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Volume 1, Issue 3

June 2004

What's New

Wyoming and Colorado Select Accenture eDemocracy Services

The State of Wyoming has chosen Accenture eDemocracy Services to deliver a comprehensive solution for voter registration and election management services to help the state meet the requirements of the Help America Vote Act (HAVA).

Among the services that Accenture will deliver to Wyoming are the deployment of HAVA-compliant voter registration and election management software, operation and maintenance of the application under a managed services agreement, and training for election workers who will use the new system.

Accenture eDemocracy Services will deploy Accenture Election System Manager 2004 (AESM 2004) for Microsoft.NET, an advanced voter registration and election management solution that provides a high level of statewide capability and is designed to improve flexibility and functionality for end users.

Read this issue's *Client Profile* to learn more about Wyoming's decision to work with Accenture.

Last month, the Colorado Secretary of State and the Statewide Colorado Registration and Election (SCORE) System RFP Evaluation Team announced their Intent to Award to Accenture LLP the SCORE System, Colorado's centralized voter registration and election system.

Accenture eDemocracy Services is excited to work with Wyoming and Colorado in the months ahead to implement their statewide voter registration systems.

The Support Corner

HELP! I've Been Robbed

You are patiently waiting in the teller line at the bank when suddenly a commotion occurs in the line in front of you.

Shouting...Shooting...Ducking...Running!!! It all happened so quickly.

Later, you are questioned by the police. What happened? What did the robber look like? How many shots did he fire? Did any of the other customers act suspiciously?

How good would you be as a witness?

Reporting ESM problems requires that you be prepared to furnish details about the problem you have encountered. Luckily, in most cases, the problems do not occur in a whirlwind fashion; however, you need to be prepared to gather the information that is helpful in resolving the problem.

Here are some helpful hints that will help you answer the questions our support desk will ask when you call:

- Have you had this problem before?
 - Were the results/symptoms the same?
 - When did it happen previously?
 - Did you previously report the problem to the support desk?
- Which process, report, wizard, or utility were you running?
 - Screen, fields and buttons used.
 - Report title and report number (upper right corner) is always helpful.

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- What page, step, or line were you on in the process when the problem occurred?
 - Did you receive an error message? If so:
 - What exactly did the message say?
 - Was there a title line for the message (on the bar at the top of the message)?
 - Was there a series of messages (e.g., you answered [OK] to one message and another one was displayed)?
 - Is this the first time you have tried this operation or have you successfully performed it in the past?
 - What was different this time (e.g., amount of data; options used; type of data; etc.)?
 - If the problem occurred with one voter but not another, then what are the voter names or voter ids?
 - Can you duplicate the problem every time or is it intermittent?
 - If the system is not hung/frozen, did you get a print screen?
 - This picture can be one of the most critical helps in obtaining a quick resolution.
 - Did you capture it electronically?
 - Emailing a screen print gives a better quality picture than sending a FAX.
 - However, if you want to highlight the problem area (e.g., a bad column on a report), then a "marked up" hardcopy is quite helpful.
 - Sometimes some environmental information may be required.
 - Were you the only user in ESM when it occurred or do you know what kind of operations the other users were performing when you had the problem?
 - What version of ESM and the report libraries are you using?
 - If it is a printer or other peripheral device that has the problem, can you use/access it from other applications (e.g., MS Word, MS Excel, etc.)?
 - Have any unusual events occurred (e.g., power outages; unscheduled server reboots; shootings; disgruntled customers; etc.)?
- The support desk person may not have to ask all of these questions to get to the bottom of the problem. However, if they are not able to get a resolution for you, they will be asked similar questions when they seek help from one of the developers.
- Passing on as much information as possible early in the help call not only saves your time and the support desk time, but prevents everyone from chasing the wrong culprit.

Productivity Tips

Bypassing the Mouse

The home computer has transformed society in a variety of ways, including introducing a whole new vocabulary. Words such as software, e-mail and internet have managed to find their way into daily conversation. Other words that were already commonplace have adapted entirely new

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meanings. Words such as byte (bite), apple, drive and memory have forever changed in today's dialogue.

One of the most challenging changes came with the introduction of the mouse. Not only did the primary meaning change, from that of a pesky rodent to an often equally pesky input device, but the mouse offered a unique new challenge to the novice computer user. Still, after having sufficient time to get used to the new control, many people frequently look for alternative methods of completing tasks without having to handle the mouse or sometimes need alternative methods when their mouse is not functioning properly.

Many software systems offer optional ways of bypassing the mouse using function keys and hot keys, and our system is no exception. Most functionality throughout the Voter system can be accessed using "Hot Keys", special keyboard strokes that perform exclusive mouse operations. The "Hot Keys" are always performed by pressing the [Alt] key plus a specific letter on the keyboard.

On the Voter Main Menu, there are seven Tabs representing the seven main sections of the system. Each section offers several Buttons providing access to different features. Every tab and every Button contain one underlined letter. This select letter is the Hot Key for that function. For example, on the Elections tab, the letter "E" is underlined. When the [Alt] key is pressed in conjunction with the [E] key, the Elections tab is selected, just as if you had clicked the tab with your mouse. This same process can be repeated for many of the functions in the system, all without your hand ever leaving the keyboard.

Let's look at a specific example. If you were at the Voter Main Menu and you want to see where Jennifer Wilson is supposed to vote in the upcoming election, here are the steps:

- a. Press the [Alt] + [I] keys to bring up the Voter Information Window
- b. Press [Alt] + [F] to bring up the Voter Find Screen
- c. Enter the Last Name "Smith" and press [Tab]
- d. Enter the First Name "J" and press [Enter]
- e. Use the arrow keys to select the correct person (if more than one) and press [Enter]
- f. Press [Alt] + [R] to open the Districts Screen to view the Polling Place
- g. Press [Alt] + [E] to Close the Screen and return to the Main Menu.

Viola! You have achieved your task without laying one finger on that irritating mouse. There are a couple drawbacks, however, to gaining a new dependency on your faithful keyboard. First of all, there have been some recent updates to the shortcut key functionality. The example above works on version 9.3.024 and above. Prior versions may have some differences. Also, all screens, tabs and buttons in the earlier versions do not use the shortcut functionality. In the example above, using a version prior to 9.3.024 would require you to close the Voter Information screen with the assistance of the mouse. Alas, we have come full circle to realize that the mouse is probably here to stay, but at least you can save yourself a few aggravating clicks along the way.

Team Member Spotlight

In this issue, we have profiled another member of the Accenture eDemocracy Services team with extensive experience in elections administration solutions and election reform. Meet Carmel Hinkle, Senior Account Executive-Elections Specialist, for Accenture eDemocracy Services. Carmel also serves as Accenture eDemocracy Services' liaison to the Accenture State, Local, and Federal Government Relations Offices.

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Carmel Hinkle has over 25 years of experience in governmental relations consulting, client relationship management, and marketing information technology solutions to state and local governments. During the past seven years, he has provided marketing and client relationship management exclusively within the elections domain.

Before joining Accenture eDemocracy Services, Carmel served as Vice President in the public elections practice of election.com, an election services company, where he served as the liaison with all elected and appointed public officials in the customer and prospect base. From 1997-2000, he served as the Senior Vice President of Strategic Marketing and Business Development for CMIS, a voter registration company. Under Carmel's direction, CMIS' installed base increased from approximately 1.5 million registered voters in two states to over 8 million registered voters in 10 states.

In particular, Carmel directed the marketing and client relationship management efforts for several large-scale county voter registration and election management projects, including Shelby County, Tennessee, serving over 600,000 registered voters and Johnson County, Kansas, serving over 330,000 registered voters. He also served as the client relationship manager for the State of Arkansas providing client support and long-term election solution planning services. Carmel directed the marketing and client relationship management efforts associated with Arkansas' decentralized statewide voter registration system, Election Systems Manager, serving 1.5 million registered voters in 75 counties.

Today, Carmel is helping to lead the effort at Accenture eDemocracy Services to assist state and county election officials meet the

requirements of the Help America Vote Act. Carmel has assumed a lead role in Wyoming where Accenture is implementing Accenture Election System Manager 2004 (AESM 2004) for Microsoft.NET -- Accenture's statewide voter registration and election management solution specifically designed to help states meet HAVA requirements. His role has evolved from being the central marketing executive for Wyoming to being designated by the state as its contractually-assigned account executive.

As such, Carmel serves as a member of the Wyoming Secretary of State Service Management Steering Committee along with other key executives from each party, including the Secretary of State Joe Meyer, Deputy Secretary of State Pat Arp, Director of Elections Peggy Nighswonger, and the Accenture eDemocracy Services Project Manager Jean Hockman. The Service Management Steering Committee meets periodically to review the performance and progress of the Wyoming Statewide Voter Registration Project that is implementing AESM 2004 for Microsoft.NET using Accenture's comprehensive managed hosting solution.

Carmel can be reached at 816-505-4477 and at carmel.hinkle@accenture.com.

Client Profile

State of Wyoming Selects AESM 2004

Following are excerpts from the press release that Wyoming Secretary of State Joseph B. Meyer issued to the attendees of NASS (National Association of Secretaries of State) and NASED (National Association of Election Directors) during their winter meetings in February.

Why Wyoming Chose Accenture eDemocracy Services: When we started this process, we were

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looking for a company that could provide the State of Wyoming with a unique solution. Accenture eDemocracy offered a full-service, turnkey solution, including HAVA-compliant voter registration and election management software, all offered with a hosting option. The State of Wyoming has been in talks with Accenture eDemocracy Services for months, and we have developed a strong relationship of partnership and trust. We have confidence in their software, hosting solutions, time frame of implementation and in the team that will implement them.

Why Wyoming Chose Accenture's New Voter Registration Product -- AESM 2004 for Microsoft.NET: Accenture eDemocracy Services' new voter registration and election management software AESM 2004 (Accenture Election System Manager 2004 for Microsoft.NET) is designed to deliver a new, high level of statewide capability, more flexibility in look and feel of the system and more functionality for the end users, especially for the county clerks who will continue to conduct Wyoming elections. I believe that AESM 2004 will set a new standard for HAVA compliant statewide voter registration and election management solutions. AESM 2004 is much more advanced than anything else we have seen.

Why Wyoming Chose the Hosting Option: Like many states, Wyoming needs a system that will be up and running by January 2006, and, as a small state, we were mindful of the high costs of building and operating our own secure environment. Accenture eDemocracy Services' hosting solution is perfectly suited to our needs. Accenture will host the application for Wyoming in its hosting facilities which provide high levels of reliability and security, experienced system administrators and performance assurance through a negotiated Service Level Agreement. Accenture eDemocracy Services' hosting solution

will enhance security and help Wyoming avoid state infrastructure investments and the ongoing costs of operating the system in-house. At the same time, the State will preserve its authority and control.

Let Us Hear From You

Contact Amy Parker, Accenture eDemocracy Services, Marketing, at 860-756-2514 with your ideas and feedback. This is your newsletter and we want to keep improving.

