SVRS Project Newsletter

Office of Secretary of State Todd Rokita

County Action Items

- ◆ *Prepare for site visit and phone calls with county coordinators*

- ◆ *Contact Quest Help Desk with any system issues, concerns, or questions.*

Welcome

With the busy year of 2005 behind us, I want to thank all of you and take a moment to reflect on all that we have accomplished together. Today, the Indiana Statewide Voter Registration System is live in all 92 counties. This is a remarkable accomplishment given the technical sophistication of our system, the extremely tight implementation timeframe laid out by the Help America Vote Act, and all of the logistical and technical challenges associated with a 92 county deployment.

The road has not been without bumps, and we are not yet at the finish line, but all the hard work by county elections personnel and State project resources have positioned Indiana in a proud class of states that have met the January 1, 2006 HAVA deadline.

We are headed in the right direction, but are also aware of County concerns with the new SVRS based upon feedback from SVRS steering committee sessions, our analysis of helpdesk tickets, input from your county coordinators and county survey results. Many of these concerns were discussed during the recent IED Election Administrators Conference and will continue to be areas of focus for our project teams.

Thank you to all of you for your continued support of the project, and for your role in helping us make the fantastic progress we have made toward a great new system and toward federal compliance.

Todd Rokita, Indiana Secretary of State

Continuation of County Coordination Activities

The State has reached agreement with Quest to continue their County Coordination activities. The continuation of County Coordination efforts will focus on county preparation for the May primary election and will include several scheduled phone calls with each county as well as an on-site visit from a Quest County Coordinator.

Quest will be contacting counties very shortly and will begin working with them on Primary Election Preparation plans, or PEPs, to ensure that each county is ready to conduct the primary election using the new system.

Standard Operating Procedures

The State is in the process of developing Standard Operating Procedure (SOP) documents to address several County issues and to provide guidance relative to some common county questions regarding appropriate use of the system.

The SOP documents are not intended to address individual county issues, and are not a substitute for Quest training materials. Rather, they will help to set expectations around County vs. State system responsibilities, set standards and guidance around the use of the system, and help to ensure consistent use of the SVRS across the state.

System Workflow Changes

The project team has heard your concerns relative to some aspects of the new system's workflow. More specifically, the project team understands that many Counties have concerns relative to:

- The number of required key strokes for various transactions
- The number of screens or pages required to process various transactions
- The system's current features and ability to allow large volume transaction processing

The State is working with Quest to analyze and fix workflow issues to address these concerns.

A significant amount of time was dedicated to these issues at the recent IED conference and additional feedback and suggestions were documented. Quest has begun work based on the input gathered from the conference, help desk call tickets, county correspondence, and the County Coordination Team. Quest will present design material for the first workflow changes at an upcoming Steering Committee meeting.

Anticipated workflow changes include:

VOTER REGISTRATION

VR One Page	Incorporate the 3 voter registration pages into one longer page. Do not let a user leave the page without all required fields (except Incomplete). Put the field order in the same order as a voter registration application (VRG-7) as much as possible. The "match" page will include DIA matches, statewide matches, and DLN/SSN information. The summary page will remain mostly unchanged. The "match" page will be skipped if no matches are found and no "unexpected" DLN/SSN information is returned.
"Sticky" Fields	Make certain fields do not change from one voter registration entry to the next. This will allow faster processing of similar registrations (ex. NVRA source).
Search Optional	Allow the statewide voter search now required before a voter add to be optional. Utilize the statewide search on the "match" page to determine if a match has been found for this voter and rely on the duplicate handling process from there.
New Search Results Grid Items	Modify the voter search results based on county feedback.
Dupes Processing - Keep info	When identifying a duplicate on the statewide search on the "match" page, carry over all data entered about the current registration for the update of the registration information on duplicate voter chosen.
County Transfer	Only show what the voter provided as their previous address, rather than defaulting to what the system has on file as the previous address. The voter's date of birth will be shown to assist that they are working with the correct voter record. Add a link to display the voter's scanned application.

Processing Time Baseline & New	Develop and perform tests to measure the amount of time to enter a voter. Measure original (baseline) against the new workflow. Develop a "desired" time to measure the new flow against.
Incomplete at any time	Allow the user to mark a registration as Incomplete at anytime. This will be on the single voter registration page, the "match" page, and the summary page.
Pre-filled Notice of Disposition	The Notice of Disposition will be pre-filled with the missing items when the Request for Information button is executed. The page will allow the user to type more items into the notice so handwriting is not required.
Highlight deceased voters	Enhance the ability to mark a voter as deceased and highlight that information as we do protected voters. Also make registrations of deceased voters stand out so users will not pick them as duplicates to a new registration.
Highlight overseas voters	Highlight voters as military/overseas as we do protected voters.

IMAGING

Button Moves	Put the buttons on both the top and bottom of the page.
Add Comments	Add a comment to the scan image.

HOPPER

Breakout Items	Break out certain hopper items by type to allow easier access to work items.

ABSENTEE

Combine App Pages	Combine the three absentee application setup pages. This will allow streamlined entry. It will also enable the validation steps to be performed after all entry is complete allowing easier entry of rejected ballots. The combined page can also include some improvements in outcome actions.
Challenge Ballots	Create a way to mark ballots as being challenged.

GIS

Lat/Long Entry	Allow direct entry of latitude and longitude on the pick a point page
Usability Enhancements	Implement the items identified in the training sessions that are not in production to ease pick a point and other usability

ELECTION MANAGEMENT

Move petition dates to office	Move the petition start and end dates from the election page to the office page. Make the start and end dates relative to the election since the office will automatically be associated to any election that is pertinent. Have the start and end dates editable by candidate to allow all possible variations of petition due dates.

PETITIONS

Improve page flow during setup of master petition & petition	Improve the flow of the master petition/petition setup by going from master petition setup directly to petition setup instead of having to do a search after the master petition is setup.

The State will continue to work with Quest to improve the workflow of the FirstTuesday application to ensure that it meets your usability needs while enforcing HAVA compliance.

Upcoming Mock Election

The State has retained Quest to plan, design, and execute a mock election in advance of the May primary to thoroughly test the election day capabilities of the FirstTuesday system, as well as its ability to handle pre-election and post-election workload. This event will simulate a real election and will provide a "day-in-the-life" test of county election processes and of crucial components of the system.

Participation in this activity will be offered to all 92 counties and is strongly encouraged by the State. The State recognizes that you are all very busy and will strive to make the Mock Election as simple as possible for County participants. The State has asked Quest to design the mock election so that it has minimal impact on day-to-day operations in the field while ensuring that we are able to get the right kind of insight from the exercise.

Look for additional detail on this topic in upcoming communications

IN SVRS Help Desk

The IN SVRS Help Desk is your main resource for reporting issues and questions about the functionality, performance, and usability of SVRS. The Help Desk is open from 8am to 5pm (Indianapolis time) Monday to Friday, and is open extended hours from 7 am to 7 pm around election time. The Help Desk is staffed by Quest resources.

You can reach the Help Desk by calling 1-888-INSVRS-1, or by sending email to: insvrssupport@questis.com

For more SVRS Project information, please contact your County Coordinator or the HAVA Administrator

**Joe McLain,
HAVA Administrator
Indiana Secretary of State
Todd Rokita
Indiana Government Center-South, Room E-111
302 West Washington Street
Indianapolis, Indiana 46204**

havaadministrator@sos.IN.gov

**Phone:
(317) 234-VOTE**

1. When you contact the Help Desk, a ticket will be opened in your name:

When interacting with the Help Desk, remember the following tips to ensure that your experience is as smooth as possible:

- Be sure to get your ticket number from the Help Desk agent if you are on the phone
- Be sure to understand the "Priority" (see below) that has been assigned to your ticket, and confirm when you will receive follow-up from the Help Desk.
- If you have emailed the Help Desk or left voicemail describing your issue, you should receive a follow-up contact in the form of a return call or an "open ticket" email.
- When leaving a voice mail message or sending an email, please provide the Help Desk with as much detail as possible in the message. This allows the Help Desk agent to more quickly respond to your needs.

2. Tickets are each assigned a priority based on the severity of the problem or issue:

Priority 1 System Failure	Priority 2 Critical	Priority 3 Error	Priority 4 Enhancement or Training
No system feature is currently functioning; application is completely unavailable or severely impaired. Multiple people are or the entire office is unable to function.	System is not functioning properly and a suitable workaround is not available. A core component of the system is no longer functional. Multiple people are or entire office is impeded from working, but work is able to continue in a limited capacity. Or, one person is unable to function.	System is functioning but is hampered by an error or threat to future productivity. A workaround can be implemented and used until further analysis is performed. One person is impeded from working, but work is able to continue in a limited capacity.	System is functioning as intended. Incident can be regarded as an enhancement or new feature suggestion to be included in a future release. Customer has a question about the functionality of the application.

3. You should expect to receive regular updates on the status of your reported problem based on its priority:

	Priority 1	Priority 2	Priority 3	Priority 4
Non-Blackout Period	Every 2 business hours or as agreed upon.	Every 8 business hours or as agreed upon.	Every 40 business hours. Resolution will be reviewed with the State and scheduled for release on a mutually agreed upon schedule.	Every 120 business hours. Resolution will be reviewed with the State and scheduled in the next appropriate Licensed software program release.
During Blackout Period	Every 1 business hour or as agreed upon.	Every 4 business hours or as agreed upon.	Every 24 business hours. Resolution will be reviewed with the State and scheduled for release on a mutually agreed upon schedule.	Every 40 business hours. Resolution will be reviewed with the State and scheduled in the next appropriate Licensed software program release.

4. Maximum Resolution Goals have been established for each priority.

Priority 1	Priority 2	Priority 3	Priority 4
The maximum acceptable resolution time is 24 continuous hours, after initial report.	The maximum acceptable resolution time is 5 business days.	The maximum acceptable resolution time is 30 business days.	Future release

5. Remember the following key pointers when you're dealing with the Help Desk:

- Make sure that clear expectations are set each time you have a Help Desk issue

- Make sure to always get your Help Desk ticket number

- Make sure to always understand the "priority" that has been assigned to your ticket, and the associated time standards

- Don't be afraid to follow up if you are not getting the help you need in the time you need it

Disaster Recovery Planning

The State has heard several County questions and concerns about the State's disaster recovery plan. The State intends to have a disaster recovery plan that will minimize system impact if a disaster were ever to disrupt operations at the data center that hosts the SVRS.

All SVRS data is stored by a company called Data Return in Texas. Data Return is a very reputable company with customers including: HR Block, BMW, RadioShack, Harley Davidson, Lowe's, and Match.com. Additionally, Data Return has established partnerships with leading companies such as Hewlett Packard and Microsoft.

Data Return is SAS 70 certified. A SAS 70 is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). A SAS 70 audit or examination is widely recognized, because it represents that a service organization has been through an in-depth audit of their control activities, which generally include controls over information technology and related processes. Data Return has extensive disaster recovery and business continuity capabilities including redundant power, redundant connections to the

Internet, and local power generation capabilities.

Quest is currently performing the annual test of the overall disaster recovery plan and will issue a findings report in February. Quest's disaster recovery test will exercise a disaster scenario of Data Return not being available.   Quest will be testing a rapid redeployment to bring the SVRS back online from Indiana if a disaster were to strike the Data Return facility.

During the system requirements definition phase of the project, the State considered a "Hot Site" which could provide a near real-time system backup to take over if the primary Data Return site were made inoperable by disaster, but such an option was ruled out due to costs in the multi-million dollar range.