DMV Core System Modernization Project Status Update

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Project Overview

▶ There are two phases to the DMV Core System Modernization.

  ▸ **Phase 1 -** Vehicle Services (funded via FY22 Big Bill)

    Includes titling, registration, and other customer-facing eServices.

  ▸ **Phase 2** – Driver's Services (funded via FY23 Big Bill)

    ▸ Includes driver's licenses and other identification, customer-facing eServices, and other supporting functions.

Areas Examined During a Review

1. Project Justification

2. Clarity of Purpose

3. Organizational Support

4. Project Leadership

5. Project Management

6. Financial Considerations

7. Technical Approach

Summary of Initial Findings

▶ New system will replace 50-year-old mainframe, 20 desktop databases, and disjointed manual processes.

▶ This same system has been successfully implemented in 17 other states, on time and on budget.

▶ Commissioner Minoli identifies this project as transformational.

▶ The costs of this project are comparable to implementations of the same product in other states. Total management and operations (M&O) costs are over five years.

Total implementation costs:	$ 56,764,670
Total management and operations costs:	$ 45,387,173
Total:	$102,151,843

Detailed Review Results

1. Project Justification - Excellent
2. Clarity of Purpose - Strong
3. Organizational support - Neutral
4. Project Leadership -Strong
5. Project Management -Strong
6. Financial Considerations -Strong
7. Technical Approach -Strong

I also identified areas that I would be watching as the project moved forward........

Areas of Interest

1. Have stakeholders been engaged?
2. How is data migration going?
3. How are integrations with other system going?
4. Other?

How I monitor projects

1. ADS provides access to the SharePoint site that contains project artifacts, such as weekly status reports, project plans, etc.

2. Monthly meetings with CIO.

3. Emails with Business Leaders (Commissioner Minoli)

Note: If there are any indications of issues impacting timeline, budget, or project success, I will reach out to leadership to discuss.

Current Assessment of this Project (1 of 2)

Status = Excellent

- ▶ Early delays related to supply chain issues, but these were resolved.
- ▶ I attended a presentation and demo of the VS application in November.
- ▶ Phase 1 (Vehicle Services) will start testing in May 2023
- ▶ Estimated Go-Live Date in November 2023.
- ▶ The *tentative* date for completion of Phase 2, Driver's Services, is currently July 2025.

Status = Excellent

▶ Other associated project costs (planned but unknown to me)

- ▶ 14 temporary (limited service) positions were added to "backfill" as DMV staff worked on the project.

- ▶ Added to operations budget

- ▶ Total $1,176,457

Questions?