

18/09/2023– Situation Report Week 2

As at 11.40am on 18/09/2023 prepared by Crispian [REDACTED]

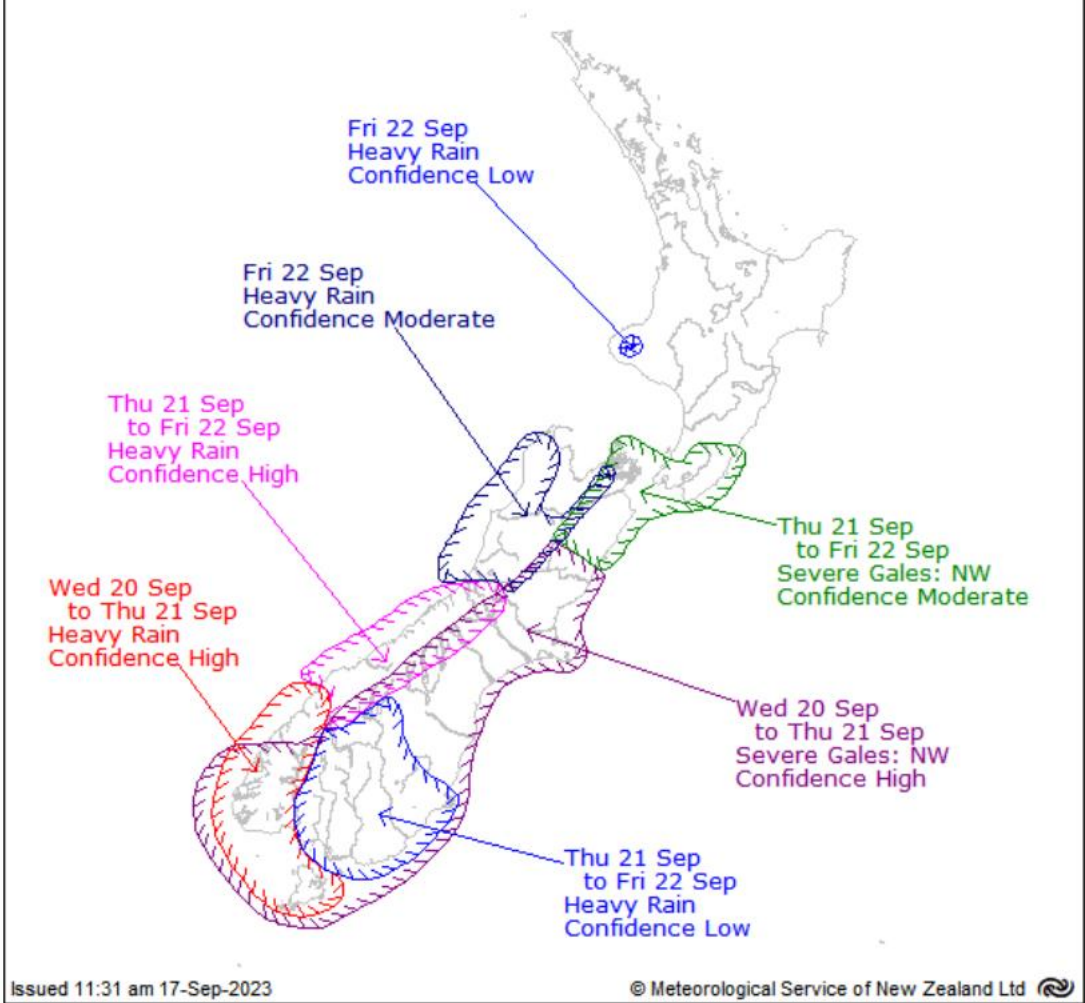
Distributed to	All GEDT members
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin to chair the meeting.
Previous ELT SITREP	3 ELT Standup SITREP 1 15092023 - Final.docx
Overview	<p>Summary of the current event</p> <ul style="list-style-type: none"> • There was 1 important major event – Writ Day (Sunday, 10 Sep) • Taskforce is fully activated. • ELT Standups activated. • MIKE will be closed once processing is completed - Roll Close (13/09) • MIKE is closed. (14/09) • Data extraction and QA process. • Data release and Roll Print QA (15/09) • Close of nominations at midday. • Wild weather over the weekend (16-17/09) • Easyvotes print
Voting Services (VS)	<p>UPDATE ON CRITICAL ISSUES:</p> <p>EMS – AAD – Tupu interplay</p> <ul style="list-style-type: none"> • Over the past two weeks the Commission’s helpdesks ([REDACTED], [REDACTED]) have received a significant number of calls relating to voting place (VP) staff trying to access their eLearning. It has been difficult to nail-down the actual issues being faced. • Due to initial understanding of the issues, VP staff were initially forwarded to the HQs for help. It became increasingly clear over the past week that HQ staff were only able to resolve the issue in a very limited number of cases, and that the issues being experienced were much wider than that. • The phone number that VP staff access for eLearning help is now directed fully at the eLearning helpdesk, away from the HQs and CCL. • While it is clear that the large majority of VP staff are able to access their eLearning without incident, the eLearning team is now receiving significantly more calls than planned for – about a very wide variety of eLearning issues. The team received ~1,000 calls in total in 2020 but have already received 1,068 to date. • The majority of issues appear to relate to the ‘single-sign on’ (SSO) process required for some voting place staff roles – VPMs, VAs and ISOs. <p>Issues we can address:</p> <ul style="list-style-type: none"> • Ensuring VP staff get to the right Tupu login site. There are two Tupu sites as a result of the SSO requirements. Those needing to complete SSO requirements go to one, while issuing officers are directed to another. • Helping staff finding it easier to login. The non-technical nature of our staff means that some are finding it difficult to complete the SSO process, which requires them to get through at least one MFA challenge. • The above are exacerbated by staff having multiple VP roles. This is playing out in a number of issues (noted in category 3 below) – but some can be sorted by just helping VP staff step through the above. • Ensuring the eLearning helpdesk has the resources it needs to cope with the amount of calls it is receiving, especially as this is (a) likely to continue and (b) in some cases may only be able to be

	<p>resolved manually (e.g. via Sarah [REDACTED] in IT).</p> <ul style="list-style-type: none"> Increasing recruitment staff's ability to understand their role and the impact of what they do in SnapHire on how EMS and AAD <p>Issues that need more investigation – resolution unclear</p> <ul style="list-style-type: none"> A reasonably common issue is known as the 'error writing to database' issue. Initial investigation points to multiple potential causes for this, some of which will be easily resolved, some which will not. This needs to be worked on urgently Sometimes the MFA challenge is not sending a piece of information as required to either an email or phone. <p>ACTIONS</p> <ol style="list-style-type: none"> Requires increased access to Zendesk. Staff have not received the full number requested for the team (shortfall of approx. 15 licenses); immediate scaling up of the eLearning helpdesk – Martin Rodgers Request immediate resource applied to investigating the 'error writing to the database issue' (compiled list of Zendesk tickets required describing the issue) – Paul [REDACTED]
Voting Place	<p>GENERAL UPDATE</p> <p>Auckland South – Botany electorate, Friday 15th Sept 0800</p> <ul style="list-style-type: none"> Staff arriving at work saw a person by the HQ entry who gave the impression of being lost. Said he was a security guard. Staff questioned him and he claimed to know nothing about the operation inside. RESOLVED
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report The "first book" QA on the Main/Composite Rolls and Habitation Indexes will be completed today. Scannable roll "first book" checks have been completed and QA signed off. MIKE reopened for use on 17 September 31,389 online enrolments in the queues on the morning of 18 September. Approx 4,500 paper forms to be scanned in, this morning
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Currently investigating the calls raised to identify opportunities to simplify the process. Data Platform issues – Issues reported with the platform not updating Friday have been resolved with Deloitte over the weekend. Root cause has highlighted need to update the data extract tool to avoid future issues. Snaphire stability and performance - System performance appears to have been addressed Close action. Key Person risk – Work in progress. Target 19/9. Connectivity and call Quality Issues on IVR systems – Checking and testing progressed over the weekend. Confirmation of IVR numbers for election night and observed call quality issues remains outstanding with VS. Commission Infrastructure resilience – DR testing on schedule to take place between 6-8pm 19/09. Security update patching between now and the election period –further update 19/9.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Voting places lists and mapping went live on Saturday on vote.nz Electorate candidates and party lists also published on Saturday on vote.nz <p>Media</p> <ul style="list-style-type: none"> Media releases put out on Saturday about release of candidates and confirmation of voting places

	<p>generated some media interest and requests for interviews.</p> <ul style="list-style-type: none"> • DCE Ops provided interview to NewstalkZB on Saturday following media releases going out. <p>Social Media</p> <ul style="list-style-type: none"> • Increased volume of activity on our social channels • Lots of niche questions on election advertising and another query about NZ Loyal candidates. • One comment received from a repeat user with threatening content in response to one of our Facebook ads. <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries • 135 enquiries and comments on social media over the weekend • 32,475 visitors to vote.nz over the weekend <p>ACTION:</p> <p>Social media threat</p> <ul style="list-style-type: none"> • Comment was immediately hidden from our page and the user has now been blocked from our Facebook account meaning they will no longer see any content from the Commission. • The post has been reported to the Security team and Police 105 because of the repeated occurrence of these comments from this one user.
Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> • Since Friday, the team had 423 tickets created, received 30 phone calls and made 10 outbound calls. 91% of tickets were resolved in one-touch. • The top enquiry remained to be enrolment related, followed by voting questions. • No significant issue to raise at this point.
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Two safety related incidents over the weekend (Christchurch, Auckland) involving heckling and intimidation of staff while attending events. Both were dealt with by security staff. • Ongoing queries relating to voting eligibility, visa status etc.
FOR YOUR INFORMATION	
MetService Forecast for 18 Sep	

	<div data-bbox="379 215 735 510"> <p>★ My Favourite</p> <p>You don't have a favourite location yet</p> <p>TODAY 18 SEP NA° NA°</p> <p>How to add your location to the homepage</p> </div> <div data-bbox="379 533 735 864"> <p>Current Extremes</p> <p>HIGHEST Napier 22.5°</p> <p>LOWEST Te Anau 6.3°</p> <p>WINDIEST Napier Airport 59km/h</p> <p>WETTEST Invercargill 1.2mm</p> </div> <div data-bbox="794 192 1489 920"> <p>Map showing current temperatures across New Zealand:</p> <ul style="list-style-type: none"> Kaitaia 16° Whangārei 16° Auckland 17° Hamilton 16° Tauranga 17° Rotorua 15° Gisborne 20° New Plymouth 16° Taupō 15° Palmerston North 15° Napier 22° Nelson 15° Masterton 15° Wellington 14° Westport 13° Blenheim 16° Franz Josef 10° Christchurch 16° Timaru 16° Queenstown 9° Chatham Islands 14° Dunedin 13° Invercargill 9° </div>
<p>Severe Weather Outlook</p>	<p>A ridge of high pressure moves onto northern New Zealand from the Tasman Sea on Tuesday bringing settled weather, then moves away to the east on Thursday. Meanwhile, a strong and moist northwest flow becomes established over southern New Zealand during Tuesday and early Wednesday, then a complex trough of low pressure crosses the South Island from the west on Friday.</p> <p>There is high confidence rainfall amounts will reach warning criteria about Fiordland and Stewart Island late Wednesday and Thursday, and also about much of Westland and the Otago/Canterbury headwaters on Thursday and Friday. There is moderate confidence a heavy rain warning being required for the far north of Westland, Buller, far west Tasman, Nelson Lakes and also the Richmond and Bryant ranges on Friday. Lastly, there is low confidence of heavy rain for Southland and much of Otago on Thursday and Friday and about Mount Taranaki/Taranaki Maunga on Friday.</p> <p>Additionally, there is high confidence of severe northwest gales about Canterbury, Otago, Southland and southern Fiordland on Wednesday and Thursday. There is moderate confidence of severe northwest gales about Wairarapa, Wellington and Marlborough on Thursday and Friday.</p>

Valid Tue 19-Sep-2023 through Fri 22-Sep-2023



**MetService
Extended
Forecast 19-
22 Sep**

Tuesday

North Island: Partly cloudy with isolated showers in the west, south of Waitomo. Fine elsewhere.
South Island: Periods of rain in the west. Mostly fine elsewhere, but the odd shower in the south.

Wednesday

North Island: Generally fine, but the odd shower in the west from Taranaki southwards. South Island: Occasional rain in the west, possibly heavy in Fiordland. Fine elsewhere.

Thursday

North Island: Mostly fine, the odd shower in the west. Cloud increasing about the northern half later with isolated showers. South Island: Rain in the west and south with heavy falls. Partly cloudy elsewhere.

Friday

North Island: Cloud increasing with showers for most, but mainly fine in the east. South Island: Rain in the west and south spreading elsewhere, heavy at times.

Chatham Islands

Fine spells, with the odd shower on Tuesday. West or northwest winds, strong at times.

Issued: 11:29pm Sun 17 Sep

ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DAT	IMPACT	UPDATE/OUTCOME	DATE CLOSED
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	Paul [REDACTED] CIO	19/09/23	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
VS - SI	LOW	To provide update on the situation on staff recruitment for the Invercargill Electorate	9/11/2023	Anne [REDACTED] RM SI	On-going	Reputational - direct impact on the operational delivery of the Voting Place in Invercargill due to loss of key operational staff.	12/09 - Progressing. Plan in place to support the EM with key resources and staff recruitment . 13/09 - retained 3 staff, new EM starting next week, fast track 30 applications, ads in 2 newspaper	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.	
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.	
IT	MEDIUM	Nationwide disruption for Snaphire. Working with provider for a solution	12/9/2023	Paul [REDACTED] CIO	14/09	Low to medium impact to VS recruitment process.	IT working with the provider for a solution process.	

EASYVOTE UPDATE

ChCh - job # 1862704					
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
60	Wellington Central	47,729	16-Sep		
51	Taupo	50,591	16-Sep		
8	Dunedin	49,296	16-Sep		
59	Waitaki	49,413	17-Sep		
46	Southland	44,840	17-Sep		
61	West Coast-Tasman	48,767	17-Sep		
40	Rangitata	47,784	17-Sep		
	Unpublished	25,372	17-Sep		
66	Hauraki-Waikato	33,994	In Progress		

Akld - job # 1865447					
Electoral # and name	Actual Mailset Volume	Printing complete	Mail processing	Mail processing complete	Signed off by EC for release
17	Kaikoura	48,060	16-Sep		
5	Christchurch Central	45,618	16-Sep		
6	Christchurch East	47,149	16-Sep		
1	Auckland Central	39,170	17-Sep		
9	East Coast	49,439	17-Sep		
7	Coromandel	53,313	17-Sep		
32	Northland	52,824	17-Sep		
41	Rangitikei	46,967	17-Sep		
50	Taranaki-King Country	46,165	17-Sep		
48	Takanini	49,896	17-Sep		
21	Mangere	44,019	17-Sep		

PTO - Email attached.

From: [REDACTED]

Sent: Monday, September 18, 2023 9:24 AM

To: Koen [REDACTED] <[REDACTED]@elections.govt.nz>

Cc: Arie [REDACTED] <[REDACTED]@elections.govt.nz>; Sue [REDACTED] <[REDACTED]@elections.govt.nz>; [REDACTED]

Subject: FW: Progress update

Electoral Commission Cyber Security Warning: This email originated from outside of the Commission. Please take extra care when clicking links or opening attachments. If you are unsure if this email is legitimate, please contact the Service Desk.

Morning Koen, Sue, Arie and Dean 😊

Sorry for the delay in getting this through. I'll populate it into the proper template for tonight's update.

Printing complete

Electorates: Banks Peninsula/Kaikoura/Nelson/Selwyn/Southland/Wairarapa/Waikato/West Coast-Tasman

Numbering complete

Electorates: First 400 books of Banks Peninsula/Kaikoura/Nelson/Selwyn/Southland/Wairarapa/Waikato/West Coast-Tasman

Padding (stapling into pads) underway

Electorates: Waikato, Banks Peninsula.

Padding complete

Electorates: Invercargill, West Coast, Kaikoura, Nelson

Despatched

Electorates:

Easy Vote: A3 - DLE:

Despatch 1- Folded: 180,000 Despatched 7.30am: 18/09

Despatch 2- Folded as of 8.30am 18/09: 135,450.

18/09/2023– ELT Situation Report Week 2

As at 3.57pm on 18/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT
Key Contacts	Anusha Guler and Crispian [REDACTED] Martin chaired the meeting.
Previous ELT SITREP	3 ELT Standup SITREP 1 15092023 - Final.docx
Overview	<p>Summary of the current events</p> <ul style="list-style-type: none"> • Close of nominations at midday Friday 15 September • Ballot papers were checked and finalised and sent to [REDACTED] for printing. • Wild weather over the weekend (16-17/09) • Easyvotes documents being printed
Voting Services (VS)	<p>UPDATE ON CRITICAL ISSUES:</p> <p>EMS – AAD – Tupu interplay</p> <ul style="list-style-type: none"> • Over the past two weeks the Commission’s helpdesks ([REDACTED]) have received a significant number of calls relating to voting place (VP) staff trying to access their eLearning. It has been difficult to nail-down the actual issues being faced. • Due to initial understanding of the issues, VP staff were initially forwarded to the HQs for help. It became increasingly clear over the past week that HQ staff were only able to resolve the issue in a very limited number of cases, and that the issues being experienced were much wider than that. • The phone number that VP staff access for eLearning help is now directed fully at the eLearning helpdesk, away from the HQs and CCL. • eLearning team is now receiving significantly more calls than planned for – about a very wide variety of eLearning issues. The team received ~1,000 calls in total in 2020 but have already received 1,068 to date. • The majority of issues appear to relate to the ‘single-sign on’ (SSO) process required for some voting place staff roles – VPMs, VAs and ISOs. <p>Issues we can address:</p> <ul style="list-style-type: none"> • Ensure VP staff get to the right Tupu login site. There are two Tupu sites as a result of the SSO requirements. Those needing to complete SSO requirements go to one, while issuing officers are directed to another. • Help staff find it easier to login. The non-technical nature of our staff means that some are finding it difficult to complete the SSO process, which requires them to get through at least one Multi Factor Authentication (MFA) challenge. • The above are exacerbated by staff having multiple VP roles. This is playing out in a number of issues (noted in category 3 below). • Ensure the eLearning helpdesk has the resources it needs to cope with the amount of calls it is receiving, especially as this is (a) likely to continue and (b) in some cases may only be able to be resolved manually (e.g. via Sarah [REDACTED] in IT). • Increase recruitment staff’s ability to understand their role and the impact of what they do in SnapHire on EMS and Azure Active Directory. <p>Issues that need more investigation – resolution unclear</p> <ul style="list-style-type: none"> • A reasonably common issue is known as the ‘error writing to database’ issue. Initial investigation points to multiple potential causes for this, some of which may be easily resolved, Needs to be worked on urgently by IT team.

	<ul style="list-style-type: none"> Sometimes the MFA challenge is not sending a piece of information as required to either an email or phone. Needs resolution by IT team. <p>ACTIONS</p> <ol style="list-style-type: none"> Requires increased access to Zendesk. 10 licences have been approved for the central processing team. CLOSED Request immediate resource applied to investigating the ‘error writing to the database issue’ (compiled list of Zendesk tickets required describing the issue)
Voting Place	<p>GENERAL UPDATE</p> <p>Auckland South – Botany electorate, Friday 15th Sept 0800</p> <ul style="list-style-type: none"> Staff arrived at work saw a person by the HQ entry who gave the impression of being lost. He said he was a security guard. Staff questioned him and he claimed to know nothing about the operation inside. Security Incident Report has been completed. The issue is RESOLVED
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report Scannable roll “first book” checks have been completed and QA signed off. MIKE reopened for use on 17 September 31,389 online enrolments in the queues on the morning of 18 September.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Currently investigating the calls raised to identify opportunities to simplify the process. Data Platform issues – Issues reported with the platform not updating on Friday have been resolved with Deloitte over the weekend. Root cause has highlighted need to update the data extract tool to avoid future issues. Snaphire stability and performance - System performance appears to have been addressed Close action. Key Person risk – Work in progress. Target 19/9. Connectivity and call Quality Issues on IVR systems – Checking and testing progressed over the weekend. Confirmation of IVR numbers for election night and observed call quality issues remains outstanding with VS. Commission Infrastructure resilience – DR testing on schedule to take place between 6-8pm 19/09. Security update patching between now and the election period –further update 19/9.
Comms & Education	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Voting places lists and mapping went live on Saturday on vote.nz Electorate candidates and party lists also published on Saturday on vote.nz <p>Media</p> <ul style="list-style-type: none"> Media releases put out on Saturday about release of candidates and confirmation of voting places generated some media interest and requests for interviews. DCE Ops provided an interview to NewstalkZB on Saturday following media releases going out. <p>Social Media</p> <ul style="list-style-type: none"> Increased volume of activity on our social channels Lots of niche questions on election advertising and another query about NZ Loyal candidates. One comment received from a repeat user with threatening content in response to one of our Facebook ads. <p>Daily key metrics</p> <ul style="list-style-type: none"> 4 media enquiries 135 enquiries and comments on social media over the weekend

	<ul style="list-style-type: none"> 32,475 visitors to vote.nz over the weekend <p>ACTION:</p> <p>Social media threat</p> <ul style="list-style-type: none"> Comment was immediately hidden from our page and the user has now been blocked from our Facebook account meaning they will no longer see any content from the Commission. The post has been reported to the Security team and Police 105 because of the repeated occurrence of these comments from this one user.
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Customer Services	<p>GENERAL UPDATE:</p> <ul style="list-style-type: none"> Since Friday, the team had 423 tickets created, received 30 phone calls and made 10 outbound calls. 91% of tickets were resolved in one-touch. The top enquiry remained to be enrolment related, followed by voting questions.
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Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> Two safety related incidents over the weekend (Christchurch, Auckland) involving heckling and intimidation of staff while attending events. Both were dealt with by security staff
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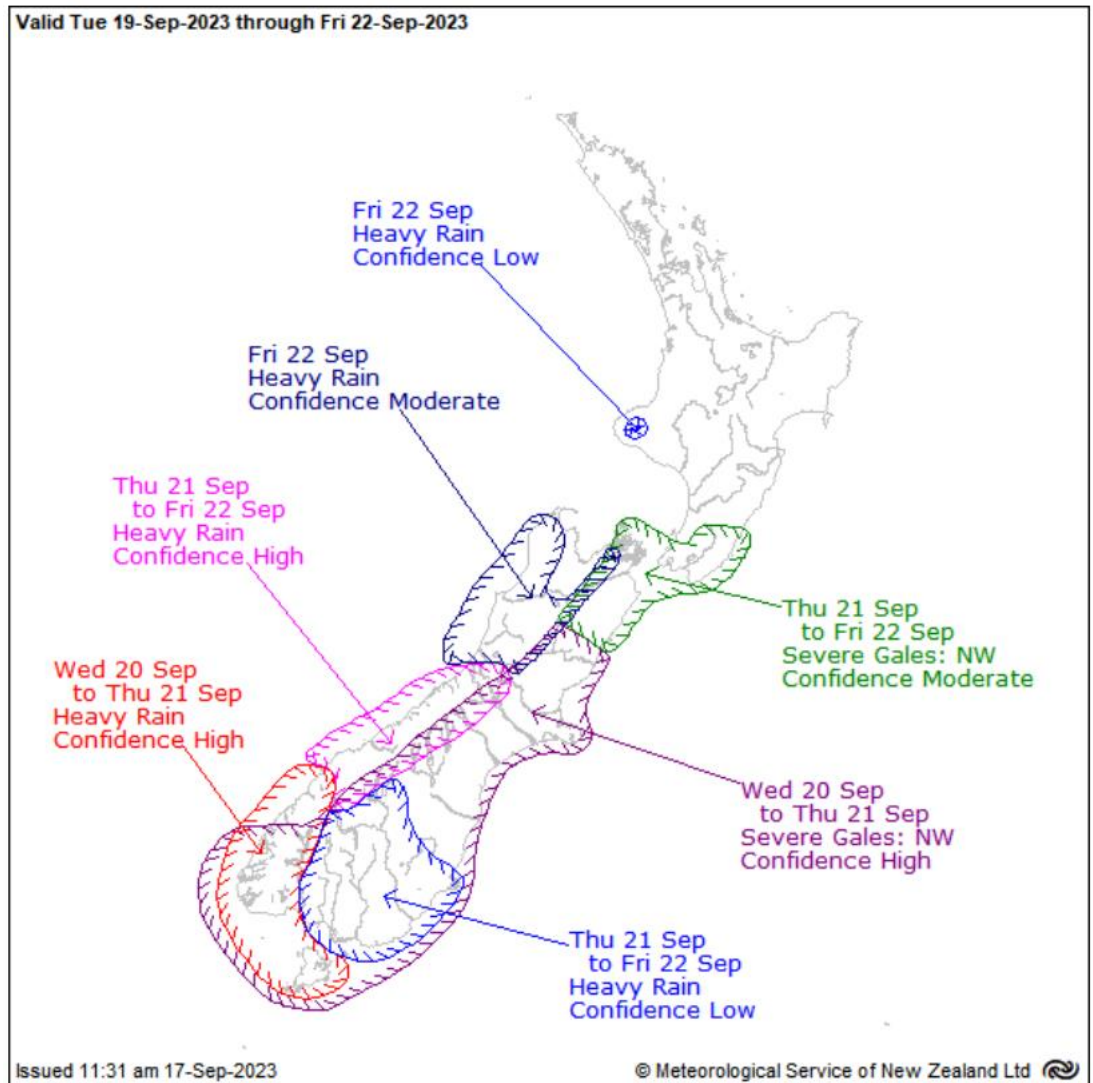
FOR YOUR INFORMATION

MetService Forecast for 18 Sep



Severe Weather Outlook	<p>A ridge of high pressure moves onto northern New Zealand from the Tasman Sea on Tuesday bringing settled weather, then moves away to the east on Thursday. Meanwhile, a strong and moist northwest flow becomes established over southern New Zealand during Tuesday and early Wednesday, then a complex trough of low pressure crosses the South Island from the west on Friday.</p> <p>There is high confidence rainfall amounts will reach warning criteria about Fiordland and Stewart Island late Wednesday and Thursday, and also about much of Westland and the Otago/Canterbury headwaters on Thursday and Friday. There is moderate confidence a heavy rain warning being required for the far north of Westland, Buller, far west Tasman, Nelson Lakes and also the Richmond and Bryant ranges on Friday. Lastly, there is low confidence of heavy rain for Southland and much of Otago on Thursday and Friday and about Mount Taranaki/Taranaki Maunga on Friday.</p> <p>Additionally, there is high confidence of severe northwest gales about Canterbury, Otago, Southland and southern Fiordland on Wednesday and Thursday. There is moderate confidence of severe</p>
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northwest gales about Wairarapa, Wellington and Marlborough on Thursday and Friday.



**MetService
Extended
Forecast 19-
22 Sep**

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North Island: Cloud increasing with showers for most, but mainly fine in the east. South Island: Rain in the west and south spreading elsewhere, heavy at times.

Chatham Islands
Fine spells, with the odd shower on Tuesday. West or northwest winds, strong at times.

Issued: 11:29pm Sun 17 Sep

18/09/2023– Situation Report Week 2

As at 18/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<ul style="list-style-type: none"> • Voting places lists and mapping went live on Saturday on vote.nz • Electorate candidates and party lists also published on Saturday on vote.nz <p>Media</p> <ul style="list-style-type: none"> • Media releases put out on Saturday about release of candidates and confirmation of voting places generated some media interest and requests for interviews. • Anusha provided interview to NewstalkZB on Saturday following media releases going out. <p>Social Media</p> <ul style="list-style-type: none"> • Increased volume of activity on our social channels • Lots of niche questions on election advertising and another query about NZ Loyal candidates. • One comment received from a repeat user with threatening content in response to one of our Facebook ads post. <p>Daily key metrics</p> <ul style="list-style-type: none"> • 4 media enquiries • 135 enquiries and comments on social media over the weekend • 32,475 visitors to vote.nz over the weekend. 		
Status of the issue/s	<p>Action: Social media threat</p> <ul style="list-style-type: none"> • Comment was immediately hidden from our page and the user has now been blocked from our account meaning they will no longer see any content from the Commission. • The post has been reported to the Security team and Police 105 because of the repeated occurrence of these comments from this one user. 		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

18/09/2023– Situation Report Week 2

As at 18/09/2023 prepared by Shane Whitfield

Distributed to	GEDT members		
Key Contacts	Shane Whitfield		
Overview	<p>No issues to report.</p> <p>General update:</p> <ul style="list-style-type: none">• Two safety related incidents over the weekend (Christchurch, Auckland) involving heckling and intimidation of staff while attending events. Both were dealt with by security staff.• Ongoing queries relating to voting eligibility, visa status etc.		
Status of the issue/s	Action: Nil		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

18/09/2023– Situation Report Week 2

As at 18/09/2023 prepared by Ross McPherson

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none"> • No risks or issues to report • The “first book” QA on the Main/Composite Rolls and Habitation Indexes will be completed today. • Scannable roll “first book” checks have been completed and QA signed off. • MIKE reopened for use on 17 September • 31,389 online enrolments in the queues on the morning of 18 September. Approx 4,500 paper forms to be scanned in, this morning 		
Status of the issue/s	Action: Processing enrolment forms as usual		
Actions Underway	Action	Owner	Description
	Processing enrolment forms	Ross McPherson	BAU activity.
Notes:	Early observation:		

18/09/2023– Situation Report Week 2

As at 1100 on 18/09/2023 prepared by Paul [REDACTED]

Distributed to	GEDT members
Key Contacts	Paul Jepson
Status of the issue/s	<p>Update on Issues:</p> <ul style="list-style-type: none">• eLearning Tupu access issues – Currently investigating the calls raised to identify opportunities to simplify the process.• Data Platform issues – Issues reported with the platform not updating Friday have been resolved with Deloitte over the weekend. Root cause has highlighted need to update the data extract tool to avoid future issues.• Snaphire stability and performance - System performance appears to have been addressed Close action.• Key Person risk – Work in progress. Target 19/9.• Connectivity and call Quality Issues on IVR systems – Checking and testing progressed over the weekend. Confirmation of IVR numbers for election night and observed call quality issues remains outstanding with VS.• Commission Infrastructure resilience – DR testing on schedule to take place between 6-8pm 19/09.• Security update patching between now and the election period –further update 19/9.

18/09/2023– Situation Report Week 1

As at 15/09/2023 prepared by

DRAFT

Distributed to	GEDT members
Key Contacts	Adele [REDACTED] Principal Advisor Voting Services John [REDACTED] Manager Overseas Operations
Overview	<p>EMS – AAD – Tupu interplay</p> <p>Over the past two weeks the Commission’s helpdesks ([REDACTED]) have received a significant number of calls relating to voting place (VP) staff trying to access their eLearning. It has been difficult to nail-down the actual issues being faced.</p> <p>Due to initial understanding of the issues, VP staff were initially forwarded to the HQs for help. It became increasingly clear over the past week that HQ staff were only able to resolve the issue in a very limited number of cases, and that the issues being experienced were much wider than that.</p> <p>The phone number that VP staff access for eLearning help is now directed fully at the eLearning helpdesk, away from the HQs and CCL.</p> <p>While it is clear that the large majority of VP staff are able to access their eLearning without incident, the eLearning team is now receiving significantly more calls than planned for – about a very wide variety of eLearning issues. The team received ~1,000 calls in total in 2020 but have already received 1,068 to date.</p> <p>The majority of issues appear to relate to the ‘single-sign on’ (SSO) process required for some voting place staff roles – VPMs, VAs and ISOs.</p> <p>1. <i>Issues we can address:</i></p> <ul style="list-style-type: none">• Ensuring VP staff get to the right Tupu login site. There are two Tupu sites as a result of the SSO requirements. Those needing to complete SSO requirements go to one, while issuing officers are directed to another.• Helping staff finding it easier to login. The non-technical nature of our staff means that some are finding it difficult to complete the SSO process, which requires them to get through at least one MFA challenge.• The above are exacerbated by staff having multiple VP roles. This is playing out in a number of issues (noted in category 3 below) – but some can be sorted by just helping VP staff step through the above.• Ensuring the eLearning helpdesk has the resources it needs to cope with the amount of calls it is receiving, especially as this is (a) likely to continue and (b) in some cases may only be able to be resolved manually (e.g. via Sarah [REDACTED] in IT).

	<p>2. <i>Issues we think we can address</i></p> <ul style="list-style-type: none"> Increasing recruitment staff's ability to understand their role and the impact of what they do in SnapHire on how EMS and AAD <p>3. <i>Issues that need more investigation – resolution unclear</i></p> <ul style="list-style-type: none"> A reasonably common issue is known as the 'error writing to database' issue. Initial investigation points to multiple potential causes for this, some of which will be easily resolved, some which will not. This needs to be worked on urgently Sometimes the MFA challenge is not sending a piece of information as required to either an email or phone. 		
Status of the issue/s	Action: CRITICAL		
Actions Underway	Action	Owner	Description
	Immediate scaling up of the eLearning helpdesk	Martin Rodgers	Requires increased access to Zendesk. They have not received the full number requested for the team (short fall of approx. 15 licences)
	Immediate resource applied to investigating the 'error writing to database issue'	Paul [REDACTED]	Compiled list of Zendesk tickets required describing the issue
Notes:	Early observation:		