Jurisdiction and Vendor members of the AAMVA Modernization Working Group will participate on a panel to discuss the efforts of the group to date and some of the lessons learned. The purpose of the Working Group is to collaborate with AAMVA jurisdictions and other stakeholders to gather, organize, and share information with the AAMVA community related to the procurement, design, development, database migration and purification, testing, implementation, and maintenance of a system modernization effort.

Our panel members include:

Randi Bristol-Hogue, Automated Systems Manager, Idaho Transportation Department
Sheila Hadden, Vehicle/Vessel Product Owner, Washington Department of Licensing
Patti Garofalo, Vice-President, Director of Program Modernization, CSG Government Solutions
Steven Young, Senior Vice-President, Mathtech
Amit Kumar, Senior Principal – Business and Process Transformation, Infosys Consulting.

Moderators: David Franks, Region IV IT Committee Chair and Service Group Manager, Oregon Driver & Motor Vehicle Services Division; and Rusty England, Region IV IT Committee Vice-Chair and IT Program Manager, Wyoming Department of Transportation.

Panel discussion of the Workgroup – Questions from the Audience
Governance

What elements are critical in a good modernization governance model?

How do Quality Assurance or Independent Validation and Verification vendors fit into the governance structure?

What are the best ways to include business partners (stakeholders) in the process?
Procurement Practices

What are examples of good evaluation criteria?
Requirements, high level or detailed?

How to include plans for ongoing maintenance in the process?

Any reasons to prefer Commercial Off The Shelf (COTS), Transfer Systems or Custom Development?

Are Jurisdictions using or considering Cloud or Software as a Service (SaaS) solutions?
Data Migration and Cleansing

Should agencies start data cleansing and migration planning before hiring a solution vendor?

How should data migration be approached?

Should data cleansing take place in the legacy environment?
Organizational Change Management

When should the organizational change process begin?

What is important in preparing the organization and employees for the future state of business processes and the use of new technology?

How much time and effort needs to be considered for training of staff on new systems and processes?
General Questions

Are most modernization efforts limited to core systems (licensing and vehicle titling) or are jurisdictions expanding the scope to include items like electronic identification and other emerging technologies?

Has anyone successfully complete a “lift & shift” (hardware migration) of an existing system and what are the lessons learned?

Will the workgroup be creating a repository of best practices findings and lessons learned?

Are there success stories that can be shared?
Thank You Panelists:

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