


# LAST MILE PARTNERSHIP: ARKANSAS

## NASS Summer Conference 2023




# Arkansas: Election Day Emergency Response Guide





## ELECTION DAY EMERGENCY RESPONSE GUIDE






### IMPORTANT CONTACT INFORMATION



#### STATE CONTACTS

-  **Arkansas Secretary of State (SOS) Elections Division** (501) 680-1825
-  **Arkansas Division of Information Systems (DIS)** (501) 682-9990
-  **Arkansas Department of Emergency Management (ADEM)** (501) 683-6700
-  **Arkansas State Fusion Center** (501) 618-8001, (866) 787-2332

#### FEDERAL CONTACTS


-  **Cybersecurity and Infrastructure Security Agency (CISA)** (888) 282-0870
-  **Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) Security Operations Center** (866) 787-4722
-  **Little Rock FBI Field Office** (501) 221-9100

**WHEN IN DOUBT, CALL THE SECRETARY OF STATE (SOS) ELECTIONS DIVISION**

#### Severe Weather RESPONSE STEPS

1. Secure ballots and voting equipment
2. Evacuate to a safer location, time permitting
3. If unable to evacuate, take shelter under a stable, heavy object
4. Stay away from power sources, power lines, phone lines, gas lines, and windows
5. Follow directions of emergency response personnel
6. Stay in contact with ADEM
7. Notify SOS Elections Division

#### Violent Incident RESPONSE STEPS

1. When or if it is safe to do so:
  - Call 9-1-1
  - Secure ballots and voting equipment
  - Evacuate the building
  - Notify SOS Elections Division
  - Report incident details to the AR State Fusion Center
2. Bomb threat or suspicious object:
  - Keep everyone away from the object
  - Call 9-1-1
  - Notify the SOS Elections Division and AR State Fusion Center
3. Active shooter: **RUN, HIDE, FIGHT**  
 **Report suspicious activity to local law enforcement and the AR State Fusion Center**

#### Fire/Fire Alarm RESPONSE STEPS



1. Evacuate the building
2. Proceed to designated assembly location
3. Call 9-1-1
4. Take a head count
5. Take note of and report any missing people to emergency response personnel
6. If safe, secure ballots and voting equipment
7. Notify SOS Elections Division



#### Cybersecurity Incident RESPONSE STEPS


1. Take note of any unauthorized or unusual activity
2. Take the compromised device offline—disconnect it from the internet and from Wi-Fi
3. Remember any information you entered into a fraudulent website
4. Report the incident to SOS Elections Division, AR State Fusion Center, and DIS
5. Report the incident to the Little Rock FBI Field Office, EI-ISAC, and CISA
6. Change your passwords by logging into the real website from a different computer






\* List not exhaustive

CONTACT










### Cybersecurity Incident RED FLAGS\*


- Voter lingers around voting equipment for an unusually long period of time and/or attempts to tamper with the equipment
- Email containing long hyperlinks and/or attachments with no additional information
- Email message from an unrecognized sender trying to persuade you to click on a link or open an attachment
- Unexplained or unauthorized activities occur on election system software
- Software operates slower than usual or frequently freezes or crashes



# Arkansas: 2024 Election Security Planning Snapshot



## 2024 Election Security Planning Snapshot State of Arkansas



SAFEGUARDS / RESILIENCY MEASURES	THREAT MITIGATION	2024 ELECTION INITIATIVES
<p><b>Arkansas Election Process</b></p> <p><b>No-Deadline Activities</b></p> <ul style="list-style-type: none"> <li>Offers Registered</li> <li>Offers Checked In</li> <li>Offers Cast Ballots</li> <li>Offers Counted and Tallyed</li> <li>Results Submitted to Election Mgmt.</li> <li>Results Released (Final)</li> </ul> <p><b>No-Deadline Safeguards</b></p> <p><b>Pre-Election Safeguards</b></p> <ul style="list-style-type: none"> <li>• Voter registration database is protected by firewall and security updates</li> <li>• Database is secured through Access Control Listing (whitelisting) and two-factor authentication</li> <li>• Accuracy verified by cross-checking databases</li> <li>• Users receive security training and follow strict security protocols</li> </ul> <p><b>Election Day Safeguards</b></p> <p><b>Pre-Election Safeguards</b></p> <ul style="list-style-type: none"> <li>• Voters Checked In <ul style="list-style-type: none"> <li>• Voter presents ID and is matched to voter database</li> <li>• Paper backup lists are available</li> <li>• Falsify measures protect voters' right to vote</li> </ul> </li> <li>• Voters Cast Ballots <ul style="list-style-type: none"> <li>• Voters either cast ballots with optical scan machines or use electronic voting machines with paper receipts</li> <li>• Absentee ballots are tracked and kept in secure location</li> <li>• Absentee ballots must be returned by mail or delivered in person; electronic submission is prohibited</li> </ul> </li> </ul> <p><b>Post-Election Safeguards</b></p> <ul style="list-style-type: none"> <li>• Canvass compares printed report from precincts to number of voters at polls and ballots cast before certifying results as official</li> <li>• The State Board of Election Commissioners selects counties at random for a post-election audit</li> </ul> <p><b>Election Day Security Guidelines</b></p> <p><b>Ballot security:</b> Election commissioner retains custody of ballots in a sealed container with appropriate markings in a secure location.</p> <p><b>Equipment security:</b> After opening the polls, election officials shall not permit any person to handle any electronic voting machine, except voters while they are voting and others expressly authorized by the election authority or state law.</p>	<p><b>Specific Threats / Mitigations</b></p> <ul style="list-style-type: none"> <li><b>Social Engineering</b> refers to bad actors who manipulate their target into performing a given action or divulging certain information (often a login or password). <b>Mitigation:</b> Education and training on threats and types of targeted information; conducting phishing campaign assessments.</li> <li><b>Information Operations</b> include propaganda, misinformation, and disinformation to manipulate public perception. <b>Mitigation:</b> State and local election officials are the trusted voice for clear and consistent information, including accurate cybersecurity terminology; Relationship building with the media and open dialogue with the public; Monitoring of social media networks.</li> <li><b>Hacking</b> refers to attacks that exploit or manipulate a target system to disrupt or gain unauthorized access. <b>Mitigation:</b> Incident response and recovery planning; penetration testing; strong passwords and multi-factor authentication; encrypted password storage and transmission; active system monitoring; only use supported OS and patch all applications; physical security measures.</li> <li><b>Distributed Denial of Service (DDoS)</b> attacks seek to prevent legitimate users from accessing information systems or web services through excessive traffic, causing the system to crash. <b>Mitigation:</b> Business continuity and incident response planning; anti-virus software and firewall traffic restrictions.</li> <li><b>Insider Threat</b> is an attack in which a current or former employee or authorized individual with access to a network, system, or data uses their access for malicious purposes. <b>Mitigation:</b> Background checks on all workers and contractors with access to sensitive information; insider threat training; vigorous chain-of-custody records; strict access controls based on need.</li> </ul> <p><b>Definitions from the State and Local Election Cybersecurity Playbook: (Defining Digital Democracy <a href="https://www.election.org/DP/">https://www.election.org/DP/</a>)</b></p> <p><b>Recognizing and Reporting an Incident</b></p> <p><b>Definition of an incident:</b> A violation or imminent threat of violation of computer security policies, acceptable use policies, or standard security practices (NIST Pub. 800-61)</p> <p><b>If you suspect a Cybersecurity Incident has occurred, contact—</b></p> <ul style="list-style-type: none"> <li>• Arkansas Secretary of State's Office, Elections Division, (501) 680-1825 or <a href="mailto:elections@sos.arkansas.gov">elections@sos.arkansas.gov</a></li> <li>• Arkansas Department of Transformation and Shared Services, Division of Information Systems, (501) 682-4357 (HELP) or <a href="mailto:its_security_monitoring@arkansas.gov">its_security_monitoring@arkansas.gov</a></li> <li>• Cybersecurity and Infrastructure Security Agency (CISA), (888) 282-0670 or <a href="mailto:disasterresponse@cisafed.gov">disasterresponse@cisafed.gov</a></li> <li>• Elections Infrastructure Sharing and Analysis Center (E-ISAC) Security Operation Center, (866) 787-4722 or <a href="mailto:sec@eisac.org">sec@eisac.org</a></li> </ul> <p><b>For Additional Information or Questions</b></p> <p>Arkansas Secretary of State's Office: Elections Division, (501) 682-6070, <a href="mailto:elections@sos.arkansas.gov">elections@sos.arkansas.gov</a></p> <p>Cybersecurity and Infrastructure Security Agency: <a href="https://www.cisa.gov/cyber-security">www.cisa.gov/cyber-security</a></p> <ul style="list-style-type: none"> <li>• In: Gabe Conroy, Cybersecurity Advisor, Region 6 (Arkansas), <a href="mailto:gabe.conroy@cisafed.gov">gabe.conroy@cisafed.gov</a></li> <li>• Chad Johnson, Cybersecurity Advisor, Region 6 (Arkansas), <a href="mailto:chad.johnson@cisafed.gov">chad.johnson@cisafed.gov</a></li> <li>• Harvey Perrott, Regional Director, Region 6 (Arkansas), <a href="mailto:harvey.perrott@cisafed.gov">harvey.perrott@cisafed.gov</a></li> </ul>	<p><b>State Election Data</b></p> <p>Precincts: 2,881 Registered Voters: 1,755,052 (As of June 2023) Voting Systems: ES&amp;S Express Voting System Website: <a href="http://www.sos.arkansas.gov/elections">www.sos.arkansas.gov/elections</a></p> <p><b>2024 Initiatives Checklist</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Initiative 1:</b> Participate in the Arkansas Elections Cyber TTX. Contact <a href="mailto:spencer.ammons@sos.arkansas.gov">spencer.ammons@sos.arkansas.gov</a> with questions. (Date: September 14, 2023)</li> <li><input type="checkbox"/> <b>Initiative 2:</b> Register for the Elections Infrastructure Information Sharing and Analysis Center (E-ISAC) — free of charge.</li> <li><input type="checkbox"/> <b>Initiative 3:</b> Conduct logic and accuracy testing of voting machines. (Primary Election Completion Date: February 12, 2024; General Election Completion Date: October 14, 2024)</li> <li><input type="checkbox"/> <b>Initiative 4:</b> Consider developing formalized security, contingency, and incident response plans.</li> <li><input type="checkbox"/> <b>Initiative 5:</b> Consider scheduling a Cyber Hygiene Scanning. Contact <a href="mailto:cisacustomerservice@cisafed.gov">cisacustomerservice@cisafed.gov</a> and reference "Arkansas Cyber Hygiene Initiative" to obtain this service free through CISA.</li> <li><input type="checkbox"/> <b>Initiative 6:</b> Consider conducting a Cyber Resilience Review free through CISA.</li> <li><input type="checkbox"/> <b>Initiative 7:</b> Consider conducting a Phishing Campaign Assessment free through CISA.</li> <li><input type="checkbox"/> <b>Initiative 8:</b> Consider conducting Remote Penetration Testing (RPT). Contact <a href="mailto:cisacustomerservice@cisafed.gov">cisacustomerservice@cisafed.gov</a> to obtain this service free through CISA.</li> </ul>

DEVELOPED BY THE ARKANSAS SECRETARY OF STATE

WITH SUPPORT FROM THE CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

#TrustedInfo



# Last Mile Products: Overview

## Product Benefits

### Customizable

- All Last Mile products can be tailored to meet the needs of state and local election officials

### No Costs to the User

- Costs covered for the development, printing, and shipping of these products.

### Expedited Turnaround

- Drafts can often be developed in under a week.
- Printing and shipping typically takes 30-45 days.
- Digital products can be available immediately upon finalization.

CISA has developed Last Mile products for more than **6,000** election officials in **35** states.

**ELECTION DAY EMERGENCY RESPONSE GUIDE**

**IMPORTANT CONTACT INFORMATION**

STATE CONTACTS	FEDERAL CONTACTS
<ul style="list-style-type: none"> <li>Nebraska Secretary of State (SOS), Elections Division (800) 292-6973</li> <li>Nebraska Office of the CIO (OCIO) (402) 471-3560</li> <li>Nebraska Emergency Management Agency (NEMA) (402) 471-7421</li> <li>Nebraska Information Analysis Center (NIAC) (402) 479-4049</li> </ul>	<ul style="list-style-type: none"> <li>National Cybersecurity and Communications Integration Center (NCCIC) (888) 282-0870</li> <li>Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) Security Operations Center (866) 787-4722</li> <li>FBI Omaha Field Office (402) 493-8688</li> </ul>

**WHEN IN DOUBT, CALL THE SOS, ELECTIONS DIVISION**

Severe Weather RESPONSE STEPS	Violent Incident RESPONSE STEPS	Fire/Fire Alarm RESPONSE STEPS	Cybersecurity Incident RESPONSE STEPS
<ol style="list-style-type: none"> <li>Secure ballots and voting equipment.</li> <li>Evacuate to a safer location, time permitting.</li> <li>If unable to evacuate, take shelter under a stable, heavy object.</li> <li>Stay away from power sources, power lines, phone lines, gas lines, and windows.</li> <li>Follow directions of emergency response personnel.</li> <li>Stay in contact with NEMA.</li> <li>Notify SOS, Elections Division.</li> </ol>	<ol style="list-style-type: none"> <li>When or if it is safe to do so:                             <ul style="list-style-type: none"> <li>Secure ballots and voting equipment.</li> <li>Evacuate the building.</li> <li>Notify SOS, Elections Division.</li> <li>Report incident details to NIAC.</li> </ul> </li> <li>Bomb threat or suspicious object:                             <ul style="list-style-type: none"> <li>Keep everyone away from the object.</li> <li>Call 9-1-1.</li> <li>Notify NIAC &amp; SOS, Elections Division.</li> </ul> </li> <li>Active shooter: RUN, HIDE, FIGHT. Report suspicious activity to local law enforcement and NIAC.</li> </ol>	<ol style="list-style-type: none"> <li>Evacuate the building.</li> <li>Proceed to designated assembly location.</li> <li>Call 9-1-1.</li> <li>Take a head count.</li> <li>Take note of and report any missing people to emergency response personnel.</li> <li>If safe, secure ballots and voting equipment.</li> <li>Notify SOS, Elections Division.</li> </ol>	<ol style="list-style-type: none"> <li>Take note of any unauthorized or unusual activity.</li> <li>Disconnect compromised device from internet and from Wi-Fi.</li> <li>Remember information entered into fraudulent website.</li> <li>Report incident to SOS, Elections Division, OCIO, and NIAC.</li> <li>Report incident to NCCIC, EI-ISAC, and FBI Omaha Field Office.</li> <li>Change passwords by logging into real website from another device.</li> </ol>

**Cybersecurity Incident RED FLAGS**

- Voter lingers around voting equipment for an unusually long period of time and/or attempts to tamper with the equipment
- Email containing long hyperlinks and/or attachments with no additional information
- Email message from an unrecognized sender trying to persuade you to click on a link or open an attachment
- Unexplained or unauthorized activities occur on election system software
- Software operates slower than usual or frequently freezes or crashes

\* List not exhaustive

**COLORADO ELECTION EMERGENCY RESPONSE GUIDE**

**IMPORTANT CONTACTS**

- Colorado Department of State (CDOS):** (303) 894-2200, [elections@coloradosos.gov](mailto:elections@coloradosos.gov)
- Colorado Division of Homeland Security & Emergency Management (DHSEM):** (720) 852-6694
- Colorado Information Analysis Center (CIAC):** (877) 509-2422
- Cybersecurity and Infrastructure Security Agency (CISA):** (888) 282-0870
- Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) Security Operations Center:** (866) 787-4722

Actual Size: 11" x 17"





## **Michael Harry**

Managing Attorney, Legal Department  
Arkansas Secretary of State  
[Michael.Harry@sos.arkansas.gov](mailto:Michael.Harry@sos.arkansas.gov)

## **Geoff Hale**

Associate Director  
Election Security and Resilience  
National Risk Management Center  
[electionsecurity@cisa.dhs.gov](mailto:electionsecurity@cisa.dhs.gov)  
[cisa.gov/election-security](https://cisa.gov/election-security)

