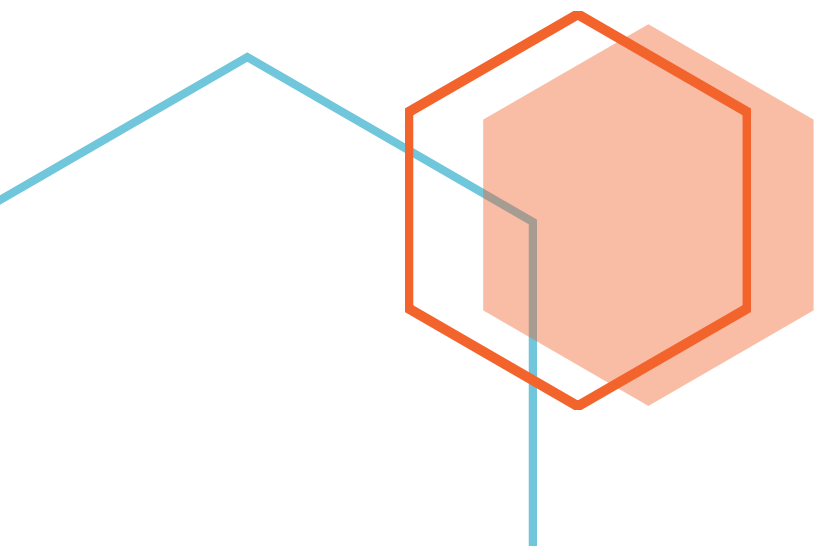




IT External Audit Report

By-election (North-West Central) Telephone Assisted Voting 2022

The Electoral Act allows eligible electors to vote by means of an electronic device such as a telephone or computer. An eligible elector includes anyone who is unable to vote without assistance because of insufficient literacy skills, is sight impaired or is living with an incapacity.





Background to the Audit

For the 2022 North-West Central By-election the Commission's technology assisted voting offering was Telephone Assisted Voting.

The Commission requires an IT Auditor to conduct an audit of the information technology arrangements used to enable eligible electors to cast a technology assisted vote in accordance with the Act and approved procedures.

The Auditor is to undertake the required independent auditing of Telephone Assisted Voting.

Procedures Performed

My assessment is based on observations and the information provided by the WA Electoral Commission which took the following form:

- Detailed documentation review (see list in sidebar)
- Process walkthroughs
- Discussions with relevant parties
- Observations at the Telephone Assisted Voting offices

Reviewed Documents



- 2022 North West Central By-election Telephone Assisted Voting Approved Procedures
- 2022 North West Central By-election Telephone Assisted Voting Approved (TAV) Operations Manual
- FAQ Guide – State General Election – Telephone Assisted Voting (TAV)
- FAQ Guide – North West Central By-election – Telephone Assisted Voting (TAV)
- Walk through application process: telephone assisted voting
- Walk through vote casting process: telephone assisted voting
- Supervisor monitoring: telephone assisted voting
- Telephone Assisted Voting (TAV) Audio Recording Scripts (5/8/22)



Attendance and validation

Pre-election Period

29 August 2022

Attended 111 St Georges Terrace and observed introductory session for new TAV team. Discussed logistics and collected documentation.

Live Election Period

31 August 2022 (Day 1 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 07:00hrs to 18:00hrs.

1 September 2022 (Day 2 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 08:00hrs to 18:00hrs.
- Observed issue at 14:07hrs with transferring call from one registration terminal to the other. The issue resolved itself after further testing at 14:31. IT notified of issue.
- Observed registration call and SMS generation.

2 September 2022 (Day 3 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 07:30hrs to 09:00hrs and 12:00hrs to 18:00hrs.

5 September 2022 (Day 4 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 09:30hrs to 18:00hrs.

6 September 2022 (Day 5 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 08:00hrs to 18:00hrs.
- Observed SMS re-send capability working at 16:05hrs.

7 September 2022 (Day 6 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 08:00hrs to 18:00hrs.

8 September 2022 (Day 7 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 07:45hrs to 12:00hrs.

15 September 2022 (Day 13 Early Voting Period)

- Attend TAV Call Centre at Level 3,111 St Georges Terrace from 07:30hrs to 12:00hrs.



- Observed vote being cast and procedures being followed – commenced 11:32hrs, completed 11:42hrs.
- Observed a completed voting paper sealed and placed in daily ballot box ready for reconciliation.

Feedback and comments

The initial configuration of the Telephone Assisted Voting area had one office dedicated for vote casting and one office dedicated for voter registration. However, there was a second terminal between the two offices also used for voter registration. Given the quiet environment there is a chance that some aspects of a registration call could be overheard from this second terminal by the vote casting team. This was not an issue that I observed, and the situation rectified itself when the registration team was relocated to Level 2 following a power failure.

The fallback to the backup/overflow facility on Level 2 demonstrated the effectiveness of this configuration.

Statement

It is my opinion that both the integrity and function of the Telephone Assisted Voting system provided by the Commission met the stated aims of enabling electors with insufficient literacy skills, sight impairment or an incapacity to cast a secret vote.

A handwritten signature in black ink, appearing to read 'Richard Adams', with a stylized flourish at the end.

Dr Richard Adams

Independent Auditor



Appendix 1 – Technology Assisted Voting – Audit Report for Website

Technology Assisted Voting – Audit Report

To: Robert Kennedy

From: Richard Adams

Date: 19 September 2022

Reference: By-election (North-West Central) - Telephone Assisted Voting - Audit services

Independent Auditing Procedure

In relation to Section 10.1 of the 2022 North West Central By-election Telephone Assisted Voting Approved Procedures I have:

- Attended the introduction to the systems for the staff providing the Telephone Assisted Voting services.
- Undertaken a walk-through of the systems, including the backup/overflow facilities and equipment.
- Requested confirmation regarding any changes to the production system since my audit in 2021 and was advised that there have been no changes – only an update to some database tables. I am therefore satisfied that appropriate testing of the production system has taken place.
- Witnessed the live operation of the system first-hand.

Review of Documentation

I have reviewed all the relevant documentation associated with Telephone Assisted Voting.

Meetings

I had an online introductory meeting on 24 August 2022.

Live Election Period

I observed that the Approved Procedures were being followed and witnessed all aspects of the Telephone Assisted Voting process for live votes being cast.

I observed how the power failure that occurred in part of the Telephone Assisted Voting offices on Level 3 was addressed using the backup/overflow process utilising facilities on Level 2.

Statement

It is my opinion that both the integrity and function of the Telephone Assisted Voting systems provided by the Commission met the stated aims of enabling electors with insufficient literacy skills, sight impairment or an incapacity to cast a secret vote.

Other Comments

My role was greatly assisted by the Telephone Assisted Voting Team.

A handwritten signature in black ink, appearing to read 'Richard Adams'.

Dr Richard Adams
Independent Auditor