# **General Election Delivery Taskforce Agenda**

Date: 11 September

Time: 1pm

Members: Beth James Anne Jeremy Kannemeyer, John Peter

Grace Chiang, Ross McPherson, Suzanne Knight-Tinirau, Sarah
Natalie Shane Whitfield, Martin Rodgers, Adele Paula-Ann
Emma Gillard, Larissa Dean Benjamin Izak

Paul Crispian

Chairperson: Anusha Guler, DCE Operations

-----

Item	Who
Welcome	Anusha
Apology	Anusha
Daily Update Discussion	All
Staffing Matters	All
Emerging Trends	All
General Information – <u>Dashboard</u>	All
Close	Anusha

#### **Opening Karakia:**

Pou Hihiri, Pou Rarama.

Tena te pou,

Te Poutokomanawa o tēnei whare

Te pou Tūhonohono Te pou Arataki Te pou Uakaha Te pou Manaaki Te pou o te Tika

Te pou ka toko, ka hiki, ka eke. Ū te pou. Maia te pou. Rarawe te pou

Hui te mārama. Hui te ora.

Whano, whano! Haramai te toki - Haumi e!

Hui e - Tāiki e!

#### Closing Karakia:

Koia tēnei te whakairi ake i te kete whakaaro,

i te kete kõrero ki te epa o te whare

Karakia whakamutunga

Tēnei te whakamoe tai o tēnei o ngā whare

kōrero

Whakamoe tai

Whakamoe ahiahi/kaupapa Whakamoe tēnei whare kōrero

Ko lo te pū, lo tā koutou weu, lo tā koutou

tāmore Tēnei te hau

Tēnei te hau kiwi, te hau weka

Tēnei te hau ka kawea mai, ka tau mai, ka

mārire mai, ka māhaki mai

Māhaki ki te rangi Māhaki ki te whenua Māhaki ki ngā tāngata katoa

E Rongo, whakairihia te kete kõrero ki runga,

kia Tina – Tina! Hui e – Tāiki e!

As at 10.21am on 11/09/2023 prepared by Crispian authorised by Anusha Guler

Distributed	All GEDT members		
to			
Key	Anusha Guler and Crispian		
Contacts			
Overview	Summary of the current event		
	• There was 1 important major event – Writ Day (Sunday, 10 Sep)		
	Taskforce is fully activated.		
Overseas	OVS is managing an incident with dictation registration that was meant to go live today at 9am		
Voting	(11/09).		
Services	There was a deployment issue with the OS application, where OVS was unable to transition the		
(OVS)	dictation registration into production (last week Thursday (07/09) due to a minor issue.		
(,	The issues identified were the final template files – declarations and letterhead (excluding ballot		
	papers)		
	<ul> <li>Catalyst is working on the above deployment, this is to be resolved by Monday, 11 September afternoon.</li> </ul>		
	This incident is treated as CRITICAL.		
	<ul> <li>On a separate relevant issue: the main key staff is leaving the organisation and he was unable to be contacted last week to discuss the above issue.</li> </ul>		
	KEY PERSONNEL RISK: The individual staff leaving has all the knowledge about the overseas application system.		
	OVS need to understand the escalation process with IT regarding the overseas systems. Any		
	issues arise from voters will require urgent resolution, investigation, or the involvement of a		
	senior member of IT with the necessary technical knowledge.		
	1pm Meeting Update:		
	The deployment issue has been resolved.		
	The incident is now categorised as AMBER.		
	The back up function and dictation are continuing as normal.  The back up function and dictation are continuing as normal.		
	The OVS team has received 6 dictation calls and will be manually adding it into production.		
	ACTION:		
	Requesting Paul CIO to investigate options and provide solutions to address key		
	personnel risk.		
Voting	• The Rostering & Recruitment Manager for the Invercargill Electorate has resigned this morning.		
Services -	Three other staff working on recruitment in this HQ have also resigned.		
South Island	The Regional Manager is travelling to the electorate today. The People & Culture Advisor for the		
	South Island is travelling there tomorrow.		
	An update on this issue will be provided in tomorrow's SITREP (12/09).		
Comms and	Advertising		
Education	<ul> <li>The new phase of advertising has started on Sunday, 10 September and is running until 24</li> </ul>		
Laddation	September. There is a slightly lower level of Orange Guy activity, the motivation campaign is now live and Whaakata Māori content has launched.		
	Media		
	Writ day on Sunday – media release and social posts to mark event.		
	<ul> <li>Karl, CE was interviewed on Radio Waatea this morning (11/09).</li> <li>There is an article on Stuff this morning (11/09) about voter apathy.</li> </ul>		
	There is an article on stuff this morning (11/03) about voter apathy.		

Upcoming media this week:

• Media releases on Kids Voting and release of candidate and voting places information

#### Social Media

• Themes and questions - Voter apathy, how to vote from overseas, EasyVote cards, How to update details

#### Daily key metrics

- 1 media enquiry over weekend
- 102 enquiries and comments on social media
- Visits to vote.nz 29918 on Saturday, 32027 on Sunday

## Strategic Engagement and Partnership

- SEP team are experiencing strong themes around anti-voting and anti-government
- Some groups are expressing privacy concerns with their personal data
- There are some safety concerns for community facing staff and contracted providers as public can be forceful in their views
- SEP are managing high volume of engagement activity.
- This is treated as **BAU** and is being managed.
- Teams are getting support from H&S and Security and Resilience Advisors
- The teams are meeting with contracted providers to provide support on safety
- SEP is mindful of uniforms and visibility
- SEP staff are prioritising engagements to manage workload and managing expectations on event support and engagement activity.

#### **Enrolment**

- Enrolment demand in the lead up to Writ Day roll close has spiked.
- The demand is as expected, and the Enrolment team are confident that they can meet roll close milestones.
- There are approximately 17,500 enrolment forms that have come in for processing since 5pm on Saturday 9/09/2023. There has also been a spike in the number of email enquires over the weekend (e.g. unpublished roll)
- This is treated as **BAU** and is under control.
- This demand was forecasted, and Enrolment have the resources and capability to meet it. The timeline is until 3pm (Wed, 13 Sep) (at the latest) to have these forms keyed and checked.

### Customer Service (CS)

- The volume of enquiries has been much higher over the weekend for the CS team and Telnet (84% higher than forecasted yesterday)
- The enrolment related and unpublished enquiries have been the priority, as well as the nomination and candidate related question.
- CS is working on a Troubleshooting article to support any website issues.
- CS will be implementing a wider working window during the voting period.

#### Dashboard general information:

- Tickets on hand = 363
- % of tickets on hand outside of SLA = 4.8%.
- Average SLA met in last 7 days = 98.7%
- Customer Satisfaction % over last 7 days = 92.6%

#### Themes:

- Updating enrolment details
- New enrolment
- Returning enrolment form

# People and Culture

#### SnapHire

• P&C are adding some minor adjustments to some of the documents in the system to clarify process and variation documents.

#### **Payroll**

• Every week P&C must do "Out of Cycle" Pay Runs. This has placed more pressure on the

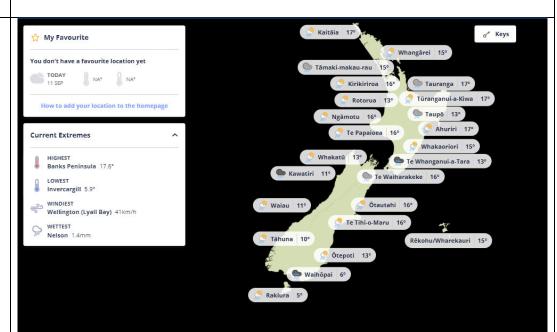
function. P&C is looking to come to an agreement on when OoC pay runs that will be allowed to alleviate the pressure.

• There is an EDW Tax code confusion that happened during the week. P&C is in the process of making sure everyone has the same understanding of the definitions as per the legislation.

#### **ACTION:**

- 1. **Request** the Manager P&C to work with Director Voting Services around a consistent rule for out of cycle payments.
- 2. Request the Manager P&C to work with Director Voting Services and Director Enrolment to investigate options for staff working on 21 and 23 October (Labour Day Saturday and Monday) and 1 November (Hawkes Bay Anniversary).
- 3. Remind all Managers to process all staff timesheets on time to assist with P&C's workload.

### MetService Forecast for 11 Sep



# MetService Extended Forecast 12-15 Sep

#### Tuesday

North Island: A few showers in the west. Becoming fine elsewhere. South Island: Showers in the west and south, some possibly heavy. Mainly fine elsewhere.

#### Wednesday

Generally fine for most, but a few showers in western areas and also the far south.

#### **Thursday**

North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

#### Friday

North Island: A period of rain or showers spreading north, clearing in the west later. South Island: Showers in the west and south easing, but a few showers developing elsewhere.

#### **Chatham Islands**

Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

As at 3.59pm on 11/09/2023 prepared by Crispian authorised by Anusha Guler

Distributed	ELT Members		
to			
Key	Anusha Guler and Crispian		
Contacts			
Overview	Summary of the current event		
	There was 1 important major event – Writ Day (Sunday, 10 Sep)		
	Taskforce is fully activated.		
Overseas	OVS is managing an incident with dictation registration that was meant to go live today at 9am		
Voting	(11/09).		
Services	• There was a deployment issue with the OS application, where OVS was unable to transition the		
(OVS)	dictation registration into production (last week Thursday (07/09) due to a minor issue.		
	• The issues identified were the final template files – declarations and letterhead (excluding ballot		
	papers)		
	Catalyst is working on the above deployment, this is to be resolved by Monday, 11 September		
	afternoon.		
	<ul> <li>This incident is treated as CRITICAL.</li> <li>On a separate relevant issue: A key staff is leaving the organisation and he was unable to be</li> </ul>		
	contacted last week to discuss the above issue.		
	KEY PERSONNEL RISK: The individual staff member leaving has relevant knowledge about the		
	overseas application system.		
	OVS need to understand the escalation process with IT regarding the overseas systems. Any		
	issues arise from voters will require urgent resolution, investigation, or the involvement of a		
	senior member of IT with the necessary technical knowledge.		
	1pm Meeting Update:		
	The deployment issue has been resolved.		
	The incident is now categorised as AMBER.		
	The back up function and dictation are continuing as normal.		
	The OVS team has received 6 dictation calls and will be manually adding it into production.		
	ACTION:		
	Request Paul CIO to investigate options and provide solutions to address key		
	personnel risk.		
Voting	Added at 3.15pm		
Services -	• The Rostering & Recruitment Manager for the Invercargill Electorate has resigned this morning.		
South Island	Three other staff working on recruitment in this HQ have also resigned.		
	ACTIONS:		
	1. The Regional Manager is travelling to the electorate today. The People & Culture Advisor for		
	the South Island is travelling there tomorrow.		
Auckland	2. An update on this issue will be provided in tomorrow's SITREP (12/09).		
South	(==, oo,		
South	Nothing to report		
Comms and	Advertising		
Education	The new phase of advertising has started on Sunday, 10 September and is running until 24		
	September. There is a slightly lower level of Orange Guy activity, the motivation campaign is		
	now live and Whaakata Māori content has launched.		
	Media		
	IVICUIA		

- Writ day on Sunday media release and social posts to mark event.
- Karl, CE was interviewed on Radio Waatea this morning (11/09).
- There is an article on Stuff this morning (11/09) about voter apathy.

#### Upcoming media this week:

• Media releases on Kids Voting and release of candidate and voting places information

#### Social Media

• Themes and questions - Voter apathy, how to vote from overseas, EasyVote cards, How to update details

#### Daily key metrics

- 1 media enquiry over weekend
- 102 enquiries and comments on social media
- Visits to vote.nz 29918 on Saturday, 32027 on Sunday

## Strategic Engagement and Partnership

- SEP team are experiencing strong themes around anti-voting and anti-government
- Some groups are expressing privacy concerns with their personal data
- There are some safety concerns for community facing staff and contracted providers as public can be forceful in their views
- SEP are managing high volume of engagement activity.

#### **ACTIONS**

- 1. Teams are getting support from H&S and Security and Resilience Advisors
- 2. The teams are meeting with contracted providers to provide support on safety
- **3.** SEP staff are prioritising engagements to manage workload and expectations on event support and engagement activity.

#### **Enrolment**

- Enrolment demand in the lead up to Writ Day roll close has spiked.
- There are approximately 17,500 enrolment forms that have come in for processing since 5pm on Saturday 9/09/2023. There has also been a spike in the number of email enquires over the weekend (e.g. unpublished roll)
- This demand was forecasted, and Enrolment have the resources and capability to meet it.

#### 1pm Meeting Update:

• Enrolment has reduced the electronic enrolment forms to 13,000.

# Customer Service (CS)

- The volume of enquiries has been much higher over the weekend for the CS team and Telnet (84% higher than forecasted yesterday)
- The enrolment related and unpublished enquiries have been the priority, as well as the nomination and candidate related question.

### Dashboard general information:

- Tickets on hand = 363
- % of tickets on hand outside of SLA = 4.8%.
- Average SLA met in last 7 days = 98.7%
- Customer Satisfaction % over last 7 days = 92.6%

#### Themes:

- Updating enrolment details
- New enrolment
- Returning enrolment form

# People and Culture

### SnapHire

• P&C are adding some minor adjustments to some of the documents in the system to clarify

process and variation documents.

#### Payroll

- Every week P&C must do "Out of Cycle" Pay Runs. This has placed more pressure on the function. P&C is looking to come to an agreement on when OoC pay runs that will be allowed to alleviate the pressure.
- There is an EDW Tax code confusion that happened during the week. P&C is in the process of making sure everyone has the same understanding of the definitions as per the legislation.

#### **ACTIONS:**

- 1. **Request** the Manager P&C to work with Director Voting Services around a consistent rule for out of cycle payments.
- 2. Request the Manager P&C to work with Director Voting Services and Director Enrolment to investigate options for staff working on 21 and 23 October (Labour Day Saturday and Monday) and 1 November (Hawkes Bay Anniversary).
- 3. Remind all Managers to process all staff timesheets on time to assist with P&C's workload.

#### FOR INFORMATION ONLY

## MetService Forecast for 11 Sep



# MetService Extended Forecast 12-15 Sep

#### Tuesday

North Island: A few showers in the west. Becoming fine elsewhere. South Island: Showers in the west and south, some possibly heavy. Mainly fine elsewhere.

#### Wednesday

Generally fine for most, but a few showers in western areas and also the far south.

#### Thursday

North Island: cloudy periods in the west, with scattered showers developing about and south of Taranaki later. Mainly fine in the east. South Island: rain or showers developing in the west and south, heavy at times. Fine with high cloud elsewhere.

#### Friday

North Island: A period of rain or showers spreading north, clearing in the west later. South Island: Showers in the west and south easing, but a few showers developing elsewhere.

### Chatham Islands

Rain easing to cloudy periods and a few showers on Tuesday. Strong northwesterlies, turning southwesterly for a time Wednesday and early Thursday.

Issued: 11:29pm Sun 10 Sep (MetService)

# PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE WEEK FOLDER

# 11/09/2023 – Situation Report Week 1

As at 9.48 on 11/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	Summary Advertising New phase of advertising started Sunday running until 24 September: lower level of Orange Guy activity, motivation campaign live and Whaakata Māori content has started.		
	Media Article on Stuff this morning about voter apathy. Writ day on Sunday – media release and social posts to mark event. Karl interviewed on Radio Waatea this morning.		
	Social Media Themes and questions - Voter apathy, how to vote from overseas, EasyVote cards, How to update details  Daily key metrics  1 media enquiry over weekend 102 enquiries and comments on social media Visits to vote.nz - 29918 on Saturday, 32027 on Sunday		
Status of the issue/s	No issues to note.		
	Upcoming this week  Social Media Te Wiki o te reo Māori, Whaakata Māori content, release of candidate and Voting Places information.  Media Media releases for Kids Voting, release of candidate and Voting Places		
	information.		
Actions Underway	Action	Owner	Description
	h 80	× ×	
Notes:		×	

As at 0900 on 11/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	Summary of the current event – What we know		
	Strong themes around anti-voting and anti-government		
	Some groups expressing privacy concerns with their personal data		
	<ul> <li>Some safety concerns for staff as public can be forceful in their views</li> </ul>		
	Managing high volume of engagement activity		
Status of the issue/s	Who or what is affected?		
	Community facing staff including contracted providers		
	What is the status of the situation/service/issue?  Under management Action:  Teams getting support from H+S and Security and Resilience Advisors  Meeting with contracted providers  Being mindful of uniforms and visibility  SEP staff are prioritising engagements to manage workload.  Managing expectations on event support and engagement activity.		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		
	•		

As at 0900 on 11/09/2023 prepared by Ross McPherson

Distributed to	GEDT members			
	•			
Key Contacts	Ross McPherson			
Overview	Summary of the current	t event – What we know		
	<ul> <li>Enrolment demand in the lead up to Writ Day roll close has spiked.</li> <li>The demand is as expected, and we are confident we can meet roll</li> </ul>			
	close milestones.			
Status of the issue/s	Who or what is affected?			
<ul> <li>Approximately 17,500 enrolment forms have come in for prod</li> </ul>			come in for processing	
	since 5pm on Saturday 9/09/2023. There has also been a spike in the number of email enquires over the weekend (e.g. unpublished roll).  What is the status of the situation/service/issue?  No issues. This demand was forecast, and we have the resources and capability to meet it. We have until 3pm (at the latest) to have these forms keyed and checked.			
	Action:  Business as usual for the enrolment processing teams.			
		010		
Actions Underway	Action	Owner	Description	
	Process all enrolment	Enrolment Team	Processing underway.	
	forms by 3pm	Leaders		
	Wednesday 13/09/23			
			#	
Notes:	Early observation:	thing we can't handle.	1	

# PLEASE SAVE AS THIS TEMPLATE INTO RESPECTIVE WEEK FOLDER

# 11/09/2023 – Situation Report Week 1

As at 0900 on 12<mark>/</mark>09/2023 prepared by John

Distributed to	GEDT members			
	•			
Key Contacts	•			
Overview	Summary of the current event – What we know			
	•			
Status of the issue/s	Service Status			
	OS Public Enquiries			
	Live			
	OK			
	eLearning Support			
	Live			
	OK			
	Dictation Registration			
	Live			
	OK			
	Overseas Voting Places Supplies 1			
	Shipped 7/9 - In Transit			
	OK			
Actions Underway	Action	Owner	Description	
	26			
	э.			
	-		35	
Notes:	Early observation:			