



SVRS Project Newsletter

Office of Secretary of State Todd Rokita

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County Action Items

- ◆ Continue managing tasks within County HAVA Implementation Plan (CHIP)
- ◆ Visit the Indiana Project Portal and check out the eLearning Village
- ◆ Visit the Indiana Project Portal for clarification requests from the GIS provider, Plexis
- ◆ Review data conversion logs and correct errors and confirm address changes
- ◆ Contact your County Coordinator with any project issues, concerns, or questions

Welcome

The SVRS project team is well on the way toward achieving the goal of implementing a HAVA-compliant Statewide Voter Registration system in all 92 counties by end of 2005. To date, over sixty percent of the state's counties have gone "live" with the new SVRS program and are using the system for normal business operations. Pilot counties and many of the county implementation waves have occurred. Implementations will continue through November and end with wave sixteen.

Quest's system development and data conversion teams continue to diligently work to meet the demands of project deadlines, defect resolutions and conversion activities. Since the last newsletter, the Quest data conversion team has completed an initial data conversion test for all 92 counties. In addition, final conversions have been performed for all counties that have gone live. The development team continues to develop, test, and fix system code. To date, Quest has resolved over 500 issues identified in the system. Quest's county coordination, training, and help desk support teams also continue to work diligently addressing county concerns, managing county issues, and ensuring each county's transition to the new system is smooth.

We sincerely thank each county for their efforts in getting us to this point. Your patience, involvement, positive attitude and feedback have been what are driving the SVRS project toward success. Please keep up the good work.

Todd Rokita, Indiana Secretary of State

Practicing Resiliency – Critical Issues

Many are finding issues and sharing concerns regarding the new SVRS application. The State has been working with Quest to understand their plans for addressing several critical issues including:

- Application Performance – defined as the speed of the system between when the user asks the system to do something and when the user sees a response from the system.
- Application Workflow – defined as the number of screens and the number of clicks required to complete transactions such as add a voter.
- Auto-Precinct Functionality – defined as the number of times when the auto-precinct functionality does not automatically populate precinct information based on residence address.
- Precinct Assignment Inconsistencies – defined as the occurrence where precinct assignments are not consistent with historic precinct assignments.

In addition to the critical issues profiled on the previous page, HAVA requires new transactions and new procedures to be completed within our statewide system increasing the complexity and the time required to process transactions. Examples of increased complexity and additional activities include requiring new voters to be validated against the records of the Department of Correction, Indiana State Board of Health and the Bureau of Motor Vehicles. In addition, addresses must be validated against the U.S. Postal records. These examples are illustrations of how new regulations are driving additional activities within our statewide system.

Don't despair; a key time saving benefit will materialize in the future when examining the integration between the statewide voter registration system and the Bureau of Motor Vehicles. Approximately half of the registration transactions within the State of Indiana are processed by the Bureau of Motor Vehicles and future enhancements to the SVRS system include auto populating these transactions such that the voter registration officials in the counties do not have to type this information into the system. The voter registration officials will still be responsible to review and approve the electronic information from the BMV to ensure appropriate control over the registration process. The reduction in data entry should be a significant timesaver. In addition, Quest is working to revise the workflow issues that have been documented and voiced within the SVRS user community. The workflow revisions should enable much more rapid entry and processing of transactions via fewer screens.

All of you currently operating on the FirstTuesday have demonstrated solid resiliency in the wake of application issues and significant changes profiled above. We ask that you remain resilient as Quest, the State and all of you work through these changes to improve our statewide application in the coming weeks and months. We encourage you to continue to be vocal about your needs, observations and concerns regarding the system. Please continue to use the Quest helpdesk and Quest County Coordinators to voice these issues. In addition, feel free to contact our project management team Virchow Krause with issues, observations and concerns. As always the Office of the Secretary of State Todd Rokita and the Indiana Election Division encourage open discussion surrounding your issues, observations and concerns regarding the new system.

Geographical Information System (GIS) – Inconsistent Auto Precincting Issue Update

Quest and their GIS sub-contractor, Plexis, have developed a process to solve the issue of inconsistent precinct assignments between First Tuesday™ and legacy systems. Quest and Plexis are currently evaluating district boundaries for all counties relative to geographical landmarks identified in the First Tuesday™ GIS data, GDT. GDT is the best commercially available data and provides greater accuracy than other GIS data sources, including the Census Tiger files.

During the boundary evaluation effort, there will be a small number of instances where Quest and Plexis will request county assistance to help them clarify a questionable boundary. From the 37 counties evaluated to date, the average number of clarification requests for a given county is 2.3.

Quest will publish documents requesting clarification to county SVRS portal sites upon completion of the county's boundary evaluation. Please see your county coordinator for specific dates your boundary clarification documentation will be posted.

The following diagram is an example of a boundary clarification document posted to the SVRS portal for Spencer County:



Indiana Statewide Voter Registration System County Survey – Initial Results

The primary goal of the Statewide Voter Registration System Project is to provide an application that meets the needs of the end users. In addition, it is critical to the success of the project that counties are prepared for the system through a combination of training classes, transaction experimentation in the sandbox environment, and through support by county coordinators through the implementation process.

The State is committed to the continuous improvement of the application and support services outlined above and therefore is conducting a survey in each county shortly following county go-live. The survey measures the county's impressions of training, the sandbox environment, implementation support, the First Tuesday™ application, and an overall perception relative to the project. Results of the survey are being periodically reviewed to identify opportunities for improvement.

Results of the survey will be made available upon completion of the survey this November.

First Tuesday™ Release Process

Within application development and implementation efforts, it is common practice to deliver additional system functionality and application defect fixes in what are commonly referred to as "releases." Functionality and defects are "saved" until a significant portion of the system has been changed or a large enough number of defects have been resolved to justify the release. Once the threshold to justify a release is met, the release is scheduled and implemented at a

time when end users are unlikely to be impacted by the system upgrade.

Certain instances, however, justify what is called a “hot fix.” These are situations where a defect resolution or piece of functionality is so important it justifies its own release. Typically, hot fixes are limited to critical defect resolutions that have severe impact on use of the system.

In order to release new system functionality and defect resolutions to counties live on First Tuesday™ in a timely manner, the State has given Quest the approval to perform system releases and hot fixes prior to State user acceptance testing. The state is comfortable with this approach given that Quest has an extensive system testing process in place to reduce the risk of introducing new defects. All remaining rank three functionality will be tested and resolved defects will be re-tested in the up-coming user acceptance testing session.

First Tuesday™ Performance Monitoring

As you are aware, system performance is an important factor in the usefulness of an application. First Tuesday™ is no exception; therefore the State has contractual performance monitoring provisions with Quest as a component of the State/Quest service agreement for First Tuesday™.

System performance monitoring can be accomplished one of two ways. Performance monitoring software can record performance measurements such as transaction times from the server. These performance monitoring tools provide a good view relative to how the system is performing from a *server* point of view, but they are unable to give a perspective as to what the end user is experiencing. Quest will be conducting this type of performance monitoring.

Another mechanism to measure performance is to monitor through the system network and to client machines (i.e. SVRS Workstations). Unfortunately, these monitoring tools have extreme costs and complexity associated with them. Therefore, the State has not contracted with Quest to perform this type of monitoring.

While Quest is able to determine when and why performance is at unacceptable levels from a server perspective, they are unable to determine if you are experiencing unacceptable response times from First Tuesday™. If you are experiencing any performance issues, please call the help desk to inform them of your difficulties.

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