

Karen Richards
Director of Compliance Practices
VOTEC Corporation
San Diego CA, 92127

2012 – 2022

Background

Joined VOTEC in January of 2012 serving as Director of Compliance Practices. An important quality and component brought to this position was my 30-year tenure and experience working at the Secretary of State's Office. A comprehensive knowledgebase on election statute, administrative processes and procedures and updating/reporting requirements to the state database.

Work Experience/Responsibilities

My work responsibilities at VOTEC have been largely in the project management of all large product implementations and/or updates.

During my first year at VOTEC I served on a committee to respond to the Cook County IL RFP for an electronic pollbook implementation. VOTEC was awarded that contract in which I served as Project Manager for the requirement gathering, Story Board creation, issue tracking, training and testing of the deployment of over 1600 electronic pollbooks for over 800 precincts. The initial project was deployed in three phases over a 12-month period. The project went through several reiterations due to new legislative requirements and enhancement requests, spanning over 9 years.

Other large projects I have served a role in project management have been the implementation of the Electronic Absentee Systems for Election (EASE) application for Harris County, Texas.

The Harris County EASE program allowed all UOCAVA voters to register to vote, apply for a ballot, request a sample ballot, download a ballot, mark the ballot online, have the voter's selections recorded securely by a unique identifier such as a bar

code and tracked the progress of the voter's transactions. This project required extensive reporting requirements to the federal government in accordance with the EASE grant funds.

The implementation of electronic pollbooks in Clark County, NV. This project started in 2016 with the implementation of over 54 different workflows to support the various election types; General, Municipal and Primary elections. I served as Project Manager to gather requirements, meet with staff for status meetings, research legislation, train, test and produce all documents needed to support these efforts for the implementation of over 3000 VoteSafe units in over 1200 precincts. In 2019 Nevada passed the Same Day Registration (SDR) law allowing voters to register and vote on the same day. Worked to implement all new required work flows in both Clark County, as well as, the other 13 Nevada counties.

I serve as the Project Manager for the VEMACS Voter Registration Application rewrite to a web browser application; VEMACS 2.0. This requires documenting the various developer meetings for action items, assignments, new requirements and issue tracking. I have participated in review of all core modules for the pending first release, created scripts for video production, contributed to content for training and facilitate all VOTEC staff members assigned to teams for specific module review.

- Track election statutory guidelines; maintain internal reference handbook for the ten states with VEMACS voter registration or PollPower product implementation.
- Participate and contribute on RFP submissions; writing
- Perform research and conduct analysis on any new functionality requested, functionality, report or enhancement prior to implementation to ensure it meets statutory compliance.
- Attend and present at various state and jurisdiction conferences for both VEMACS and VoteSafe products.
- County and jurisdiction onsite visits to perform field visits of products, working during early voting and election day at both Help Desk centers and polling location sites.

- Conduct monthly VOTEC staff meetings; organizing agenda and facilitation of meetings.

Provide Project Management work including planning, executing, monitoring, gathering requirements, communications and documentation of the project. Worked on any large implementation projects for VoteSafe deployments including: Cook, IL, Bexar, TX, Clark NV and thirteen (13) other NV counties. Duties include:

- Gather requirements, present deliverables for customer sign off
- Create work scope
- Create Storyboards to illustrate functionality
- Produce and manage the project timeline
- Managing process, report and any necessary documentation
- Manage processes; time, quality, change, risk, issue and acceptance management.
- Organize and attend status meetings with both customer and internal staff.
- Test all functionality before releasing to customer.
- Produce training material, both written documentation and videos.
- Enter and track issues in our Issue Management Tracking tool; JIRA.

Karen Richards – VOTEC President – Resume at Texas SOS

Background

Began career with the Secretary of State's Office in 1981 in the IT Department; transferring to the Elections Division in 1982 to work in the Voter Registration Department.

Member of committee to draft Administrative Rules for the Implementation of the National Voter Registration ACT (NVRA) in 1995.

Promoted to Program Director of Voter Registration in 1997.

Member of the Task Force Committee to oversee the implementation of the Federal "Help American Vote Act" (HAVA); serves as a subject matter expert in the HAVA compliant "TEAM" statewide database of registered voters.

Point of contact for various governmental agencies to ensure compliance and incorporate all statutory mandates.

- Department of Public Safety
- Bureau of Vital Statistics
- Office of Court of Administration
- State Comptrollers Office
- Texas Online (Texas.Gov)
- Texas State Attorney General Office

Work Experience / Responsibilities

Manage the State database of registered voters in accordance with Texas Election Code Code statutory mandates. Ensures that all functionality and requirements are in compliance with state statute and that county officials questions and statutory requirements are met through the application.

Responsible for cross training all voter registration employees on the functionality of the application and delegate duties to the six other staff members; dependent upon an individuals specific knowledge and skill sets; overseeing that the tasks are completed in an accurate and efficient manner.

Draft memoranda from the Voter Registration Department to the County Officials of Texas regarding implementation of new legislation, jury requirements or TEAM related functionality.

Draft articles for the monthly TEAM Newsletter and a quarterly submission for the TACA newsletter.

Review potential new legislation during Legislative sessions pertaining to voter registration, election management or jury functionality.

Act as liaison between the Elections Division and Information Technology Support (IT) division; working to identify and prioritize all work efforts regarding defects and enhancements regarding the Team Election Administrative Management (TEAM) system.

Draft work requirements for all new functionality introduced to TEAM and coordinate all functional and stress test efforts for each version release of TEAM.

Provide continual communication with IT so proper and timely information can be relayed to our customers and priority projects stay on task.

Work on a daily basis with the different county and vendor users with the TEAM functionality; assisting the counties on the proper usage of the system. This work mandates the capability to troubleshoot a problem, identify a resolution and to upload or download files to a county to resolve various diagnosed PC, internet or printer problems.

Responsible for the identification and documentation of all defects from the different phases of testing the TEAM application. The application is tested for both functional and performance related issues prior to each scheduled version release. Upon resolution of a defect or implementation of a new feature; conduct regression testing to validate the resolution or enhancement was incorporated properly within the application.

Create both positive and negative test cases for all Unit Testing.

Attend meetings to provide input and status on the progress and testing efforts for TEAM and to provide prioritization and work requirements for pending tasks.

Responsible for coordinating with counties to obtain the correct and timely submission of their input file to be used for the creation of their jury source file; initiate the proper jobs to run for the reconstitution process for all counties, produce a statistical report and follow-up letter for each county.

Conduct some of the TEAM training sessions of the county personnel to be trained on all functionality of the application.

Responsible for review and edits of all training material

Present oral presentations at County Officials seminars to groups of 500 or more in regards to voter registration laws, jury wheel requirements, new legislation, TEAM online demonstrations and data processing requirements.

Process Public Information request from general public and Legislative members for voter registration and voting history information.

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Another large project for which I served a role in project management have been the implementation of the Electronic Absentee System for Elections (EASE) overseas mail ballot application for Harris County, Texas.

The Harris County EASE program allowed all UOCAVA voters to register to vote, apply for a ballot, request a sample ballot, download a ballot, mark the ballot online, have the voter's selections recorded securely by a unique identifier such as a bar code and tracked the progress of the voter's transactions. This project required extensive reporting requirements to the federal government in accordance with the EASE grant funds.

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My continuing duties as Director of Compliance Practices include:

- Track election statutes; maintain internal reference handbook for the ten states with VEMACS voter registration or PollPower product implementation.
- Participate in RFP submissions.
- Conduct research and analysis on any new requested functionality, report or enhancement prior to implementation to ensure it meets statutory compliance.
- Attend and present at various state and jurisdiction conferences for both VEMACS and VoteSafe products.
- Organize response to certification requirements for VoteSafe pollbooks.
- Conduct monthly VOTEC staff meetings; organize the agenda and facilitate the meetings.