



VERMONT

SECRETARY OF STATE



Secretary Sarah Copeland Hanzas



Deputy Secretary Lauren Hibbert



VERMONT Secretary of State

Vermont Secretary of State's Office

Secretary Sarah Copeland Hanzas sworn in January 2023.

Immediately assessed the health of our Core Functions:

- *Business Services,**
- *Elections, Campaign Finance, Lobbying,**
- *Occupational Licensing,**
- *Records and Archives.**

It was clear we needed to fully replace 4 major systems, and 1 major system needed ongoing maintenance and enhancements.

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**We needed a
plan – FAST!**

**Immediately
created an IT
Vision for VT
SoS office:**

We want systems that are...

- 1) Accessible**
- 2) Efficient and Intuitive**
- 3) Built for Change with Growing
Functionality**
- 4) Transparent**

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Accessible: For our Public and Staff

For instance: In our business services division, the online system is where 98% of our work is delivered and processed.

Our online systems are now the front doors to our office.

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Efficient and Intuitive

We have small teams who need the systems to do as much heavy lifting as possible.

We also need the systems to solve problems, not create them!

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Built for change with growing functionality

Legislative change is inevitable for our programs.

We need to be able to modify our systems without having to use significant developer time.

The Secretary forbids the phrase:

“the computer will not let me do that.”



*Creating the same system and same functionality



*Thinking forward on what solves the most frequent questions and problems and what our customers are going to expect in the upcoming years.

We found solutions and enhancements from many different sources: Our customers, our team, and our vendors.

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Transparent

We need our systems to provide as much information as possible to the public.

- The information must be accessible.
- Our users are a Vermonter sitting at their kitchen table, or a big hospital system.



This allows us to provide protection and clarity to the public.

Lessons Learned

- Resources!
 - Obviously, budget matters
 - Internal staff resources
- Partnership!
 - Work with resources in your state government
 - **Choose your vendor carefully.** Trust and communication are critical to success.
- Data!
 - All the bells and whistles, while pretty, are less important than the underlying data.



Thank you!

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Example Project Timeline

Business Services' Online Filing System Timeline and Process

