



The Council of State Governments  
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## 2010 Innovations Awards Application

Deadline: March 1, 2010

ID # (assigned by CSG): **10-E-02DE**

**Please provide the following information, adding space as necessary:**

State: Delaware\_\_\_\_\_

Assign Program Category (applicant): Government Operations and  
Technology (Use list at end of application)

1. eSignature
2. Commissioner of Elections
3. Elaine Manlove, State Election Commissioner
4. 905 S. Governor's Avenue, Suite 170, Dover, DE 19904
5. (302) 739-4277
6. (302) 739-6794
7. Elaine.manlove@state.de.us
8. [www.elections.delaware.gov](http://www.elections.delaware.gov)

**9. Please provide a two-sentence description of the program.**

Elections eSignature provides Delaware Citizens with a way to simultaneously create or update their voter registration information when they obtain/make changes to their driver's license or identification card at any Delaware Department of Motor Vehicle (DMV) location as well as in the Elections Offices. This is a radical departure from the ink and paper methods used to capture voter information prior to eSignature.

**10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 1, 2010 to be considered.**

February 19, 2009

**11. Why was the program created? What problem[s] or issue[s] was it designed to address?**

On Election Day 2000, New Castle County Department of Elections had to process in excess of 50 court orders. By 2004 the number had risen to over 200 and this was only New Castle County. This meant that voters had conducted business at one of the four DMV locations, said they completed the paper voter registration application, but found on Election Day that they did not appear on any voter registration rolls. Their only recourse was to go through the inconvenience of experiencing the court process to exercise their right to vote. We realized that a better process to deal with the DMV generated voter registration applications was needed. The project began as a means to ensure that Elections received *every* voter registration application from the DMV.

**12. Describe the specific activities and operations of the program in chronological order.**

A) DMV Locations Process Flow

1. When a Delaware resident goes to the DMV to:
  - a. Get a driver’s license or state ID for the first time, or
  - b. Update the address on the driver’s license or state ID, or
  - c. Renew a driver’s license or state ID

The Election eSignature process, using the information captured by the DMV associate for a driver’s license and state ID, automatically gets initiated to verify if the Delaware resident is a U.S. Citizen and will be 18 years old by the next General Election. If yes, the process continues.

2. The next step in the process is to verify that the individual is currently a registered voter in Delaware.
3. For existing voters, they will be asked if they would like to change their party affiliation. Otherwise, they will be asked if they would like to register to vote.
4. For those who would like to change their party affiliation or register to vote, they will perform the following on the signature pad:
  - a. Select their party affiliation
  - b. Verify their personal information as captured by the DMV associate and verify the selected party affiliation
  - c. Provide their signature
5. For those who decline to register to vote, they will provide their signature on the signature pad as proof of declination

B) Elections Location Process Flow

1. When a Delaware resident, who is a US Citizen and will be at least 18 years old by the next General Election walks in to:
  - a. Register to vote, or
  - b. Change his/her voter registration information (i.e., party affiliation, address, etc.)

His/her information will be captured by an Elections associate into the Elections Management System

2. For those who would like to change their party affiliation or register to vote, they will perform the following on the signature pad:
  - a. Select their party affiliation
  - b. Verify their personal information as captured by the Elections associate and verify their selected party affiliation
  - c. Provide their signature

The voter registration application (in electronic form, including the signature) is now in the system and is ready to be processed.

**13. Why is the program a new and creative approach or method?**

The concept of eSignature and all that it entails is an innovative venture. With this process in place Elections is able to receive all voter registration applications in “real time.” Replacing the manual process will save thousands of dollars in equipment maintenance and staff time and going paperless supports the Delaware Green Initiative.

**14. What were the program’s start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)**

Item	Estimate	Actual	
Electric Install	\$ 2,300.00	\$ 2,300.00	Variances between the Estimate versus Actual: ✓ Tcom Switches – original estimate was for 1 single switch but it should have been for 2 separate switches to accommodate the system design of spare/backup parts to cover failures. ✓ WebLogic Software – The Estimated dollar amount was for MidMarket AND Advantage versions combined; Actual came in much lower since we have ordered the MidMarket
Dell Equipment	\$142,892.04	\$142,892.04	
Dell KVM	\$ 3,647.40	\$ 3,558.40	
Ingenico Devices	\$ 2,700.00	\$ 2,700.00	
Rack	\$ 7,425.28	\$ 7,425.28	
Tcom Switches*	\$ 5,806.05	\$ 13,907.50	
Windows Software	\$ 4,685.76	\$ 4,685.76	
WebLogic Software*	\$ 36,487.50	\$ 9,238.28	
Totals:	\$203,744.13	\$184,507.36	

			<p>only for the Production Environment and will be using the free versions for the development environment/testing environment.</p> <p>✓ <b>Under budget by \$19,236.77</b></p>
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Staffing needs - the same programming team and developers that created the Elections software on the mainframe side as well as the Ingenico and DMV credit card processing of software (on which eSignature is based) were used again-no third parties. All of this is 100% home grown right here in DE, for and by the citizens of DE.

Ingenico EN-Touch 1000 Signature Pad Devices for the Elections Offices (These are the exact same devices that DMV had already installed in all of the DMV locations.)

Overall Project Budget was \$550,000 – we came in at \$502,012

**15. What are the program’s annual operational costs?**

There are zero direct human maintenance costs-only annual software licensing renewals (Windows OS, Linux, WebLogic, Oracle, etc.) which are extremely minimal because they are rolled into the overall Service Level Agreement between Elections and DTI for all Enterprise technologies. The software that was used for eSignature is based upon the DTI/DMV Credit Card application which has been running for several years with zero human intervention except to apply normal software patches and updates for continued security.

**16. How is the program funded?**

2002 Help America Vote Act With the passage of HAVA, we were provided with the resources to make eSignature a reality putting us in alignment with the federal government’s goal of encouraging states to make improvements in the Elections process.

**17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.**

Previous legislation had been passed that allowed us to accept digital signatures.  
 Delaware Code, Title 15 Elections, Chapter 1302(e).

**18. What equipment, technology, and software are used to operate and administer this program?**

We built this environment with massive power and capacity for eSignature now and in the future as well as additional Electronic Elections Initiatives not on the drawing board yet.

10 Dell Quad Core Xeon E5450 Processor2x6MB Cache, 3.0GHz, 1333MHz FSB

- (4 for Production Environment with auto-failover each to each other;
- 2 for Development Environment;
- 2 for Test Environment
- 2 for WebLogic Services)

- ✓ 16GB 667MHz (4X4GB), Dual Ranked Fully Buffered DIMMs in each server
- ✓ 4 in each server: 73GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug HardDrives + 2cold spares
- ✓ PERC6i SAS RAID Controller, 2x4 Connectors, Int, PCIe, 256MB cache
- ✓ ONBOARD BROADCOM 5708 1GBE NETWORKING
- ✓ Dell Remote Access Card, 5th Generation for PowerEdge Remote Management
- ✓ 24X IDE CD-RW/DVD ROM Drive for PowerEdge 2950
- ✓ Energy Smart Redundant Power Supply
- ✓ Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch,
- ✓ Mission Critical Enhanced Services Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch,
- ✓ ProSupport for IT: 7x24 HW / SW Tech Support and Assistance for Certified IT Staff,

2 Cisco Catalyst 3560 Tcom Switches

Mainframe:  
Adabas v7  
Natural 4.2.1  
Running on IBM z/OS v1.10.00

PC Client / Ingenico:  
Visual Studio 2008  
Ingenico Form Designer v3.0  
Running on Windows XP Pro

Broker/Mapping:  
Eclipse v3.1.2  
SAG EntireX Communicator v7.3.3  
Running on Windows Server 2008 Standard Edition

Management Module:  
WebLogic v8.1  
Oracle v11g  
Running on Red Hat Linux 4.5AS

**19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.**

Yes, the program did originate in our state. We developed it ourselves. Elaine Manlove, State Election Commissioner, 905 S. Governor's Ave., Suite 170, Dover, DE 19904, (302) 739-4277, [Elaine.manlove@state.de.us](mailto:Elaine.manlove@state.de.us) was the innovator.

**20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?**

We are the ONLY state that has a complete DMV-to-Elections Solution. We are the ONLY state that attaches a voter signature permanently to their permanent voter registration file.

**21. Has the program been fully implemented? If NO, what actions remain to be taken?**

Yes, the program has been fully implemented.

**22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.**

The concern was to reduce the number of courts orders on Election Day. We had a reduction in 2008 and anticipate fewer court orders in the future. We won't see the full benefits of eSignature until 2012 after the DMV has passed through a five year licensing cycle.

**23. How has the program grown and/or changed since its inception?**

Adding Image Scanning in Phase 2; Rolling out to other agencies in Phase 3; integration with Electronic Poll Books in Phase 4

**24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?**

The primary obstacle for other states would be scope creep which focuses on the project "creeping out" further than anticipated. Other limitations would depend on where the state is starting from in terms of technological resources and skills. We partnered with two additional agencies (Department of Technology and Information and the Department of Transportation/DMV) and, as with any project, that required an extensive time commitment and scheduling issues. Funding was a major concern, however, we were fortunate to have HAVA funds which made it possible for us to proceed with eSignature. We also had to change legislation to allow for digital signatures.

CSG reserves the right to use or publish in other CSG products the information provided in this application. If your agency objects to this policy, please advise us in a separate attachment.



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## 2010 Innovations Awards Application Program Categories and Subcategories

Use these as guidelines to determine the appropriate Program Category for your state's submission and list that program category on page one of this application. Choose only one.

### *Infrastructure and Economic Development*

- Business/Commerce
- Economic Development
- Transportation

### *Government Operations and Technology*

- Administration
- Elections
- Information Systems
- Public Information
- Revenue
- Telecommunications

### *Health & Human Services*

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

### *Human Resources/Education*

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

### *Natural Resources*

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

### *Public Safety/Corrections*

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

**Save in .doc or rtf. Return completed application electronically to [innovations@csg.org](mailto:innovations@csg.org) or mail to:**

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**This application is also available at [www.csg.org](http://www.csg.org).**