

Activities  
Challenges  
Successes

- “Minnesota License and Registration System”
- MNLARS
- A new web based information system that will replace the current legacy mainframe system.
- Project is being completed in house with DVS staff working with IT staff in phased rollouts.

- *Challenges* – Organizational and operational reengineering of business practices and customer service delivery is now taking place.
- *Successes* - New telephone system for the DVS Call Center became operational in January 2016.
- *Activities* - Real ID.

## For More Information Contact:

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