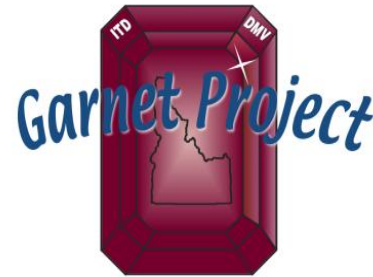


The GARNET Gazette

Idaho Transportation Department, DMV

September 2011



Giving Customers a Secure **A**utomated **R**ecords **Net**work

It's been a couple of months since our last Garnet Project news update, but the project has not slowed down, instead it has gained speed! Working with 3M, DMV staff have diligently been involved with the "joint application design" (JAD) sessions for the Dealer Licensing and Accounting (DLRS and ATMM) functionality of the new software application. We are certainly recognizing needed process changes in our business practices, both to fit the new Garnet system and because they make sense and make processes easier and more efficient.

Of course we wish all of these decisions were easy, unfortunately many are challenging not only our current system and processes, but to our way of thinking! Our mantra since the beginning has been that "the way we do business today will not be the same way we do business in the future". It is necessary for everyone involved to clearly "think outside the box!"

Last month, Amy Smith, Vehicle Services Manager and Garnet Communication Team Lead, along with Bonnie Fogdall DMV Business Manager and Garnet Organizational Change Management Team Lead, and Sami Hall the 3M Garnet Project Manager, had the opportunity to attend and present at the Assessor's summer conference in Coeur d' Alene. The Garnet project progress was explained as well as the very necessary need for organizational change management. DMV reached out to the assessors earlier this summer to solicit volunteers from the county to participate in phase 2, MOVRS, (Title and Registration functions). We were very pleased to get the participation of 5 county volunteers.

We cannot express our appreciation enough to the following counties, for loaning their staff to DMV to participate and help shape the future applications for the Garnet system:

Ada County – Tammy McDaniel
Canyon County – Kimbra Asqueta
Gooding County – Taunia Labat
Kootenai County – Sheryl MacPherson
Latah County – Carla Thompson

These representatives along with DMV experts will have significant input into business processes and DMV record needs, while reviewing the 3M system, and determining how ITD and the counties can utilize and fit our practices into the product offered. County participation is absolutely critical, as it is the counties who serve Idaho's customers! Their first session with 3M, for the Solution Validation Process training was held Sept. 13 – 15th. (They were also lucky enough to be here for DMV's annual Employee Appreciation Lunch!)

Early comments from 3M staff and DMV staff have already been extremely positive about having the county representatives involved and the wealth of information and input they have already given in this first session.

A VIEW OF THE GARNET PROJECT FROM ADA COUNTY REPRESENTATIVE TAMMY MCDANIEL:

I am so very excited to tell you about the DMV modernization program called the GARNET PROJECT, that I have been fortunate enough to participate in. This new system, once it rolls out and is implemented, is going to be a huge step into the future and out of the past, for all of us. It will save us from a lot of redundant data entry and needless errors in the future. The system will be a windows based registration, titling and licensing system, which will allow for quick service for our customers. It will also have inventory management and an accounting transaction money manager, which will yield huge benefits to all departments. The State Transportation Dept. and 3M have gone to great lengths to insure that we will have a smooth transition when our phase rolls out in approximately June of 2013. The complete modernization will roll out in four different phases over four years. I am sure we will have some growing pains with the new system, however the end result will end up with great pay back, once we all adapt to it.

Happy Licensing from,

*Tammy McDaniel
Deputy Assessor – Lead Clerk
Benjamin DMV*



ORGANIZATIONAL CHANGE MANAGEMENT (OCM):

This subject has been the source of many DMV leadership meetings. OCM is as critical to successfully implementing a major project at this magnitude as the software applications themselves. As we prepare for changes, 3M along with ITD's own Human Resource Development staff and DMV leadership are putting plans together on how the department can be the most effective with our staff, and our county partners and customers. OCM has a very large component of a cultural shift in thinking. Additionally, we know that modernization is hard to put your arms around until concrete instructions can be given that show how change is going to affect "my job."

Gearing up and laying out specific plans and milestones is critically important to insure that all employees, both at the state and county level receive the appropriate training, and gain the necessary skills to operate in the new system environment. This will involve a lot of training sessions, on multiple levels. We certainly appreciated the acknowledgment and understanding of the county assessors in this facet of the project. Great ideas were offered and will be put on the table, including possible Saturday training sessions, certification of skills and training, and on-line learning. Keep the great ideas and suggestions coming!

The objectives/goals of the OCM plan are listed below to give you an idea of the size and importance of this component:

The Garnet Project Enterprise Readiness Plan is developed to:

- Ensure the organization, the business, and employees are ready for Garnet Project implementation.

- Assess the state of awareness and buy-in for the Garnet Project.
- Assess the state of organizational and business implementation readiness, involvement, and participation, as needed by the Garnet Project teams.
- Build momentum and enthusiasm for upcoming changes.
- Continue knowledge development.
- Determine the effectiveness of OCM and training activities.
- Assess and measure readiness to support a go-live decision.
- Provide input into continuous OCM program process improvement.

Garnet Project Vision: As part of our leadership team, we were challenged to come up with a vision for this project, and would like to share the following, that you will begin to see on our website, newsletters, and project updates:

***“DMV – Driving change into the future for your safety, security and service.
Ride along with us!”***

This vision outlines where we are headed and why, and invites everyone to pay attention to see how the Garnet Project progresses. We hope to have a website up and available by the end of the year, that will allow everyone to see how we’re doing, and what stage the project is at. Organizational change management plans and schedules will also be published.

CONTEST! CONTEST! CONTEST! CONTEST! CONTEST! CONTEST! CONTEST! CONTEST! CONTEST! CONTEST!

We invite all of you to participate in coming up with a picture that depicts the vision above. The winning picture will be selected by the DMV Administrator, and the winner will be treated to lunch by the Administrator! (If it is a county employee, Alan will be sure to make arrangements when he is in your area for you and your assessor or sheriff!)

The winning picture will be utilized in posters, brochures, correspondence, project documentation, training, and on the project website! Feel free to be creative! Send your entries to:

Amy Smith
Vehicle Services Manager ITD
PO Box 7129
Boise, ID 83707-1129

Or by email to Amy! All entries are due by October 31st! Please limit the size of your picture/illustration to a 5 ½ “ by 8 ½” picture.

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 or any of the DMV Section Managers.