



DMV - Driving change into the future for your safety, security and service.



Ride along with us! 

GARNET PROJECT VISION REMINDER

This vision outlines where we are headed and why, and invites everyone to pay attention to how the Garnet Project progresses.

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.

TIME FOR AN UPDATE



Work has been steady on the Garnet Project, and it is time for an update on the project's progression. The Dealer Licensing group (DLRS) has been wrapping up its Joint Application Design (JAD) sessions, and are in the final review of "use cases" to be sent to 3M's developers. From these business rules, and use cases, 3M's developers will review their current system and what needs to be modified to meet Idaho's needs. After these changes have been made, it will be time for initial testing, and debugging. This is an iterative process and will continue until the programs work correctly.

After that time, staff will be trained in the usage of the new system, and all processes will be documented. Staff members will be certified in their knowledge, so we will be ready to go when the new DLRS system is turned on. No need for fear here, we will ensure that staff is ready; this will be accomplished through classes and hands on exercises in the test (sandbox) environment! Additionally, the old system will still be running for at least 30 days to ensure that the new system is working as it should. 3M will be on hand to troubleshoot and make sure that staff is able to use the system.

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DLRS PROCESS REVIEW

The 3M sessions have already proven useful in looking at our processes both for today and the future. Along with the discoveries made during the JAD sessions and use case review, several business processes and forms have been or will be changed. Some changes will be implemented the first of the year, and some will wait until complete implementation.

This is a list of changes in business processes planned by the Dealer Licensing Team:

- Retail Dealer License numbers no longer correspond to the dealership type (i.e., no longer issue Franchise Car Dealers 0001-0999, Used Dealers 1000-1999, RV Dealers 6000-6999, etc.).
- No longer issue Out of State Manufacturer Licenses. Now called Out of State Distributor Licenses.
- No longer allow Out of State Distributors to have manufacturer plates.



Changes after implementation of Garnet:

- Image documents to reduce/eliminate paper filing.
- Formalized check list to issue dealer licenses.
- Look at dealership records via GARNET vs legacy system requiring review of Extra & paper file.
- Garnet will allow for Audit tracking/consumer complaints/dealer correspondence/MVI entries/reporting and other dealership tracking needs vs currently using Outlook, Everest, Extra, Excel, and other tracking tools.
- Workflow Management System.
- Renewal package sent via GARNET. Will be prepared without the need to hand sort and process from print shop to mailroom.
- All plates processed in consistent manner through GARNET vs. loaner renewal cards going through registration team and other's through dealer team. Loaner plates will be part of the renewal package along with all other dealer plates eliminating use of post cards and separate mailings.
- Garnet generates correspondence and links it to the customer record for reproduction if required.
- Better tracking and automatic expiration of salesman licenses; when they fail to get photo taken.
- Billing management through Escrow accounts and ATMM to allow for customer driven billing (i.e., customer can put money in Escrow for future use so that an order can be processed over the phone without waiting for checks to arrive through USPS.).
- ATMM system allows for elimination of billing dealers and customers for service(s) provided.

Benefits In future:

- One person one record basis of GARNET so salespeople/dealer and driver license records reside in one repository.
- Motor Vehicle Investigator interfaces with customers (VIN inspections, complaints, etc.) will be in one repository.
- Verify personal information via one system.
- ATMM would allow MVI and Dealer Licensing agents to process credit card billing to expedite orders.

The participants of the Motor Vehicle and Registration Services (MOVRS) phases have been working relentlessly during their JAD sessions, and review of business rules and use cases. This phase is extremely large and has many details and facets to it. All of you who work on, touch, review, or look at these records can understand the complexity of this phase. Kudos to all of the participants who are engaged and who are eager to make it the best system we can. As we've said before, thank you, thank you, thank you to the participating counties loaning us their staff for this huge project.

PROJECT SCHEDULE AND WEBSITE!

Soon you will be able to see the project schedule on the new Garnet Project website from ITD's intranet site at:

http://itdnet/motor_vehicles/Garnet/Pages/default.aspx

You will need to visit often as more information will be posted as we get further involved with all aspects of the DMV. Also located on the web page will be links to the glossary, project teams, an email box specifically for Garnet, and so much more. As phases are implemented, the status will be posted. Training plans and system documentation will also be available as it is developed.

IMPORTANT INFORMATION...

Whether your business phase is being reviewed or not, it is important that all staff and county partners stay engaged and informed on the progress made, since we all need access to each other's records to complete our business. For example, the centralized customer concept was designed in the DLRS phase, and affects all DMV business areas, since this is the place where the customer's record begins. As this was recognized it was suggested that other DMV business area subject matter experts become involved in all other phases, to ensure that the project has the input needed to make this work for everyone's needs.

Here is an example of what the new customer entry screen may look like:

The screenshot shows the 'Customer Maintenance - 201206' window in the 3M MVS Enterprise Software Suite. The window title is '3M MVS Enterprise Software Suite (The Garnet Project - Training and Design System)'. The menu bar includes: Console, Work Management, VRT, Reports, Plate, Inventory, Finance, Drivers Reports, Drivers, Dealer, Customer, Cash Drawer, Administration, Tools, Window, Help. The 'Fast Path' dropdown is set to 'go'. The main form contains the following information:

Customer Name: Fisher, Lily Cat
Residency Address: 123 Easy Cat Lane, Eagle AZ 83616
Identification: SSN - 999991234
Customer #: 201206
Customer Type: Individual
Date of Birth: 5/30/2001

[View Document Image](#)

General Summary Core Name Address Identification Contact Characteristic Affiliation List Membership Personal Info

Customer Type: Individual (selected), Security Interest Holder (unchecked), Confidence Rating: OTHER, Inactivated Reason: (empty)

Legal Name: Last Name: Fisher, First Name: Lily, Middle Name: Cat, Suffix: (empty), Date of Birth: 5/30/2001, Date of Death: (empty)

Organization Name: (empty), Default Reg Month: 05 - MAY, Jurisdiction of Record: AZ

Residency Address: Address Line 1 / Line 2: 123 Easy Cat Lane, City / State: Eagle, Zip / Country: 83616, Delivery Point: (empty), County: North, Unit z: (empty), AZ, USA, Undeliverable (unchecked)

Mailing Address (optional): Address Line 1 / Line 2: PO Box C, City / State: Eagle, Zip / Country: 83616, Delivery Point: (empty), County: North, Eagle, AZ, USA, Undeliverable (unchecked)

Identification: Identification Type: SSN, Identification #: 999991234, State: AZ, Country: USA

Contact: Contact Type: (empty), Contact Value: (empty), Preferred: (checked)

Buttons: Inactivate Customer, Save, Cancel

All other records will then be associated with that customer, and at some point in time, when we are all trained, when helping a customer, we may be able to identify other needs of the customer, such as an expiring registration or driver license.

PROJECT PHASES / ACRONYMS & DEFINITIONS:

Garnet Project Phases, names and delivery dates:

1. DLRS & ATMM (Dealer and Salesman Licensing, and Automated Transaction Money Manager) Due 7/12
2. MOVRS (Motor Vehicle and Registration Services) Due 8/13
3. DRIVS (Driver Licensing and Records Services) Due 4/14
4. CTRAMS (Commercial Trucks, Overlegal permits, and Port of Entry Functions) Due 12/14

CHANGES IN THE GARNET PROJECT:

In any large multi-year project such as Garnet, changes inevitably happen. A recent change made by 3M has been to assign a new project manager for Garnet. Nicolle Lahr will be taking the place of Sami Hall effective immediately. ITD is also working with 3M to make other changes to the project. These changes will be announced as soon as they are known.

MOVRS JAD SESSIONS

We have all heard acronyms in our daily lives, we use them often, and most of the time we even know what they mean! One acronym you might have heard recently is “JAD” and although you may have heard the “definition” you might have wondered what is a “JAD”, what happens when all those people disappear into a session and how does that relate to Garnet? Let’s talk about “JAD” as it pertains to MOVRS, the Titles and Registration component of the Garnet project.

Alan Frew, our administrator, likes to say that the Garnet project has “many moving parts”. This is a very good analogy and the manner in which these parts are integrated is like a complex dance. Our role in this dance on the MOVRS team is to take a very organized approach, bring the right people together and to discover the gaps between the existing 3M system and Idaho’s requirements for titling and registration processes. We meet to do this discovery in “JAD” (Joint Application Design) sessions. Subject matter experts from County DMV offices, the Headquarter Titles and Registration teams, Internal audit team, accounting section and other sections of DMV including Aeronautics, Driver Licensing and Commercial Vehicles, as well as ITD business analysts have been meeting with various 3M representatives over the past few weeks and our primary goal is to do everything we can to provide all the information the 3M developers will need to enhance their existing software to meet the needs of Idaho.



Okay, but really, what is a “JAD” session? It could be called a fact finding mission with many people looking at the same question from all angles. In any given session we include the appropriate people with the most expertise on a topic. Everyone provides their input, ideas, suggestions and questions. During the sessions we work together with the 3M experts to analyze “business rules”, which can most simply be described as instructions given to programmers. These instructions direct the 3M developers to write software code which will cause the programs to behave in a way that meets Idaho’s laws and rules for the titling and registration of vehicles. The objective of the JAD sessions is to challenge these business rules to make sure they properly define how the new system should work when asked to do a specific task. This is done by applying the rules to story problems (known as use cases) which describe typical DMV transactions such as a registration renewal or a lien change transaction on a title. If the group agrees that a rule describes what is needed, and that the program actually does what it says, we accept it and move on to the next rule. If not, we discuss what should be changed and come to agreement on what is necessary in order to meet the goal. If we do not have enough information to make a decision, we assign an expert to gather the information which will help us resolve the questions. The findings are then used to assist the group in making the decision during a subsequent meeting. These steps will be repeated in multiple JAD sessions until we have covered all business processes involved with the titling and registration of vehicles. We also prepare for the JAD sessions by reviewing the use cases ahead of time so we are ready with our comments and questions.

As you may imagine, this analysis is done in such elaborate detail to ensure that nothing is missed. After all the JAD sessions have been concluded, the programming is done and tested by 3M, then a whole new process will begin at ITD in which the software will be tested by DMV users to make sure it really does what the business rules defined. This will also be done through use cases. Flaws that are discovered during this process will be reported to 3M programmers who will remedy and return them for further testing and this is done until the programs work properly.

At this time, we are in the very early phases of analyzing the simplest registration and title transactions and as time goes along we will look at the more and more complex transactions. It is like building a machine, one piece at a time. Parts of the machine have already been constructed in the baseline 3M system, and others have been built during JAD sessions held by the Dealer Licensing and Accounting teams who began their work before us. They made decisions concerning “customer records” and “vehicle records” which will affect our programs as well as programs for Driver Licensing and Commercial Vehicles. During each phase the teams representing the various areas of DMV will meet in JAD sessions to validate the decisions made by prior teams to assure the decisions meet the needs of all groups. If a discrepancy is discovered, the teams will consult to come to a consensus that works for everyone. This method of utilizing JAD sessions will also be used by the Driver Services and Motor Carrier Services teams to build their moving parts of the machine that is Garnet.

Through the JAD sessions we are practicing the vision for the project...driving change into the future for your safety, security and service...ride along with us! We are enjoying the ride and we want YOU to enjoy it too!!!!

WE HAVE COME A LONG WAY

When I first started working for the Latah County DMV in 1988, it was a bit scary. There were so many things to learn (laws, procedures, policies, datapoint), so many customers standing in line and so much typing and filing! Processing a title application and receipt (on a typewriter) and issuing a registration on the datapoint meant typing the same information three times. Everything was typed on triplicate forms and our assessor copy had to be filed –alphabetically—by hand—daily or monthly. We have come a long way since then. We updated the datapoint, threw out the typewriters, upgraded printers and did away

continued...

with the need for tedious filing. Now here it is, 2011, and we are working on a Windows based system offered by 3M, The Garnet Project. I have been looking forward to this for a long time! Over the years, I have kept notes (a wish list) of what I would hope to see in a new system. When I found out I had the opportunity to participate in the modernization project, I have to say I was a bit intimidated. I believe even more so after I got my first peek at the program. We will see a lot of change, but this change will be GOOD! Many of my wish list items are already built into the baseline system (lots of bells and whistles) and once changes are implemented to fit Idaho's needs, I know that I will see many more of these become a reality. If we can adapt to the many changes that we have seen over the years, we can certainly adapt to the changes that the Garnet Project will bring. I'm no longer intimidated, I'm excited! I am looking forward to the day we "go live" with this new system.

Carla Thompson
Latah County DMV

MODERNIZATION FOR DUMMIES!

Members of the department's DMV Employee Recognition Program (ERP) team took the opportunity to take a poke at the Garnet Project and offer the following in a quarterly program dubbed Modernization for Dummies!

ERP member Dan Monasterio states that "In a recent meeting with Risk Management team lead Reymundo Rodriguez (Motor Carrier Services Manager), tasked us to tell him what GARNET stood for. Of course several of us nailed a word here or there, but none of us got the acronym in its entirety. I still don't know the whole thing but I know we want to incorporate the best things in our new systems to keep the customers information safe and continue with our state's wonderful customer service.

The ERP teaching emcees (Kay Williams, Pam Hocken and myself) recently played around with the idea of modernization in our 'Modernization for Dummies' quarterly meeting. We started off with some of our own acronyms for Modernization such as Idaho Transportation Department Hoping to Operate with Pride- 'IHOP'- but that was already taken! So, we got a chance to look at the 'Girl Power' part of modernization by showing Amy (Smith), Vehicle Services Manager, Pat (Carr), Ports of Entry Manager, and Bonnie (Fogdall), DMV Business Manager, as the fighters they are.



Thank goodness Alan's Angels are on our side! The ERP team also had some fun with all the other managers, as well as welcomed the 3M staff, with a pictorial greeting and we renamed them all for our convenience! (This was done in the Brady Bunch style!) All joking aside ERP would like to say 'thanks' to the teams, managers and team leaders, county representatives, consultants, 3M staff and our own SME's for doing a great job. It is easy for us all to think that this is 'their' project, when it really is all of ours! Thanks!"

~dan (for all the Employee Recognition Team)

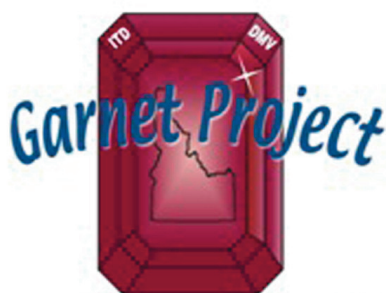
ORGANIZATIONAL CHANGE MANAGEMENT (OCM):

Work continues on this very important topic with the DMV Leadership team. A video was recently shown to staff and is posted on the Garnet website. It really kicks off the Garnet Project, along with that, our internal ITD DMV staff will be asked to participate in a readiness survey that will measure how well we (DMV leadership) are communicating with staff in preparing for the changes. Shortly after the first of the year, a survey will be sent to our county partners to assess their comfort level with the Garnet project, and help us determine where we can do better.

We are always looking for volunteers to help champion the Garnet Project and who want to be involved in helping change our culture and prepare us for the future system. If you are interested in being a part of this history making project, be sure to let us know. We do have an email address specifically for the Garnet Project, you can send your inquiries, suggestions, concerns, comments, etc. to Garnet_Project@itd.idaho.gov. This mailbox will be monitored by the Garnet Project Communications Team, and we will respond to your requests, either through the Gazette, posting on the Garnet website, or get back to you personally if that is what is needed. Remember if you have questions, you're probably not alone, so please send them to us, or give us feedback!

Happy
Holidays!





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

FREQUENTLY USED ACRONYMS (FUA)

ACRONYM	Stands for
AAMVA	American Association of Motor Vehicle Administrators
ATMM	3M Accounting Transaction Money Manager
CICS	Customer Information Control System
COAL	Collaborative On-Line Archival Library
COTS	Commercial Off the Shelf (Software)
CTRAMS	3M Commercial Transportation Management System
DLRS	3M Dealer Licensing and Registration Solution
DLN	Driver License Number
DMV	Division of Motor Vehicles
DPPA	Driver's Privacy Protection Act
DRIVS	3M Driver Record and Issuance Verification Solution
EIN	Employer Identification Number
ESC	Executive Steering Committee
ETL	Extract, Transform and Load
ETS	Enterprise Technical Services
FUA	Frequently Used Acronyms
GARNET	DMV Modernization (Giving Customers a Secure Automated Records Network)
ITIN	Individual Taxpayer Identification Number
JAD	Joint Application Design
MOVRS	3M Motor Vehicle Registration Solution (includes titles)
MVSS	3M Motor Vehicle System and Services
NCIC	National Crime Information Center
NMVTIS	National Motor Vehicle Title Information System
OCM	Organizational Change Management
OPOR	One Person One Record
PII	Personally Identifiable Information
PMO	Project Management Office
RFP	Request for Proposal
RTM	Requirements Traceability Matrix
SSN	Social Security Number
SVP	Solution Validation Process