NMVTIS Business Rules Working Group

Best Practices

Andy Frey          Iowa DOT Information Technology          3/13/2014
Goals

• Motivate – Inspire – Incite
• Interact
• Best Practices
• Future
State Employees

• Stigma
• What is the response when you meet someone who doesn’t know what you do and you tell them?
  – Tell them what you do and they give you a blank stare
  – Avoid it
  – ?
• Do you ever hear “I’d like to give you more tax dollars.”
What we really do...

We Protect...
Protect...

- Stolen Vehicles
- Salvage Vehicles
- Rebuilt Vehicles
- Fraudulent Vehicles

You make the roads safer for my family, my friends and me.
“Yeah, but I only trade cars once every three years, you really aren’t offering me lots of protection...”
Vehicle Title Transactions

- Iowa Title Transactions 2013
  - 1,186,162

That is 1,186,162 opportunities to compromise our mission. Vehicle safety and consumer protection. I can promise that everybody who drives is effected when our mission is compromised.
Working Groups Purpose

Mission:
To identify, develop, and champion vehicle safety and consumer protection initiatives, and promote reasonable and uniform best practices and laws throughout member jurisdictions.

Goals:
• Promote synergy among all disciplines
• Enhance vehicle safety
• Enhance customer service and improve efficiencies through the use of best practices and emerging technologies
• Reduce fraud
• Improve communication
• Recommend, develop, and promote training
• Promote uniformity
You are the champions
Interact

• Forum is set up for discussion at the end
• Don’t hesitate to ask questions
• Nothing is absolute, if it were it would be ‘The Practice’, not ‘Best Practice’
• Make contacts
• Be mentors
Best Practices
Benefits for Your Jurisdiction

• A new go to reference manual
  – Simpler than the SPM and Specs
  – Enhance training
• Consistency
• Integrity
• Free up resources
  – The time not spent on looking for answers is time used elsewhere
The Issues

• Started with 25+ issues
  – Came from different jurisdictions
  – Were prioritized by the jurisdictions
• Not limited to 25 Issues
  – Living document
  – Some flexibility
Handling the Issues

• Tried to employ some common sense guidelines
  – Data Integrity
  – Minimal Impact
  – Consistency
  – Enhance safety and fraud prevention
• Walk through the impact of the solutions to make sure we don’t violate those principles
Layout

• Summary
• Table of Contents
• Introduction Information
• Best Practices
  – Alphabetical order
• Appendices
Brand Modifications

Example

• A software glitch in Jurisdiction A applies a prior salvage brand to a vehicle in error.

• A citizen of Jurisdiction B purchases the car and attempts to title it. The paper title shows no brand, NMVTIS returns the brand.
Best Practice Layout

• Description and Background
• Example
• Best Practice
• Benefit to Implementing Best Practice
• Challenges to Consider when Implementing Best Practice
Best Practice

Brand corrections must be controlled by the jurisdiction that has applied them. Any time a brand correction is necessary, a clear audit trail indicating why the correction was made is important. If the jurisdiction making the modification is not the current jurisdiction of record in NMVTIS, then it is necessary to inform the current jurisdiction of record that a change was made.
Jurisdiction A presumes a future issue date as part of issuing the title and waiting for it to print, so the issue date on the title is 2/1/2014. A customer shows up in Jurisdiction B with this title on 1/31/2014 and titles it in Jurisdiction B. Jurisdiction B ends up resolved to history in the title because the issue date of Jurisdiction A is before Jurisdiction B.
Best Practice

Systems should be designed to ensure the date of issuance is the date the title is generated.
• This is a living document. Progress does not stop here.
• Success is based on interaction between jurisdictions.
• Share concerns. Confrontation is inevitable, and should be treated as a positive
Webinars

- April 23, 2014  2:00 – 3:00 PM EST
- May 14, 2014  2:00 – 3:00 PM EST