

The Future? Humans.

Human-Centered Design and Next-Generation Voting Systems

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market reboot

more of the same...?

...but with more features?



simplicity?



**modern voting system needs
are highly complex**

**and the human needs they serve
are the most important ones of all**

human needs
human-centered design

three questions

why does it feel so hard?

usability

is it working, and how do I know?

transparency

will it be useful for a long time?

adaptability

usability

voter interfaces – AIGA/EAC Design for Democracy

ballot design practices for reduced residual votes

universal design for accessibility

voters, election officials, warehouse personnel

fewer devices with minimal setup for poll workers

transparency

security requires a holistic, integrated approach

software independent configurations – paper records

easy, efficient auditability – export by precinct, batch, contest, media card, etc.; support risk-limiting audits

export data in formats suitable for computation

robust, readable logs with good information design

easy validation of installed software

adaptability

diversity of needs from
increasingly independent and savvy buyers

paper-based and electronic voting; hybrid systems

convenience voting (By mail, Early Voting, Election
Day Vote Centers, etc.)

data exchange & integration

ease & cost of the overall ownership experience

challenges

standards that accommodate
the needs of diverse stakeholders

complexity vs. usability

complexity vs. cost

certification vs. innovation

“election management ” vs. “voting systems”

safe, reliable, incremental changes to software

the future?

human-centered

many stakeholders

many needs

usability, transparency, adaptability

thank you

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