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

The SVRS Project continues move toward our goal of implementing a HAVA-compliant Statewide Voter Registration System in all ninety-two Indiana counties. To date, all ten Pilot counties have gone "live" with the new SVRS program (i.e. FirstTuesday™) and are currently using it for normal business operations. The Pilot counties have served as the final testing ground for the SVRS application, and they have identified two critical issues with FirstTuesday's GIS capabilities and overall workflow.   Quest is currently investigating these two issues. Within the next few weeks, the SVRS Project Team will begin rolling out FirstTuesday™ to another group of counties, including Bartholomew, Decatur, Shelby, Brown, Jackson, Jennings, and Johnson counties.

Photo taken during Secretary of State Todd Rokita's recent visit with Karen Daily, Benton County Circuit Court Clerk, to observe and discuss the new system

Quest's system development and implementation teams continue to work diligently to meet the demanding project deadlines. Quest's data conversion team has collected initial data extracts for all ninety-two counties, and initial test conversions have been completed for fifteen counties. The development team continues to develop, test, and fix system code.   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 transitions smoothly into the new system.   As each county approaches its FirstTuesday™ training and deployment dates, please make sure you keep in touch with your County Coordinator and check your e-mail frequently.

As always, I sincerely thank each county for helping us get to this point.   I would also like to especially thank and recognize the dedicated people in each Pilot county for their overwhelming support over the past few months.   Your involvement, patience, enthusiasm, attitude, and feedback have been outstanding, and the rest of the state will benefit greatly from your commitment to this project.

Todd Rokita, Indiana Secretary of State

SVRS Training

Roughly twenty-eight counties have completed an intensive three-day training. The major goals for attendees of these three-day training sessions are to become familiar with using FirstTuesday™ and to gain confidence in the ability to work efficiently with the new system.

During the Pilot county three-day training sessionsin April and May, twenty-six Pilot county representatives, two State representatives, and County Coordinators from Quest met at three separate training facilities around the state for training. After the three-day training sessions, attendees were surveyed on the effectiveness of the SVRS Training. Over 70% of the participants in the pilot training sessions reported that their goals were met, while 100% agreed that their goals were at least partially met. Concepts stressed during the training were voter search and voter registration, along with navigation of the system and petition management. Most trainees found voter searching the easiest concept to master, but petitions was the hardest concept for trainees to learn.

The training seminar proved to be beneficial for all of the pilot counties, shown by large improvements in test scores conducted pre- and post-training. Each training session improved their scores by an average of at least 4.7 points, and by as much as an average of 7.5 points.

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

Pilot County Implementations

During the months of May and June, Hamilton, Hendricks, LaPorte, Spencer, Fayette, Kosciusko, Wayne, Rush, Benton, and Hancock counties went "live" on the State's Statewide Voter Registration System (SVRS). The Pilot counties have played a critical role in this project by being the first to go through the implementation activities and "test drive" the new SVRS application. Their participation and contribution in this effort have allowed the SVRS Project Team to verify and refine its implementation approach and material, as well as identify issues with the current version

Photo of recent office visit by Morgan, Montgomery and Allen County representatives to see FirstTuesday™ within Hendricks County

of the SVRS application. Right now, the development team is working to evaluate and resolve some features and functions within FirstTuesday™ that are not working as designed.

User Acceptance Testing (UAT)

User Acceptance testing has come a long way since beginning in mid-April, thanks to the efforts of elections officials from nineteen Indiana counties. These volunteers helped the project execute over four hundred fifty tests covering the bulk of FirstTuesday's™ HAVA mandated functions. Many, many thanks to those that volunteered their time to assist the project with this important testing effort!

State election officials have begun their system acceptance activity and completed a thorough review of FirstTuesday's™ "rank 1" and "rank 2" functionality. During the state team's review of the application, several issues were documented and are under investigation by Quest. An additional round of testing scheduled for later in the summer when final FirstTuesday™ functionality is completed.

Frequently Asked Questions (FAQs)

This section of the document addresses many of the most common questions the project team is hearing from the counties. Due to time and space limitations, we cannot 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 contact your Quest County Coordinator.

- **Will the link with the BMV automatically provide the DLN for the IN SVRS?**
  The link with the BMV will provide the identifying number used by the voter at the time of registration. This could be the DLN, SSN, or the last 4 digits of the SSN.

- **A large county may process 12,000 or more absentee ballots during an election and can have 350 or more different ballot styles for their precincts. Some barcode systems now print two bar-coded labels for each absentee ballot -- one for the outside and one for the security envelope inside -- so the ballot can be scanned into the system upon return. The label also may contain the precinct and the ballot style for the voter and is used as a quality control check at the time the ballots are assembled. Will FirstTuesday™ have similar functionality?**
  FirstTuesday™ will print the absentee ballot labels in pairs -- one to mail the ballot to the voter and one for the return envelope. This label will contain a barcode identifying the voter so it can be scanned upon return. The precinct will also be printed on the label. The ballot style will not be printed on the label since ballot style is outside the scope of this project. This request has been mentioned by several counties and has been noted for review as a potential enhancement later this year to FirstTuesday.

- **Our system now prints bar-coded address labels for absentee ballots in sheets of 30 at a time sorted by precinct and voters name. We often need to process as many as 500 absentee ballots in a day, and high volume label printing is important to us so that we can meet the statutory 24-hour turnaround time. Will the batch print function of FirstTuesday™ be able to print labels in sheets sorted by precinct and name?**
  Labels are being designed to print in sheets of 30, which can be sorted by precinct and name.

- **First Tuesday™ uses the USPS database to standardize addresses. How frequently does this database get updated?**
  The USPS data used by First Tuesday™ is updated every two months.

- **We are nearly out of some of our forms and need to reorder. Are the forms we now use compatible with the forms First Tuesday™ will use?**
  There will be differences in almost all forms used today as compared to the forms used in First Tuesday™. The Election Division will also have to revise many forms to reflect changes in state law made during the 2005 session of the state legislature. This means that most of your present forms which are completed by computer will not be compatible. If you need forms now, you should re-supply with only enough to get your operations through the conversion. For questions regarding specific forms contact your County Coordinator for guidance.

- **If I walk away from my computer terminal while the FirstTuesday™ application is active and forget to log off, will some unauthorized person be able to use my computer to access First Tuesday™ data?**
  If a user leaves a Statewide Voter Registration System terminal logged on, anyone who has physical access to the computer could have access to FirstTuesday™ data. As a security measure to minimize this risk, the FirstTuesday™ application will automatically log off any user after 30 minutes of inactivity.

- **Who will be responsible for the expendable supplies required to run the IN SVRS such as the toner cartridges for the laser printers, and the labels for the label printers?**
  The counties are responsible for all expendable materials required to operate the IN SVRS.

- **I have selected a network option other than Option 1. Is there anything I must do to get my existing hardware ready for use on the IN SVRS?**
Each computer not provided by the state will need to be updated with prerequisite software before it begins to access the Statewide Voter Registration System. The software needed will be provided to you by Quest on a CD and must be installed by your IT personnel. Computers provided by the state contain all necessary software pre-installed, and therefore do not need to go through this step.

- **Will we be able to install our Voter Machine software on the INSVRS machines?**
Machines provided to counties with the Option 1 hardware solution are "locked down." This means users on this hardware will only be able to access the Statewide Voter Registration System and will have limited capabilities outside SVRS use. Because counties which selected Options 2 or 3 are using existing machines intended to be used with other applications, Voter Machine software could be installed. "Bunker" machines, however, are "locked down." Option 4 counties will be using all existing hardware and will have the ability to install Voter Machine software.

- **We will have two state provided computers and several of our own that access First Tuesday over our network. Will the same passwords work for all these computers, or will we need separate passwords for each one?**

The password for the FirstTuesday™ application will be the same no matter which computer is used for access; however, access to the physical computer may be different, depending on how your county operates your network.

Many counties employ a "domain controller" in the county network to manage all network users and passwords. In these instances, users would use their normal county network password for every computer on the network.

If your county network is not domain-based, you will be required to enter a separate password for each computer. While passwords can be the same on each machine, all machine passwords need to be modified individually. In other words, changing a password on one PC will not alter the passwords on the remaining PC's.

Good security management practice dictates that the fewer people with access to computers the more secure the system. This suggests that limiting the number of people with access to each computer is a good idea and helps keep the entire system secure. When the County System Administrator is determining who will have access to these machines, the Administrator should keep in mind that limiting the number of people accessing each machine will mean that the task of managing the passwords and, consequently the task of managing system security, will be easier.

- **When my equipment is delivered, what should I do?**
When your equipment is delivered, keep it stored in a safe place at the location where it is delivered. Do not open the boxes or move them to another site. If there is a packing list visible on the outside of the box, fax that packing list to Angye Burkhardt at Quest at 317-806-8804. If there are no packing lists visible on the box, do not worry about this step. When the Quest Deployment team arrives they will un-box, inventory, and tag the equipment. They will also provide you with the installation documentation received with the hardware; this should be retained and kept in a safe place. Once the equipment is inventoried it can be moved to its final location.

- **I received a packing list with my equipment which had several county names. Did I get the wrong shipment?**
If multiple county names appear on your packing list, disregard these names and treat the equipment as your own. Proceed as normal for these shipments.

- **Do the county owned machines require Microsoft Office in order to use FirstTuesday™?**
Yes, Microsoft Office 2003 must be installed for a machine to fully utilize FirstTuesday™.

- **Which counties will receive a State-funded network?**
Counties that have selected Option 1 will have a network installed as their primary connection to the IN SVRS application. Option 2 and 3 counties will have a network installed to support the bunker PCs.

- **When can I expect my network to be installed?**
Each network order will be placed at least 90 days before the computer hardware installation date. Computer hardware is targeted to be installed roughly two months before county implementation. Delivery timeframes for telecommunications vendors vary, so actual installation will vary from county to county.

- **Will I be notified before the installation?**
We will make every effort to notify you before the installation. We have experienced several examples of the telecommunications company arriving a few days earlier than expected. We have also had situations where the telecommunications company sent us notification of the installation the same day they arrived. If a technician arrives at your site, please do not turn him/her away.

- **What happens if no one is available or I tell the technician they cannot perform the installation and turn them away?**
If a technician visits and is unable to perform their work for these reasons, the county will be billed an installation re-scheduling fee.

- **Will the network installation only require one visit to my site?**
No, there are several steps to the installation that require a visit to your county. For those counties that did not have an analog line available, Quest has ordered one on your behalf and this installation typically is the first visit that occurs. The analog line will be used for the dial backup if the main connection is temporarily lost. The typical second visit is the outside wiring for the network connection. For this visit, the technician can often complete their work without your involvement so you may not be aware of their visit. The last visit if generally referred to as the "Professional Installation." This is where a MegaPath technician installs the router that will be used for monitoring and managing your connection.

- **Who is MegaPath?**
MegaPath is the Quest partner responsible for procuring the networking lines and managing the network installation. MegaPath is also responsible for monitoring the performance of the entire network. When a technician arrives, they may identify themselves as being from MegaPath or as being dispatched by MegaPath. It's very likely that the technician will not be aware of the IN SVRS project or of Quest.

- **Will my county receive a bill for any portion of the network?**
No. The individual telecom vendors will send the bills for the network (including the analog lines) to MegaPath. MegaPath will in turn bill Quest. However, if you turn away a technician, the fees associated with rescheduling the visit may be passed along to your county by the State.

- **We would like to provide early voting opportunities at several sites around the county such as malls and libraries. Will the state provide internet connections to early voting sites?**
Indiana law does not allow "early voting." If you are instead referring to satellite offices for absentee balloting established by the county election board, then the answer is no, the state will only provide an internet connection for one designated site per county.

- **We understand that the state provided network will be "locked down" so only a very limited number of websites will be available to view. We use Plexis as our county's GIS provider, and their system is Web based. Will we be able to access the Plexis site for our county's GIS data from the state provided network?**
  The Plexis site will be able to be accessed from the State provided network.

- **I still have many concerns about the security of my VR cards when they are out of my office for scanning. In particular I am concerned that I may be held liable for any damage or loss to the cards.**
  House Enrolled Act 1407 (Public Law 221-2005 signed by the Governor on May 11, 2005) provides that the State's agent shall take all necessary and prudent steps to safeguard and preserve the county's voter registration records during the time required to process the documents by the State's agent. This state law also specifies that the county voter registration office is not liable for loss or damage of those records during the time the State's agent has custody of these records.

- **If the State's vendor picks up and delivers my VR cards for scanning, will there be a charge?**
  Counties have the responsibility to deliver their cards to the vendor selected by the State for scanning. As a convenience the State's vendor is offering to provide a pick up and delivery service. There is a charge to the county for this service. The charge varies according to the time and distance required for pick up and delivery. The amount of the charge for each county is outlined in the following document which can be found on the INSVRS Portal in the County Transition folder:

  https://clients.questis.com/INSVRS/County%20Transition%20Plans/Forms/AllItems.aspx?RootFolder=%2fINSVRS%2fCounty%20Transition%20Plans%2fBackfile%20Signature%20Clipping%20Project&View=%7bDB812F71%2d6CED%2d4EFC%2dA66E%2d6D604DD783E6%7d

- **Who is responsible for the VR cards during shipping to and from the scanning site?**
  If a county elects to take advantage of the pick-up and delivery service offered by the State's scanning vendor, their cards pass into the custody of the State at the time of pickup and remain through delivery back to the county. This means if the county elects this option, the county will not be responsible for loss or damage during shipping. If the county elects to provide its own transportation, custody of the records will not pass until the records arrive at the scanning facility and passes back to the county when they are picked up at the scanning facility for return to the county. This means if the county provides shipping, the county will be responsible for any loss that occurs during shipping to and from the scanning site.

- **One member of our group will not be able to make all three days of our scheduled training. Can that member make up that one day at another training session?**
  While single days of training cannot be made up, individuals who miss a day can catch up using web-based training.

- **Are there any websites that are useful for checking the addresses we have in our system?**
  There are a couple of websites that are very useful in checking and finding address errors. http://zip4.usps.com/zip4/welcome.jsp (US Postal Service) and http://www.mapquest.com/ (Mapquest). There will be some addresses that will not be found on the US Postal Service website if there is no postal delivery made to that address.

- **I noticed that in the submitted data (left side column) on my conversion reports, the street number has leading zeros. Sometimes the zeros are removed on the converted side and sometimes they are still there. Do these zeros cause invalid addresses?**
  The zeros themselves do not cause invalid addresses. If the address validates, the zeros "disappear" if the address is invalid the zeros remain. This means that something else is wrong with the address.

- **In some of my smaller rural communities, the only valid address is the PO Box. I have a residence address, but the USPS calls it invalid**
An address will be marked as invalid for delivery of US mail if the USPS does not deliver to that address. Your registration record for the voter should note the PO Box as the voter's *mailing* address, rather than *residence* address. A post office box by itself can never be a valid *residence* address.

  In many smaller towns which have no home delivery of mail, and the P.O. Box is the only valid address *for U.S. mail delivery,* the voter often has another residence address, such as "120 S. Indiana Avenue, Smalltown", for example, which is used by police, ambulance, or other emergency personnel. Even if USPS does not deliver mail to 120 S. Indiana Avenue, the *residence* address on the voter registration record should reflect the 120 S. Indiana Avenue address.
  If there is no residence address of any kind for the voter, then the registration record can only reflect an approximate address for the residence, such as "northeast corner of North Street and Maple Street". On newer registration forms, the box to permit a voter to map the location of their residence is the only source for this information.

  If the registration has a valid PO Box the message will appear on your county conversion information report and not on the error report

- **I have noticed that some voters appear on the Registration Errors Report who have warnings as well as errors these same voters do not appear on the Registration Warnings" Report. Should they?**
If a voter record contains both errors and warnings, the record will be included only show Registration Errors Report and will not be repeated on the Registration Warnings report. The same convention applies to including informational messages on the Warnings Report

- **How do I find a specific error on the error reports?**
Adobe Acrobat reader (the software used to read PDF files) has search (find) capabilities. While searching for a specific error on the report, search for distinct words used in the error message. Example: To find the registrations that have an error of "DATE NOT 18 YEARS OLD" for the date of birth field, search for the words "18 YEARS."

- **What materials do I need to maintain my Dymo Label printer?**
The replacement for the labels can be purchased from Dymo (www.dymo.com) or from any office supply company. The model number is #SKU 30252. The printer portion is a thermal printing system which uses no ink or toner.

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- **What materials do I need to maintain my HP 8250 Scanner?**
There are no materials for maintaining this scanner. Should the scanner bulb burn out, it will require factory replacement. This should be arranged through the IN SVRS Help Desk. The life expectancy of the scanner bulb is 20,000 hours. The bulb is designed to last approximately five years under normal usage. The scanner bulb is not a user replaceable part. There is a built-in power save mode which turns the bulb off when not in use for 12 hours. Disabling this feature which turns off the warm-up cycle for the system significantly reduces the life of the bulb and is therefore not recommended.

- **What materials do I need to maintain my HP 2420 DN Printer?**
The ink and toner assembly is fully self contained in the HP model 2420DN Printer. Should you receive a low toner message from the printer the toner cartridge must be replaced. The model for replacement is HP Q6511X, and can be ordered directly from HP (www.hp.com) or from any office supply company.

- ***What do the buttons on the scanner do?***
  Here is a brief overview of each of the buttons on the front of the HP 8250 Scanner and their function:
  DESTINATION, button selects the destination (an application, such as a word processor) for a scanned document. The destination appears in the front panel display. Select the destination before pressing the
  SCAN DOCUMENT TO, button. SCAN DOCUMENT TO button scans an original document into the selected destination (an application, such as a word processor). Use the **DESTINATION** button to select the destination.
  SCAN PICTURE button scans the picture into the HP Photo & Imaging Gallery.
  EDIT TEXT (OCR) button scans the document text and pictures and displays editable text in the defined word processor application.
  FILE DOCUMENTS button scans the original document or picture to a file destination that you enter. After scanning the original a dialog box appears where you can enter the file name file type and location for the file.
  E-MAIL button scans the original document or picture and sends the scanned image to your e-mail software as an attachment.
  COPY button starts the copy software and scans the original. The scanned image is sent directly to the default printer. Select the number of copies and whether the item should be scanned in color or black and white before pressing the COPY button.
  NUMBER OF COPIES button selects the number of copies to be printed with the COPY button. Select the number of copies before pressing the COPY button. The number of copies appears in the front panel display.
  COLOR/BLACK & WHITE button determines whether original items are scanned in color or in black and white when copying.
  POWER SAVE button turns off the scanner lamp the panel lights and the front panel display.

- ***I'm working on the budget for next year it is my understanding that there will be no maintenance expenses etc to the counties for the new voter system. Is there anything we should be aware of from a budget standpoint?***
  All the maintenance for the State owned equipment and State provided network is provided by the State at no cost to the county. The expendable materials used by the system are the responsibility of the county. Expendables include the toner cartridges for the laser printers, the labels for the label printers and any other products used by the system in its day-to-day operations. For Counties other than those using Network Option 1, the maintenance of all County's owned equipment and networks are the responsibility of the County.

  Additional potential costs associated with the system are the following:
  1. Employee training travel expenses;
  2. 2006 IN SVRS User Meeting travel expenses;
  3. Replacement of an existing jury management system;
  4. Preparation of VR cards for scanning;
  5. Shipping of VR cards; and
  6. For counties using Option 2, 3 and 4, the potential cost of upgrading their computers to windows XP and Office should also be considered.

We hope that these FAQ responses are helpful to you!