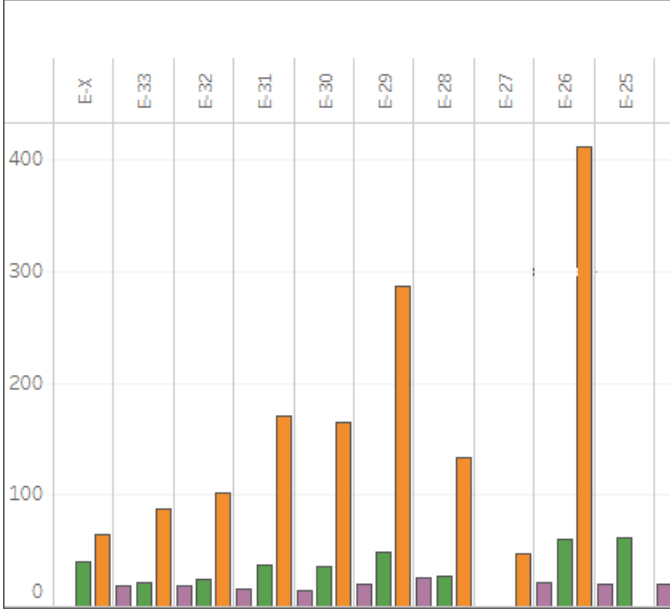


19/09/2023– Situation Report Week 2

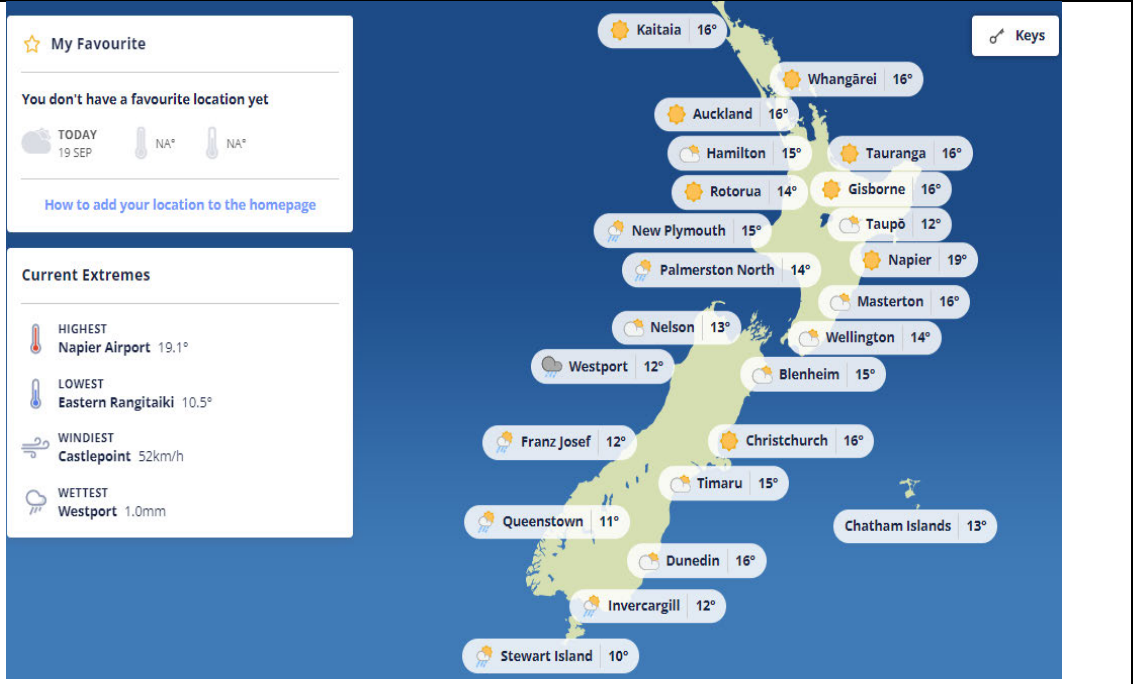
As at 11.47am on 19/09/2023 prepared by Crispian [REDACTED]

Distributed to	All GEDT members																																	
Key Contacts	Anusha Guler and Crispian [REDACTED]																																	
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Overview	<p>Summary of the current event</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) • EasyVote documents being printed • Special ballot papers completely printed • Ordinary ballot papers printed. 																																	
Voting Services (VS)	<p>UPDATE ON ISSUES:</p> <p>EMS – AZURE ACTIVE DIRECTORY (AD) – TUPU INTERPLAY UPDATE</p> <ul style="list-style-type: none"> • eLearning helpdesk is still receiving a significant number of calls • Metrics show a high number of VP staff are not successfully logging in to Tupu on their first go – they are needing a lot of support • Learning Works (eLearning support provider) is looking into the apparent failure of Tupu to generate logins on 14 September • IT is still investigating on the ‘error writing to database’ issue failure of Tupu to generate logins. • EMS parameters are going to be adjusted to increase the timeframes for triggering the creation of AD credentials • Presentation is being prepared for the Recruitment & Rostering Managers (and their staff), to help them navigate the issues they are experiencing. • Zendesk licences are being procured for scale-up of eLearning helpdesk. • eLearning demand on Tableau (orange is 2023):  <table border="1"> <caption>eLearning demand on Tableau (2023 vs 2022)</caption> <thead> <tr> <th>Event</th> <th>2023 Demand (Orange)</th> <th>2022 Demand (Green)</th> </tr> </thead> <tbody> <tr><td>E-X</td><td>~60</td><td>~30</td></tr> <tr><td>E-33</td><td>~80</td><td>~10</td></tr> <tr><td>E-32</td><td>~100</td><td>~10</td></tr> <tr><td>E-31</td><td>~170</td><td>~30</td></tr> <tr><td>E-30</td><td>~160</td><td>~30</td></tr> <tr><td>E-29</td><td>~280</td><td>~40</td></tr> <tr><td>E-28</td><td>~130</td><td>~15</td></tr> <tr><td>E-27</td><td>~40</td><td>~10</td></tr> <tr><td>E-26</td><td>~410</td><td>~50</td></tr> <tr><td>E-25</td><td>~50</td><td>~10</td></tr> </tbody> </table>	Event	2023 Demand (Orange)	2022 Demand (Green)	E-X	~60	~30	E-33	~80	~10	E-32	~100	~10	E-31	~170	~30	E-30	~160	~30	E-29	~280	~40	E-28	~130	~15	E-27	~40	~10	E-26	~410	~50	E-25	~50	~10
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	<p>UPDATE ON BALLOT PAPERS:</p> <ul style="list-style-type: none"> All Advanced copies due 25th September of Special ballot papers (E2, E2-G and E2-M) have been printed. Advanced copies of Ordinary ballots: 46 electorates printed, 7 despatched already to electorate HQs. Awaiting update on other electorates. ██████ Petone expect to finish printing ballots by tomorrow. <p>ACTIONS</p> <ol style="list-style-type: none"> VS is increasing number of staff to assist with the helpdesk.
Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> No risks or issues to report Processing of enrolment applications continues. Demand has spiked a little, but that is to be expected following the recent increase in media activity and campaigning around the election.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Options identified in collaboration with Voting Services which will improve user experience. Decisions required to progress, these are being documented and circulated - 19/09. Data Platform issues – Platform now up to date. The 'Dbt' (Data Extract Software) update is planned for 20/9. Connectivity and call Quality Issues on Interactive Voice Recognition (IVR) systems – Working through with One.NZ. Commission Infrastructure resilience – Disaster Recovery (DR) testing successfully completed on 18/09. 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. No issues anticipated. Config changes will be applied this week to ensure Android devices are not patched between now and the election. Key Person risk – Work in progress. Target moved to 21/9
Comms & Education	<p>GENERAL UPDATE:</p> <p>Key themes</p> <ul style="list-style-type: none"> Today is Suffrage Day Definition of Kaupapa Māori voting places – what is defining them from other voting places based in marae, kura kaupapa etc? <p>Media</p> <ul style="list-style-type: none"> Increasing volume of enquires with a focus on services to Māori voters, Kids Voting and regional information. DCE, Operations interviewed on Newstalk ZB on Kids Voting yesterday. Two interviews by CEO this morning, one The Platform and another Mediaworks. <p>Social Media</p> <ul style="list-style-type: none"> A lot of political opinion being shared; more questions about election advertising. <p>Daily key metrics</p> <ul style="list-style-type: none"> 11 media enquiries 69 enquiries and comments on social media in the past 24 hours 21,483 visitors to vote.nz <p>ACTION:</p> <ol style="list-style-type: none"> Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai.
Customer	<p>GENERAL UPDATE:</p>

Services	<ul style="list-style-type: none"> • Since yesterday, the team had 301 tickets created, received 30 phone calls and made 16 outbound calls. 90.2% of tickets were resolved in one touch. • There are 22 complaints on hand across the business units. • Developing a report due to a number of voters requesting to be removed from the roll <p>ACTION:</p> <p>1. Considered options to relocate the Customer Service team due to the Brewtown Festival on election day, the 14th October.</p> <p>This is now CLOSED. This morning, the owner confirmed the festival will be located in a distance from the building, and the noise level will not be disruptive for CS work on that day.</p>
Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • No risks or issues to report. • Feedback from engaging with Tangata Whenua: <ul style="list-style-type: none"> • Asking about why they (marae, kura etc) weren't chosen as Kaupapa Māori voting places or involved in identifying where they should be. • Some apprehension expressed around pronunciation of names in voting places, has led to some reluctance to participate. • A number of people have noted feeling uncomfortable about getting personalised letters from candidates and appeared unclear that this has likely come from being on the roll (often this is coming from first-time voters).
People and Culture	<p>GENERAL UPDATE:</p> <p>Field staff mentioned reference checks as a bottleneck.</p> <p>Recruitment is going well.</p> <p>Assuming all the offers are accepted, and pre-employment checks receive offers the hire figure will be 17339.</p> <ul style="list-style-type: none"> • Shortlist 2671 • Interviews booked 11978 • Interviews 5375 • Pre-employment checks 1023 • Offers 2561 • Onboarding 1927 • Hired 11828 <p>This puts total hired to 13,755</p>
FOR YOUR INFORMATION	

**MetService
Forecast for
19 Sep**



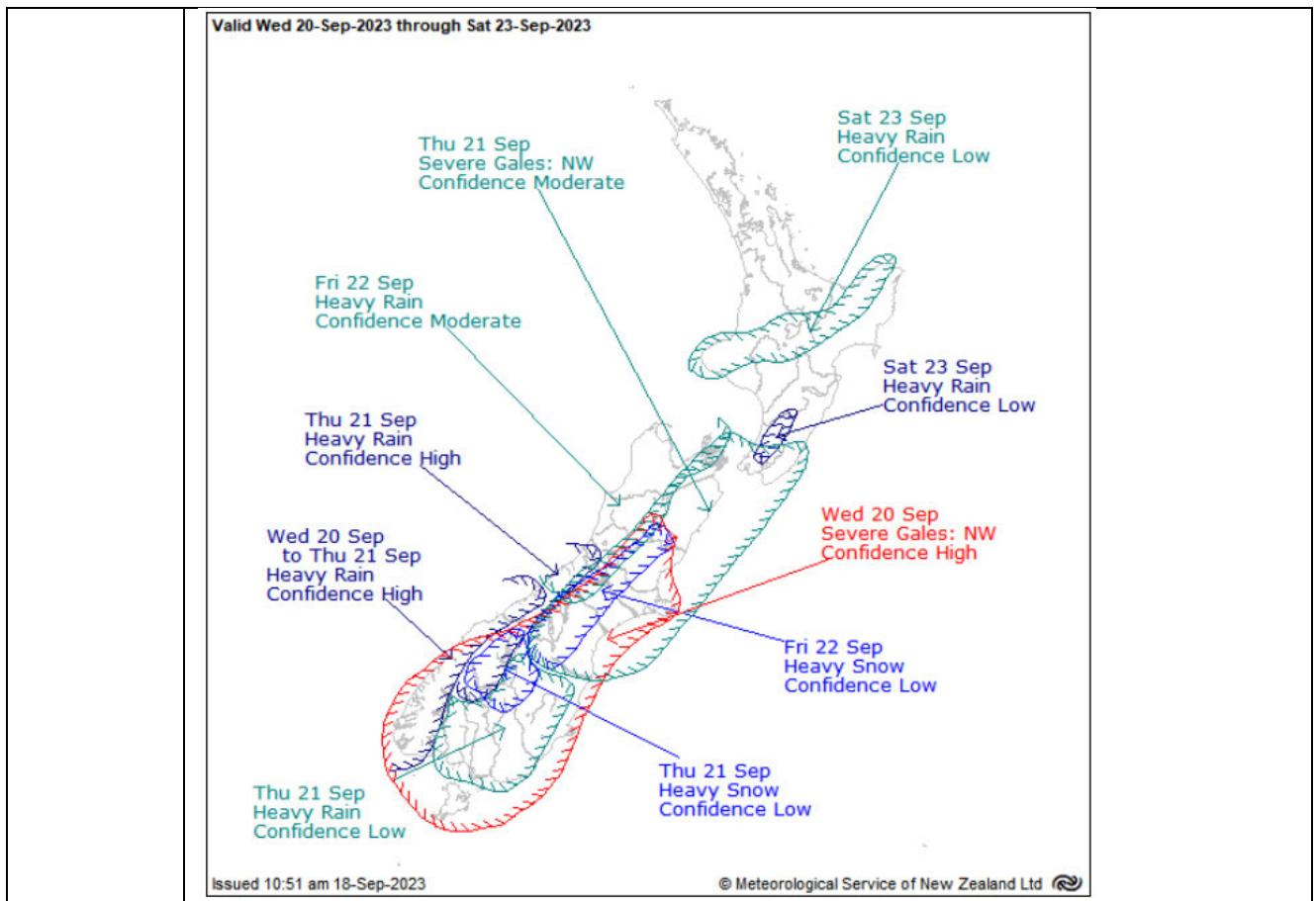
**Severe
Weather
Outlook**

On Wednesday a moist northwesterly flow strengthens over the South Island bringing a high confidence in warning amounts of rain for Fiordland and the far south of Westland. There is also a **high confidence in severe gale northwesterlies affecting Canterbury, Otago, Southland and Fiordland.**

On Thursday an active front preceded by a strong northwesterly flow moves north onto the south of the 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 low confidence in warning amounts of rain for Southland and Otago. There is a moderate confidence in severe gales affecting the far south of the North Island, Marlborough and Canterbury. There is a low confidence in heavy snow affecting higher parts of Otago.

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

On Saturday the front moves north onto the North Island and there is then a low confidence in warning amounts of rain for the Taranaki range, Taranaki, the central North Island high country and the eastern ranges of the Bay of Plenty.



**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, 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.

Saturday
North Island: Cloudy with rain for most, some possibly heavy. **Strong northerly winds**. South Island: Rain with **some heavy falls in the north, isolated showers in the south**, but mainly in Fiordland and Westland.

Chatham Islands
Cloudy periods. A few late showers possible on Saturday and **northwesterlies strengthening**.

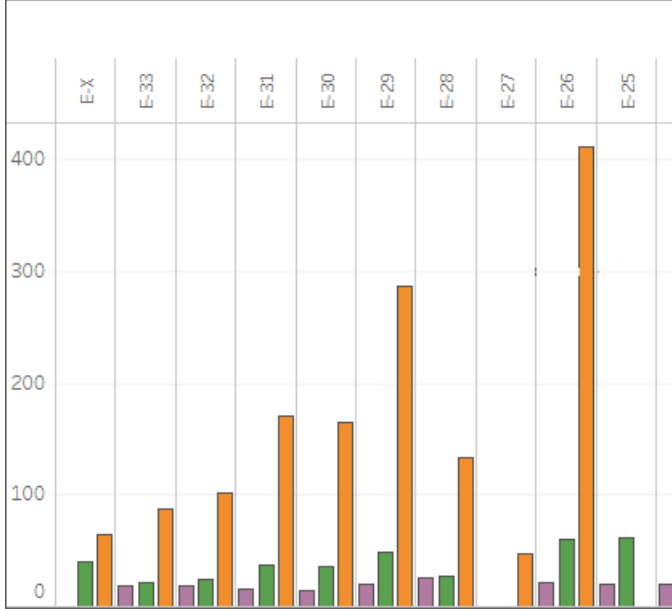
ACTION REGISTER LOG

OPEN

Unit	Issue Severity	ACTION	DATE RAISED	WHO	DUE DATE	IMPACT	UPDATE/OUTCOME	DATE CLOSE
OVS	MEDIUM	Request Paul [REDACTED] CIO to investigate options and provide solutions to address key personnel risk	9/11/2023	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
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] IO	22/09	Impact on all staff's phones	Working on a plan to roll out patches.	
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.		

19/09/2023– Situation Report Week 2

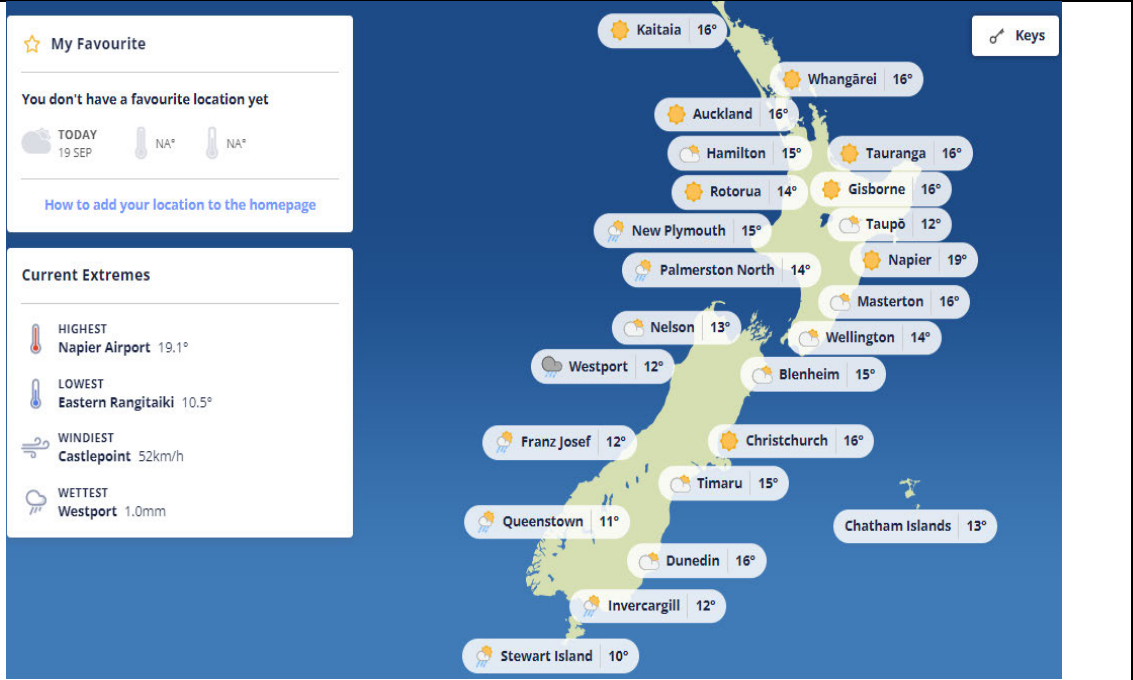
As at 3.56pm on 19/09/2023 prepared by Crispian [REDACTED] approved by Anusha Guler

Distributed to	ELT members																																	
Key Contacts	Anusha Guler and Crispian [REDACTED]																																	
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Enrolment	<p>GENERAL UPDATE</p> <ul style="list-style-type: none"> Enrolment is now 90.1% Youth enrolment is now at 73.7%. ISSUE: Uncovered a missing page from the Ohāriu enrolment rollbooklet. The team is looking into the issue.
IT	<p>UPDATE ON ISSUES:</p> <ul style="list-style-type: none"> eLearning Tupu access issues – Options identified in collaboration with Voting Services which will improve user experience. Decisions required to progress, these are being documented and circulated - 19/09. Data Platform issues – Platform now up to date. The ‘Dbt’ (Data Extract Software) update is planned for 20/9. Connectivity and call Quality Issues on Interactive Voice Recognition (IVR) systems – Working through with One.NZ. Commission Infrastructure resilience – Disaster Recovery (DR) testing was successfully completed on 18/09. 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. No issues anticipated. Configuration changes will be applied this week to ensure Android devices are not patched between now and the election. Key Person risk – Work in progress. Target moved to 21/9
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	<p>Professor Veronica Tawhai.</p> <p>2. Comms and VS are producing key messages for kaupapa Māori voting places.</p>
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Strategic Engagement and Partnership	<p>INSIGHTS:</p> <ul style="list-style-type: none"> • Feedback from engaging with Tangata Whenua: <ul style="list-style-type: none"> • Asking about why they (marae, kura etc) weren't chosen as Kaupapa Māori voting places or involved in identifying where they should be. • Some apprehension expressed around pronunciation of Te Reo names in voting places, has led to some reluctance to participate. • A number of people have noted feeling uncomfortable about getting personalised letters from political parties. This has likely come from being on the roll, which is provided to political parties. • NOTE: Enrolment produces a monthly extraction of the roll to all political parties.
People and Culture	<p>GENERAL UPDATE:</p> <p>Field staff mentioned reference checks as a bottleneck.</p> <p>Recruitment is going as planned.</p> <p>Assuming all the offers are accepted, and pre-employment checks receive offers the hire figure will be 17339.</p> <ul style="list-style-type: none"> • Shortlist 2671 • Interviews booked 11978 • Interviews 5375 • Pre-employment checks 1023 • Offers 2561 • Onboarding 1927 • Hired 11828 <p>This puts total hired to 13,755</p>
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**MetService
Forecast for
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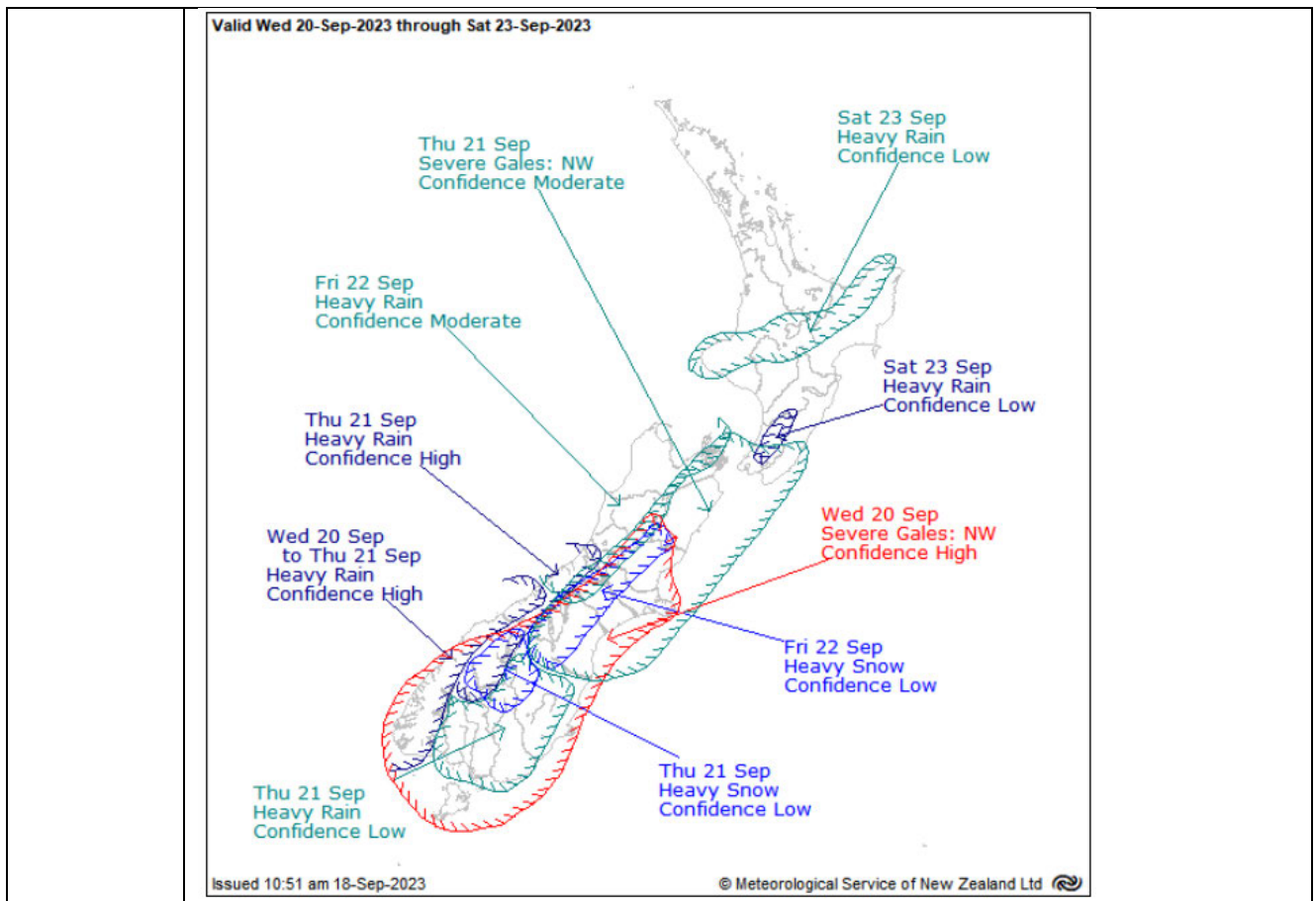
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Forecast 19-
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Cloudy periods. A few late showers possible on Saturday and **northwesterlies strengthening**.

ACTION REGISTER LOG

OPEN

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.	
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.	
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		
COMMS	LOW	Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai Providing key messages for kaupapa Māori voting places.	19/09/2023	Suzanne K-T, Mgr Comms		Reputational - Impact on Māori voters		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Suzanne Knight-Tinirau

Distributed to	GEDT members		
Key Contacts	Suzanne Knight-Tinirau		
Overview	<p>Key themes</p> <ul style="list-style-type: none"> • Today is Suffrage Day • Definition of Kaupapa Māori voting places – what is defining them from other voting places? <p>Media</p> <ul style="list-style-type: none"> • Increasing volume of enquires with a focus on services to Māori voters, Kids Voting and regional information. • DCE, Operations interviewed on Newstalk ZB on Kids Voting yesterday. • Two interviews by CEO this morning, one The Platform and another Mediaworks. <p>Social Media</p> <p>A lot of political opinion being shared; more questions about election advertising.</p> <p>Daily key metrics</p> <ul style="list-style-type: none"> • 11 media enquiries • 69 enquiries and comments on social media in the past 24 hours • 21,483 visitors to vote.nz 		
Status of the issue/s	<p>Action:</p> <p>Media response provided to Stuff and Whakaata Māori following media release by Associate Professor Veronica Tawhai.</p>		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 19/09/2023 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"> • Feedback from engaging with Tangata Whenua: <ol style="list-style-type: none"> 1. Asking about why they (marae, kura etc) weren't chosen as Kaupapa Māori voting places or involved in identifying where they should be. 2. Some apprehension expressed around pronunciation of names in voting places, has led to some reluctance to participate. • A number of people have noted feeling uncomfortable about getting personalised letters from candidates and appeared unclear that this has likely come from being on the roll (often this is coming from first-time voters). 		
Status of the issue/s	Action: Nil		
Actions Underway	Action	Owner	Description
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Grace Chiang

Distributed to	GEDT members		
Key Contacts	Grace Chiang		
Overview	<ul style="list-style-type: none"> • Since yesterday, the team had 301 tickets created, received 30 phone calls and made 16 outbound calls. 90.2% of tickets were resolved in one touch. • There are 22 complaints on hand across the business units. • As there were several voters repeatedly asking to be removed from the roll, we are currently developing a report for this. • We have considered options to relocate the Customer Service team due to the Brewtown Festival on election day, the 14th October. This morning, the owner confirmed the festival will be located in a distance from the building, and he believes the noise level will not be disruptive for our work on that day. The teams are satisfied with this response and closed this issue. 		
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 Ross McPherson

Distributed to	GEDT members		
Key Contacts	Ross McPherson		
Overview	<ul style="list-style-type: none">• No risks or issues to report• Processing of applications continues. Demand has spiked a a little, but that is to be expected following the recent increase in media activity and campaigning around the election.		
Status of the issue/s	Action: We continue to process enrolment transactions		
Actions Underway	Action	Owner	Description
	Processing enrolment transactions	Ross McPherson	Usual enrolment processing activities.
Notes:	Early observation:		

19/09/2023– Situation Report Week 2

As at 1100 on 19/09/2023 prepared by Paul [REDACTED]

Distributed to	GEDT members
Key Contacts	Paul [REDACTED]
Status of the issue/s	<p>Update on Issues:</p> <ul style="list-style-type: none">• eLearning Tupu access issues – Options identified in collaboration with Voting Services which will improve user experience. Decisions required to progress, these are being documented and circulated 19/09.• Data Platform issues – Platform now up to date. The ‘Dbt’ (Data Extract Software) update is planned for 20/9.• Connectivity and call Quality Issues on IVR systems – Working through with One.NZ.• Commission Infrastructure resilience – DR testing successfully completed on 18/09.• 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. No issues anticipated. Config changes will be applied this week to ensure Android devices are not patched between now and the election.• Key Person risk – Work in progress. Target moved to 21/9.

19/09/2023– Situation Report Week 2

As at 19/09/2023 prepared by Adele [REDACTED]

Distributed to	GEDT members		
Key Contacts	Adele [REDACTED] Principal Advisor Voting Services John [REDACTED] Manager Overseas Operations		
Overview	EMS – Azure Active Directory (AD) – Tupu Interplay <ul style="list-style-type: none"> eLearning helpdesk is still receiving a significant number of calls John [REDACTED] is scaling up the number of staff on the helpdesk Metrics show a high number of VP staff are not successfully logging in to Tupu on their first go – they are needing a lot of support Learning Works (eLearning support provider) is looking into the apparent failure of Tupu to generate logins on 14 September EMS development work may be required to extend the timeframes for triggering the creation of AD credentials (TBD) Presentation is being prepared for the Recruitment & Rostering Managers, to help them navigate the issues they are experiencing. 		
Status of the issue/s	Action: Investigations and fixes in progress.		
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
EMS development work – to extend date "trigger" in EMS	Paul [REDACTED]	EMS sends information to AD based on the start date – this can be configured to	
Notes:	Early observation:		