# Vermont Department of Motor Vehicles

# Core System Modernization Project

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PRESENTATION TO THE JOINT INFORMATION TECHNOLOGY OVERSIGHT COMMITTEE



## Vehicle Services Phase

## **Project Details and Methodology:**

- June 13, 2022 November 13, 2023
- ADS, DMV, and Fast teams co-located at Barre City Place full-time
  - Team members fully dedicated to the project.
  - Numbers fluctuated depending on project needs.
  - Train the trainer approach created experts from day one
- Completed on time and on budget

## **Systems Replaced:**

- 50+ year old mainframe as system of record for vehicle registration and title information
- Image retrieval
- Point-of-Sale
- Microsoft Access 97 databases

## Vehicle Services Phase

### **Benefits:**

- Transformed the way DMV does business. Customers can leave with registration, plates, and title.
- System is nimble and able to handle changes implemented 339 solution requests (SQRs) to date.
- Data integrity Integrated National Motor Vehicle Title Information System, JD Power vehicle valuations, and VIN decoding within service transactions, eliminating need to perform external checks and reducing opportunities for human error.
- Transparency of data and information transactions and scanned images can be viewed in real time from anywhere a user can access the system. Information is stored in plain language, not codes.
- eServices
  - Transitioned issuance of temporary registration certificates and vehicle registration renewal and replacement service from Tyler Technology to VT TRIPS
  - Increased services available online replacement title, verify lienholder status, vanity plate availability check
- Reporting
  - Ability to create ad hoc and predetermined reports
  - Data cubes allow the user to perform deeper dives into information to identify root causes

## Vehicle Services Phase – Testimonials

I don't usually do business online, but this is as easy as sending an email to my grandkids!

The lien holder lookup tool has been a huge help and let's me avoid calling DMV!

I get my title today? With my plates and registration? This is great!

Some things take me a couple of minutes longer since I'm doing all aspects, but my customers don't mind since they leave with everything at the end!

I am a huge fan of the new system. Even with the hiccups it is far better than the dinosaur we had before!

The registration renewal notice is easy to read. I love the options instead of visiting an office!

The plain language and learning tools have been a huge help.

## Driver Services Phase

- Planned Project Dates March 18, 2024 August 18, 2025
  - Reviewing policies, procedures, statutes, and forms used today.
  - Documenting existing business processes and identifying resources needed from DMV.
- Systems to be Replaced:
  - VT Photo Identification Credentialing System (VT PICS)
  - Appointment scheduling and customer queuing
  - 50+ year old mainframe as system of record for driver license suspension/reinstatements & parking placard information
  - Microsoft Access 97 databases

# Driver Services Phase – Org Chart

Project Management
VT DMV Executive Leadership/Sponsors VT DMV Steering Committee VT DMV Business Lead FAST PMFAST Architect

#### Issuance

RealID Process Credential Production/ Interface Mobile DL(mDL) Peripherals.

#### 1 DMV SME

Provide subject matter expertise on credential Issuance. Act as the Implementation coordinator for this functionality in the new system by participating In definition/design sessions, confirming system is confloured as needed, developing test scenarios. executing end-to-end testing and confirming data is converted correctly.

#### 1 ADS FTE (Developer)

Participate in design/ definition sessions and configure system as regulred. Become proficient in development within FAST DSVS for postrollout maintenance.

#### Control

Sanctions Law Enforcement Courts

#### 1 DMV SME

Provide subject matter expertise on driver control involving management of driving records and actions Imposed on drivers. Act as the Implementation coordinator for this functionality in the new system by participating in definition/design sessions, confirming system is configured as needed, developing test scenarios. executing end-to-end testing and confirming data is converted correctly.

#### 1 ADS FTE (Developer)

Participate in design/ definition sessions and configure system as required. Become proficient in development within FAST DSVS for postrollout maintenance.

#### Interfaces Revenue/Cashlering Selected List Distribution AAMVA (NMVTIS/ Cashlering CDLIS/SDS) **DMV Express** Banks Experian VISION Managed Payments CVIEW Financials 8 4 1

**Klosks** 

Imaging NCIC

**NLETS** 

BGS

Exama

DHS/DPS)

Phoenix

CJIS

SSOLV

1 DMV SME

expertise on current

Interfaces and data

exchanged with

Interface partners.

Liaison with interface

partners on behalf of

the VT DMV for new

Interfaces. Develop test

scenarios for interfaces

and participate in

testing of interfaces.

#### 1 DMV SME

VT Agencies (SOS/JUD/ expertise on current financials/fees, revenue accounting and funds distribution to VISION. cashlering and refunds. Act as the Implementation coordinator for this functionality in the new system by participating In definition/design sessions, confirming Provide subject matter system is configured as needed, developing test scenarios, executing end-to-end testing and confirming data is converted correctly.

Provide subject matter

#### Participate in design/ definition sessions and configure system as required. Become proficient in development within FAST DSVS for postrollout maintenance.

#### E-Services

Online Identity New Services Chat Bot Flow Integration with Temp Permit Generation Third-Party Access Crash Reporting Inter-Agency Data Requests

Role
Provide subject matter expertise on functionality to be deployed on eServices: Knowledge of existing web functionality to be replaced; knowledge of how functions on eServices impact and Interact with Internal processing. Act as the Implementation coordinator for this functionality in the new system by participating In definition/design sessions, confirming system is configured as needed, developing test scenarios. executing end-to-end testing and confirming data is converted

correctly.

Conversion

Data Extraction

Data Purifiation

Data Load 1-2 ADS FTE8

Build extracts of legacy

data and facilitate data

purification.

Test Scenario Development Susiness Testing End-to-End Testing Conversion Testing Security Testing

#### 1 DMV FTE Additional FTEs will be needed for business testing for 3-4 months (8-11 FTE8)

Develop testing plan, test scenarios. schedulle business testers, execute testing, facilitate testing effort with DMV resources

#### Training

Training Materials Train-the-Trainer Training Delivery

#### 1-2 DMV FTE8 Additional will be needed for training material development (3-4 FTE8)

Develop training materials, build training slices, assist with training the trainers, deliver training in field. own training after roll-

#### Tech

Security Network

#### 1-2 ADS FTE8

Assist with build-out of technical infrastructure for DSVS including environment creation, database administration and application support and maintenance. Learn technical Infrastructure for postrollout maintenance.

# DMV Modernization Project



### **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



