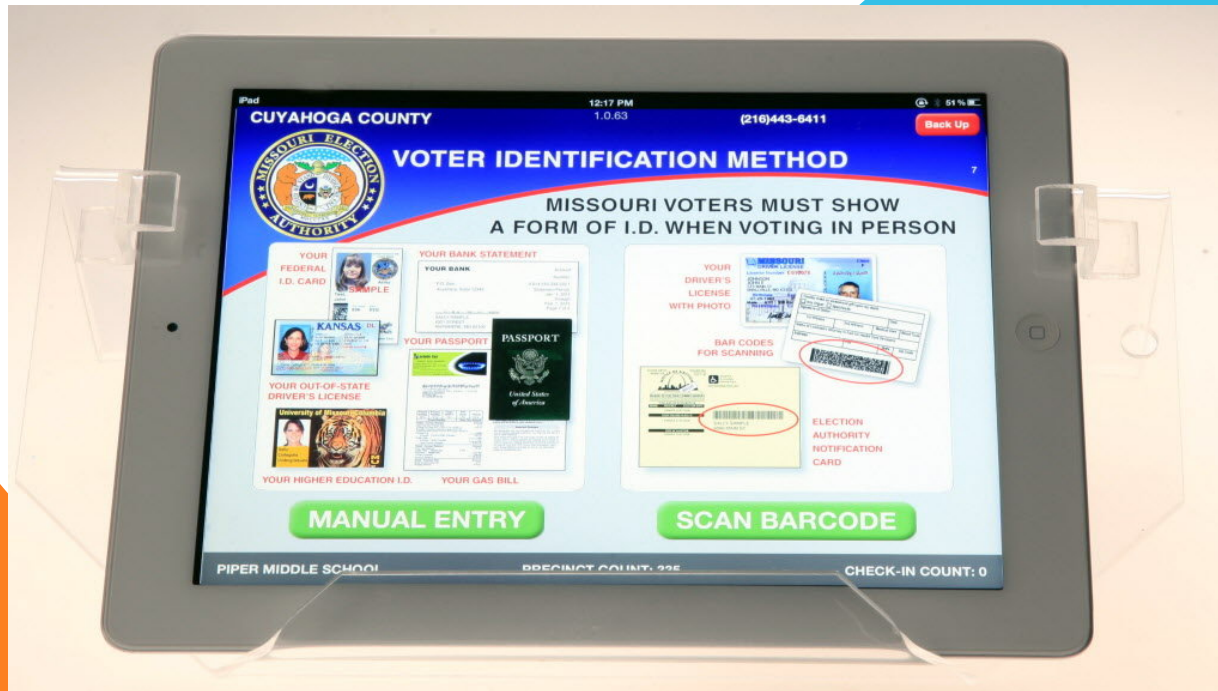


# Electronic Poll Book Certification Lessons Learned: Pitfalls, Perils, and Best Practices



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# INDIANA EPB CERTIFICATION

IC 3-11-8-10.3 Effective July 1, 2013

## Major Provisions

- Functionality
- Connectivity

## Certification Protocol

- Document Review
- Lab Testing
- Acceptance Test

# RECENT REVISIONS IN IC CODE

IC 3-11-8-10.3 revised in 2014 and in 2015

## 2014 Changes

- Clarifications in language:
  - EPB Connection to a voting system
  - Encryption
  - Printer

## 2015 Changes

- Clarifications in language:
  - Capturing devices
- Vendor assessment of training

# CURRENT USAGE AND VENDORS

## Current Usage


- 92 counties in Indiana
- 28 Counties (22 Vote Center Counties – more coming)

## Vendors


- 5 Vendors (1 new vendor pending)

# ASSESSMENT

## Problems

- Protocol established rigid requirements for peripherals necessitating vendors return to labs multiple times to certify each configuration. Counties' existing equipment not reusable
  - Continuous testing due to updates
  - Internet connectivity
  - Training
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# ISSUES ENCOUNTERED

- Technical issues
  - Personnel and Training Issues
  - Vendor QA and Internal Procedures
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# TECHNICAL ISSUES

- Synchronization of Voter credits
  - Internet service availability requirements – LAN, WiFi, MiFi
  - Redundancy for uninterrupted service
  - Bandwidth
- Encoding of Voter Cards
  - COM port Settings
  - Interface with Existing Voting Systems



# MORE TECHNICAL ISSUES

- Interface with VRDB- SVRS
  - Installation of proper voter databases
  - Absentee and Election day settings
- Internal and External Memory Issues

# PERSONNEL AND TRAINING ISSUES

- Inadequate IT support in jurisdictions
  - Reliance on Vendor
  - Communication gaps with Vendor
- Inadequate poll worker training
  - Poll workers new to EPB Technology
  - Lack of written guidelines and checklists

# EPB VENDORS QA PROCEDURES

- Human Errors
  - File naming conventions
  - Updates from VRDB
- Vendor Training Materials

# BEST PRACTICES

- Test only functionality and communication
  - Allow for swapping of COTS peripherals
  - Insist on redundancy—especially in vote center environments
  - Specify minimum connectivity requirements
  - Provide extensive onsite Training
  - Assess the effectiveness of training.
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