



SVRS Project Newsletter

Office of Secretary of State Todd Rokita

February 24, 2004

Volume 1, Number 8



County Action Items

- ◆ *Continue managing tasks within County HAVA Implementation Plan (CHIP)*
- ◆ *Submit additional SVRS hardware request to the HAVA Administrator, if necessary*
- ◆ *Contact your County Coordinator with any project issues, concerns, or questions (see page 3 for County Coordinator contact information)*

Welcome

Since the last SVRS Project Newsletter, the SVRS Project Team has made significant progress in preparing for the implementation of the FirstTuesday™ application. We have now completed the design phase for the new statewide voter registration system and have moved into the “development phase”. The development phase consists of constructing software program logic that runs the application. We are gathering and reviewing the system requirements that we received from you and your fellow election officials during the past few months and turning those requirements into software “code”. We are scheduled to complete this software programming activities in early April.

In late January, the Quest County Coordination Team completed all 92 County site visits. This was the third round of county visits for the SVRS Project. We have used the information gathered during these visits to help prepare your county for SVRS deployment. The project team also identified many key project issues with the help of county officials and employees. I thank each of you for your participation and valuable input in this activity.

The data conversion effort is also well under way. The Quest data conversion team is working diligently to develop a “map” to move voter registration records from current county systems to the SVRS. To date, 29 counties have been contacted to submit initial record extracts for use in the development of the mappings. Twenty-six counties have completed the extract, and the data conversion team has completed the conversion mapping for 24 counties. Over 1 million voter records and 11 million voter history records have been reviewed to-date. Quest will be contacting remaining counties between now and mid-May to request initial extracts.

I sincerely thank each of you for your continued participation and your efforts to make the transition to the SVRS successful.

Todd Rokita, Indiana Secretary of State

County Requests for Additional Hardware

During the Initial County Visits, several counties requested additional State-funded SVRS hardware beyond what the county had previously requested from the State during the pre-implementation planning (PIPP) activities. To be consistent and fair in responding to these requests, the SVRS Project Team is asking each county to submit a written explanation for its request for any additional SVRS hardware. This request can be by letter, fax, or email, and should be submitted to Joe McLain (see contact information on Page 5) by close of business on Friday, March 4th. The request for additional hardware should state the following:

- Number of additional PCs, laser printers, label printers, barcode readers, or scanners requested by the county

- A detailed explanation for additional equipment request, including
 - (1) the office (or personnel) requiring each additional piece of equipment
 - (2) an explanation of why the piece of equipment was not included in the original estimate communicated to the State

The State will evaluate each of these additional hardware requests promptly and will respond to each county individually. We may not be able to approve every request in full, but we want to do what we can to respond to your county's needs.

User Acceptance Testing (UAT)

Approximately 50 counties recently received a fax communication from the SVRS Project Team regarding the upcoming User Acceptance Testing (UAT) effort. This communication asks you to help provide county resources to execute the crucial User Acceptance Testing (UAT) activities during April and May.

One way to understand the importance of UAT is to imagine it as taking a car for a test drive. In a test drive, you can make sure that all of the critical features in the car are working, and that the car is designed in a way that makes it easy and comfortable to operate. From the State's perspective, it is an opportunity to make certain that our new "2006 SVRS" is being built to the highest quality standards.

We are working to assemble a diverse group of people to help with the UAT for the new system. We are asking for assistance from a sample of counties with different population sizes, varying degrees of sophistication with technical voter registration issues, and varying degrees of familiarity with how the project has developed so far. If your county has been asked to participate in UAT, please be sure to respond to the fax communication on or before the close of business on Monday, February 28th. Help us make the system zoom.

SVRS Project Portal

The SVRS Project Team encourages each county to visit the IN SVRS Project Portal regularly. This online portal will serve as one of the primary communication methods for details about the IN SVRS Project. The portal can be accessed at

<https://clients.questis.com/INSVRS/> and contains items such as:

- Important information on upcoming SVRS Project events
- A "County Portal" containing information pertinent each to county such as their CHIP and data conversion details
- Project documentation libraries
- Project status information
- Contact lists
- Announcements regarding upcoming project activities
- The ability to submit questions and feedback to the SVRS Project Team

Please contact your County Coordinator if you cannot access the portal.

County Coordination Team Contact Information

As each County manages the SVRS implementation tasks outlined within its individual County HAVA Implementation Plan (CHIP), the SVRS Project Team strongly encourages each county to contact its designated County Coordinator with any questions, issues, or concerns. Please see page 3 for County Coordinator contact information.

County Coordinator	E-Mail	Phone	Counties	
Carla Hayden	chayden@questis.com	(317) 806-8904	Brown Clark Crawford Daviess Dubois Floyd Gibson Greene Harrison Jackson Knox Lawrence	Martin Monroe Orange Perry Pike Posey Spencer Sullivan Vanderburgh Vigo Warrick Washington
Rick Klapak	rklapak@questis.com	(317) 806-8875	Bartholomew Dearborn Decatur Fayette Franklin Hancock Jefferson Jennings Johnson	Marion Ohio Ripley Rush Scott Shelby Switzerland Union
Lisa McCreary	lmccreary@questis.com	(317) 806-8914	Adams Allen Blackford DeKalb Delaware Elkhart Grant Henry Huntington Jay	Kosciusko LaGrange Madison Noble Randolph Steuben Wabash Wayne Wells Whitley
Ted Rosdil	trosdil@questis.com	(317) 806-8903	Benton Carroll Cass Fountain Fulton Howard Jasper Lake LaPorte Marshall	Miami Newton Porter Pulaski Saint Joseph Starke Tippecanoe Tipton Warren White
Kelly Sprague (Team Leader)	ksprague@questis.com	(317) 806-8855	Boone Clay Clinton Hamilton Hendricks Montgomery	Morgan Owen Parke Putnam Vermillion

Frequently Asked Questions (FAQs)

During the Initial County Visits, the County Coordination Team assembled a list of county questions, issues, and concerns. While each County's Coordinator will be following up with counties on the majority of these questions, the SVRS Project Team is developing a Frequently Asked Questions (FAQ) document to address issues and concerns shared by many counties. But before the FAQ is released, the SVRS Project Team would like to begin by addressing the following county questions:

“Relations with our old vendor have been strained and we would rather not deal with this group of people; can you help us in the conversion process?”

Quest is contractually responsible for obtaining a complete data extract of a county's voter registration data. Quest's approach to the conversion has been to reduce the need to work with your current vendor to assist in this process. If a county is struggling with getting its information from its vendor, the county should work with its County Coordinator and the Quest Conversion team to identify ways in which Quest can support the process. It is encouraging that in working with the initial 27 counties, Quest was able to obtain data from each of the current vendor applications. Initial contacts have been made with all current vendors.

“Our data contains many records of deceased voters and voters who have moved from our county. Should we clean this data before conversion?”

Yes, but only to the extent allowed by Indiana law. Counties can work to use the time before conversion of their information into the new FirstTuesday™ application to clean up any data in their databases that can legally be corrected. For example, this includes correcting obvious errors (or adding missing information), such as missing birth dates that are not included in the county's database, but can be found on the original voter registration card from the voter, or a correcting a name that was misspelled when data was entered from the original card.

However, changing over to the new system does NOT allow a county to cancel a voter registration if the county would not otherwise be allowed to do so (for example, canceling a voter's registration who moved out of the county still requires a cancellation request from the voter, or for the registration to be “inactive” for at least two general elections.)

If you have questions about whether a registration record can be “cleaned” in a particular way under state law, contact the Co-General Counsels or Co-Directors of the Election Division.

Quest will work with the County during the data conversion process to assist with this cleansing process. Quest will do three conversion runs using the data from the old county VR system). The first two of these conversion runs are to allow the county to see the cleansing that is occurring and to identify errors. Counties will be able to correct some of these errors in the old system before the final conversion. There will also be some automated data cleansing performed by the Quest program, such as the standardization of addresses. For example, the conversion programs will make all addresses end in the appropriate ending such as St instead of Street, Rd instead of Road, and so on, without the county voter registration offices having to make these changes manually.

“Who assigns security and passwords for the system for new employees?”

The State will be responsible for giving specific State employees some levels of access to the system, and assigning them passwords. The county voter registration office will be responsible for giving specific county employees some levels of access to the system and assigning them passwords. The system will have some restrictions on the types of passwords that will be allowed for either the State or county users.

“We are currently investigating new jury management software; can you please provide us with the layout of the jury selection file you will provide?”

The SVRS Project Team will have this information available approximately March 31st.

“We feel that we have a robust and technically sophisticated internal network. We feel it is unnecessary and undesirable to run a totally separate network for the voter registration system. Can anything be done to satisfy our request to combine the voter registration network with our internal network, thereby eliminating the requirements for additional cabling and multiple PCs at each worksite?”

The SVRS Project Team is aware that several counties would like to use their own internal network to support the SVRS. The project team is evaluating several options that would allow counties, with stable and secure network infrastructures that meet a minimum set of standards, to each utilize their internal network, thus avoiding additional cabling and multiple PCs at each worksite. The project team will be sending out more information on this issue shortly.

“What happens if the State-funded Internet connection goes down?”

The State-funded SVRS network will automatically establish an alternate Internet connection with a dial backup if the primary circuit to the Internet becomes unavailable.

“We do not currently have the availability of DSL in our county; what will be the alternative?”

Quest is committed to deliver DSL or equivalent broadband services for all 92 counties. Other broadband alternatives up to T1 lines will be options if DSL is not available or appropriate for a specific county.

“We do not have an IT department in our county. How will this affect the implementation of the system?”

Quest is responsible for assisting each county to implement the IN SVRS project. Quest team members are responsible for installing and deploying all PCs and peripheral equipment, converting the data, and operating the system after it goes live, including manning the IN SVRS Help Desk to support the new application and the equipment. Local county IT staff is not a requirement for a successful implementation.

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

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HAVA Administrator
Indiana Secretary of State
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