DMV Service Transformation Program

Presentation to the House Committee on Transportation and Economic Development

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Oregon Department of Transportation

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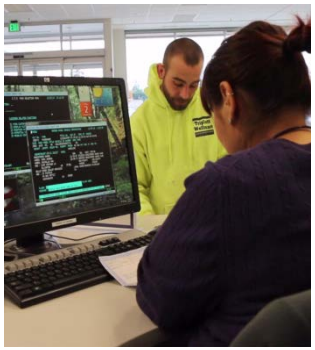
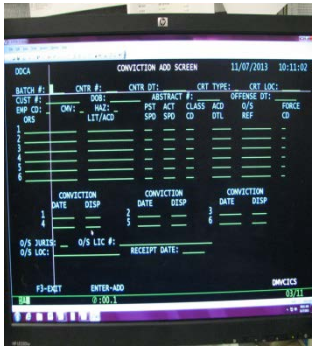
Video

ODOT DMV Service Transformation Program

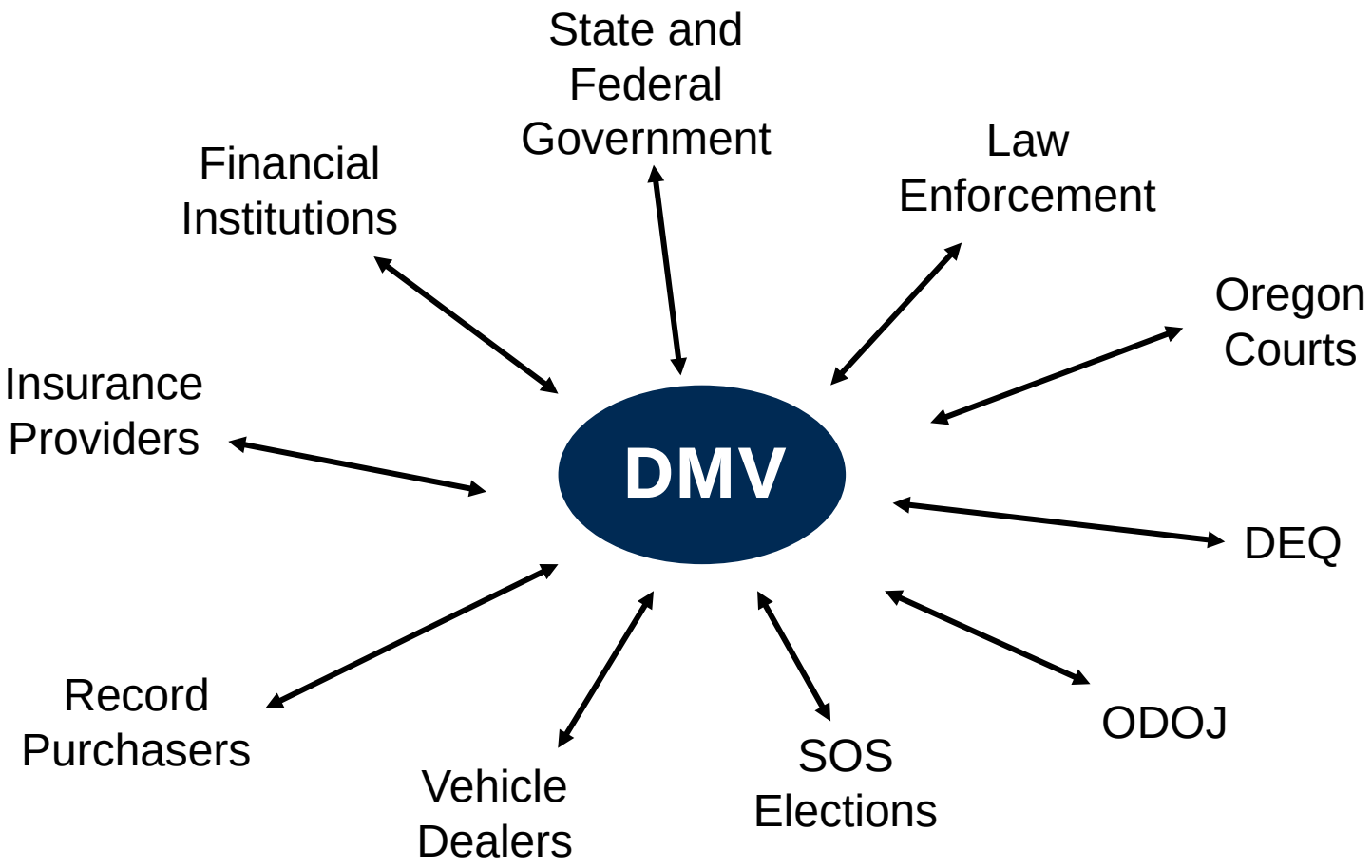
Business Case

- Limited online services
- Error prone, paper-centric business processes
- Inadequate financial and fee reconciliation tools
- Antiquated document management
- Expensive to adapt to legislative changes
- Limited support for business partner needs





DMV system limits enterprise-wide service improvements



DMV of the Future

What our Customers & Stakeholders Expect

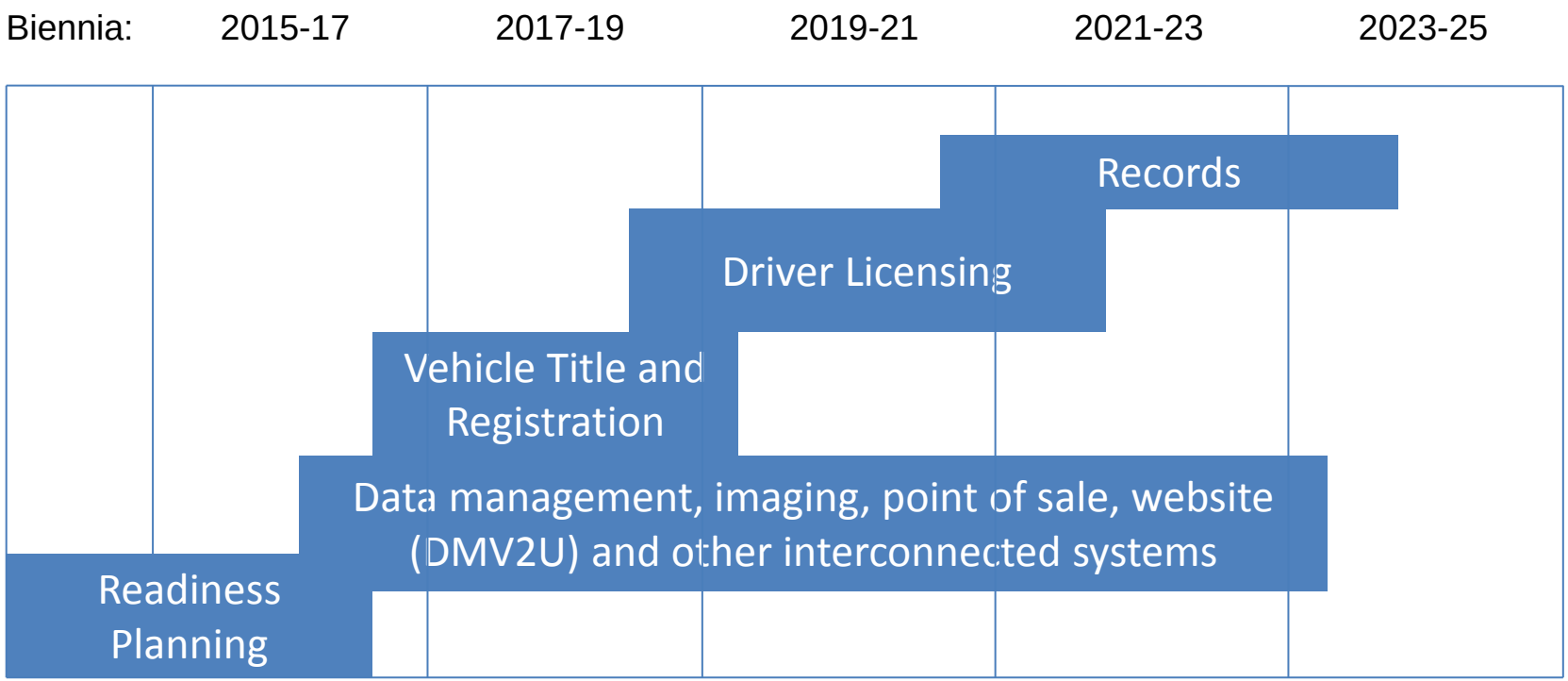
FROM	TO
▪ Waiting in-line	▪ More services online
▪ Paper-centric, error prone transactions	▪ Real-time automated systems
▪ Inflexible systems	▪ Adaptable systems
▪ Limited, manual records access	▪ Real-time records access
▪ Constraining our business partners	▪ Enabling business partner innovation
▪ Limited ability to continuously improve	▪ Culture of continuous improvement

Service Transformation Program Goals

- Service Excellence
- Efficiency
- Accountability
- Modernization

Program of Manageable Projects

Preliminary STP Roadmap



Technology is an Enabler of Business Transformation

Opportunity to Reinvent DMV

From

To

Limited & Inflexible Functionality

Multiple & Adaptable Functionality

Identifying and Mitigating Risk

Risk Management Strategies

Learning from the past

Benchmarking best practices

Rigorous project management

Effective communications

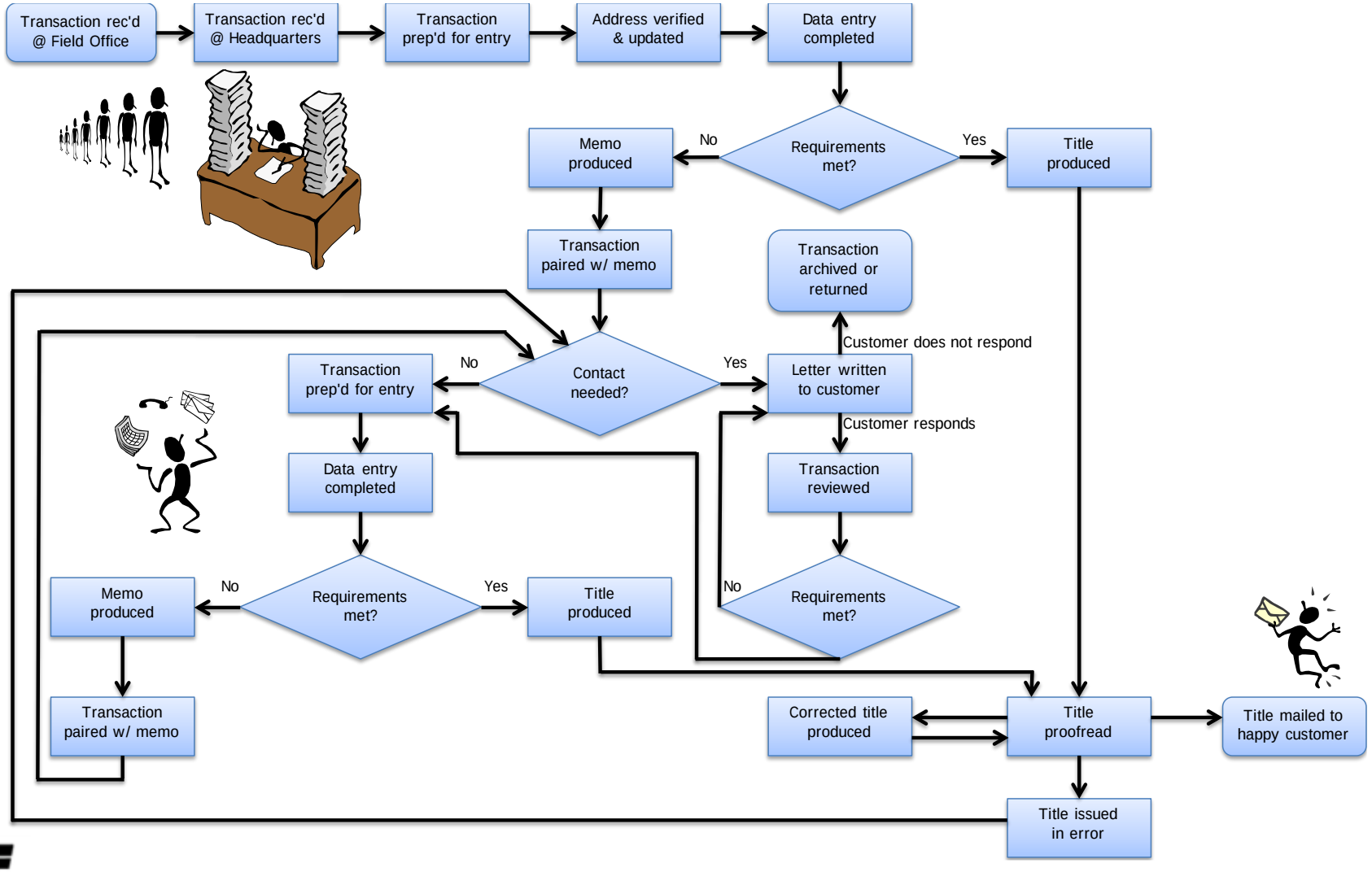
2015-2017 Budget Request

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

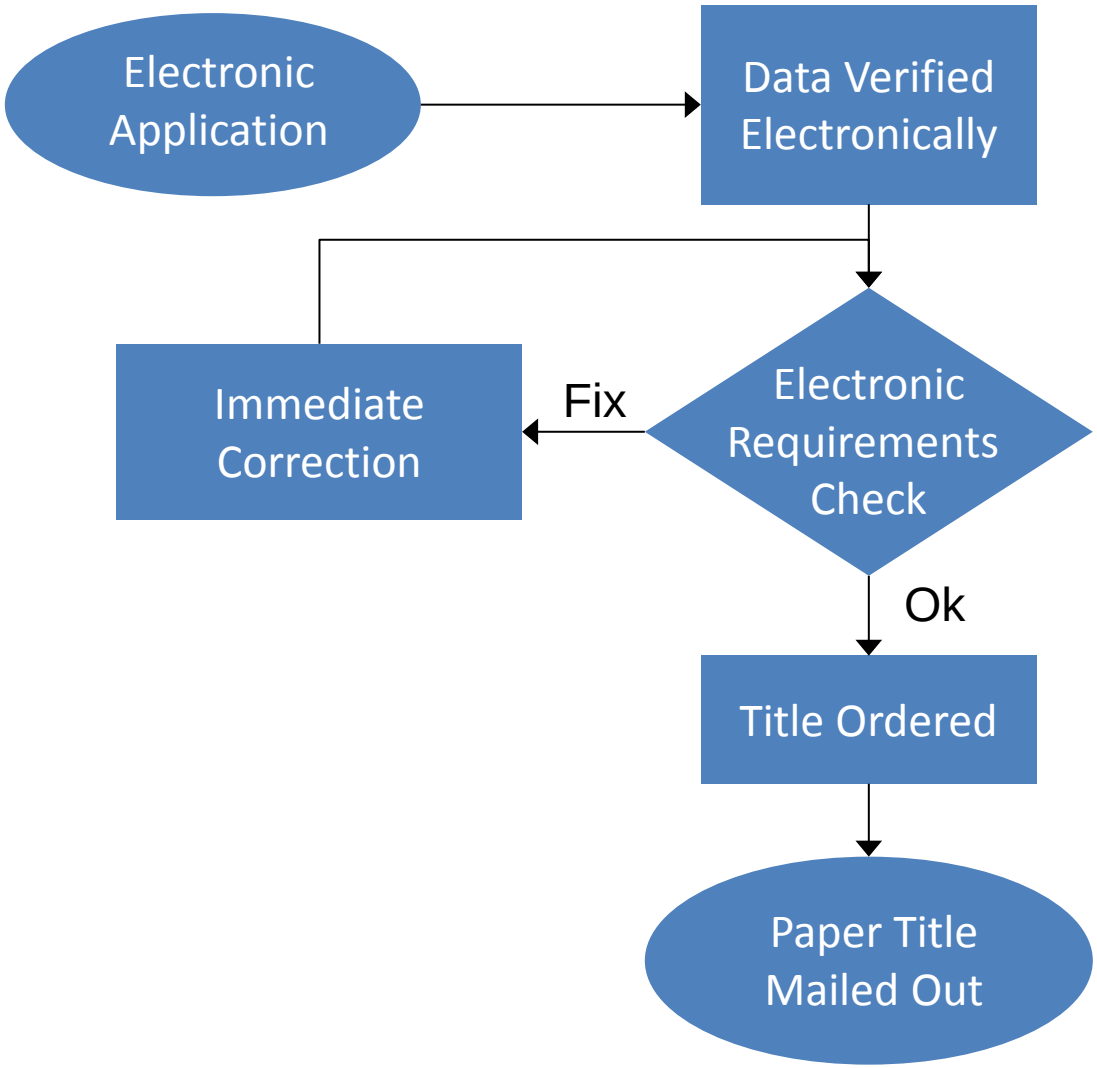
Vehicle Title and Registration

Today's Business Process



Vehicle Title and Registration

Vision for the Future – Phase I



Building in Accountability

Open, Transparent 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

Welcome to DMV!
DRIVE
TEST
AREA
Park Here
Only When
Directed
OREGON
20135
OREGON
76979
Oregon