

**COURSE IV. Election and Voter Registration
Information Management and Technology**

(1 1/2 days, 9 hours of instruction)

Effective use of modern technology has become a vital part of elections/registration administration even in small jurisdictions which have traditionally utilized little automation. Automation can greatly improve productivity and efficiency, but needs and solutions must be properly evaluated if expensive and potentially catastrophic problems are to be avoided. The course will focus on types of technology available and will expose participants to types of uses for the technologies. Technology will be examined for the ways it can be used to more effectively serve both the external publics (budget authorities, general public, voters, news media, etc.) as well as the internal needs of our employees and the other governmental offices. One principal focus, however, will be to look at how technology changes the nature of the way tasks are accomplished and how to manage those tasks in a changed environment. Areas covered will vary but may include:

I. Defining Our Tasks

A. Types of Information Gathered

B. Types of Information Distributed

II. Using Technology to Enhance Workflow

A. Information management

B. Planning

C. Scheduling

D. Implementing & Monitoring

III. Rethinking Work & Redefining Methods

A. Why typical technology projects succeed or fail

B. Deciding how work to be done

C. Examining all tasks for relevancy

D. Allocating resources

IV. Transforming the Process

A. Better information and better management

B. Anticipating growth, major changes and problems

V. Computers and the Office

A. Hardware Issues

B. Software Issues

C. Maintenance Concerns

D. The Internet & Your Office

VI. Buying vs. leasing decisions

VII. Voting Systems

A. DRE (Direct Recording Equipment)

B. Optical Scan

C. Punch Card