SVRS Project Newsletter

Office of Secretary of State Todd Rokita

County Action Items

- ◆ *Continue managing tasks within County HAVA Implementation Plan (CHIP)*

- ◆ *Visit the Indiana Project Portal and check out the eLearning Village*

- ◆ *Contact your County Coordinator with any project issues, concerns, or questions*

Welcome

Since the last newsletter, the SVRS Project has made significant progress, and we began rolling out FirstTuesday™ to some of the Pilot Counties.   All Pilot counties have received three-day training on the new SVRS to date, and several county offices have been set up with an SVRS Sandbox. The SVRS Sandbox provides a county with a system environment, loaded with county-specific test data, allowing users to "play" with the SVRS within the county office.

Quest's development team continues to produce and test system code. To date, the development team has completed two of three software modules. These modules included major functionality such as voter registration, election setup and managing absentee ballots. The third and final software module is scheduled for mid May.

From a data conversion perspective, 66 counties have been contacted to submit initial extracts for Quest to use for test conversions. Fifty-four counties have submitted initial extracts to the data conversion team, and initial test conversions have been completed for ten counties.

The SVRS Project is moving into exciting times.   We are seeing County and State system requirements translate into a working system. We are also quickly approaching the system roll-out date for some Pilot counties where they will begin using the system for normal business operations.   I sincerely thank each of you for helping us get to this point and your future efforts which will make the State's transition to the SVRS successful!

Todd Rokita, Indiana Secretary of State

SVRS Pilot Training

During the week of April 13th, Quest and Russell Martin Associates kicked off the first SVRS Training session.   The three-day training session is intended to provide future SVRS users with (1) the necessary skills and knowledge to efficiently perform business functions within FirstTuesday™ and (2) techniques for handling change while their office transitions to the new system.

To date, all Pilot counties and several State representatives have participated in the training sessions.   Training participant feedback has been overwhelmingly positive with "Excellent" or "Very Good" rankings on both the instructors and training sessions.

Participants from the April 13th SVRS Training

Below are some comments from participants of the past three training sessions:

- "I really liked the idea of Lou drawing the picture for me of the steps to take to get to the next step. Don't tell me what to do, tell me why I'm doing it then it makes sense. I thought it all was great and I will be a great cheerleader for all of you. The other counties will love you, too."

- "I truly enjoyed this class because you made it easy to be comfortable and not afraid that you can't do something that is so possible."

- "This has been an enjoyable 3 days. It feels so good to see this project really taking shape after hearing about it for so long now. The training was fun and I really feel good about everything! THANKS! "

Additional pictures of the training classes are available on the IN SVRS Project Portal (https://clients.questis.com/INSVRS/) under "Pictures."

User Acceptance Testing (UAT)

The State is currently in its third week of User Acceptance Testing (UAT). The UAT team consists of a diverse group of State and County users who are testing the new system to ensure it meets all State and County requirements. In addition, the UAT team is carefully navigating through FirstTuesday's™ screens and modules to confirm it has been designed in a way that makes it easy and comfortable for users to operate.

The UAT team is using detailed test scripts to assist them in validating the application meets the needs of County and State users. To date, testers have executed over 250 of the 600 UAT scripts.   UAT activities are planned to continue until early June.

If anyone has any questions or concerns with User Acceptance Testing, please contact Bob DeHaven at (612) 242-9494 or rdehaven@virchowkrause.com.

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 requested counties submit a detailed written request to the State outlining additional hardware requirements.

The State received over fifty additional hardware requests from counties and recently completed its review of each county's additional hardware request. The State is pleased to announce that, in most cases, it will be granting each county request for additional hardware equipment.

Please note that counties selecting an Option #2 or #3 networking solution will only receive two PCs.   For any counties with networking solution Option #4 and accessing the SVRS using existing equipment owned by the County, the State will not be providing any PCs.

Over the next few weeks, each county will be contacted by its County Coordinator with final hardware allocation amounts. Additionally, the State will be sending out an official contract between the State and County outlining each county's chosen network solution alternative, hardware allocation amounts, and SVRS implementation and maintenance responsibilities.

New County Coordinator

The Quest County Coordination Team has recently brought on board Steve Eckerman to assist Kelly Sprague and the County Coordination Team. Steve Eckerman (seckerman@questis.com or 317.806.8906) will be transitioning into the County Coordinator role for the following counties:

- – Boone
- – Brown
- – Clark
- – Clay
- – Clinton
- – Greene
- – Hamilton
- – Hendricks
- – Jackson

- – Lawrence
- – Monroe
- – Montgomery
- – Morgan
- – Owen
- – Parke
- – Putnam
- – Vermillion
- – Washington

All affected counties should have been contacted and informed of this recent change.   If any county has questions or concerns with these changes, please feel free to contact the County Coordination Lead, Kelly Sprague. Kelly can be reached via e-mail at ksprague@questis.com or phone at (317) 806-8855.

Frequently Asked Questions (FAQs)

This document addresses many of the most common questions the project team is hearing from the counties. Note that each Frequently Asked Question cites the county (or counties) that posed the question to the SVRS Project Team.

Data Conversion

Question: Our data contains many records of deceased voters and voters who have moved from our jurisdiction. Should we clean this data before conversion?	
Noble	They have all their purged data still on the system. It is in the regular database but shows purged, deceased, etc. Will FirstTuesday™ allow purged voters to stay on their system? Or they have to get rid of this information before they send us their data?
Grant	Should we be attempting to clean up our data now so that when the data is converted there will be fewer issues to deal with?
Answer: Counties should strive to use the time before conversion into the new FirstTuesday™ application to clean up any data they can *within the guidelines of Indiana laws* and existing policies and procedures relative to data maintenance. This includes completing pending voter status changes (deceased, inactive registrations, cancellations). The effectiveness of the new system is greatly enhanced by improving the quality of the data. Quest will be working with the County during the data conversion process to provide information to assist with this cleansing process. There will be three conversion runs made using your legacy data (data from your old VR system). The first two of these conversion runs are to allow you to see the cleansing and also to see what errors are identified. Some of these errors you will be able to correct in your old system before the final conversion. There will be some automated data cleansing that will occur 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, etc.	

Regardless of the quality and status of a county's voter records, all VR records will be converted into the new system. No records will be dropped. Purged voter records will be converted to the system and assigned a status of cancelled.

Question: If our vendor charges us to extract our data, will we have to pay three times? – Gibson

Answer: Yes, the State has contracted with Quest to provide three data conversion cycles. Each cycle will require a data extraction. The advantage of these three conversion cycles is that the County staff has two opportunities to review the data and clean up issues identified before it is converted into the new application system.

Ultimately, Quest is responsible for helping each County extract data where feasibility issues exist. If you feel this is an issue, please let your County Coordinator know and the SVRS Project Team will assist you.

Question: Will only active records be transferred during conversion? - Dearborn

Answer: All records that currently exist in a County legacy application will be transferred with the current County status retained. Therefore, both "active" and "inactive" records will be transferred to the new system so that Indiana is in compliance with federal law.

Question: We have been working to clean up all of our data. We are going through all the cards in our files and fixing every problem we find. Can't we just keep doing this and disregard your Conversion Issues Reports?

Answer: Some Counties are not scheduled to receive their first conversion reports until mid-June or later. We encourage all counties to continue to cleanse their data. County staff should concentrate on adding missing data such as SSN, DLN, Birthdates, Genders and Registration Dates. It is not required to update addresses since most of these will be standardized automatically during the conversion process. One exception would be *residential* addresses which contain Post Office boxes; an attempt should be made to replace these with residential addresses. (Of course, P.O. boxes can continue to be used for *mailing* addresses, as in small towns with no home delivery of US mail.)

After the first data conversion run, Quest will provide conversion reports that help the counties concentrate on the most important data first. The conversion reports provided are designed to isolate the most critical problems so that they can be fixed first. After the critical problems are repaired, as time permits, the less critical problems can be tackled. With the very tight time schedules of the IN SVRS installation, it is important that if possible all the records indicated on the reports as containing "errors" be fixed first. The registration errors report isolates these records and should be covered first, after which the registration warnings report can be used to tackle the less critical problems.

Question: Should I print all of the registration report which I received from your data conversion team?

Answer: Printing this report is not necessary. The registration report is a complete listing of all the records in your database. This report shows the original data and then in an adjacent column, how that data was converted into the IN SVRS database. **This is a very large report, and was never intended to be printed**; rather it was intended to be a reference, which would be used in electronic format for the times it is needed. This is also true for the voter history report.

Question: All of these conversion reports are huge files and take forever each time I need to open then from the portal. How can I make this go faster?
Answer: Once created for the each conversion run, the conversion reports will not change until the next data conversion. Since these files are static in nature, it would be efficient to download them to your local computer where they would open faster. If the files on the portal have an "alert" set, the user would always be kept informed of any changes in the file and could easily keep the local file up to date in the infrequent event that that would be required.

GIS

Question:	
We have an agreement with our current GIS vendor which does not allow us to share GIS data with anyone who will use that data for a profit. We understand that the GIS data will be in the custody of a third party company, Plexis Group, who is a competitor of our company. Is there an agreement with Plexis Group which prohibits them from using the data provided by our vendor for any other purpose other than the IN SVRS? If not would the state, Quest and Plexis Group be willing to enter into such an agreement?	
Cass	GIS Provider wants to know if there is an agreement with the state and Plexis not to sell GIS data to a third party for profit?
Huntington	Vicki will be bringing a data share agreement to the N District Meeting 3-10-05. Their county Attorney needs it signed by SOS before they will release GIS data.
Huntington	GIS Director Mike Snelling, County Attorney, asked if Quest and/or the State would be willing to sign Data sharing agreement stating that the GIS files would only be used for SVRS and nothing else. They feel this may be necessary because in past another vendor misused GIS files. He is checking with the Huntington County attorney to see if a document should be submitted for this issue.
Answer: The State has entered into a contract with Quest and its partners that limits the use of any data provided by the State and counties. Specifically, the contract outlines the following: – As stated in Section 15.3 of the State's contract with Quest: "Quest shall utilize the <u>State Data solely for purposes of this Agreement and shall not sell, assign, lease or otherwise commercially exploit the State Data.</u> Quest is hereby authorized to have access to and to make use of the State Data to the extent reasonably necessary or appropriate for the performance by Quest of its obligations hereunder." – Section 1.49 defines "State Data" as: "data and information gathered, maintained and provided to Quest by or on behalf of the <u>State or State Authorized Users</u> …." – Section 1.47 defines "State Authorized Users" as "employees, agents, and contractors of the State of Indiana, <u>the Counties and other political subdivisions of the State of Indiana.</u>" – Section 1.9 of the contract also has a "Confidential Information" clause defining: "information provided by State to Quest, whether in written, oral, electronic or other form, that is identified as confidential by State, or information to which Quest obtains access by virtue of its performance under this Agreement, and all such information, regardless of whether marked confidential or proprietary, that, given its nature or the manner of its disclosure, ought to be reasonably understood to be confidential information. <u>State Data is deemed Confidential Information</u>."	

- Section 14.8 of the contract also holds Quest responsible for ensuring that Plexis Group handles all State and county data in a confidential and appropriate manner: "Quest shall enter into <u>written agreements with its subcontractors, agents and employees as are necessary to provide for the reasonable protection of any intellectual property of State.</u>"

Question: Can we shrink wrap the cards when we package them for shipping? Who is going to pay for the shipping?	
Gibson	Can they Shrink Wrap the packaged cards for shipment within will the specific shipping guidelines?
Rush (Pilot)	Who is responsible for covering the shipping cost of the voter registration cards to be scanned (both ways)?
Answer: Instructions for packaging and shipping the cards is contained in our document on backfile scanning which is available now. The cost of packaging and shipping is the responsibility of the county.	

Question: Will the system cleanup the signatures clipped? Remove lines, other marks, etc? – Blackford
Answer: There is technology that will remove some speckling or other image irregularities. It will not remove a line which runs through the signature or boxes around the signature if close to it.

Question: We currently have scanned signatures from poll books only for voters who have voted. Will the state be willing to pay for part time people to scan signatures in our office rather than sending the cards out to be scanned? - Boone
Answer: No. The State has contracted for central scanning of VR cards to clip the signatures.

Printer / Scanner

Question: Will the printers provided by this system be networkable?
Answer: Printers attached to the State supplied network (e.g. network Option #1) will be only available to PCs on the State-supplied network. These printers will not be available to PCs attached to a county-furnished network. If a county has selected option 2, 3 or 4, they are free to try to use any laser printer attached to their network which is capable of printing the reports included with the system. Quest cannot certify that the printer will work but it is likely they would work.

Question: We now use a high speed printer to print the large volume of reports and poll books at election time. This and other printers are networked into our existing system. Will we be able to use this and other networked printers with the new system?	
Lake	Now have a Cannon 105 ppm printer they need this capacity for poll books.
Henry	Currently print labels on a Tally T6045 Line Printer. They would like to utilize this printer.
LaPorte (PILOT)	The county wishes to use a print server in Option 1. They feel that sharing local printers will cause significant help desk problems since the user on the machine with the printer must be logged on before the attached printer will be available to

the network.

Answer: For Option 1 counties, printers will only be available to PCs attached to the IN SVRS network (via the Quest provided network). The printers are directly attached to PCs on that network. Reference FAQ #34 response.

All print files will be generated as PDF files so they could be copied and transferred to another PC with access to a county's higher speed printers.

Question: Will Poll Books be printed on laser printers, or must they be printed elsewhere? Will the Laser printers be able to handle the load? Can the laser printer be used to print Newsletters?

| Perry | Will poll books be printed on the laser printers? If so will they be able to handle the load? Can we print newsletter? |
| Jackson | Will the printer print on both sides of the sheet automatically? |

Answer: The system is designed to print the poll books on the printers specified. Reports, including poll books, can be saved as PDF documents for printing either locally or through external sources to ensure their consistency. The system will also produce comma separated flat files that can be used independently or in a mail merge function into documents created by the county.

Please note that HP LaserJet 2420DN is capable of duplex printing. FirstTuesday documents are primarily single sided forms.

Question: Hardware - How many amps will equipment pull?

Answer: The hardware specifications for power are as follows: HP dc5100 Micro tower - 300 W; HP L1740 Monitor - less than 60 W; HP LaserJet2420DN 625 W - Printing/8.5 W Sleep; HP Scan jet 8250. 27.5 W Max Power Mode, 7.5 Low Power Mode; DYMO Label Printer – Information Not Available.

Question: Can scanner also be used as a copier? - Owen

Answer: No, the HP Scan jet 8250 is not a copier.

Question: Does scanner auto-feed? –Lawrence

Answer: Yes - The HP Scan jet 8250 is equipped with an ADF (Automatic Document Feeder).

Question: Will removable media, such as CD drives, be disabled? If not, what will the State use for virus protection? – Vanderburgh

Answer: No, the CD Drive will not be disabled. The PC's will be equipped with virus protection and updates will occur regularly.

Mock Election

Question: We are concerned that in May 2006 on Election Day the entire system will be tested beyond its limits. We would like to test this by holding a "mock election ," where all counties would coordinate activities to test the resiliency of the system under Election Day loads. These steps would include such things as running poll books simultaneously, and accessing the system simultaneously from many terminals.

Lake	Concerned about the system's ability to handle pre-election and election-day strain. Suggest running a "Mock Election" and ask all counties to run poll lists at the same time, and other things that might simulate election conditions.
Porter	Concerned about the systems ability to handle May 2006 election since no testing of capacity under election conditions.
Gibson	Will a "Dummy Election" be run to test all counties using the system at once?

Answer: Quest will perform a significant amount of system testing before deploying the FirstTuesday application to the counties. A major component of that testing is a series of tests to simulate extreme loads on the system to simulate Election Day activity. The activities mentioned, while generating load on the system, will not necessarily be occurring at the same time. Poll book generation will occur over several days. Therefore, a mock election has not been planned into testing.

Jury Management System

Question: We are currently investigating new jury management software; can you please provide us with the layout of the jury selection file you will provide? - Huntington

Answer:

Jury Pool Import Specs

File Format: Comma delimited

Field Name	Required	Format	Comments
Social Security Number		999999999	No dashes
First Name	x		
Middle Name			
Last Name	x		
Suffix			
Date of Birth		YYYDDD	Year followed by number of days (EX: 01/01/1981 → 1981001)
Gender		M' or 'F'	
County Code		2 digits	
Address Line 1	x		
City	x		
State	x		
Zip	x	5 digits	
Verification Date		YYYDDD	
Driver Condition			Driver's License Status

Jury Pool Export Specs

File Format: Comma delimited

Field Name	Required	Format	Comments
Social Security Number		999999999	No dashes
First Name	x		
Middle Name			
Last Name	x		
Suffix			
Date of Birth		MM/DD/YYYY	
Gender		M' or 'F'	
County Code	x	2 digits	
Mailing Address Line 1	x		
Mailing City	x		
Mailing State	x		
Mailing Zip	x	5 digits	
Data Processed Date		MM/DD/YYYY	
Record Source			'SVRS' for Registered voters otherwise file description of supplemental file.
Phone		9999999999	

Question: How will the jury file get into the jury management system we use?	
Vanderburgh	How will the jury file get into the jury management program we use? Can the file be exported into the management program?

Answer: FirstTuesday allows a user to create a file containing voter registration data that can be imported into a county's existing jury management system.   Assuming that the county's existing jury management system accepts an import file, the user will copy the file and deliver it to the responsible party responsible for importing it into that jury management system.   It is the county's responsibility to resolve any jury selection process or system issues.

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Question: Will there be a charge for converting BMV records to SVRS? - Parke

Answer: The ability to import a supplemental list to be merged with the voter file, such as that provided by the BMV, is a function of the FirstTuesday application. A county may choose to merge the file here or may chose to merge the files through their jury management system, if it has that capability. There are no additional costs on the part of the IN SVRS to import this file, and therefore there will be no charge to the county.

Question: Jury Selection: Can the BMV send the supplemental list through the system itself as opposed to on a disk? - Kosciusko (PILOT)

Answer: No. For the initial delivery of the IN SVRS, the BMV will cannot support this request.

Question: Will the new system track people selected for jury duty. – Johnson

Answer: No, that is a function of a jury management system. The new IN SVRS allows for the importing of a supplemental list that can be merged with voter registration records. The merged records are processed by the system so that any identifiable duplicates will be eliminated. This file is then exported by the IN SVRS to be used with a county's jury management system of choice.

Question: Will the Jury System print labels? – Jackson
Answer: The FirstTuesday system does not generate labels associated with jury selection.

Question: We are accustomed to notifying the BMV for data when preparing for Jury Selection? Who will notify the BMV now the county or the state? - Wabash
Answer: The county is still responsible to work with the BMV for the supplemental list.

Question: Who will be responsible for backing up the data, and how will that work? Will we be able to back up our data locally?	
Starke	Want to do backup locally
Allen	Major concerns with the backup plan regarding the data. They are requiring a backup of the data Infrastructure on-site.
Dekalb	They also want a copy of their data to reside at the county.
Answer: Quest is responsible for backing up the state-wide data that resides at the hosted site. The counties are responsible for backing up any documents they create on the PC's outside of the SVRS system There is no requirement for Counties to be responsible for data backup of the central databases. Counties will have the capability to extract data for download to their local PCs but this is not for backup purposes.	

Training

Question: How many people can we send to our training session? Can we split our group so that we do not completely empty our office during the training times? How will scheduling conflicts be handled?	
Posey	Can they split the training sessions, so everyone is not gone at the same time?
Marion	How many people can a county send to training?
Answer: Every effort has been made in the training schedule to allow all active full time users of the IN SVRS to attend a training session near their home county. Each county has been provided their training schedule in their CHIP. Given the number of counties to convert and the limited time period to do so, the schedule is very tight. We encourage all counties to make every effort to stay within this schedule. There is some room for the accommodation of unavoidable conflicts and emergencies in other classes around the state. There will be several make-up training sessions in the fall and it may be possible to allow some individuals to attend training sessions away from their home regions as space and scheduling constraints permit	

Question: Who should attend the GIS training, the clerk or the GIS expert, or should both attend? -Daviess County
Answer: The one day GIS expert training is designed for the individual in the county who is responsible for working with the geography issues of the voting office. It will provide a deeper understanding of how GIS integrates and supports the FirstTuesday application and allow them to serve as a local GIS reference for the county.

Question: Can we get advance copies of the training manuals? –Lake County

Answer: As training documents are completed and made available after pilot training and revision, they will be posted on the Portal and in the eLearning Village. There are now several documents and learning tools available in the eLearning Village, and all users scheduled for training are encouraged to use them before attending training. If a user does not have portal access, contact your County Coordinator for permissions.

FirstTuesday™ Functionality

Question: Will the system maintain a record of party affiliation for poll-workers? – Saint Joseph

Answer: This is handled in the IN SVRS at the time that a poll worker is assigned to a poll position. The system will allow the user to designate if the poll worker being assigned was nominated by either county party chair or by the county election board.

Question: Will one final duplicate check be handled after everyone is up and running? We would also like specific details as to how duplicates will be handled. - Bartholomew

Answer: The new IN SVSR system will provide functionality when adding a new voter to identify duplicates and allow user interaction that is in compliance with HAVA legislation as well as state law. In regards to dealing with identifying duplicates during conversion, until all 92 counties data is converted from their legacy systems into a single master file, true identification of duplicates is not possible or would be inaccurate or incomplete. There will be a duplicate identification process identifying the duplicates that will run periodically through the system with a first full run sometime in December. The logistics of the process are still under discussion.

Question: Once scanning begins can voter cards be filed in a box and moved to the basement or to they continue filing in card file for the public? – Owen

Answer: The requirements for the maintenance and physical custody of voter registration cards are fixed by state law (IC 3-7-27-15; 3-7-27-20.1; 3-7-27-21.1) so nothing will change when scanning of a county's records occur. While Counties are not required to have all cards available in their offices, they will need them available for review when a public records request is filed. After the statewide voter registration system comes into operation at the end of this year, these state laws will allow for *duplicate paper voter registration records* that some counties have kept from the days before NVRA to be stored off-site. The Election Division will provide more information regarding these requirements as the transition to the new system continues.

Question: Since the poll worker list may change the morning of the election, can this be updated before giving information to Auditor? – Floyd

Answer: The IN SVRS will allow the user to modify poll worker assignments and data pertaining to the payment of a poll worker before generating the file that can be sent to the Auditor.

Question: How long will data be retained? - Vanderburgh

Answer: Voter information will be kept on the system indefinitely. At this time, the State does not currently plan to remove any data from the system for at least 5 years.

Question: How long will data be retrievable? – Vanderburgh

Answer: Since voter information will be kept on the system indefinitely, the information will also be retrievable for the indefinite future. At this time, the State does not currently plan to remove any data from the system for at least 5 years.

Question: Will all users be able to access all reports or only reports which pertain to them? Will VR be able to access election reports? - Vigo

Answer: The IN SVRS system will come complete with a standard report library available to any person assigned with the appropriate security role. One person's "security role" (such as a temporary worker hired to process voter registrations in September and October) will have much more limited access to reports and other data than that of another person with a different "security role", such as a circuit court clerk. The State will continue working with the Steering Committee members, Virchow Krause, and Quest to address any county concerns about access to reports.

Question: Will there be a place to record where the registration originated, BMV, Workforce Develop, etc? – Vigo

Answer: Yes. This is required for NVRA tracking purposes.

Question: How will local requests by candidates for campaign mailings be handled? - Vigo

Answer: The IN SVRS will allow for the printing of mailing labels that correspond to voter registration records based on parameters specified by the user.

Question: How will the program deal with abbreviations for Street, Avenue, Road, County Road, etc? - Spencer

Answer: Addresses entered from a Voter Registration application (and converted from legacy county systems) will be automatically standardized. The standardization will be done using files provided by the US Postal Service so that the system uses the same abbreviations as the post office.

Question: BMV: Will/can the electronic signatures captured at the BMV be forwarded along with the registration request information? Kosciusko (pilot)

Answer: For the initial delivery of the IN SVRS, this functionality will not be supported.

Question: How up-to-date are the postal files that we will be using in the application? – Delaware

Answer: The USPS files used by the IN SVRS will be updated at least every six months. Therefore, when the voter registration system goes live at the end of this year, the postal files will be no more than six months old.

Question: How will we get data from BMV? Registration Cards from the BMV are not accurate. - Elkhart

Answer: Voter registration applications processed at the BMV will be fed into the IN SVRS daily. While the accuracy of the data entered by BMV is the responsibility of the BMV, Voter Registration offices will continue receiving a paper copy of BMV's registration cards and always have final say on approval or rejection of any application.

Question: Can the hopper be used to quickly notify counties as to who registered on-line? – Floyd

Answer: The hopper will act as a work management tool for the counties. Information from sources outside of the application pertaining to voter registrations will display in the hopper either in real time or as files are loaded into the application, such as those from the DOH and DOC.

Voters will be able to download an application to register to vote and will also be able to check the status of a submitted application on-line. However, Indiana law does not allow any voter to "register on-line". A form with an original signature by the voter (or the electronic scanned image of the original form transmitted from the BMV) must still be filed with the county voter registration office.

Question: Will County Health Department continue to give the county a list of who died in their county? – Hamilton (pilot)

Answer: State law was changed in 2001 to provide that county health departments are now required to provide this information to the State Department of Health, rather directly than to county voter registration offices (IC 3-7-45-2(c)). The State DOH will provide a file of Death Records that will be imported into the IN SVRS. The application will sort the data on the file to provide each county with their specific records for processing against voter registration records.

Question: Does program flag cancelled voters, under 18 voters, etc? - Lawrence

Answer: The IN SVRS will identify all voter registration records that have a status of cancelled for reporting purposes. Registrations for youths under the age of 18 will be captured as a voter registration record if the registrant will be 18 years of age on or before the next general election. If the registrant does not meet this age requirement, the county voter registration office must reject the application.

Question: Will information about who represents a district will be available to the public on the public site. – Marion

Answer: This is not part of the initial IN SVRS delivery. However, the Election Division web site currently provides links to several counties that make this information available to voters.

Question: Will voters be able to print completed absentee ballot application from public site? – Vanderburgh

Answer: No. The public site will allow the user to print a blank absentee ballot application. For the initial delivery of the IN SVRS, the ability to print a completed absentee voter application will not be supported.

Question: Is the polling place tied to the registration on the public portal? – Marion

Answer: Polling places on the public portal will be tied to the geographic data in the system. The polling place is tied to an address that can be matched to either a residential or mailing address on a voter registration record but not to a particular voter.

Question: All of our power circuits are full; can battery backup packs be used, if so who will pay for them? – Greene

Answer: No - Battery backup is ok for temporary power outages, but not for the primary power source. Power drop costs are the responsibility of the county.

Question: What are the specifications for the browser to be used with the system? – Hamilton (pilot)

Answer: IN SVRS is being developed to work with Internet Explorer 6, and other browsers may work as well.

Question: I have been receiving emails that are infected with the NETSKY virus. The email address in the "From" field seem to be people involved with the IN SVRS project. Are these infected emails coming from the IN SVRS system or from Quest?

Answer: There are many email viruses that scour a user's computer and take any email address it finds and then sends out other virus filled emails to those addresses. They randomly select one or more address and fake the "From:" address in the email itself (this is called "spoofing"). The virus could be on any computer anywhere on the internet. It is very difficult to track down its origin.

It is very important to actively maintain anti-virus software on all computers attached to the internet. Quest and the IN SVRS System maintain anti-virus protection and firewalls to protect their systems. The anti-virus software being placed on the State furnished PCs will also take care of any viruses. Unfortunately, other computers on the internet that have viruses have spoofed various addresses and infected e-mails are received regularly. It is advisable to *not* open an e-mail attachment unless you were expecting to receive the attachment and you know what it is.

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

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We hope that these FAQ responses are helpful to you!.

Due to time and space limitations, we can't address some of the questions as fully as we would like. If you have further questions, or need clarification for an FAQ answer we have provided here, please let your Quest County Coordinator know.