



## **Sample Project Implementation Plan and Delivery Timeline**

This plan is representative of the tasks and timeframes to be addressed in the Boulder County eSlate Electronic Voting System implementation. The Work Process analysis would begin as soon as possible after contract execution. The information gained during this analysis would then be used to update and refine the County's implementation plan.

The plan is reviewed and updated regularly during implementation.



## Issue Resolution Log

The Sample County eSlate Issue Tracking Log is representative of the information that is collected and tracked for issue resolution.

Hart InterCivic's eGovernment group uses the Team Track application for issue resolution and support call management. Use of this application will likely be expanded to include Hart's Election Solutions Group. Samples of its used are also included here.



Submit into: Hart InterCivic : eGovernment Development : Change Requests

STANDARD FIELDS

Issue Type:	<input type="text" value="Change Request"/>	Originator:	<input type="text" value="(None)"/>
Issue Id:	<input type="text" value="CHG(Auto)"/>		
Organization:	<input type="text" value="(None)"/>	EEmail:	<input type="text" value="(None)"/>
Phone Number:	<input type="text" value="(None)"/>	Component:	<input type="text" value="(None)"/>
Module:	<input type="text" value="(None)"/>		
* Title:	<input type="text"/>		
* Description:	<input type="text"/>		
Justification:	<input type="text"/>		
Solution Suggestion:	<input type="text"/>		
Acceptance Criteria:	<input type="text"/>		
Response:	<input type="text" value="(None)"/>		
Proposal:	<input type="text"/>		
Charge for Implementing:	<input type="text" value="\$ 0.00"/>		
Delivery Schedule:	<input type="text"/>		
Reason Rejected:	<input type="text"/>		

**USER FIELDS**

Technical Assessment:

☛ Schedule:

Pricing:

**MANAGER FIELDS**

DBA:

Development Manager:

Product Manager:

Delivery:

CRM:

Developer:

QA:

**SYSTEM FIELDS**

☛ Submitter:

☛ Submit Date/Time:   
hh:mm:ss

☛ Last Modifier:

☛ Last Modified Date:   
hh:mm:ss

☛ Last State Changer:

☛ Last State Change Date:   
hh:mm:ss

☛ Active/Inactive:

☛ Close Date/Time:   
hh:mm:ss

☛ Owner:

☛ State:

☛ Project: Hart InterCivic:eGovernment  
Development:Change Requests 
















**Incidents by County (Query at Runtime)**

Wendy Porche

12/3/2002 9:12:37 AM

Now showing Incidents 1 - 13 of 13

 Detail

Incident Number	Incident Type	Severity	Summary	State	Owner	Last Modified Date	Associated Attachments
 Hart InterCivic							
 eGovernment Support							
<input type="checkbox"/>	 <a href="#">PRB00047</a> Problem Report	Medium	Birth and Death certificates attached to each other	Dev Working	Rao	11/25/2002 7:24:45 AM	
<input type="checkbox"/>	 <a href="#">PRB00189</a> Problem Report	Hot list - High	Exporting a doc type exports 0 records	Dev Working	Fuat Aki	11/25/2002 7:48:30 AM	
<input type="checkbox"/>	 <a href="#">PRB00209</a> Problem Report	Medium	Grantor/grantee index names slow to open	Maintenance Release Pending	Kay Kennemer	11/25/2002 9:37:45 AM	
<input type="checkbox"/>	 <a href="#">PRB00250</a> Problem Report	Medium	Recorded document discrepancy	Working	Wendy Porche	12/2/2002 11:07:45 AM	
<input type="checkbox"/>	 <a href="#">PRB00266</a> Problem Report	Medium	Marriage amendments not receiving certificate numbers	Dev Working	Fuat Aki	11/25/2002 10:47:44 AM	
<input type="checkbox"/>	 <a href="#">PRB00301</a> Problem Report	Medium	Enhance scanner speed?	Hardware Working	Hardware	11/7/2002 7:08:36 AM	
<input type="checkbox"/>	 <a href="#">PRB00302</a> Problem Report	Medium	How are Marriage Admendments Imported and Attached?	Dev Working	Fuat Aki	11/25/2002 2:42:14 PM	
<input type="checkbox"/>	 <a href="#">INF00439</a> Information	Low	Administrator rights in isolclr.INI	Hardware Working	Hardware	11/21/2002 4:00:54 PM	
<input type="checkbox"/>	 <a href="#">PRB00477</a> Problem Report	Medium	Problems with marriage conversion	Dev Working	Rao	11/25/2002 11:19:15 AM	
<input type="checkbox"/>	 <a href="#">PRB00490</a> Problem Report	Medium	Need a document corrected	Dev Working	Fuat Aki	11/26/2002 1:24:26 PM	
<input type="checkbox"/>	 <a href="#">PRB00544</a> Problem Report	High	SQL error when trying to save Birth records	Working	Wendy Porche	12/2/2002 3:49:55 PM	
<input type="checkbox"/>	 <a href="#">PRB00545</a> Problem Report	Medium	Error copying page 1 of a document	Dev Working	Rao	12/2/2002 3:23:19 PM	
<input type="checkbox"/>	 <a href="#">PRB00552</a> Problem Report	Medium	System error 36 when running tax lien job	Dev Working	Rao	12/3/2002 8:18:41 AM	

Requery

Create Link in -->

Check All

Uncheck All

STANDARD FIELDS

**Incident Number:** PRB00209  
**Summary:** Grantor/grantee index names slow to open  
**Description:** 10/24/2002 7:39:25 AM - Marlys Gardner:  
 The grantor/grantee index names list in the public exe take about 1-2 minutes to open.  
 Opened from Track-it, see attachments for full work order.  
**Module:** Hart Workflow **Incident Type:** Problem Report  
**Version:** NA **Database Type:** (None)

USER FIELDS

**Severity:** Medium **Organization:**  
**Contact:** **Phone Number:**  
**EMail:** **Site:**  
**Exigen Ticket Number:**  
**Internal Notes:** 11/25/2002 9:36:47 AM - Marlys Gardner:  
 From Dev issue:  
 10/25/2002 9:09:15 AM - Jef Jakobs:  
 SQL statement (in the code) has to be changed. It should exclude rows when column  
 "grantee" (or "grantor") is equal to null, or any number of spaces.  
**Help Desk Tech:** Marlys Gardner **Developer:** Jef Jakobs  
**Hardware Tech:** (None) **QA:** (None)  
**DBA:** (None) **CRM/PM:** (None)  
**Managers:** (None) **Release Manager:** Kay Kennemer  
**Installer:** (None) **Documentation:** (None)  
**Scheduled Date:**

ADVANCED FIELDS

**Resolution Summary:**  
**Resolution Description:**  
**Associated Problem:** (None) **Associated Resolution:** (None)

SYSTEM FIELDS

🌀 **Submitter:** Marlys Gardner 🌀 **Submit Date/Time:** 10/24/2002 7:39:25 AM  
 🌀 **Last Modifier:** Marlys Gardner 🌀 **Last Modified Date:** 11/25/2002 9:37:45 AM  
 🌀 **Last State Changer:** Marlys Gardner 🌀 **Last State Change Date:** 11/25/2002 9:37:45 AM  
 🌀 **Active/Inactive:** Active 🌀 **Close Date/Time:**  
 🌀 **Owner:** Kay Kennemer 🌀 **State:** Maintenance Release  
 Pending  
 🌀 **Project:** eGovernment Support 🌀

HIDDEN FIELDS

**Status:** Deferred for Future Release

(Deleted)

**CHANGE HISTORY**

**11/25/2002 9:37:45 AM by Marlys Gardner**

State Changed From Working To Maintenance Release Pending Via Transition: Update

Owner Changed From Marlys Gardner To Kay Kennemer

Last State Change Date Changed From 11/22/2002 3:22:00 PM To 11/25/2002 9:37:45 AM

Last Modified Date Changed From 11/25/2002 9:36:47 AM To 11/25/2002 9:37:45 AM

**11/25/2002 9:36:47 AM by Marlys Gardner**

Last Modified Date Changed From 11/22/2002 3:22:00 PM To 11/25/2002 9:36:47 AM

Release Manager Changed From (None) To Kay Kennemer

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STANDARD FIELDS

**Incident Number:** PRB00250

**Summary:** Recorded document discrepancy

**Description:** 12/2/2002 10:48:51 AM - Fuat Aki:  
I dilaaed in and chngaed the no\_pages\_recorded field to 3 in the temp\_document table.

10/31/2002 7:18:11 AM - Wendy Porche:  
HARTIC,

Doc # 2002-440999 recorded on 10-01-02 has the incorrect page count in the system vs the original document. The original document is 3pages. However, when scanned the system shows 3 pages scanned and 1 page recorded in the system.

Recording has 3 pages in AJ and 3 pages appears on the label.

<b>Module:</b>	Hart Workflow	<b>Incident Type:</b>	Problem Report
<b>Version:</b>	(None)	<b>Database Type:</b>	(None)

USER FIELDS

<b>Severity:</b>	Medium	<b>Organization:</b>	
<b>Contact:</b>		<b>Phone Number:</b>	
<b>E-Mail:</b>		<b>Site:</b>	

**Exigen Ticket Number:**

**Internal Notes:** 12/2/2002 11:07:45 AM - Wendy Porche:  
I emailed back and asked her to verify that this is fixed now. I am awaiting a response from her.

<b>Help Desk Tech:</b>	Wendy Porche	<b>Developer:</b>	Fuat Aki
<b>Hardware Tech:</b>	(None)	<b>QA:</b>	(None)
<b>DBA:</b>	(None)	<b>CRM/PM:</b>	(None)
<b>Managers:</b>	(None)	<b>Release Manager:</b>	(None)
<b>Installer:</b>	(None)	<b>Documentation:</b>	(None)

**Scheduled Date:**

ADVANCED FIELDS

**Resolution Summary:**

**Resolution Description:**

<b>Associated Problem:</b>	(None)	<b>Associated Resolution:</b>	(None)
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SYSTEM FIELDS

🌀 <b>Submitter:</b>	Wendy Porche	🌀 <b>Submit Date/Time:</b>	10/31/2002 7:18:11 AM
🌀 <b>Last Modifier:</b>	Wendy Porche	🌀 <b>Last Modified Date:</b>	12/2/2002 11:07:45 AM
🌀 <b>Last State Changer:</b>	Fuat Aki	🌀 <b>Last State Change Date:</b>	12/2/2002 10:48:51 AM
🌀 <b>Active/Inactive:</b>	Active	🌀 <b>Close Date/Time:</b>	
🌀 <b>Owner:</b>	Wendy Porche	🌀 <b>State:</b>	Working

Project: eGovernment Support 

HIDDEN FIELDS

Status: In Development (Deleted)

CHANGE HISTORY

12/2/2002 11:07:45 AM by Wendy Porche

Last Modified Date Changed From 12/2/2002 10:48:51 AM To 12/2/2002 11:07:45 AM

Last Modifier Changed From Fuat Aki To Wendy Porche

Internal Notes Changed From " To '[Appended:] I emailed : back and asked her to verify that this is fixed now. I am awaiting a response from her.'

Description Changed From '[...] 10/31/2002 7:18:11 AM - Wendy Porche: HARTIC, Doc # 2002-440999 recorded on 10-01-02 has the incorrect page count in the system vs the original document. The original document is 3pages. However, when scanned the system shows 3 page[more diffs...]' To '[...]10/31/2002 7:18:11 AM - Wendy Porche: HARTIC, Doc # 2002-440999 recorded on 10-01-02 has the incorrect page count in the system vs the original document. The original document is 3pages. However, when scanned the system shows 3 pages[more diffs...]'

12/2/2002 10:48:51 AM by Fuat Aki

State Changed From Dev Working To Working Via Transition: Immediate Fix

Owner Changed From Fuat Aki To Wendy Porche