



DMV Service Transformation Program

Joint Ways and Means Subcommittee on Transportation and Economic Development

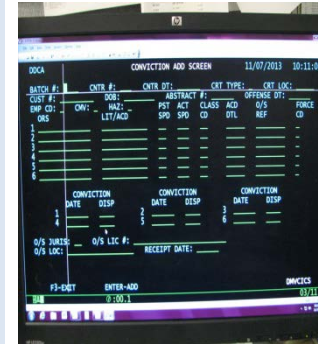
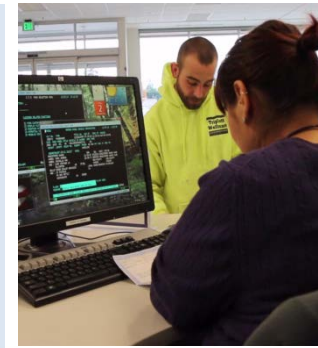
Tom McClellan, DMV Administrator
Oregon Department of Administration

April 15, 2015

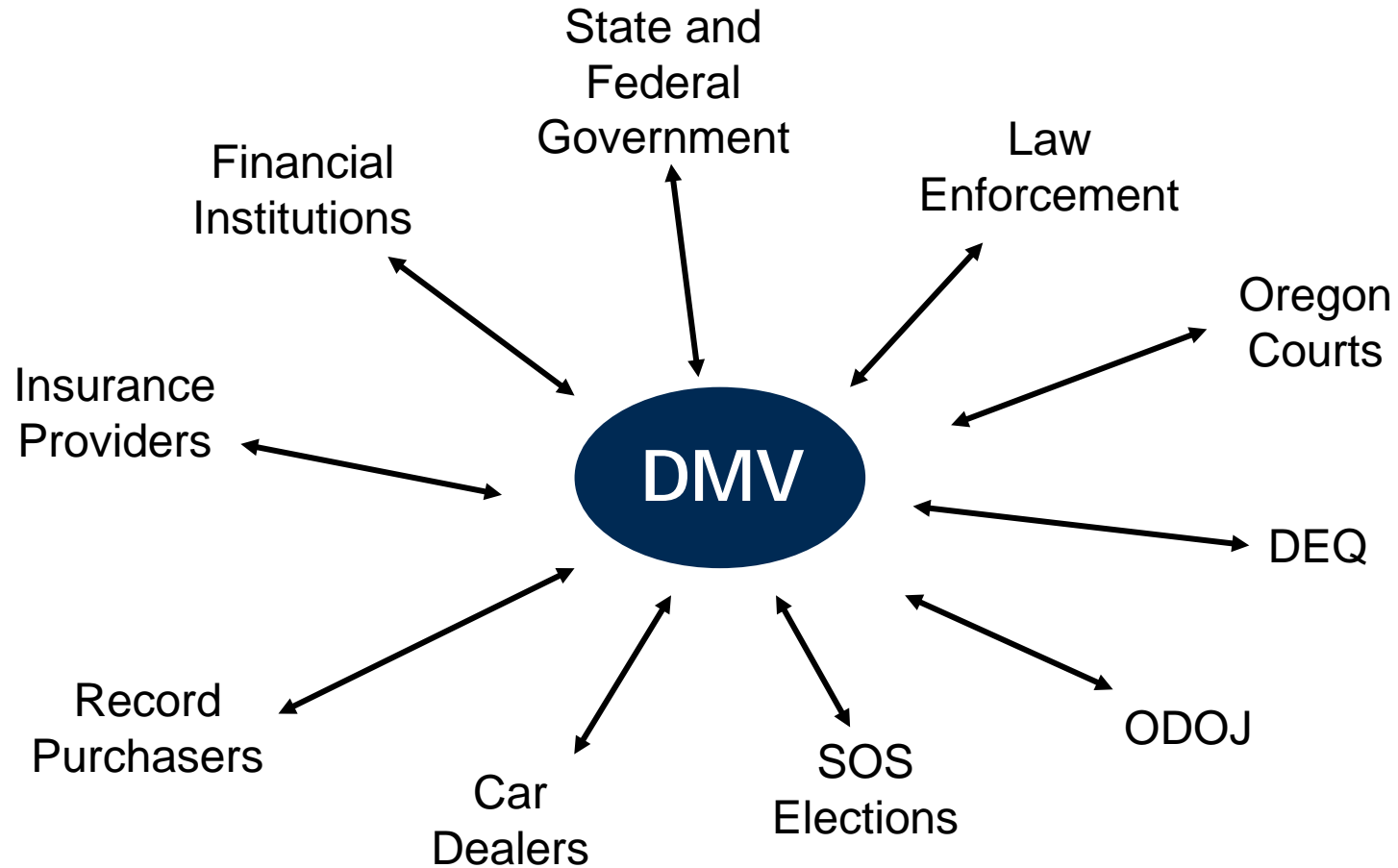


Business Case

- Business systems difficult to use
- Limited online services
- Error prone, paper-centric business processes
- Inadequate financial and fee reconciliation tools
- Antiquated document management
- Expensive to adapt to legislative changes

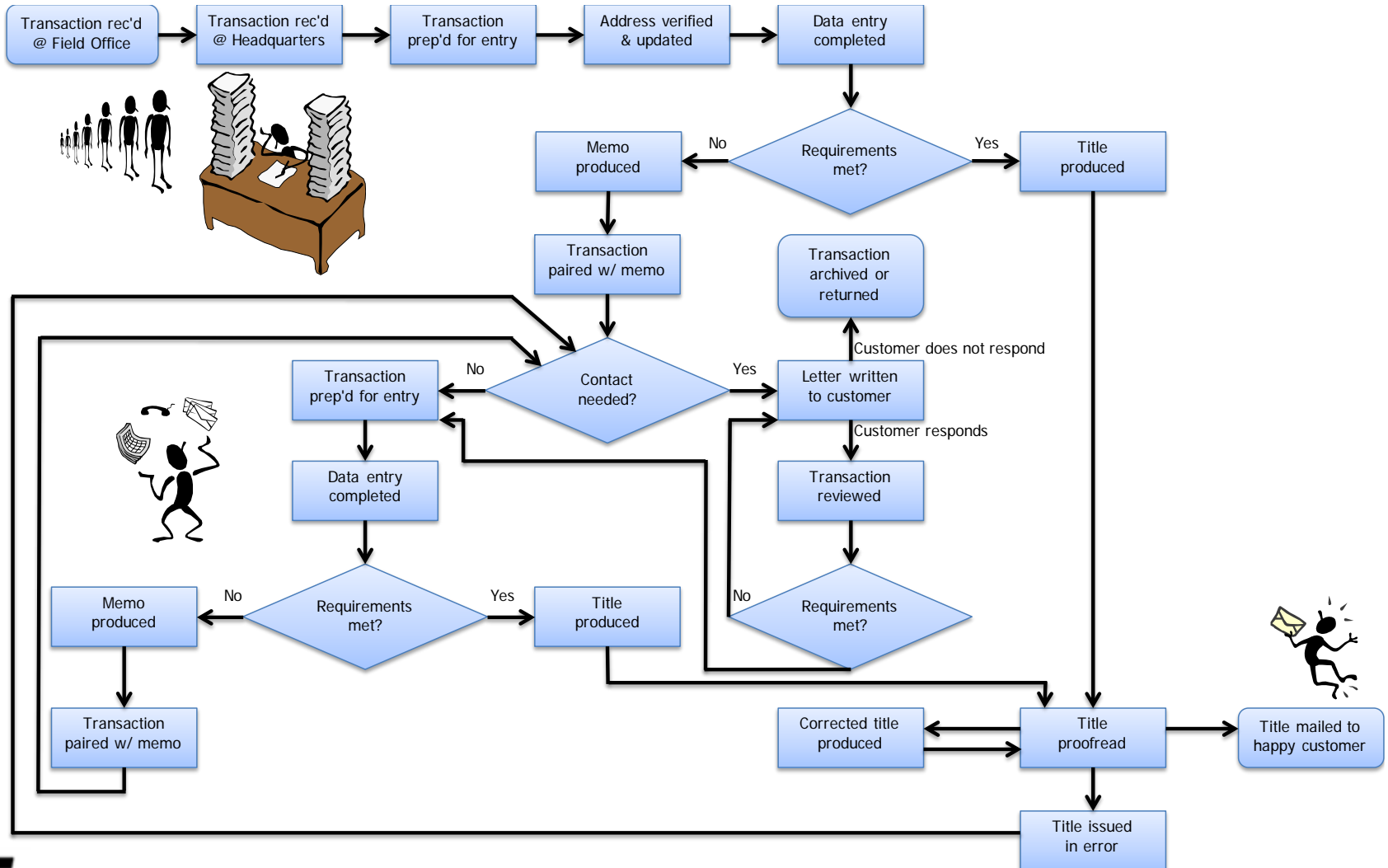


DMV system limits enterprise-wide service improvements



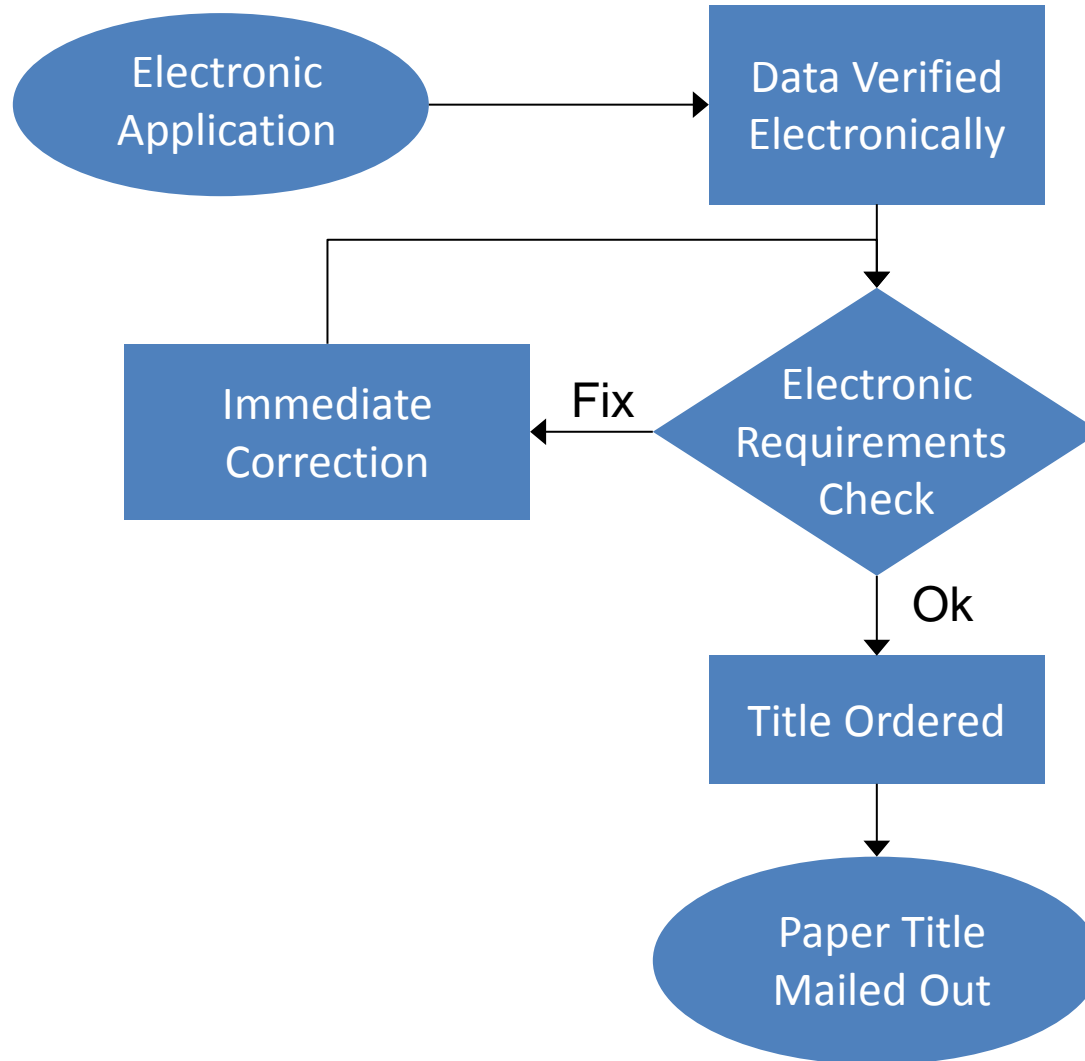
Efficiencies example: Vehicle Title and Registration

Today's business process



Vehicle Title and Registration

Vision for the future – Phase I



DMV of the future

What our customers might experience

FROM

- Waiting in-line
- Paper-centric, error prone transactions
- Inflexible systems
- Limited, manual records access
- Constraining our business partners
- Limited ability to continuously improve

TO

- More services online
- Real-time automated systems
- Adaptable systems
- Real-time records access
- Enabling business partner innovation
- Culture of continuous improvement



Service Transformation Program Benefits



- Improved customer services
- More efficient business processes
- Increased flexibility
- Enhanced fraud protection, business security and controls
- Real time access to data information



Technology is an enabler of business transformation

Opportunity to reinvent DMV

From



Limited & Inflexible
Functionality

To



Multiple & Adaptable
Functionality



2015-2017 Budget Request, \$30.4 million

Key package deliverables



- Complete readiness planning activities
- Procure Vehicle Title and Registration system
- Launch online transaction center—DMV2U
- Procure Point of Sale and Dealer Systems



2015-17 Budget Request

Policy Package summary

Positions, \$5.1M
42 Pos/30 FTE

- ✓ Program Management & Procurement
 - ✓ Business Experts – SMEs
 - ✓ Programmers and Technology Expertise
-

Services and
Supplies, \$5.1M

- ✓ Professional Services
 - ✓ Quality Assurance
 - ✓ Web Services
-

Capital
Outlay, \$20.2M

- ✓ Software products
- ✓ Installation and system integration services.

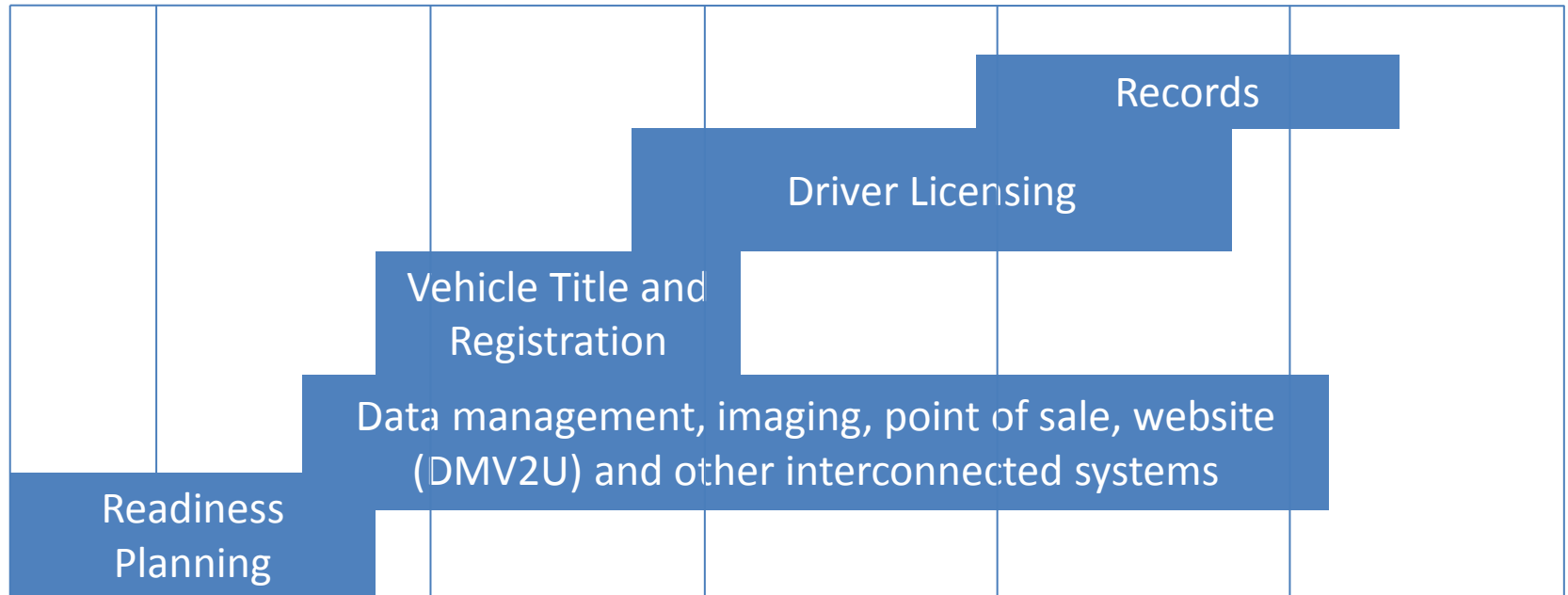
Total Cost \$30.4 Million



Approach to transformation

Program of manageable projects

Biennia: 2015-17 2017-19 2019-21 2021-23 2023-25



Approach to transformation

Identifying and mitigating risk

Learning from the
past

Benchmarking best
practices

Rigorous project
management

Effective
communications



Approach to transformation

Open, transparent accountability and governance

External
Strategic
Advisory Group

- Strategic Communications
- Stakeholder Engagement
- Enterprise Risk Management

ODOT and DMV
Steering
Committees

- Strategic Prioritization and Oversight
- Resource Attainment and Allocation
- Issue Resolution and Change Management

DMV IT
User Council

- Project Management (scope, schedule, budget)
- Risk Identification and Mitigation
- Project Team Prioritization and Coordination



