

EXTENDING THE REACH OF DEMOCRACY

**FY 2003 QUARTERLY REPORT  
(4th Quarter – FY03)**

**Concerning the BiH Mission Cooperative Agreement  
168-A-00-99-00101-00**

**July 1 – September 30, 2003**

**Elections Administration Strengthening in  
Bosnia and Herzegovina**

**Submitted to the**

**U.S. AGENCY FOR INTERNATIONAL DEVELOPMENT  
by the International Foundation for Election Systems (IFES)**

## **I. INTRODUCTION**

On 28 May 1999, IFES signed a Cooperative Agreement with USAID for support of a program designed to promote the strengthening of Bosnian election administration capacity and institutions. Thus, IFES began technical assistance to electoral institutions in BiH as well as its support of what would become the Association of Election Officials in Bosnia and Herzegovina (AEOBiH). The AEOBiH focuses its activities on increasing the professionalism of election officials and promoting public confidence in the electoral process and election results. Following a period of support from IFES and involvement in several successful elections, AEOBiH became independent from IFES in March 2003. IFES' sub grant to the AEOBiH for support of the Association and its Secretariat formally ended on September 30th. Through its involvement in these projects, AEOBiH has become one of the leading civil society organizations in BiH and has developed an excellent reputation as an important player in the election process in BiH. The AEOBiH plays the lead role in voter and official government education for elections.

While previous IFES programming in Bosnia was designed to serve the interests of capacity building of electoral institutions in BiH indirectly through OSCE and through the development of parallel programs involving civic education, training, and civil society, programming in 2003 and 2004 involves direct assistance to the Election Commission and its Secretariat.

## **II. BACKGROUND**

IFES began work in Bosnia and Herzegovina (BiH) during the Dayton negotiations in late 1995 by providing legal assistance to the negotiating team regarding plans for an election in Bosnia. To prepare for the September 1996 elections, IFES provided technical advice to the newly instituted Provisional Election Commission (PEC) and launched a voter information project, an Electoral Code working group, an information technology assessment, and a database system to track voters, candidates and observers. The voter information project developed into a five-year Voter and Civic Education project, which was completed in early 2002 with the handover of activities to the IFES local partner, Centers for Civic Initiatives.

IFES continued to provide elections technical assistance to the Election Commission in BiH in advance of the 2002 election. Recent technical assistance has included drafting of sub-regulations to the Election Law, roundtables implemented with AEOBiH and the ECBiH to discuss the implementation of particular articles in the Election Law, the Elections Course for electoral officials, a Voter Registration and Re-Registration Project, Polling Station Committee training throughout BiH, and youth education programs. To properly prepare the ECBiH for 2004 Elections, IFES is currently providing technical assistance for implementation of the Conflict of Interest Law, Campaign and Party regulations and a voter registration transfer project.

### **III. METHODOLOGY**

During this quarter, IFES' activities focused on professional development of the Election Commission; sub grant and fundraising support to the AEOBiH; finalization of the Money and Politics (MAP) implementation strategy; and planning for next phases of Conflict of Interest programming. The fundraising efforts of the AEOBiH, implementation of the MAP program and Conflict of Interest programming contribute greatly to improving transparency, combating corruption and promoting greater confidence in public institutions in BiH.

### **IV. SCOPE OF WORK**

Beginning in March 2003, IFES programming is focusing on the development of sound and uniform procedures in the BiH election processes. Specifically, programming is intended to lead to the development of uniform formalities in adjudication processes; enforcement of the Law on Conflict of Interest provisions; harmonization of policies and procedures; more timely and consistent information disbursement between the central and local bodies; and increased linkages between intra-state institutions. In cooperation with the ECBiH and AEOBiH, IFES programming will continue to increase transparency and accountability through the implementation of the Conflict of Interest and Money and Politics program. IFES work plan includes:

- Implementation of Conflict of Interest Law by assisting with the interpretation and concrete definition of policies; administrative operations; and determining an adjudication process for violations of the law;
- Improving voter registration rolls by implementing a program to link inter-agency data; strengthen the transfer of information from the local to central levels of government and increase the capacity of election officials to conduct sustainable registration and outreach activities;
- Augmenting the transparency of campaign and party financing and completing the remaining phases of the Money and Politics (MAP) program by enlisting the expertise of the IT Advisor, Local MAP Coordinator and ECBiH representatives to install the MAP database; conducting IT training programs; overseeing database entry; developing a MAP political party handbook; training election officials, NGOs and Media to operate the database; refining the User's Guide prior to distribution, and publicly launching MAP through a Bosnian-wide public information campaign and coalition building;
- Conducting ECBiH training to ensure the sustainability of this viable and well-established organization.

### **V. ACTIVITIES**

#### *July Activities*

Programming slowed considerably during the summer months as a result of AEOBiH and ECBiH vacation schedules. IFES continued its support to the Association of Election

Officials in Bosnia and Herzegovina (AEOBiH) through a sub-grant allocating operational costs for the continuation of the work of the Association and its Secretariat in Sarajevo.

In July, AEOBiH Secretariat Executive Director Irena Hadziabadic was asked by ODIHR to serve as the Election Analyst for October 12 local elections in Albania. She will be responsible for observing and assessing the work of the Central Election Commission and co-coordinating observation of the election administration at lower levels. Hadziabadic will take a leave of absence from the AEOBiH from September 11-October 22. This invitation from ODIHR reflects the high level of international recognition that the AEOBiH has attained.

The AEOBiH Sustainability Working Group met during July to discuss fundraising initiatives to ensure AEOBiH programming beyond the end date of the IFES sub grant. In addition, IFES Program Officer Dana Beegun held several meetings with the Secretariat staff in BiH regarding possible future projects. The AEOBiH dedicated the early part of July to drafting a proposal for USAID entitled, "Supporting the Achievements of Anti-Corruption Initiative in BiH," which focused on assistance that the AEOBiH Secretariat could offer to other associations and organizations. Subsequent instructions from USAID required AEOBiH to stop drafting activities. AEOBiH received feedback from USAID regarding its submission in response to a Mission-based APS. The AEOBiH submitted two project proposals to USAID for consideration: one for a Conflict of Interest (CoI) public education campaign and one to serve as a legislative resource center in BiH. USAID expressed interest in the CoI activities and requested a revised proposal and budget from AEOBiH. The Canadian Embassy informed AEOBiH that it was not awarded a grant for its conflict resolution proposal due to a large number of other strong proposals. AEOBiH received donations from the municipalities of Posusje, Nevesinje and Novo Sarajevo totaling 500KM in July. AEOBiH also explored potential programming initiatives with OSCE to include democracy education to youth, and an election monitoring program for the 2004 elections. AEOBiH also submitted a project proposal to ADF entitled "New Practice" which is a project between municipalities and NGOs in BiH.

On July 3, AEOBiH signed the sub-grant for IFES Money and Politics project. The value of the contract is \$31,000 which includes 20% of operational costs for the work of AEOBiH Secretariat through October 2004.

On July 10, the third meeting of the AEOBiH CAP working group took place. The group is closely cooperating with the ECBiH on this activity. At the third meeting, the first draft version of the proposed changes and amendments to article 1.2 of the Election Law was prepared. Article 1.2 refers to funding of elections and election implementation bodies. The draft was forwarded to ECBiH, CCI and Coalition "Elections" for consideration and comments.

The IFES Program Officer met with AEOBiH while in Sarajevo to finalize a draft of the MAP implementation schedule. The next steps will be to finalize the implementation

schedule, create standardized financial reporting forms, and provide training to parties to ensure consistency when candidates and parties complete the forms in advance of 2004 elections.

In July, the IFES Program Office held on-site consultations with the ECBiH and its Secretariat to discuss programming priorities and assessment of needs.

### *August Activities*

Intensive AEOBiH fundraising efforts continued in August. AEOBiH submitted a proposal to the British Embassy for a school curriculum on elections and democracy, received a favorable response for a concept to ADF for projects between NGOs and municipalities, submitted a revised proposal to USAID for a public information project related to the CoI law, and made contact with the Soros Foundation to identify possible funding opportunities and funding application procedures. AEOBiH received negative answers from the European Union in Sarajevo and the World Bank in Washington, DC regarding recent project proposals.

On August 27, the fourth meeting of the CAP working group was held. At the meeting, the final version of the working text of proposal of changes and amendments to the election law referring to funding of elections, i.e. Article 1.2 of the Election Law was completed.

In August the Steering Board held its second annual meeting. The Steering Board analyzed preparation of regional branch meetings during which selection of new Association members should be made. AEOBiH staff also continued the professional development of the Secretariat and membership by attending trainings on monitoring and evaluation and participating in an NGO Council meeting to discuss action of lobbying for reduction of taxes for NGOs.

The AEOBiH Secretariat continued collecting election laws from the states of the Former Republic of Yugoslavia. The Legal Council initiated this action in order to make a comparative analysis of election laws hopefully to incorporate certain changes and amendments to the existing law in BiH. The AEOBiH hopes to gain support for improving the election system in the region.

ECBiH activity was slow in August. The ECBiH began preparing a memo for IFES outlining its needs for CoI and MAP assistance. The ECBiH intends to hire staff for CoI programming once its budget has been approved.

### *September Activities*

The Memorandum of Cooperation between the ECBiH and AEOBiH for MAP programming was signed in September. Nada Hadzimehic, the local IFES MAP trainer and liaison, traveled to Banja Luka to meet with the AEOBiH Deputy Trainer for MAP. She also met with The ECBiH Auditor to explain the importance of the MAP project.

She stressed the importance of preparing regular financial forms in accordance with the Election Law and Law on Political Parties Financing. Hadzimehic will work with IFES MAP expert Marcin Walecki to finalize the forms. The IFES database expert will work with ECBiH IT personnel via email to upgrade the database to mirror the new reporting forms.

IFES reviewed an ECBiH proposal for professional development in September. The Commission has requested media training to deal with media inquiries regarding CoI cases, as well as participation in third country training to see how a Western Secretariat in a Government Office of Ethics operates. IFES is exploring these options in order to determine useful next steps. World Bank recommended that IFES work with the ECBiH on a costing-out budget exercise to help the Commission develop solid budgets for submission.

In September, ECBiH also submitted to IFES a draft plan for improving the system of voter registration data exchange. The main goal of the project is to improve the time the data travels from one center to another and the accuracy of the delivered data. There are three components to the proposed project: equipment upgrading and installment, training of voter registration officers on equipment, and IT consultations. IFES is considering what type of technical assistance and commodity support it may be appropriate to provide. (please see attachment I for ECBiH proposal)

## **VI. COMMENTS**

Unfortunately, AEOBiH was not able to solicit sufficient donor support to subsidize AEOBiH participation in the Annual Conference of the Association of Central and Eastern European Election Officials (ACEEEO) to be held in London in October.

IFES' sub grant to the AEOBiH for support of the Association and its Secretariat formally ended on September 30<sup>th</sup>. Please see attachment II for the AEOBiH final sub grant report.

IFES MAP expert Marcin Walecki will return to Bosnia next quarter to finalize the financial reporting forms and begin development of the party guides. A joint training with the ECBiH and AEOBiH on the MAP will be held during this time. IFES database expert Mike Yard will provide off-site assistance to the ECBiH on adapting database to the new forms.

IFES expects Conflict of Interest consultant Gary Davis to make a return trip to Bosnia in late autumn once the ECBiH budget issue has been resolved. AEOBiH is awaiting a response from USAID regarding its revised proposal for a CoI public information and outreach project.

IFES does have some concerns that further implementation of CoI work by the ECBiH cannot move forward unless an educational program begins soon. Since the Conflict of Interest Law will be implemented for the first time, it is critically important that those

most affected have access to clear information and instructions. IFES had proposed to work with the Commission and Secretariat to develop informational brochures that instruct officials as to the requirements of the new law, their obligations related to disclosure of potential conflicts of interest, reporting requirements and instructions for completing the relevant forms, and consequences for failing to comply. IFES has also proposed to develop informational brochures on the hearing procedures, the rights and obligations of individuals called before the Commission, and the appeal process. Without information sharing and training, the credibility of the ECBiH is in jeopardy. IFES has also been approached by CEELI Sarajevo about doing some joint training. They have some money earmarked in their current programming for CoI work but will not begin their training until outreach activities begin to ensure that all activities are coordinated with the ECBiH so to ensure uniformity on the application of the law. IFES will continue to solicit funding for the CoI outreach programming and will review its current budget and assess potential reprogramming options.

IFES is also exploring the possibility of using current funds to provide media training to the ECBiH in response to their request for training on how to deal with media inquiries regarding CoI cases.

OSI/Sarajevo has asked IFES to submit a proposal through its matching fund to supplement IFES MAP and CoI projects in BiH. IFES is in discussion with USAID on the best approach to subsidize the IFES NICRA since the OSI money would serve as a cost-share for this project.

Due to an increase in IFES' USAID-approved NICRA rates, IFES anticipates needing additional funding to meet its project objectives under the current Cooperative Agreement as well as to implement some additional capacity building projects with the ECBiH for MAP and CoI programming. Per discussions with USAID, IFES will proceed with programming as budgeted with the understanding that when funding starts to run out, IFES will contact USAID directly at which time USAID will reassess IFES' budget needs and available funding. It is envisioned that additional funding would be used to undertake a media training project under the MAP project, provide on-site training to the ECBiH on media relations, and conduct CoI educational and outreach activities should a gap in the proposed AEOBiH programming be identified.



EXTENDING THE REACH OF DEMOCRACY

## Attachment I

### ECBIH PROPOSAL FOR IMPROVEMENT OF THE DATA EXCHANGE SYSTEM WITH MUNICIPAL VOTER REGISTRATON CENTRES

### PLAN REALIZACIJE PROJEKTA UNAPRIJEĐENJA SISTEMA RAZMJENE PODATAKA SA OPŠTINSKIM CENTRIMA ZA REGISTRACIJU BITRAČA

#### 1. OPŠTE INFORMACIJE O RAZMJENI PODATAKA SA CENTRIMA ZA REGISTRACIJU BIRAČA

Izbornim zakonom Bosne i Hercegovine je definisana uloga i odgovornost opštinskih organa vlasti i pripadajućih Opštinskih izbornih komisija u dijelu izbornog procesa koji se odnosi na registraciju birača i vođenje i ažuriranje Centralnog biračkog spiska. U ukupno 148 opštinskih izbornih komisija i Izornoj komisiji Distrikta Brčko uspostavljen je 161 Centar za registraciju birača koji imaju zadatak da realizuju sve aktivnosti na sprovođenju kontinuirane registracije birača, kotrolu ispravnosti i vjerodostojnosti pribavljenih podataka za dopune, izmjene i brisanja iz Centralnog biračkog spiska, vrše mjesečnu razmjenu podataka i slanje ažuriranog Centralnog biračkog spiska Izornoj komisiji BiH – kako bi se sve promjene evidentirale i centralizovano obradile. Izborna komisija BiH nakon izvršene sinhronizacije koja se vrši na mjesečnoj osnovi – dostavlja ažuriranu verziju centralnog biračkog spiska nazad do Centara za registraciju.

Razmjena podataka se do sada vršila na način što su službenici iz opštinskih Centra za registraciju birača snimali elektronsku verziju biračkog spiska na magnetni medij (floppydisk) i

Vršili dostavu disketa putem pošte ( ranije je ova dostava rađena posredstvom terenskih službenika OSCE-a kroz mrežu regionalnih i terenskih kancelarija). Manji broj opština je podatke dostavljao razmjennom podataka putem elektronske pošte (u opštinama koje imaju priključak na Internet). Ukupan broj učenika u razmjeni podataka koji su do sada slali podatke putem elektronske pošte, bilo sa opštinskih naloga za priključak na Intrenet ili sa privatnih korisničkih naloga, iznosi 58 Centra za registraciju birača. U nekim slučajevima postojanje naloga za pristup Internetu na nivou opštine ne znači da je i Centru za registraciju birača omogućeno direktno korištenje ovog naloga, već posrednim putem preko drugih opštinskih službi.

Ovaj sistem razmjene podataka, koji je još uvijek na snazi, ima niz nedostataka i potencijalnih opasnosti po sigurnost podataka : veliki vremenski interval za dostavu, opasnost od gubitka podatka i oštećenja disketa, rizik po sigurnost podataka – naročito

ako se uzme u obzir da se radi o ličnim podacima građana, povećani troškovi dostave, neefikasnost i nepredvidivost koji uzrokuju zastoje u radu.

## 2. PROJEKTI CILJ I OPSEG

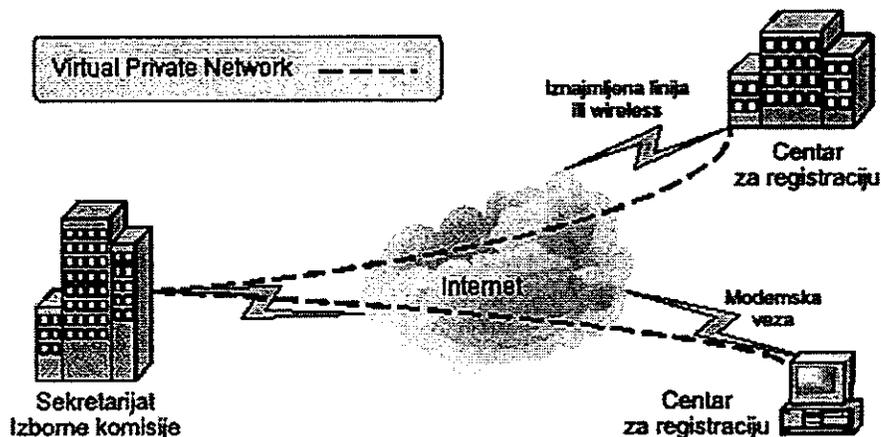
Poboljšati, unaprijediti i osavremeniti komunikaciju sa centrima za registraciju birača i učiniti je efikasnom, rentabilnom i sigurnom, predstavlja osnovni cilj projekta. Poboljšanja na planu tačnosti i vremenske ažurnosti informacija koje se razmjenjuju između centralne izborne institucije i lokalnih nivoa vlasti koji bi se ostvario realizacijom ovog projekta, pružio bi višestruke prednosti i koristi. Preneseno na širi plan, stvaranje komunikacionih pretpostavki i tehničkih uslova, koje omogućavaju priključak opštinskih službi na javnu mrežu Interneta, otvara u perspektivi mogućnosti savremene razmjene podataka i za ostale opštinske službe javne administracije.

Zbog raznih tehničkih/infrastrukturnih i finansijskih ograničenja, sa vremenskom i prostornog aspekta, kao i same veličine projekta, izvjesno je da sve opštine i pripadajući Centri za registraciju birača neće biti u mogućnosti da u kratkom periodu pređu na novi sistem razmjene podataka. Stoga je opseg ovog projekta potrebno planirati na dugoročnoj osnovi i realizovati ga u fazama. Ključno je stvoriti osnovne pretpostavke i preduslove za njegovu realizaciju u svim opštinama, a dinamiku ostvarenja pratiti i koordinisati u narednom periodu i prilagođavati trenutnoj situaciji u opštinama u kojima postoje realna ograničenja.

## 3. PRIJEDLOG TEHNIČKOG RJEŠENJA

U svrhu pravovremene i efikasne razmjene podataka Sekretarijata Izborne komisije BiH sa Centrima za registraciju birača potrebno je napraviti određena tehnička poboljšanja opreme na strani Sekretarijata kao i dodatno konfigurisanje računara u Centrima za registraciju birača. Takođe je potrebno napraviti edukaciju korisnika da mogu efikasno koristiti dato rješenje.

Trenutno najoptimalnije, a ujedno i najjeftinije rješenje bi podrazumjevalo upotrebu VPN-ova (Virtual Private Networks/Virtualnih privatnih mreža), koje obezbjeđuju pouzdan i zaštićen prenos podataka korištenjem javne mreže Interneta.



### ***Konfigurisanje ovakvog rješenja podrazumjeva slijedeće:***

#### **Na strani Sekretarijata IK BiH**

Da se ne bi ugrozila sigurnost lokalne mreže i podataka Sekretarijata, potrebno je osigurati dodatni server - služio bi kao server za pohranjivanje podataka koji bi se slali iz centara za registraciju. Na istom serveru bi se ostavljali podaci koje bi Centri uzimali prilikom sinhronizacije. Tu bi se nalazili svi korisnički accounti/nalozi za centre, a cijela razmjena podataka bi se obavljala putem Interneta i korištenjem VPN-ova.

Server bi bio smješten u prostorijama Sekretarijata, koristio bi standardnu wireless/bežičnu konekciju na Internet koju ujedno koristi i Sekretarijat. Obzirom da će se u danima razmjene podataka promet na Internet konekciji višestruko uvaćavati (to bi iznosilo dodatnih i do preko 3GB podataka) bilo bi potrebno povećati brzinu konkcije Sekretarijata sa sadašnjih 128Kb na 256Kb a u vrijeme izbora i do 512Kb.

Server bi koristio standardni Windows 2000 Server software sa 165 CAL-ova (Client Access Licence)

Na server bi se postavio RRAS server servis koji omogućava upotrebu VPN-ova tj. prihvata VPN konekcije i autorizuje korisnike. Putem tih konekcija bi se korisnici autorizovali prilikom slanja podataka u Sekretarijat.

Na severu bi se također kreirala struktura foldera i svaki Centara za registraciju bi imao pristup samo svom folderu.

Pored RRAS servisa na server treba postaviti FTP servis putem kojeg bi Centri za registraciju kupili svoje podatke za sinhronizaciju baze. Svaki pristup FTP servisu bi bio autorizovan od strane servera tj. samo autorizovani korisnici bi mogu pokupi podatke.

#### **Sažetak tehničkih zahtjeva na strani SEKRETARIJATA IK BiH :**

- *Serverski uređaj / računar*
- *Softverske licence za Windows 2000 Server – 165 CAL*
- *Instalacije RRAS i FTP servisa/protokola*
- *Povećanje brzine bežične konekcije prema Internet provajderu u SIK na 256Kb*

#### **Na strani Centara za registraciju birača**

Potrebno je da Centri za registraciju birača otvore korisnički nalog kod najbližeg ISP-a (Internet Service Providera) i da na taj način smanje troškove koji nastaju prilikom slanja i primanja podataka. Ako centri nisu u mogućnosti da otvore stalni account, onda je moguće da koriste *servise za neregistrovane (NN) korisnik ili ANONIMNI DIAL-UP kod BiHnet-a, Teola ili Htnet-a*. Cijena pristupa Internetu se u tom slučaju povećava ali

obzirom da se razmjena vrši jednom mjesečno to bi moglo biti prihvatljivo (1 sat kod BiHnet =7 KM, 1 sat kod TEOLA =3KM, tarifiranje ovih usluga bi se vršilo kroz redovni račun PTT usluga).

Na svim klijentskim mašinama (računarima) je potrebno instalirati dodatni protokol PPTP (Point to Point Tunneling Protocol) koji omogućava postavljanje VPN konekcije na klijentskim mašinama. Na svim operativnim sistemima uključujući i Windows NT, Windows 2000 i Windows XP je moguće postaviti PPTP.

Za sve klijente u Sekretarijatu je potrebno putem CMAK-a (Connection Manager Administration Kit) napraviti instalacione file-ove koji postavljaju potrebne parametre za uspostavljanje VPN konekcije na server smješten u Sekretarijatu. U ove instalacione fileove se mogu ugraditi skripte, tako da se prilikom uspostavljanja VPN konekcije automatski datoteke poslane na izvoz premjeste sa klijentske mašine na server u Sekretarijatu i nakon toga da se prekine konekcija sa Sekretarijatom i sa Internetom.

Ove instalacione fileove je potrebno napraviti posebno za svaki Centar za registraciju birača i instalirati ga na njihove računare.

Nako što se napravi sinhronizacija u Sekretarijatu, potrebno je file-ove za sinhronizaciju postaviti na FTP i poslati mailom ili fax-om svakom centru FTP adresu sa koje mogu skinuti file za sinhronizaciju.

#### Sažetak tehničkih zahtjeva na strani CRB :

- *Računar sa instaliranim operativnim sistemom Windows NT, 2000 ili XP*
- *E-mail -Korisnički nalog kod ISP i/ili samo telefonska linija za anonimni dial-up kod BIH neta ili Teola*
- *Instalacija PPTP protokola i programskih skripti za automatsku konekciju*
- *Instalacija modema i štampača –na računarima gdje to još nije urađeno*

#### **4. PREDUSLOVI ZA REALIZACIJU PROJEKTA I ORGANIZACIJA TRENINGA**

Kako bi se predloženo tehničko rješenje izgradnje unapređenog sistema za elektronsku razmjenu podataka, moglo sprovesti u djelo potrebno je identifikovati postojeće infrastrukturne faktore i ograničenja na terenu. Ovi faktori se prije svega odnose na postojanje i raspoloživost telefonskih linija i naloga za pristup Internetu po Centrima za registraciju odnosno po opštinama. Na osnovu ovih faktora može se napraviti kategorizacija centara za registraciju koja će poslužiti kao osnova za realizaciju tehničkog dijela projekta i organizovanje same obuke osoblja koje radi u centrima:

##### ***A. CRB/OIK koji već imaju naloge za pristup Internetu i e-mail adrese (opštinske).***

Ovo su centri za registraciju koji već obavljaju razmjenu podataka sa Sekretarijatom IK BiH putem e-mail sistema razmjene podataka ili su u skorije vrijeme počeli koristiti ovaj

sistem razmjene podataka (u većini slučajeva se koriste e-mail adrese pripadajućih opština, tj. opštine imaju otvorene korisničke naloge kod iSP).

**UKUPAN BROJ CRB ove kategorije : 58**

***B. CRB/OIK koji nemaju naloge za pristup Internetu niti e-mail, ali sa postojećim PTT linijama na raspolaganju.***

Ovi CRB nisu bili u mogućnosti ostvarivati razmjenu podataka elektronskim putem (osim preko privatnih e-mail adresa). Moguće su dvije solucije za uspostavu sistema razmjene podataka za ovu kategoriju :

- a) Otvaranje naloga kod lokalnog Internet provider-a ili najbližeg pružaoca ovih usluga /zavisno od sredstava u opštinskom budžetu/
- b) Jednokratna upotreba Internet usluga preko servisa za neregistriovane korisnike /kod BiHnet-a ili Teola RS putem telefona 082 200 000 ili 1432 respektivno/ dovoljno 3 sata mjesečno i plativo preko računa PTT usluga

UKUPAN BROJ CRB-a ove kategorije : \_\_\_\_\_

***C. CRB/OIK koji nemaju naloge za pristup Internetu niti e-mail, niti postoje PTT linije na raspolaganju.***

Ovo je najkritičnija grupa sa aspekta mogućnosti prelaska na novi sistem razmjene podataka. Ključni faktor je postojanje dostupne telefonske konekcije bilo u samom CRB ili u zgradi opštine. Ispitati i iscrpiti sve alternativne mogućnosti za obezbjeđenjem PTT linije koja bi se koristila samo povremeno /2-3 puta u toku mjeseca/. Potrebno je uraditi reviziju informacije o postojanju PTT linije iz upitnika koji je poslan OIK u aprilu 2003. godine i ažurirati ove prethodne informacije sa informacijama prikupljenim po osnovu novog upitnika (u prilogu ovog dokumenta) . Za slučajeve gdje se pokaže da nema nikakvih mogućnosti za korištenje PTT linije – mora u narednom periodu, ostati u funkciji dosadašnji sistem razmjene podataka i sinhronizacije Centralnog biračkog spiska CBS putem disketa i/ili CD-a.

UKUPAN BROJ CRB-a ove kategorije : 24 prema trenutno raspoloživim informacijama

Za sve tri navedene kategorije postoji dole navedena lista zahtjeva, sa izuzetkom onih CRB iz C kategorije koji zbog tehničkih ograničenja ne budu mogli preći na novi sistem, te je obuka za njih ograničena na ostale tematske cjeline bez prezentacije procedura novog sistema razmjene i bez dodatnih instalacija na njihovim računarima u sadašnjim uslovima.

#### **4.1 TEHNIČKI ZAHTJEVI :**

-Potrebno je da službenici iz CRB donesu računar u Sekretarijat IK radi instalacija programskih protokola za VPN/PPTP i podešavanja konekcije

-Ako nisu instalirani printeri i modemi koji su ranije donirani – potrebno je uraditi i ove instalacije.

-Dati instrukcije za priključke modema na telefonsku liniju u zavisnosti od lokacije CRB

-Potrebno je da se da uputstvo za podešavanje konekcija prema pružaocu usluga pristupa Internetu i/ili BiHnet-u, HBnet-u i TEOL-u

-Promjena accounta i šifri pristupa u cilju sigurnosti

-Eventualno –redukcija ostalih funkcija/programa računara kako bi se koristili isključivo za predviđenu namjenu (Registration manager , MS OFFICE )

Za CRB koji imaju štampače HP PSC 750 provjeriti alternativne mogućnosti (ovaj štampač ne može biti instaliran na postojećim računarima sa Windows NT operativnim sistemom) kao što je zamjena sa drugom opštinskom službom.

#### **4.2 ZAHTJEVI ZA OBUKOM:**

Pripremiti obuku u sljedećim tematskim oblastima i cjelinama :

- Pravilnik o vođenju Centralnog biračkog spiska i registraciji birača. Izmjene procedura u ovom dijelu i praktična primjena. Problemi iz prakse i diskusija o otvorenim pitanjima vezanim za procedure.
- Korištenje programa REGISTRATION MANAGERA. Tehnički aspekti primjene i upotrebe programa . FAQ lista pitanja i otklanjanje problema koji se pojavljuju tokom korišćenja programa.
- Posebna prezentacija novog sistema razmjene podataka, prednosti prelaska na novi sistem i uputstvo za korišćenje novog sistema razmjene podataka /potrebno je izraditi kratak tehnički priručnik i uputstvo /
- Obukom pokriti i specifične teme koje proizilaze iz praktičnog rada pojedinačnih CRB, planirati poboljšanja koja je moguće ostvariti-ako ne u datom momentu, onda u bliskoj budućnosti kad se steknu potrebni preduslovi (npr. PTT linija koja ne postoji ali je u izgledu da se naknadno obezbijedi)

#### **5. PRETPOSTAVKE IZVODLJIVOSTI :**

1. Dolazak osoblja iz CRB na obuku u Sekretarijat IK BiH je **ključni preduslov**. Zbog tehničkih zahvata i instalacija na računarima kao i neophodnosti da se obuka izvrši unificirano i centralizovano, potrebno je da se ona obavi u prostorijama Sekretarijata Izborne komisije BiH. Potrebno je redukovati broj odlazaka do Centara za registraciju na terenu *u ovoj fazi*, kako zbog gore navedenih razloga tako i zbog vremenskog aspekta i troškova, i potrebe za kasnijim odlascima na teren kada se sistem pusti u rad (FAZA UVOĐENJA SISTEMA).
2. Izvjesno je ipak, da će se za određeni postotak CRB-a morati organizovati odlazak na teren i u ovoj prvoj fazi jer će njihov dolazak biti uslovljen nedostatkom finansijskih i materijalnih sredstava. U periodu nakon treninga treba planirati potrebe za tehničkim intervencijama na terenu u izvjesnim opštinama, instaliranju opreme i komunikacija, zamjeni opreme zbog kvarova/dotrajalosti i

rješavanju operativnih problema u radu uz dopunsku tehničku obuku službenika (FAZA PRAĆENJA I NADOGRADNJE).

3. S tim u vezi, potrebno je uputiti dopis načelnicima opština i opštinskim izbornim komisijama sa ciljem upoznavanja sa planovima obuke osoblja iz CRB-a i obrazloženjem samog značaja koji ima rad centra za registraciju, kao i značaj i prednosti novog sistema razmjene podataka (dopis u prilogu).
4. Neophodno je da se osoblje koje dolazi na obuku prethodno pripremi (provjeriti postojanje uputstva za program REGISTRATION Manager na terenu, pripremi listu pitanja i spornih slučajeva iz prakse, ostalih pitanja od interesa koji su vezane za tematske oblasti koje će biti prezentovane na obuci). Riješiti što veći broj pitanja koji se tiču tehničke izvodljivosti unaprijed i /ili u toku obuke selektovati sporne slučajeve u okviru istih grupa kako bi se ostvarila što je moguće veća standardizacija materije koja je predmet obuke.
5. Samu obuku i prikupljanje svih informacija od značaja za rad CRB-a koje prethodi obuci, iskoristiti za formiranje jedinstvene evidencije o svim centrima za registraciju, osoblja koje je obučeno za rad na razmjeni podataka, tehničkim informacijama koje su bitne (vrsta računara, instalirane dodatne opreme, instaliranog softvera i slicno). Na ovaj način će biti omogućeno kvalitetnije praćenje rada centara za registraciju i stvaraju se preduslovi za efikasnije i lakše unapređenja procesa registracije.

## **6. VREMENSKA ORGANIZACIJA I HRONOLOGIJA REALIZACIJE PROJEKTA**

Projekat unaprijeđenja razmjene podataka sa opštinskim centrima za registraciju birača se treba odvijati u nekoliko faza. Dinamika realizacije projekta je uslovljena prvenstveno tehničkim činiocima i respektivno, obezbjeđenjem finansijskih resursa za iste. Generalno se mogu odrediti sljedeće faze:

1. *Nabavka servera i licenciranog softvera* , njegova instalacija na lokaciji Sekretarijata IK BiH, instalacija svih potrebnih protokola, izrada programskih skripti i testiranje, proširenje propusne moći/konekcije od Sekretarijata do ISP. PROCIJENJENO VRIJEME – od momenta nabavke servera 3-4 sedmice. Potrebno je angažovanje posebnog/dodatnog IT osoblja za ovaj proces.

PARALELNE AKTIVNOSTI – istovremeno se može raditi na izradi korisničkog uputstva za korišćenje ovog sistema razmjene podataka/uporedo sa testiranjem sistema/. Objedinjavanje informacija sa terena o učesnicima na obuci/po poslatim prijavama za obuku/, sredjivanje ostalih informacija sa terena, izrada koncepta treninga i razrada potrebnih materijala za učesnike obuke. Nosioци: Odjel za izborne operacije i IT odjel/ i posebno angažovana IT osoba za potrebe projekta/.

2. *Izrada plana treninga po prikupljenim informacijama*, određivanje strukture grupa i vremenskog rasporeda održavanja treninga. Kriterijumi za sastav grupa – geografski položaj opštine/CRB/regija, mogućnost organizovanog dolaska, realne potrebe za obuku prema tematskim cjelinama i posebnim zahtjevima /specifičnosti pojedinih opština i uslova u kojima rade službenici iz pripadajućih CRB .

PROCIJENJENO VRIJEME – 2-3 sedmice.

PARALELNE AKTIVNOSTI – finaliziranje materijala koji će činiti sadržaj obuke, identifikovanje CRB koji neće moći prisustvovati obuci, rješavanje specifičnosti vezanih za rad pojedinih CRB . Nosioci: Odjel za izborne operacije.

3. *Sprovođenje treninga u prostorijama Sekretarijata IK BiH.*

PROCIJENJENO VRIJEME – 15 radnih dana/3 sedmice/ sa dinamikom koja podrazumijeva jednodnevni trening za 10 CRB sa po max. 2 učesnika, što znači 20 učesnika po danu. Ovo je ujedno i fizički maksimum sa stanovišta resursa i prostora predviđenog za trening na lokaciji Sekretarijata kao i strukture grupa učesnika.

PARALELNE AKTIVNOSTI – instalacije i podešavanja na računarskoj opremi koju su učesnici obuke donijeli sa sobom. Zavisno od veličine zahvata koji su potrebni i stanja računarske opreme – prosječni dnevni normativ bi iznosio 2-4 računara. Ostatak opreme bi ostao u prostorijama Sekretarijata Izborne komisije BiH i nakon završene instalacije bio vraćen na teren. Nosioci: Odjel za izborne operacije i IT odjel.

4. *Instalacije i sređivanje računara koji nisu mogli biti završeni u periodu trajanja obuke i izrada plana odlaska na teren na lokacije CRB.*

PROCIJENJENO VRIJEME – 10 radnih dana/2 sedmice/.

PARALELNE AKTIVNOSTI –logističke pripreme za odlazak na teren. Unajmljivanje vozila i izrada plana obilazaka opština, priprema potrebnih materijala. Nosioci: Odjel za izborne operacije i IT odjel.

5. *U posljednoj fazi bi se organizovao trening i instalacija na terenu na lokacijama CRB, za one CRB - čije osoblje iz objektivnih razloga nije moglo prisustvovati obuci u Sekretarijatu, - zatim odlazak do CRB koji imaju stanovitih tehničkih poteškoća ili problema u radu opreme i dopunska obuka, - specifični zahtjevi na terenu /izuzeci. Nosioci: Odjel za izborne operacije i IT odjel.*

## 7. POTREBNI RESURSI I KATEGORIZACIJA TROŠKOVA

Moguće je identifikovati sljedeće osnovne kategorije troškova koji proizilaze iz zahtjeva samog projekta :

- a) Troškovi opreme –servera, licenciranog softvera, računarskih komponenti i komunikacija na strani Sekretarijata Izborne komisije BiH .....20,000.00KM
- b) Angažovanje posebnog IT eksperta (ili više njih)-na period od 3 mjeseca koji bi radio na realizaciji tehničkog dijela projekta u saradnji sa IT odjelom i to – pripremi servera, instalaciji protokola, testiranju opreme, instalaciji i sređivanju računara iz CRB –bilo na lokaciji Sekretarijata ili kasnije na terenu. Postoje dvije varijante – da IFES direktno nađe odgovarajuću osobu/osoblje i sklopi sa njima ugovor ili da Sekretarijat IK BiH sklopi ugovor o povremenim i privremenim poslovima sa kvalifikovanim stručnjakom, dok bi IFES obezbjedio pokriće ovih troškova.....6000.00 KM/1 osoba za tri mjeseca/.
- c) Troškovi organizacije treninga,transporta i odlaska na teren, dodatne edukacije korisnika i službenika (iznajmljivanje vozila za max. 30 radnih dana, gorivo, putni troškovi,priprema materijala i prostorija za trening) .....15-20.000,00 KM
- d) Narudžba izvesnog broja računara i hardverskih komponenti koji moraju biti zamijenjeni – zbog kvarova i dotrajalosti opreme koju je donirao OSCE (u najkritičnijim opštinama ), troškovi rezervnih dijelova i komunikacija, tehničke intervencije na terenu prilikom instalacija i uspostavljanja konekcija prema pružaocu usluga pristupa Intrenetu ili telefonskoj kompaniji – u opštinama koje ne raspolazu fondovima za ovu namjenu. Povlačenje laptop računara iz pojedinih CRB i zamjena sa dektop računarima zbog ograničenih performansi ove opreme.....30.000,00 KM

## English Synopsis

# **IMPLEMENTATION PLAN OF IMPROVEMENT PROJECT OF DATA EXCHANGE SYSTEM WITH MUNICIPAL VOTER REGISTRATION CENTRES**

## **1. GENERAL INFORMATION ON DATA EXCHANGE WITH VOTER REGISTRATION CENTRES**

The Election Law of Bosnia and Herzegovina defines roles and responsibilities of municipal authorities and respective Municipal Election Commissions in the part of election process regarding Voter Registration and managing and updating the Central Voters' Register.

In total of 148 Municipal Election Commissions and Election Commission of Brcko District there are 161 Voter Registration Centres established that have a task to implement all activities in conducting continuous Voter Registration, control of accuracy and validity of gathered data for additions, changes and deletions from the Central Voters' Register, perform monthly data exchange and send updated Central Voters' Register to the BiH Election Commission – in order to record and centrally process all changes. The BiH Election Commission, after conducted synchronisation that is done on a monthly basis, sends an updated version of the Central Voters' Register back to the Voter Registration Centres.

Data exchange was so far conducted in the way that clerks from municipal Voter Registration Centres saved electronic version of the Voters' Register on a floppy disk and sent those disks by mail (earlier this delivery was done by Field Officers of OSCE through Regional and Field Offices). The smaller number municipalities submitted their data through data exchange by e-mail (in municipalities that have Internet access). The total number of participants in data exchange that have sent so far their data by e-mail, whether from municipal user accounts or from their private user accounts, is **58 Voter Registration Centres**. In some cases existence of Internet access user account at the level of Municipality doesn't mean that the Voter Registration Centre was allowed to directly use this account, but indirectly through other municipal services.

This data exchange system, still in force, has many lacks and potential dangers for data security: great time interval for delivery, danger of data loss and disks damage, risk of data safety – especially if taken into consideration that the subject is citizens' personal data, increased delivery costs, inefficiency and unpredictability that cause obstacles in work.

## **2. OBJECTIVE AND SCOPE OF PROJECT**

Improve, update and modernise communication with Voter Registration Centres (VRCs) and make it efficient, reliable and secure represents the basic project objective. Improvements in accuracy and time aspect of information being exchanged between Central Election Institution and local authority levels that would be realised with this

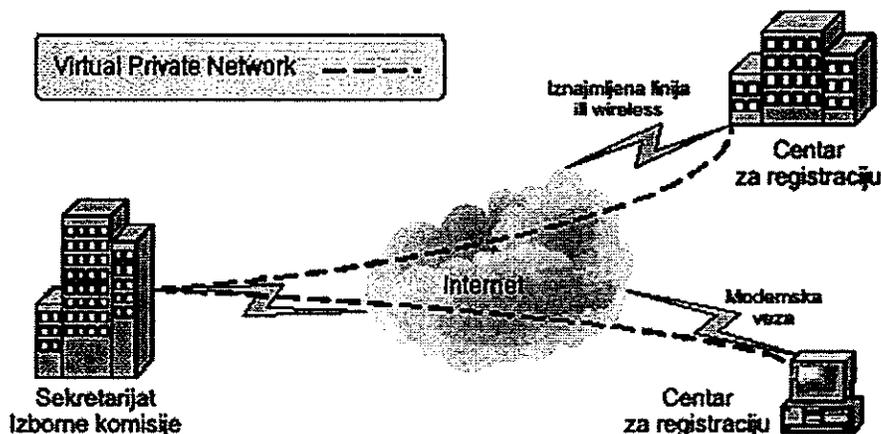
project would provide multiple advantages and benefits. Taken into larger perspective, creation of communication preconditions and technical conditions that ensure connection of municipal services to the public Internet network opens the possibilities of modern data exchange also for other municipal public administration services.

Due to various technical/infrastructure and financial limitations, from the time and space point of view, as well as from the perspective of project size, it is obvious that all municipalities and belonging VRCs will not be able to transfer to the new data exchange system in a short time period. Therefore the scope of this project is necessary to plan on a long-term basis and implement it in phases. It is essential to create basic preconditions for its implementation in all municipalities, and follow and co-ordinate a time schedule in the following period and adjust it to the current situation in municipalities, where there are realistic limitations.

### **3. PROPOSAL OF TECHNICAL SOLUTION**

For the purpose of timely and efficient exchange of data of the BiH Election Commission Secretariat with Voter Registration Centres, it is necessary to make certain technical improvements of equipment in the Secretariat and additionally configure computers in Voter Registration Centres. It is also necessary to provide education to users in order for them to use the given solution efficiently.

Currently the optimal and at the same time most efficient solution would understand use of VPNs (Virtual Private Networks) that provide reliable and protected data transfer by using public Internet network.



*Configuration of such solution means the following:*

**In the EC BiH Secretariat**

In order not to jeopardise the safety of local network and data of the Secretariat, it is necessary to provide additional server – it would be used as server for archiving data that would be sent from VRCs. On the same server the data, which would be taken by Centres during synchronisation, would be saved. There would be all user accounts for centres, and the entire data exchange would be conducted via Internet and using VPNs.

The server would be located in the Secretariat premises and use standard wireless connection to Internet, which is being used also by the Secretariat. Since during the data exchange days, Internet traffic on the connection would highly increase (it would be additional over 3 GB of data), it is necessary to increase the speed of connection of the Secretariat from current 128 Kb/s to 256 Kb/s and during election period even to 512 Kb/s

The Server would use standard Windows 2000 Server software with 165 CALs (Client Access Licence).

On the server RRAS server would be installed, which enables the use of VPNs i.e. it accepts VPN connections and authorises users. Through these connections user would be authorised, when sending data to the Secretariat.

On the Server it would also be created a structure of folders and each VRC would have access only to its folder.

Apart form RRAS service, on the Server should also be installed FTP service, through which VRCs would collect their data for synchronisation of database. Each access to FTP service would be authorised by the Server i.e. only authorised users could take data.

#### **Summary of technical requirements in the BiH EC Secretariat:**

- *Server / computer*
- *Software licences for Windows 2000 Server – 165 CAL*
- *Installation of RRAS and FTP service/protocol*
- *Increase of wireless connection speed to Internet provider in the EC Secretariat to 256 Kb/s*

#### **In Voter Registration Centres**

It is necessary that VRCs open a user account at nearest ISP (Internet Service Provider) and this way decrease costs created when sending and receiving data. If centres don't have possibility to open permanent account, then it is possible to use unregistered user accounts or *ANONYMOUS DIAL-UP at BiHnet, Teol or Htnet*. The price of Internet access in such case would be increased, however, since exchange is done once a month, this would be acceptable (1 hour at BiHnet = 7 BAM, 1 hour at TEOL = 3 BAM, paying of these services would be done through regular PTT services bill).

On all client machines (computers) is necessary to install additional protocol PPTP (Point to Point Tunnelling Protocol), which provides instalment of VPN connection on client machines. On all operative systems including Windows NT, Windows 2000 and Windows XP is possible to install PPTP.

For all clients in the Secretariat it is necessary, with CMAK (Connection Manager Administration Kit) to create installation files that set up necessary parameters for establishing VPN connection on the Server placed in the Secretariat. In these installation files also scripts can be included, so that, when establishing VPN connection, data files sent for delivery automatically would be transferred from client machine on the Server in the Secretariat and after that connection with the Secretariat and Internet would be cancelled.

These installation files are necessary to create separately for each VRC and install it on their computers.

After the synchronisation is done in the Secretariat, it is necessary to put synchronisation files on FTP and send them by e-mail or fax an FTP address to each centre from which they can download synchronisation files.

**Summary of technical requirements in VRCs:**

- ***Computer with installed operative system Windows NT, 2000 or XP***
- ***E-mail –user account at ISP and/or only phone line for anonymous dial-up with BIH net or Teol***
- ***Installation of PPTP protocol and program scripts for automatic connection***
- ***Installation of modems and printers – on computers where it hasn't been done still***

**4. PRECONDITIONS FOR REALISATION OF PROJECT AND ORGANISATION OF TRAININGS**

In order to implement the proposed technical solution of creation of improved electronic data exchange system, it is necessary to identify the existing infrastructure elements and limitations on the field. These elements refer especially existence and availability of phone lines and Internet access user accounts in VRCs i.e. in Municipalities. Based on these elements, the categorisation of Registration Centres can be made that would serve as basis for realisation of technical part of the project and organisation of staff training in centres:

***A. VRCs/MECs that already have Internet access user accounts and e-mail addresses (municipal).***

These are Registration Centres that already perform data exchange with the BiH EC Secretariat by e-mail data exchange system or that recently started to use this data

exchange system (in most cases they use e-mail addresses of belonging municipalities i.e. municipalities have open user accounts with ISP).

**TOTAL NUMBER OF VRCs OF THIS CATEGORY: 58**

***B. VRCs/MECs that don't have either Internet access user accounts or e-mail, but have phone lines at their disposal.***

These VRCs were not able to exercise data exchange electronically (apart from their private e-mails). Two options are possible for establishment of data exchange system for this category:

- c) Opening of user accounts with local ISP or nearest provider of these services /subject to resources in municipality budget /
- d) Occasional use of Internet services through unregistered users' service /with BiHnet or Teol RS by phone number 082 200 000 or 1432 respectively/ sufficient 3 hours per month and payable by phone bill

**TOTAL NUMBER OF VRCs OF THIS CATEGORY: \_\_\_**

***C. VRCs/MECs that don't have either Internet access user accounts or e-mail, nor phone lines at their disposal.***

This is the most critical group from the point of view of transfer to the new data exchange system. The key factor is existence of phone connection whether in very VRC or in the building of Municipality. Examine and fully use all alternative options for providing phone line that would be used only occasionally /2-3 times per month/. It is necessary to do revision of information on existence of phone line from eh questionnaire sent to MECs in April 2003 and update previous information with information received based on the new questionnaire (attached to this document). For cases, where it is shown that there are no possibilities to use phone line – in the next period current previous data exchange system and synchronisation of Central Voters' Register system by diskettes and/or CDs must remain in place.

**TOTAL NUMBER OF VRCs OF THIS CATEGORY: 24** according to currently available information

For all three mentioned categories below is list of requirements, with exception of those VRCs from category C that due to technical limitations would not be able to transfer to the new system, so training for them is limited to other subject groups without presentation of procedures of the new exchange system and without additional installations on their computers under present conditions.

#### **4.1 TECHNICAL REQUIREMENTS:**

- It is necessary that officers from VRCs bring their computer in the EC Secretariat for installation of program protocols for VPN/PPTP and adjustment of connection
  - If printers and modems, which have been earlier donated, are not installed – it is necessary to perform these installations as well.
  - Give instructions for modem connection to phone line depending on VRC location
  - It is necessary to provide instructions for adjustment of connections to ISP and or BiHnet, HBnet and TEOL*
  - Change of accounts and passwords for purpose of security
  - Eventually – reduction of other functions/programs of computer in order to be used solely for foreseen purpose (Registration manager, MS OFFICE)
- For VRCs with printers HP PSC 750, check alternative options (this printer cannot be installed on existing computers with Windows NT operative system), such as replacement with other municipal service.

#### **4.2 TRAINING REQUIREMENTS:**

Prepare training in following subject groups and areas:

- Rules of Procedures on managing Central Voters' Register and Voter Registration. Change of procedures in this part and practical application. Problems from praxis and discussion on open issues regarding procedures.
- Use of REGISTRATION MANAGER program. Technical aspects of use application and use of this program. FAQ list and solving problems that appear during the use of the program.
- Special presentation of the new data exchange system, advantages of transfer to the new system and instruction for use of the new data exchange system /necessary to develop short manual and instruction/
- Training to cover also specific subjects deriving from practical work of individual VRCs, plan improvements possible to be realised – if not at the moment, than in the near future, when necessary prerequisites are met (for example phone line that doesn't exist, but it is obvious that it can be additionally provided)

#### **5. FEASIBILITY ASSUMPTIONS:**

6. Arrival of VRC staff in the EC BiH Secretariat for training is the key prerequisite. Due to technical activities and installations on computer, and necessity to conduct training in unified and centralised manner as well, it is necessary that it is provided in the premises of the BiH EC Secretariat. It is necessary to reduce the number of visits to the VRCs *at this stage*, due to above mentioned reasons as well as for time aspect and costs, and need for later field visits when the system becomes operational (SYSTEM INTRODUCTION PHASE).

7. However, it is obvious that for certain percentage of VRCs field visit will have to be organised and even in this first phase, since their arrival will be conditioned with lack of financial and material resources. In the period after training, one should plan needs for technical interventions on the field in certain municipalities, installing of equipment and communications, replacement of equipment due to malfunctions/out of date and solving operational problems in work with additional technical training of officers (MONITORING AND UPGRADE PHASE)
8. To this end, it is necessary to send a letter to mayors of Municipalities and MECs in order to inform them with plans of VRCs staff trainings and explanation of significance that VRC work has, as well as importance and advantages of the new data exchange system (letter attached).
9. It is necessary that all staff arriving to training is previously prepared (check the existence of instructions for REGISTRATION Manager on the field, prepare list of questions and controversial cases from practice, other questions of interest related to subject areas that will be presented in training). Solve the highest possible number of issues regarding technical feasibility in advance and/or during training select questionable issues within same groups in order to ensure the highest possible standardisation of issues that are subject of training.
10. Use the training itself and collection of all information of interest for the VRCs work prior to training, for formation of unified records on all VRCs, staff trained for work on data exchange, important technical information (type of computer, installed additional equipment, installed software and similar). This way monitoring of VRCs work in more quality manner is enabled and prerequisites for more efficient and easier improvement of registration process are created.

## **6. TIME ORGANISATION AND CHRONOLOGY OF PROJECT IMPLEMENTATION**

The Project of improvement of data exchange with municipal Voter Registration Centres should be conducted in several stages. The dynamics of project implementation is conditioned firstly with technical factors and respectively with providing financial resources for it. Generally the following stages can be established:

6. *Purchase of server and licensed software*, its installation in the Secretariat of BiH EC, installation of all necessary protocols, development of program scripts and testing, increase of connection speed from the Secretariat to ISP.  
**ESTIMATED TIME** – from the moment of server purchase 3-4 weeks. It is necessary to hire special/additional IT staff for this process.  
**PARALLEL ACTIVITIES** – at the same time, one could work on development of instructions for use of this data exchange system/simultaneously with system testing/. Unification of data from the field on participants in training / according to sent applications for training/, managing of other information from the field,

creation of training concept and development of additional materials for training participants. Activity holders: Department for election operations and IT department/ and specially hired IT person for the project needs.

7. *Development of training plan according to collected information, deciding on structure of groups and time schedule of trainings. Criteria for composition of groups – geographical position of municipality/VRC/region, possibility of organised transport, realistic needs for training based on subject areas and special requirements/ specificity of individual municipalities and conditions, under which officers from respective VRCs work.*  
ESTIMATED TIME – 2-3 weeks  
PARALLEL ACTIVITIES – finalisation of materials that would present the content of training, identifying of VRCs that will not be able to attend training, solving of specific issues related to work of individual VRCs. Activity holders: Department for election operations.
8. *Training conduct in the premises of the BiH EC Secretariat*  
ESTIMATED TIME – 15 working days/3 weeks/ with time schedule that includes one day training for 10 VRCs with max. per 2 participants, which means 20 participants per day. This is also physical maximum from the point of view of resources and premises foreseen for training in the Secretariat as well as of structure of participant groups.  
PARALLEL ACTIVITIES – installations and adjustments on computer equipment, being brought by training participants with them. Depending on the size of the exercise needed and condition of computer equipment - average day norm would be 2-4 computers. The rest of equipment would remain in the premises of the BiH EC Secretariat and after the performed installation it would be returned to the field. Activity holders: Department for election operations and IT department.
9. *Installations and maintenance of computers that could not be finished during the training and development of plan for field visits to the VRCs locations.*  
ESTIMATED TIME – 10 working days/two weeks/.  
PARALLEL ACTIVITIES – logistical preparations for field trips. Renting of vehicles and development of municipalities visit plan, preparation of needed materials. Activity holders: Department for election operations and IT department.
10. *At the last stage, the training and installation on the field on VRCs locations would be organised, for those VRCs – whose staff from justifiable reasons could not take part in training in the Secretariat – then visit to VRCs that have certain technical difficulties or problems with equipment and additional training, - specific requirements on the field/exceptions. Activities holder: Department for election operations and IT department.*

## 7. NECESSARY RESOURCES AND EXPENSES CATEGORISATION

It is possible to identify the following basic categories of expenses deriving from the requirements of the very project:

- e) Equipment costs – server, licensed software, computer components and communications in the BiH EC Secretariat  
.....20,000.00 KM
- f) Hiring of additional IT expert (or more of them) for a period of 3 months that would work on realisation of technical part of the project in co-operation with IT department on – preparation of server, installation of protocols, equipment testing, installation and management of computers from VRCs – whether in the Secretariat or later on the field. There are two options – that IFES directly finds appropriate person/staff and makes a contract with them or that the BiH EC Secretariat signs a contract on occasional and temporary jobs with qualified expert, while IFES would cover these expenses  
.....6000.00 KM/1 person on three months
- g) Expenses of organisation of trainings, transport and field visits, additional education of users and officers (renting of vehicles for max. 30 working days, fuel, travel expenses, preparation of materials and premises for training)  
.....15-20.000,00 KM
- h) Purchase of certain number of computers and hardware components that have to be replaced – due to malfunctions and equipment, donated by OSCE, which is out of date (in most critical municipalities), costs of spare parts and communications, technical interventions on the field during by installations and establishment of connections towards the ISPs or phone company – in municipalities that don't have Funds for this purpose. Withdrawal of laptop computers from individual VRCs and replacement with desktop computers due to limited performances of this equipment  
.....30.000,00 KM

**QUESTIONNAIRE FOR ESTABLISHMENT OF COMMUNICATION  
INFRASTRUCTURE AND EQUIPMENT AVAILABILITY OF MUNICIPAL VOTER  
REGISTRATION CENTRES**

**MUNICIPALITY NAME:** \_\_\_\_\_ **MUNICIPALITY CODE:** \_\_\_\_\_

**IMPORTANT NOTE:** *The proposed technical solution of exchange of data on voter registration electronically is based on two possible concepts depending on existing infrastructure and equipment availability of municipal Voter Registration Centres.*

*The first concept (recommended) is use of existing user account for public Internet network access already available to your municipality or opening of permanent user accounts at such services provider in order to provide Voter Registration Centres (VRC) with efficient and secure data exchange with the Secretariat of the BiH Election Commission. Apart from the data exchange on registered voters on a monthly basis, this way regular communication and correspondence with Municipal Election Commissions (MECs) by e-mail would be facilitated. A Voter Registration Centre must have, apart from user account, a phone line for connection through modem device or it has to be connected to the municipal computer network with Internet access.*

*The second concept understands the use of unregistered user service from the Internet service provider (services provided by companies BiHnet, HTnet and Teol). VRC in this case needs to have one phone line available at its location, i.e. at the location where the VRC computer is located (user account not required). The phone line is used only for connection of modem and it is sufficient that it is available couple of hours during one month. The expenses for this type of service are calculated in the phone bill.*

**SECTION A – Data on number and location of Voter Registration Centres (VRC)**

1. Number of Voter Registration Centres (VRCs) within your Municipality.....
  
2. Voter Registration Centre is located in:
  - a) Municipality building
  - b) in a special location/outside of the Municipality building

*If at the level of Municipality there are more than one Voter Registration Centre, we would like to ask you to include data on location for each VRC and list equipment at disposal of each VRC individually.*

.....  
.....  
.....  
.....  
.....  
.....  
.....

**SECTION B – Data on technical staff and/or companies responsible for computer and phone installations maintenance:**

1. Is there, in your Municipality, staff responsible for maintenance of computer technology, software and phone line installation?  
Yes/No
  
2. If there is no technical staff in the Municipality, who is performing these tasks and in which way the services of installation and maintenance are provided:  
.....  
.....
  
3. Name and contact information of a person/company responsible for service of this kind:  
.....

**SECTION C – Data on access to the public computer network – Internet, local computer network and possibilities of opening a user account:**

1. *Do you have the possibility of Internet access in your Municipality and open user account?*  
Yes/No

*(if there is a Internet connection please give the following data)*

- Who is your ISP Internet service provider)?  
.....
- Is there local area network in the Municipality (LAN)?  
Yes/No
- In which way the Internet access is available:
  - I. Modem access / Dial-up access /phone number of Internet service provider  
.....
  - II. Permanent Leased line
  - III. Wireless access permanent line

IV. Other (describe in which way you gain access)

- Is it possible to provide Internet access by using the existing user account of the Municipality for the computer in the Voter Registration Centre (VRC)?

Yes/No

- If it is **not possible** mark what is the problem for having Internet access:

- Modem.....
- Phone line.....
- Other (clarify)

.....  
 .....  
 .....

*(if there is no Internet connection please state the following data)*

- If you don't have Internet access – do you have the possibility to open a Internet user account in the Municipality that would be used by Voter Registration Centre/s? Yes/No

- Time period in which you can open a Internet access user account

.....

- State and clarify what is the potential problem in case you **don't have the possibility** to open Internet access user account

.....  
 .....  
 .....

**SECTION D – Data on existence and availability of phone line in the Voter Registration Centre (VRC):**

1. There is a phone line in VRC?

Yes/No

- a. Phone number (DIRECT).....
- b. State extension number if VRC doesn't have direct access line:.....
- c. Phone number dialing type: TONE/PULSE  
*(encircle answer / check with the competent technical employee or Post Office)*
- d. The way in which you establish outside/exit connection:

- I. Direct dialing of respective phone number: (for example 033 251 300)

- II. Direct dialing of exit through switchboard: **0 or 9 + phone number**  
(for example 9 033 251 300)
- III. Dialing the operator on the switchboard – semiautomatic switchboard  
(for example: one dials switchboard and gives phone number 033 251 300 and waits for an operator to establish connection)
- IV. Other (please describe exactly how you establish connection with the Secretariat of the BiH Election Commission, for example you are sharing a phone line with other municipal service or office):  
.....  
.....  
.....  
.....

**The following part of questionnaire is filled out if there is no phone line in VRC:**

- 2. Can a phone line be provided/installed or ensure additional phone line from the municipal switchboard that would be used only on OCCASIONAL BASIS / couple of hours per month for connection of modem and a computer from the Voter Registration Centre?  
Yes/No
- 3. If you **have the possibility** to obtain phone line for VRC please describe the manner in which exit connection would be then established (one of the options as in above mentioned question 1.d.)  
.....  
.....
- 4. Foreseen time period in which a phone line would be provided or appropriate solution found:.....
- 5. If you **don't have the possibility** to provide a phone line please explain *in details* why:
  - Voter Registration Centre location.....
  - Insufficient capacity of the municipal switchboard .....
  - Technical limitations by the telecommunications company.....
  - Other (explain)  
.....  
.....  
.....

\_\_\_\_\_

Date:

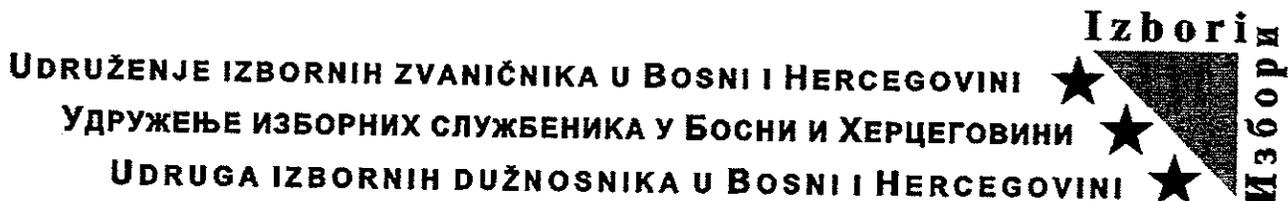
\_\_\_\_\_

M.P.

\_\_\_\_\_

Head of responsible municipal service

## Attachment II



### FINAL REPORT ON THE ASSOCIATION WORK IN PERIOD FROM MARCH 1 THROUGH SEPTEMBER 15, 2003

#### IDENTIFICATION INFORMATION

Sub-grant number: 1635-100-03-01

The International Foundation for Election Systems (IFES) approved sub-grant to the Association of Election Officials in BiH, in the amount of \$ 69,218.00 and in that way enabled continuation of the AEOBiH work from March 1 through August 31. After reprogramming of the budget, this sub-grant has been approved until September 15, 2003.

#### BRIEF SUMMARY

Sub-grant funds are exclusively allocated for ensuring continuation of the Association work and its Secretariat in Sarajevo. They are allocated for operational costs of the AEOBiH Secretariat work, i.e. salaries of permanently and temporary employed staff, taxes and benefits for salaries, rent of premises where the Secretariat is located, as well as overhead expenses, communication costs, costs for securing offices, meetings of the Association bodies and costs for issuance of two Association newsletter.

This sub-grant should enable Association to be established as the stable local nongovernmental organization, which will regularly apply project proposals with possible donors and build the road towards its sustainability.

#### DESCRIPTION OF ACTUAL PROJECT ACTIVITIES

In order to ensure sustainability, the Association intensively applied project proposals to donors:

The following projects have been sent to donors:

- Project proposal on youth education entitled “Winter Summer Camp” is sent to the United States Institute for Peace (USIP) and we are still waiting for the result.
- Project proposal Conflict Resolution Training was sent to Holland Embassy in Sarajevo and it hasn’t been accepted.
- Project proposal “Building of Independence and Neutrality of Election Officials in BiH” was sent to the Canadian Embassy in Sarajevo and it hasn’t been accepted.
- Project proposals “Weekend Camps for Youth” and project entitled “Integrating Roma People Into Social Community Through Education and Participation in the Election Process” were sent to the World Bank and they haven’t been accepted.
- Project proposal “Building of Independence and Neutrality of Election Officials in BiH” was sent to the European Commission and it hasn’t been accepted.
- Project proposal “Education on the Conflict of Interest Law” was sent to USAID and we are still waiting for the result.
- Project proposal Elections and Democracy is sent to the British Embassy and we are still waiting for the result.
- Project proposal that was sent last year to the European Commission in partnership with IFES Ltd. from London hasn’t been approved yet.
- Project proposal entitled “Strengthening of the Role of Local Communities in Municipalities” is sent to ADF and we are now expecting result. Proposal of the concept of this project is accepted in ADF.

The first half of July was dedicated to the work on preparation of project proposal entitled “Support to Achievements of Anticorruption Initiative in BiH” that referred to services, which the AEOBiH Secretariat could offer to other associations and organizations. Work on the project started after written request from the USAID. Unfortunately, at the moment when project was completed we received new written notification from the USAID in which they requested us to stop all activities regarding this proposal.

The following project proposals were approved during this reporting period:

- American Development Foundation (ADF) approved public advocacy project proposal “Initiating Legal Definition of Funding Elections and Work of Election Bodies”, which will be implemented by November and it includes series of activities such as five round tables, six meetings of the working group, four public discussions per regional branches (that is the activity today), and organization of three press conferences. AEOBiH has four partner Municipal Election

Commissions in this project (Srpsko Novo Sarajevo, Novo Sarajevo, Stolac and Banja Luka), and closely cooperates with the Election Commission of BiH.

- American Development Foundation also approved project entitled IDG until the end of August 2003 from which we have funds for operational work of the Secretariat and purchase of books for the Secretariat library.
- On July 3, 2003 new contract with IFES has been signed for sub-grant in the amount of \$ 31.000 for the project "Money and Politics" in which we have provided 20 % of operational costs for the next year for the Secretariat work until the end of October 2004.

During this reporting period, Executive Director was trying to find funds for participation of the AEOBiH members at the ACEEEO conference in London (October 2003).

Besides the above-mentioned activities, individuals from the Steering Board and AEOBiH Sustainability Group continued campaign of fundraising for the Association, so we received funds from municipality Ljubinja (300 KM), Berkovići (300KM), Posušje (300 KM), Nevesinje (100 KM) and Novo Sarajevo (100 KM) during this reporting period.

Membership fees were also received but this amount is insignificant and it is obvious that most of the members do not fulfill this obligation.

### **Working groups and AEOBiH bodies**

During this reporting period, the following intensive activities have been noticed:

- Strategic planning group started preparation of strategic plan and made an action plan of AEOBiH activities for the period from 2003 through 2006.
- Sustainability Group tried to raise funds for the Association work and to evaluate received projects from members.
- Steering Board had two meetings in order to make important decisions and direct development of the Association.
- Legal Council held two meetings during which they analyzed changes and amendments to the Election Law and procedures of the Association.
- Working Group was especially active working within CAP project on changes and amendments to the Election Law referring to Article 1.2. This working group held four meetings, organized three round tables and it now has an important role at these regional meetings.

- Supervisory Board held one meeting during which they monitored work of the Secretariat and they submitted very positive report on that to the Steering Board.

***Other Association activities implemented during this reporting period:***

Besides intensive activities within CAP project, such as working group meetings, three round tables, public discussions etc, other important activities were implemented:

- Documentation, archive and small resource center have been set up
- A lot of books on elections and development of nongovernmental sector were purchased for the Association library
- Financial system of the Association work has been established in accordance with local legislation, main and supporting cashier books for easier monitoring of cash income and outgo were also established
- The first midyear financial report is prepared
- List of fixed assets and other inventory of the Association is made
- Association website is updated
- Opinion about Draft Election Law of Brčko District was prepared on the basis of received written request from Ambassador Henry L. Clarke, Deputy High Representative
- Prepared and published two issues of "Elections"
- Promotional brochure of the Association made
- Intensified and improved cooperation with the Election Commission of BiH
- Intensified cooperation with possible donors and held a couple of meetings with embassies in Sarajevo and organizations NDI, OSCE, OSCE ODIHR, USAID, World Learning, Soroš, ABA CEELY, Center for Education of Judges FBIH, IFES, and other nongovernmental organizations.
- During this reporting period, three ADF trainings were held which our members attended: Fundraising, Volunteers, Evaluation and Monitoring.
- Secretariat started an action of collecting election laws from ex Yugoslavia countries and fully implemented it in order to follow changes in election systems of our neighbors.

- On the ACEEEO request, the Association filled three questionnaires for analysis (referring to media and electronic voting, police role in the elections), for preparation of the ACEEEO Annual Conference in London, which will be held in October 2003, and also selected group of five young people from BiH who could participate in ACEEEO project “First time voter”
- ACEEEO offered to Association a position of supervisor for elections in Armenia, under condition that the Association compensates part of costs for this trip. Since the Association didn't have at that moment additional funds for such observation missions, the AEOBiH offered this position to the Election Commission of BiH, who selected ECBiH Secretariat representative and provided him additional funds for this mission.
- Activities on MAP project implementation have started with the aim to establish and create unique and transparent database containing all information on funding of political parties. In this project, the Association assists Election Commission of BiH in organization of the training and preparation of educational material in order to use database in easier way, which will make funding of election campaigns more transparent.
- Preparations for regional assemblies of the Association branches are completed, which will be held as public discussions on changes and amendments to the Election Law of BiH in September 2003 in Banja Luka, Tuzla, Sarajevo and Mostar.

## **EVALUATION OF PROJECT SUCCESSFULNESS**

**Thanks to sub-grant funds we made the following changes in our organization during this reporting period:**

- Established system of protocol and archive of documents for which files haven't been established until March 2003.
- Established internal management, because we strengthened capabilities for writing project proposals, preparation of strategic plan, evaluation and monitoring of projects, public advocacy and promotion of the Association.
- Strengthened capability of writing project proposals, wrote a series of projects that we have applied with various donors. We wrote 12 new and strong long-term projects that we have applied with various donors during six months.
- Prepared strategic plan for further development of the AEOBiH including activities of the Association until 2006 and we submitted it to all Association members. This is especially important because our organization never had such

development plan and before this project was written everything was happening spontaneously in our organization, without development strategy.

- Established documentary system of financial business management and opened accounts for special purposes. Thanks to engagement of authorized accountant, financial administration in the Secretariat has been established and documented and the first midyear financial report was completed. Before this project, our organization didn't function in accordance with BiH laws on finances and taxes.
- Developed necessary skills for having influence on public. Thanks to training on public advocacy and project proposals writing, we successfully wrote CAP project proposal. This project is still ongoing, but all activities are being implemented without difficulties, meaning that we have successfully implemented initial steps for civic action of large scale.
- Contacted other nongovernmental organizations because we met about 20 other NGOs from BiH during trainings in which we participated. It initiated exchange of information and establishment of informal cooperation, which could be transformed into joint actions. Such action is being implemented through cooperation with two organizations in implementation of CAP project (Coalition Elections 2002 and Civic Initiative Center).
- Updated web page and improved its content. Web page is updated and its content is improved thanks to web master engagement. Also, page dedicated to fundraising from individual and international donors has been designed. During project implementation we animated 6 local donors and received donations in the amounts of 100 - 300 KM.
- Made additional procedures for our organization, which we started working thanks to ADF programs.
- Increased number of books for our library, which is being established. Some books were purchased and library of the Association increased. ADF approved this activity to be continued after completion of IDG project, because there are still some funds for purchase of books. Association members often visit Secretariat and use these books for their improvement.
- Made procedures for our organization. Made all necessary procedures for running nongovernmental sector (13 procedures in total), so now we only have to improve them in accordance with level of development of our organization.
- We learned how to send requests to donors for changes and amendments to contracts for savings that we make during project implementation. All planned activities have been implemented economically so we made significant savings.

## CONCLUSION

Besides all noticed problems regarding project approval and uncertainty during that process, as well as reduced activity of members, we worked very hard and all planned activities have been fully implemented in this difficult and challenging period.

All Association members should be more engaged and they should help small team in the Secretariat, so the Association could give its full contribution in the organization of the next elections.

There is no doubt that funds from this sub-grant helped the Association to sustain and to build its ways for survival in the future.

Irena Hadžiabdić  
Executive Director of the AEOBIH Secretariat