



Joint EC - UNDP Task Force on Electoral Assistance International Institute for Democracy and Electoral Assistance

Thematic Workshop: Use of ICTs in Electoral Processes

Organized within:



With the support of



Spanish Ministry of Foreign
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Canadian International
Development Agency



Organization of
American States



International Organization
for Migration



Forum of the Electoral
Commissions of the SADC countries



Brazilian National
Council of Justice

Introduction: Training Methodology and Key Concepts of the Debate on Appropriate Technologies

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Coordinator of the Joint EC UNDP Task Force in Electoral Assistance

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Presentation



Objectives

Training Agenda

Workshop Material and Evaluation

Definitions

Most Important Areas of Applications

Should and Should Not

**Biometrics in Civil and Voter Registration
Details**

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Objectives

- Present and discuss the first findings of the *EC funded Study on “The Use of ICTs in Electoral Processes: Focus on Civil & Voter Registration and Data Transmission”*
- Discuss and Validate the Joint EC UNDP Task Force Operational Paper/ACE Focus On... *“Procurement Aspects of Introducing ICT solutions in Electoral Processes: The Specific Case of Voter Registration”*.



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Training Agenda

- Day 1: EC and UNDP Framework, Lessons Learned, Electoral Cycle and New Approach**
- Day 2: Case Studies on Voter Registration and Data Transmission**
- Day 3: Further Case Studies, Validation Exercises and Procurement for ICTs in Electoral Processes**

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DAY 1

- ❑ **An Electoral Cycle Approach toward the Use/Introduction of ICTs in Electoral Processes,**
- ❑ **UN Policy towards the Introduction/Use of ICTs in Electoral Processes,**
- ❑ **EU/EC Policy and Strategic Framework towards the Introduction/Use of ICTs in Electoral Processes**
- ❑ **UN/UNDP Resources and Services: Who does What? Global Programme in Support of Electoral Cycles and synergies with the Joint EC UNDP Task Force,**
- ❑ **EU Election Observation, Background, Methodology and Implementation**
- ❑ **Challenges of Observing Electoral Processes introducing ICTs in Voter Registration and E-Voting**
- ❑ **Introduction of ICTs: Implications for the Legal Framework and Conflict Management**

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DAY 2

- ❑ **Introducing ICTs in Brazilian Electoral Processes**
- ❑ **Main First Findings of the EC funded Study on The Use of ICTs in Electoral Processes**
- ❑ **Synergies between Voter and Civil Registration – Case Study: Zambia and Benin**
- ❑ **In preparation for the Moldova Electronic Voter Register**
- ❑ **Synergies between Civil and Voter Registration – The Case of Cabo Verde**
- ❑ **Biometric Voter Registration: The case of Angola**
- ❑ **Synergies between Voter and Civil Register – the Case of the OSCE Region**
- ❑ **Working Groups ICTs and Synergies between Voter and Civil Registration**

- ❑ ***Networking-Social Event with the Forum of the EU Election Observers offered by the European Commission @ La Tentation - 28, Rue de Laeken - 1000 Bruxelles***

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DAY 3

- ❑ **Cost Effective Satellite Communications for Data Transmission**
- ❑ **Internet Applications to Increase Political Financial Disclosure Transparency**
- ❑ **Operational Planning and Budgeting of Biometric Voter Registration**
- ❑ **Procurement issues of Biometric Voter Registration. The cases of DRC, Conakry, Zambia**
- ❑ ***Working Groups: Feedback on the JTF Operational Paper/ACE Focus On “Procurement Aspects of Introducing ICT Solutions in Electoral Processes: The Specific Case of Voter Registration”***

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Methodology

- Presentations**
- Questions and discussions**
- Working Groups**
- Audio Video-material and eLearning:**
- Evaluations**

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Methodology

- ❑ **eLearning Course on Effective Electoral Assistance: main concepts and issues related to Electoral Assistance.**
- ❑ **Audio-Video Recording and Interviews: All the sessions, discussions and exercise will be audio-recorded and use to build up a dedicated e-learning course on the same topics of elections & technology that will be available later in 2010.**

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Methodology

- ❑ **Presentations:** are used to introduce topics and case studies to the audience. Resource persons are asked to limit their presentations to 2/3^{rds} of the time dedicated to the topic and to allow for questions and answers from the participants.
- ❑ **Working Groups:** On two occasions, the participants will be divided into four working groups which will include participants representing different types of organizations and stakeholders.

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Questions and discussions:

- Time has been allocated to questions and discussions among participants and resource persons in plenum debates after approximately three presentations.
- Here we encourage the audience to ask direct questions to the resource persons and/or to share experiences on the various topics under discussion.
- To keep the relatively strict time table, we encourage all to keep both questions and answers focused and short in order to allow for wide participation.

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Working Groups



- ❑ The first working group session will be organized on day 2 and deals with ICTs and the Synergies between Voter and Civil Registration: Key Challenges and the Way Forward.
- ❑ The second working group session takes place on day 3 and provides the participants with the opportunity to come with feedback on the JTF Operational Paper/Ace Focus On “Procurement Aspects of Introducing ICT Solutions in Electoral Processes: The Specific Case of Voter Registration”.
- ❑ The overall objective of the working groups is to create an environment for the exchange of experiences from the different perspectives that the participants represent.
- ❑ Each working group will have a facilitator and establish a spokesperson that will bring back the thoughts and ideas discussed in the group in the following plenary session.

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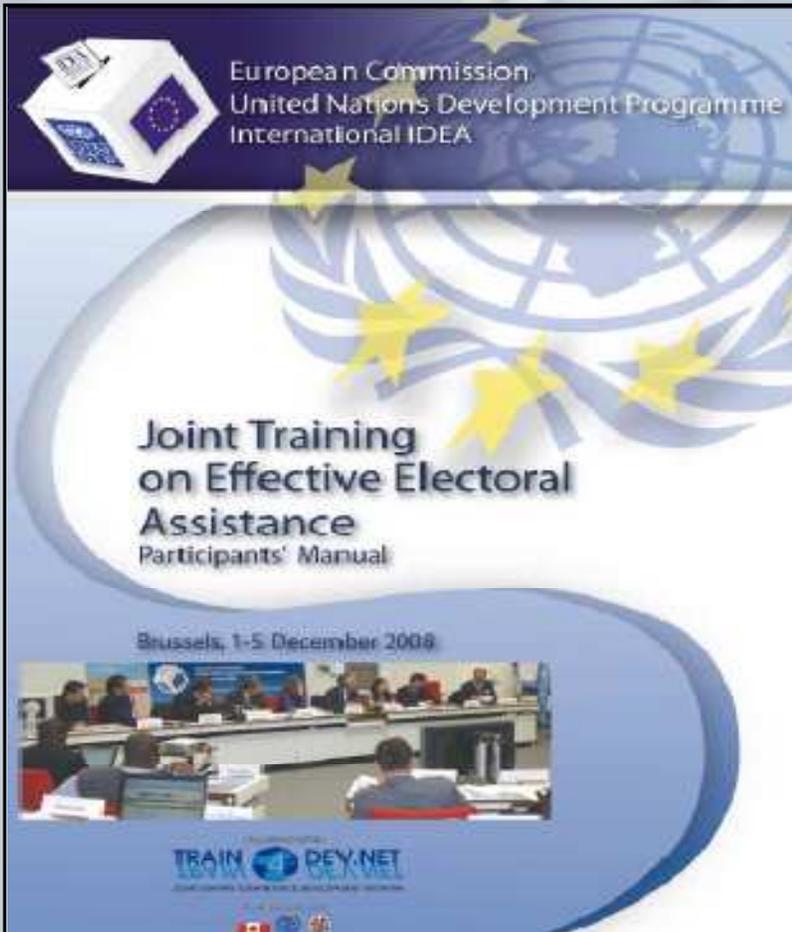


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Workshop Material



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European Commission
 United Nation Development Programme
 International IDEA

Joint Training on Effective Electoral Assistance
Brussels 1-5 Dec 2008

Evaluation Day 1:
Opening, EU/EC and UN/UNDP Framework, Lessons Learned and the New Approach

09.30 – 10.00

FABIO BARGIACCHI – UN/UNDP BRUSSELS OFFICE

Introduction: Concepts, Agenda & Objectives

	VERY GOOD	GOOD	FAIR	POOR	VERY POOR		VERY GOOD	GOOD	FAIR	POOR	VERY POOR		VERY GOOD	GOOD	FAIR	POOR	VERY POOR
USEFULNESS						CONTENT						PRESENTATION					
COMMENTS																	

10.00 – 10.30

LINDA MAGUIRE – UNDP BUREAU DEVELOPMENT POLICY

Historical Background and Focus on Effective Electoral Assistance

	VERY GOOD	GOOD	FAIR	POOR	VERY POOR		VERY GOOD	GOOD	FAIR	POOR	VERY POOR		VERY GOOD	GOOD	FAIR	POOR	VERY POOR
USEFULNESS						CONTENT						PRESENTATION					
COMMENTS																	

10.30 – 11.00

DOMENICO TUCCINARDI - INTERNATIONAL IDEA

International Commitments for Democratic Elections

	VERY GOOD	GOOD	FAIR	POOR	VERY POOR		VERY GOOD	GOOD	FAIR	POOR	VERY POOR		VERY GOOD	GOOD	FAIR	POOR	VERY POOR
USEFULNESS						CONTENT						PRESENTATION					



Evaluation of the EC UNDP Partnership on Electoral Assistance:

□ Niall Mc Cann

□ Adolfo Cayuso Martinez

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Appropriate Technology

- ❑ The term *appropriate technology* came into some prominence during the 1973 energy crisis and the environmental movement of the 1970s.
- ❑ The term is typically used in two ways:
 - ❑ utilizing the most effective technology to address the needs of developing areas,
 - ❑ and using socially and environmentally acceptable technologies in industrialized nations

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Appropriate Technology

- ❑ In practice, appropriate technology is often something described as using the simplest level of technology that can effectively achieve the intended purpose in a particular location.
- ❑ the term *appropriate technology* can also take a different meaning, often referring to engineering that takes special consideration of its social and environmental ramifications.

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Information and Communication Technologies for Development (ICT4D)

Following the principles and approach of the Appropriate Technology, we need to look at another general term referring to the application of Information and Communication Technologies (ICTs) within the field of socio-economic development

ICTs can be applied either in the direct sense, where their use directly benefits the disadvantaged population in some manner, or in an indirect sense, where the ICTs assist governments supported by aid organizations or non-governmental organizations in order to improve socio-economic conditions in a given country.

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ICT4D projects



- ❑ **Infrastructure**: providing suitable computer hardware, operating systems, software, and connectivity to the internet. These would include the affordability of software and hardware, the ability to share software.
- ❑ ***Capacity building and training in ICT***: installing, maintaining, and developing hardware and software, digital literacy
- ❑ ***Digital content and services***: (e-learning, e-health, e-business/e-commerce)
- ❑ ***Regulation of the ICT Sector and digital rights***: Universal Access vs. monopolistic structures, Intellectual Property Rights, privacy, security, and digital identity.



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Appropriate ICTs



- ❑ Mobile telephony is appropriate technology, as it greatly reduces the infrastructure required to achieve widespread coverage.
- ❑ Free or very inexpensive web and email services using cooperative computer networks that run wireless ad hoc networks.
- ❑ Satellite Internet access can provide high speed connectivity to remote locations, however these are more expensive than wire-based or terrestrial wireless systems. Other cheaper solutions can be Wimax, SAT3PLAY and forms of packet radio .

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Technological Innovation and Effective Electoral Assistance Focus

- Quality and appropriateness of the methodological, operational and technological choices to be adopted for implementation on an electoral cycle**
- Perceived not any longer as isolated event but as a process.**
- Past imperfections and limited results should be seen as an additional motive to support electoral processes investing more in the institutions that administer the elections in a good governance perspective**
- Importance of international/domestic observation missions, evaluations, post election seminar and peer review mechanisms.**
- Importance of the synergies between election observation and electoral assistance**

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Approach

□ Any effort to make electoral assistance more effective must tackle the issue of the increasing use of technology in the electoral process.

□ Cross Issue

Cutting Issue



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Elections and Technology - Key Point

While the principles of elections largely remain the same

**Information
Communication
Technology**

has in the past 25 years dramatically changed the operational methodology for elections

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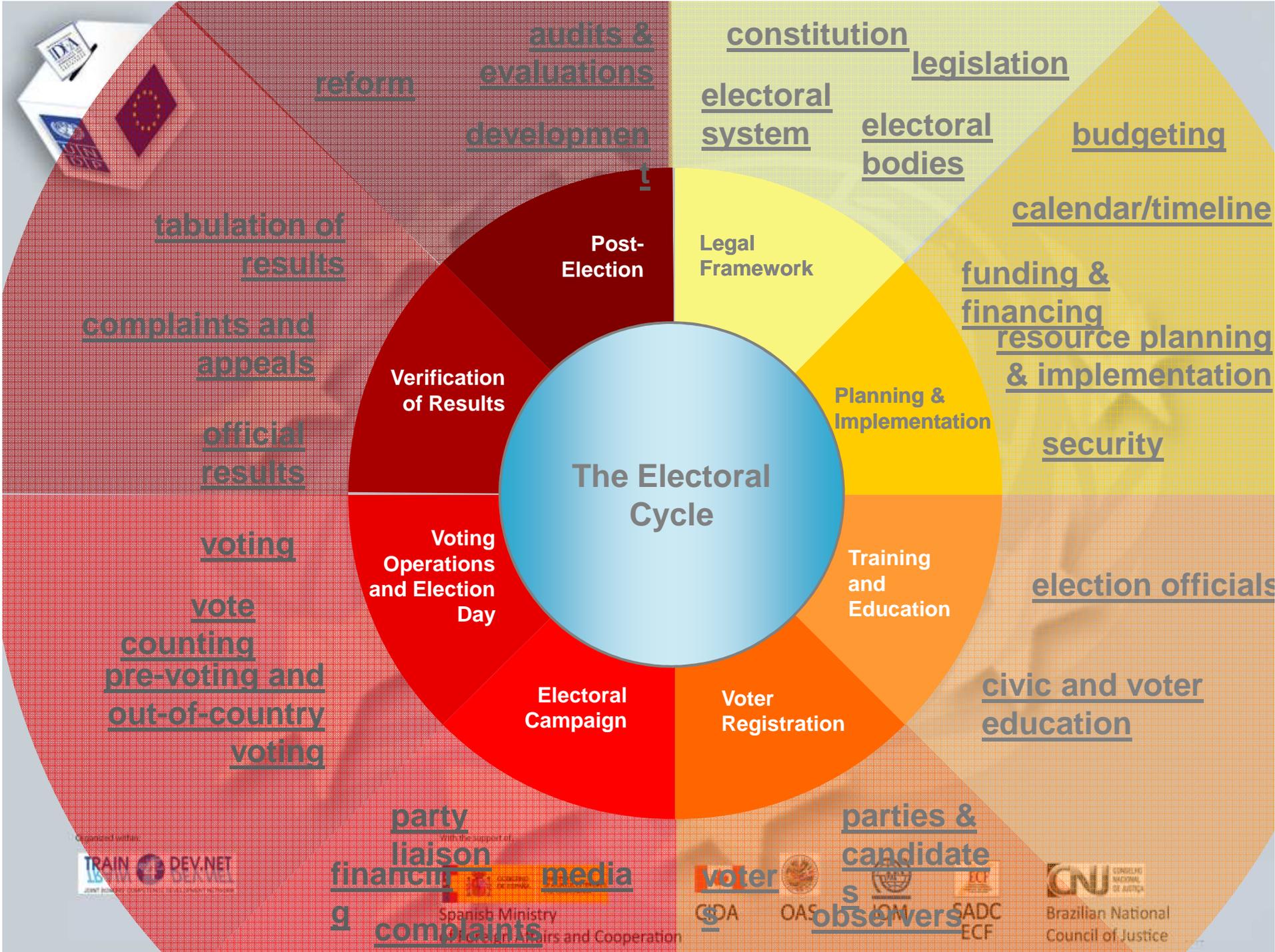
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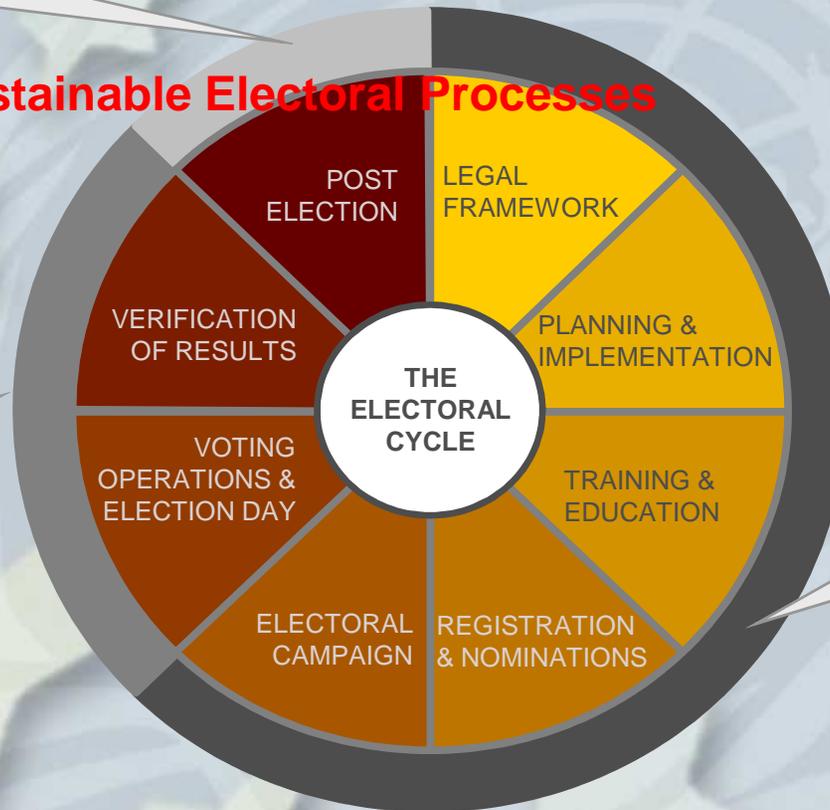


The electoral cycle

three main segments

post-election period (strategy)

Sustainable Electoral Processes



Pre-electoral period (preparations)

Electoral Period (operations)

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Challenge

What kind of technology is suitable for a particular electoral process?

□ Challenge: how to ensure a sustainable, appropriate, cost effective and transparent use of technology in post-conflict elections and in fragile or emerging democracies?

□ No fixed solution that can be applicable everywhere, but different ones for every context. General rule:

□ The level of technological upgrades suitable for a given country should always be directly related to the trust and independence enjoyed by the EMB, as this is the element that will in the end determine their acceptance by the public opinion.



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“Should”

Technology should be:

- implemented in time before an electoral event
- legally supported
- operationally appropriate
- cost effective
- transparent and add to integrity
- sustainable

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“Not”

Technology should NOT be:

- driven by vendor or donor interests
- considered a proof of “development”
- suppress more important needs

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Areas of Implementation

- Geographic Information Systems (GIS)
- Boundary delimitation
- Operational planning
- Public information
- Results analysis by public & contestants

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Areas of Implementation

Regulation of Parties and Candidates

- Registration of parties
- Campaign finance controls and information
- Candidate nomination and verification
 - Better and more precise ballots
- Voter education about contestants

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Areas of Implementation

Public Outreach

- Web sites
- Mass emailing
- Mass SMS
- Call Centers of EMBs
- Better TV spots through animation

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Areas of Implementation Results Aggregation

- ❑ Results are data entered manually, or through OMR, locally and then electronically transferred and tabulated centrally
- ❑ Faster, more precise & more auditable results
- ❑ Cost effective modernisation

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Areas of Implementation

Internal Administration

- Organisational modernisation
- Budget/finance, human resource systems
- Procurement, inventory, transport
- Internal communication
 - Distributed email
 - Secure intranets

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Areas of Implementation

Voter Registration



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Areas of Implementation Voter Registration

- An accurate and accepted voter registry is pivotal to a credible electoral process
- Capture more data, faster and more precise
- Capture biometric data: picture & fingerprint
 - Avoid double registration
- Centralisation: detect fraud
- Planning: more effective allocation to polling locations
- Synergy with civil registry
- Risks: sustainability, manipulation, trust

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Biometric Voter Registrations

DRC, Togo, Nigeria, Conakry, Haiti, Senegal, Angola, Cabo Verde, Mozambique...



- The “Automated Fingerprint Identification System” automatically checks one or many unknown fingerprints against a national database of known prints.
- The intended purpose is to prevent multiple enrolment in an election
- Long Time required for aggregation of data and double entry control in via AFIS - Postponement of elections
- Funded by State Budgets or Cofunded via Donor



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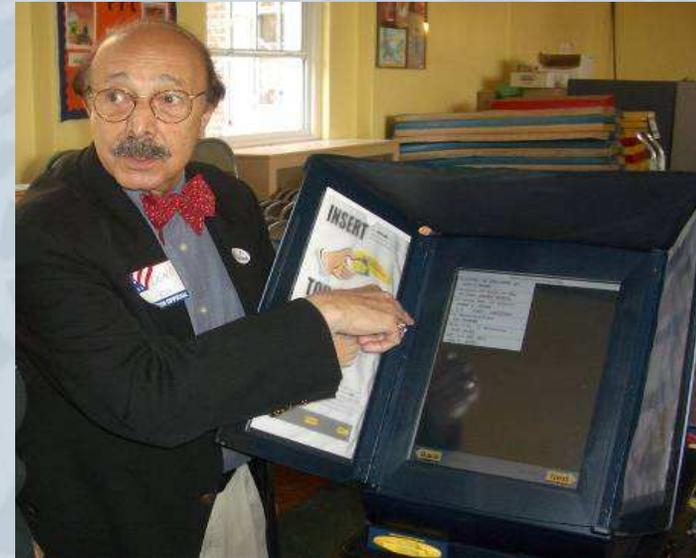
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Areas of Implementation Electronic Voting



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Areas of Implementation Electronic Voting

Opportunities:

- Longer term cost reduction
- Results faster and more reliable
- Better access for disabled
- Mobility of voters
- Facilitate out-of-country voting
- Higher turn-out through ease of voting

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Areas of Implementation Electronic Voting

- Risks:
- Sustainability
 - Training
- “Vendor dictatorship”
- Lack of trust, ease of central manipulation
 - Transparency is key

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The Future of Electoral Technology?

- Synergies between civil and voter registration?
- Digital identities with biometric identification, digital certificates?
- Polling stations disappear replaced by internet voting and/or voting via mobile phone?
- Individualised voter education via internet?
- Direct/digital democracy

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The Future ?

Digital Camera

The digital camera is embedded onto the unit's Official Panel and may be used to capture a voter's digital photograph during registration.

Local Capture of Information

The application contained can capture data manually inserted in the Vanguard. This data can be, voters information, as well as Voting results.

Transmission of Data

The kit is capable of transmitting all data and results from distributed locations to a central site.

Color Touch-screen

A touch-sensitive, full-color LCD screen displays easy-to-use controls for PenCom officials to use to incorporate or edit data



Printer

The attached printer can be used to print a voter registration card

Signature Pad

The signature capture device may be used to capture a user's signature in electronic format during registration or authentication

Fingerprint Reader

The main fingerprint capture device may be used to capture a fingerprint in digital form during registration or authentication.



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Biometrics in Civil-Voter Registration: an Appropriate Technology?

- Political Factors, Sept 11 2001, Fight Against Terrorism, interests in population databases
- Nature of Vendors and Service Providers being large conglomerate working also with defense sector
- End of Production of Polaroid 35 mm Camera
- Technological Developments
- Business Opportunities
- Accuracy and/or Perception of Accuracy of Biometrics...
- Easy Concept of Biometrics and AFIS
- Inclusion in Legal Frameworks, DRC and Togo
- Vendor Driven? Supply Driven?

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Five years of EC - UNDP Experiences

- ❑ Challenges of the biometric voter registration in the DRC electoral processes
- ❑ South-South Cooperation DRC-Togo
- ❑ Bangladesh, Conakry, Mozambique, Nigeria, Haiti, Tanzania, Benin...
- ❑ Work of the Joint Task Force
- ❑ EC UNDP IDEA Study



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SatElections

*Appropriate
Satellite
Technology in
Support of
African Electoral
Cycles*

□ Governments of Belgium, Luxembourg and Italy that are funding an industrial consortium coordinated by the ESA.

□ DRC Independent Electoral Commission partner and beneficiary of the Pilot Project

□ The EC, UNDP, IDEA and the IEC DRC collaborate in the production of the E-Learning content of the Effective Electoral Assistance module and E-Learning module adapted to the Congolese Electoral Administration context.

□ The general objective is the testing of a particularly cost effective and sustainable satellite technology for data transmission in an African context targeting training and electoral data transmission.



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Technology and Market forces drive History?

- Luddist Approach versus Advertisement Approach
- Joint Study on ICTs Civil/Voter Registration and Data Base Transmissions within the Global Training Platform
- EC, UNDP, IDEA, CIDA, IOM, OAS and...ACE
- Focus on civil/voter registration and transmission of electoral data
- Comparative assessment
- Auditing procedure
- Conduct an analysis of most appropriate manner of procuring these technologies and the related specialized services

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Appropriate Technology?

- ❑ Continuous and increasingly fast developments in ICTs applications available for electoral purposes
- ❑ EC/UNDP are receiving many request from Governments and EMBs for support to civil and voter registration and digitalization of results aggregation processes
- ❑ Factors to be reckoned with by all EMBs, donors, practioners and electoral assistance providers
- ❑ ICTs has already dramatically changed the way elections are conducted in the western world.
- ❑ Unrealistic not to accept that this process will go on and affect more and more emerging democracies and post conflict countries in a leapfrog manner
- ❑ **We need to do our job and equip ourselves better...**



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Technology and Market forces do not drive History alone...

change is induced by social needs expressed in new political demands, affected by new technical possibilities and by development in S&T exerted by changes in the political panorama in a given moment.

Hence advances in technology and market forces are not to be conceived as the mayor forces of change in the election sector in the past decades, somewhat they shaped new situations for competing political and economic forces.

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Sustainability Issues

- ❑ Technology might reduce costs and improve sustainability
- ❑ It opens up risks for governments, donors and assistance providers to become hostages of the vendors
- ❑ Cost-effectiveness depends on the re-usability of the hardware for other elections or public administration purposes
- ❑ Technological changes are not accompanied by adequate training and voter education efforts

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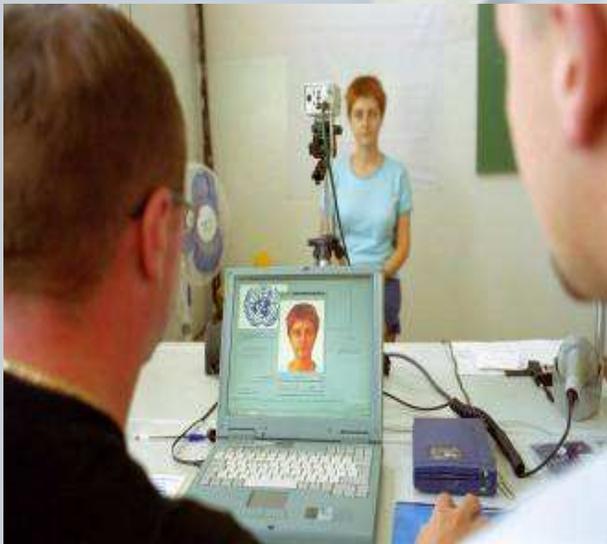
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Best Practises



- Feasibility Studies
- Study Tours
- Technical Specifications drafted considering comparative experiences adapted to the country's needs
- Software and Hardware to be adapted to the country's electoral laws and practices
- Gradual Introduction at least 16-12 months prior to Election Day
- Divide the country on different operational areas in view of rationalizing the resources
- Accent on human resources, training, on site assistance from services providers
- Cost Effectiveness and Sustainability
- Pilot Tests, Validation Tests, Mock Registration
- Civic Voter Education aimed at increasing all stakeholders' trust in the technology
- Plan synergies with civil registry and voter registration, ID for police etc..

- Consider to extend the length of the operations

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