

Agency IT Strategic Plan (Form) / **154 DMV FY14-16 ITSP** (Item) / **Today**

(Data as of: May 19, 2015)

Form Report, printed by: Truman, Cheryl, **May 19, 2015**

IT SUMMARY

General Information		
Item Name:	154 DMV FY14-16 ITSP	<i>Choose the CTP-prepared Agency ITSP item for the appropriate biennium</i>
Home Portfolio:	154 DMV IT Strategic Plans	<i>Choose your Agency Portfolio for ITSP</i>
ITSP Biennium:	FY14-16	
Proponent Secretary:	186 Secretary of Transportation	
Proponent Agency:	154 Department of Motor Vehicles	
Submitted by:	Administrator, System	
Agency has BRTs or Investments:	Yes	
Has CETR been updated?	Yes	
Date Submitted:		
For additional CETR information, secure link address or CETR access request go to the following VITA website:		
http://www.vita.virginia.gov/oversight/default.aspx?id=349		

About the IT Summary

The purpose of the agency IT Strategic Plan is to establish an agency-wide vision and priorities for agency investments in IT and IT operations so that they promote the achievement of agency's mission and business outcomes. The IT Plan Summary describes how agency IT strategies, goals, and objectives align with the mission, vision, values, and daily operations identified in the Agency Strategic Plan. This IT Plan Summary identifies the implications outlined in the Agency Strategic Plan and integrates them into implementable objectives and directives.

Current Operational IT Investments

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 6 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:

- *Are there existing IT investments that will require additional funding over the next year to 6 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?*
- *If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?*
- *If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?*

DMV provides a multitude of services to private citizens, transportation entities, other state agencies, courts, law enforcement agencies, insurance companies, and related transportation clients. The most commonly provided DMV services include vehicle registration and titling, driver testing and licensing, commercial motor carriers credentialing, and oversight of related transportation safety and information management programs. Due to the nature of DMV business processes, the type of work performed by the agency requires substantial use of information technology (IT) products, services, solutions, and automated systems. It is imperative that the agency operate its programs and facilities in an efficient, economical, and secure manner, incorporating into its operation those technological developments and improvements that will enhance the delivery of services to DMV's transportation clients.

The Virginia DMV has a robust in-house custom application development capability with highly skilled IT technical staff to support its business needs. DMV, along with the Virginia Information Technology Agency (VITA), maintains several large-scale systems and a variety of technologies that collectively are used to deliver its services. Many of the various systems and technologies are constructed in such a manner that multiple software components operating on different hardware platforms are required to complete a given business transaction. In addition, DMV contracts for goods and services with vendors supplying information technology products, services, and

solutions to deliver services to our customers.

Over the past several years, DMV has focused on the innovative use of technology in service delivery processes to provide faster, more convenient service as well as to reduce operational costs. All IT investments at DMV require Executive level approval prior to execution to ensure that each investment aligns and contributes to the achievement of the agency goals.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. Each requirement or mandate from an external source must have a corresponding Business Requirement for New Technology (BRnT) or Business Requirement for Existing Technology (BReT) entered into the CTP. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not.

If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank.

• For each mandated change, summarize your agency's response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

• Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

Factors impacting information technology at DMV include:

- Ongoing need for new technology to meet constituent demand and DMV business requirements
- Dependency on the Information Technology Partnership (ITP) for agency success
- Aging IT workforce
- Increased governmental compliance requirements
- Customer expectations for fast and efficient DMV services
- Aging systems and infrastructure supporting DMV's core business functions and services
- Identity and security issues that affect DMV's ability to maintain the integrity and security of its business processes

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 6 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:

• What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

• If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

• Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

• If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

In order to continue to perform its core business functions and provide services effectively and efficiently, DMV must continue to focus on utilizing technology to strengthen DMV's system infrastructure and service delivery processes so that the agency can accomplish its mission and support its core business processes and customers. DMV has developed a variety of Business Requirements for Technology that identifies the strong need for utilizing technology. Examples of these technology initiatives that DMV plans to work on during the biennium include, but are not limited to:

1. Information Technology Modernization: The purpose of this effort is to transform the systems, some of which are more than 20 years old, which support agency operations. DMV is focusing on delivering a solution that transitions operations off of legacy resources and provides improved capabilities to serve customers. Furthermore, DMV is concurrently rolling out enhancements that improve customer service and save money for the Commonwealth:

- Motor Carrier Portal (WebCat II and EOD Payfile Replacement)

This is a key project that achieves the Motor Carrier Portal objective. This will replace and enhance the existing WebCat legacy application and serve as the foundation for a "one-stop" portal to service all Motor Carrier transactions. This was identified and defined in the Motor Carrier Blueprint. Also identified and defined in the Motor Carrier Blueprint is real-time integration with Xerox for IRP transactions so that DMV records are up to date immediately upon receipt. This project will also facilitate real-time invoice search and payment in the DMV branch offices.

- DMV Correspondence Transformation

This project will replace existing correspondence programs on the mainframe with a solution that moves the business logic to the middle tier and leverages Adobe LifeCycle for the creation and maintenance of correspondence. This project includes the second group of business logic to be moved to the FACE middle tier and retired from the legacy mainframe system. This project must be completed prior to the Business Logic Transformation/Database Conversion effort.

- Business Logic Transformation /DatabaseConversion

This project will migrate all existing NATURAL/ADABAS code to the .Net/Oracle framework. Following the migration, refactoring of the transactions may occur as identified. This will eliminate DMV's dependence on legacy infrastructure. The project will be vendor-supported and is expected to take approximately 2 years from the start.

2. Government Reform: DMV is working with an array of agencies to streamline operations and offer more services to Virginians. These include hunting and fishing license, accepting boat registrations and birth certificate verification. The agency has completed work on phase 1 of the Commonwealth Authentication Services (CAS) project. CAS, in partnership with the Department of Medical Assistance Services, VITA, Virginia Department of Health, and Virginia Department of Social Services, provides a single portal for state agencies to authenticate the identity of citizens seeking services. Phase 2 of the CAS project, referred to as Enhanced Credentialing Capability, has recently begun. This phase will allow additional vetting sources to be added to the CAS authentication functionality.

3. Agency PCI Compliance: The credit card industry has security requirements in place that all merchants must meet in order to achieve compliance. DMV has a strong security program, however there are some business changes needed in order to be PCI compliant. This will also have a major impact on DMV's information systems.

4. Customer Queue Management: This initiative will replace the current customer queue management system with one incorporating necessary advancements in technology solutions related to managing customer flow within DMV's Customer Service Centers.

5. Call Center: DMV has been working with Carousel and Avaya to replace the existing end-of-life PBX with a hybrid system that has VOIP capabilities, providing functionality to work from a CSC, work from home, or work from anywhere established as a work location. DMV is also replacing the existing end-of-life, out-of-support Dictaphone system, and the GMT Planet Workforce Management Optimization solution with PCI compliance for recording, quality, coaching, and advanced workforce management.

Current IT initiatives underway are adequately funded. In addition, DMV anticipates that any new IT initiatives started in the upcoming budget biennium will also be adequately funded.

Report Title: Strategic Plan

Agency: Department of Motor Vehicles

Date: 5/19/2015

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$0	\$23,137,818	\$0	\$23,716,263
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$0	\$23,137,818	\$0	\$23,716,263
Specialized Infrastructure	\$0	\$630,422	\$0	\$630,422
Agency IT Staff	\$0	\$14,063,287	\$0	\$14,063,287
Non-agency IT Staff	\$0	\$3,475,753	\$0	\$3,138,188
Cloud Computing Service	\$0	\$0	\$0	\$0
Other Application Costs	\$0	\$3,444,289	\$0	\$3,444,289
Total	\$0	\$44,751,569	\$0	\$44,992,449

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$0	\$8,137,726	\$0	\$4,022,750
Non-Major IT Projects	\$0	\$322,076	\$0	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$0	\$2,513,487	\$0	\$371,162
Non-Major Stand Alone IT Procurements	\$0	\$847,536	\$0	\$0
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
Total	\$0	\$11,820,826	\$0	\$4,393,912

Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$0	\$44,751,569	\$0	\$44,992,449	\$89,744,018
Proposed IT Investments	\$0	\$11,820,826	\$0	\$4,393,912	\$16,214,738
Total	\$0	\$56,572,395	\$0	\$49,386,361	\$105,958,756

Report Title: Business Requirements For Technology

Agency: Department of Motor Vehicles (DMV)

Date: 5/19/2015

BReT 2014: CAS O&M FY2015

BRT Type: Business Requirement for Existing Technology

Date Submitted: 9/8/2014

Mandate: No

Mission Critical: No

Description:

To support the CAS Operations and Maintenance Team (O&M) to handle the day to day operations of the enterprise service offering at VITA.

BReT 2014: CAS Staff Augmentation - CAS Contractor Staff

BRT Type: Business Requirement for Existing Technology

Date Submitted: 9/23/2014

Mandate: No

Mission Critical: No

Description:

Staff augmentation required to support CAS.

BReT 2014: DMV Customer Flow Management System Replacement

BRT Type: Business Requirement for Existing Technology

Date Submitted: 8/27/2014

Mandate: No

Mission Critical: No

Description:

The current DMV customer flow management system contract will expire June 2015. Although DMV has some renewal options available, a new RFP must be issued to secure a vendor for providing these services.

BReT 2014: Expand Automated Workflow Solution (OnBase)

BRT Type: Business Requirement for Existing Technology

Date Submitted: 9/18/2014

Mandate:	No
Mission Critical:	No
Description:	
Expand automated workflow solution (OnBase) to additional DMV work areas to provide a workflow to assist with distribution and tracking of incoming documents for electronic processing, bringing automation and efficiencies to existing manual tasks.	
BRet 2014: Ongoing Application Management, Maintenance, and Support	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/9/2014
Mandate:	Yes
Mission Critical:	Yes
Description:	
DMV utilizes a wide variety of IT applications and solutions to support its core business operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT applications and solutions. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, etc. for existing IT applications and solutions.	
BReT 2014: Ongoing Infrastructure Management, Maintenance, and Support	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/9/2014
Mandate:	No
Mission Critical:	Yes
Description:	
DMV utilizes a wide variety of IT infrastructure solutions and services to support its core business applications and operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT infrastructure solutions and services. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, etc. for existing IT infrastructure solutions and services.	
BReT 2014: Ongoing IT Staff Augmentation - IT Contractor Staff	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/22/2014
Mandate:	No
Mission	Yes

Critical:	
Description:	
DMV periodically requires IT staff augmentation - IT contractor staff for ongoing support and maintenance of existing DMV IT systems and solutions.	
BReT 2014: Billing System Replacement	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No
Description:	
<p>Research and develop requirements for a Billing System replacement. Currently the system is old and written in NATURAL in 1985. Phase I document of current billing system with CaseComplete. Phase I completed.</p> <p>Phase II - began May/June 2014 with Data Clean-up / Meetings.</p> <p>Desired Outcome Complete research to determine a new Billing system replacement using more current technology.</p>	
BReT 2014: Centralized Issuance of For-Hire Registrations	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/25/2014
Mandate:	No
Mission Critical:	No
Description:	
<p>For Hire, CLP project - Currently there is no mechanism available to associate a vehicle operated for-hire under a lease arrangement with the certificate, license or permit (CLP) under which it is operated. As such there is no way to take action against a particular vehicle when the authority under which it is operated goes into a bad status. Additionally, the absence of this information often results in permitting registration transactions to process for customers who do not have the proper CLP credentials; this is a practice that MCS would like to stop as such an operation is not permitted by law.</p> <p>Currently there is no mechanism available to capture information about the type of exempt operation a for-hire vehicle is engaged in. Without this information the agency is unable to adequately respond to complaints filed against customers who may or may not be operating with credentials required by law. Additionally, law enforcement does not have information available to them to assist in their enforcement efforts as relates to exempt operations. As DMV will assume responsibility for the lead role for enforcement of operating authority requirements beginning July 1, 2012 this information will become critical to enforcement as they work to address concerns about illegal operators.</p> <p>A project is currently underway that will result in centralized processing of the initial issuance of for-hire registration to passenger carriers where a lease arrangement exists or the vehicle is engaged in an exempt operation. As part of this effort the</p>	

agency will be cleaning up the records of vehicles currently marked as exempt or leased and will be holding customers accountable for providing information to verify their operation and qualification for for-hire plates. As part of this clean-up effort and as part of the centralized processing of new for-hire registrations it is important that information associated with the lease or exempt operation is captured for the relevant vehicles. At a later date additional changes are anticipated to be made to link registration processing to this data and to suspend the registration of vehicles associated with an authority that is suspended, revoked or otherwise inactivated. These changes are critical to fully closing the loopholes that exist with customers obtaining or retaining for-hire plates that they are not qualified to hold. Until the further automation can be put in place manual efforts will be used in an effort to address compliance concerns.

BReT 2014: Document Retention/Purge Policy and Data Retention

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/24/2014
Mandate:	Yes
Mission Critical:	No

Description:
 Document retention/purge policy and Data Retention - Gathering Info & developing retention periods for all areas of the agency. Part II - Data Retention Conduct a thorough analysis of DMV data retention policies and practices. Review statutory and Library of Virginia retention requirements and identify opportunities to minimize unnecessary electronic storage of DMV data. Recommend alternative data storage strategies and document the risks and cost savings.

BReT 2014: Driver License Issue Re-write

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	No

Description:
 Current Driver License requirements for DL and CDL have increase and become much more complicated over the last 20 years. Our application programs have also expanded with these new rules and requirements and to the point that they are cumbersome and difficult to make changes to. We have had difficulty the last couple of years making our changes for Federally mandated CDL changes in the time that we have had. The changes have resulted in some unintended consequences and have required much after implementation fixing. This will also be a huge benefit as we move our programs and data from the mainframe to a Windows based server environment. Desired Outcome Re-write and re-organize the Driver License issue programs. Make the process more table driven so that users have more flexibility to make changes themselves. Centralize processing functions, such as license exams, in dedicated program areas rather than spread throughout the process. Change the way that the license issue screen is populated at the beginning of a transaction until the CSR has a chance to enter the type of license the customer is applying for, to minimize the

- amount of data that the CSR has to blank out and type over. These changes will:
- make possible much faster programming changes.
 - allow many changes to be made by changing a table.
 - simplify and speed up the issue process in the CSC's for the CSR and the customer.
 - minimize post implementation problems caused by programming logically related programming decisions being dispersed through multiple programs.
 - Increase efficiency of programs before migrating to a Windows/server environment.

BReT 2014: Driver Renewal 90-day Notice to Customers

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/25/2014
Mandate:	No
Mission Critical:	No

Description:

NDR - 90 day Notice to Customers - Applicants for renewal driver's licenses often find out they have an out of state suspension just before their Virginia license expires. Since they have to have all out of state issues resolved before they can renew they find themselves in a position where they must go a period of time unlicensed while they work to resolve the out of state issue. If DMV had notified them prior to their visit to DMV to apply for a renewal, they would normally have time to resolve the issue before their license expires. Desired outcome - DMV will run CDLIS and NDR checks as normal for renewing customers (90 day checks). The system will match "not eligible" responses to the appropriate customer record - those "not eligible" responses that cannot be accurately matched to a customer record will be written to an error report for the Driver Support work center to manually match to customer records. The system will obtain the detailed information to include convictions and withdrawals etc. for the customers who have a "not eligible" hit on their record. The system will filter these convictions and withdrawals based on criteria provided by Driver Services. This filtering will sort out convictions and withdrawals that are either too old, something that Virginia would not act on, or convictions that should not be housed in the NDR. Once the only remaining convictions and withdrawals are for items that we would take action on, driver's with "not eligible" hits will be sent an in-person renewal notice AND a notice informing them that they are not eligible to renew their Virginia license until they resolve the outstanding issue(s) in another State. The letter will include the other state and the other state's contact information. Either multiple states will be included in one notice or, multiple notices could be sent to the driver if the driver has issues in more than one state.

BReT 2014: Incident Based Reporting - Phase 2

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/25/2014
Mandate:	No
Mission Critical:	No

Description:

IBR Incident Based Reporting for LES addressed the "Bare-Bones" requirements approved within the Project Charter. Those items not addressed by the IBR project

where documented as "Out-of-Scope" and to be addressed with a follow-on project.

DMV Law Enforcement now requests enhancement of the existing Incident Based Reporting system by interfacing with two legacy systems (ON-Base and WebPiX) for retrieval and storage of investigation related documents and images that are critical to our mission success.

Desired Outcome The requested imaging capabilities will provide the ability to attach and archive multiple format files to/from investigations and work tasks (incidents) and retrieve and present customer images on prosecution reports.

BReT 2014: Insurance Verification Enhancements

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No

Description:

Insurance Verification Enhancement Project - In 2012, a study of the insurance verification process was conducted and 18 program enhancements were recommended and approved for implementation. Insurance Verification (Internal Assessment): At study to examine internal DMV processes to decrease the percentage of uninsured Virginia motorists

BReT 2014: IRIS Van Replacement

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No

Description:

Procure a replacement Smart Roadside Automated Electronic Screening System Sprinter Van with an Infra Red Inspection System, a DOT reader, and a license plate reader. This IRIS van will replace the existing van for the northern motor carrier region.

BReT 2014: Non-Electronic Circuit Courts

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/25/2014
Mandate:	No
Mission Critical:	No

Description:

There are currently 3 Circuit Courts that do not have the capability to transmit

convictions to DMV electronically. These courts send paper documents to the conviction and suspension processing work center to process manually. Desired outcome - Create an electronic mechanism to allow the 3 manual courts to transmit convictions electronically. This process should also allow DMV to send convictions back to the courts if the information is not received in the correct format. Additionally, a realignment of the conviction code table is needed to provide for the use of generic conviction codes. New fields will need to be added to differentiate between misdemeanor/felony, owner/operator, and offense number.

BReT 2014: Online Registration Card Print

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	
Mandate:	No
Mission Critical:	No
Description:	
Customers may request a vehicle reg card at no charge via DMVnow; however, the card is printed at HQ and mailed at a cost to the agency. Desired outcome - Allow PIN-validated customers to receive the reg card via DMVnow versus overnight batch. Increase customer satisfaction, reduce print and mail cost.	

BReT 2014: Responsive Web Development Initiative

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No
Description:	
Responsive Web Development (Hardware Independence) Initiative - This is a strategic enterprise initiative for migrating both agency application development and procurement practices away from solutions tied to specific and costly hardware implementations through the use of responsive web development practices. This saves the agency money particularly by countering third party vendor solutions that are tied to their specific hardware configuration to ensure greatly flexibility and long term support.	

BReT 2015: Carson Weigh In Motion System Upgrade

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/10/2015
Mandate:	No
Mission Critical:	Yes
Description:	
Upgrade weigh in motion systems currently installed at the Northbound and	

Southbound Carson scale location per attached statement of work.	
BReT 2015: Disabled Parking Placard Rebid	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/3/2015
Mandate:	No
Mission Critical:	No
Description:	
The current disabled parking placard contract expires August 31, 2015.	
DMV plans to conduct a competitive procurement (RFP) process to establish a new contract to fully implement a replacement disabled placard program that meets our requirements and budget prior to the current contract running out.	
BReT 2015: Xerox Managed Print Services Procurement	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	4/6/2015
Mandate:	No
Mission Critical:	No
Description:	
DMV requests authorization to pursue Managed Print Services (MPS) with Xerox for a 60 month period at the DMV Headquarters location.	
DMV expects the Xerox MPS solution will result in greater efficiencies, a reduced foot print, modernized platform; improved services, consumables control, and cost reduction on the printer inventory and operations at DMV headquarters in Richmond.	
BRnT 2014: Dashboard for Work Loads	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	No
Description:	
Develop a dashboard for workloads in various work centers.	
BRnT 2014: DMV Now Online Transaction Rebuild for Mobile Use	
BRT Type:	Business Requirement for New Technology

Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	No
Description:	
The agency needs to rebuild online transactions to accommodate integration in our mobile apps and mobile website. Many of the online transactions are now over 10 years old and they have reached end of life for both software and hardware support.	
BRnT 2014: Electronic Conviction Processing System	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	
Description:	
DMV is working with the Office of the Executive Secretary of the Supreme Court (OES) and Va Beach, Fairfax County and Alexandria Circuit Courts to enhance OES's Court Automated Information System (CAIS) and to accommodate the needs of the non-CAIS courts. The goal is to allow for the expansion of electronic conviction processing from those courts to DMV as well as increase the accuracy of conviction data sent electronically. This is a two-part project - streamlining the conviction code table and establishing electronic transmission of conviction data from three courts.	
BRnT 2014: Treds Impaired Driver Database	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	No
Description:	
The TREDs project group has been approved by the Highway Safety Office to develop functional requirements to develop and implement an Impaired Driver Database at the request of the NHTSA. Following a review of the requirements, estimates and a plan for delivery will be completed as part of the scope of this request.	
BRnT 2014: CAS Enhanced Credentialing Components (EC2)	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/24/2014
Mandate:	No

Mission Critical:	Yes
Description:	
This is the Enhanced Credentialing Components project to introduce commercial data providers and identity providers to address out of state participants.	
BRnT 2014: Driver Alert E-mail Notifications to Business Partners	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/19/2014
Mandate:	No
Mission Critical:	No
Description:	
Companies participating in Driver Alert desire a receipt of an e-mail letting them know when transcripts have been produced based on alert criteria selected for their employees.	
BRnT 2014: Enterprise Document Delivery	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No
Description:	
This is a strategic enterprise initiative for the development of an agency platform for the submission and handling of documents by DMV external customers through the agency firewall.	
BRnT 2014: Enterprise E-Notification	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No
Description:	
Explore the option for our customers who provide their email addresses the ability to receive email alerts when significant changes have occurred to their record. This is similar to other institutions such as banking and wireless providers. This effort will include research and implementation of enhancements to DMV's infrastructure to support and facilitate the expansion of the e-notification capabilities and services.	

BRnT 2014: Extranet Access for 3rd Party CDL Testers**BRT Type:** Business Requirement for New Technology**Date Submitted:** 9/24/2014**Mandate:** No**Mission Critical:** No**Description:**

Extranet access for 3rd Party CDL Testers to update applicant completion - Provide Driver Training Schools with a fob, enabling them to update the system electronically to reflect applicant completion of requirements eliminating the need for the paper DTS-A, DTS-B and DST-C and would provide access similar to the access currently provided to DI Clinics.

BRnT 2014: E-Z Pass Transponders**BRT Type:** Business Requirement for New Technology**Date Submitted:** 9/24/2014**Mandate:** No**Mission Critical:** No**Description:**

Offer E-ZPass Transponders in CSCs

BRnT 2014: FACE - Business Logic Transformation**BRT Type:** Business Requirement for New Technology**Date Submitted:****Mandate:****Mission Critical:** Yes**Description:**

This project will will accomplish the overarching Business Layer Transformation and eliminate DMV's dependence on the IBM mainframe utilizing Natural and Adabas.

BRnT 2014: FACE - DMV Correspondence Transformation**BRT Type:** Business Requirement for New Technology**Date Submitted:****Mandate:****Mission Critical:** Yes

Description:	
DMV issues an average of 30,000 pieces of correspondence weekly (1.56 million annually), many of which are required by Virginia Code. The current solution for developing and modifying correspondence has reached its end of life and is no longer supported. It requires professional IT resources for every change. This FACE sub-project will replace approximately 65% of the 1.5 million printed letters - Letters will represent all major business areas. The resulting solution will allow business owners to self-service correspondence and play an expanded role in the creation/modification of correspondence items, and enable the remaining letter conversion to occur during maintenance cycles.	

BRnT 2014: Incident Based Reporting/Records Management System	
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BRT Type:	Business Requirement for New Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No

Description:	
Incident-Based Reporting (IBR) is a set of federal and state reporting requirements for law enforcement. Most law enforcement organizations comply with IBR requirements through use of a Records Management System (RMS) that allows (1) report the required data and (2) manage their cases internally. When DMV's IBR system was implemented, it was not fully developed. In 2008, it needed to be improved and IT began the second phase of development. We are now out of compliance with our reporting requirements. This has left DMV LE with a static, outdated system. The system lacks a fully-functional report module, requires duplicate data entry, is confusing to users (e.g. error messages in IT language), includes unnecessary layers of security, and requires manual processing. Our system does not meet the standards of other LE IBR/RMS systems.	

BRnT 2014: Motorola Hand Held Device for Weigh Station Program	
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BRT Type:	Business Requirement for New Technology
Date Submitted:	9/19/2014
Mandate:	No
Mission Critical:	No

Description:	
This project is for the development of software for the usage of a wireless hand held weight recording device that will transmit the axle weights of vehicles remotely to the weigh program within the mobile crew van. The software is designed to populate various screen fields on the weigh ticket module.	

BRnT 2014: Next Generation Transactions (Proof of Concept)	
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BRT Type:	Business Requirement for New Technology
Date	

Submitted:	
Mandate:	No
Mission Critical:	No
Description:	
Allow DMV to initiate non-credentialed customer transactions online, minimizing in-person completion in CSC.	
BRnt 2014: Online Hearing Decision Information	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/25/2014
Mandate:	No
Mission Critical:	No
Description:	
Develop a solution for providing online hearing decision information.	
BRnT 2014: Online Road Test Appointment System	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/18/2014
Mandate:	No
Mission Critical:	No
Description:	
Online Road Test Appointments Phase 1 - Allows citizens to in-person, call, or online schedule a road test with a DMV CSC.	
BRnT 2014: Operating Authority Certificate, License, Permit Number	
BRT Type:	Business Requirement for New Technology
Date Submitted:	
Mandate:	No
Mission Critical:	No
Description:	
This project furthers the agency's efforts to ensure that for hire license plates are issued to persons with the required operating authority or to persons that have legitimately leased their vehicle to a licensed carrier. This involves capturing the certificate or permit number of the operating carrier on the vehicle record for vehicles leased to them and building processes to deny or suspend for hire vehicle registration when the operating authority certificate or permit is suspended or revoked.	

BRnT 2014: PCI/Credit Card Data Storage Project

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	Yes

Description:
This project will deliver the necessary development necessary and technology solution for the Department to attain PCI Compliance for the Agency.

BRnT 2014: Plate Revocation for FMCSA Out of State

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	No

Description:
When FMCSA places a motor carrier out of service (OOS) MCS manually places stops on the vehicles operated by the carrier. If the OOS condition has public safety implications MCS also manually prepares registration revocation/plate pick up orders and has them served by DMV FTE staff. Create a stop type that will disclose to law enforcement that a plate revocation has been issued for the vehicle. This will provide law enforcement the information and authority they need to pick up the plate without physically having a plate revocation order in hand. Would also the feasibility of automating the manual research and creation of stops and plate revocation/pick up orders associated with FMCSA out of service orders.

BRnT 2014: Select Commonwealth Credentialing Integration

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/23/2014
Mandate:	No
Mission Critical:	No

Description:
Issuance of Vital Records in the CSC's, Phase III - Issuance of death, marriage and divorce certificates.

BRnT 2014: Titles and Registration e-Forms Wizards

BRT Type:	Business Requirement for New Technology
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Date Submitted:	9/25/2014
Mandate:	No
Mission Critical:	No
Description:	
Develop an e-Forms wizard process for completing titles and registration transactions.	
BRnT 2014: TREDIS eSummons Pilot	
BRT Type:	Business Requirement for New Technology
Date Submitted:	9/24/2014
Mandate:	No
Mission Critical:	No
Description:	
<p>The TREDIS™ project group has been approved by the Highway Safety Office to work with the Virginia Supreme Court to conduct a pilot study on the use of electronic summons in the field. Several court jurisdictions will be selected to participate along with all law enforcement agencies that report to the court jurisdiction. The pilot will provide equipment, software, training and support to participants and evaluate results to determine a state-wide solution</p>	

Report Title: Appendix A 14 - 16 Report

Agency: Department of Motor Vehicles (DMV)

Date: 5/19/2015

Agency Head Approval:

No

Budget Category: Major Projects

Enhanced Credentialing Components (EC2)

Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High

Appropriation Act/Funding Status

Project Initiation Approval -

Through the collaboration of the Technology, Health and Human Resources, and Transportation secretariats, on-line identity authentication services will be expanded and enhanced for the use of all Commonwealth agencies. A credential is an attestation of qualification or authority issued to an individual by a trusted third party with authority to do so. The Enhanced Credentialing Components (EC2) project introduces credentialing via commercial data providers and identity providers to allow over 95% of COV citizens to authenticate and do business via the web with on-boarded state agencies. In addition, non-citizens will now be able to use the CAS solution to do business with on-boarded COV agencies.

The Health and Human Resources (HHR) Secretary, Dr. Hazel and the Commonwealth CIO, Sam Nixon, requested that the Virginia Department of Motor Vehicles (DMV) provide an enterprise authentication solution to provide identity authentication at an enterprise level as a shared service. Dr. Hazel is leading the Commonwealth's efforts to improve and modernize the Medicaid program's information technology infrastructure. In response to the request, DMV established the Commonwealth Authentication Service (CAS) Project team. The project team designed, developed, and configured the requisite software and hardware necessary to implement development, test, staging and production environments and provided a service for use in the pilot. The CAS solution was deployed in a Service Oriented Architecture (SOA) enabled infrastructure and leveraged the Enterprise Data Management (EDM) solutions delivered by the Commonwealth SOA and EDM Projects. In addition, the project team established a Competency Center and related governance. In order to enhance and expand the original CAS mission, the EC2 project will take the solution from a 50-70% coverage model to over 95% coverage model of availability to COV citizens. In addition, EC2 will offer COV agencies a method to authenticate ontialing via External Sources

We are enhancing CAS to accept "strengthened" commercial credential data from private commercial data providers. This additional data source will provide the significant authentication and identity proofing coverage we need in order to reach over 95% of adult Commonwealth citizens. This additional source can be used as a supplemental path of authenticating Medicaid applicants who are unable to proof via the Federal Hub (RIDP) and EDM. Furthermore, the source will allow out of state users that need to access protected sites the opportunity to identity proof.

(1) If a user can not acquire enhanced level 2 statuses using the Federal Hub with RIDP, the user will be able to strengthen their credential via both COV and external sources.

(2) The additional source will query multiple identity providers in order to verify the user.

(3) If successful, the identifying attribute will be bound to the users' LDAP record as part of the CAS/EC2 solution.

· Workstream #2: Expose CAS as a Web Service

By restructuring CAS to utilize Web services, we will bring CAS into MITA compliance something that was not possible in order meet the first FFM open enrollment period. This will further streamline the DSS workflow to maximize the user experience by keeping the user in the CommonHelp User Interface (UI). Additionally, this will allow future reuse for custom UIs to communicate to the CCS (CAS Core System) via web services.

(1) Build out ten Web Services that interface to the CAS Core Solution, emulating multiple business functions.

(2) Deploy the services in the VITA SOA Environment

(3) Develop Technical Documentation

· Workstream #3: CAS Common User Interface

The current CAS user interface for CommonHelp does not support multiple browsers or mobile platforms. CAS/EC2 will deliver a simplified, common user interface based on responsive web design with no agency specific customizations.

(1) The new UI will use the WSI (Web Services interface) to talk to the CCS (Core CAS Solution)

(2) AFM WAR Customizations will be required

(3) Perpetuate knowledge shift from CA to COV for support of customized CA components.

· Workstream # 4: User Experience Monitoring

Strong, comprehensive CAS User Experience Monitoring is required to ensure a positive user experience and support maximum up-time. Monitor system components horizontally in order to identify and resolve application problems, while replacing the temporary custom developed solution with an improved COTS product that is transferable and useable in other areas.

(1) Establish a monitoring system that runs automatically and does not depend on Help Desk personnel or other human interaction to notify support staff of application problems

(2) Evaluate leveraging existing monitoring products as a means to satisfy user experience monitoring needs.

(3) Gather metrics and improve the CAS user experience.

(4) Log Management and auto archiving

(5) White Paper will be produced to serve as a guide for others

· Workstream # 5: Multifactor Authentication Planning and Proof of Concept

COV wants to fully capitalize on their technology investment by offering the highest level and identity proofing and authentication possible to protect CommonHelp and other agency websites.

(1) Upgrade our CA products AuthMinder and Risk Minder to support the full functionality of our investments.

(2) Business Analysis to determine how and where to implement

As an enterprise service, cost recovery for usage may be obtained via monetization of identity services which would result in a funding stream to sustain CAS/EC2 over the long term.

Planned project start date:	8/1/2014	Planned project end date:	11/15/2015
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PPEA Involvement:	No
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Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$2,100,000			
Estimated project expenditures first year of biennium:	\$1,165,000	\$0	\$1,165,000	
Estimated project expenditures second year of biennium:	\$935,000	\$0	\$935,000	

Service Area	Weight
154 DMV 69902 Information Technology Services	Primary
BRnT 2014: CAS Enhanced Credentialing Components (EC2)	Primary

Project Related Procurements

APR - Credentialing Policy/Development - EC2

Procurement Description: Bring on a specialized consultant with proven experience in development of

	legislation and policy to help the project team with legislation and policy development and project documentation such as BCAA, charter, policy work, etc.		
Planned Delivery Date:	4/1/2015		
PGR 2014: CAS Staff Augmentation Beginning 10/01/2014			
Procurement Description:	Staff augmentation required to support CAS beginning 10/1/2014.		
Planned Delivery Date:	10/1/2014		
FACE - DMV Correspondence Transformation			
Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High			
Appropriation Act/Funding Status		Project Initiation Approval - Fully Funded NGF 100%	
DMV issues an average of 30,000 pieces of correspondence weekly (1.56 million annually), many of which are required by Virginia Code. The current solution for developing and modifying correspondence has reached its end of life and is no longer supported. It requires professional IT resources for every change. This FACE sub-project will replace all existing correspondence and transform the business logic which drives it. The resulting solution will allow business owners to self-service correspondence and play an expanded role in the creation of new artifacts.			
Planned project start date:	9/1/2014	Planned project end date:	9/30/2015
PPEA Involvement:	No		
Estimated Costs:	Total	General Fund	Nongeneral Fund
			Nongeneral Funding Source
Project Cost (estimate at completion):	\$677,000		
Estimated project expenditures first year of biennium:	\$677,000	\$0	\$677,000
Estimated project expenditures second year of biennium:	\$0	\$0	\$0
Service Area		Weight	
154 DMV 60101 Customer Service Centers Operations		Primary	
BRnT 2014: FACE - DMV Correspondence Transformation		Primary	
154 DMV 60103 Ground Transportation Regulation and Enforcement		Secondary	
154 DMV 60105 Motor Carrier Services		Secondary	
154 DMV 69902 Information Technology Services		Secondary	
Project Related Procurements			
DMV Contractual Services - FACE Resources 2012 - 2013			
Procurement Description:	Contractual services for resources to support the DMV FACE Program.		
Planned Delivery Date:	8/1/2012		

DMV FACE Procurement - Adobe Software for Correspondence Management				
Procurement Description:	Purchase Adobe software in support of DMV FACE Correspondence Transformation project			
Planned Delivery Date:	12/31/2012			
DMV Contractual Services - Jen Peters 061513 - 061414				
Procurement Description:	Contractual services for Senior ERP Project Manager 3 (Jen Peters) to oversee the management of the DMV FACE Program.			
Planned Delivery Date:	6/30/2013			
FACE - Motor Carrier Portal				
Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High				
Appropriation Act/Funding Status			Project Initiation Approval - Fully Funded NGF 100%	
<p>DMV intends to develop a single-point of entry for specific Motor Carrier customer needs. This project will address the end-of-life WebCAT application and End-of-Day file and payfile replacement.</p> <p>The current WebCat application written in 2001 will be rearchitected and brought to current supportable technology. The proposed solution will include real-time integration with Xerox, the IRP and IFTA processor for immediate payment and registration processing. The solution will be written .Net 4.5 and hosted in the DMV environment at CESC. DMV is also reliant on a 20 year old batch process for updates to payments made by Motor Carrier customers to Xerox for International Registration (IRP). The delay in DMV updates and significant errors will be resolved through a real-time web service replacement of this legacy process.</p> <p>The proposes solution will be aligned with the Agency business architecture. DMV follows COV ITIM, Security, and Enterprise Standards; has identified, documented and complies with the Enterprise Data Standards.</p>				
Planned project start date:	4/29/2014	Planned project end date:	6/30/2015	
PPEA Involvement:	No			
Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$3,802,000			
Estimated project expenditures first year of biennium:	\$2,000,000	\$0	\$2,000,000	
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	
Service Area			Weight	
154 DMV 60105 Motor Carrier Services			Primary	
154 DMV 69902 Information Technology Services			Secondary	
Project Related Procurements				

DMV Contractual Services - FACE Resources 2012 - 2013				
Procurement Description:	Contractual services for resources to support the DMV FACE Program.			
Planned Delivery Date:	8/1/2012			
DMV Contractual Services - Jen Peters 061513 - 061414				
Procurement Description:	Contractual services for Senior ERP Project Manager 3 (Jen Peters) to oversee the management of the DMV FACE Program.			
Planned Delivery Date:	6/30/2013			
PCI/Credit Card Data Storage Project				
Oversight and Governance Category: Category 3: Medium/medium, Medium/Low, Low/High				
Appropriation Act/Funding Status			Project Initiation Approval - Fully Funded NGF 100%	
This project will deliver the necessary development necessary and technology solution for the Department to attain PCI Compliance for the Agency.				
Planned project start date:	8/15/2014	Planned project end date:	12/30/2015	
PPEA Involvement:	No			
Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$2,409,250			
Estimated project expenditures first year of biennium:	\$2,295,726	\$0	\$2,295,726	
Estimated project expenditures second year of biennium:	\$587,750	\$0	\$587,750	
Service Area				Weight
154 DMV 69902 Information Technology Services				Primary
BRnT 2014: PCI/Credit Card Data Storage Project				Primary
154 DMV 60101 Customer Service Centers Operations				Secondary
154 DMV 60105 Motor Carrier Services				Secondary
154 DMV 69901 General Management and Direction				Secondary
Project Related Procurements				
PGR 2014: PCI/Credit Card Data Storage Project - Credit Card Machines				
Procurement Description:	This request is to procure the necessary credit card machine equipment to replace existing machines in all DMV Customer Service Centers in order to attain PCI Compliance for the Agency.			
Planned Delivery Date:	10/10/2014			

Budget Category: Non-Major Projects

DMV DIRECT Contact Center Upgrade

Oversight and Governance Category: Category 4: Low/Medium, Low/Low

Appropriation Act/Funding Status

Project Initiation Approval -

DMV will work with the vendor to upgrade the current end-of-life PBX, and end-of-life and out-of-support Dictaphone and Workforce Management systems.

Carousel will replace our existing end-of-life PBX with a hybrid system that has VOIP capabilities, providing functionality to work from a CSC, work from home, or work from anywhere established as a work location. The vendor will also replace the existing end-of-life, out-of-support Dictaphone system, and the GMT Planet Workforce Management System with an integrated and advanced Workforce Management Optimization solution with PCI compliance for recording, quality, coaching, and advanced Workforce Management. DMV will acquire a comprehensive managed services contract because we currently lack the KSAs to support the system.

The benefits include, but are not limited to, improved customer service, customer satisfaction, employee satisfaction, and employee retention. The call monitoring module of the advanced Workforce Management Optimization solution will provide enhanced coaching abilities by allowing a manager to see agent's screen movements as well as listen to recorded calls. The Workforce Management module of the advanced Workforce Management solution will provide options to schedule based on a variety of service level options such as average speed of answer or percentage of calls answered within a specific time frame. The current system is limited to one service level option. This will also optimize agent call handling by automatively adjusting agent skills as call volumes shift throughout the day. The comprehensive managed services will provide real time system visibility, proactive support, and staff augmentation, providing coverage 24/7/365.

Planned project start date:	6/25/2013	Planned project end date:	9/30/2015
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PPEA Involvement:	No
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Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source
Project Cost (estimate at completion):	\$928,728	\$0	\$928,728	
Estimated project expenditures first year of biennium:	\$322,076	\$0	\$322,076	
Estimated project expenditures second year of biennium:	\$0	\$0	\$0	

Funding Required:	Total	General	Nongeneral	
Funding required for first year of biennium:	\$0	\$0	\$0	
Funding required for second year of biennium	\$0	\$0	\$0	

Service Area	Weight
154 DMV 60101 Customer Service Centers Operations	Primary
154 DMV 60103 Ground Transportation Regulation and Enforcement	Secondary
154 DMV 60105 Motor Carrier Services	Secondary
154 DMV 69901 General Management and Direction	Secondary
154 DMV 69902 Information Technology Services	Secondary
Project Related Procurements	
DMV Procurement: DMV DIRECT Contact Center Upgrade	
Procurement Description:	<p>DMV will work with the vendor to upgrade the current end-of-life PBX, and end-of-life and out-of-support Dictaphone and Workforce Management systems.</p> <p>Carousel will replace our existing end-of-life PBX with a hybrid system that has VOIP capabilities, providing functionality to work from a CSC, work from home, or work from anywhere established as a work location. The vendor will also replace the existing end-of-life, out-of-support Dictaphone system, and the GMT Planet Workforce Management System with an integrated and advanced Workforce Management Optimization solution with PCI compliance for recording, quality, coaching, and advanced Workforce Management. DMV will acquire a comprehensive managed services contract because we currently lack the KSAs to support the system.</p>
Planned Delivery Date:	5/31/2013

Report Title: Appendix A 14 - 16 Report

Agency: Department of Motor Vehicles (DMV)

Date: 5/19/2015

Agency Head Approval:

No

Stand Alone Major Procurements

Procurement Name:	PGR 2015: Disabled Parking Placard Rebid		
Procurement Description:	The current disabled parking placard contract expires August 31, 2015. DMV plans to conduct a competitive procurement (RFP) process to establish a new contract to fully implement a replacement disabled placard program that meets our requirements and budget prior to the current contract running out.		
Procurement Planned Start Date	4/30/2014	Procurement Planned Completion Date	2/28/2015
		Appropriation Act Status	
Service Area			Weight
154 DMV 60101 Customer Service Centers Operations			Primary
154 DMV 69902 Information Technology Services			Secondary

There are no non-major procurements for this agency.