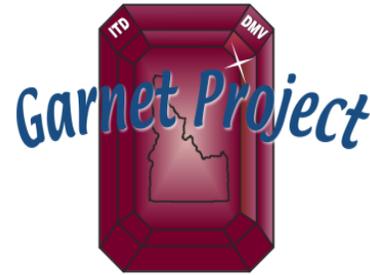


# The GARNET Gazette

Idaho Transportation Department, DMV

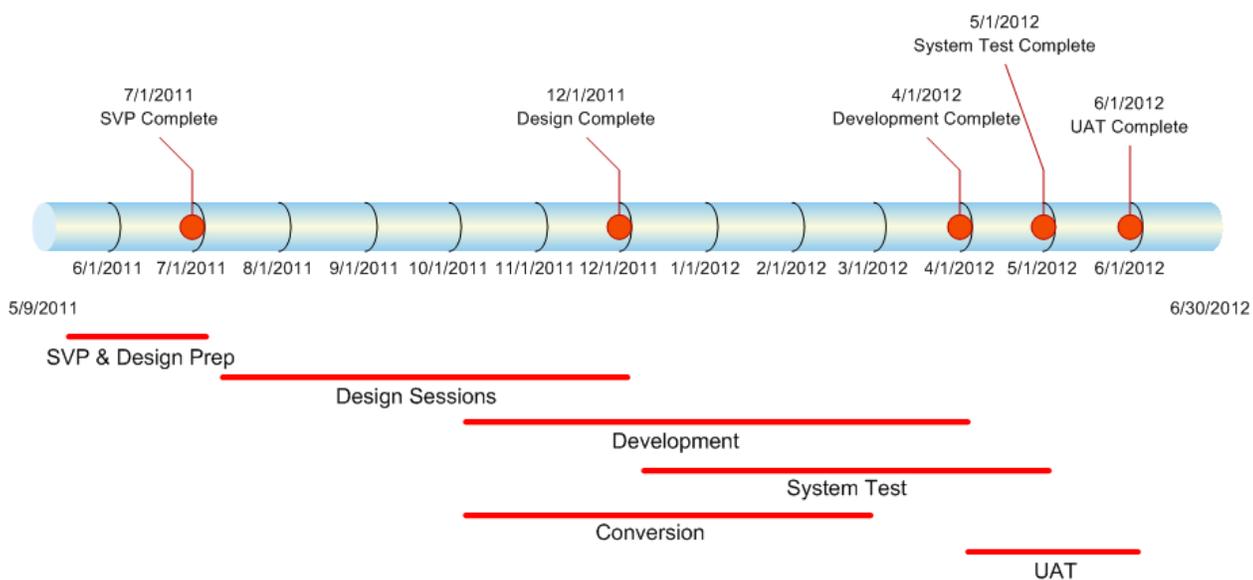
JULY 2011



**G**iving Customers a Secure **A**utomated **R**ecords **Net**work

Since ITD signed the modernization contract with 3M, work on the project has proceeded at a very fast pace. 3M experts have been on-site and spend every other week here at ITD headquarters working diligently with ITD staff. Their first task was to do analysis for the Dealer Licensing and Accounting functions (DLRS & ATMM). 3M takes a staged approach, and began with the Dealer and Accounting Sections. They have completed their solution validation procedure, and are working on business rules in JAD (Joint Application Development) sessions. 3M will begin work on the Title and Registration processes (MOVRS) in late summer/early fall. This spring they will proceed with the analysis of the Driver Licensing processes (DRIVS). 3M will be building a new component for the Commercial Vehicles (Motor Carriers, Ports of Entry, Overlegal Permits (CTRAMS)) functions as they do not currently have this portion in their suite of products. This is beneficial to ITD in the fact that we can have it built to suit our needs, and it is a benefit to 3M, since they will then be able to add that component to their motor vehicle products.

Eventually they will have specialized teams working on the different stages simultaneously. 3M takes a very structured, organized approach to analysis and design, using the expertise of their own staff, along with subject matter experts from the department. For each phase of the modernization, 3M utilizes their own special teams who are experts in that particular phase. Along with ITD experts, they will also rely on the knowledge of our county subject matter experts to assist in analyzing how closely their existing system will meet our needs and determining what additional requirements must be met by designing enhancements to meet our requirements.



High level time line of project schedule

Their first step is to embark on a discovery process where the experts get together and find the “missing” functionality, then in JAD sessions; the teams determine how to bridge the gaps in functionality. After this discovery process is finalized the software development (building/modifying the programs), followed by system and user acceptance testing. Extensive training will be provided to all users in utilizing the new programs, and learning new processes or procedures. Once all users have been certified/trained, and the system is acceptable, then we will roll out the software. Each section’s programming will be deployed after design, testing, and lots of training, so Dealers and Accounting will be installed first, followed by Vehicle Titling and Registration, Driver Licensing and finally Commercial Vehicles.

Daryl Marler, Dealer Operations Supervisor, has attended many meetings with 3M during this first phase of discovery for the new Dealer System and he is very impressed with the depth of knowledge and expertise 3M brings to the table. He stated that they know “DMV lingo” well, but along with knowing our vocabulary, they have a very good basic understanding of the business rules for Dealer Licensing and they ask knowledgeable questions in order to discover what they don’t know about the business requirements unique to Idaho. Daryl believes that the 3M Company shows great potential in providing Idaho DMV with a Dealer Licensing System that will meet our goals and allow us to do our business even better in the future. He also believes that even though this whole process seemed daunting and somewhat “scary” at first, as he has observed how 3M experts go about gathering the information they need, he is very confident that this hard work will result in a good system for Dealer Licensing.

### **3M in action during JAD session July 14, 2011.**



Sami Hall, 3M Project Manager, Sharon Reilly-Dyer and Paula Hanson



Sami Hall addressing ITD JAD participants

### **GOALS AND ACHIEVEMENTS**

Last Month we introduced you the Garnet Project and gave you an overview of our long range goals . This month we’d like to take a look back at what we have achieved already toward DMV Modernization, share the overall vision and give you an introduction to the 3M team.

Our underlying goal is to improve the ability, security and capacity of ITD and our partners to serve DMV customers. To achieve this we embarked on a series of modernization projects, beginning in 2006 and continuing until the estimated completion of “Garnet” sometime in 2014. Our intention is to increase the public safety by guarding personal identity and by providing appropriate and accurate information to Law

Enforcement when necessary. We will also increase mobility and economic vitality, keeping people and goods moving by providing them quick and convenient access to our services whether the delivery is in person, by mail by internet and perhaps new ways we haven't yet determined.

Some of the projects we have already completed were invisible to many users, such as the migration of our onsite operations to a more modern mainframe computer housed at the State Controller's Office as well as upgrades to network infrastructure. Others were very obvious such as our conversion to Digital License Plates, Print on Demand license plate validation decals, improved Registration Renewal Cards, automated touch screen driver license testing and installation of new computers, monitors and printers in all county offices. New online services were provided for Drivers and Vehicles through Access Idaho via the Internet and a modern "Smart Roadside Monitoring System" was installed in Northern Idaho. Those were just the beginning!

### **CENTRALLY ISSUED DRIVER LICENSES**

Installation of Centralized Driver Licensing is now complete in all 54 Central Issuance sites as of June 30, 2011. The project was on budget and on schedule with a very smooth running installation. In this new process a temporary driver license or ID card is issued for the customer at the county sheriff's office and then after all the requirements are verified as complete, the permanent card is issued, printed at a central, very secure location and a new, security enhanced driver license is mailed to the customer. As of June 30, 2012, 29,584 Central Issuance interim documents were processed throughout the state and 23,540 permanent cards were printed and mailed to citizens throughout the state. We have received positive feedback on turnaround times and our ITD Director recently successfully used his temporary license to pass through security at the local airport.

### **ONE PERSON, ONE RECORD AND DATA CLEANSING**

We are still engaged in analyzing and processing data in order to meet our "One Person, One Record" requirement. The data for the Dealer System has already gone through its first iteration of cleansing. This will be repeated many times. You can continue assisting us in this vital operation by consistently gathering Idaho Driver License, Idaho ID card, Social Security numbers and EINs as you process transactions. These numbers ARE the tool used to link customers with their DMV driver and vehicle records. Data Cleansing is an ongoing task and will continue as we constantly receive new records into our legacy database. The "cleaner" these records are when they arrive; the easier it will be to place the data in the interim data store.

You may recall that the data cleansing procedure acts like a "washing machine", taking data housed in our current mainframe databases, standardizing and repairing it, and then storing new "clean" data in an interim storage area. This is the data which will be uploaded to the new system. This task requires an enormous amount of analysis. The data that cannot be cleaned through automation must be reviewed by subject matter experts who will be required to look at individual records and repair them one at a time. So the mantra we are repeating is, "I swear I will only enter clean data from this day forward!"

If you have specific questions, or would like more information about the GARNET Project, please feel free to contact me at 208-334-8660 or email [Amy.Smith@itd.idaho.gov](mailto:Amy.Smith@itd.idaho.gov) or any of the DMV Section Managers.