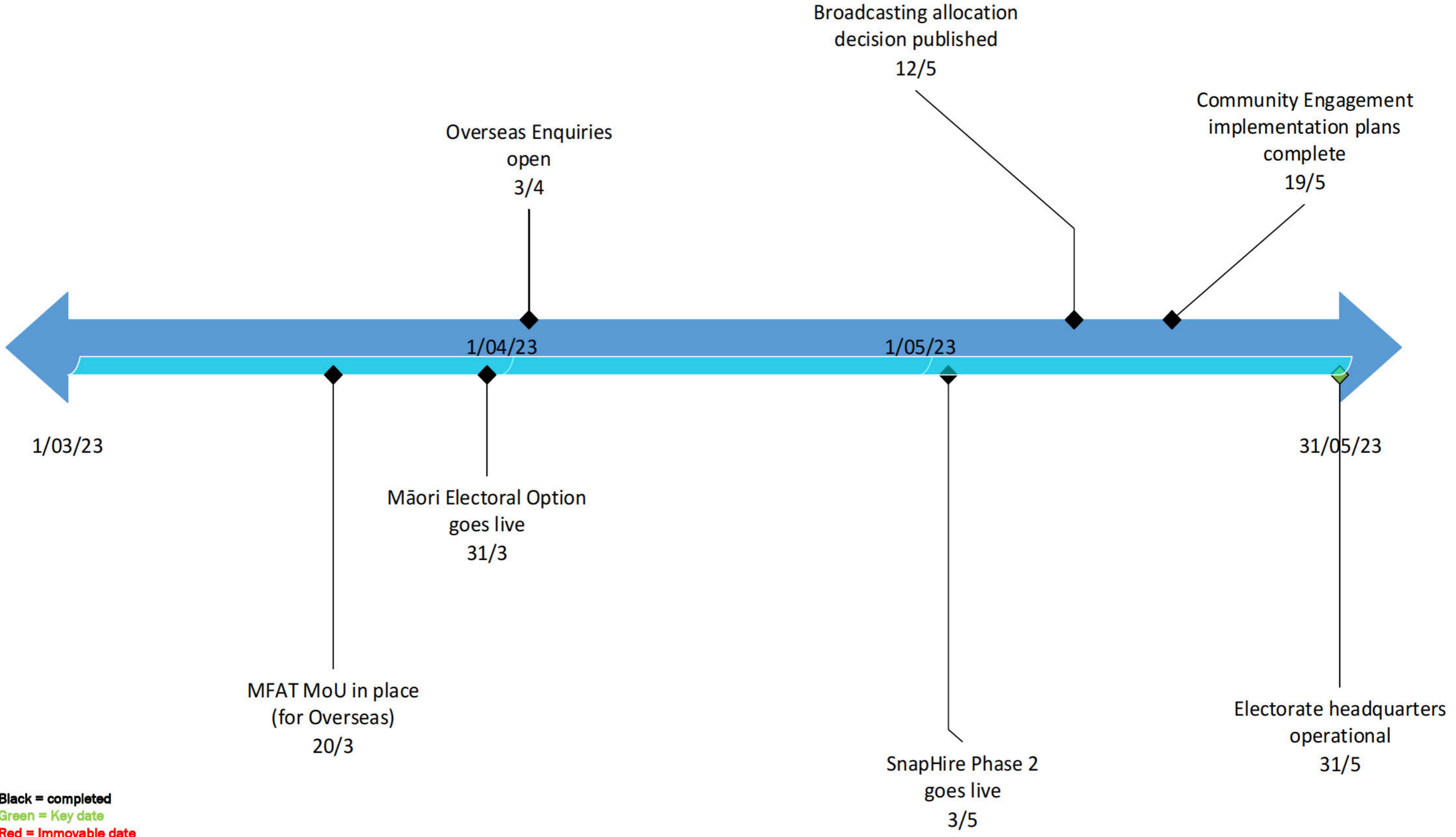
- Rec 16 - Quarterly Risk workshops will now be undertaken by 30/09/2023
- Rec 19 – Project Quality Management Plans will now be completed by 30/09/2023

Two recommendations originally categorised as Low (Rec 2, 3) have been closed ahead of schedule. All three of the recommendations not yet started are due for closure by 30/06/2024

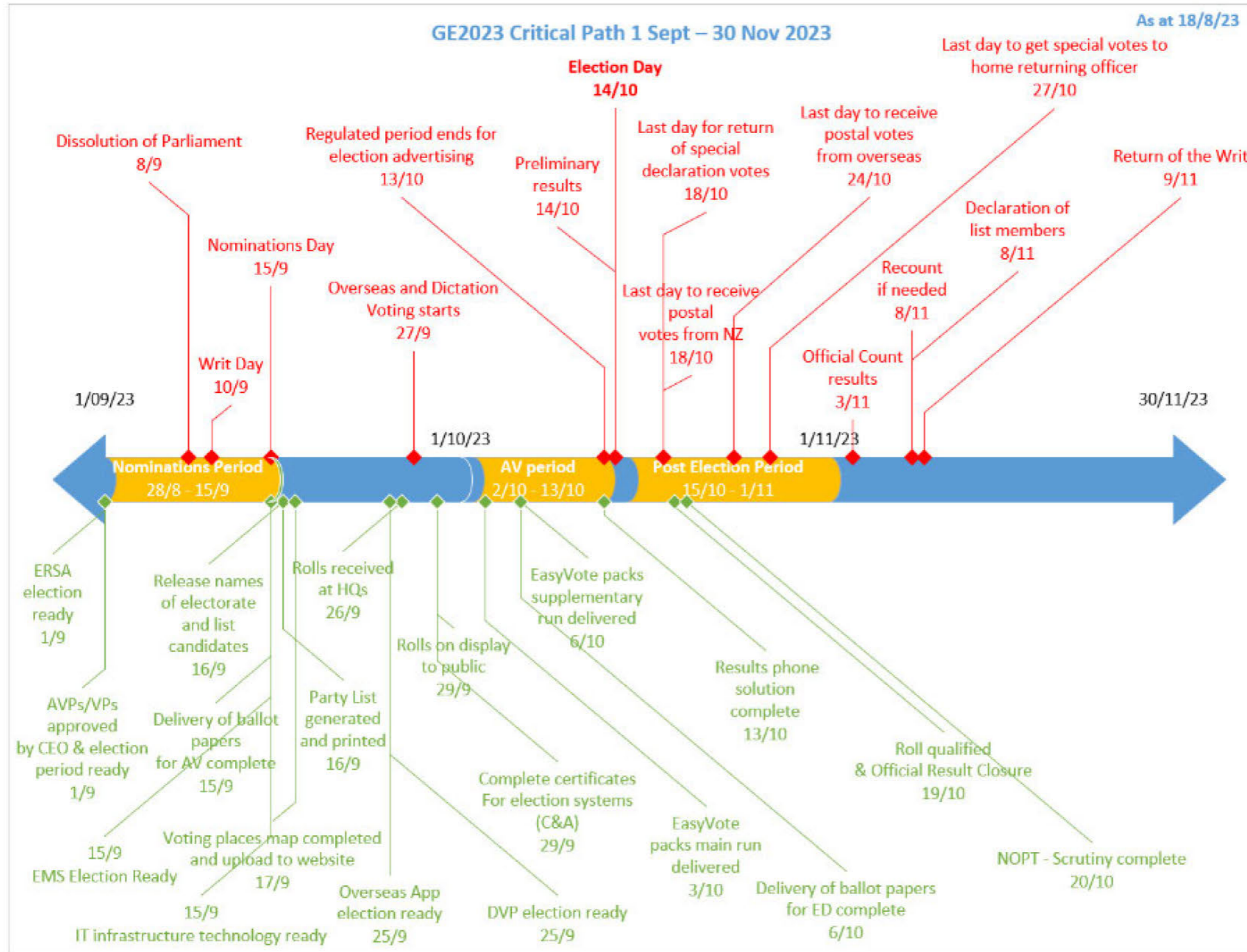
Issues

Issue Description	Impact on business	Management / Progress update	Impacted Area					RAG	Date report	Assigned to
			People	Process	Systems	Finance	Reputation/Others			
Reliance on key staff and unavailability to work	The following risk has been monitored throughout the election cycle: 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. A key staff member is currently not available to work which means others need to pick up this work who don't necessarily have the same depth of knowledge.	Operations and IT are currently working through the plan to mitigate this issue. At the time of writing this report, a documented plan is not available for longer term mitigations, but there is a plan to manage immediate work. A verbal update can be given in the Programme Board	No	No	Yes	No	Yes	Medium	18/08/2023	Anusha, Lucy, Emily, James

Appendix A: Critical Path 1 March – 31 May 23



Appendix B: Critical Path 1 Sept – 30 Nov 23



Appendix C: Key Risks

Risk Owner	Risk title	Risk description	Treatment Action (Mitigations)	Treatment action log			Assessment of CURRENT Risk	Last date reviewed
CEO	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, SMIT 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> <p>21/8/23 A threat assessment for the GE has been supplied by NCSC. There is no information to suggest changing the current likelihood or impact risk ratings.</p> <p>We continue to enhance and test our capability to log, detect and prevent cyber-security attacks.</p> <p>The monthly cyber-security dashboard for the Board and ELT contains more information around current actions and priorities.</p>	Feasible	Major	Medium	21/08/2023
Martin Rodgers	The tight labour market is causing issues for filling and retaining roles in the field. VS has identified two problems; Churn and fulfilling bulk recruitment.	The field needs to employ 25,000 people to deliver the election. With such a low employment rate getting people to fill all our vacancies could be a challenge. We have been unable to attract staff into all of our FRM positions (we have extended the advertising dates). There are signs that we will not be able to recruit enough for the bulk Voting Place positions. And then once appointed, retaining front facing retaining people through the election period is going to impact delivery of the GE	<p>Keep a close watch on the number of applications made across all electorates.</p> <p>Ensure advertising is well targeted—and be ready with targeted messages staff can use to reach their communities.</p> <p>Ensure neighbouring/ regional electorates are working closely together to share applicants</p>	<p>09.05.23 Regular planning for recruitment with P&C and Operations group to ensure we have clarity over the positions available, numbers, locations and how to attract them. Plus identifying and planning our contingency. Culminating into the recruitment plan</p> <p>01.06.23 The PMD are coordinating the creation of a recruitment plan - will leave as medium</p> <p>21.08.23 A contingency workforce plan is ready to activate if necessary. More targeted advertising to implement in areas with low applicants</p>	Feasible	Significant	Medium	21.08.23

Appendix D Successes for reporting period by workstream

Enrolment & Strategic Engagement & Partnerships

- (Enrolment) Enrolment Update Mailout complete
- (Enrolment) 99% fixed term staff contracted and on boarded
- (Enrolment) Campaign processing started
- (Enrolment) Roll Print Distribution List finalised
- (SEP) Enrolment Update Mailout complete
- (SEP) 99% fixed term staff contracted and on boarded
- (SEP) Campaign processing started
- (SEP) Roll Print Distribution List finalised

General Election Technology Project

- Completed shipping of 6,570 voting place phones – these are in process of being scanned into EMS by Electorate HQ staff
- Supported Enrolment Processing staff on-boarding by providing on-site resources in Akl, Wgtn, Chch
- Continued to provide support to Electorate Headquarters on their remaining site set up issues:
- Missing Trainer kits
- Additional MFD's
- WiFi and printing issues
- Setup of Fibre landlines
- Support RRM's with any technology issues as they are on-boarded
- Continued to enhance the IT support model building additional detail into the support matrix, updating the support phone line voice responses
- Engaged with Learning and Development to understand IT support needs for the Voting Services Brentwood training events
- Commenced planning Disaster Recovery for GETP infrastructure (late milestone – refer to slide 3 for details)
- Completed testing all GE roles for onboarding and application access
- Distributed 70 tablet devices for Community Engagement staff
- Drafted CR to increase scope by providing a BCP solution for the CPT dictation service

ARTS Project

- Non-GE (BAU) Recruitment process defined and approved
- Support Process handover into Business as Usual
- Sign off on the Non-GE recruitment full end-to-end processes.
- Sign off on additional GE new scope related recruitment processes.

Voting Services

- Completed and published the last chapter of the Operations Manual
- Delivered the RRM training
- Recruitment of Area Trainers and Trainers
- Area Trainers Dress rehearsal successfully delivered
- Bulk voting place staff recruitment has started
- All the Personal Information Manuals (PIMs) delivered to HQs
- Completed the second readiness test (all electorates)
- Delivered Bulk Supplies
- Dress rehearsal for Easy Vote
- Dress rehearsal for Ballot Paper production
- Process feedback from the Political parties in relation to voting places

Centralised Enquiries Project

- Training for Zendesk users completed with Zendesk consultancy.
- Telnet FAQs updated.

Communications & Education

- Completed and distribution of the GE2023 Campaign and media kits.
- Held the Campaign launch media briefing at National Library.
- Launched the Public information advertising campaign on 30 July.
- Completed Public Information benchmark survey.
- Completed digital campaign assets.
- Began pre-production of the motivation and education campaign.
- Approved advertising approach for voting place location advertising.
- Completed Easy Read Your guide to voting booklet and upload to vote.nz.
- Completed stakeholder digital assets in English, translations and accessible formats and uploaded to stakeholder page on vote.nz and sent mailout.
- Uploaded core content in New Zealand Sign Languages, large text, audio and e text and completion of information for Blind low vision telephone information service.
- Uploaded of remote voting information to vote.nz.
- Uploaded electorate information to vote.nz (electorate, phone number and generic email address)
- Completed SOW with Pikselin and began work on voting map functionality.
- Began distribution of Kids Voting resources to schools.
- Completed the Community Engagement language video subtitles and upload to YouTube.
- Completed Your guide to voting brochure and How to enrol and vote and Concerned for your personal safety and E78 Unable to get to a voting place brochure.
- Presented at Community Engagement and Contracted Organisations training.
- Completed and provided posters to Corrections with work beginning on the Easy Read information requested.
- Completed voting place frontage posters and walk-through video.
- Completion of the general election vox pops video.
- C&E Project Management plan approved by the GE23 Steering Group.
- Held crisis communications exercise.

Enterprise Services

- (Finance) FY23 has been completed
- (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
- (IT) We have started investigations into change for the Umbrella parties
- (IT) We are 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

Appendix E Focus Areas for next month by workstream

Enrolment and Community Engagement

- (Enrolment) Writ Day Roll Close
- (Enrolment) Roll Print
- (Enrolment) Work Stream Reviews – Recruitment, GETP, Property, Training
- (SEP) Delivery of the community engagement campaign by the SEP hubs and contracted community organisations is now ongoing through to 13 October
- (SEP) Complete recruitment of remaining temporary staff
- (SEP) Contracting and delivery of lease cars to hubs
- (SEP) Printing and distribution of resources
- (SEP) Planning for post-election reporting and lessons learnt

General Election Technology Project

- Analysis of the increased CCL call volume to determine if these calls can be avoided through additional comms, training, documentation
- Complete testing the Election Night Results IVR solution in preparation for the Dress Rehearsal on 5 Sept 2023
- Complete DR test planning and execution of defined tests
- Submit CR for dictation BCP to Project SteerCo and SLT – engage vendor to build/test solution
- Build additional laptop/desktop devices (from both new and re-cycled stock) to support increased demand from both Voting Services and Community Engagement
- Continue to provide ad-hoc support to Voting Services and Community Engagement staff
- Further refinement of the technology support model to ensure alignment between business and support teams
- Start planning post-election decommissioning of Electorate offices and enrolment centres

ARTS Project

- Change Control Process signed off
- Project Handover completed to People and Culture
- Full Project Closure Process Completed
- Continued support to People and Culture during the handover transition.

Communications & Education

- Continue managing the development and approval of public information campaign assets.
- Delivery of motivational campaign and assets.
- Continue monitoring GE2023 recruitment ad campaign, numbers, and management of media spend to promote work in low-application regions.
- Identifying and getting confirmation on deliverables specifically Kaupapa Māori voting places and services for the deaf requirements.
- Identifying and developing tranche 2 of the stakeholder communications assets with voting messaging.
- Completion of voting place mapping functionality to be uploaded to vote.nz on 16 September.
- Finalisation and completion of Kids Voting ballot paper process and checklist.
- Completion of media releases for Writ Day, Kids Voting, and Nominations Day.
- Sending communications to teachers for Kids Voting ballot paper availability.
- Ongoing management of social media (responding, hiding comments, raising common themes).
- Ongoing management of media (responding to queries, correcting inaccurate information from media, supporting Chief Electoral Officer to respond to media questions/ interviews).
- Ongoing management of organisational communications to the Commission.

Voting Services

- Security guidelines for ballot paper and voting places agreed and published
- Finalise Statements of Work for all security guard providers
- Easy Vote Envelope production is due to begin in mid/late August

Centralised Enquiries project

- Administrator training on Zendesk.
- Support Model and ongoing governance documentation agreed and signed off.
- Lessons Learnt documented.
- Close Report.
- Operational Reporting finalised (currently a manual process is being used).
- Finetuning of online modules for Zendesk.
- Continuous Improvement process finalised.

Enterprise Services

- (Finance) Internal & External audits will be completed.
- (Finance) Work will continue on the Draft Annual Report
- (P & C) Travel policy feedback will be reported to ELT.
- (IT Security) Completing Certification and Accreditation
- (IT Security) Continuing the input of cyber security, including working closely with security agencies ahead of the election
- (IT Security) Supporting the Service Desk team to resolve BAU and GETP queries
- (IT) Test overseas app enhancements
- (IT) Prep CHRIS 21 for first payroll with Finance
- (IT) Finalise EMS August changes
- (IT) Focussing on readiness for UVP and ERSA
- (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