

Transformative model:

*When a new frond-end
forces
a back-office change*

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Electoral data is big data

- Every electoral data is big data
- They are big in their consequences
- As I am their guardian, I handle big data

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Two is company, three is complexity

- Postal voting (1995) hasn't affected our back-office
- When introducing internet voting as 3rd channel (2003), we only considered voters' behaviour
- Surprise: it affected more our back-office than the voters' behaviour
- Old issues were growing in size and they couldn't be ignored any longer



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When zero error is your benchmark

- As internet voting is error-proof, the accepted margins of error in paper-based ballots became unsustainable
- Similarly, the absence of citizen control over the internet channel posed a systemic issue
- The main underlying factors behind these issues were:
 - A differential in ballot counting time and accuracy between central and polling stations ballot counting
 - The uneven position of users according to their voting channel (risk of a two-tier system)
 - This exposed the lack of flexibility of our back-office, while internet voting aroused opposite expectations

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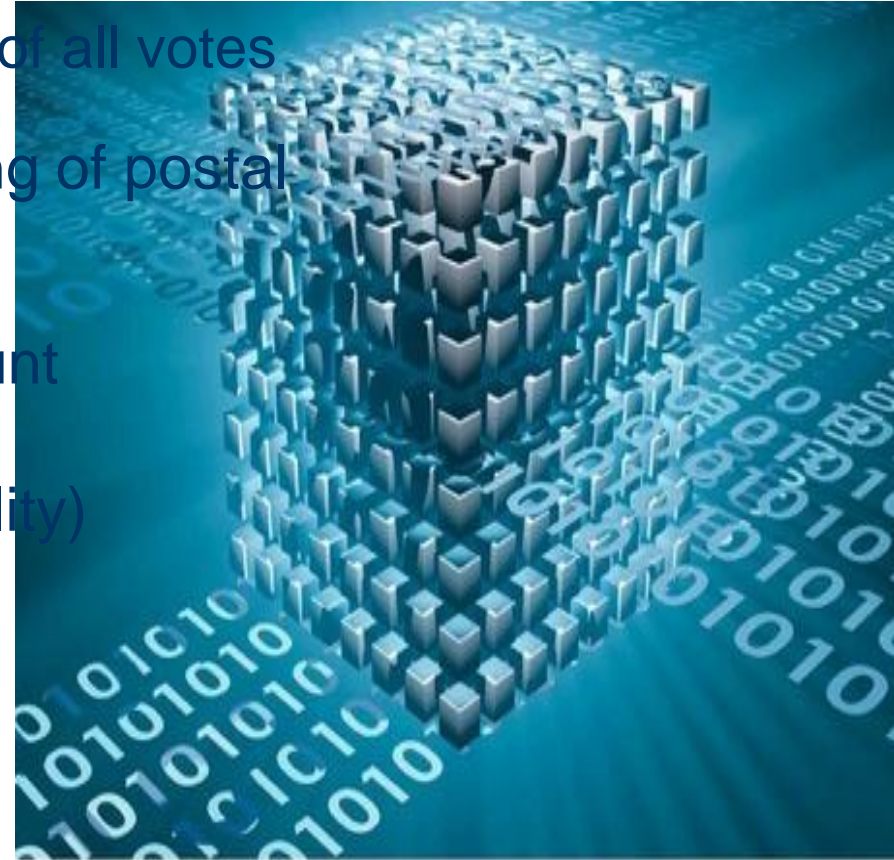


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Imposing convergence

- To get rid of the two-tier voting system, we:
 - Centralised the counting of all votes
 - Introduced early counting of postal and eVotes
- Will implement scanners to count election ballots (→ redesigning paper ballots to match eFlexibility)
- Created a permanent electoral commission monitoring all voting channels
- Improved ID controls in polling stations



What we learned

- The “e” element has proven a stronger change factor than for instance the time element (early voting)
- Its error-proof nature forced us to review our organisation
- Testing paper ballots for accuracy and coherence simply wasn't enough anymore
- Ultimately, the front–end determined the back-office



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Thank you for your attention

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