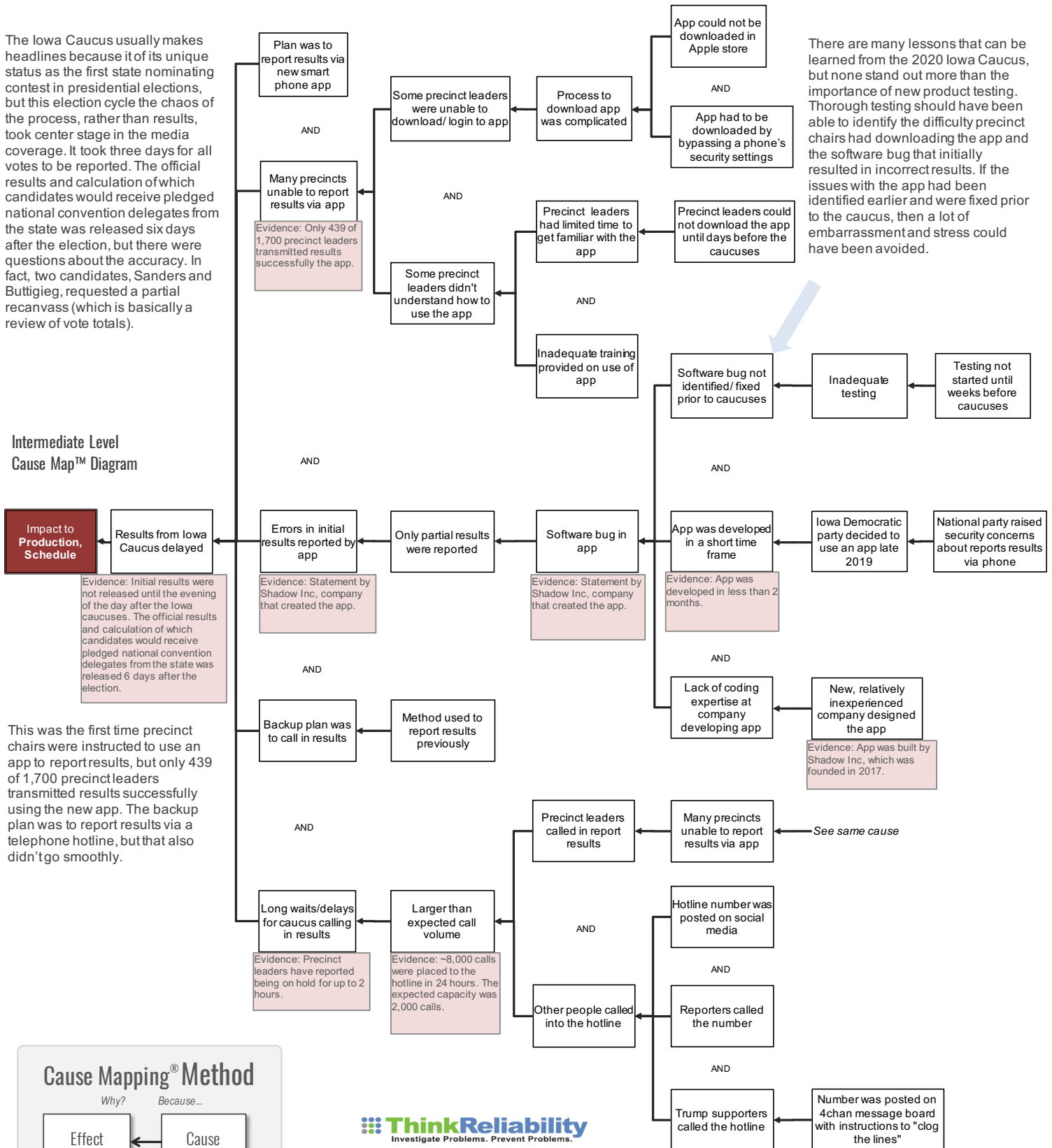


Delayed 2020 Iowa Caucus Results

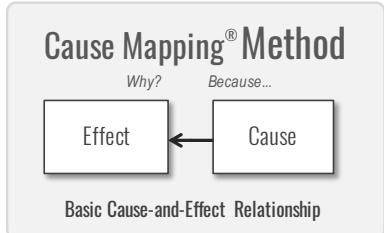
The Iowa Caucus usually makes headlines because of its unique status as the first state nominating contest in presidential elections, but this election cycle the chaos of the process, rather than results, took center stage in the media coverage. It took three days for all votes to be reported. The official results and calculation of which candidates would receive pledged national convention delegates from the state was released six days after the election, but there were questions about the accuracy. In fact, two candidates, Sanders and Buttigieg, requested a partial canvass (which is basically a review of vote totals).

There are many lessons that can be learned from the 2020 Iowa Caucus, but none stand out more than the importance of new product testing. Thorough testing should have been able to identify the difficulty precinct chairs had downloading the app and the software bug that initially resulted in incorrect results. If the issues with the app had been identified earlier and were fixed prior to the caucus, then a lot of embarrassment and stress could have been avoided.

Intermediate Level Cause Map™ Diagram



This was the first time precinct chairs were instructed to use an app to report results, but only 439 of 1,700 precinct leaders transmitted results successfully using the new app. The backup plan was to report results via a telephone hotline, but that also didn't go smoothly.



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