



STATE OF CONNECTICUT
**Department of
Information Technology**



March 3, 2008

The Honorable Susan Bysiewicz
Secretary of the State
State Capitol
210 Capitol Avenue
Hartford, Connecticut 06106

Dear Secretary Bysiewicz:

I received a copy of your letter dated February 14, 2008 to Governor M. Jodi Rell concerning the Centralized Voter Registration System. Governor Rell has asked me to respond.

I was surprised and disappointed in the content of your letter, especially given the countless hours and effort the Department of Information Technology (DOIT) staff has and continues to provide to the Secretary of the State's office.

Your letter minimizes your office's involvement and responsibility, casts blame where it is not deserved, and seriously undermines the mutual trust that we have worked, as an IT service provider, to develop. I was surprised your letter contained no references to the critical role of your IT consultants.

As you know, this application was developed by private consultants, hired by the Secretary of the State's office, and, as you are well aware, continues to experience problems during each election cycle. Complaints of poor performance date back at least four years.

I am acutely aware of the pressures that you face, as the elected State official responsible for administering State elections, as the November 2008 elections draw closer. I read your letter as an effort to deflect blame for any potential problems with the Centralized Voter Registration System in November to DOIT, despite the fact that you have been aware of problems with this system for years.

The system has a well-known history of sub-par performance and requires more than the seasonal and sporadic attention afforded to it by your office. For example, last summer DOIT staff had to urge your office to begin testing known issues in order to be ready for this year's election cycle.

There are application issues that create a "white screen" when voters are registered. There are network capacity issues during peak processing times. There are also application throughput capacity limitations. We acknowledge that the application does not run optimally using our network standards, and we will make required changes on our end to accommodate it.

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Top operations and network professionals from DOIT have consistently worked to enable this application to continue to run, despite concerns it was not developed to handle the capacity it must accommodate. One of our staff members has more than 400 email exchanges with the Secretary of the State's Office and DOIT concerning this application.

DOIT hosts and supports many applications on more than 315 servers for customer agencies. More than half a million production jobs are executed each year. Our networks are designed to accommodate large transaction volumes, but cannot compensate for application issues. Demand for our hosting services continues to increase with a nearly twenty percent increase over the past year alone. We strive to provide the best possible customer service and will continue to do so.

DOIT staff have and will continue to go above and beyond, even visiting a local registrar's office the day before the February primary to investigate problems for you first hand. Your staff was invited to attend but chose not to.

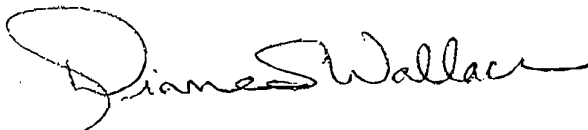
Both of our staffs are in agreement that enhancements to both the application, as developed by your staff and consultants, and supporting infrastructure at DOIT, are needed. However, we are gravely concerned that enhancements may not be sufficient to address the performance issues by the November elections. You may wish to consider replacing this application with one that meets the State's current and future business requirements.

We have, and will continue, to exercise diligence in testing and diagnosing any infrastructure issues to ensure we are providing an optimal hosting environment and network connectivity required. At the same time, the coding and structure of the application itself must be reexamined and tested by the private consultants under the direction of and with full and timely engagement by the Secretary of the State's IT staff.

DOIT continues to meet with your office to develop a plan to design and implement system upgrades and enhancements, and stands ready to continue to work with your office on a successful outcome.

Your personal commitment of time, staff and financial resources necessary to make the project successful is fully appreciated.

Sincerely,



Diane S. Wallace
Chief Information Officer