m∩ MINNESOTA

A two-track approach for delivering driver and vehicle services

Improvements to Technology and Stakeholder Engagement

The Minnesota Department of Public Safety (DPS) and Minnesota IT Services (MNIT) are committed to building a motor vehicle and driver's license system that ensures all Minnesotans are able to access the services they need, in compliance with State and Federal Timelines. We are also committed to building a system that moves the state off of aging, legacy technology and serves as a platform for the modernization of Driver and Vehicle Services (DVS) going forward. We are committed to keeping stakeholders and Minnesotans informed about our progress and what they will need to do to obtain a REAL ID.

Changes to Project Strategy

- **Proven Solution for Drivers Services and REAL ID** – Recognizing the short timeframe available to build out the drivers' side of the system while incorporating REAL ID functionality, the State of Minnesota will partner with a private sector vendor who has delivered this functionality in several other states and leverage their solution to meet the state-imposed October 2018 REAL ID effective date.

- **Reorganization of Project Management Structure** – Technology decision-making must take into account the many different users and complex processes the system needs to support. That's why we are committed to formalizing processes for stakeholders to have input into the ongoing enhancement and improvement of the MNLARS system. We will focus on bringing efforts into alignment so that staff and users are not siloed and are able to work more closely together.

  - **Executive Director of Projects and Initiatives** – MNIT's new Executive Director of Projects and Initiatives will lead enhanced stakeholder engagement efforts with deputy registrars, auto dealers and other system users, to ensure their input is helping drive our efforts to improve the system and deliver high-quality, efficient services to Minnesotans. The Executive Director will also ensure clear communication between MNIT staff and contractors, DVS staff, and external partners.

  - **Software Development Director** – A new software development director is being brought on board to coordinate the development of the MNLARS system and will work closely with the Executive Director and FAST Enterprises. This role drives and directs the day-to-day development of software and coordinates system testing between MNIT, DPS and vendor partners.

A Two-Track Approach for MNLARS

The Minnesota Department of Public Safety and Minnesota IT Services are implementing a two-track approach for the development of MNLARS by partnering with FAST Enterprises to develop the driver services portion of the system, including functionality to support the issuance of REAL ID compliant identification cards. This decision is being made to ensure that a proven solution is in place by October of 2018 for REAL ID and to enable current project staff to continue their focused efforts on improving the now-live vehicle side of the system.

Driver Services

- **Work with a Private Sector Partner** – The State of Minnesota will work with a private sector partner, FAST Enterprises, that has successfully implemented driver and vehicle services systems in eleven other states, including REAL ID in four states, demonstrating a proven track record of delivering technology solutions that Minnesota can leverage to meet the aggressive timeline for REAL ID that was put in place during the 2017 Legislative Session. This partner is ready to work and meet the October 2018 deadline.

    - **Success in Other States** – FAST Enterprises meets the business needs for DMV modernization projects with a system replacement that will be effective, on time, and competitively priced. This vendor partner is the only firm in the industry that has successfully delivered multiple DMV modernizations in the last six years–all of which were delivered on time and on budget. These include:

        - The State of Arkansas, Driver & Vehicle Services – 2013
        - The State of Utah, Vehicle Services – 2013
        - The State of Oklahoma, Vehicle Services – 2015
        - The State of Tennessee, Driver's Services – 2015
        - The State of North Dakota, Vehicle Services - 2016
        - The State of New Mexico, Driver & Vehicle Services – 2016
        - The State of Mississippi, Vehicle Services – 2017

    - **Success in Minnesota** – In addition to successfully delivering similar driver's license IT systems in 11 other states, FAST Enterprises has provided excellent services to the State of Minnesota for nearly a decade. For example, FAST Enterprises' integrated tax processing solution, GenTax, is currently used by the Minnesota Department of Revenue. Minnesota began using the GenTax program in 2008. The GenTax system supports a variety of users and functions, including over 90 account types and taxes. The project was completed in multiple rollouts – every rollout for this project was delivered on-time, on-budget and delivered high-quality services for its users.

- **Statewide Demos and Testing** – Prior to roll-out of functionality, the State of Minnesota and FAST Enterprises will conduct statewide demonstrations and provide opportunities for stakeholder engagement to conduct testing prior to go-live to more easily spot issues or areas to improve.

- **Stakeholder Engagement** – FAST Enterprises will provide software, configuration, and services necessary to implement a drivers licensing system that supports the Department of Public Safety's business processes and functions. To do so, FAST and state staff will work with numerous stakeholders throughout Minnesota, including deputy registrars and other licensing agents.

Vehicle Services

Rather than transitioning to development of the driver services side of the system, current staff working on the MNLARS project at both agencies will continue to focus their efforts on improving and building out new functionality for vehicle services.

This two-track approach enables the current pace of improvement to be maintained. After the system performance changes implemented earlier this month, the MNLARS Vehicle Services team is focused on resolving system defects that have been identified by users and building out additional functionality needed by those workers on the front lines.

- **Enhanced Project Governance Structure** – MNIT and DPS will enhance the MNLARS project governance structure to provide more opportunities for deputy registrars and auto dealers to provide input into decision-making and the prioritization of system improvements and enhancements.

- **Enhanced Testing** – New testing procedures have been put in place to ensure the quality of system improvements under construction. System architecture tenets are being reasserted to enable shorter test cycles and provide enhanced stability and data accuracy.

- **New Functionality and Defect Resolution** – A new, centralized "critical path" change list is being developed to consolidate all feedback, fixes and features by dealer and registrar priorities. New functionality and defect resolutions will continue to be developed and deployed throughout late 2017 and early 2018 and will be prioritized based on the input and needs of system users as part of an enhanced project governance structure.

- **Additional Performance Tuning** – The State has made changes to make the MNLARS system run better and faster. These changes have resulted in clear system performance improvement throughout November, with system response times now less than 1 second. We will continue to monitor and make improvements as needed to ensure the speed and availability of the MNLARS system.

State of Minnesota Contacts

Cambray Crozier, Minnesota IT Services
651-201-1063, Cambray.Crozier@state.mn.us

Jon Eichten, Minnesota IT Services
651-556-8027, Jon.Eichten@state.mn.us

Bruce Gordon, Department of Public Safety
651-201-7171, Bruce.Gordon@state.mn.us

Kate Weeks, Department of Public Safety
651-201-7169, Kathryn.Weeks@state.mn.us

MINNESOTA