Welcome to
The DMV Modernization Talk Show

Please record your attendance using
the Sign In Sheet

Moderator: Jerry Dike
DMV Consultant
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June 12, 8:30 – 10 a.m.
International Salon 3
Expert & Experienced Panelists:

Tonie Shields, AR
Tom McMurry, GA
Dave Burhop, VA
Steve Keathley, Deloitte
David Alderson, FAST
Michelle Moore, HP
Past 10 years - About 20 DMV Modernization projects, various degrees of success, on time, on budget, scope changes

Currently - About 20 DMV Modernization projects in process or contemplated
Some Interrelated major issues:
- Risks
- Costs
- Scope
- Partners
- Personnel
- Preparation
- Technologies
- Procurement
- Implementation
- Vendor involvement
Dave Burhop, VA DMV; Dep. Comm./CIO

Dave: "SEC is the best conference"
Virginia’s Systems Modernization

1. Discussion Started in 2003
2. Performed a Business Process
3. Analysis for ‘As-is/To-be’ – 2005
4. Business Transformation
5. Initially Lead by Business, not IT
6. Appropriation of $32.6 million
Virginia’s Systems Modernization

(cont’)
7. 16,000 Bus. Rules (normalized)
8. 6,000 Child Reqs; 300 Parent Reqs
9. 4 yrs of data clean-up; now ongoing
10. 150 Use Cases; 300 PIOs; 2 RFP attempts
11. Redefined as in-house IT project – 5/2011
13. Logic tier migration next up followed by DB
Michelle Moore, HP, DMV Lead

Still holds High School swim record!
Transitioning From Multiple Databases to a Customer-centric Database

Michelle Moore, DMV Practice Lead
HP Enterprise Services
Some of Many Factors to Consider

• **Statutory**
  – Differences in name & residence requirements for driver & vehicle records
  – Laws based upon “transaction” premise not “customer” premise

• **Operational/Financial**
  – Potential revenue impact from transaction fees
  – Will/can you require re-issuance/re-print of credentials upon customer data changes

• **Technical**
  – Likely will not get 100% of legacy data mapped to the right customer in new database – different keys, bad data, etc.
  – How confident is confident enough to declare a “match” during data migration?
  – Need mechanisms for handling incorrectly matched data and “orphaned” records
Recommendations

• Assess statutory impact of customer-centric operations and begin legislative agenda early
• Establish team of business and technical SMEs to guide decisions – this is a critical project within the “modernization project”
• Analyze cost/benefit of service improvements and financial impacts
• Determine confidence levels for data matches – what’s good enough to declare a match
• Automate as much as you can but be prepared for some manual data matching and cleansing
• Determine how you will handle mismatched and orphaned records in the new system after deployment
Tom McMurry, GA DDS, Dir. of IT

Alabaman married a Georgia Bulldog :-))

But prone to switch teams if they won the previous week!
Georgia Modernization Goals:

1. Leverage best practices
2. Enhance self-service
3. Increase security
4. Mobile / Smartphone accessible
5. Reduce repeat customers
6. Prepare for Real ID
Georgia Modernization Process

• Utilize disciplined project management methodology
• Business driven requirements
• Use third party consultants to ensure best practices are utilized
• Integrate with third party vendors
• Optimize all processes
Georgia Modernization - The Solutions!

- New website redesign
- Enhanced online services
- Self-service web applications
- Reinstatement modernization
- Smartphone application
Steve Keathley, Principal, Deloitte Cnslt.

Lives in 11th oldest house in Texas!
Plan for Success by developing a Strategy and Roadmap That Fits...

- Think about your goals
  - Be realistic
  - Be practical

- Think about your resources
  - People
  - Financial
  - Technology
  - Time

- Think about your risks
  - People
  - Technical
  - Financial
  - Political

- Think about your choices
  - Package versus Custom
  - Partial renewal or total replacement
  - Phased approach or Big bang
**Good Execution of a Good Plan is the Key to Success.**

**Risk First Approach**
- Identify, assess, and manage
  - Technical
  - Resource
  - Financial
  - Political
- Mitigate and manage impact
- Transparent process

**Teamwork and Collaboration**
- Project Governance team
- Data Governance team
- Pervasive communication
- Collaboration for design, build, test
- Change and training

**Project Management Basics**
- Do the basics well
- Work Plan management
- Scope and deliverable management
Tonie Shields, AR, Admin. of Drv Svcs

Tonie is an Attorney & CPA
Modernization – Arkansas Integrated Revenue System (AIRS)

Risk and Cost Evaluation

• Risk and cost of continuing legacy system.
• Risk and cost of transition to new system.
• Identify the rewards with a new system.
• Is the risk of change to a new system less than the risk of continuing with legacy system?
• Is the cost of change less than cost of continuing with new system?
Arkansas AIRS DSMV
AIRS DRIVER SERVICES PHASE I
(Completed September 2012)
AIRS MOTOR VEHICLE PHASE II
(Scheduled Completion October 2013)

Partners

• 38 Interfaces for Driver Services
• Lessons learned
AIRS DSMV PHASE I  
PERSONNEL  

• Personnel Requirements for system development, testing and training  

• Lessons learned
David Alderson, Fast Enterp., Assoc. Partner

Avid bicyclist :-))
Make Decisions

“In any moment of decision, the best thing you can do is the right thing, the next best thing is the wrong thing, and the worst thing you can do is nothing.”

Theodore Roosevelt

Project Champion
Steering Committee
Issue Escalation
Communication of Decision
Start Moving Right Away

1. Build and maintain project momentum
2. Identify your major critical processes and start working on them first
3. Avoid building old limitations into the new system
Things will change during the project
Be prepared for detours

Avoid over analyzing at the start
Thank you for attending

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What’s next?

Refreshment Break
International Foyer South
10 – 10:30 a.m.
Courtesy of DealerTrack Technologies

Followed by Concurrent Sessions
10:30 a.m. - Noon