Subject, concerns about and history, and future development of the SCORE System.

End of April 2014 or sixty days before the 2014 Primary election is Mr. Timmons’ New System Target date for modifications and development to be used in the 2014 election cycle. This is based on both project time lines and the time required for training by counties.

The fiscal notes for HB 13-1302 were prepared by technical and line-of-business staff at the department and Mr. Timmons presented and supported those fiscal notes to analysts and in committee hearings. Those notes were based on a redesign of the system using a secure web application. A portion of the fiscal note estimate was based on several thousand hours of programmer time. Because the staffing would have to be highly skilled, and recruited very quickly for a very short project, he used $150 as the estimated cost per hour for that work.

His rationale for a re-design is that scaling up the current system would require a substantial investment in old technology. Currently the Department has 1000 Citrix licenses for users at a cost of approximately $50,000 per year. During peak election times the need for licenses exceeds the 1000 by a few hundred. Thus far Citrix has generously allowed the use of evaluation licenses at no charge to bridge the gap. The department has also been able to temporarily add servers from other state agencies to handle the additional user activity at no cost. Mr. Timmons estimates that under the requirements of HB 13-1302, Citrix license needs would increase by 3,000 (conservatively) or more based on historical usage patterns in general elections. That will be a very large initial capital cost and continuing annual license expense. There will also be investment in infrastructure to support the increase in users. Accordingly, he strongly recommends investment in a redesign of the system using modern development tools and a secure web application approach.

He sees the major changes required by HB 13-1302 to be:

- The change of mailing ballots to everyone, which he believes is very possible using the current SCORE system and is the least impactful of the changes.
- Moving the registration deadline up to Election Day.

Moving Election Day point-of-voting activity from the task of “Voter check-in” to adding new voters with the data validation required for that function.

Increased and changing throughput needs by requiring every county to implement service centers with electronic poll books in use. Two-thirds of the counties in the state have never run vote center elections before (and he believes vote centers are the best comparison for running HB1303 service centers on Election Day) and he is concerned about their preparedness to do so.

He identified and provided technical documents including:

- Statewide Colorado Registration and Election (SCORE) Assessment - Program Assessment for the Colorado Department of State prepared December 19, 2008
- SCORE Feasibility Assessment prepared February 25, 2008
- Request For Proposal #DOS-SOCORE-0001 April 1, 2013 which seeks contractors to provide operational support for the SCORE system and provides us with recent documentation of the system.

Follow-up discussion:

We discussed the issue of possible changes to the Citrix application for the November 2013 elections.

Mr. Timmons believes, based on hearing testimony and conversation, that user testing for use of these two modules has been underway by counties including particularly Denver County. He believes that they are developing and testing written procedures for use of the system in 2013.

Mr. Timmons said that maintenance upgrades to the system are released Quarterly except there are code freezes after the second quarter upgrade in even years. Third quarter upgrades are still worked by the development staff but are not released.

He hopes that current infrastructure and Citrix licensing is sufficient to carry the state through fall 2013 elections since participation is generally lower than in even years.

He said that if modifications are needed to the user interfaces for the Citrix applications those changes must be completed by the first part of September 2013. Accordingly code changes to implement those changes must be completed by the first part of August 2013 to allow for internal quality assurance testing and user acceptance testing cycles.
He cautioned that any changes to the Citrix modules must be high value changes and should be limited to user interface screens with the aim of closing off unneeded paths and reducing reliance on windows functions such as cut and paste.