

20/09/2023– Situation Report Week 2

As at 12.29pm on 20/09/2023 prepared by Paula-Ann [REDACTED]

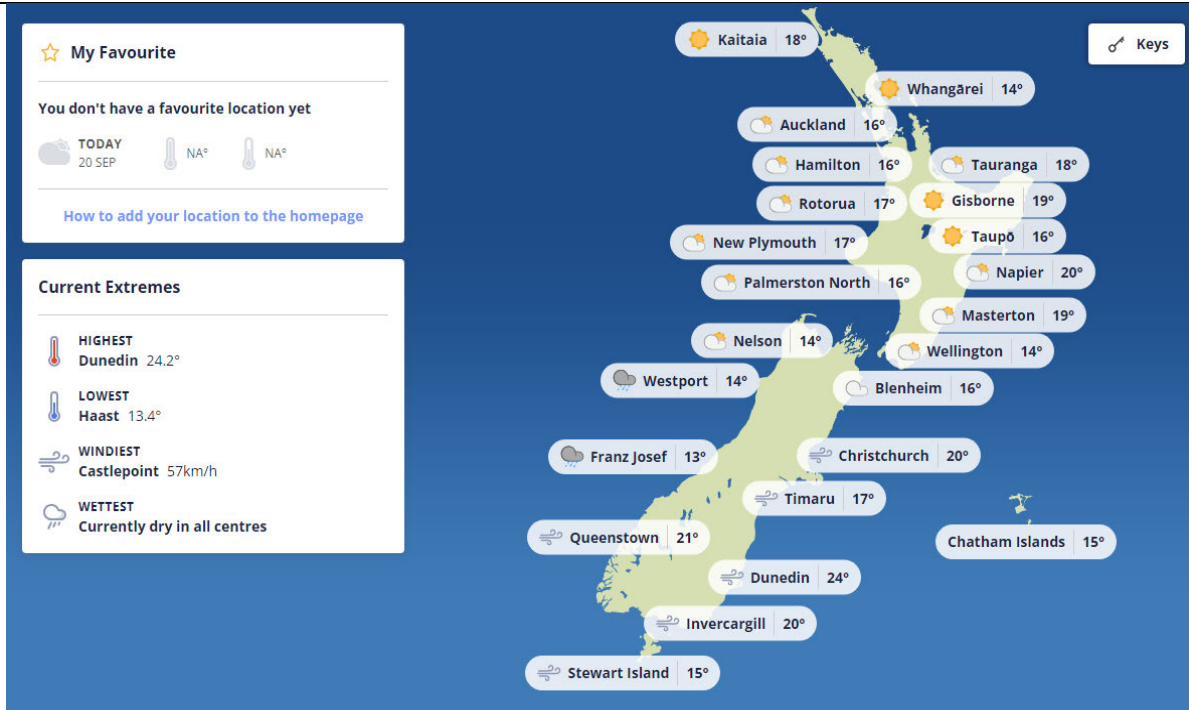
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED]
Previous ELT SITREP	2 ELT Standup SITREPS 2 19092023 - FINAL.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none">• At 9:14am at a depth of 11km a magnitude 6.0 earthquake in Canterbury• Ballot papers were checked and finalised and sent to [REDACTED] 6(a) for printing.• Wild weather over the weekend (16-17/09)• EasyVote documents being printed• Special ballot papers completely printed• Ordinary ballot papers printed.
Voting Services (VS)	<p>UPDATE ON ISSUES:</p> <p>OVERVIEW:</p> <ul style="list-style-type: none">• Tuesday 19 September, we were informed that an NZ Post Mail inserter operator in the Christchurch site found 2 bundles of the Mana voting insert mixed in with the Wellington Central EASYVOTE inserts.• The box was labelled Wellington Central and contains Wellington Central inserts as well.• At that point they had mail inserted 16,000 of Wellington Central. They were quarantined along with all of the printed output for Wellington Central A and B. <p>ISSUE STATUS:</p> <ul style="list-style-type: none">• [REDACTED] 6(a) has confirmed they will do a full re-print for both Wellington Central and Mana.• Wellington Central has done the reprint in Christchurch overnight and it will be delivered to the Christchurch mail house site today• Mana will be printed today and delivered to the Auckland mail house site tomorrow.• Both electorates were on the same lay which is the source of the issue.• This issue has not significantly impacted on our delivery timeframes. <p>eLearning Issue</p> <p>ISSUE STATUS</p> <ul style="list-style-type: none">• eLearning helpdesk continues to receive a steady number of calls.• The helpdesk still has not received Zendesk licenses• IT and eLearning Tier 2 support continue to look into cases where user credentials have not been generated• Presentation to Recruitment & Rostering Managers was presented this morning, with 122 participants. <p>Action: Confirmation on status of Zendesk licenses required.</p>

<p>Enrolment</p>	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> • Missing page in one Main Roll for Electorate 33. This was isolated issue to one book – detailed checks have not, identified any other issues. • 6(a) is still investigating the cause and will provide a report to the Commission in due course. • The printing of electoral rolls has not been interrupted. <p>Action: Continue QA on roll print at 6(a)</p>
<p>Ballot Paper and Enrolment roll delivery</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>6(a)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Action: Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue update the Taskforce.</p>
<p>IT</p>	<p>NEW ISSUES:</p> <ul style="list-style-type: none"> • eLearning Tupu access issues – Change to be raised today to bring forward the date that new starters Active Directory accounts will be set up. Currently set to 5 days ahead of their start date. More analysis required to determine the risks of enabling accounts earlier and how this can be effectively/clearly communicated to those who are part way through the process of on-boarding. • Data Platform issues –Upgrade was successfully completed this morning. • Connectivity and call Quality Issues on Election Night IVR – Feedback from the dress rehearsal has been reviewed and actions assigned to One.NZ / VS. GETP team meeting with VS today to review next steps. • Security update patching between now and the election period –Microsoft End User Device patches are progressing well, server patching to complete by end of this week. Comms to be sent out today to request all Win11 devices to be connected to internet so updates can occur. Android devices will also need to be turned on to get the config update (to stop any more updates being deployed). • Key Person risk – Work in progress. Target moved to 21/09
<p>Comms & Education</p>	<p>GENERAL UPDATE:</p> <p>Media Key themes: services to Māori voters, youth enrolment and turnout – several stories underway. Approved response about NZ Loyal and issues with submitting their list has been provided.</p> <p>Social Media More questions about election advertising, more political opinions being shared. Kaupapa Māori voting place comment – mention of apartheid.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries • 108 enquiries and comments on social media in the past 24 hours • 27,721 visitors to vote.nz <p>Action: Advertising - new Māori Media Network ad lib has been recorded and is ready for</p>

	approval today to replace the one that had an issue last week.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since yesterday, the team had 271 tickets created, received 27 phone calls and made 11 outbound calls. 85.2% of tickets were resolved in one touch. We have started getting enquiries about the EasyVote cards. • There are 7 complaints on hand across the business units. No major risk or issue to raise. • We continue to be vigilant around any enquiries about Loyal NZ and make sure these are escalated to Legal immediately.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Receiving regular questions around the unpublished roll and some frustration around the criteria. People are linking this to having their privacy breached and an example of why there is mistrust of the system.
People and Culture	<p>GENERAL UPDATE: Requires update</p> <ul style="list-style-type: none"> • Hired 11828 <p>This puts total hired to 13,755</p>

FOR YOUR INFORMATION

MetService Forecast for 20 Sep



Severe Weather Outlook

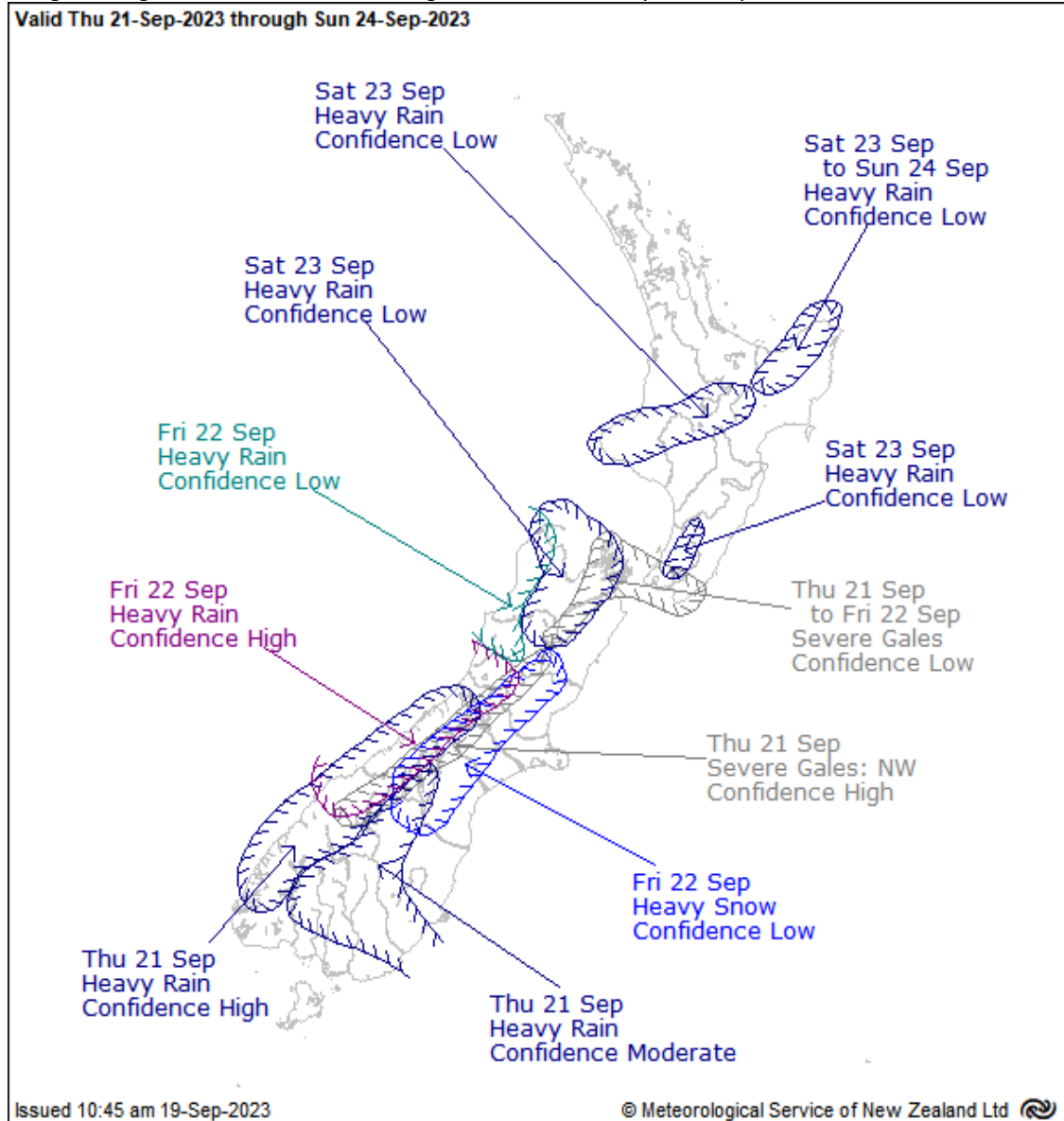
On Thursday an active front preceded by a strong northwesterly flow moves north over the lower South Island. There is then a high confidence in warning amounts of rain for Fiordland, Westland, and the headwaters of the Canterbury and Otago lakes and rivers. There is a moderate confidence in warning amounts of rain for Southland, Clutha and inland Otago. There is a high confidence in winds reaching severe gale force about the Southern Alps in Otago and Canterbury and a low confidence in severe gale force winds for the west of Marlborough and the Marlborough Sounds and also Wellington and the south of Wairarapa.

On Friday the front is expected to move north over the central and upper South Island. There is then a high confidence in warning amounts of rain for Westland and the headwaters of the Canterbury lakes and rivers. There is a low confidence in warning amounts of snow for the Canterbury high country. There is a low

confidence in severe gale force winds affecting the west of Marlborough, the Marlborough Sounds and also Wellington and the south of Wairarapa. There is a low confidence in warning amounts of rain for Buller and the far west of Nelson.

On Saturday the front moves north over the upper South Island and onto the North Island. There is then a low confidence in warning amounts of rain for Nelson, the west of Marlborough and the Marlborough Sounds, the Tararua Range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.

The front is expected to move away to the east on Sunday but there is still a low confidence that it could bring warning amounts of rain to the ranges of the eastern Bay of Plenty then.



**MetService
Extended
Forecast 19-
22 Sep**

Thursday

North Island: Mostly fine, but the odd shower in the west. South Island: Rain in the west and south with some heavy falls. Partly cloudy elsewhere from Canterbury northwards. Northwest gales in exposed places.

Friday

North Island: Becoming cloudy with showers for most, but mainly fine in the east. South Island: Rain with heavy falls spreading north, and gradually easing or clearing in the south. Snow may lower to 500 metres in Canterbury.

Saturday

	<p>North Island: Cloudy with rain for most, some possibly heavy. Strong northerly winds. South Island: Rain with some heavy falls in the north. Early rain also for Canterbury, with snow likely above 500 metres. isolated showers in the south, but mainly in Fiordland and Westland.</p> <p>Chatham Islands</p> <p>Cloudy periods. A few late showers possible on Saturday and northwesterlies strengthening.</p>
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ACTION REGISTER LOG

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	11/09/2023	Paul [REDACTED] CIO	21/09/23	Reputational - direct impact on Overseas Voting application system and delivery of overseas voting due to loss of institutional knowledge	12/09 - Progressing. Please refer to SITREP. Mitigation plan to be in place.	Ongoing
IT	MEDIUM	IT working with One.NZ and VS to identify and deliver contingent solutions for sites that do not have one.NZ connectivity.	12/09/23	Paul [REDACTED] CIO	19/09/23	Reputational - direct impact on VS staff across the region.	Working with the provider to resolve this.	Ongoing
IT	LOW	IT to roll out security patches for iOS and Android phones	12/09/23	Paul [REDACTED] CIO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	Ongoing
VS	MEDIUM	Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) – Paul [REDACTED]	18/09/23	Paul [REDACTED] CIO	19/09	Reputational - Voting Services staff require eLearning as a source of information. Has direct impact on voting processes at VPs.	20/9/23 Confirmation on status of Zendesk licenses required.	Ongoing
COMMS	LOW	Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai Providing key messages for	19/09/2023	Suzanne K-T, Mgr Comms		Reputational - Impact on Māori voters		Closed 20/9/23

		kaupapa Māori voting places.						
Customer Services	Low	Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue to update the Taskforce.	20/09/23	Grace Chiang, Manager Business Enablement		Reputational – Voter confidence		Ongoing

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Ballot Paper and Enrolment roll delivery	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Action: Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue update the Taskforce.</p>
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- There are 7 complaints on hand across the business units. No major risk or issue to raise.
- We continue to be vigilant around any enquiries about Loyal NZ and make sure these are escalated to Legal immediately.

Strategic Engagement and Partnership

INSIGHTS:

- Receiving regular questions around the unpublished roll and some frustration around the criteria. People are linking this to having their privacy breached and an example of why there is mistrust of the system.

People and Culture

GENERAL UPDATE:

- Total hired figure 14,497 including offers made 16778

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MetService Forecast for 20 Sep



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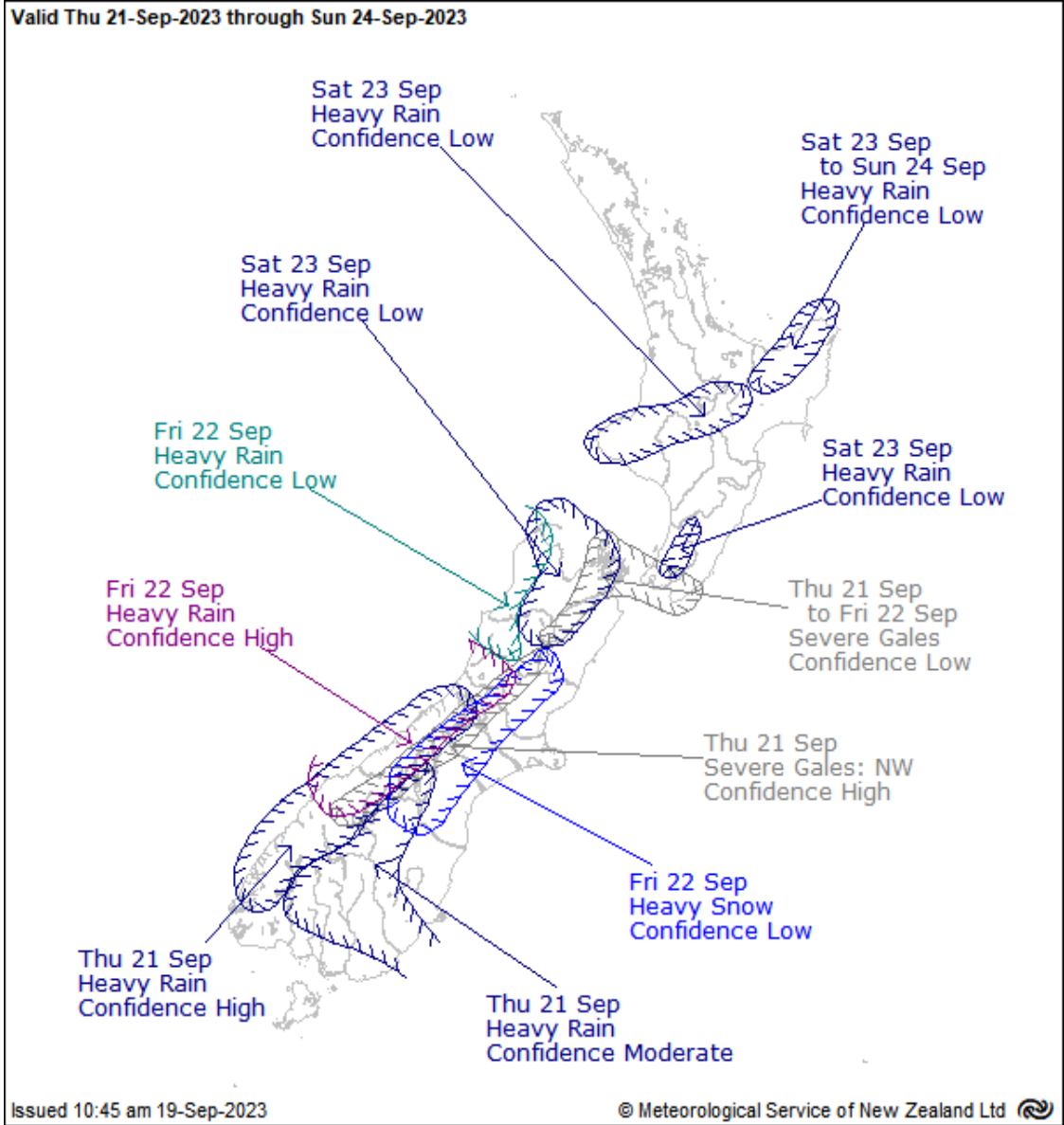
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Customer Services	Low	Print Advisors are now speaking to the Print Company to investigate into the delivery issue at Epsom. They will also reinforce the delivery instructions again with all Print Companies today. Grace will continue to update the Taskforce.	20/9/23	Grace Chiang, Manager Business Enablement		Reputational – Voter confidence		Ongoing

20/09/2023– Situation Report Week 2

As at 20/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Media Key themes: services to Māori voters, youth enrolment and turnout – several stories underway. Approved response about NZ Loyal and issues with submitting their list has been provided.</p> <p>Social Media More questions about election advertising, more political opinions being shared. Kaupapa Māori voting place comment – mention of apartheid.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 7 media enquiries • 108 enquiries and comments on social media in the past 24 hours • 27,721 visitors to vote.nz 		
Status of the issue/s	<p>Action: Advertising - new MMN ad lib has been recorded and is ready for approval today to replace the one that had an issue last week.</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

20/09/2023– Situation Report Week 2

As at 20/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	No issues to report. Insights: <ul style="list-style-type: none">• Receiving regular questions around the unpublished roll and some frustration around the criteria. People are linking this to having their privacy breached and an example of why there is mistrust of the system.		
Status of the issue/s	Action:		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by XXX

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none">• Only issue is a missing page in one Main Roll for Electorate 33. This was isolated issue to one book – detailed checks have not, as yet, identified any other issues.• [REDACTED]s still investigating the cause, and will provide a report to the Commission in due course.• The printing of electoral rolls has not been interrupted.• On the processing front, we continue to process applications, the majority of which are still online enrolments.		
Status of the issue/s	Action: Continue QA on roll print at 6(a) [REDACTED]		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

20/09/2023– Situation Report Week 2

As at 20/09/2023 prepared by Stephen [REDACTED]

Distributed to	GEDT members		
Key Contacts	Paul [REDACTED]		
Overview	<p>NEW ISSUES</p> <ul style="list-style-type: none"> • Regenerate Signed off ballot papers – ballot papers for Overseas need to be regenerated (adobe process to create the PDF's) as an error has been found. 		
Status of the issue/s	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> • eLearning Tupu access issues – Change to be raised today to bring forward the date that new starters Active Directory accounts will be set up. Currently set to 5 days ahead of their start date. More analysis required to determine the risks of enabling accounts earlier and how this can be effectively/clearly communicated to those who are part way through the process of on-boarding. • Data Platform issues – Finishing the upgrade this morning. Not anticipating any issues from platform perspective • Connectivity and call Quality Issues on Election Night IVR – Feedback from the dress rehearsal has been reviewed and actions assigned to One.NZ / VS. GETP team meeting with VS today to review next steps. • Security update patching between now and the election period –Microsoft End User Device patches are progressing well, server patching to complete by end of this week. Comms to be sent out today to request all Win11 devices to be connected to internet so updates can occur. Android devices will also need to be turned on to get the config update (to stop any more updates being deployed). • Key Person risk – Work in progress. Target moved to 21/09 		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

20/09/2023– Situation Report Week 2

As at 20/09/2023 prepared by Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts	Adele [REDACTED] Principal Advisor Voting Services John [REDACTED] Manager Overseas Operations		
Overview	<ul style="list-style-type: none"> • eLearning helpdesk continues to receive a steady number of calls. • The helpdesk still has not received Zendesk licenses • IT and eLearning Tier 2 support continue to look into cases where user credentials have not been generated • Presentation to Recruitment & Rostering Managers was presented this morning. 		
Status of the issue/s	Action: Continued effort to investigate, progress made on scaling up eLearning helpdesk.		
Actions Underway	Action	Owner	Description
	Immediate scaling up of the eLearning helpdesk	John [REDACTED]	Requires increased access to Zendesk. Still awaiting the licences required.
	Zendesk licences are being procured	Vincent [REDACTED] / Paul [REDACTED]	More licences are required for scale-up of eLearning helpdesk.
	Investigation of the 'error writing to database' issue / failure of Tupu to generate logins	Paul [REDACTED] / Martin Rodgers	Zendesk tickets have been compiled, staff are working through the various issues
Notes:	Early observation: Lessons learned required about late implementation of systems and fully understanding the impact on field delivery and support required.		