

REPORT OF THE NATIONAL CENTER OF THE ELECTORAL OPERATIONS SUPPORT CENTRE (EOSC) SYSTEM FOR THE 2015 GENERAL ELECTION.

1.0 INTRODUCTION

1.1 The Commission as a standard operating strategy deployed the EOSC system nationwide at INEC State offices. In addition, a National EOSC Center was established to coordinate, trouble shoot, support the State EOSC and generate a national matrix and reports.

1.2 The EOSC for the 2015 general elections was therefore structured in two levels. The National EOSC Center and State EOSC.

1.3 The EOSC National Center was set up to perform the following functions:

- Coordinate the State EOSCs
- Harmonize the State EOSC activities
- Escalate incident report to the Commission / Situation Room
- Trouble shoot
- Act as a liaison between the administration of INEC State offices, the Situation Room and the Chairman, INEC in the conduct of EOSC operations.

1.4 The EOSC Operations at the State performed the following functions:

- Monitored and tracked election day activities at the states
- Collated and indexed incidents at the states
- Updated and uploaded matrices at specified intervals to EOSC National Center
- Escalated incidents to EOSC National Center, and other relevant authorities.

1.5 The EOSC System accomplished the following tasks:-

- Monitored and tracked critical election day activities such as RAC, Accreditation, Voting and Collation nationwide;
- Identified trends and incidents that posed potential threats nationwide;
- Collated and indexed incidents, compliance, and non-compliance nationwide;
- Coordinated responses to emerging challenges and difficulties;
- Generated real-time national matrices on critical activity areas, timelines and procedures compliance, incident reports, tracking and status of parameters, trends, and tracking of adverse incidents until solved;
- Provided fir-for-purpose response to evolving threats;
- Provided real-time support to field assests.

2.0 *Personnel*

The National Center for the EOSC was composed of :

a. EOSC NATIONAL CENTER TEAM

1. Chima Duruaku	National Coordinator	INEC HQ
2. Jameel Jubreen Elyakub	Head EOSC Nat. Center	INEC HQ
3. Ayaeze C. O.	Data Admin.(Threat)	INEC HQ
4. Onyema Obaji	Data Admin.(Compliance)	INEC HQ
5. Bolaji Oje	Floor Manager	INEC HQ
6. Adanne Ogu	Asst. Floor Manager	INEC HQ

The EOSC National Center was domiciled within the Situation Room of the National Collation Center for the 2015 Presidential and Governorship Elections while for the 18th and 25th April, 2015 Supplementary elections, the EOSC NC was located at INEC Conference hall.

b. EOSC STATE CENTER

The EOSC State centers are composed of the 37 ESOC State Coordinating Supervisor (SCS) with the full complement of Data Administrators, Contact Persons, Response Team and Floor Manager.

See **Annexure 1**

3.0 *Equipment/Tools*

The equipment and tools utilized included:-

- Office space
- Projectors and screens
- Laptops
- Color printer
- Stationery
- Cell phones
- Air time
- Modem + Data plan
- Contact Information /Pack
- EOSC Matrices
- EOSC Billboard Stand

4.0 *Matrices and Tables*

The reporting instruments used for 2015 general and supplementary elections were:-

- The Compliance Matrix that collated indexed and logged the performance of the Activity Areas at 1hr interval.
- The Threat Reporting Matrix that logged all identified challenges, actions taken, the solved time status at 2 hour intervals.

5.0 *Scope*

The EOSC system covered the following major Activity Areas

- Registration Area Camp (RAC) activity
- Accreditation and Voting period
- Collation

6.0 **EOSC Operations**

The EOSC used the Compliance Matrix and Threat Reporting Matrix to log all adverse incidents, Monitor timeline compliance and provide fit-for –purpose support during the 2015 general and supplementary elections.

- a) ***Registration Area Camp Activity Matrices:*** - This matrix is composed of two parts: RAC Compliance Matrix and Threat Reporting Matrix.
 - i. The RAC Matrix logged at time intervals, compliance with the key parameters on the activities at the RAC on the eve of elections;
 - Arrival of personnel
 - Attendance at the RAC
 - RAC Preparation
 - Availability of Materials
 - Availability of Transport resources and allocation
 - Availability of Security
 - Briefing and election material distribution activities.

See **Annexure 2a, 2b, 2c & 2d (for the various elections respectively)**

- ii. RAC Threat Reporting Matrix: - Logged all problems harvested during the period of camping of personnel at the RAC, Time reported, Problem reported, Actions taken and Solved time during the 2015 general and supplementary elections.

See **Annexure 3a, 3b, 3c, & 3d (for the various elections respectively)**

- b) **Accreditation and Voting Period Matrices:** - This matrix is composed of two parts namely Monitoring Matrix and the Threat Matrix.

- i The Accreditation and Voting Period segment of the Compliance Matrix logged and monitored timeline compliance of the following parameters:

- Opening of polls and accreditation with timelines showing:
 - PUs opened by 8:00am
 - PUs opened at 8:10-10:00am
 - PUs opened after 10:00am
 - PUs yet to open at 1:00pm
- Voting Period logged-
 - PUs that commenced voting between 1:30 – 2:30pm
 - PUs that commenced voting after 2:30pm
 - PUs yet to commence voting at 4:00pm
- Closing of poll segment logged:-
 - PUs that closed by 8:00pm
 - PUs yet to close at 8:00pm
 - PUs with serious issues

See **Annexure 4a, 4b, 4c & 4d (for the various elections respectively)**

- ii The Accreditation and Voting Period Threat Matrix: - Logged all problems harvested during accreditation and voting exercise, Time reported, Problem reported, Action taken and Solved time on 2015 general and supplementary Election Days.

See **Annexure 5a, 5b, 5c & 5d (for the various elections respectively)**

- c) **The Collation Matrix** is composed of two parts, the Collation Compliance Matrix and the Threat Matrix.

- i The Collation Compliance matrix monitored and recorded election result collation from the RA level through to LGA level up to State level and then aggregates at the National Center.

See **Annexure 6a, 6b, 6c, & 6d (for the various elections respectively)**

- ii Collation Threat Matrix logged all challenges and threats recorded during the collation of results from the RA to State levels, Time reported, Problem reported, Action taken and Solved time.

See Annexure **7a, 7b, 7c & 7d (for the various elections respectively)**

7.0 PERIODIC UPLOAD

The Compliance Matrix and the Threat Matrix received from the State Centers at 1hr and 2hr intervals were consolidated into a national summary of the National Center and shared with the Chairman INEC, the Situation Room, Chairman, Electoral and Logistics Operations Committee, D (EOPS) and DD (EM) at an interval of 2 hours in order to maintain regular update requirement.

8.0 ANALYSIS OF DATA

Analysis of data summarizes and interprets the charts and data bringing out the various themes such as incidents worthy of noting, patterns and trends.

Incident worthy of note such as

a) EOSC Assisted Solutions:

95% for Presidential and National Assembly Elections

75% for Governorship and State Assembly Elections

100% for Supplementary Elections

See **Annexure 8**

b) Compliance Pattern

78.75% of Polling Units opened between 8:00am to 12:00noon during the Presidential and National Assembly Elections

89.33% of Polling Units Opened between 8:00am to 12noon during the Governorship and State Assembly Elections

99.4% Polling Units opened between 8:00am to 12noon during Supplementary Elections
100% of RAC Compliance during the Supplementary Elections

See **Annexure 4 series**

c) *Threat Analysis*

States with the most threats, for example, during RAC Activities at the elections are as follows:

Presidential & National Assembly;

- Ebonyi 24.4%
- Rivers 17.7%

Governorship & State Assembly

- Adamawa 19.7%
- Delta 22.5%

Supplementary elections of 18/04/2015

- Anambra 50%

Supplementary elections of 25/04/2015

- Cross River 66.6%

See **Annexure 10**

d) *Thematic Analysis*

Problems reported the most are as follows:

- Late Arrival of Personnel
- Inadequate RAC preparation
- Inadequate Security
- Card Reader Failure to Authenticate
- Card Reader Failure to Read

See **Annexure 3 series**

e) *Adverse Incident Analysis*

Incidents with the most occurrences for Presidential and National Assembly Elections are as follows

- 10% of Late Arrival of personnel during RAC Activity
- 89% of Inadequate / Unavailability of Security Personnel during Accreditation and Voting Activity
- 1% of Inadequate Preparation Of Collation Center during Collation Activity

Incidents with the most occurrences for Governorship and State Assembly Elections are as follows

- 22% of Inadequate RAC preparation during RAC Activity
- 75% of Card Reader Failure to Read during Accreditation and Voting Activity
- 3% of Inadequate Preparation Of Collation Center during Collation Activity

See **Annexure 9 series**

Also included are

- EOSC State Coordinating Supervisors reports

See **Annexure 11**

9.0 CONCLUSION / RECOMMENDATIONS

EOSC as an early warning system played a crucial role in identifying early on, potential points of crises, providing the wool of support and remedy, and mobilizing fit-for-purpose response to emerging challenges.

The System statistically assisted in resolving the following

- 95% for Presidential & National Assembly Elections
- 75% for Governorship & State Assembly Elections
- 100% for Supplementary Elections

EOSC system was also useful at the Presidential and Senatorial District Election of 28th March, 2015 because most of the potential sources and triggers for crisis were caught early and resolved from the RAC activity period through the Voting Period to the Collation of election results.

However, the following are recommended:

- i. Robust engagement with State Offices especially the HOD EOPs & HOU Training on the critical need to provide a comprehensive information packs detailing the phone numbers of POs, APOs, SPOs and other vital field assets at least 2 days before election;
- ii. Constant engagement with RECs and the Management of State offices on the crucial need to grant support to EOSC Operations;
- iii. Continuous capacity building for EOSC Officials;

- iv. Gradual Acquisition of required equipment for standardization.

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