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?

is it working, and how do I know?

will it be useful for a long time?
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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