

# Election Systems & Software

MAINTAINING VOTER CONFIDENCE. ENHANCING THE VOTING EXPERIENCE.



## SERVICE OVERVIEW

# ES&S Project Management

Election success is built on the foundation of effective project management. ES&S Project Management delivers on the promise of success by drawing on more than three decades of elections-only experience to anticipate every possible scenario, mitigate risks, solve problems, and ensure your successful election process is sustainable over time.

## Key Features and Benefits

ES&S has developed a proven project management approach that is based on five fundamental concepts:

### Partnership

The ES&S project management approach depends on a close partnership between our customer and our implementation team. Maintaining a voting system is not something we do **to** a jurisdiction, it is something we do **with** a jurisdiction.

### Planning

ES&S' project management approach involves detailed planning and preparation. For every project, we follow a customized implementation road map that clearly defines roles and responsibilities, deliverables, milestones, and timetables.

### Foresight

ES&S' project management approach ensures that, together, we will anticipate the potential implementation pitfalls — and then develop contingency plans to avoid them. It also allows us to anticipate the impact of any necessary changes along the way, so you can continue to successfully manage your election.

### Problem Resolution

ES&S' project management approach allows us to identify, isolate, and resolve problems quickly and efficiently. We have very specific processes and procedures in place to assign ownership, track progress, and report back to our customer that the issue has been resolved.

### Performance

ES&S' project management approach has built-in accountability to demonstrate we are performing — as promised. We maintain regular communication with our customer, and we can provide real-time snapshots that update the status of any element of your implementation plan.



## WHY ES&S?

At Election Systems & Software, we recognize the incredible responsibility we have to voters and election administrators. As a result, **Maintaining Voter Confidence, and Enhancing the Voting Experience®** is our core mission as a company.

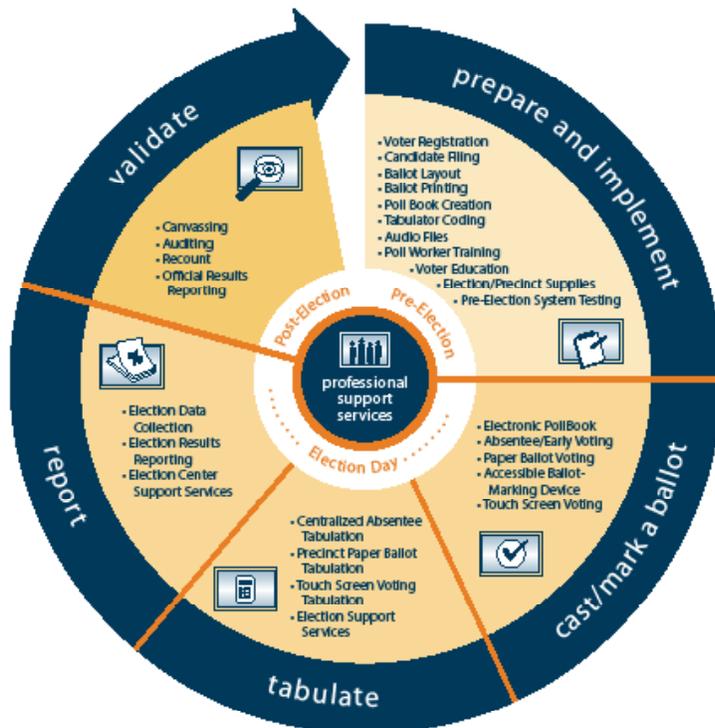
ES&S' sole focus is elections and we understand voting systems and election support services better than anyone else in the industry. With over 30 years of experience supporting thousands of elections varying in size and complexity, our staff is intimately familiar with the needs of our customers and the most important aspects of their elections.

ES&S has become a trusted partner with unmatched service support resources, and industry leading products. When you select any ES&S voting systems or service solutions, you are assured confidence, and peace of mind.

ES&S continually develops new technology to meet emerging requirements and deliver ever-improving voting solutions. No matter what your needs, we're prepared to support your election.

## Support for Every Step of the Election Process

ES&S® Project Management includes support for the items outlined below, as well as additional customized requests.



### Just a Few Project Management Services and Benefits:

- A single point of contact for all your ES&S election management needs
- Coordination of equipment storage and general maintenance procedures
- Development and facilitation of poll worker training
- Pre-election testing and reporting
- Installation and records management of state-certified firmware upgrades
- Development of Election Day site support plans and procedures
- And all types of customer



*“Having the company that developed our voting system directly involved and working hand in hand with our staff has helped us more efficiently prepare for our elections. As an extra assurance on Election Day, the additional ES&S Site Support staff is a tremendous help in many areas, including the technical help desk and overall troubleshooting of Election Day issues. Overall, we feel the ES&S Project Management and Site Support services have been a great addition and complement to our knowledgeable staff.”*

#### Lester Sola

SUPERVISOR OF ELECTIONS,  
MIAMI-DADE COUNTY