

DMV Monthly Modernization Message

*For Assessors, Sheriffs, County Driver Licensing and Motor Vehicle Staff
And ITD DMV Staff
March 2011*

As you may recall the department is in a pre-award phase for modernizing DMV's automated systems. Again, the department is utilizing a "best value" method of procurement. This method involves providing only general requirements to the vendor community, and they as the experts, come back to the department with a plan and a bid for replacing our systems. Best value depends on the vendor's expertise in providing a full; functioning system, which is similar to buying a boxed computer program off-the-shelf, and then making the necessary adjustments to meet our needs.

3M has been on-site working with the department to validate high level requirements, to prepare a scope of work and project plan acceptable to the department, prior to a contract being signed. We are all hoping that the contract will be signed as early as May 2nd. This contract covers all aspects of DMV's systems, including Vehicle Title and Registration, Driver Licensing, Aeronautics (pilot and plane registrations), Financial Services, Commercial Vehicles, IRP, and Ports of Entry. This is no small undertaking, and with a project of this size it is anticipated that it will not be finished until 2014.

So far the project plan lays out milestones for multiple phases of the project.

- The first phase to be worked on will be Dealers and Financials, with in depth validation of requirements occurring the first 3 – 4 months after the contract is signed. Expected completion of this phase is May 2012.
- The second phase will be Vehicle Titles and Registrations, and in depth validation of requirements will begin approximately in August 2011, with an anticipated completion date of May 2013.
- The third phase will be the Drivers phase, with an estimated completion date of December 2013, following by phase four, for IRP (International Registration Plan), Commercial Vehicles, and Ports of Entry in May 2014.

Internal Subject Matter Experts (SME's) have been selected and are already working hard, not only on clarifying high level requirements, but also working with contractors on our data staging/data cleansing efforts. This effort involves looking at data that currently exists and all of the anomalies that occur; in trying to clean data to place it in a "holding tank" until the new system is in place. The clean records will then be used to populate the new system. Data records will undergo several iterations of data cleansing before the records can be used.

The department will once again be asking for volunteers from our county partners to be involved in this process of business requirements design, validation and testing. The county staff alongside DMV staff will work with our vendor to shape the new system functionalities and will be responsible for user acceptance testing.

It's not too early for assessors to work through their Motor Vehicle Committee to decide on who these 4 county staff people will be! Travel expenses will be reimbursed by ITD. There may be weeks of a lot of travel, and other times very little, or may be some assignments that can be worked on while in their offices. It would be beneficial to have both large and small offices represented.

Since Driver's isn't due to start for a while, we will announce the need for driver licensing staff when we get closer.

DMV Modernization Project Management Team Members:



We'd like to take this opportunity to introduce you to the ITD DMV Modernization Project Management Team! We will introduce you to the 3M Project Management team in a follow-on edition of this message. I asked our ITD DMV team to explain how the project will work, and how they will affect the project.

In the picture above, the team members are Linda Ford, David Metcalf, Brenda Haskell, and David Merriweather, here are their responses to my questions:

What is the role of the DMV Modernization project management team?

The Project Management team for ITD consists of me, Dave Merriweather, as the Project Manager, overall responsibility to ITD for the project, Linda Ford who is the Deputy Project Manager, David Metcalf who is the manager of the Subject Matter Experts (SME's), and Brenda Haskell who is helping us with project coordination and administrative tasks. We will work closely with 3M, DMV and county staff to ensure that everyone understands their responsibility to the project and we will coordinate state resource activities to meet state commitments to the project.

What do you see your responsibilities as?

Our goal is to work closely with 3M and other ITD vendors to deliver a modern DVM system that will meet DMV's needs for years to come. We are responsible to coordinate ITD project activities and ensure the project stays on schedule. We are the primary point of contact for 3M concerning all project activities and we are responsible to answer questions and communicate project status to ITD. The Project Management team is also managing the Data Staging project, working closely with the data staging team, and the DMV SME's to prepare DMV data for the new system.

What kind of help do you need from the staff of DMV or the counties?

This project impacts many ITD groups as well as the county staff. DMV, Aero, Finance, ETS, and county staff are all involved with the project with DMV and County Staff doing most of the heavy lifting. That is why it is crucial that they provide the appropriate resources when the project needs them if we are to be successful. All these groups will be involved in requirements/design validation and then heavily involved in system testing and User Acceptance Testing (UAT). The project management team manages the activities of the project, the DMV, Aero, Finance, ETS and county staff provides the business expertise to ensure the new system meets ITD needs.

This project will take over three years to complete and it is hard to stay motivated and engaged over such a long period of time, but that is what we need from ITD and the counties. We need everyone to keep the project a priority. We also need the DMV and county staff (the current system users) to keep an open mind on how the system operates. The new system will not work the same way our old system works today and we don't want it to. We expect the new system to make DMV's job easier through improved business processes and modern technology.

What are the next steps of the project?

The next steps are to complete the pre-award validation sessions. The remaining sessions are scheduled next week and they are: IRP/Permitting/POE, Financials, Training, and Interface Integration. Once the sessions are complete, 3M will provide the pre-award project documentation and complete the final walk through for contract award. Once the contract is

awarded we will start with in-depth requirements validation and system design sessions for Dealers and Financials.

What has been done so far?

High level requirements validation of Vehicle Services, Project Management Controls, Data Conversion, Testing, Drivers Services, Infrastructure and Security has been completed so far. The Data Staging/Cleansing effort that has been ongoing for over one year is close to producing our first production data anomaly reports that our business SME's will use to determine what action to take to cleanse and structure our data for use with the new system. We started the Data Staging/Cleansing effort early to make sure the data is ready for the new system when needed.

Stay tuned for next month's update, when we introduce the DMV's Subject Matter Experts, and get their feedback on the project! If you have questions about this project, please feel free to contact me, and maybe we can include the answers to your questions in the next update.

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