

The Importance of a Clear Chain of Custody in 2022 and Beyond.



Chain of Custody

— Elections —



Use Case

The elections' integrity is imperative and critical to our democracy. For constituents, it is utmost important to have faith in their election officials to ensure that the conduct of elections is always fair, safe and accurate. At the same time, for election officials, it is equally important to address constituents' concerns in a very transparent way to keep the trust and integrity intact.

The most critical and sensitive pillar of the entire election process is the chain of custody of voting equipment and ballots. If any jurisdiction is missing the clear visibility into the chain of custody, perhaps it can raise a lot of questions over the integrity of the election process.

Challenge

The need for accountability and transparency of Chain of Custody of ballots and election equipment is vital. A clear audit trail is demanded by our legislatures and our citizens, providing:



WHO touched each machine



WHAT location and



WHEN the machines were transported/transferred



WHERE this occurred

Chain of Custody is critical both TO and FROM an election site. In an environment where accountability is key, knowing WHO is responsible.

Chain of Custody

Solution Implemented

Localities and states needed a clear chain of custody in an electronic environment. A strong Chain of Custody solution provided Digital Forensics to capture clear logging and audit trail of all events involving chain of custody for voting equipment and ballots.

We implemented a 360 degree view of the entire chain of custody, showing WHO, WHAT, WHEN and WHERE for each election equipment and casted ballots.

1. Assigned voting system for each election for each polling location by serial number.
2. Implemented logging of who picked up the voting system and who signed off.

3. Implemented logging of who received the voting system and where it was stored.

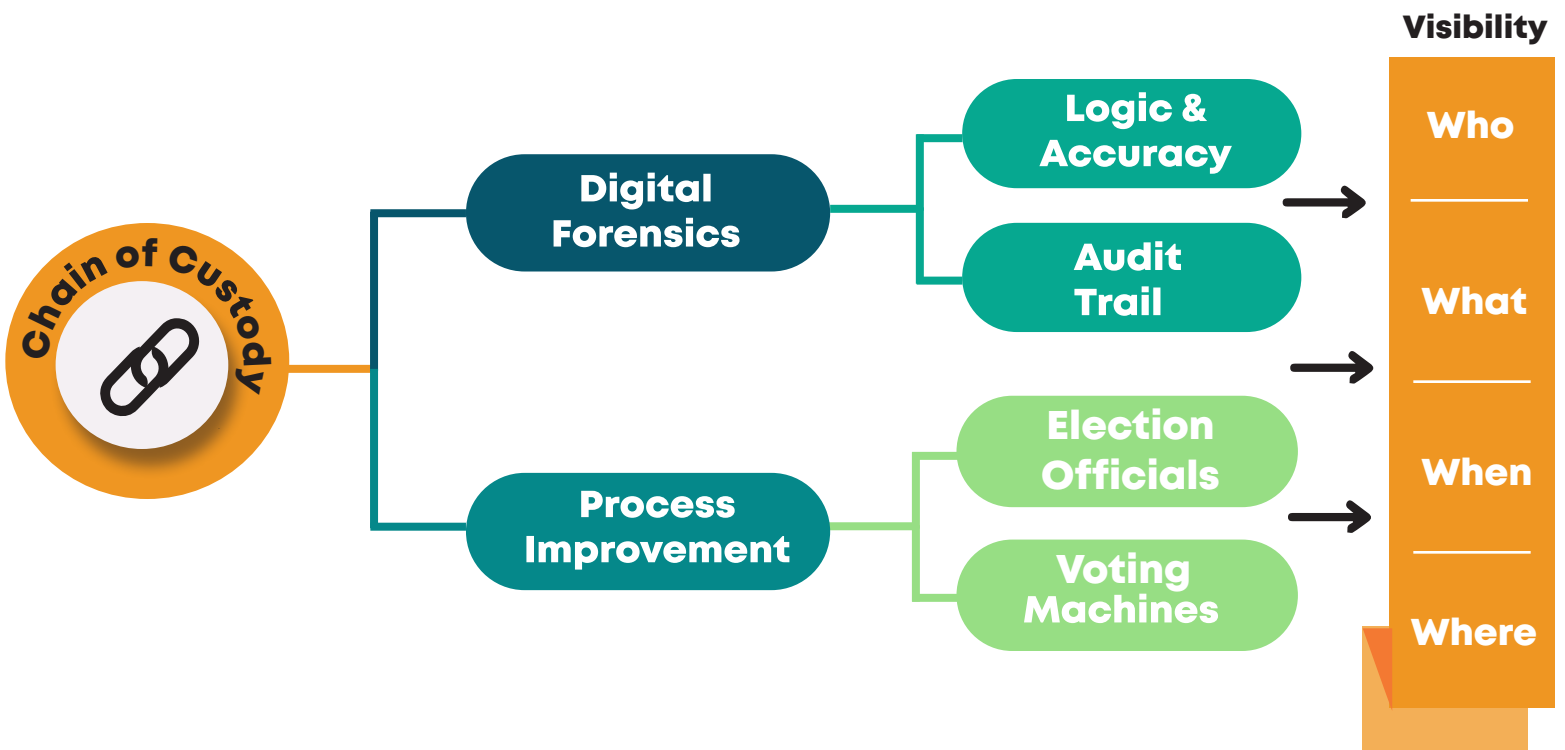
4. Implemented of logging of casted ballots from precincts, drop boxes and satellite locations: who picked them up, how they were transported and who received them (signed off).

5. This strong Chain of Custody solution utilized mobile technology and secured dual-authenticated login to assure the right people had access to the system.

6. Implemented reporting with intuitive dashboards and “one click” function allowed for quick insights and highlighting of areas of concern, so that proactive measures were taken. This included a “hover over” ability on dashboards, to see locations and contact information for authorized indi-

FOIA and other Election Information Requests

By capturing all of the Digital Forensics of the election process, election officials could answer questions with confidence and ease of use. By authorizing access to the right people at the right time, election officials saw the areas they managed quickly and accurately.



Process improvement leads to Transparency and Visibility

A strong Chain of Custody solution provided localities and state level with an immediate / real time view of

- Where each equipment is located, by serial number
- Who touched the equipment
- When it was delivered
- How it was transported
- When it was transported



Digital forensics: An electronic ledger allowed for accountability and visibility for audit and reporting.



Time Saving: Now, the election staff was able to focus their time and energy on core business functions, better serving their citizens.



Proactive measures: State head-quarter levels benefited by having insight into each locality, as well as the ability to see “hot spots” where resources were needed to be deployed to support localities.



Institutional Knowledge
By having a system of records for chain of custody, it becomes easy for any new election official to understand the entire process of chain of custody. In case of turnover, the understanding of how to conduct an election is maintained.

Before

After

60 hrs

30 hrs

— Election Data Management

The team was spending 60 hours per week before a strong Chain of Custody solution. Included consolidating and merging data for locations, staff and equipment; the many activities that are simply part of the election, many of which fall under “institutional knowledge” After using this solution, the team spent 30 hours per week.



Time Reduction



Increase in Productivity

13-14 hrs

1 hr

— Election Equipment

The team was spending 13-14 hours prior to every election to properly assign equipment before Integra. After using the solution, the team could complete this in less than 1 hour.



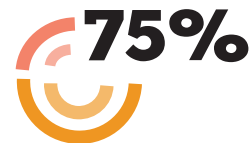
Time savings

15 hrs

6 hrs

— Precinct Readiness

The team was spending 15 hours per week prior to using this Chain of Custody solution. This is our “checklist”, of assuring each precinct has supplies, support materials and communication with the voting locations to assure the site is prepared for an election event. After using this solution, the team spent 6 hours per week.



Time savings

50-60 hrs

5-6 hrs

— Information at your fingertips to support FOIA

(both citizens and legislators)

Prior to using this solution, researching data to respond to FOIA requests took 50-60 hours to research and respond. With this Chain of Custody solution, FOIA requests are simple to research and respond to, with only 5-6 hours needed. And accuracy (a challenge to quantify) was much more accurate. All data was at the Election Director’s fingertips without involvement of 100’s of hours human analysis. **A ten fold reduction in time.**



Time Reduction

Success factors

- Increased visibility & transparency for Election Officials of their Chain of Custody.
- Citizens had a higher trust factor in their public servants for the election process.
- Election officials attained increased confidence in conducting fair, safe and accurate elections to better serve their constituents.

Sense of Urgency

- It is evident that more and more citizens, election officials and legislators want and demand a clear Chain of Custody of voting systems.
- It is imperative to have a clear chain of custody in each jurisdiction to clearly reflect Who, What, When and Where of all voting equipment.

Integrity of our voting process is a paramount to our democracy. We cannot afford to wait another election cycle to implement this.

Chain of Custody

About Us

Leveraging our own experience as well as conversations with hundreds of election officials, the Soch team developed Integra utilizing technology to bring all aspects of the election ecocycle into one environment for a single solution.

Integra is a single solution for the entire Election Ecocycle. As most aspects of election management are interconnected and interdependent, multiple solutions (which do not work well together) fall short of what Election Officials need to provide safe and secure elections for their citizens.

As Chain of Custody requires knowledge of the people, property and processes surrounding an election, it requires a solution which accounts for each of these.

- People – Election staff, poll workers, transportation personnel, voting site property managers
- Property – election sites, election equipment, storage locations, election offices, satellite locations, dropbox locations, ballots, supporting supplies
- Processes – Logic & Accuracy testing, Security & Compliance review, election readiness checklists, Chain of Custody procedures, proper screening of poll workers and election officials



Integra

Contact Us

For more information please contact us to learn the latest in Chain of Custody and many more topics such as Election Readiness, Election Security, and much more in a single solution for your Election Ecocycle.



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