

Indiana Election Administrator's Conference: Statewide Voter Registration System (SVRS)

December 17, 2014

Agenda

A little history...

- The State, Baker Tilly, and Quest
- How SVRS changes are made

Who do you call...

- Question or problem with SVRS?
- Suggestion on how to improve SVRS?
- Need training on SVRS?
- Will SVRS be available?
- Not sure who to call?

The State, Baker Tilly, and Quest

Introduction

- Christian Hoberland – SVRS Program Manager

Overview of Roles and Responsibilities

- Baker Tilly assists the State with technical expertise, program management, monitoring of system performance, and facilitation of system changes
- Quest makes all changes to the system, handles all training and help desk, provides system insight to the State, and covers all support and hosting of the system
- The State makes all final decisions, handles all legislation and policy issues, decides on all enhancements and system changes, and administers the system

How SVRS Changes are Made

Two Builds and Two Hot Fixes Each Year

- Builds include more changes and are larger in scope
- Hot fixes are for critical updates and are limited in scope
- The enhancement list is constantly changing as items are added, refined, and completed

Changes are Constantly Prioritized

- Legislative changes, requests from counties, and long term improvements are catalogued and considered for inclusion in a build or hotfix
- All system changes are prioritized based on need, budget, and capacity before scheduling for the next available build or hotfix
- Feedback is gathered on county requests to determine the level of impact and to refine the approach; through surveys, email, and informal communication
- Communication is key; the more we know, the better we can help you

Who Do You Call?

Question or problem with SVRS?

Call the Quest Helpdesk!

- Helpdesk is open from 7am – 6pm
 - Call 888-467-8771 or email insvrssupport@questis.com
 - Help Desk tickets are create for each call and email. The Help Desk Ticket number and a brief description of the ticket are then emailed to the user
 - An email is sent once the ticket has been resolved

Who Do You Call?

Suggestion on how to improve to SVRS?

Submit an “SVRS Request for System Enhancement” form to the Quest Helpdesk!

- Form is available on the portal
- Ask the Helpdesk, Keagan and Kelly, Christian, or Marsha if you need help finding or completing the request form

Who Do You Call?

Need training on SVRS?

Request a remote or onsite training session!

- Quest is now using a new web training tool called ADOBE CONNECT. This more reliable than prior tools and allows new functionality to create recorded sessions. New user and absentee processing are being developed, which are expected to be helpful for new employees and part-time absentee workers.
- Onsite visits can be requested by contacting the HAVA Administrator, Marsha Carrington. All onsite visits must be approved by the Co-directors

Who Do You Call?

Will SVRS be available?

Check your email notifications!

- Please pay close attention to email notifications. This information is typically sent via the SVRS message hopper and also emailed by the HAVA Administrator
- Call the Quest Helpdesk if you're still not sure

Who Do You Call?

Not sure who to call?

We're all here to help!

- Quest Helpdesk
- SVRS Program Manager – Christian
 - 312-729-8011 or christian.hoberland@bakertilly.com
- Kelly and Keagan
- HAVA Administrator – Marsha
- Co-directors

Questions

