

2009

ElectionReady Services  
Best Practices Suite





800.223.HART · [www.hartintercivic.com/BestPractices](http://www.hartintercivic.com/BestPractices) · [info@hartic.com](mailto:info@hartic.com)

# Striving for the best



## EXCELLENCE

The Hart team shares your passion for excellence. Because of this, our in-house election experts proudly present all the tools you'll need to conduct flawless elections and sustain your voting system into the future.

## EXPERIENCE

To develop this Best Practices Suite we have compiled over a decade of experience with the Hart Voting System, the experiences of our customers, and the hundreds of years of combined experience of our in-house election experts. So all will benefit, we have enhanced affordability and value by introducing a new flexible pricing structure.

## EDUCATION

The Best Practices Suite is organized around nine key components of the election process. For each component we offer documentation, professional training, consulting, and support services. New training and consultation services have been added to meet ever-changing needs. We strive to continuously improve your success through on-going and timely education.



The Hart Best Practices Suite is organized around nine key components of the election process. For each component we offer documentation, professional training, consulting, and support services.



### SECURITY

- Security of voting equipment
- PC security
- Facility security
- Software and hardware testing



### ELECTION DATA MANAGEMENT

- Data archival
- File cleanup and management
- Database and file naming
- Long-term data storage



### BALLOT CREATION & TESTING

- BOSS ballot creation
- Audio / Translation
- MBB management
- Ballot proofing and pre-election testing



### PAPER BALLOTS: PRINTING

- Printer and paper specifications
- Ballot Now ballot printing
- Offsite printer certification
- Quality assurance



### PAPER BALLOTS: BALLOT NOW OPERATIONS

- Ballot preparation for scanning
- Scanner service and maintenance
- Scanning and resolution workflow
- Paper ballot processing and reconciliation



### PAPER BALLOTS: eSCAN OPERATIONS

- Preventative maintenance plan
- Storage and transport
- Preparation and maintenance
- Calibration tool



### VOTING EQUIPMENT MANAGEMENT

- Preparation and maintenance
- Assisting disabled voters
- Planning for VBO use
- Early Voting and Election Day procedures



### POLLING PLACE OPERATIONS & SUPPORT

- Help Desk operations
- Field support operations
- Troubleshooting
- Polling place communications



### REPORTING

- Tally reporting
- Reporting processes and workflow
- Audits / Recounts
- SERVO reports

[ A complete listing and description of consultation, training and services offerings begins on p. 15 ]



# SECURITY

Ensure that every part of your elections operation is secure

- Heighten security of facilities, voting equipment, and PCs.
- Review best practices on hash testing, parallel testing, and office security procedures.
- Utilize the built-in security components of the Hart Voting System to their maximum potential.

Hart provides you with tried and tested security procedures gleaned from years of practical experience. Find a wealth of security information through our self help documentation and guides. Hart can also assist you in a complete analysis of your office's current security measures with our new **Security and Audit Consultation** offering.



## Consulting and Training

- Security and Audit (p.18)

## Guides and Documentation

- Best Practices Guide
- Manuals
  - » Management and Tasks Training Manual
  - » Support Procedures Training Manual
  - » eCM Manager Operations Manual
- Knowledge Base Articles
  - » #1 Using eCM Manager to Create and Write Signing Keys (October, 2007)
  - » #4 Hash Code Testing (April, 2008)



# ELECTION DATA MANAGEMENT

A place for everything and everything in its place

- Review best practices for proven standards in archiving and file management of election data.
- Learn key backup points for disaster recovery and archival purposes.
- Easily locate data from current and past elections with Hart's recommended database naming conventions and PC file structure.

Increase your efficiency and the integrity of your election data by following Hart's proven database management methods. For a customized organizational scheme for your election data, consider Hart's personalized **Election Data Management Consultation**.



## Consulting and Training

- Election Data Management (p.16)

## Guides and Documentation

- Best Practices Guide
- Manuals
  - » All HVS Software Training Manuals
  - » All HVS Software Operational Manuals
- Knowledge Base Articles
  - »#11 Backing up and Cleaning Election Databases (March, 2009)



# BALLOT CREATION & TESTING

Complex elections made simple through good design

- Improve all aspects of ballot creation with recommendations on everything from importing data all the way through Logic and Accuracy Testing.
- Save time and reduce errors with a review of proper text formatting for BOSS and TRANS, including template and text attributes.
- Enhance your ballot proofing process and maximize the use of your BOSS reports.

In addition to our services for BOSS training and onsite support for ballot creation, our new **Ballot Design Services** program gives you expanded creative control over the appearance of your paper ballots. You work with our design consultants to create a stock set of templates and layouts that can be reused from election to election.



## Consulting and Training

- Advanced Training “Boot Camp” (p.15)
- Best Practices Training (p.16)
  - » Ballot Creation, Proofing and Testing
- Customized Training and Consulting (p.16)
- HVS Election Management (Mock Election) (p.18)
- Training for Administrative Staff (p.19)
  - » BOSS for Ballot Programming

## Professional Services

- Ballot Design Enhancement Services (p.20)
- Ballot Production Services (p.20)
- Onsite Support Services (p.21)
  - » Ballot Creation, Proofing and Testing Component

## Guides and Documentation

- Best Practices Guide
- Manuals
  - » BOSS Training Manual
  - » BOSS Operations Manual
  - » Support Procedures Training Manual
  - » Management and Tasks Training Manual



# PAPER BALLOTS: PRINTING

Introduce new efficiencies into your ballot printing process

- Ensure the highest quality in-house printed ballots with Hart's recommended printer settings and maintenance procedures.
- Automate the printing process with pointers on using Ballot Now's print queue, including tips for transmitting ballot files to an offsite printer, and details of offsite printer certification.
- Prevent any last minute snags through careful inspection of ballots.

If you want to improve the quality of your paper ballots and ballot printing processes even more, Hart offers customized consulting and onsite support for ballot printing activities, or use our full **Ballot Production Services** to print your ballots at Hart's professional facility.



## Consulting and Training

- Advanced Training "Boot Camp" (p.15)
- Ballot Design Training and Consultation (p.15)
- Best Practices Training (p.16)
  - » Printing Paper Ballots
- HVS Election Management (Mock Election) (p.18)
- Training for Administrative Staff (p.19)
  - » Ballot Now for Paper Ballot Management

## Professional Services

- Ballot Design Enhancement Services (p.20)
- Ballot Production Services, includes print-only options (p.20)
- Onsite Support Services (p.21)
  - » Printing Paper Ballots

## Guides and Documentation

- Best Practices Guide
- Manuals
  - » Ballot Now Operations Manual
  - » Ballot Now Training Manual
- Knowledge Base Articles
  - » #2 Ballot Now Best Practices (October, 2007)
  - » #7 Ballot Quality Assurance (July, 2008)
  - » #9 Hart Official Ballot Paper (January, 2009)
- Print Overlays



# PAPER BALLOTS: BALLOT NOW OPERATIONS

Maximize ballot throughput and optimize ballot resolution

- Fine tune ballot preparation procedures prior to scanning.
- Maximize scanning and resolution stations for maximum throughput.
- Improve your procedures for handling write-ins and for monitoring the scan process.

Utilize Hart's standard Ballot Now training curriculum for new employees and the refresher courses for the more experienced user. For your more technical needs, Hart has partnered with Kodak to provide a **Scanner Preventative Maintenance** service which will keep your scanners (all brands and models) in prime operating condition. Hart also offers onsite scanner consultation which includes scanner setup, maintenance, a review of procedures, image processing guidelines and reconciliation procedures.



## Consulting and Training

- Absentee Voting Operations (p. 15)
- Advanced Training "Boot Camp" (p. 15)
- Best Practices Training (p. 16)
  - » Ballot Now Scanning Operations
- HVS Election Management (Mock Election) (p.18)
- Training for Administrative Staff (p.19)
  - » Ballot Now for Paper Ballot Management

## Professional Services

- Ballot Now Onsite Scanner Service (p.20)
- Onsite Support Services (p.21)

## Guides and Documentation

- Best Practices Guide
- Manuals
  - » Ballot Now Operations Manual
  - » Ballot Now Training Manual
  - » Support Procedures Training Manual
  - » Management and Tasks Training Manual
- Knowledge Base Articles
  - » #2 Ballot Now Best Practices (October, 2007)



# PAPER BALLOTS: eSCAN OPERATIONS

You scan, it counts

- Fine tune eScan settings and improve eScan preparation and maintenance.
- Learn tips for counting Absentee ballots.
- Ensure proper eScan preparation and maintenance along with important transportation guidelines.

Use the Early Voting and Election Day Desk reference for eScan procedures or sign up for our Train-the-Trainer and Poll Worker Training programs to keep your poll workers and trainers updated on best practices and troubleshooting your eScans. Hart introduces a new **eScan Preventative Maintenance Service**. The service includes internal parts inspection, minor parts replacement, internal clock battery replacement and scanner calibration. You may also purchase eScanReady which enables you to perform your own eScan calibration. Used together, your eScans will be in top shape for years to come.



## Consulting and Training

- Absentee Voting Operations (p.15)
- Advanced Training "Boot Camp" (p.15)
- eScanReady Training and Calibration Tool (p.17)
- HVS Election Management (Mock Election) (p.18)
- Polling Place Operations for Poll Workers (p.18)
- Troubleshooting Training for Field Technicians (p.19)

## Professional Services

- eScan Preventative Maintenance Service (p.21)
- eScan Annual Calibration Service (p.21)
- Onsite Support Services (p.21)

## Guides and Documentation

- Best Practices Guide
- Manuals
  - » Support Procedures Training Manual
  - » Management and Tasks Training Manual
- Desk Reference
  - » Early Voting for eScan
  - » Election Day for eScan
- Election Event User Guide
- Train-the-Trainer Handbook



# VOTING EQUIPMENT MANAGEMENT

## Voting; Simple and Efficient

- Expand your knowledge of equipment preparation and maintenance guidelines.
- Provide the best possible accessible solution for all voters.
- Review new information on troubleshooting VBO errors and estimating VBO paper roll usage.

Enroll in Hart's Assisting Persons with Disabilities course or Advanced Training Boot Camp to enrich your election skills. Hart's new **JBC Preventative Maintenance Service** is recommended for all JBCs that are three years old or more. The program includes internal parts inspection, minor parts replacement and internal clock battery replacement.



### Consulting and Training

- Advanced Training "Boot Camp" (p.15)
- Assisting Persons with Disabilities (p.15)
- Best Practices Training (p.16)
  - » DRE Operations
- Customized Training and Consulting (p.19)
- Polling Place Operations for Poll Workers (p.18)
- Train-the-Trainer for Polling Place Operations (p.19)
- Troubleshooting Training for Field Technicians (p.19)

### Professional Services

- JBC Preventative Maintenance Service (p.21)
- Onsite Support Services (p.21)

### Guides and Documentation

- Best Practices Guide
- Manuals
  - » Support Procedures Training Manual
  - » Management and Tasks Training Manual
- Train-the-Trainer Handbook
- Desk Reference
  - » Early Voting for eSlate
  - » Election Day for eSlate
- Election Event User Guide



# POLLING PLACE OPERATIONS & SUPPORT

## Smooth Polling Place Operations

- Train your poll workers.
- Organize communications between your Election Day Help Desk and your polling places.
- Build and equip a field support program.
- Monitor and capture Election Day incident calls for success during your election and in the future.

When you need additional help with your **Polling Place Operations**, Hart offers training and consulting for your election staff, Help Desk operators, and field support technicians.



### Consulting and Training

- Advanced Training "Boot Camp" (p.15)
- Polling Place Operations for Poll Workers (p.18)
- Training for Administrative Staff (p.19)
- Train-the-Trainer for Polling Place Operations (p.19)
- Troubleshooting for Training for Field Technicians (p.19)

### Professional Services

- Onsite Support Services (p.21)

### Guides and Documentation

- Best Practices Guide
- Manuals
  - » Support Procedures Training Manual
  - » Management and Tasks Training Manual
- Train-the-Trainer Handbook
- Desk Reference
  - » Early Voting
  - » Election Day
- Election Event User Guide



# REPORTING

## Report data accurately and timely

- Review and improve your Election Night reporting operation.
- Enhance your reporting with custom tools in Tally.
- Get the most out of SERVVO by generating reports on data saved on voting equipment.
- Generate advanced custom reports with Fusion.

Hart expands your reporting options with an **Advanced Training "Boot Camp"** and with customized training and consulting services for your reporting, publishing, audit and recount needs.



### Consulting and Training

- Advanced Training "Boot Camp" (p.15)
- Best Practices Training (p.16)
  - » Reporting
- HVS Election Management (Mock Election) (p.18)
- Training for Administrative Staff (p.19)
  - » Tally and Rally
  - » Election Day procedures for equipment management and tabulation
- Fusion Reporting System Training (p.17)
- Ballot Production Essentials Training (for BPS customers) (p.16)

### Professional Services

- Onsite Support Services (p. 21)

### Guides and Documentation

- Best Practices Guide
- Manuals
  - » Support Procedures Training Manual
  - » Rally Training Manual
  - » Rally Operations Manual
  - » Tally Training Manual
  - » Tally Operations Manual
  - » Fusion Operations Manual
  - » SERVVO Operations Manual
- Election Event Users Guide

Below are descriptions of Hart's consultation, training, and professional service offerings. For pricing, call for a customized quote based on our new flexible pricing structure. We've significantly lowered our prices through the bundling of services and the optimization of onsite visits. Hart can now offer you the same excellence you've come to expect at reduced rates. Call us today for a quote and see for yourself how Hart can fulfill your voting system service needs.

**Absentee Voting Operations**

Duration: 4 hours  
Maximum class size: 8

Learn the best procedures for resolving your absentee ballots using either Ballot Now software or eScan (as applicable to your jurisdiction).

**Advanced Training "Boot Camp"**

**NEW**

Duration: 2 days

Test your knowledge and achieve greater independence at the same time. This "Boot Camp" is for advanced HVS users only, and is not a Mock Election. Instead, participants are guided through an agenda of activities designed to give them experience with advanced features of the system and common pitfalls experienced in an election cycle. Targeted content includes subject matter that is included in user documentation but not typically covered in basic HVS training courses.

**Course Topics Include:**

- Working with eCM files
- Building BOSS imports
- Using BOSS images
- Ballot Now Print Queue
- Tally Manual Vote Adjustment
- Tally reports, imports and exports
- Sharper SERVO skills
- Understanding Audit Logs
- Recount procedures
- ...and much more

**Assisting Persons with Disabilities**

Duration: 2 hours

Provide poll workers with the knowledge, awareness and sensitivity needed to assist persons with disabilities using the eSlate Disabled Access Unit. Designed for your lead polling officials.

**Course Topics Include\*:**

- Hands on experience with adaptive devices and the DAU eSlate

\*Pre-requisite: completion of standard eSlate Polling Place Operations Course

**Ballot Design Training and Consultation**

**NEW**

Duration: 4 hours

Learn how to create ballots that are more aesthetically pleasing while improving on the efficiency of the design process.

**Course Topics Include:**

- Layout tips and tricks
- Creating better images
- Updating ballot instructions
- Watermarking ballots
- Creating customized stubs

**Ballot Production Essentials Training (for BPS Customers)**

Duration: 2 days

Gain confidence and expertise with a comprehensive refresher course of the Hart Voting System. Designed for both the experienced user who needs to fine-tune his/her skills and for the first time user who needs to understand all aspects of the Hart Voting System as a Ballot Production Services (BPS) customer.

**Course Topics Include:**

- Hart Voting System Overview – How it all works together
- Polling Place Operations – From set-up through close down
- Ballot Procedures – How to submit ballot data for programming and what to do with MBB cards
- Voting equipment preparation – Pre-election procedures and reset
- Tally tabulation software and reporting – Compiling, merging, and reporting of votes
- SERVO software for managing equipment – Back-up and management of equipment

**Best Practices Training****NEW**

Duration: 4 hour increments

Augment your election skills with training to suit your specific needs. Training is based on content of newly released Best Practices Documentation. Designed to teach experienced HVS System operators advanced Best Practices.

**Course Topics Include:**

- Security
- Election Data Management
- Ballot Creation, Proofing and Testing
- Printing Paper Ballots
- Ballot Now Scanning Operations
- eScan Scanning Operations
- DRE Operations (with or without VBOs)
- Supporting Polling Place Operations
- Reporting

**Election Data Management****NEW**

Duration: 1-2 days (based on number of HVS computers)

Increase efficiency and the integrity of your election data with Hart's proven methods for database management and archiving. Make storage and retrieval of all HVS applications hassle-free.

**Course Topics Include:**

- Assistance and Best Practice training on file cleanup on HVS computers and within HVS software applications
- Best practices for database naming conventions and database management
- Desktop clean-up and database management services
- Consultation and training on the maintenance of election data for future use
- Functionality testing of all HVS software applications
- Training on Best Practices for database key backup points

**Election Day Help Desk Support Training** **NEW**

Duration: 4 hours

Organize your “help desk” and learn how to manage common troubleshooting scenarios through telephone support.

**Course Topics Include:**

- How to log calls for efficient issue management and post-election data collection
- How to interact with poll workers to troubleshoot and follow up on issues over the telephone
- When to send field technicians to a polling place
- Recommended tools for help desk support technicians
- Use of test equipment to assist with troubleshooting over the telephone

**eScanReady Training and Calibration Tool** **NEW**

Duration: dependent on number of eScans

Ensure optimal performance of your eScans with Hart’s custom calibration tool. Fine tune your eScans before each election. Hart provides on site service of your eScans as well as training on the Hart calibration tool. Once service is complete you will be able to independently perform the calibrations yourself for all future elections.

**Course Topics Include:**

- On site calibration of eScan scanner heads
- eScanReady calibration tool and calibration kit
- eScanReady training

**Note:** A “Ship to Hart” Service is also available - see p. 21

**Fusion Reporting System Training****NEW**

Duration: 4 hours

The Hart Fusion software provides advanced reporting capabilities and the opportunity to produce custom reports. This course provides instruction and practice in using Fusion.

**Course Topics Include:**

- Benefits and capabilities of Fusion
- Setting up databases in Fusion
- Using aliases in Fusion
- Creating custom reports
- Exports and web reporting using Fusion

## HVS Election Management (Mock Election)

Duration: 2-4 days

Our most comprehensive offering; this course is a Mock Election to review pre-election preparation, tabulation, reporting, and backup of voting equipment. You and your staff will use the Hart Voting System to conduct a full "mock" election, and we will serve as a "coach" to walk you through difficult processes and assist you with developing your election forms and processes.

### Course Topics Include:

- Election Database Creation
- Ballot Proofing and Logic and Accuracy Testing
- Printing Paper Ballots
- Preparation and Deployment of Early Voting and Election Day Equipment
- Scanning Vote by Mail ballots
- Early Voting and Election Day Polling Place Voting Simulation
- Processing Returned Equipment on Election Night
- Generating Returns
- Post-Election Audit
- Equipment Backup and Warehousing
- Election Data Archival

## Polling Place Operations for Poll Workers

Duration: 4 hour increments  
(varies based on number of poll workers)

Empower your poll workers with knowledge. Using proven training methodologies and years of experience, Hart trainers give poll workers the confidence they need to have a smooth election experience. This class is designed specifically for the unique issues poll workers face.

### Course Topics Include:

- Basic operation of Hart Voting System equipment (DRE, eScan, and VBO operations)
- Practice with uncommon polling place situations (i.e., cancelling booths, handling provisional voters, etc.)
- Basic equipment troubleshooting
- Hands-on practice in operation of HVS equipment in a polling place-type setting

## Security and Audit

Duration: 4 hours

Learn how to integrate the security and audit features of the Hart Voting System into your election procedures. Also includes a work session to analyze your office's current security measures and recommendations on how to make your operations more secure.

### Course Topics Include:

- Security features of the Hart Voting System
- Integrating HVS security into elections operations
- Software and PC security
- Voting equipment security
- Facility security

### Training for Administrative Staff

Duration: 4 hours (varies based on the topics and experience level)

Gain proficiency in Election Administration. Designed for election staff whose primary or secondary responsibility is specifically related to operating any element of the Hart Voting System. Can be tailored for new staff or as a refresher course for experienced staff.

#### Course Topics Include:

- BOSS for Ballot Programming
- Ballot Now for Paper Ballot Management
- Tally for Tabulation
- Election Day procedures for equipment management and tabulation
- Rally for Remote Transmissions

### Train-the-Trainer for Polling Place Operations

Duration: 4 hours (varies based on the number of poll worker trainers)

Ensure your poll workers are knowledgeable and ready to handle the uncertainties of Election Day. Designed for your poll worker trainers.

#### Course Topics Include:

- Training principles and poll worker specific content necessary for designing poll worker curriculum
- Guidelines for training adults
- Tips and tricks on how to ensure your poll workers are prepared for Election Day
- Tools: PowerPoint, soft copy training manuals, videos and agendas

### Troubleshooting Training for Field Technicians

Duration: 4 hours

Equip your troubleshooting team with the knowledge they need to handle all types of polling place issues. Designed specifically for personnel supporting voting systems in the polling places.

#### Course Topics Include:

- Hands-on equipment troubleshooting based on your county's equipment
- How to replace paper rolls, batteries, and fuses
- How to troubleshoot specific equipment error messages
- How to configure equipment for optimal use and voter through-put

### Customized Training and Consulting

Duration: Customizable

You set the agenda based on your needs.

Custom designed training or consulting based on your unique needs, with topics covering any Hart application, utility, election Best Practice, or a combination of all.

**Ballot Now Onsite Scanner Service****NEW**

Get the most out of your scanners with onsite fine tuning. Recommended for all Hart supported scanner makes and models.

**Service Offerings:**

- Kodak-certified technician will perform onsite visit
- Inspection of power configuration and voltage
- Consultation on ballot preparation procedures
- Cleaning and inspection of scanner components
- Scanner calibration
- Perform general functionality test on scanner

**Ballot Design Enhancement Services****NEW**

Improve ballot usability and aesthetic layout with Hart's in-house professional ballot design service. This service provides standardization through consultation, custom graphics, templates, stubs, and watermarking ballots. Hart will produce customized ballot templates in-house or can deliver a tailored package of images, templates, and training.

**Service Offerings:****Custom Templates**

The template service includes custom adjustments for font sizes and type; header size and text positioning; contest title and ballot text positioning; image positioning; column adding and resizing. These can be used for current and future elections.

**Custom Images**

The image service includes a series of customized images in any requested language including standardized images for ballot headers, signatures, proposition text and tables, seals, and instructions with graphics. These can be used for current and future elections.

**Custom Stubs**

Customized ballot stubs can include: graphics, stub numbering, custom instructions, jurisdictional data, and custom layout.

**Watermarking**

The customized watermarking service provides text or graphics in any orientation onto any ballot that has been produced by Ballot Now, allowing for additional freedom and security in ballot design. Watermarks include but are not limited to: graphic images (signatures, instructions, seals), proposition text, cross ballot markers such as "DEMONSTRATION", "TEST", "SAMPLE", and transparent text.

**Note:** If you want to be trained to produce custom watermarks yourself, training is available and special rates apply.

**Ballot Production Services**

Our Ballot Production Service provides ballot programming and printing services for Hart Voting System customers.

**Service Offerings:**

- Ballot programming for paper and electronic ballots
- Paper ballot printing on Hart Secure Ballot Stock
- Text and audio translation for your ballot needs
- Audio recording for eSlate Disabled Access Units
- Production, packaging and shipping of official ballots
  - » Electronic media for eSlate or eScan
  - » Traditional paper ballots

**Note:** If you are a Hart customer with BOSS and you program your own ballots, we can still put our ballot printing expertise to work for you. With decades of ballot printing experience, we guarantee the highest quality so you can spend more time on election administration and less time worrying about ballot production.

**eScan Preventative Maintenance Service** **NEW**

Recommended for all eScans that are three years old or older. Ship your eScan to us, or we'll come on site.

**Service Offerings:**

- Internal clock battery replacement
- Internal parts inspection and minor parts replacement, if needed
- Perform eScanReady calibration on unit serviced
- Return shipping included
- Includes 90 day warranty

**Note:** Reduced rates for eScans that have previously been through a maintenance program.

**eScan Annual Calibration Service** **NEW**

Recommended as an annual follow-up for all eScans that have been through our preventative maintenance program.

**Service Offerings:**

- eScanReady scanner calibration
- Return shipping included
- Includes 90 day warranty

**JBC Preventative Maintenance Service** **NEW**

Recommended for all JBCs that are three years old or older. Ship your JBC to us, or we'll come on site.

**Service Offerings:**

- Internal clock battery replacement
- Internal parts inspection and minor parts replacement, if needed
- Return shipping included
- Includes 90 day warranty

**Onsite Support Services**

Guarantee success in your election with a Hart technician helping you onsite throughout the election process.

**Service Offerings:**

- Ballot Creation, Proofing and Testing Activities
- Printing Paper Ballots
- Equipment preparation and deployment prior to Election Day
- LAT preparation prior to Election Day
- Polling Place troubleshooting on Election Day
- Help Desk functions on Election Day
- Tabulation and reporting on Election Day
- Post-election processes after Election Day

# PLANNING NOTES

Jot down ideas and training needs as a quick reference when speaking to Hart about your 2009 election training calendar.

Learn more. Call Hart today.  
800.223.HART (Option #1)



[www.hartintercivic.com/BestPractices](http://www.hartintercivic.com/BestPractices)



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