From the Vendor Trace document or declaration, identify all documents that pertain to **Personnel Deployment & Training**. Each submitted (Vol. 1, Sect. 1.1) Technical Data Package document (Vol.2 Sect. 6.6) is reviewed (Vol. 1, Sect. 1.6.2.2).

Note about revisions: The first time a review form is completed, the form revision number is 01. As the review process continues, newer versions of vendor documents, or additional documents, will be submitted to close discrepancies. Each time new versions of documents are examined, the review form is saved with a new revision number. Save the form with the new revision (Save As) before you update the document names, versions and/or file names. Enter your name and date on the new revision.

Applicable TDP Documents table: List each applicable TDP document. Put the Title from inside the document in the first column, along with the version and date. Under "File name," copy the full document file name.

Trace Table: Verify whether the vendor correctly documented each applicable VVSG requirement listed in this template. Use the following notations to indicate results:

- **Traced** column: For each positive finding, enter the document number(s) corresponding to the **Applicable TDP Documents** Table below, with the section number(s) in each applicable document where the requirement is fulfilled. (Example: Doc. 2, Sec. 1.2)
- **Comments** column:
  - o **"Y"** indicates that the document(s) fulfill the requirement.
  - o **"N"** indicates that the document(s) do not fulfill the requirement.
  - o **"P"** indicates that the document(s) partially fulfill the requirement
  - o **"NT"** (not tested) indicates documents that are part of the system configuration but outside the scope of this certification review effort (only if not a full cert).
  - o **"NS"** (not supported) indicates requirements that apply to features that are not supported in the configuration being tested (such as paper ballots).
  - o Explain "**P**", "**N**", "**NT**" or "**NS**" findings here.
  - o In addition, use the Comments column to enter any comments that would be helpful throughout the project.
  - o **Discrepancies:**
    - List discrepancies in red
    - A Documentation discrepancy is written when a VVSG requirement is not fulfilled or is partially fulfilled in the TDP.
    - An Informational discrepancy is written when the issue is outside the scope of the certification; Informational discrepancies are provided to the client but do not preclude certification.
    - Enter the discrepancy number of any discrepancies written (from the separate discrepancy report), with a short description in the Comments column.

Vendor :	**Hart InterCivic, Inc.**	Reviewer(s):	Lesley Hoppert
Voting System:	**Verity 1.0**	**Review Date:**	1/28/2015

Applicable TDP Documents

Document Title (from cover pg), version, date	Doc #	File name
Management and Best Practices Training Agenda, no version or date	#1	Verity_1.0_Agenda-Mgmt_Best_Practices
Verity Build Training Agenda, no version or date	#2	Verity_1.0_Agenda-Build

Document Title (from cover pg), version, date	Doc #	File name
Verity Central Training Agenda, no version or date	#3	Verity_1.0_Agenda-Central
Verity Count Training Agenda, no version or date	#4	Verity_1.0_Agenda-Count
Verity Service and Maintenance Training Agenda, no version or date	#5	Verity_1.0_Agenda-Service_and_Maintenance
Verity Polling Place Operations Training Agenda, no version or date	#6	Verity_1.0_Agenda-Polling_Place_Operations
Assisting Persons With Disabilities Training Agenda, no version or date	#7	Verity_1.0_Agenda-APWD
Train the Trainer Training Agenda, no version or date	#8	Verity_1.0_Agenda-Training_the_Trainer
Verity Trace - Personnel Deployment - Training, 12/11/14	#9	Verity Trace - Personnel Deployment - Training.doc
Verity Operational Guide, v A.12, no date	#10	Verity Operational Guide 6640001 A12

Trace Table

Req #	VVSG 2005 Testing Standards - Vol.2 unless otherwise specified	Traced	Comments
2	**Technical Data Package**		
2.1	**Scope**		
2.1.1	**Content and Format**		
2.1.1.1	**Required Content for Initial Certification** *(Indicate "*" if this document does not fall into the identified category of documentation.)*		
i.	At minimum, the TDP shall contain the following documentation: Personnel deployment and training requirements;	Doc #9 - Entire Doc	Y
2.1.1.3	**Format**		
	The requirements for formatting the TDP are general in nature; specific format details are of the vendor's choosing. The TDP shall include a detailed table of contents for the required documents, an abstract of each document and a listing of each of the informational sections and appendices presented. A cross-index shall be provided indicating the portions of the documents that are responsive to documentation requirements for any item presented.	Doc #9 - Entire Doc	Y

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2.1.3	**Protection of Proprietary Information**		
	The vendor shall identify all documents, or portions of documents, containing proprietary information not approved for public release. Any person or test agency receiving proprietary information shall agree to use it solely for the purpose of analyzing and testing the system, and shall agree to refrain from otherwise using the proprietary information or disclosing it to any other person or agency without the prior written consent of the vendor, unless disclosure is legally compelled.	The document "Verity 1.0 TDP Overview 4005511 A04," contained at the top level of the TDP, notes which documents are proprietary. None of documents #1-8 are considered proprietary.	Y
2.10	**Personnel Deployment and Training Requirements**		
2.10.1	**Personnel**		
	The vendor shall describe the personnel resources and training required for a jurisdiction to operate and maintain the system.		**Y - see below**
a.	The vendor shall specify the number of personnel and skill levels required to perform each of the following functions: Pre-election or election preparation functions (e.g., entering an election, contest and candidate information; designing a ballot; generating pre-election reports;	Doc #10 - Section 4	Y - DISC **VTY-2** The documentation does not specify the number of personnel and skill levels required to perform pre-election or election preparation functions. A more specific guideline or example is needed. It should include the expected number of personnel needed for each VVSG specified area for one or more particular (e.g., average) size jurisdiction(s) and can be based on number of polling places or devices. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" section 4.
b.	The vendor shall specify the number of personnel and skill levels required to perform each of the following functions: System operations for voting system functions performed at the polling place;	Doc #10 - Sections 5, 6	Y - DISC **VTY-3** The documentation does not specify the number of personnel and skill levels required to perform system operations for voting system functions performed at the polling place.

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			A more specific guideline or example is needed. It should include the expected number of personnel needed for each VVSG specified area for one or more particular (e.g., average) size jurisdiction(s) and can be based on number of polling places or devices. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" sections 5 and 6.
c.	The vendor shall specify the number of personnel and skill levels required to perform each of the following functions: System operations for voting system functions performed at the central count facility;	Doc #10 - Sections 7, 8	Y - DISC **VTY-4** The documentation does not specify the number of personnel and skill levels required to perform system operations for voting system functions performed at the central count facility. A more specific guideline or example is needed. It should include the expected number of personnel needed for each VVSG specified area for one or more particular (e.g., average) size jurisdiction(s) and can be based on number of polling places or devices. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" sections 7 and 8.
d.	The vendor shall specify the number of personnel and skill levels required to perform each of the following functions: Preventive maintenance tasks;	Doc #10 - Section 10	Y - DISC **VTY-5** The documentation does not specify the number of personnel and skill levels required to perform preventive maintenance tasks. A more specific guideline or example is needed. It should include the expected number of personnel needed for each VVSG specified area for one or more particular (e.g., average)

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			size jurisdiction(s) and can be based on number of polling places or devices. **Update 12/12/14:** The document "Verity Operational Guide 6640001 A10" section 10 states that "The number of personnel required to maintain a Verity device is 1 person per device." This apparently means that for any given device, one person can maintain it. However, the intention of the requirement is to guide a jurisdiction on how many people they need to maintain all of their devices. We recommend Hart provide an estimate of how much time it takes to maintain each machine, and/or a recommendation on how many personnel are needed for every set number, e.g., 100, devices. **Closed** - L. Hoppert, 1/28/15: Traced to updated file Verity Operational Guide 6640001 A12, section 10

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e.	The vendor shall specify the number of personnel and skill levels required to perform each of the following functions: Diagnosis of faulty hardware or software;	Doc #10 - Section 13	Y - DISC **VTY-6** The documentation does not specify the number of personnel and skill levels required to perform diagnosis of faulty hardware or software. A more specific guideline or example is needed. It should include the expected number of personnel needed for each VVSG specified area for one or more particular (e.g., average) size jurisdiction(s) and can be based on number of polling places or devices. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" section 13.
f.	The vendor shall specify the number of personnel and skill levels required to perform each of the following functions: Corrective maintenance tasks;	Doc #10 - Section 13	Y - DISC **VTY-7** The documentation does not specify the number of personnel and skill levels required to perform corrective maintenance tasks. A more specific guideline or example is needed. It should include the expected number of personnel needed for each VVSG specified area for one or more particular (e.g., average) size jurisdiction(s) and can be based on number of polling places or devices. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" section 13.
g.	The vendor shall specify the number of personnel and skill levels required to perform each of the following functions: Testing to verify the correction of problems.	Doc #10 - Section 13	Y - DISC **VTY-8** The documentation does not specify the number of personnel and skill levels required to perform testing to verify the correction of problems. A more specific guideline or example is needed. It should

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			include the expected number of personnel needed for each VVSG specified area for one or more particular (e.g., average) size jurisdiction(s) and can be based on number of polling places or devices. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" section 13.
	A description shall be presented of which functions may be carried out by user personnel, and those that must be performed by vendor personnel.	Doc #10 - Sections 1, 4, 5, 6, 7, 8, 9, 10, 13	Y - DISC **VTY-9** The documentation does not describe which functions may be carried out by user personnel and those that must be performed by vendor personnel. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" sections 1, 4, 5, 6, 7, 8, 9, 10, and 13.
2.10.2	**Training**		
a.	The vendor shall specify requirements for the orientation and training of the following personnel: Poll workers supporting polling place operations;	Doc #1 - Elections Officials, Elections Specialists Doc #5 - Elections Officials, Elections Specialists Doc #6 - Elections Officials, Elections Specialists Doc #7 - Elections Officials, Elections Office staff, at least one experienced poll worker from each polling place	Y
b.	The vendor shall specify requirements for the orientation and training of the following personnel: System support personnel involved in election programming;	Doc #2 - Verity Layout Data Entry Specialists, ballot proofers, Verity Media (vDrive) Creators, Ballot Print File Creators, Elections administration staff	Y

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c.	The vendor shall specify requirements for the orientation and training of the following personnel: User system maintenance technicians;	Doc #5 - Warehouse personnel, Election Officials, Information Technology specialists, and support personnel	Y - **INFORMATIONAL** DISC **VTY-10** The identified audience for the document "Verity Service and Maintenance Training Agenda v 1.0" (file name F_Verity_Service&Maint _Agenda.pdf) is "Elections Officials, Elections Specialists"; however, the training includes responsibilities and procedures for field technicians and help desk operators. These roles should be specifically identified in the Audience section. **CLOSED**, L. Hoppert 12/12/14 - Doc "Verity_1.0_Agenda-Service_and_Maintenance" was updated to identify and audience of "Warehouse personnel, Election Officials, Information Technology specialists, and support personnel"
d.	The vendor shall specify requirements for the orientation and training of the following personnel: Network/system administration personnel (if a network is used);	**NS**	NS - Networking not supported
e.	The vendor shall specify requirements for the orientation and training of the following personnel: Information systems personnel;	Doc #1 - Elections Officials, Elections Specialists Doc #2 - Verity Layout Data Entry Specialists, ballot proofers, Verity Media (vDrive) Creators, Ballot Print File Creators, Elections administration staff Doc #3 - Verity Central Operators, Resolution Team Members, Elections Office Staff Doc #4 - Verity Count Operators, Elections Officials	Y
f.	The vendor shall specify requirements for the	Doc #8 - Customer employees and/or	Y

Req #	VVSG 2005 Testing Standards - Vol.2 unless otherwise specified	Traced	Comments
	orientation and training of the following personnel: Vendor personnel.	delegates who will be conducting poll-worker training courses. Optional train-the-trainer courses may include the Assisting Persons with Disabilities Course and the Verity Device Troubleshooting Course.	
4.3.5	**Availability**		
	Vendors shall specify the typical system configuration that is to be used to assess availability, and any assumptions made with regard to any parameters that impact the MTTR. These factors shall include at a minimum:		Y
e.	Recommended number and locations of spare devices or components to be kept on hand for repair purposes during periods of system operation documentation: Personnel deployment and training requirements;	Doc #10 - Section 13, subsection "Spare Equipment Requirements"	Y - DISC **VTY-13** The Personnel Deployment and Training documentation does not specify the recommended number and locations of spare devices or components to be kept on hand for repair purposes during periods of system operation. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" section 13.
f.	Recommended number and locations of qualified maintenance personnel who need to be available to support repair calls during system operation	Doc #10 - Section 13, subsection "Help Desk Personnel Requirements"	Y - DISC **VTY-14** The Personnel Deployment and Training documentation does not specify the recommended number and locations of qualified maintenance personnel who need to be available to support repair calls during system operation. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" section 13.
g.	Organizational affiliation (i.e., jurisdiction, vendor) of	Doc #10 - Sections 1, 4, 5, 6, 7, 8, 9, 10, and	Y - DISC **VTY-15** The Personnel Deployment

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	qualified maintenance personnel	13	and Training documentation does not specify the organizational affiliation of qualified maintenance personnel. **CLOSED**, L. Hoppert 12/12/14 - Traced to doc "Verity Operational Guide 6640001 A10" sections 1, 4, 5, 6, 7, 8, 9, 10, and 13.

End of Document