

# Vermont Department of Motor Vehicles

## Core System Modernization Project ePermitting

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WANDA MINOLI, COMMISSIONER

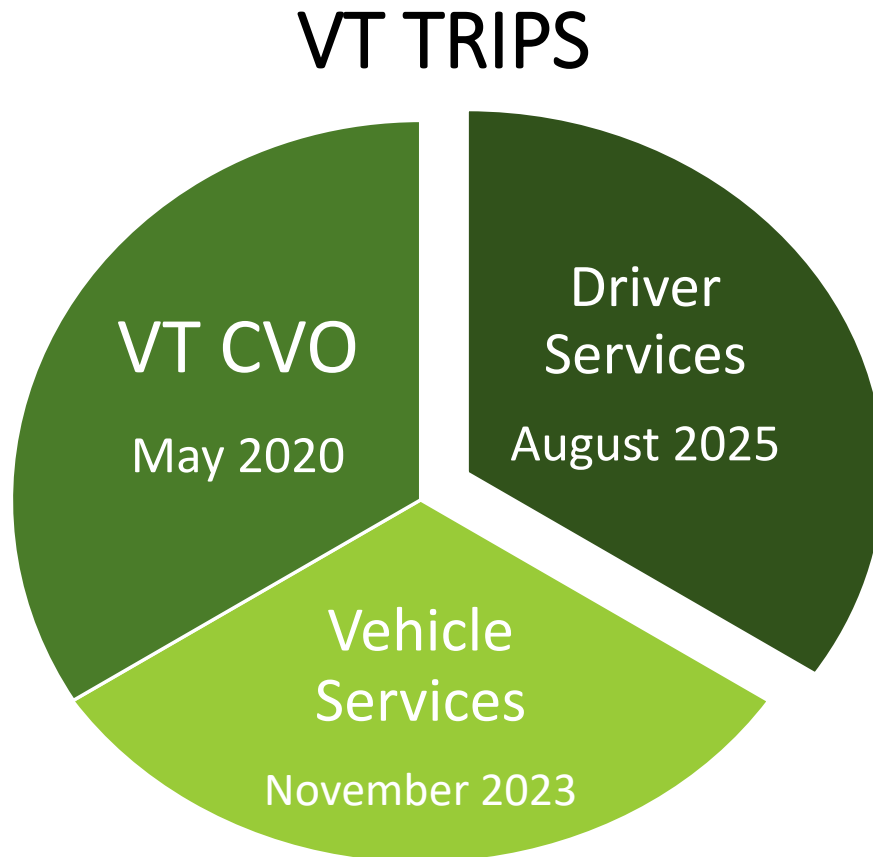
April 4, 2024

PRESENTATION TO THE HOUSE TRANSPORTATION COMMITTEE



# DMV Modernization Project

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## **CVO Online**

- Motor fuel taxes
- International Registration Plan
- International Fuel Tax Agreement

## **Vehicle Services**

- Registration & Title Services
- Dealer Licensing & Management
- Expanded Online Services
- Point-of-Sale

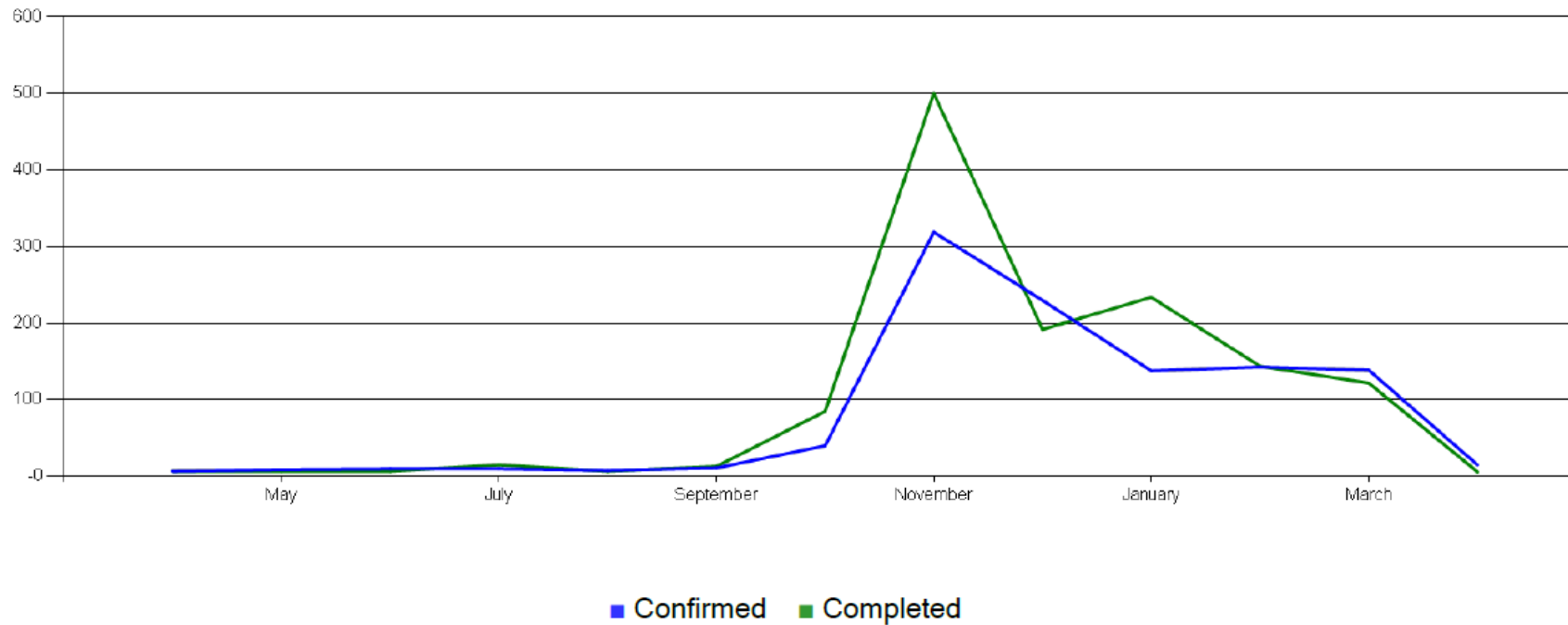
## **Driver Services**

- Driver license & Identification Services
- Disabled Parking Placards

# Vehicle Services (Live November 2023)

An SQR (Supplier Quality Requirement) is a request for an enhancement or bug fix in the core system. The SQR process refines the system to meet the needs of DMV. After going live, a team has been working to make sure the modernization project is refined and free of bugs.

SQRs by Month



Open is submitted, In Progress means being worked on, and Verify means being tested before going live.

Snapshot of SQR Activity. SQRs range from very small changes to the creation of reports.

- There are currently 439 active SQRs
- The chart breaks down the categories
- There are 215 changes/enhancements
  - Changes/Enhancements are requests from the staff that make processes easier
- The SQR process requires a dedicated staff

### Active SQRs by Type

Type	Open	In Progress	Verify	All
Information Request/Research	0	0	1	1
Legislative Change	1	1	2	4
Change or Enhancement	96	54	65	215
Change Correction	3	9	4	16
Correction	67	32	66	165
Pull List	16	0	1	17
System Maintenance	6	8	7	21
	<b>189</b>	<b>104</b>	<b>146</b>	<b>439</b>

# Driver Services Phase

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- Planned Project Dates – April, 2024 - August, 2025
  - Reviewing policies, procedures, statutes, and forms used today.
  - Documenting existing business processes and identifying resources needed from DMV.
- Will enhance online services by allowing a customer to create a My DMV account
  - The account allows a customer to take care of all their online needs (license, registration)
  - Enhances services for Vermont businesses we regulate



# ePermitting

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- The Justification Memo has been routed for signature
- Once approved the vendor will be contacted with the intent to award the contract negotiations will begin.
- Additionally, since the cost is over \$1M an Independent Review will be required. The IR will occur once the contract draft is about 80% complete.
- Estimated Project cost is \$2.5 million