DMV

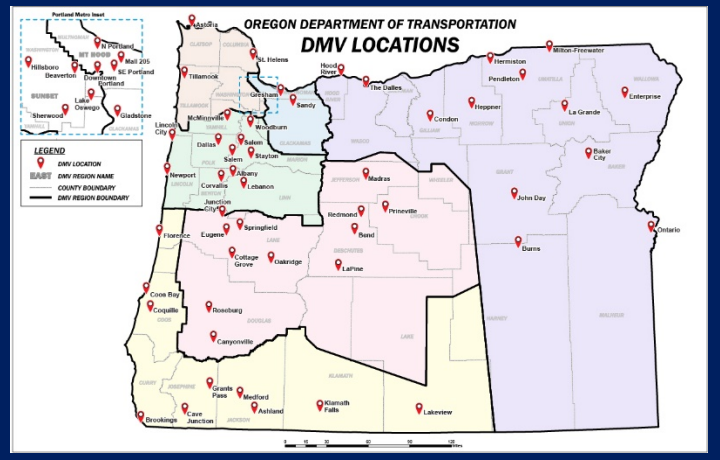
Driver and Motor Vehicle Services Division

DMV Business Highlights

Driver Licenses

- 23 Different Card Types
  - Most with Different Fees
- Over 600,000 Cards Issued Per Year
  - Process Includes Facial Recognition
- Over 1,000 Court Suspensions and Reinstatements Per Day
  - Hundreds of Legislative Mandated Suspension Types

60 Field Offices



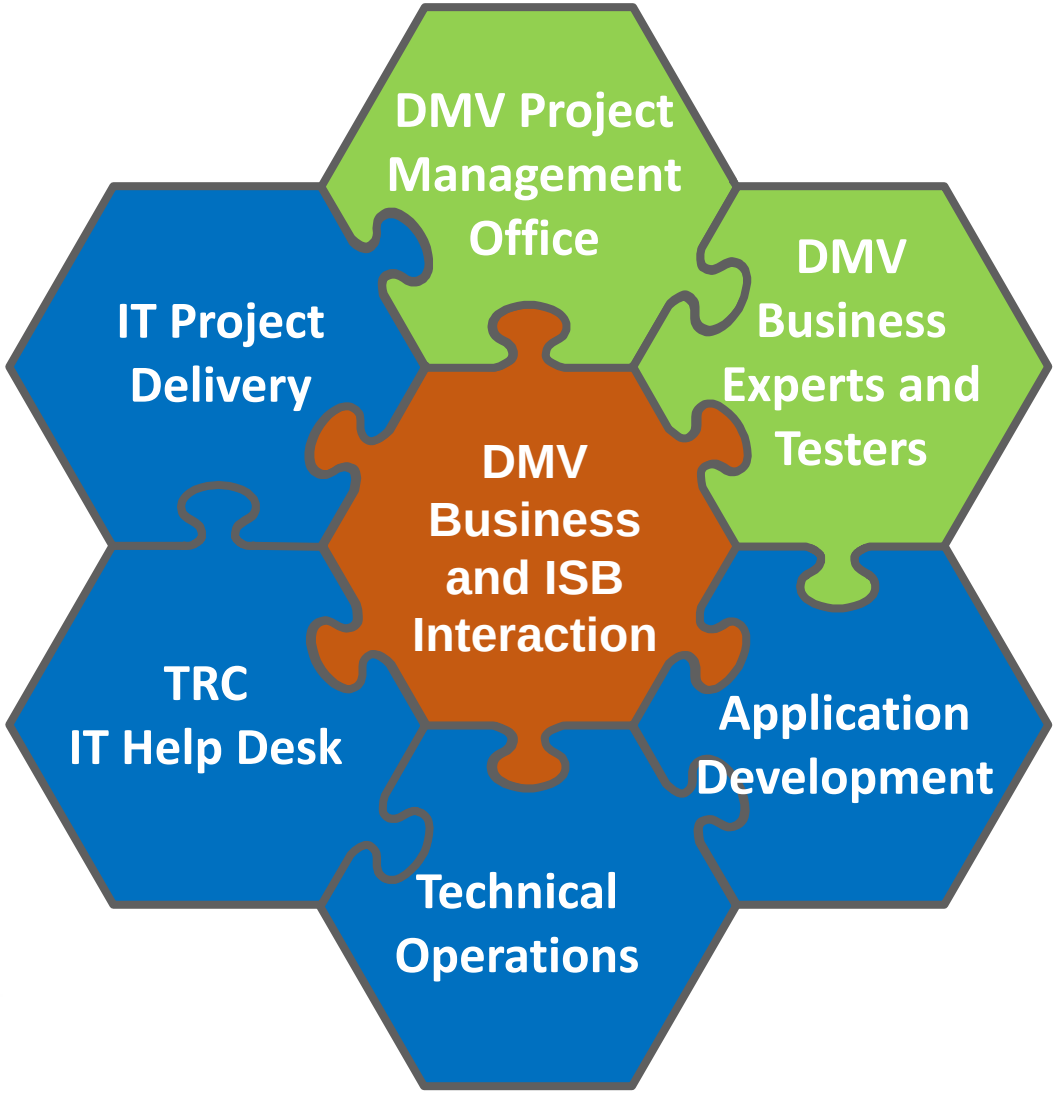
Vehicles

- Over 13 Million Vehicle Records
- More than 65 Different License Plates
  - Plates Have Different Fees That Are Allocated to Different Funds
- Vehicle Titles Processed Average over 100,000 per Month
- Registration Renewals Exceed 125,000 per Month

General

Over 900 Employees – Process Over 13,000 Transactions per Day – Almost $800 Million per Biennium Collected for Highway Fund, Cities and Counties by Cash, Check, or Credit Card – Call Centers take an average of 6,500 calls per day – DMV has Data Sharing Interfaces with Over 400 Business Partners (LEDS) – Legacy IT Systems have Over 3 Million Lines of Code and more than 60 Databases – Service Transformation Program (STP) will Result in Major (but not all) Systems Replacement

DMV & ISB Partnership



The DMV Business and ISB embedded staff have a very close working relationship. IT Project Methodology, Business Analysis, Business Requirements Gathering, User Acceptance Testing and Application Development are done in Teams. Even ongoing systems maintenance utilizes a team approach.

All DMV IT Projects are governed by the DMV "User Council." This group includes the DMV Management Team.

DMV ISB Support

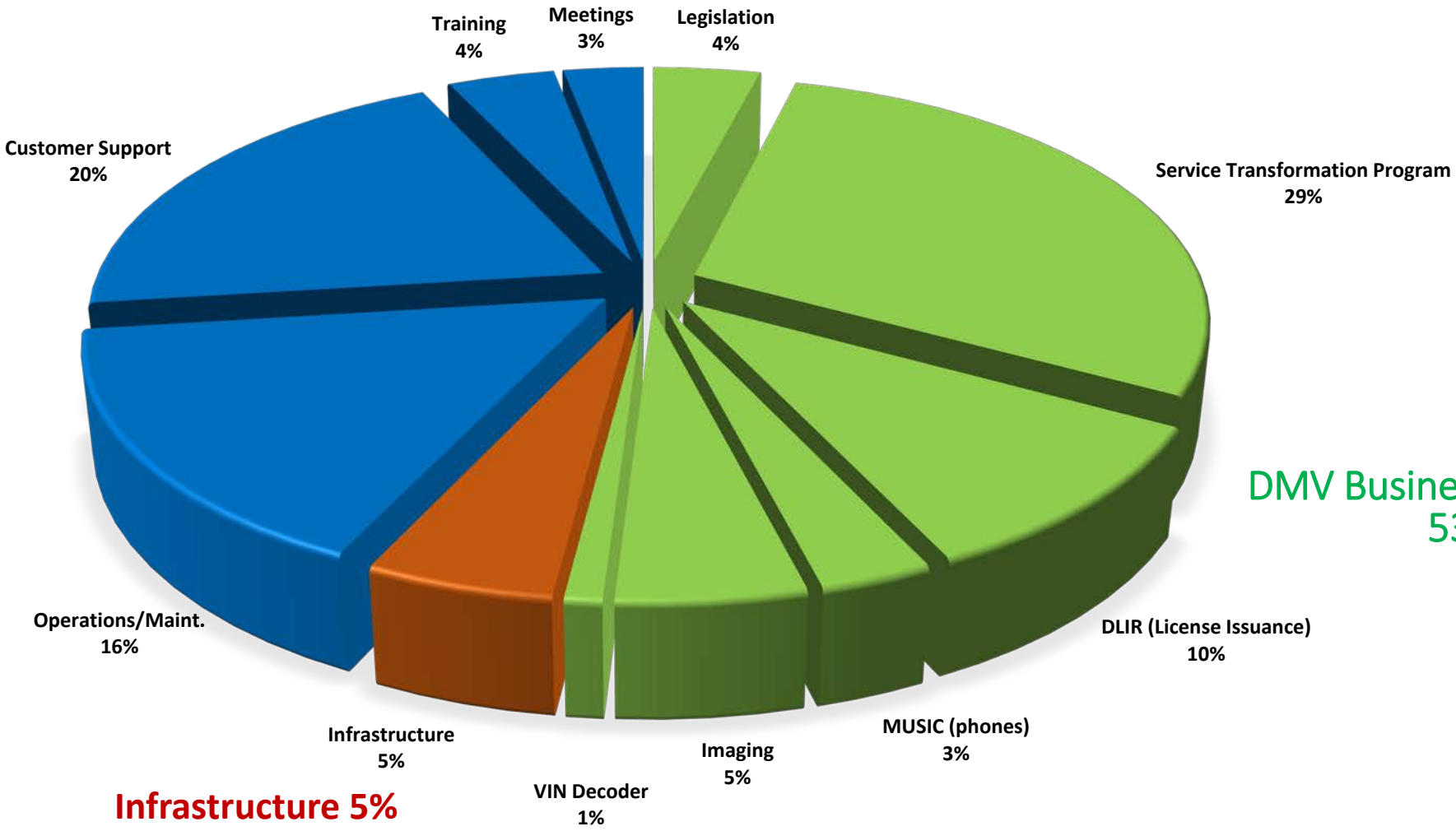
Embedded DMV IS Staff Time Allocation from September 2017 Through August 2018

"Keep The Lights On" 42%

- TRC Takes an Average of 2,500 Calls per Month
- Over 90% of Issues are Handled on the First Call

- Provide End User Application Support for over 50 unique DMV applications
- Interface Maintenance
- Database Administration
- Security Support
- SWAT (Emergency Response)
- Application Updates
- Reports
- System Testing

- Project Management Support & Best Practices
- Technical Architecture Review
- SharePoint Liaison, Content Development, Support
- IT Contract Tracking & Invoice Processing
- Software Configuration Management



DMV Business IT Projects 53%

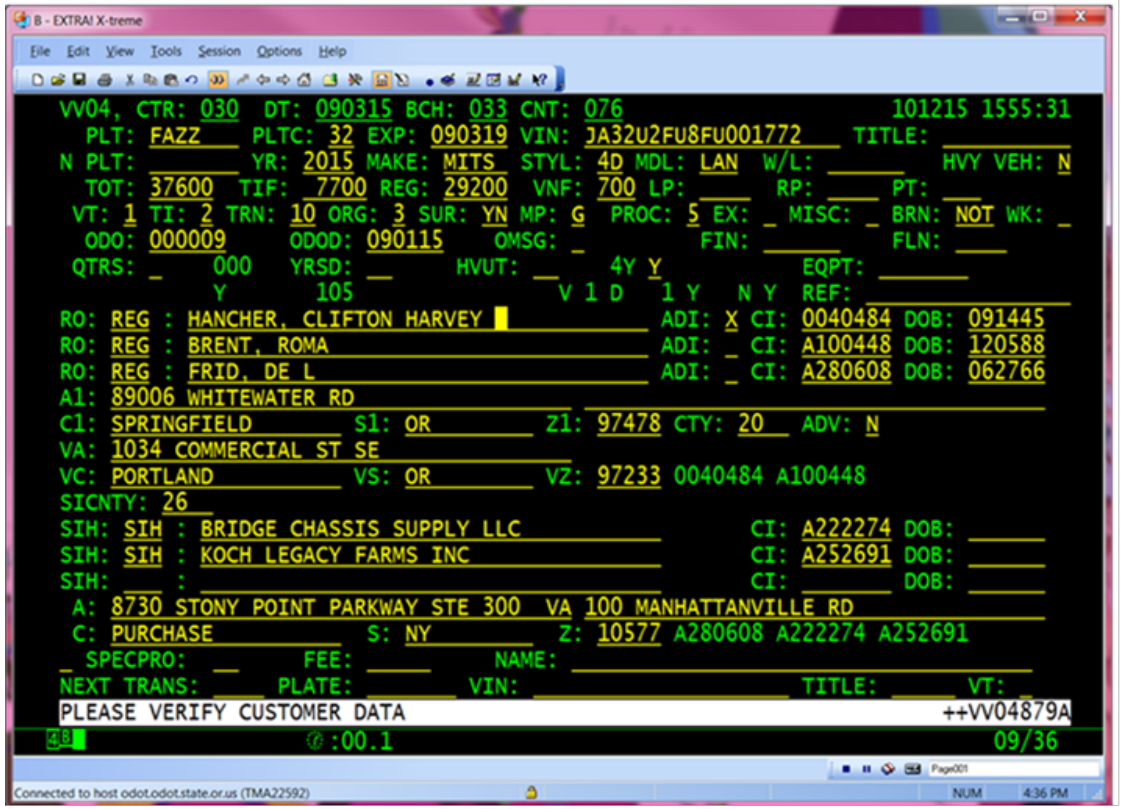
Infrastructure 5%

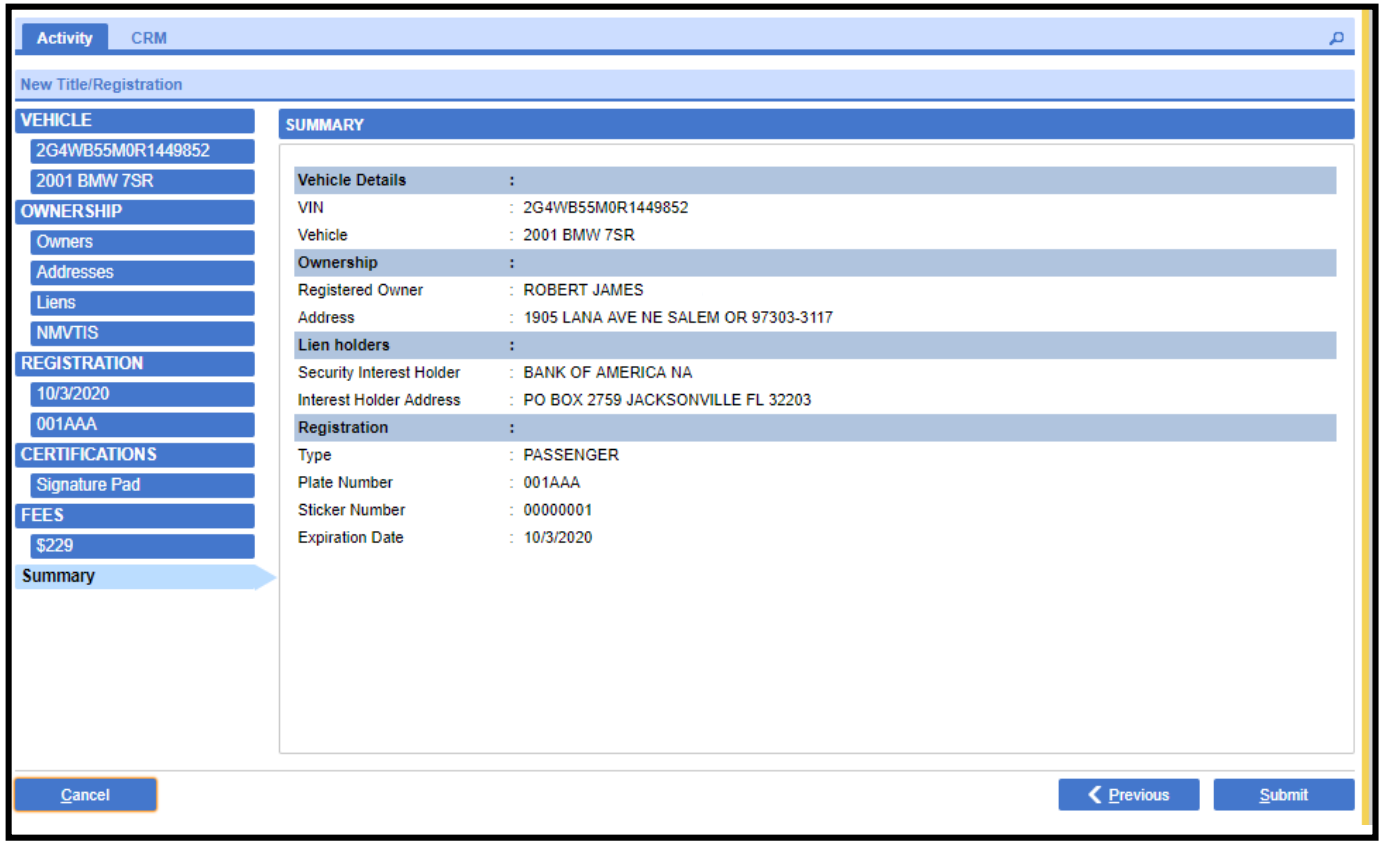
- Windows 10 Upgrade
- MOVEit Interface
- JAVA
- FileNet
- Support most ISB ET Projects

Legacy System

OLIVR

OLIVR Vehicles Implementation was in January 2019 – Drivers Implementation is July 2020





Upcoming DMV IT Projects

- STP - OLIVR Drivers System
- Real ID Implementation
- Automated Testing Device Replacement
- Tolling
- Office Phones (MUSIC 2)
- ?????

Questions?