

Programme Overview

RAG Status

Last Month → This Month → Next Month

Overall Commentary

The overall status of the programme is AMBER. This is due to Quality and Assurance reporting AMBER. The reason for this is there are a number of recommendations that need to be implemented from the IQA. In addition, the process and assurance project that is underway has not yet provided documentation to give comfort that our assurance processes are robust. It is expected to take a couple of months for this area to return to GREEN. Delivery partners is also reporting AMBER due to some vendor delays in installing technology in some of the HQs. This is expected to return to GREEN next month and is not causing a significant impact.

All projects are currently reporting an over all status of GREEN.

The focus in the upcoming month for the programme team will be on working with the business on recruitment tracking, reporting and what our plan B is should our recruitment not be on track. Additionally, there will be a focus on dashboards for key metrics.

Decisions Required

- Endorse the approach to the GE2023 BCP
- Agree to the technical changes needed for recruitment BCP to proceed
- Note the collateral that is being proposed for te reo Māori translation for GE23
- Agree the prioritisation the PMO has applied to the 23 recommendations from the IQA

Critical Path 1 March – 31 May 23

Commentary

This is the first time the critical path has been report on. Since it was updated in the planning day with project managers, there have been a few items where dates have moved and an explanation is provided below.

SnapHire Go Live has moved from 26 April to 3 May. This is due to the Adaptive (who is the middleware provider) not receiving all information from EC to enable them to compete their testing, and does not impact on bulk recruitment. Training the field will still take place on 4 May along with the field going through the operations manual and checking the processes with the aim to have these approved on 16 May. The overall project completion date has been moved from 18 May to 30 June. This is to allow for enough time to complete project documentation.

Electorate headquarters we all due to be operational on 22 April however this date has been moved out to 12 May due to resource constraints by key providers. This will not impact on the deliverables within the field.

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

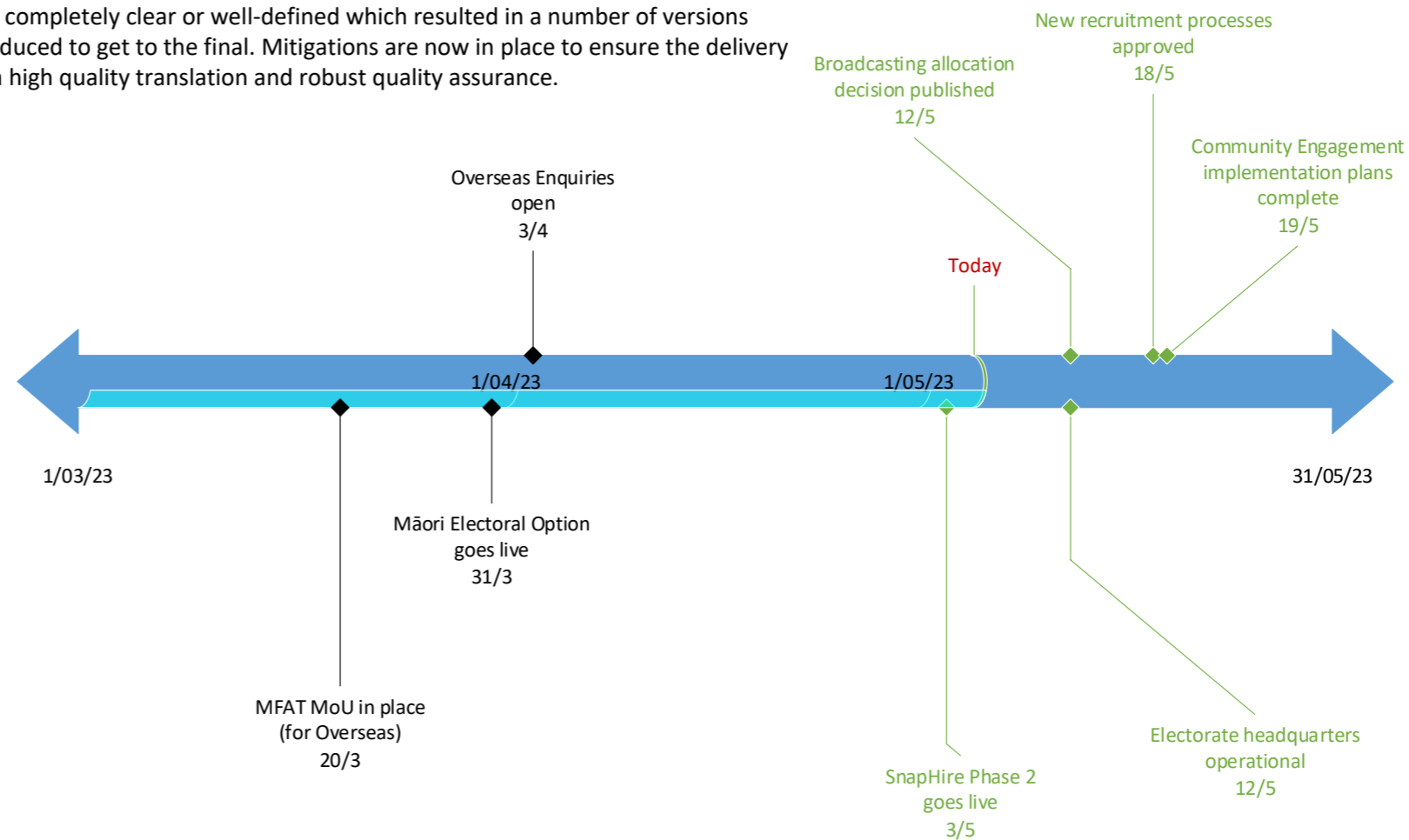
Concerns - Māori Electoral Option brochure macron error

In early April, the Senior Advisor, Māori identified that the word pāremata, meaning Parliament, appeared without a macron in some instances in the Māori Electoral Option brochure that was included in the pack to Māori electors. The word paremata (without a macron) has an alternative meaning. It was agreed, with the Chief Māori Advisor, that given the context of the brochure that this was unlikely to cause readers any confusion.

The Communications team working with the Māori Advisory team, acted to immediately update the file. At the time the teams were preparing updated versions of the brochure, in six regional dialects, for our community engagement teams and to be sent to stakeholders so the change was able to be applied to all subsequent publications.

The te reo Māori copy in the original brochure was translated and edited by our external provider Straker. A number of steps in the process followed with the copy reviewed and amended by the Senior Advisor, Māori and approved by the Chief Advisor, Māori. Further review and changes were made in the design and layout stage undertaken by our agency FCB and RUN. Final approval of the brochure and letter was given by the Acting Deputy Chief Executive, Mandy Bohte on 14 February.

One of the challenges with production of this collateral was that the team were applying a brand new translation process involving different internal and external contributors under very tight production timelines. The process was not completely clear or well-defined which resulted in a number of versions produced to get to the final. Mitigations are now in place to ensure the delivery of a high quality translation and robust quality assurance.



■ completed
■ coming up
■ key date

Key Status Indicators	Status			Comments and expected actions
	Last Month	This Month	Next Month	
Risks	●	●	●	There are currently five medium programme risks, five low risks and no critical risks. One new medium risk has been identified over the last month and is included in Appendix C along with details of the other four medium risks.
Issues	●	●	●	There are currently no programme issues to report.
Budget	●	●	●	<p>When the FY23 budget was approved in June 2022 it was agreed that they would be set at \$2m more than the available baseline funding and this \$2m deficit would be funded from reserves. When the FY24 budget has been prepared and approved it has a FY23 forecast of \$8.7m surplus and an FY24 deficit of \$11.3m which nets to a \$2.5m deficit. When we prepared the FY23 budget and then subsequently the FY24 budget we did not specifically approve a budget for EV1001- General Election 2023 that would be spent across both FY23 and FY24. Therefore, the forecast for FY23 and the budget for FY24 are on track with the \$2m deficit to be funded from reserves and these budgets include the budget for GE2023.</p> <p>March YTD expenditure is \$14.509m which is an underspend of \$7.490. This underspend is a combination of permanent savings, delayed expenditure that will hit FY23 and delayed expenditure that will now be incurred and is budgeted for in FT24.</p>
Scope	●	●	●	There are no current concerns regarding scope of the programme.
Partners & Procurement	●	▲	●	<p>There have been some delays in completing the fitout of the HQs due to deliver partners. These include:</p> <ul style="list-style-type: none"> NZ Data resource constraints including the Auckland team all getting Covid Delay in testing the printer configuration so that FujiFilm can create printer configuration documentation for their technicians Delay in Chorus getting fibre connection to 7 sites <p>These delays are not causing any material issues and the completion of HQ fitout is due on 12 May.</p> <p>The Enrolment Recruitment Procurement Plan was approved by the DCE Operations on 3 April.</p> <p>A Request for Service was sent out to 5 Agencies, their responses were assessed, and the resulting recommendation report was approved by the DCE Operations on 20 April.</p> <p>PersolKelly has been selected and the associated RSO has been approved.</p> <p>An engagement Kick off with PersolKelly was held on 26 April and one is scheduled with their Consultants and our Hiring Managers on 2 May.</p> <p>We are now working through the finer details around delivery.</p>
People & Recruitment	●	●	●	There have been a number of new starters across the Commission over the last month. Next week a Recruitment and Talent lead is starting at the Commission who will lead a deep dive into the planned recruitment for GE2023 and will work with the business to determine a plan b should recruitment not be on track. They will also be responsible for developing a recruitment dashboard.
Quality & Assurance	●	▲	▲	<p>The recent IQA highlighted 23 recommendations for improvement. They have been categorised into high, medium and low priority. We will be reporting Amber for this area until there are actions plans developed and traction against delivering against the recommendations. Next month progress against actions will be reported in this dashboard.</p> <p>In addition, the Process and Assurance project which contributes to this area is progressing, but until some of the processes and assurance within these processes have been mapped, this will continue to report as Amber.</p>
Milestones	●	●	●	There have been some minor adjustments to critical path milestone dates which have not had an impact on the overall programme. The majority of projects have baselined their milestones and all projects are on track for delivery of key milestones.

Key Milestones

LATE MILESTONES

Milestones that are past due.

Name	Finish	Milestones
Milestones: 0	Fri 21/04/23	
DEPD - Centralised Processing Team office setup complete	Fri 31/03/23	0
MIL L1: Electorate headquarters operational	Fri 21/04/23	0

MILESTONES UP NEXT

Milestones due from 26 April - 15 May.

Name	Finish	Milestones
Milestones: 0	Fri 12/05/23	
Processing Temp staff - Recruitment Agency confirmed	Wed 26/04/23	0
SV Audit Implementation Plan Final	Tue 2/05/23	0
DEPD: MIL: SnapHire Platform Phase 2 Go Live Completed	Wed 3/05/23	0
Broadcasting allocation decision published	Fri 12/05/23	0

COMPLETED MILESTONES

Milestones that completed this month.

Name	Finish	Milestones
Status: Complete	Wed 19/04/23	
DEPD: MIL: SnaPhire-ESB-MOJ Integration Completed	Tue 7/03/23	1
DEPD: MIL: SnaPhire - ESB-EMS Integration Completed	Fri 24/03/23	0
MIL: ARTS Privacy Impact Assessment Completed	Mon 3/04/23	1
L&P By-elections deadline	Fri 14/04/23	1
Project SOW NZ Post - EU Mailout - complete	Fri 14/04/23	1
Oral submissions and Board discussion on broadcasting allocation	Fri 14/04/23	1
MIL: ARTS Cut Over Plan complete	Fri 14/04/23	1
MIL L1: Rostering & Recruitment Manager recruitment go live	Mon 17/04/23	1
MIL: ARTS C & A Assessment Phase 2 Completed	Wed 19/04/23	1

Milestone Commentary

Commentary

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

Late Milestones

The Centralised Processing Team office set up is 90% completed, and won't be finished until the end of June. The outstanding area is telephony for the dictation service and work is well underway to determine the solution. The business has confirmed that delivery by the end of June is not going to impact them.

Electorate headquarters are 68% completed and due to be completed by 5 May. Delays are due to resource constraints of key providers.

Milestones up next

The next four key milestones that are on the 4 week horizon include confirming the recruitment agency to hire Processing Staff, the Special Vote Audit implementation plan, Phase 2 of SnaPhire Go Live and the Broadcasting allocation decision published. These are currently all on track to be delivered on time.

Completed Milestones

Nine key milestones were completed over the last month. They were predominately deliverables from the ARTS project and the Legal and Policy workstream.

Budget

GE2023 budget as at 31 March 2023

Account	Description	Current			YTD			Full Year Budget	% Full Year Spend
		Actual	Budget	Variance	Actual	Budget	Variance		
	Total Remuneration	263,518	338,948	75,430	1,766,470	2,948,516	1,182,045	4,746,614	37.2%
	Total Superannuation	24,978	37,309	12,331	96,049	152,494	56,446	319,122	30.1%
	Total Field	781,752	928,193	146,441	2,426,463	2,687,194	260,731	6,806,843	35.6%
	Total Leave	110,900	34,245	(76,655)	79,672	151,038	71,366	304,241	26.2%
	Total Health & Welfare	375	0	(375)	152	5,000	4,848	5,000	3.0%
	Total Training & Development	10,521	1,802	(8,719)	27,738	10,406	(17,332)	53,931	51.4%
	Total Other Personnel Costs	25,017	18,097	(6,921)	37,322	155,846	118,524	212,233	17.6%
	Total Computer & Telecommunications	109,513	428,938	319,424	393,702	693,249	299,547	2,238,977	17.6%
	Total Occupancy Costs	1,257,970	868,192	(389,778)	3,458,196	2,800,542	(657,654)	5,511,852	62.7%
	Total Office Equipment	2,510,886	2,644,750	133,864	2,581,394	2,644,750	63,356	2,995,389	86.2%
	Total Specialist Services	356,189	1,249,173	892,984	1,858,375	3,528,752	1,670,378	7,253,908	25.6%
	Total Travel Expense	67,976	47,631	(20,345)	390,179	499,306	109,127	1,374,499	28.4%
	Total Meeting & Entertainment	2,363	5,000	2,637	86,850	118,650	31,800	423,750	20.5%
	Total Printing, Stationery & Postage	760,831	412,833	(347,998)	1,270,404	5,571,850	4,301,446	6,359,598	20.0%
	Total Miscellaneous Expenses	22,963	21,297	(1,666)	35,972	31,030	(4,942)	99,920	36.0%
	Total Operating Expenses	6,305,752	7,036,406	730,654	14,508,938	21,998,623	7,489,685	38,705,877	37.5%

Budget Commentary

Expenditure in March was \$6.306m which was \$731k under budget.

Our YTD expenditure was \$14.509m which is an underspend of \$7.490. This significant underspend is made up of a combination of permanent savings, delayed expenditure that will hit FY23, and delayed expenditure that will now be incurred and is budgeted for in FY24.

The largest underspend is in Printing, Stationery & Postage (\$4.301m) which is due to the original budget assumption of a September election date meaning costs relating to the GE Update Campaign have been pushed out. Costs for Voting Services HQ packs are also expected to be incurred in coming months.

Specialist Services are underspent by \$1.670m and Remuneration by \$1.182m, which are likely to be permanent savings.

Occupancy has a YTD overspend \$658k due to higher than anticipated HQ lease costs.

Legal & Policy

PLACEHOLDER – COMMENTARY ON THE LEGAL & POLICY WORKSTREAM WILL BE START TO BE REPORTED ON FROM NEXT MONTH

Trust & Security

Commentary

The Security Working Group (SWG) has developed 8 new initiatives, divide into two tranches, to address key security vulnerabilities.

The Programme Board (11 April) agreed in principle to prioritise and resource the SWG's first tranche of initiatives, subject to Board agreeing the financial priority of this and whether we need to come to some trade-offs.

The first initiative in this tranche is to recruit 10 Regional Security and Resilience Advisors. These roles will provide security and resilience support and advice to EMs and RMs in the lead-up to GE2023, and also provide a response capacity to support Voting Place staff during the election period. The regional Security and Resilience Advisor roles recommended in initiative 1 have been budgeted for, and work is underway with P&C to develop JDs and recruit staff to start in the first week of July.

These roles have been socialised with Regional Managers and the feedback was very positive.

Further work is ongoing with Voting Services to incorporate the other 3 initiatives into existing processes.

The SWG endorses the proposal to have a minimum of three people at every Voting Place, from a security perspective.

There was a general Trust and Security update at the Board meeting on 12 April.

The next meeting of the SWG will focus on developing the second tranche of initiatives in order to present these to the Programme Board.

These are unlikely to have significant budgetary or logistics implications.

Process & Assurance Project

Commentary

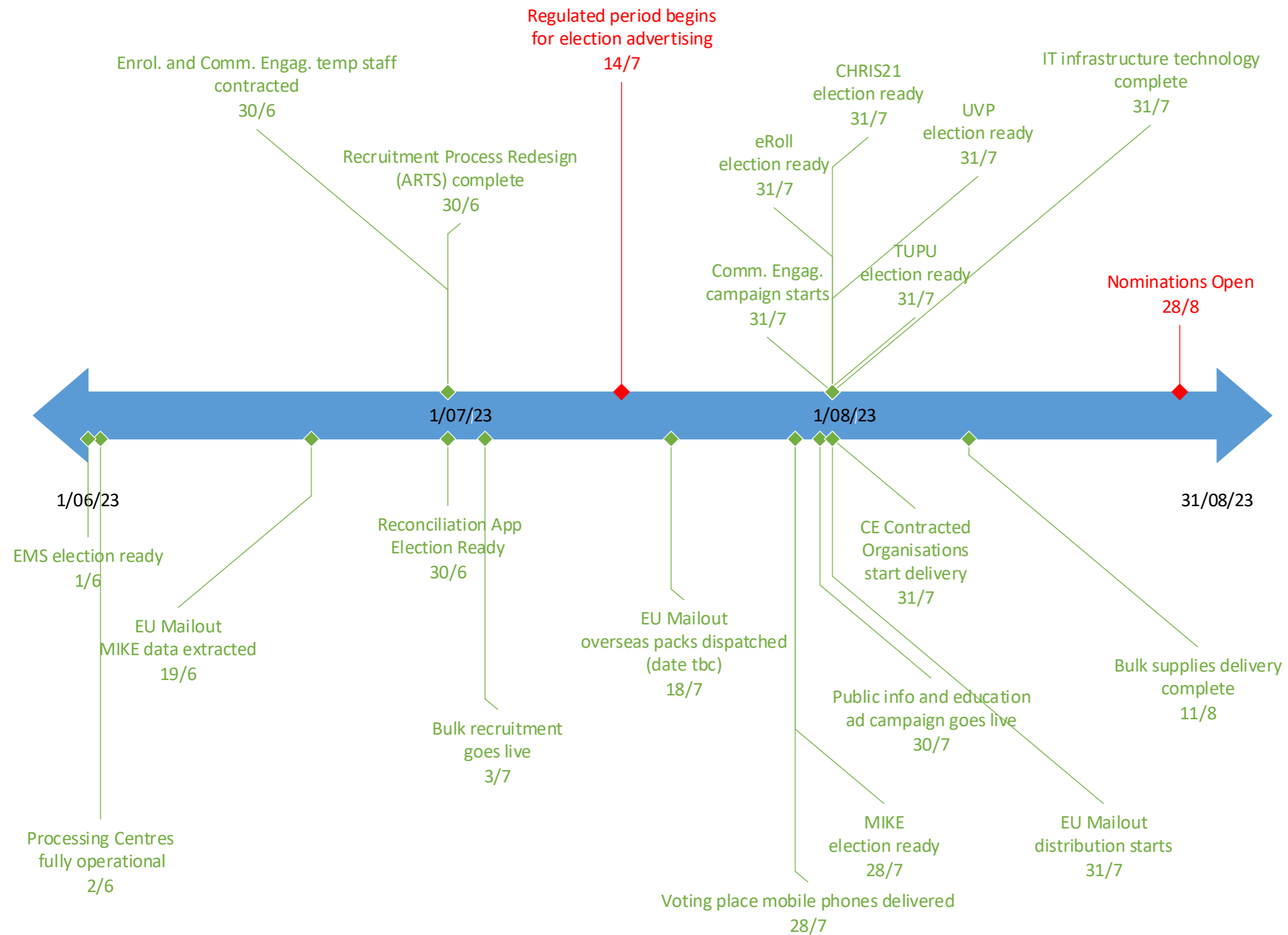
The project group have met 3 times to date and completed a register of current quality control documentation aligned with the areas outlined for consideration. During this time, the need to differentiate between "Assurance" and "Quality Control" has arisen and so we are now turning our thoughts to what the EC has in place in relation to assurance. Quality control is well covered by the current documentation.

We have also agreed that a RACSI will provide clarity and assurance of responsibilities, and we will align this with estimated timeframes for visibility on a page.

A Business Analyst has just been assigned, for that reason there has been some delay in formulating the approach to documentation to fulfil the brief. However, further discussion and feedback on the Plan on a Page are required to ensure the work is focused on the right content and set expectations around when this work is expected to be completed. Another discussion using a proposed document format will be had with the Business Analyst and the Programme Director initially.



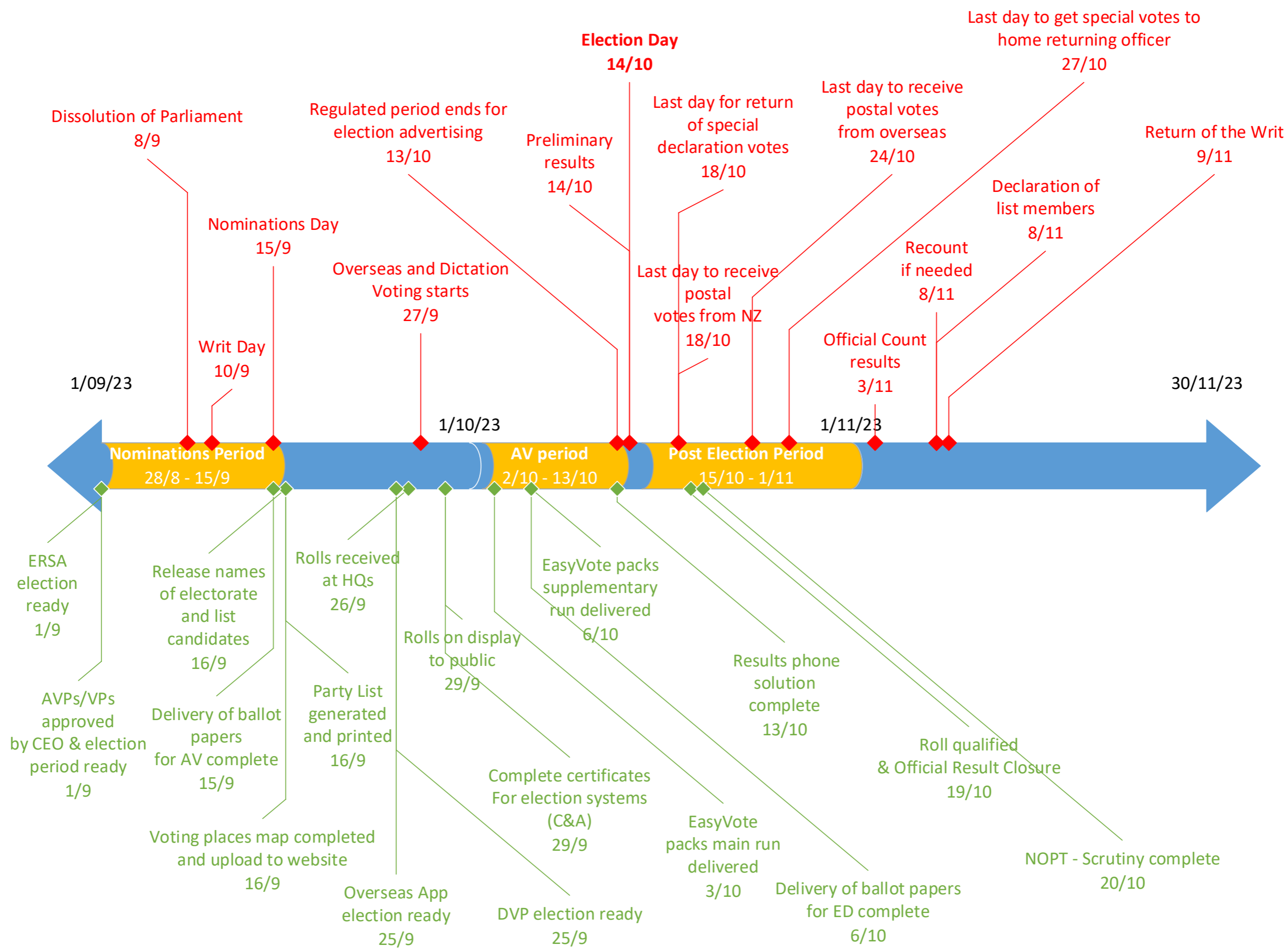
Appendix A: Critical Path 1 June – 31 August 23



- completed
- coming up
- key date



Appendix B: Critical Path 1 Sept – 31 Nov 23



■ completed
■ coming up
■ key date

Appendix C: Key Risks

Risk Owner	Risk title	Risk description	Treatment Action (Mitigations)	Treatment action log	Assessment of CURRENT Risk			Last date reviewed
			What can be done to reduce the likelihood?		Likelihood	Consequence	Risk Rating	
All ELT Managers	Reliance on key staff	IF, we continue to be reliant on a on a small number of key SME's and workloads remain high THEN if any of those people get sick, burnt out or leave the organisation, this will compromise our ability to deliver and creates critical points of failure	<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 accessible for others 13. Run an ELT workshop to identify critical issues and develop a shared plan going forward. 	<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>	Likely	Significant	Medium	April 23
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>	Very Likely	Minor	Medium	April 23
CIO and Business System Owner	Catalyst resource contention/re source availability	IF, the Catalyst team has resource contention due to illness and other EC projects, THEN this may delay delivery of GE projects	<ol style="list-style-type: none"> 1. Have regular meetings with the Catalyst account manager 2. Hold them to account over delivery dates 3. Have 2 EC staff on site 4. Ensure the Catalyst statement of work is realistic 5. Create a dashboard that informs EC of all the work catalyst have on and when it is due 6. Make trade-off decisions if necessary, based off information in the dashboard 7. PMs to work with Catalyst to monitor delivery 8. Ensure we are providing Catalyst with business requirements in a timely fashion 9. Ensure we are clear to Catalyst about our priorities 	<p>12 Nov 21: Weekly meetings Commenced</p> <p>19 Nov 21: Draft Statement of Work received</p> <p>26 Nov 21: Final Statement of work expected</p> <p>30 June 22: A dashboard of work is prepared and will be presented to the EEV Steering Group for prioritisation</p> <p>Sept 22: Significant work has gone into prioritising Catalyst work to ensure there is clear direction so that their resources are working on the areas of greatest need. An additional resource has been secured for the next two months to work on the MIKE system</p> <p>14 Oct 22: Catalyst has been briefed on the work and work continues to be prioritised with the business.</p> <p>20 Feb 2023: Regular prioritisation meetings between Catalyst and EC continue with focus on completion of Must have functionality for GE2023</p> <p>17 April 23: Dates have been set for election readiness for systems and currently there are no concerns that these won't be met.</p>	Feasible	Significant	Medium	April 23
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. Funding in FY21/22 budget for control improvements including resources, software and process improvements. 7. Certifying and accrediting GE critical systems. 8. Links to NCSC and acting upon security bulletins. 9. Patching applications, infrastructure regularly and quickly. 10. Pentesting applications and infrastructure annually. 11. Third party supply chain audits. 12. In the process of improving authentication/authorisation at the Commission to reduce ability for attackers to harvest credentials. 13. Implementing extra monitoring software to improve our ability to detect and prevent incidents 14. Larger Cyber Security awareness campaigns 	<p>30 June 22: Treatment items 1-6 have been implemented</p> <p>Sept 22: Treatments 1-11 have been implemented</p> <p>20 Feb 23: work continues on Treatment 12 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 13.</p>	Feasible	Major	Medium	April 23
ELT	Staff retention	IF we are not able to retain staff THEN we will be unable to maintain resource levels for the business incl ES. – Noted in strategic risks	<ol style="list-style-type: none"> 1. Gain approval for Retention strategy - underway 2. Implement a retention plan - to be actioned 	<p>1/4 - Session held with ES team to identify risks and issues</p> <p>7/4 Risks reviewed and added to register.</p>	Feasible	Significant	Medium	April 23

Appendix D Successes for reporting period by workstream

Enrolment and Community Engagement

- Statement of Work (NZ Post) for Enrolment Update Mailout presented to the board and approved.
- Statement of Work (Candida) for Enrolment Update Envelopes signed by EC and Candida
- Procurement Plan and Request for Service for Recruitment Agency to find 169 Enrolment Staff - approved.
- Review of Project Timeline reviewed with Enrolment and SEP Directors and confirmed for baselining.
- Processing Centre Floor Plans produced and handover to GETP complete.
- Walked the Directors through the Training Approach for Enrolment and Community Engagement.

Enterprise Services

- All of Staff Wānanga completed.
- Democracy Matters induction programme relaunched.
- Control assessments for the Enterprise Services Bus are complete and we expect to complete all documentation for ESB on schedule and before go-live. In short, there are no significant cyber-security issues that would stop the ESB going live.
- Pen testing has been completed for the Enterprise Services Bus. This identified two low and one informational defect which may be fixed before go-live depending on other priorities.

General Election Technology Project

- Completed fibre circuit installations at 43 out of 47 sites for Electorate Headquarters.
- Approval by the Digital Governance Group for the scanner solution to be used at Enrolment Processing Centres.
- Completed UAT of the Election night results solution.

ARTS Project

- Successful end to end testing of the SnapHire General Election configuration.
- Ministry of Justice (MoJ) successful migration of their CleanSlate system into PRODUCTION.
- Reporting requirements captured and with P&C for review.
- Careers Page interactive map build in progress with Pikselin.
- Careers Page requirements captured and with Aotal for a cost estimate.
- Confirmation third-party vendors (Catalyst, Aotal, Adaptiv and MoJ) are available to support our go live migration.
- Training approach agreed for Voting Services field staff.
- Operations Manual Chapter 9 expectations identified with Voting Services

Communications & Education

- Māori Electoral Option public information campaign successfully went live on 31 March 2023.
- Two Senior Communications and Education (C&E) Advisors and one C&E Advisor started in early April. They will support the communications work programme for the General Election.
- Enrolment Update Mailout ROE2 letters have been drafted, approved, and provided to Enrolment and Community Engagement for NZ Post to begin development on the letter production.
- Kids Voting is being promoted to schools to encourage them to register for this year's programme.

Voting Services

- Volumes two and three of the Operations Manual were completed and sent to the printer. Slightly behind schedule, but no follow-on impact.
- Advertising for Logistics and Supply Managers was commenced on schedule.
- Delivery of HQ Supplies was completed. There was a slight two-day delay in getting a deliver to the HQs impacted by road closures.
- The vote issuing filming was finished ahead of schedule.
- Letter of introduction for schools sent and provided to Electorate Managers.

Centralised Enquiries Project

- Group redesign agreed.

Focus Areas for next month by workstream

Enrolment and Community Engagement

- Approval of EU Envelope and Insert Artwork
- Delivery of Envelopes to NZ Post for Dress Rehearsal, sample envelopes to EC for review and approval
- Enrolment Recruitment Agency - selection complete and contract in place.
- Complete the Statement of Work for Blue Star – Roll Print
- Contract and timeline secured for Processing Centres furniture.
- End to end process - Recruitment, Contracting, Onboarding, IT Persona tests - final

Enterprise Services

- Complete and circulate the updated GE2023 Recruitment Plan to including all roles.
- Recruitment of RRM roles begins.
- Recruitment of Finance Business Partner for Voting Services and Finance
- Completing Windows 11 rollout at National Office
- Planning and scheduling Security (Penetration) tests for key EC applications
- Planning and scheduling Performance (Load) tests for key EC applications

General Election Technology Project

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- Completed UAT of the Election night results solution.

ARTS Project

- Complete the Recruitment Process Redesign Processes for Non-General Election and General Election recruitment and have these approved and signed off.
- Complete reporting requirements including exploring alternatives to SnapHire Business Objects reporting functionality.
- Complete Careers Page requirements including the interactive map and FAQ page.
- Implement solution for the Overseas Recruitment process based on requirements captured.
- Provide go live support including change control process.
- Finalise the Operations Manual Chapter 9.
- Assist with training preparations for 4 May 2023 of the Regional Advisors and Recruitment and Rostering Managers.

Communications & Education

- Review, update and baseline those milestones and workstream schedules that have dependencies across the organisation and where the Public Information and Education campaign phases are not required to baseline.
- Progression of public information and education campaign approach.
- Delivery of asset artwork for ECE and VS, 21 April, and 5 May and, 1 May 2023, respectively.
- Progression of C&E deliverables, i.e., base community engagement resources, Easy Vote assets
- Development of initial bulk recruitment ad campaign assets.
- Implementation of agreed MEO te reo Māori translations recommendations.
- Confirmation and communication of robust assurance/ sign off process for GE2023 C&E deliverables.

Voting Services

- Sending the introduction letter of Electorate Managers to all local authorities.
- Starting plans for our Services to the Disabled Community.
- Continuing the Equipment and Supplies, Voting Place and EasyVote project tasks.
- Uploading the Operations Manual chapters and master forms onto Tupu
- Continuing the training packages for the Logistics and Supply Manager (LSM) and Rostering and Recruiting Manager (RRM) roles
- Finalising the establishment of the Centralised Processing Team and completing the associated testing

Centralised Enquiries Project

- Confirm Zendesk support agreement.
- Tidy up groups and workflow in Zendesk.
- Set up sandbox and make changes required to align with production.
- Start work on Service Model.
- Continue to refine the Change Management Plan, Benefits Plan and measures.