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To: Joint Committee on Information Technology
From: Donna Shelite, Director of Vehicles
Date: May 2, 2012
Subject: Division of Vehicles Modernization Project

Mr. Chairman and members of the committee, thank you for providing me with this opportunity to update you on the status of the Division of Vehicles Modernization Project.

In 2008, the legislature showed both vision and foresight when it authorized a significant technology upgrade to bring the Division of Vehicles into the 21st century for the citizens of our great state.

The purpose of this multi-year project modernization effort is to replace three aging mainframe systems used for motor vehicle titling and registration, driver licensing, and inventory management with a single, modern system that is easier to use, maintain, and enhance.

Trading the dated, batch-process based vehicle information processing system for the new motor vehicle system (MVS) that includes driver licensing means we will have much more seamless interaction with vital partners such as law enforcement officers, courts, and insurance companies.

Today we stand on the cusp of implementing the first phase of this two-part upgrade as we begin moving from the old to the new system this very week.

→ The first step is the conversion of 6.8 million driver and vehicle records, which will take approximately 100 hours. While those records are being converted, state and county offices are closing out of the old mainframe system, installing new computer equipment, and getting set up to serve customers again on Tuesday, May 8.

As you might imagine, the planning to make this major transition has been thoughtful, detailed, and immense.

To prepare more than 900 state and county workers for the change, a team of Revenue trainers developed computer-based training modules to introduce the new system. This was followed by two to four days of instructor-led training to give workers hands-on experience using the system. To further enhance readiness, we developed an online training environment so employees could practice what they have learned in training.

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→ Secondly, we conducted extensive media outreach and other printed communications to ensure that citizens were aware of the transition taking place this week.

Additionally, for weeks in advance of this conversion, we have been operating in “command center” mode, with representatives from 3M, Revenue’s DMV Modernization Project team, and county treasurer offices working closely together essentially on continual basis. Components of this comprehensive team include project management, information technology, business analysis, training, and communication.

We are meeting in person at least twice daily, and more by phone as needed, to track the status of conversion and to immediately address issues raised by team members or county treasurers. Information shared is the basis of communication to all conversion participants.

The command center team also is hosting 30-minute calls with county treasurer offices to provide conversion updates and answer questions, in addition to sending written messages each morning and afternoon. The same information is being posted to the project website.

Development and performance testing is ongoing until the new system is launched on Tuesday.

→ The expected result is a modern, customized system that will serve us well for decades to come and that will fit Kansas’ needs, taking into account state laws and regulations, state and county business processes, and existing interfaces.

On another note, a committee member asked me to address what our contingency plans are if there are problems when the new system is activated next week.

Communication will be key. As with any technology project of this size and scope, we know there will be software bugs to be worked out on an ongoing basis. Next week, we will be in constant communication with 3M onsite and with our county treasurer partners to troubleshoot any problems that may arise and to set clear expectations for resolution. 3M has committed around the clock service in that process to ensure the state’s success.

We also have been and will continue to be in communication with the law enforcement community. With our offices closed to the public this week, we are urging officers to use their professional discretion if they encounter people whose driver’s licenses expire this week and who did not renew before May 1. Similarly, the Division of Vehicles will waive its usual \$1 late fee when that population does come in to renew next week, although it is expected to be a very small number who were set to expire this week and did not renew ahead of time.

As for vehicle registration, people whose license plate decals expired in April had full opportunity to renew their decals in April. People who expire in May will have the remainder of the month to renew after we re-open for business on May 8.

Finally, I would like to remind the committee that phase one of this project covers vehicle titling and registration. Phase two, which covers driver licensing, will be implemented this fall.

Thank you for your attention. I would be happy to answer your questions.