

**Technical Proposal – Cover Sheet**

**Detroit EASE Mobile App**

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From September 1, 2011 to November 31, 2012

# Technical Proposal

## Table of Contents

1. Executive Summary .....	4
2. Goals and objectives .....	5
3. Schedule and Milestones: .....	5
3.1. Summary of the Schedule .....	5
3.2. The Intervals in Which Milestones Are Assessed for Progress .....	5
4. Reports: .....	8
4.1. Live On-demand Reports and Statistics .....	8
4.2. Weekly Report.....	8
4.3. Monthly Report .....	8
4.4. Final Report at Completion .....	9
5. MANAGEMENT APPROACH .....	10
5.1. Definition and Formalization of Our Strategic Goals .....	10
5.2. Analysis and Measurement of Current Processes; .....	11
5.2.1. Detroit’s Change from Low Tech to High Tech.....	11
5.2.2. Provide Easier Way to Request Full Ballot .....	11
5.2.3. Track Voters’ Paper Ballot Request/Delivery .....	11
5.2.4. Provide Better Way to Deliver Blank Ballot .....	11
5.2.5. Test the Technologies of Mobile Voting .....	11
5.3. Identification of Each Process and the Related Elements .....	12
5.3.1. Easy Ballot Request or FPCA & FWAB Submission .....	12
5.3.2. Mobile Ballot Request & Mail Tracking .....	12
5.3.3. Mobile Voting.....	12
5.4. Identification of Potential Risks and Mitigating Strategies; .....	13
5.4.1. Mobile FPCA & FWAB Submission.....	13
5.4.2. Attack the Tracking Interfaces of Voter Status.....	13
5.4.3. The Risks of Mobile Voting and Their Prevention.....	14
5.4.4. Risk Factors of Mobile App vs EASE Online .....	14
5.5. Formalization of Performance Indicators.....	15

5.5.1.	Ballot Application Increase Rate .....	15
5.5.2.	Marked Ballot Return Rate .....	15
5.6.	Justification for the Modification.....	16
5.7.	Projections of the Effectiveness of Modifications .....	16
5.7.1.	UOCAVA Voters' Satisfaction.....	16
5.7.2.	Election Staffs' Performance Improvement.....	16
5.7.3.	Real Time UOCAVA Management and Better Reporting .....	16
5.8.	Measurements of Performance.....	16
6.	Current and Pending Project Proposal Submissions:.....	17
6.1.	Related or Complementary Proposal Submission 1 .....	17
6.1.1.	Title of Proposal and Summary; .....	17
6.2.	Related or Complementary Proposal Submission 2 (pending) .....	19
7.	Qualifications .....	21

**The pages between 6 and 12 include Konnech Inc.'s *proprietary information*. Please contact Konnech for permission if any disclosure is requested.**

## 1. Executive Summary

We, the City of Detroit, Department of Elections, want to test an Electronic Absentee System for Election (EASE) Mobile App solution from Konnech Inc. for the coming 2012 elections. Konnech is one of our current vendors providing us Poll Location Management and Poll Worker Management Solutions since 2008. In addition to being a Certified Partner of Microsoft for past 7 years, Konnech is an iPhone Development Partner of Apple and expert of Google Android application. Konnech has developed both the iPhone and Android version of Add-ons, iPAMS and iPollCall, for our warehouse and call center solution using Smartphone. As a 2010 FVAP Electronic Voting System Wizard (EVSZ) winner, Konnech understands the challenges of absentee voting, which includes UOCAVA voting. They have developed the lab-testing version of a smart phone Mobile App, which they demonstrated to the FVAP in Arlington, Virginia on May 2, 2011. It has the following features, which enhance the EASE online voter access dramatically:

- Use the mobile phone screen as the signature pad so voters do not need to print and then scan to email the document.
- The Mobile App creates a secured storage space so personal data can be reused for FPCA, FWAB and ballot submission for coming election(s).

Many more unique features of the Mobile App are discussed within our proposal.

There will be 142.8 million smart phone users in the USA and 449 million globally by the end of 2011. Owners use their smart phones 4.6 hours a day on average. Most US uniformed personnel have a smart phone in their hands. The total downloads from mobile app stores will reach 17.7 billion in 2011. We believe that Konnech's Mobile App for EASE could improve UOCAVA voter access and ballot return dramatically. If used by all States, hundreds of thousands more UOCAVA ballots would be counted for each of the coming elections in 2012.

- It gets the right ballots to and from the voters quicker than any other previous method.
- Once the risks are well-assessed and well-tested, more jurisdictions will adopt it. It will open the flood gate of ballot requests from UOCAVA voters.
- The effectiveness and low cost will assist States to change laws to comply with the MOVE Act.

Security is our main concern in using the mobile device to conduct elections. Extensive and exhaustive testing and risk analysis by both internal and an expert team are needed. We ask for FVAP funding to do the following:

- Build up our city testing environment for EASE Mobile App
- Run a Mock Election with up to 1,000 overseas US citizens
- Conduct Risk Analysis
  - Server hardware and software NIST FIPS compliance test
  - Mobile User Interface (UI) security and personal data safety tests
  - To assist a third party to conduct the Risk Assessment Test

To have better control of grant funding and a security firewall between internal and external testing, we are submitting 3 grants. One is for the EASE electronic voting system. The second is this grant for the EASE Mobile App. The third is for Risk Assessment. The first and second grants will be subcontracted with Konnech Inc. The last one will be with the University of South Alabama.

## 2. Goals and objectives

*The following 7 pages contain Konnech Inc. proprietary information. Please contact Konnech for permission if any disclosure is requested.*

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## 3. Schedule and Milestones:

### 3.1. Summary of the Schedule

We plan to start the project as soon as the contract was awarded, and to finish it within 314 working days.

<b>Task</b>	<b>Duration</b>	<b>Start</b>	<b>Finish</b>
FVAP Mobile App Project	314 days	9/1/11	11/13/12
Project Initial Planning	2.88 days	9/1/11	9/5/11
Meet Initial Requirements	16.5 days	9/5/11	9/28/11
Research, Design	17 days	9/28/11	10/21/11
Development	30 days	10/11/11	11/22/11
Field Test & Risk Assessment	34 days	11/22/11	1/9/12
Documentation	26 days	1/9/12	2/14/12
2012 Primary Election 1	64 days	1/3/12	3/6/12
2012 Primary Election 2	91 days	6/1/12	8/31/12
2012 General Election	87 days	9/4/12	12/31/12

### 3.2. The Intervals in Which Milestones Are Assessed for Progress

- a. EASE Mobile App Initial Planning 2.88 Working Days 9/1/11-- 9/5/11  
We will determine project final scope, and organize project teams with focus in 3 areas; worldwide field test, security analysis, and risk assessment. The preliminary resources will be further reviewed and secured. An FVAP Post-Award Conference will be conducted before September 5<sup>th</sup>.
- b. Team Requirements 16.5 days 9/5/11-- 9/28/11  
We will have our final project management plan not later than (NLT) Sept 12, and final Worldwide Tester Recruiting Plan completed NLT August 15. A campaign plan of awareness and solicitation of testing service from the overseas mobile users, who are US citizen, is finalized, approved and executed. The target testing size is 1,000. Survey will be sent in the last stage of testing to have the testers' feedback about the usability, reliability, security and accessibility. We will also build up web space so this group of testers can still communicate with us or among themselves related to the development of mobile voting in general through a public domain.

Any good feedback will be incorporated into the software plans once reviewed and approved by the FVAP. A more detailed delivery timeline may also be developed with the FVAP.

- c. Design & Redesign 9/28/11--10/21/11  
Based on the feedback from the field testing and risk assessments, the preliminary software specifications and functional specifications will be further developed. The prototype based on functional specifications will be programmed. Demo to FVAP and other interested parties will be conducted before October 21, 2011.
- d. Development 10/11/11--11/22/11  
We will further review the functional specifications based on the feedback from the field and initial testing from the testing staffs. There will be a continuing process of identifying modular/tiered design parameters, adjusting development staff workload, further developing and testing code (primary debugging). We plan to start the programming as soon as possible with the modification of our existing tools and to finish the programming before November 22, 2011.
- e. Internal and Field Test, Risk Assessment 11/22/11 Tue 1/9/12  
Internal and field tests will start as soon as the team is in place. As soon as the field test finishes, the Mobile App will be loaded to Apple Store and Google MarketPlace for public to download. Email alert will be sent to all volunteers, who are US citizen overseas, who had signed up to test our Mobile App. We will also assist the external test team from a US university to conduct the Risk Assessment Test at the same time period with the real-time data. Based on the field feedback, we will modify the program so we can have it ready for the coming Primary Election on February 28, 2012.
- f. Documentation 01/09/11-- 02/14/12  
We will finalize Users and Operations Manuals before February 14, 2011.
- g. Primary Election 1 01/03/12-- 06/06/12  
Michigan anticipates a Feb 28, 2012 primary for presidential race, and August 7 for the rest. We will make our mobile app available on January 14, so voters will have 45 days to access their full ballots via Mobile App.
- h. Primary Election 2 06/01/12-- 08/31/12  
We will make our mobile app available on June 1, so voters will have more than 45 days to access their Mobile App. We will try to make full ballot available on June 23 so it is 45 calendar days in advance of election
- i. General Election 09/04/11-- 12/31/12  
The Election Day is on November 6, 2012. We will make our Mobile App available to download continuously from the Primary Election for voters'

submission of FPCA and FWAB in September 1. On September 26<sup>th</sup>, full blank ballot will be online. Therefore, our UOCAVA voters will have 45calendar days to access their full ballot via Mobile App.

We will closely communicate with the FVAP and wait for an approval if there are any planned change(s) in the above schedule.

#### **4. Reports:**

We will provide the following live, weekly, month and closing reports. Some of these reports will be combined with our EASE reports to give a full picture view of our projects.

##### **4.1. Live On-demand Reports and Statistics**

- Number of new requests for ballots pending
- Number of requests for ballots that have so far been approved
- Number of requests for ballots that have been rejected
- Total Number of requests for ballots that have been received, approved, rejected, or pending.
- Number of voters on the UOCAVA lists
- Voter Request Events
- Voter Access Ballot Events
- Voter Download Ballot Events
- Number of entrees on the UOCAVA list

From the voluntary voter Satisfaction Survey:

- Number of Satisfaction Surveys Submitted
- Number and percentage of survey responders who reply that they are casting an absentee ballot for the first time
- Number and percentage of survey responders who reply that they found it convenient to obtain their ballots online
- Number and percentage of survey responders who reply that they would or would not like to obtain their ballots online in the future
- Number and percentage of survey responders who reply that this method of absentee voting was Very Satisfactory, OK, Somewhat Satisfactory, or Not Satisfactory

##### **4.2. Weekly Report**

Weekly report of Traffic Analytics related to Site Usage, Bounce Rate, Page Views, Direct Traffic, Referring Sites, Search Engines, Pages per visit, Average Time on site, New Visits, Countries (name & number and percentage of users), Average Time on Page, Exit percentage.

##### **4.3. Monthly Report**

Each month, the Project Managers will prepare a programmatic and financial progress report. Within two weeks after the end of the reporting period, the report will be delivered in hard copy or electronically by email. The report will be substantially in the following format:

- (1) Executive Summary
- (2) Project plan status and variance
- (3) Budget status and variance
- (4) Issues/risks identifying concerns that could impact completion of significant tasks or which might have material budget or timeline implications for any issues/risks identified, recommendations to resolve or mitigate the concern will be presented

Each month, the Project Managers will also prepare a status report. The status report will be delivered in hard copy or electronically by email. The report will be substantially in the following format:

- (1) Executive Summary
- (2) Summary of accomplishments from the preceding period
- (3) Summary of activity planned for the upcoming period
- (4) Issues/risks identifying concerns that could impact completion of significant tasks or which might have material budget or timeline implications for any issues/risks identified, recommendations to resolve or mitigate the concern will be presented

#### **4.4. Final Report at Completion**

- Total number of ballots requested on-line
- Total Help-desk requests
- Countries accessed
- Satisfaction levels
- Voter status
- Voter types
- Ballots mailed
- Ballots faxed
- Ballots emailed
- Ballots approved
- Ballots returned

## **5. MANAGEMENT APPROACH**

We, the Department of Elections, City of Detroit, have decided to work with our contractor, Konnech Inc., to develop a Smartphone solution for our UOCAVA voters. Since it is so new and so critical, we want to ensure that the wireless component will not add risk into our voting process. Therefore, more research, study or assessment of risk involved is the focus of this grant application, and we will not seek other jurisdictions as partners until the Risk Assessment is finished. Since it is involved with many cutting edge technologies, and large issues beyond the city's resources, an expertise group will be founded to conduct the in-depth risk analysis about this mobile add-on to our Electronic Absentee System for Elections (EASE). In order to build up a firewall between the contractor and Risk Assessment Team, we will submit a separate grant for the Risk Assessment Team. Therefore, there will be 3 separate grants submitted by us; an application for the Konnech EASE program, another for the EASE Mobile Add-On, and another for Risk Assessment. This grant will depend on our grant funding for the EASE application. If our application for the EASE program should not be granted, this proposed Mobile Voting App project would not be started.

### **5.1. Definition and Formalization of Our Strategic Goals**

As the largest city in Michigan, our strategic goal is to use the Mobile App to change the image of Detroit's UOCAVA voter service. The existing image with our UOCAVA voters is that the delays in ballot delivery and return cause most UOCAVA ballots to go uncounted. Many of our UOCAVA voters are not trying to register and to apply for ballot due to the poor image of Michigan and Detroit with late ballot delivery and with many uncounted ballots due to the missing of the deadline.

Using the technologies of EASE Mobile App, we aim to increase our registration and ballot requests (FPCAs) as well as our Federal Write-in Ballots by 100%. These goals are targeted for the 2012 General Election. We also aim to reduce both our ballot delivery and return failure rates 50% if the Michigan State law allows for online blank ballot delivery or even marked ballot return by voters' personal email accounts later on.

We design our goal with these facts in mind. The first is the high percentage of our UOCAVA voters with the iPhone or Android phone. The initial stage funding from FVAP will help us to make the Mobile App secure and reliable with one year testing period. In the second stage, we will use it in the 2012 elections, and also present our testing results and findings to the national conference so all jurisdictions can benefit. Once all jurisdictions see the results or facts from Detroit, more jurisdictions will use the Mobile App. Once there are a group of Mobile App jurisdictions and UOCAVA users, there will be an unstoppable trend to improve UOCAVA voting by using Mobile App.

## **5.2. Analysis and Measurement of Current Processes;**

### **5.2.1. Detroit's Change from Low Tech to High Tech**

The poor image is due to many factors and years of lack of participation from UOCAVA voters. We have to overcome the image issues one by one within the boundary of state laws and regulations. The new technologies have been presented by an innovative local company with a long term affordable price. We want to join the trend of cutting cost while improving our service by using advanced technologies. The end measurement of this image change will be increased participation and overall improvement of UOCAVA voters and election staff satisfaction.

### **5.2.2. Provide Easier Way to Request Full Ballot**

It is our intention to provide additional ballot-request avenues for our UOCAVA voters. In addition to current mail or fax, our Mobile App will enable our voters to submit the FPCA online or even using their Mobile App. The measurable improvement will be many minutes saved by our UOCAVA voters and our staff processing time for each ballot. We project over 100% of time saving minimum for our voters and 30% time saving for our staffs. Our voters can submit both their FPCA and FWAB within 15 minutes. Our staff will receive a crystal clear image of the FPCA and FWAB every time. Now, many mailed and faxed images are hard to read. For some emailed images, some of them are hard to open due to the incompatible imaging format.

### **5.2.3. Track Voters' Paper Ballot Request/Delivery**

Our UOCAVA voters can log in to their Mobile App to check the status of their ballot request and the shipping status of their full paper ballot. This could not be done before. Therefore, it is total brand new services.

### **5.2.4. Provide Better Way to Deliver Blank Ballot**

Michigan allows only our UOCAVA voters to receive ballots online. The qualified voters will log onto their Mobile App to mark their full ballot, sign, print and mail their marked ballot back. It is never been done before. Therefore, the EASE and EASE Mobile App make it total brand new services.

### **5.2.5. Test the Technologies of Mobile Voting**

Michigan currently does not allow the marked ballot returned by the email. However, it is important to have these capacities tested in terms of security and reliability. Without a pilot test with monitored mock election and Risk Assessment from an expert team, there will not be compelling evidence for us to back up our request for changes.

Our strategic goals are to find the industry expert in EASE and Mobile App business with an approved track record with the city, and experience in the election industry. Konnech, one of our current vendors, provided the EASE service to 3 states in 2010, and election logistic management for Detroit for the past 3 years with iPhone/iPad and Android applications, like iPAMS and iPollCall, as add-ons for the PollChief Election Management Tool Suite.

Currently, most States allow blank ballot online delivery. Many States allow the marked ballot returned by the voters' personal email address. Therefore, our final measurements for this project are these pilot project results and reports, which are critical for most states in US.

### **5.3. Identification of Each Process and the Related Elements**

#### **5.3.1. Easy Ballot Request or FPCA & FWAB Submission**

Most of the entered information is the same in both FPCA and FWAB. Voters are required to submit their FPCA each year to be qualified as the UOCAVA voters. FWAB can be also submitted for the coming election with their federal and state write-in candidates. Michigan's new election law allows the voters to submit their name, resident address and signature online to apply their absentee ballot. The Mobile App with the signature pad feature makes it perfect for Michigan residences. It is lower fruit hanging on the tree, which is easy to achieve.

#### **5.3.2. Mobile Ballot Request & Mail Tracking**

The processing transparency will enhance the voters' participation. In addition to EASE online version, the voters can also check the following information:

- My Ballot Application Status
- My Paper Ballot Delivery Status
- My Polling Location
- My Help Contacts

#### **5.3.3. Mobile Voting**

There are three main components of mobile voting, which are blank ballot delivery, marked ballot return, and marked result tabulation.

Since there are a lot of working procedures and security issues involved within a limited time, we will focus on the blank ballot delivery and marked ballot return first. The tabulation portion of the test will depend on the availability of time for this project in the middle of 2012.

## **5.4. Identification of Potential Risks and Mitigating Strategies;**

Mobile App presents its unique set of risks, which should be analyzed extensively with the assistance of this grant. It is a main purpose of this grant to do more studies by us and by a third party who has extensive testing experience specialized in election systems.

### **5.4.1. Mobile FPCA & FWAB Submission**

#### **5.4.1.1. *Application Software Hack Prevention***

Hackers could try to attack the Mobile App server to insert coding for voters information mining, contact information changing, and candidate name fixing within the FWAB write-in form and virus injection. A successful attack would cause major damage to our election.

The attack to Mobile App should happen differently than to EASE. The EASE web interfaces are dynamically presented through web browser in addition to the user data between the server database and web browser. The Mobile App is marking compiling into file format like PDF, and is emailed out ballot purely at the handset. Since there is no a centralized server to attack in the Election Days, and it is almost impossible for hacker to attack each individual phone set during the Election Days, the effective attack must happen before the Election Days at the Mobile App.

We can prevent these attacks with the version control before its formal release and its verification after release. One sample of after release verification is to create a secured mother copy at a separated and more secured server. Constantly comparing of the copy of Mobil App at the web server with its mother is one of ways to alert the authorities that there is an attack happened.

#### **5.4.1.2. *Cloned Mobile App Prevention***

The attacker can have the voters to download their Mobile App from the cloned site with a modified application. Just like SSL secured web site verification and certification, our vendor has presented a Brand Name certification system with a brand verification server to secure the Mobile App just from our vendor.

#### **5.4.1.3. *Data Breach Prevention***

Beside the application software hack prevention, SSL is used to protect data while it is in transmission. In addition, the encryption of data in transmission and in the servers is also important. The encryption has to be in compliance with NIST FIPS certification.

### **5.4.2. Attack the Tracking Interfaces of Voter Status**

Since it is only a status report interfaces, it is less a valuable target for hacker to attack. Comparing with EASE online tracking, Mobile App interfaces are installed at local phone set. The exchange between server and user is mainly the tracked data. Therefore, it

is less to be attacked with. However, pay attention the holes of the application layer design, use SSL with more than 128 bit security key, and FIPS compliant encryption are needed in place to prevent any data leaking.

### **5.4.3. The Risks of Mobile Voting and Their Prevention**

#### **5.4.3.1. *Protect Voter Privacy Issue***

Just like EASE, we will provide a key to the voter's jurisdiction, which can access the voters' total voting result. There are only one key with the system ballot master, which is able to see the association of a voter with his or her ballot markings or the candidate selection. There is only one back-end system to manage both the data flow from online EASE or Mobile App. Therefore, the risks are exact the same as the EASE for the voter privacy protection issue.

#### **5.4.3.2. *Prevent Breached Ballot Delivery and Return***

Just like EASE, the ballot database at server, the ballot information in transmission, and the ballot information presented at the user-end have to be protected. For Mobile App, the verification or certification is possible at the user or voter handset since there is prior installed software. Therefore, it may be able to provide additional security.

#### **5.4.3.3. *Prevent Breached Tabulation***

The portions of tabulation source code and marked ballot return have to be tested, and certified before the real in use for election. Our proposed plan is to do some initial field testing and risk analysis if the time and budget allow in the middle of 2012. This proposal will focus on the communications with voters, ballot request, ballot delivery, and return assistance.

### **5.4.4. Risk Factors of Mobile App vs EASE Online**

Voters can vote either using EASE online wizard, or Mobile App. There are most of similar risk factors like encryption on the servers and in transmission. There are few different risk factors.

#### **5.4.4.1. *Use of Different Data Networks***

It is our assumption that the cellular networks used may be harder to hack than wireless network. A cellular network is just like a company (AT&, Spirit, or Verizon) internal network with millions users. Their hardware and software is integrated with their network. Breach will happen for any network. It is only our assumption that one company is to take in charge and to fix the problem quicker than the computer network, which involves usually many different routers and switches, which are made and owned by many different operating companies.

#### 5.4.4.2. *Mobile Application Is Harder to Attack*

Since there is no centralized database to attack after its release, it is harder to be attacked. For example, EASE provides on-screen marking capacity. Although it is not an online election system, the EASE server still has to remember the ballot markings so it can produce the PDF file in the end with the marking result. Even if it is only stored temporarily on the server and is immediately cleared out after user finishes the ballot submission, a strong protection of server from the hack is necessary.

For Mobile App users, they can fully use the phone set's resources once the permission to install the Mobile App was granted. The Mobile App can remember the ballot-markings, generate all PDF forms with personal information and signature also inserted locally and securely without the data exchange with the centralized servers. Therefore, there is one less critical element in the server to be attacked at.

However, further study will be needed to confirm this assumption, to discover any missing risk factor(s).

### 5.5. Formalization of Performance Indicators

#### 5.5.1. Ballot Application Increase Rate

We have General Election in past 3 years with the following UOCAVA requests.

	2010	2009	2008
Military	84	7	1,250
Overseas Civilian	<u>38</u>	<u>3</u>	<u>586</u>
<b>Total</b>	<b>122</b>	<b>10</b>	<b>1,836</b>

Our goal is to increase the UOCAVA voter ballot application to 100%, which means that there will be 1,836 more potential voters for the 2012 General Elections.

#### 5.5.2. Marked Ballot Return Rate

We have the history data of total absentee ballot mailed and returned by deadline for our general population.

	2010	2009	2008
Total Absentee Ballot Issued	49,117	46,544	81,396
Ballot Returned by Deadline	<u>44,739</u>	<u>41,829</u>	<u>78,563</u>
<b>Return Ratio</b>	<b>91.1%</b>	<b>89.9%</b>	<b>96.5%</b>

We currently do not collect the information just for UOCAVA voters for their returned ballot. The grant funding will allow us to collect the UOCAVA return data and to improve our tracking and service of our UOCAVA voters.

## **5.6. Justification for the Modification**

Detroit is an American bench-mark city with the hope of recovery in its local economic. With the grant supported improvement in election technologies, our department should be able to show our UOCAVA voters that we listen to their concerns and needs. We should be able to provide as good as service as our colleague in the country. This Mobile App presents us one of these opportunities. If Detroit can do it, you can do it.

## **5.7. Projections of the Effectiveness of Modifications**

### **5.7.1. UOCAVA Voters' Satisfaction**

We will design, deliver and collect a satisfaction survey for our Mobile App users, and want to improve our UOCAVA voters' satisfaction over years.

### **5.7.2. Election Staffs' Performance Improvement**

Due to the city budget issue, we could not increase our staffs to deal with more absentee voters in general. Therefore, the technologies are our solution to improve staffs' productivity while maintaining their job satisfaction level.

### **5.7.3. Real Time UOCAVA Management and Better Reporting**

In the past, we could not separate the UOCAVA ballot return, delivery failure rate from the general population. By this project, we should be able to collect the data in real-time based. More detail reports can be generated in few clicks of a mouse button.

## **5.8. Measurements of Performance**

The measurements of our performance can be the higher voter registration and ballot request. We anticipate the Mobile App should increase our ballot request in 2012 General Election to 100% over 2008 General Election level, which will be at least 1,836 UOCAVA more voters.

We will tune up the state configuration for all States in US. Therefore, any voter can download from Apple Store and Google MarketPlace to use our Mobile App to apply for their ballot through FPCA and FWAB.

## 6. Current and Pending Project Proposal Submissions:

(Not included in page limitations)

### 6.1. Related or Complementary Proposal Submission 1

#### 6.1.1. Title of Proposal and Summary;

**Title:** *Detroit Electronic Absentee System for Elections (EASE)*

**Summary:**

*This is an application for fund to build an Electronic Absentee System for Elections (EASE) for the City of Detroit UOCAVA voters, based on the electronic voting support wizard (EVSU) pioneered by FVAP in 2010.*

*The contractor will be Konnech, Inc. This company successfully provides Detroit with their PollChief's poll worker and poll location management modules for the past 3 years, and last year had successfully provided the EVSU for New Jersey, Montana and Nevada. We have confidence in Konnech as a technology partner.*

*Michigan may have more ballot delivery and return challenges for our UOCAVA voters than other States. Many of our overseas voters are giving up trying to apply for their ballot since most of their past effort failed due to their impression with the election service of Michigan. Now, Michigan has moved the Election Day tentatively from August to February 28, 2012. The earlier election will bring additional challenges to our department. Additional communications with our UOCAVA voters are urgently needed.*

*The EASE will help us to generate additional interest from our UOCAVA voters. Our qualified voters can use EASE to confirm their registration, apply for their ballots using FPCA and submit their write-in ballot using FWAB, which can be downloaded from EASE. They will also be able to check their application and full ballot delivery status using EASE. By using EASE, Detroit will be able to deliver the blank ballot online which will be a first in Michigan elections. We anticipate that our applications from UOCAVA voters for 2012 will increase 50% or more than 2008 elections, which can be near 1,000 more UOCAVA voters for the City of Detroit alone.*

*Currently, we are using a Microsoft Excel spreadsheet to keep track of UOCAVA voters. There is no system to communicate with our thousands of UOCAVA voters effectively. Our UOCAVA voters cannot check if their application was received, their paper ballot was sent, or if their marked ballot was successfully recorded. The new EASE will dramatically improve our internal operation, and our voter service for our UOCAVA voters.*

*Since Michigan requests our UOCAVA voters to have their signatures on all of their submissions, the voters still have to print the web downloaded forms, signed them, scan them, and mail or email them back. For most of our UOCAVA voters, this is one of the major challenges. Detroit plans to use the EASE add-on of Konnech's Mobile*

*App to overcome this problem. Our proposed Mobile App will allow voters who have a Smartphone like an iPhone or Android powered phone, to mark, sign, and return the ballot on their Smartphone instead of using EASE voter interfaces through their computers. Our city staff will use the same EASE login to manage these Smartphone users as well as the online users. Since the Mobile App is an addition to our EASE application, we separated our Mobile App into a separate grant application. If there is not enough funding from FVAP, we at least hope that we will be funded for our EASE project.*

- source and amount of funding (annual direct costs; provide contract and/or grant numbers for current contracts/grants); *Another grant proposal submitted to FVAP (BAA number: HQ0034-FVAP-11-BAA-0001) (pending)*
- percentage effort devoted to each project; *100%*
- identity of prime applicant and complete list of subcontractors, if applicable;  
Primary Applicant: *City of Detroit*  
Subcontractor: *Konnech Inc.*
- technical contact (name, address, phone/fax, and email address);  
*Kelly Neuder*  
*4211 Okemos Road, Suite 3 & 4*  
*Okemos, MI 48864*  
*517.381.1830*  
*Fax: 877.301.0793*  
*Kelly@konnech.com*
- period of performance;  
*From September 1 to November 31, 2011*
- proposed project and all other projects or activities requiring a portion of time of the senior personnel must be included, even if they receive no salary from the project(s);  
*5% Kimberly Wallace*
- award period and amount including indirect costs as well as the number of person-months or labor hours that are to be devoted to the project(s), regardless of support; and  
*Award Period: September 1 to November 31, 2011*  
*Grant Proposed Amount: \$276,775*
- how projects are related to the proposed effort and indicate the degree of overlap.

*This grant is to build up the EASE system, which will be accessed by both the city administrators and voters. Another related grant is to build up the Mobile App so the Smartphone users can access the voter's interfaces in addition to the online web interfaces. There is no overlap for the city administrator database and control console since these portions of the EASE will be purely*

supported by this grant. The Mobile App will build overlap voter access so the voter has both options to access their voting system, online through web or on their Smartphone through cellular network.

## 6.2. Related or Complementary Proposal Submission 2 (pending)

- Title of Proposal and Summary;

**Title:** *Electronic Absentee Voting Risk Assessment: Comparing Mail-in to Online Plus Mobile Device Balloting*

**Summary:**

*Electronic alternatives, including online voting and voting with mobile devices, are now available that promise to make absentee voting more efficient and effective. Electronic voting alternatives are particularly attractive for overseas citizens and military personnel that have no other choice than by mail. Electronic voting system components, including support for online voting and voting with mobile add-ons, are currently under consideration for use in Detroit, Michigan. These electronic alternatives offer potential to enfranchise Military and Overseas voters in Detroit and across the United States. With any change, however, comes risk.*

*Electronic absentee system components, while clearly advantageous in terms of the ability to deliver the vote in a more timely way, and with fewer ballots lost or arriving late, nevertheless introduces new threats. Electronic voting systems are subject to cyber attacks, malware intrusions, technical failures, and user error. Some electronic voting alternatives, particularly precinct-based optical scanners and direct record electronic machines, have been used for a number of years, and the risks are well understood. Other technology alternatives, such as web-based online voting, and voting with mobile devices, are much newer and pose a variety of risks. An understanding of these risks is a necessary and important part of the process of new technology evaluation.*

*In this project, we propose to apply novel risk management methods to perform a comparative risk assessment of absentee voting alternatives for the City of Detroit using a risk assessment process created for the United States Election Assistance Commission (EAC). Our approach relies on the skills of independent experts and a spreadsheet-based simulation tool to compare election operations risks for the current absentee vote-by-mail system against the electronic options under consideration.*

- source and amount of funding (annual direct costs; provide contract and/or grant numbers for current contracts/grants); **Another grant proposal submitted to FVAP (BAA number: HQ0034-FVAP-11-BAA-0001) (pending)**
- percentage effort devoted to each project; **100%**
- identity of prime applicant and complete list of subcontractors, if applicable;  
**Primary Applicant: City of Detroit**  
**Subcontractor: University of South Alabama**
- technical contact (name, address, phone/fax, and email address);

**Dr. Jeff Landry**  
**University of South Alabama**  
**307 University Blvd, North**

*Mobile, Alabama 36688  
jlandry@usouthal.edu  
251.461.1596*

- period of performance;  
*September 1, 2011 through September 30, 2012*
- proposed project and all other projects or activities requiring a portion of time of the senior personnel must be included, even if they receive no salary from the project(s);  
*5% Kimberly Wallace*
- award period and amount including indirect costs as well as the number of person-months or labor hours that are to be devoted to the project(s), regardless of support; and  
*Award Period: September 1, 2011 through September 30, 2012*

*Grant Proposed Amount: \$119,070.00*

- how projects are related to the proposed effort and indicate the degree of overlap.  
*Risks of wireless voting system are not well-known in the election industry. This pilot project will be a good learning process for the industry as whole. It is to protect the health growth of the wireless voting technology to secure the voting process and to speed up the process of digital voting, which will overcome these key bottleneck issues like ballot delivery and return securely and reliably.*

*This project is based on our other grant application. One is to build up the hardware and software testing environment. Another is to design our Mobile App and to have a field test. Based on the testing setting and data generated by the field test, we should be able to conduct the Risk Assessment, which is for this grant application.*

## 7. Qualifications

### Qualifications of Our Key Personnel for This Project

Kimberly Wallace, City Project Manager, obtained both Master of Science (Computer Information System) and Bachelor of Science (Computer Information System) degrees from University of Detroit Mercy, Detroit, Michigan in 1999 and in 1996. Since then, she is certified with the followings:

- Microsoft Office User Specialist: 2003, XP, 2000, 97
- Microsoft Certified Technology Specialist – SQL Server
- Microsoft Certified Professional
- CompTIA Network+ Certified Professional
- CompTIA A+ Certified Service Professional
- International Business Administration
- UNIX O/S & C Programming
- EDUCATION AND TRAINING

Currently, she is the Computer Systems Support Manager for the Department of Elections, City of Detroit. She supervise, plan and direct the various activities of data processing, network and telecommunications, which include all computer operations, programming and systems development. Coordinate the various data processing and communication needs in the most efficient and timely manner. Work is of a complex technical nature, involving a great deal of creativity, perception and initiative as well as a high level of independent judgment. She is a computer Professional with over thirteen years experience providing technical training and assistance to business professionals and students, demonstrated ability to integrate computer skills, customer support experience, project management and related education to exceed technical, business, and customer requirements, and is skilled at troubleshooting and fixing problems while, minimizing customer stress levels.

Eugene Yu, our project manager, obtained his MBA degree in 1988 from the Babcock Graduate School of Management of Wake Forest University, and his BS degree from Zhejiang University, P.R. China in 1982, one of the best engineering schools in China. He was a member of BICSI with extensive experience in server room design, installation and web hosting service as a Microsoft Hosting Service Partners' technical contact for Konnech. He completed the IT project management course at Lansing Community College in 2008. He has led the team to finish several large online web application suites for the election industry and in school districts, including the EASE project with FVAP for 3 States in 2010. From his 20 years experience in technology and management, he is well-qualified to lead his team to successfully accomplish this FVAP Data Migration Tool mission.

Anne Wang is our Technical Manager with a Master Degree in Information Science from the University of South Florida, Tampa, FL and Associate Degree of Computer Support from Lansing Community College, Lansing, Michigan. She is certified with Microsoft Application Software Training, CompTIA A+ Certificate Training. Since

2005, she has organized her programmer team to finish a number of large projects in the election and educational industries for Konnech.

Heather Zeng, Documentation Manager, has a Master Degree of Computer Science from the HuaZhong University of Science and Technology, Wuhan, P.R. China, and taken the C# and SQL programming courses in Lansing Community College in 2005. She develops training material, prepares user manuals, and upgrades test manuals for ABVote state and county users and PollChief<sup>®</sup> city and county users.

Kelly Neuder, Support Manager, has her Bachelor of Arts in Communication from Michigan State University. Since 2008, she has been working at Konnech providing customer service and support to the Department of Elections, City of Detroit and Leon County, Florida starting in 2009, and the ES&S project in 2010. She has managed project planning, overseen website production, ensured quality control, conducted alpha testing, managed beta testing, operated three database systems, interfaced between users and product engineers, created page designs using Hypersnap 6 and Visio, trained users, provided help desk support, demonstrated help desk, written instruction documents. She will lead the FVAP project if we are awarded this contract.

Laura Potter, Business Development Manager/Account Manager, has extensive customer service experience. She researches and analyzes election industry activities, coordinates election demonstration projects and oversees marketing. She successfully completed our PollChief project with Leon County, Florida in 2009, and our last project with the FVAP by coordinating all activities with the FVAP, BTA, states, counties, and voting equipment vendors smoothly in addition to the activities with ES&S and jurisdictions in 2010. She has the expertise in communications needed to have our project well-planned and coordinated with outside parties.

## Resume - Kimberly Wallace

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14332 Marlowe, Detroit, MI 48227 / Tel# (313) 409-7249 Email: khayes8770@hotmail.com

### SUMMARY

Computer Professional with over thirteen years experience providing technical training and assistance to business professionals and students. Demonstrated ability to integrate computer skills, customer support experience, project management and related education to exceed technical, business, and customer requirements. Skilled at troubleshooting and fixing problems while, minimizing customer stress levels. Professionally certified by CompTIA and Microsoft.

### SKILLS

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Technical Training   | <input type="checkbox"/> Help Desk<br>Operations | <input type="checkbox"/> Project<br>Management       |
| <input type="checkbox"/> Desktop Systems      | <input type="checkbox"/> Customer Service        | <input type="checkbox"/> Preventative<br>Maintenance |
| <input type="checkbox"/> System Tuning        | <input type="checkbox"/> Analysis                | <input type="checkbox"/> Component Repair            |
| <input type="checkbox"/> Microsoft<br>Windows | <input type="checkbox"/> Microsoft Office        | <input type="checkbox"/> Microsoft<br>Networking     |

### EXPERIENCE

CITY OF DETROIT/DEPT OF ELECTIONS, Detroit, MI

2007 - Present

**Computer Systems Support - Manager**

Supervise, plan and direct the various activities of data processing, network and telecommunications, which include all computer/PBX operations, programming and systems development. Coordinate the various data processing and communication needs in the most efficient and timely manner. Work is of a complex technical nature, involving a great deal of creativity, perception and initiative as well as a high level of independent judgment.

- Program Local Municipal Elections
- Perform Diagnostic on various election equipment
- Update and maintain the Dept of Election website
- Participate in the selection of new colleagues.
- Train, develop and evaluate colleagues.
- Develop overall strategy related to the design, implementation, operation, and security of computers, networks and telecommunication systems.
- Direct colleagues in the planning of work schedules and maintenance of operations.
- Establish and maintain work standards, methods and procedures.
- Assist in the selection of hardware and software for information, network and communication systems.
- Report to management on progress of developments.
- Direct establishment of user training in relation to computer/communication systems.
- Ensure implementation of and adherence to local security procedures.
- Regular contact with others outside the work group to coordinate computer, network, and communication system needs.

WAYNE COUNTY COMMUNITY COLLGE DISTRICT, Detroit, MI

2007 - Present

### **Distance Learning Instructor**

Developed and delivered online training to prepare students for a degree/career in Computer Information Systems via Blackboard. Rendered instructions on a diverse range of Information Technology subject matters including:

- Internet Business
- Site Development
- Network Technology

### **Part-time Instructor**

Lecture students to cultivate skills to create, present, and collaborate on professional presentations by using Microsoft PowerPoint software, as a visual communication tool, to create remarkable presentations with enhanced multimedia capabilities.

**LEAD P.C. Technician Instructor**

Managed instructors, teacher assistants and students enrolled in P.C. Technology courses. Assisted system administrator with hardware and software problems, provided troubleshooting, and owned desktop and network issues to resolution. Perform maintenance of computer lab PC's and peripheral equipment. Identify problems and provide appropriate solutions. Install operating systems and applications and facilitated new hire classes, technical training demonstrations as well as corporate training.

- Built, maintained, and repaired computer systems to improve speed, reliability, and efficiency of operation.
- Prototyped system upgrades to identify potential problems and learned to operate and troubleshoot new systems.
- Analyzed frequent problems or potential conflicts and consulted with Training Staff and System Administrator to design and implement a solution in order to address the concerns.
- Demonstrated high quality, results-driven, prompt, and professional technical service and support to instill confidence in technical advice and directions.
- Reduced stress levels of management by adopting a cooperative attitude and positive approach to every task and assignment.
- Manage projects for fundraising efforts and student exposure for possible internship opportunities
- Organize Monthly Mentor group between students and Ford Motor Company professional
  - Earned recognition from CompTIA for leading an entire class to 100% CompTIA A+ Certified.

**Technical Consultant (Lead Deployment Specialist)**

Lead a diverse group in the deployment of a new Desktop launch for St. John Hospital and its subsidiaries. Required the evaluation of current hardware and upgrade, retire or acquire new hardware to meet clients and system specifications.

- Loaded the 2000 core desktop image for several end-users
- Performed BIOS flash after hardware installations
  - Executed quality testing

- Confirm user log-ins, drive mappings and accessibility of resource

AIRTOUCH WIRELESS COMMUNICATIONS, Southfield, MI

1998 - 1999

### **Network Analysis**

Maintain the integrity of the cellular network for the Great lake region and Northern Ohio. Used several different applications and ran customized scripts to manipulate the imported data from several switches throughout the network.

- Analyzed the data from multiple switches to determine the performance of the cellular network
- Created queries to evaluate data imported from switches for possible problems.
- Liaised between customer operations and engineering group to disseminate technical information and customer concerns
- Facilitated technical/informative meetings for departmental and regional managers
- Trained marketing team and sales reps on the usage of new handset equipment

### **Technical Knowledge**

**Operating Systems:** Windows2003, Windows XP Pro, Windows2000, NT Server, Windows 95&98, Novell 5.1, Novell ZEN, MS DOS 6.X, UNIX SCO.

**Computer Languages:** Visual C++, HTML, Perl, Pascal, COBOL, FORTRAN, and UNIX Shell Scripts.

**Utilities/Application:** Virtual Machine, Norton Ghost, Norton Anti-Virus, MS Office, Fox Pro, NetG, Corel Suite, Rbase 4.0, Exchange 5.5, Lotus Notes, Outlook.

**Hardware Installations:** Hard Drives, CD-ROMs, Network Cards, RAM, Floppy drives, SCSI controllers, Sound Cards, Printers, and Modems, USB devices.

### **EDUCATION AND TRAINING**

University of Detroit Mercy, Detroit, Michigan

**Master of Science** (Computer Information System), 1999

University of Detroit Mercy, Detroit, Michigan

**Bachelor of Science** (Computer Information System), 1996

Wayne County Community College, Detroit, Michigan

**Associate of Applied Science** (Computer Information System), 1994

### **CERTIFICATIONS**

Microsoft Office User Specialist: 2003, XP, 2000, 97

Microsoft Certified Technology Specialist

Microsoft Certified Professional

CompTIA Network+ Certified Professional

CompTIA A+ Certified Service Professional

International Business Administration

UNIX O/S & C Programming