

Technology and Strategic Management Analysis

Hart InterCivic Verity Voting System

Usability & Features

+ The system's functions satisfy its intended purpose
+ Design rationale is user/industry driven
+ Interface is consistent throughout the system; easy to understand
+ Designed for various audiences (administrators, super users, users, oversight/testing boards)
± Integrated workflow could improve usability & decrease training time

Documentation

+ Provides a high level overview of the system
+ Includes separate installation, administration, train-the-trainer, operation, and user guides
+ Provides a high level overview of each component
+ Provides intended use cases
+ Information is suitable for the level of each class of user
+ Consists of clear, step-by-step instructions
+ Is task-oriented
+ Gives examples of what the user will see at each step (e.g. screen shots)
+ Includes troubleshooting steps and lists additional resources
+ Is held under version control alongside the code
+ Augmented by the release of knowledge base articles as needed

Scalability

+ Adaptable to the sizing demands of larger or smaller counties
+ Installation can be incremental over time (nodes can be added or removed)
+ Growing county can invest with confidence that they will not outgrow system capabilities
+ Central Count nodes can dynamically change roles to meet rapidly changing operating scenarios
+ System can be augmented by external service providers

Accessibility

+ Public facing components are ADA accessible to the extent required by Federal laws
+ Internal components are ADA accessible to the extent required by the job or task

Maintainability

+ System uses primarily COTS hardware products
+ Providers of COTS hardware are historically stable (HP, Canon, Oki)
+ COTS hardware is user maintainable (except for TouchWriter and Scan devices)
+ Consumable items can be purchased on open market (heat transfer paper may be the exception)
+ Vendor provides industry leading support and customer service
- Access to Operating System is either blocked completely or requires security credentials
- Each installation of Trusted Build overwrites any custom settings or configurations

Security

+ Access to Operating System is either blocked completely or requires security credentials
+ Each installation of Trusted Build overwrites any custom settings or configurations
+ Included virus scanner set to inclusions only
- In kiosk mode, some Windows 7 features are disabled (i.e. screensaver and console lock)
- In kiosk mode, Windows account logs on automatically

Cost & Licensing

+ Pricing model includes upgrades
+ Pricing model is based on actual equipment, not arbitrary numbers such as registered voters
+ Initial and ongoing costs are predictable
+ Leasing options available