District	ARK County
1	Buncombe
2	Mecklenburg
3	Caldwell
4	Guilford
5	Hoke
6	Franklin
7	Craven
8	Bertie

Attack Response Kit (ARK) Deployment, Usage and Maintenance Policy

Purpose:

This policy sets guidelines and procedures regarding the deployment, usage, and maintenance of the Attack Response Kit (ARK). The primary use of the ARK is to provide counties and/or SBE partners with mobile internet connectivity and laptops to continue critical election operations during an emergency. These units are strategically located within the State of North Carolina ready for deployment when needed. This policy will be reviewed yearly and updated as needed.

I. Requests

Due to the emergency circumstances that would often accompany the need for an ARK there is no formal mechanism for requesting an ARK. Counties and/or SBE partners may request an ARK by contacting any SBE employee using any communication channel available to them (phone, text, helpdesk ticket, etc.). That SBE employee will submit a formal request through the helpdesk and/or election day incident form systems and copy the CIO and Executive Director via email to start the approval process.

II. Approvals

Formal approval must be given by the CIO or Executive Director (or their designees) prior to the ARK deployment. This approval should be noted in the applicable helpdesk and/or election day incident form system. Once approved the ticket/incident should be assigned to the Field Support Manager to start the deployment process.

III. Deployments

Once ARK deployment has been approved the Field Support Manager will be contacted and is responsible for designating an appropriate Security and Support Technician (SST) for ARK deployment. The SST will then reach out to the ARK Custodian's primary and secondary contacts (listed on an approved ARK Storage and Access Agreement) to arrange for pickup (and subsequent return). Once the ARK is picked up the SST is responsible for coordinating with SBE IT staff to ensure the device is in full working order, properly charged and that all critical updates have been applied to the devices before deployment. Once the ARK is verified in working order and updated the SST will coordinate the delivery with the requesting party.

IV. **Usage**

The ARK devices should only be used for election related purposes. The SST should assist the requesting party with the setup and usage of the ARK devices in coordination with SBE IT.

V. **Returns**

The SST will coordinate the retrieval of the ARK from the requesting party. Once retrieved, the SST will return the ARK devices to the SBE IT department for applicable data sanitation/imaging and testing. The SST will then reach out to the ARK Custodian's primary and secondary contacts to arrange for the return. Upon return the SST will close out the ARK request helpdesk ticket.

VI. **Routine Maintenance**

SBE IT is responsible for the configuration and initial setup of the ARK devices prior to distribution to the ARK Custodian. ARK devices should be maintained on a routine quarterly basis to install applicable critical updates and ensure working order. SST's will coordinate with SBE IT and the ARK Custodian's primary and secondary contacts to ensure the ARK devices are routinely maintained. Tracking of maintenance should be completed through the helpdesk ticketing system.

VII. **Training**

SST's are required to attend ARK training provided by SBE IT upon hire and on a reoccurring annual basis. SST's will be trained in conducting routine maintenance, testing, setup and deployment of the ARK devices. Training will be tracked through the helpdesk ticketing system.

NORTH CAROLINA
STATE BOARD OF ELECTIONS

Attack Response Kit (ARK) Storage and Access Agreement

This agreement is between the North Carolina State Board of Elections (SBE) and
_____ (hereinafter referred to as the "Custodian").
Under this agreement, the Custodian agrees to the following storage and access requirements of any SBE Attack Response Kit (ARK) placed in the Custodian's possession. The Custodian also agrees to facilitate the deployment process outlined below for an ARK in the Custodian's possession. This agreement becomes effective on the date the Custodian signs it. Either the Custodian or the SBE may terminate the agreement by providing notice to the other party. Any termination does not become effective until the SBE regains possession of ARK(s) that were the subject of the agreement.

The primary use of the ARK is to provide North Carolina counties and/or SBE partners with a way to continue election operations during an emergency. These units are intended to be ready for deployment whenever needed. This agreement will be reviewed yearly and updated as needed, including to update any individuals affiliated with the Custodian who are authorized to have access to the ARK(s).

ARK Equipment:

- Each SBE ARK contains one AC/battery-operated internet connection unit, four laptops and associated computer peripherals.

  ARK IDs (SBE completes): _____

ARK Storage and Access Requirements:

- Store in a secure area that is always locked, accessible only by the Custodian's "Access Designees" (listed below).
- Store in a temperature-controlled area (never to exceed 85°F)
- The storage area must be accessible anytime by the Custodian's "Primary and Secondary Contact" (listed below)
- The Custodian's Primary and Secondary Contact must have ways of being reached anytime during emergencies when an ARK needs to be deployed, and for routine maintenance.
- The Custodian's Primary or Secondary Contact must ensure that the ARK devices are plugged in and charging during any early voting periods and on election day.

ARK Deployment Process:

1. SBE receives a request for the need of an ARK.
2. SBE-authorized staff will approve or deny the request.
3. If approved, SBE will contact the Custodian's "Primary and Secondary Contacts" to coordinate the ARK handoff with the SBE's designated courier and ensure the devices are charged.
4. The SBE-designated courier with deliver the ARK to the requesting party.
5. After the ARK is no longer needed by the requesting party the SBE designated courier will coordinate the return of the ARK to the Custodian's Primary and/or Secondary Contact.

Custodian Info:

Authorized Signee: Name _____

                          Signature _____ Date _____

Primary Contact: Name _____ Phone _____ Email _____

Secondary Contact: Name _____ Phone _____ Email _____

Access Designees: _____