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To: Senate Ethics and Elections Committee

From: Donna Shelite, Director of Vehicles
Kansas Department of Revenue

Date: March 14, 2012

Subject: Division of Vehicles Modernization Project

Madam Chairwoman, members of the committee, you have asked for a brief update on the status of the Division of Vehicles Modernization Project, and I am happy to provide one.

As you know, the Kansas Department of Revenue (KDOR) Division of Vehicles provides driver's license services and partners with county treasurers and other entities to provide vehicle title and registration services to the citizens of Kansas. We are proud that, in 2011, our team:

- Issued 534,042 driver's licenses and non-driver's identification cards
- Issued 43,692 commercial driver's licenses and administered 16,678 CDL tests
- Issued 41,210 concealed carry permits
- Processed 1,015,951 million vehicle titles
- Posted 251,207 tickets and other violations to driving records
- Entered 139,337 driver's license suspensions

To support the sizable amount of work undertaken by the Division of Vehicles each year, the legislature in 2008 decided to replace three legacy IT systems with a single integrated system. After a competitive bidding process, the Motor Vehicle System (MVS) from 3M Corporation was selected. The execution phase of the project began in August 2009.

The project was divided into two phases that are being worked on concurrently but have staggered end dates. Phase I consists of the Motor Vehicle Registration System used by county treasurers while Phase II contains the Driver Record and Issuance Verification System used by our state vehicle offices.

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The 3M system had been implemented in Iowa, but, as you might expect, significant customization was required to meet Kansas' unique needs. This customization is being done by programmers at 3M and delivered in a series of software code handoffs referred to as cycles. Each cycle contains a predefined subset of the total system functionality, which is delivered to KDOR for testing.

After several cycles, small pieces of planned deliverables began to slip into later cycles, and this had a cascading effect, overloading the later cycles and causing more slippage. Resource reallocation and project management changes at 3M have moderated this problem, and we have held firm to the principle that we must adequately test all system functionality prior to implementation of the new system.

All Phase I equipment has been deployed, infrastructure across the state has been upgraded, county users have been trained, and all of the Phase I functionality has been coded and delivered. However, in collaboration with our county treasurer partners, we determined late last year that there were too many bugs in the system for successful implementation for our customers. We adjusted from a fixed-date go-live to a condition-based go-live to ensure quality control and minimal customer and county treasurer impact.

This very week, we worked with 3M to complete a detailed review of progress on Phase I of the project and have determined from this review that we will implement the titles and registration portion of the motor vehicle system on May 1. The target date for Phase II of the project, which is the driver's license portion of the system, will be August 1.

In previous testimony to this committee, I mentioned a June implementation of Phase II was a possibility; however, in the past month, we have had some interfaces with external systems that have caused us to adjust the date to August. Namely, the interfaces involving the American Association of Motor Vehicle Administrators (AAMVA) will not be delivered until June 15, therefore moving our Phase II implementation to August 1. These interfaces are required for the purposes of commercial driver's licenses and ensuring unsafe drivers are kept off of Kansas streets and highways.

To be clear, significant progress has been made in the development of our new motor vehicle system, and, because we have a fixed cost contract with 3M, we are able to keep our focus on quality control and creating a system for Kansas of which we can all be proud. The legislature played a leading role in making this possible, and we thank you for that.

Thank you for your attention.