



DMV Modernization Project

Required Legislative Report per Senate Bill S1134, 2009

Executive Overview

The DMV Modernization Project has been in continuous execution since 2006. This comprehensive portfolio of projects has encompassed all areas of DMV service delivery across Drivers License, Vehicle Title and Registration, and Commercial Vehicles. Each project, in its own way, provides significant value to ITD, and improved customer service to Idaho citizens and consumers of DMV services nationwide. This series of activities is the result of years of planning and commitment from the Idaho Legislature and ITD. A significant number of projects have been completed in the last 4 years, and additional effort is planned for the future. House Bill 334, 2009, provides additional funding which will assist ITD in achieving many goals of the department, including the general upgrade of the DMV automated systems, and specifically the requirements in Section 49-1210, Idaho Code, regarding the collection of proof of motor vehicle financial responsibility, which must be completed by June 30, 2014. This report provides details of completed projects and overviews of projects currently being planned.

Completed Projects

- Digital License Plates** - In a partnership with the Idaho Department of Corrections, ITD implemented a new manufacturing process that allows license plates to be produced digitally rather than stamped out on presses. Electronic ordering and inventory processes have replaced manual paper processes. Prior to the online process, plate orders were completed via a paper process requiring multiple handling stages. Specialty plate orders were manufactured at the prison using a sheet of printed paper taped to the stamp press and completed on a manual process. The new digital process automates the ordering and manufacturing process, dramatically improving productivity for the counties, ITD, and Correctional Industries. The new system includes an inventory management system that significantly decreases the quantities of plates required to be manufactured by CI and kept in stock at county offices.
- Mainframe Migration to the State Controller's Office (SCO)** - The transition of ITD's mainframe computer to the State Controller's Office Data Center provides improved system reliability, enhanced data security and 24/7 technical support. Disaster-recovery services are also provided including the ability to connect to an alternate site located in Meridian, Idaho in the case of an emergency. Software costs can now be shared among multiple state agencies allowing ITD to purchase software that we could not have afforded alone. For example, the purchase of a software package to plan for disaster recovery was shared among four agencies.
- Datapoint 8600 Replacement** - Several attempts to replace the outdated 8600 Datapoint servers (pictured at right) had failed in the past due to technology limitations. The project team developed a creative approach that eliminated ITD's reliance on these servers and stabilized critical communication pathways between the mainframe and the county system. As a result, the risk of system failure was dramatically reduced and the ability to

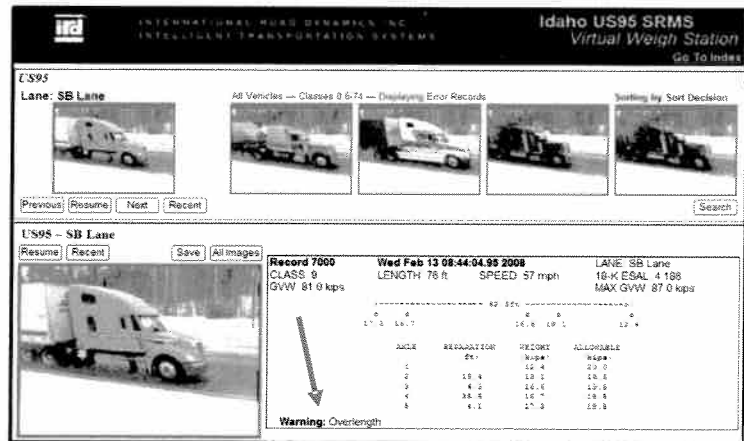


implement a phased approach to replacing the entire DMV information system became possible.

- Automated Driver License Testing System** - In partnership with Federal Motor Carrier Services Association (FMCSA), ITD provided touch-screen testing technology to all county testing offices. The new system replaced paper tests, eliminated inventory control requirements, automated scoring, simplified test management and recordkeeping, and provided better statistical analysis. Automated testing minimizes the opportunity for fraud on tests by scrambling test questions. Tests are provided in multiple languages eliminating the need for interpreters.
- Online Reports Printing** – This project converted the periodic program and technical report printing process to an online report production method. Previously, reports were printed on paper and delivered on a large cart to the ITD program and technical staff for distribution and use. Now, the reports are created as PDF documents and stored on the ITD network for review and usage by the program and technical staff. Staff can print a report if necessary; otherwise they may use the electronic copy. This project eliminated over 500,000 pages of printed text per year and over 1000 person-hours of effort required to manage the production and distribution of the reports.

- Idaho Smart Roadside System**

In partnership with the Idaho State Police (ISP), this new service provides two automated commercial vehicle inspection stations on Highway 95 and State Highway 1 that capture weigh-in-motion data and vehicle images. The data and images (pictured at the right) from the “virtual weigh stations” are electronically relayed to nearby ISP officers via the Internet. The data can be viewed by the officers in real time and can also be stored for later roadway/vehicle trend analysis. Immediate online access to the data by ISP officers improves the safety of the traveling public while protecting Idaho highways from damage by heavy or oversized vehicles. The system also records vehicle speed. Prior to this system being installed, this service was only available via a portable weigh station managed by Port of Entry (POE) inspectors. The new system captures, analyzes, tracks and sends the information to ISP without the intervention of a POE inspector.



- Digital Image Exchange Program** - ITD received a grant from the American Association of Motor Vehicle Administrators (AAMVA) to fund a pilot project that sends driver license photos electronically from one state to another. DMV agents in Idaho and participating states perform their duties more efficiently and accurately because they can now visually validate the identity of driver license applicants online. Driver license fraud is a significant problem for law enforcement and for employers. This important process reduces the opportunities for the issuance of fraudulent licenses. Idaho was just the sixth state in the United States to incorporate the secure technology into their existing operations.
- County Network Infrastructure Upgrade** - The communication equipment in the county DMV's sites was aging, and needed replaced to accommodate the new services planned for modernization. In partnership with FMCSA, the Idaho Military Division, the Department of Homeland Security and all 44 Idaho counties, the aging network switches, hubs, and routers were replaced and new secure wiring closets were installed. Network bandwidth has also been

increased to accommodate modernization activities. New desktop computers were installed for each county employee. The new desktops allowed employees to use their desktop computers for multiple purposes instead of just processing DMV transactions, resulting in improved employee productivity.

- **Print on Demand Registration Decals** - County Assessors' offices now utilize an innovative process that embeds registration decals into the registration form. When a registration is issued, the necessary decal detail is simply printed directly onto the blank decal. This new process improves operations by eliminating the inventory and management of thousands of individually packaged registration decals and forms located at each county site. New printers were also installed at each county office, resulting in improved printing speed and quality.
- **Vehicle Registration Renewal Notification Enhancement Project** – The system and processes that create the millions of renewal notifications cards, which need to be produced every year for Idaho vehicle registrants, was broken. It required hundreds of person-hours every month to review output from the printers, and to fix problems the system caused. The almost continuous changes that Idaho's registration options undergo were more than the existing system could handle. A project was initiated in April of 2009 to make changes to the existing system to prevent the types of problems that are commonplace for the system. The project team modified business processes, created new computer data entry screens, made it much easier for business staff to manage the changing business rules, and implemented efficiencies into the printing process to create a system that is more nimble, accepting of changes, and is testable for the changes that invariably come about. Information is printed on slightly larger cards allowing ITD to get 4 cards from every page of 8.5x11 cardstock, where the old system would only create 3 cards, with several square inches of waste paper. DMV staff can re-run any or all of a given period's renewal cards at the push of few buttons; the output from the card generation program is now in electronic PDF format, eliminating the need to produce paper cards prior to verifying they are correct before being mailed.

Projects In Development

- **DMV Core System Modernization** – An end to end revision of the business processes, ITD infrastructure, and relationships with users, customers, and consumers of DMV information and services. This project requires input and collaboration from ITD staff, County Assessors/Sheriffs and their staff, Access Idaho, the Idaho State Police, Division of Purchasing, AAMVA, and others as we undertake this historic effort. Primary goals for the project are:
 1. **Customer-Centric DMV Database** – Eliminating the “silo” effect of having 3 or 4 different systems managing the same information is a primary means to increase efficiency and quality of customer service.
 2. **Increase DMV Services** - Allowing DMV customers and information consumers more options to obtain information and services will certainly be an improvement to customer service delivery for ITD/DMV.
 3. **Secure Technology, Safe Information** – This critical goal will be an evaluation criterion for each and every product, process, and requirement in the project.

By accomplishing these goals, the ITD DMV system will be compliant with Idaho Code 49-1210, as well as a number of federal requirements related to Commercial Driver Licenses and Commercial Vehicles.

This is the keystone effort in the DMV Modernization portfolio. The consolidation of all the various systems into one, linking of the numerous records to a single “customer” record, and the technology platform upgrade will make ITD DMV more agile, more accessible, more secure, and more accountable.

- **Centralized Issuance of Drivers Licenses** – This project will significantly increase the security of Drivers Licenses and ID cards, while simultaneously reducing costs for operation and maintenance of the equipment in the county Driver License Offices. This project will be implemented on the existing system platform. Requirements and business processes from this effort will be “rolled into” the modernization of the core DMV system.
- **One Person – One Record** – This project will prepare DMV business processes and configuration of the existing DMV systems to support the “Customer Centric DMV Database” goal of the core DMV system modernization project. This effort will identify, define, and perform the work that can be done now as we prepare for the core system. These changes are being made as part of the effort related to HB 1053aa, 2009.
- **DMV Data Management** – This effort will produce comprehensive documentation of the DMV data, a plan to perform data cleansing and integrity enhancement activities, modifications to existing business processes, and automated utilities to maintain the highest level of data quality as we prepare to migrate to the new core DMV system.

This project provides value to DMV by defining and facilitating the relationships between vehicle records and customer records necessary to effect the provisions of Idaho Code 49-1210. Additionally, the conversion and migration of the literally millions of records to the core system, when it is ready, will be much less risky and straightforward because of this project.

Schedules

- **DMV Core System Modernization**
 - Procurement Management activities currently underway. The vendor contract is expected to be completed 12/2010
 - Project Kickoff – 1/2011
 - DL, Revenue, Common Customer systems operational – 2/2012
 - Vehicle Title, Registration, Dealer Ops systems operational – 4/2013
 - Commercial Vehicle systems operational – 5/2014
 - Project Complete 7/2014
- **Centralized Driver License Issuance**
 - Planning complete – 2/2010
 - Requirements documented – 4/2010
 - System development complete – 7/2010
 - Testing complete – 7/2010
 - Deployment complete – 12/2010
- **One Person – One Record**
 - Planning Complete – 12/2009
 - Development Activities Complete – 6/2010
 - Testing Complete – 8/2010
 - Project Complete – 9/2010
- **DMV Data Management**
 - Planning complete – 2/2010
 - Documentation complete – 3/2010
 - Management system in place – 5/2010

Program Budget

The following tables list the planned cost, by fiscal year, for the existing activities in the DMV Modernization project portfolio. These funds are the primary source of project budgets, but not the only one. ITD DMV is continually seeking out and utilizing grants from the federal government to supplement project and operational costs.

FY 2010 – this represents the planned expenditures against expected revenue generation from HB334, 2009 during the remainder of FY10.

FY 2010		\$1,614,000
Project	Benefit	Cost
Fraud Prevention	System changes to prevent fraud and embezzlement	\$300,650
Fee Increase Legislation	System changes to implement HB334, 2009	\$300,000
One Person – One Record	System changes to support project objectives	\$300,000
Data Management	Assessment, gap analysis, and recommendation	\$118,250
Data Management	Software purchases and implementation	\$350,000
Business Process Analysis	Efficiencies and improved service	\$150,000
Centralized DL Issuance	Increased security and lower operating cost	\$75,400
North American License Plate	Marketing and Communication	\$19,700

FY2011 – this represents the planned expenditures against revenue generated by HB334, 2009 during the FY11 timeframe.

FY 2011		\$9,148,800
Project	Benefit	Cost
Core DMV Modernization	Development Support	\$862,000
Core DMV Modernization	Vendor Contract	\$8,000,000
Business Process Analysis	Efficiencies and improved service	\$150,000
Centralized DL Issuance	Increased security and lower operating cost	\$136,800