



Clear Ballot

## **ClearVote 2.3**

# **ClearVote Personnel Deployment and Training Plan**

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# ClearVote Personnel Deployment and Training Plan

Clear Ballot Part Number: 100058-10020

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## Preface

This section defines the purpose of this document.

## About this document

This document provides information about the staff needed to operate the ClearVote system and the training required for the various roles. This document corresponds to the requirements of the *Voluntary Voting System Guidelines (VVSG) 2005*, Volume 2, Section 2.10.

## Scope of this document

This document includes the following sections:

- Chapter 1. ClearVote product suite
- Chapter 2. Personnel
- Chapter 3. Training

## Intended audience

This document is for election officials and election staff who are responsible for operations and maintenance before, during, and after an election. Clear Ballot personnel also use this document to support election officials and election staff.

## Conventions

This section describes conventions used in this document.

## References to ClearVote products

A ClearVote® system can comprise the ClearAccess®, ClearCast®, ClearCount®, and ClearDesign® products. Jurisdictions are not required to purchase all products. You can ignore references to any ClearVote products that are not part of your voting system. Also ignore implementation options that are not relevant to your policies and procedures.

## BDF and ADF

ClearAccess imports an election definition contained in an accessible definition file (ADF) created by ClearDesign. ClearCount and ClearCast import an election definition contained in a ballot definition file (BDF) created by ClearDesign.



Versions of ClearDesign earlier than 2.0 created unencrypted ADFs and BDFs. ClearDesign 2.0 and later versions produce encrypted ADFs and BDFs. You can distinguish between unencrypted and encrypted ADFs and BDFs by the ending of the filename.

File type	Filename ends in
Unencrypted accessible definition file	adf.zip
Encrypted accessible definition file	adfx.zip
Unencrypted ballot definition file	bdf.zip
Encrypted ballot definition file	bdfx.zip

In this document, the general terms ADF and BDF can refer to both the unencrypted and encrypted versions of these files.

For the specifics of the ADF and BDF file formats, see the following:

- *ClearDesign Accessible Definition File Guide*
- *ClearDesign Ballot Definition File Guide*

## Contact us

Clear Ballot Group welcomes your feedback on our documentation. Please send comments to [Documentation@ClearBallot.com](mailto:Documentation@ClearBallot.com).

If you have questions about using your product, contact your Clear Ballot representative.

## Chapter 1. ClearVote product suite

The ClearVote system uses modern software architecture and scalable unmodified commercial off-the shelf (COTS) hardware to provide a faster, lower cost, and higher-performing election experience.

- The ClearDesign election management system (EMS) is used to create ballot styles and generate election definitions. Ballot styles are rendered as PDFs. Election definitions are exported to ballot definition files (BDFs) for import into the ClearCast and the ClearCount systems, as well as accessible definition files (ADFs) for import into the ClearAccess accessible-voting station.
- The ClearAccess accessible-voting and ballot-marking station allows voters with sight or mobility limitations to vote in an unassisted manner.
- The ClearCast voting station is a precinct-count, paper-based optical-scan voting system.
- The ClearCount system is a central-count, paper-based, optical-scan voting system.
- The ClearAudit system is an independent, automated election auditing system.

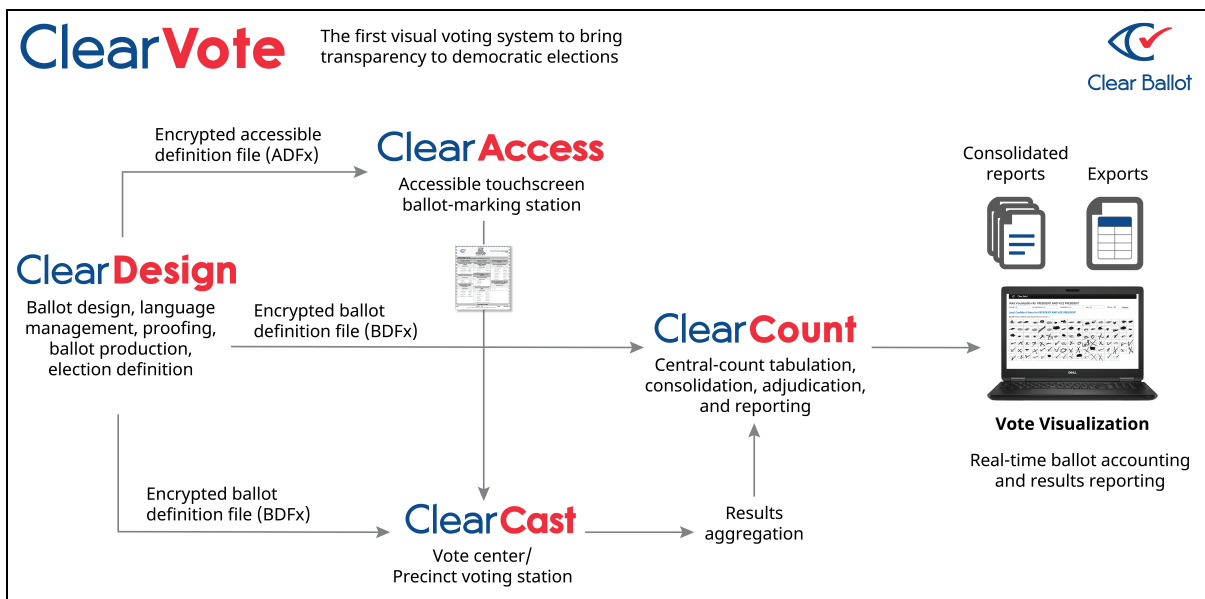


Figure 1-1. The ClearVote product relationship

## Chapter 2. Personnel

Responsive to VVSG 2005, Volume 2, Section 2.10.1.

The following personnel with the specified skill and staffing levels are required by the ClearVote system for each of the functions described below.

In the case of higher level and supervisory roles, the activities can be delegated to staff or performed by the individual implied by that role description.

### 2.1 Determining staffing level

The number of staff members needed is highly dependent upon the size of the election. However, in all cases, there must be at least one election administrator and one IT/system administrator to allow for segregation of duties, and to ensure that there is more than one person with knowledge of the ClearVote system and its operations.

### 2.2 Screening election staff

Screening of election staff (such as, performing background checks) is the responsibility of the jurisdiction using the ClearVote system.

### 2.3 Election operations staffing

The following sections describe election operations roles.

For definitions of access levels, see the administrator documentation for each ClearVote product.

#### 2.3.1 Principal supervisor role

The following describes the principal supervisor role.

##### Staffing

One individual

##### Qualifications

- Expertise in local election matters
- Knowledge of state and federal certification requirements
- Basic computer skills
- Proficiency in the ClearVote system through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)



**Table 2-1. Principal supervisor tasks**

Operation	Tasks
Pre-election	<ul style="list-style-type: none"> <li>• If using Clear Ballot Technical Services, prepare and securely transmit ballot style PDFs to Clear Ballot for BDF creation. <ul style="list-style-type: none"> <li>◦ Receive BDFs from Clear Ballot Technical Services and perform validation.</li> </ul> </li> <li>• If using the ClearDesign EMS, supervise development, proofing and testing of ballot PDFs and election definition.</li> <li>• Manage ballot procurement and mailing.</li> <li>• Coordinate election resources (equipment, location, staffing, and training).</li> <li>• Oversee configuration and installation of voting equipment.</li> <li>• Perform logic and accuracy (L&amp;A) testing that includes the ClearCount, ClearAccess and ClearCast systems, as necessary.</li> <li>• Create users and assign/change access levels and passwords.</li> <li>• Prepare ballots for delivery to polls.</li> <li>• Prepare ClearCast voting stations for election.</li> </ul>
Precinct voting	<ul style="list-style-type: none"> <li>• Oversee election operations.</li> <li>• Monitor staff adherence to jurisdictional and ClearVote processes and procedures.</li> <li>• Review and produce reports, as necessary.</li> </ul>
Central-count scanning	<ul style="list-style-type: none"> <li>• Oversee central-count scanning operations.</li> <li>• Monitor staff adherence to jurisdictional and ClearVote processes and procedures.</li> <li>• Review and produce reports, as necessary.</li> </ul>
Postelection	<ul style="list-style-type: none"> <li>• Manage transfer and aggregation of ClearCast election results into the ClearCount system.</li> <li>• Examine election results and resolve discrepancies.</li> <li>• Manage adjudication process.</li> <li>• Produce, review and publicize election results reports.</li> <li>• Archive and secure election materials.</li> <li>• Oversee breakdown, transport, inventory, and storage of election equipment and supplies.</li> </ul>

### 2.3.2 Assistant supervisor role

The following describes the assistant supervisor role.

#### Staffing

One or more individuals

#### Qualifications

- Expertise in local election matters
- Knowledge of state and federal certification requirements
- Basic computer skills
- Proficiency in the ClearVote system through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

**Table 2-2. Assistant supervisor tasks**

Operation	Tasks
Pre-election	<ul style="list-style-type: none"> <li>• Print the necessary target cards and box labels from the PDFs provided.</li> <li>• Create and verify the election in the ClearDesign, ClearAccess, ClearCast, and ClearCount systems, as necessary.</li> <li>• Assist the principal supervisor with election preparations.</li> </ul>
Precinct voting	Assist the principal supervisor in overseeing election operations.
Central-count scanning	<ul style="list-style-type: none"> <li>• Ensure the election phase is set appropriately for the election.</li> <li>• Ensure the appropriate election is the <i>active</i> election.</li> <li>• Assist the principal supervisor in overseeing central-count scanning operations.</li> </ul>
Postelection	<ul style="list-style-type: none"> <li>• Review ballot and write-in resolutions.</li> <li>• Examine election results and resolve discrepancies.</li> <li>• Publicize results.</li> <li>• Ensure the secure transport of ballots and equipment.</li> <li>• Break down scanning location.</li> <li>• Assist the principal supervisor with postelection activities.</li> </ul>

### 2.3.3 Ballot developer role

The following describes the ballot developer role.

#### Staffing

One individual

#### Qualifications

- Experience in jurisdictional processes
- Experience with Microsoft Windows
- Proficiency in the ClearDesign EMS (or another certified EMS)

**Table 2-3. Ballot developer tasks**

Operation	Tasks
Pre-election	<ul style="list-style-type: none"> <li>• Enter election, geographical, contest, and candidate information.</li> <li>• Create and lay out ballots for an election.</li> <li>• Proof ballot artwork.</li> <li>• Review election definition reports.</li> <li>• Generate ballot definition files (BDFs) and accessible definition files (ADFs), as well as the ballot PDFs to send to the printer.</li> <li>• Proof ballots received from printer.</li> </ul>

### 2.3.4 IT/System administrator role

The following describes the IT/system administrator role.

#### Staffing

One individual

#### Qualifications

- Sufficient IT skills to connect hardware, install software, and perform basic testing and troubleshooting tasks
- Experience overseeing system security
- Experience in elections programming
- BS in computer science or software engineering
- Microsoft Certified Solutions Expert certification preferred

- Proficiency in the ClearVote system through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

**Table 2-4. IT/System administrator tasks**

Operation	Tasks
Pre-election	<ul style="list-style-type: none"> <li>• Manage acceptance testing.</li> <li>• Inventory and manage voting equipment and supplies in secure storage.</li> <li>• Set up hardware and install necessary software.</li> <li>• Validate software.</li> <li>• Perform preventive and corrective maintenance tasks as needed.</li> <li>• Verify system configuration and hardening.</li> <li>• Troubleshoot system issues and resolve with Clear Ballot Technical Support as necessary.</li> <li>• Load election definitions on the ClearCast and the ClearCount systems.</li> <li>• Ensure voting systems are deployed in a secure manner.</li> </ul>
Precinct voting	<ul style="list-style-type: none"> <li>• Address technical issues and escalate as needed.</li> <li>• Monitor election equipment and review logs to ensure system integrity.</li> </ul>
Central-count scanning	<ul style="list-style-type: none"> <li>• Address technical issues and escalate as needed.</li> <li>• Monitor election equipment and review logs to ensure system integrity.</li> </ul>
Postelection	<ul style="list-style-type: none"> <li>• Back up and secure databases.</li> <li>• Export, review, and archive system logs.</li> <li>• Break down, inventory, and secure hardware and supplies.</li> <li>• Perform corrective and preventive maintenance tasks as needed.</li> </ul>

### 2.3.5 Maintenance role

The following describes the maintenance role.

#### Staffing

One individual per polling location

#### Qualifications

- Sufficient skills to maintain hardware, and perform basic testing and troubleshooting tasks
- Proficiency in the ClearVote system through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

**Table 2-5. Maintenance tasks**

Operation	Tasks
Pre-election	<ul style="list-style-type: none"> <li>• Inventory and manage voting equipment and supplies in secure storage.</li> <li>• Perform preventive and corrective maintenance tasks.</li> <li>• Prepare voting equipment and supplies for delivery.</li> </ul>
Precinct voting	<ul style="list-style-type: none"> <li>• Perform routine hardware troubleshooting (escalating, if necessary).</li> <li>• Clean the ClearCast scanners periodically (after every 1200 cards scanned).</li> <li>• Monitor and replace consumables as needed.</li> </ul>
Postelection	<ul style="list-style-type: none"> <li>• Receive voting equipment and ensure secure storage.</li> <li>• Perform recommended postelection maintenance.</li> </ul>

### 2.3.6 Poll worker role

The following describes the poll worker role.

#### Staffing

Two or more individuals per polling location, or as required by jurisdiction, to allow for segregation of duties, and to ensure that there is more than one person with knowledge of the poll worker responsibilities.

#### Qualifications

- Proficiency in precinct-voting processes
- Proficiency in the ClearVote system through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

Table 2-6. Poll worker tasks

Operation	Task
Pre-election	<ul style="list-style-type: none"> <li>• Unpack and inventory voting equipment.</li> <li>• Verify and record seal numbers.</li> <li>• Ensure the voting equipment is ready for voting.</li> <li>• Configure voting stations to ensure privacy and optimal traffic flow.</li> <li>• Verify and inventory ballots.</li> <li>• Print, review and secure ClearCast zero Totals report.</li> <li>• Print, review and secure ClearAccess Open Polls report.</li> </ul>
Precinct voting	<ul style="list-style-type: none"> <li>• Ensure access to the voting equipment is supervised at all times.</li> <li>• Maintain confidentiality of passwords and keep keys secure.</li> <li>• Distribute correct ballot for each ClearCast voter.</li> <li>• Select and configure correct ballot for each ClearAccess voter.</li> <li>• Accompany voters to the ClearAccess station as necessary.</li> <li>• Ensure voter privacy is maintained throughout the voting process.</li> <li>• Ensure voting stations display the voting login prompt when not in use.</li> <li>• Verify that seals remain intact on voting equipment.</li> <li>• Restrict access to the ballot receptacles.</li> <li>• Ensure no ballots circulate in the voting location other than those being deposited by voters in the secure ballot receptacle.</li> <li>• Maintain appropriate levels of consumables (paper, toner).</li> <li>• Replace full ballot receptacles as needed, and secure voted ballots.</li> <li>• Maintain ballot accounting for ClearCast ballots.</li> <li>• Ensure cleanliness and integrity of polling area and equipment.</li> <li>• Prior to voting, provide the voter with an overview of the ballot input/presentation configuration that he or she will be using at the ClearAccess station (touchscreen, accessible keypad, headphones, sip-and-puff device).</li> <li>• Ensure voting equipment remains functional.</li> <li>• Perform high-level troubleshooting.</li> </ul>

Table 2-6. Poll worker tasks (continued)

Operation	Task
Postelection	<ul style="list-style-type: none"><li>• At the end of each day of early voting, shut down (but do not close) the voting stations.</li><li>• At the end of election day, close the polls on the ClearAccess and the ClearCast stations.</li><li>• Print, review and secure the ClearCast Totals report.</li><li>• Print, review and secure the ClearAccess Close Polls report.</li><li>• Perform ballot reconciliation procedures.</li><li>• Disassemble and pack voting equipment and supplies.</li><li>• Perform jurisdictional closing procedures.</li></ul>

### 2.3.7 Scanning supervisor role

The following describes the scanning supervisor role at the central-count site.

#### Staffing

One individual for every four ScanStation computers and scanners

#### Qualifications

- Expertise in jurisdictional processes
- Proficiency in the ClearVote system through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

**Table 2-7. Scanning supervisor tasks**

Operation	Task
Pre-election	Oversee ballot preparation staff and scanner operators.
Central-count scanning	<ul style="list-style-type: none"> <li>• Ensure that ScanStation computers and scanners are ready for ballot scanning.</li> <li>• Monitor staff adherence to jurisdictional and ClearVote processes and procedures.</li> <li>• Oversee scanner operators.</li> <li>• Oversee preparation of ballots before and after scanning to minimize jams.</li> <li>• Assist scanner operators with scanning problems; use the DeleteBox utility as necessary.</li> <li>• Oversee proper labeling of ballot boxes at scanning areas for storage.</li> <li>• Oversee usage of consumables and ensure required resources are available to all scanner operators as necessary.</li> <li>• Review and produce ScanStation reports.</li> <li>• Oversee transfer of ballot boxes to designated area.</li> </ul>
Postelection	Oversee process of breaking down scanning areas.



### 2.3.8 Recordkeeper role

The following describes the recordkeeper role at the central-count site.

#### Staffing

One individual

#### Qualifications

Trained in jurisdictional elections, as well as Clear Ballot and jurisdictional recordkeeping requirements

**Table 2-8. Recordkeeper tasks**

Operation	Tasks
Central-count scanning	Record all activity surrounding the opening, recording, and resealing of ballot receptacles.

### 2.3.9 Ballot preparation staff role

The following describes the ballot preparation staff role at the central-count site.

#### Staffing

One individual for every four ScanStation computers and scanners

#### Qualifications

- Trained in jurisdictional elections
- Trained in jurisdictional and ClearVote system ballot-handling processes and procedures with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

**Table 2-9. Ballot preparation staff tasks**

Operation	Tasks
Pre-election	Ensure the necessary target cards and box labels are available.

**Table 2-9. Ballot preparation staff tasks (continued)**

Operation	Tasks
Central-count scanning	<ul style="list-style-type: none"> <li>• Prepare and maintain ballots before and after scanning.</li> <li>• Jog the ballots prior to scanning to minimize scanner jams.</li> <li>• Affix labels to boxes.</li> <li>• Assign a target card to each batch of ballots.</li> <li>• Deliver boxes of ballots to scanning areas.</li> <li>• Retrieve boxes of scanned ballots from scanning areas.</li> </ul>
Postelection	Break down ballot preparation area.

### 2.3.10 Scanner operator role

The following describes the scanner operator role at the central-count site.

#### Staffing

One individual per ScanStation computer and scanner

#### Qualifications

- Experience in jurisdictional processes
- Experience with Microsoft Windows
- Proficiency in the ClearVote system acquired through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

**Table 2-10. Scanner operator staff tasks**

Operation	Tasks
Central-count scanning	<ul style="list-style-type: none"> <li>• Scan batches of ballots on a single ScanStation computer and scanner.</li> <li>• Maintain order of ballot cards.</li> <li>• Appropriately summon scanning supervisor for help with scanning problems.</li> </ul>

### 2.3.11 Scanner maintenance and troubleshooting role

The following describes the scanner maintenance and troubleshooting role at the central-count site.

#### Staffing

One individual

#### Qualifications

Training by scanner manufacturer and Clear Ballot

**Table 2-11. Scanner maintenance and troubleshooting tasks**

Operation	Tasks
Pre-election	<ul style="list-style-type: none"> <li>• Perform preventive maintenance tasks for scanners.</li> <li>• Assist with scanner setup.</li> </ul>
Central-count scanning	<ul style="list-style-type: none"> <li>• Perform routine scanner troubleshooting (escalating to Clear Ballot, or scanner manufacturer, if necessary).</li> <li>• Clean the scanners periodically (every 4 hours or after every 10,000 cards scanned).</li> <li>• Replace scanner consumables (such as rollers), if needed.</li> </ul>
Postelection	Perform postelection maintenance for scanners.

### 2.3.12 Ballot resolution staff role

The following describes the ballot resolution staff role at the central-count site.

#### Staffing

Jurisdictional procedures and law generally prescribe a team of multiple persons to perform ballot resolution at the central-count location, so at least one team is needed for this role.

#### Qualifications

- Experience in jurisdictional election processes
- Experience with Microsoft Windows
- Authority to duplicate a ballot by hand and to classify write-in votes
- Proficiency in the ClearCount system through training with the identified documents and videos (See "Jurisdiction staff training" on page 21.)

**Table 2-12. Ballot resolution staff tasks**

Operation	Tasks
Postelection	<ul style="list-style-type: none"> <li>• Ensure all cards are properly read by the ClearCount system.</li> <li>• Adjudicate ballots that were unable to be processed.</li> <li>• Adjudicate write-in votes.</li> <li>• Adjudicate ballots with designated marking conditions (such as, overvoted, undervoted, blank-voted).</li> <li>• Verify inclusion of adjudicated ballots in election results reports.</li> </ul>

### 2.3.13 Election reporter role

The following describes the election reporter role at the central-count site.

#### Staffing

One individual

#### Qualifications

Trained in jurisdictional procedures and the ClearCount reporting features.

**Table 2-13. Election reporter tasks**

Operation	Tasks
Postelection	Access and produce election results reports.

### 2.3.14 Public relations official role

The following describes the public relations official role at the central-count site.

#### Staffing

One individual

#### Qualifications

Trained in jurisdictional elections and public relations procedures, as well as the ClearCount reporting features.

**Table 2-14. Public relations official tasks**

Operation	Tasks
Postelection	Access election reports and publicize results.

## Chapter 3. Training

Responsive to VVSG 2005, Volume 2, Section 2.10.2.

The following sections describe the requirements for the orientation and training of election personnel for the ClearVote system.

### 3.1 Training requirements covered in this plan

The following defines the ClearVote documentation and training materials required for the personnel described in this document.

#### 3.1.1 Jurisdiction staff training

At least one member of every jurisdiction's election staff must attend an in-person training course. The Clear Ballot In-Person Training course provides attendees with a full description of every major aspect of the ClearVote system.

To pass the training course, an individual must successfully demonstrate a complete understanding of running an election using the ClearVote system from start to finish. Attendees are then able to provide additional training and support to those jurisdictional staff who cannot attend an in-person training.

#### 3.1.2 Documentation resources

The jurisdictional election staff is expected to have access to the following documentation resources.

Some manuals address multiple roles. Staff members only need to concern themselves with the content that is relevant to their roles.

**Table 3-1. ClearDesign documentation resources**

Administration Guide	Installation Guide	Maintenance Guide	User Guide
<b>IT/System administrator</b>			
	X	X	
<b>Supervisor/Assistant supervisor</b>			
X		X	X
<b>Ballot developer</b>			
			X

**Table 3-2. ClearAccess documentation resources**

Installation Guide	Maintenance Guide	Poll Worker Guide	Supervisor Guide
<b>IT/System administrator</b>			
X	X		
<b>Maintenance</b>			
	X		
<b>Supervisor/Assistant supervisor</b>			
	X	X	X
<b>Poll worker</b>			
	X	X	

**Table 3-3. ClearCast documentation resources**

Installation Guide	Maintenance Guide	Poll Worker Guide	Supervisor Guide
<b>IT/System administrator</b>			
X	X		
<b>Maintenance</b>			
	X		
<b>Supervisor/Assistant supervisor</b>			
	X	X	X
<b>Poll worker</b>			
	X	X	

Table 3-4. ClearCount documentation resources

Installation Guide	Election Administration Guide	System Operations Procedures	Maintenance Guide	Scanner Operator Guide	Fujitsu documentation
<b>IT/System administrator</b>					
X		X	X		X
<b>Principal supervisor/Assistant supervisor</b>					
X	X	X	X	X	X
<b>Scanning supervisor</b>					
	X		X	X	X
<b>Scanner operator</b>					
				X	X
<b>Ballot preparation staff</b>					
	X				
<b>Scanner maintenance/troubleshooting staff</b>					
X	X		X	X	X
<b>Recordkeeper</b>					
	X				
<b>Ballot resolution personnel</b>					
	X				

### 3.1.3 Clear Ballot staff training

Clear Ballot field service operations employees receive the following training, at a minimum:

- Company orientation training
- Annual compliance training
- On-the-job training
- All applicable formal training related to the products and equipment he or she is servicing