



# MEETING MINUTES

<b>Name:</b>	Driver and Vehicle Services Executive Steering Committee		
<b>Meeting Date:</b>	October 28, 2020	<b>Organizer:</b>	Tony Anderson
<b>Meeting Time:</b>	2:00pm – 3:00pm	<b>Location:</b>	<a href="#">Join Microsoft Teams Meeting</a> <a href="#">+1 651-395-7448</a> United States, St. Paul (Toll) Conference ID: 175 216 040#

<b>Purpose of the Meeting</b>
The purpose of the meeting is to discuss high-level work being completed with VTRS, FastDS and the decommissioning of MNLARS.

<b>Attendance at Meeting:</b>					
<b>Voting Members*</b>					
<b>Invited:</b>	<b>Position:</b>	<b>✓</b>	<b>Invited:</b>	<b>Position:</b>	<b>✓</b>
Tony Anderson*	Program Director, MNLARS, DVS		Amber Backhaus*	Minnesota Automobile Dealers Association	
Carrie Briones	Legislative Analyst, DVS		Ken Buna	FastDS-VS Project Director, Fast Enterprises	
Emma Corrie	Director, DVS		Thomas DeVita	Program Director Support Services, DVS	
Jon Eichten	Deputy Commissioner, MNIT		Andrea Fasbender*	Program Director, Driver Services, DVS	
Jordan Haltaufderheid	Legislative Coordinator, DPS		Joe Heider*	Deputy Registrar, Hennepin County, & MNDRIIVE Dealer & Inventory SME, MDRA	
Pancho Henderson	Chief Business Technology Officer, MNIT/DPS		Scott Lambert*	Minnesota Automobile Dealers Association	
Laura Laudenbach*	Deputy Registrar, Stearns County, MDRA		Liz Lauder	VTRS Admin Support, DVS	



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Mike Law	DevOps Manager, MNIT		Jeff Lenarz*	Deputy Registrar, City of Robbinsdale, MDRA	
Al Lentsch*	Northland Independent Auto Dealers Association		Joe Lohmeier	MNDRIVE System Architect, FAST Enterprises	
Tim Lynaugh	Assistant Commissioner, DPS		Allison Malack	Business Analyst, DVS	
Mark Mathison	IT Audit Director, OLA		Beckey Mechtel	Communications, DVS	
Nicole Mickelson	Budget Analyst, DPS		Vic Moore*	Minnesota Auto Auctions	
Cassandra O'Hern	Deputy Commissioner, DPS		Jared O'Reilly	Deputy Registrar, St. Paul & MNDRIVE Conversion SME, DRBOA	
Jody-Kay Peterson*	Interim Program Director, Vehicle Services, DVS		Aly Quinn	MNDRIVE Dealer SME, MADA	
Joe Sass	IT Audit Coordinator, OLA		Jeff Schwiesow*	Product Manager, BCA	
Gaye Smith*	Deputy Registrar, South St Paul, & MNDRIVE Finance SME, DRBOA		Dan Stluka	Interim Program Director, Administration, DVS	
Dawn VanRyn	Project Management Office, MNIT		Jody Verdon	Data Conversion SME, DVS	
Donny Vosen*	Deputy Registrar, Brainerd, DRBOA		Meagan Weber*	Deputy Registrar, Golden Valley, MDRA	
Mike Wright	MNIT Incident Manager				

Meeting Agenda		
Subject:	Owner:	Notes:
Welcome/Introductions	All	
Review Previous Action Items	Tony Anderson	
Rollout Activities / Readiness for MNDRIVE	Tony Anderson Ken Buna	



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Open Discussion	All	
Next Meeting	Tony Anderson	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	October 28, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Tony Anderson	November 2, 2020	Send out invites to Go/No-go meetings
Liz Lauder	November 4, 2020	Reschedule next meeting for November 18 <sup>th</sup>

Meeting Minutes
<p>October 28, 2020</p> <p>Attendees:</p> <ul style="list-style-type: none"> <li>Tim Lynaugh, Tony Anderson, Amber Backhaus, Ken Buna, Thomas DeVita, Andrea Fasbender, Jordan Haltaufderheid, Scott Lambert, Laura Laudenbach, Liz Lauder, Mike Law, Jeff Lenarz, Joe Lohmeier, , Allison Malack, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Jared O'Reilly, Jody-Kay Peterson, Joe Sass, Jeff Schwiesow, Gaye Smith, Dan Stluka, Dawn VanRyn, Donny Vosen, Meagan Weber, Mike Wright</li> </ul> <p>Welcome/Introductions:</p> <ul style="list-style-type: none"> <li>Tony gave some opening remarks               <ul style="list-style-type: none"> <li>We are in a good place for successful roll out of MNDRIIVE system in two weeks</li> <li>He thanked everyone for their participation</li> <li>He encouraged everyone to use the Sandbox training environment</li> <li>Tony welcomed Jeff Lenarz to the ESC                   <ul style="list-style-type: none"> <li>Jeff is filling the gap left by Colton Seisler</li> </ul> </li> </ul> </li> </ul> <p>Review Previous Action Items:</p> <ul style="list-style-type: none"> <li>Ken - Look into putting up banner whenever training environment is being taken down               <ul style="list-style-type: none"> <li>This item has been completed</li> </ul> </li> <li>Ken - Check with Roxy about putting FAQs in one place in Help Manager (Sandbox)               <ul style="list-style-type: none"> <li>This item has been completed</li> </ul> </li> <li>Tony - Send out FAST support plan to this group               <ul style="list-style-type: none"> <li>Tony sent plan to this group earlier today</li> </ul> </li> </ul>



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## Rollout Activities / Readiness for MNDRIVE:

- No major changes have been made to these documents
- Invitations to Go/No-go meetings will be sent out by end of week
- Support Plan was discussed
  - Tony shared slides that described different types/levels of support available now, for roll out, and 3 weeks beyond
    - Deputy Registrars and DL Agents support (available now M-F 8:00-4:30; after roll out M-F 7:00-7:00)
      - Training modules
        - Available anytime, including after roll out
        - Searchable by keyword
      - Articles in Help Manager
        - Includes FAQs, business process changes, Sandbox checklist
      - Known and Resolved Issues (news provided within FastDS and training environments)
        - This will be place in MNDRIVE to find status of any roll out issues
      - Live chat via WebEx
        - Breakout calls available if needed
      - Standard phone support from DVS (DSCO and motor vehicle liaisons)
      - MNDRIVE Minutes (weekly, live WebEx sessions)
      - Email support from MNDRIVE Training
      - Virtual desk-side support
        - WebEx chat
        - Schedule a focused coaching session
        - Best method for offices to get help
    - DVS staff support
      - Similar to what is available for DRs and DL Agents
        - DVS staff will use Microsoft Teams instead of WebEx for chat and desk-side support
  - Ken added that some Power Users will also be helping offices
    - Call one of them before calling DVS
  - Mark Mathison asked what support is being provided to dealers
    - 15 Dealer Ambassadors around the state will be available
    - DVS Dealer Unit getting 8 temporary workers to help
    - Dealers are not being encouraged to contact PIC

## Open Discussion:

- Tony talked about the Go/No-go meetings
  - Monday, November 9<sup>th</sup>
  - Thursday, November 12<sup>th</sup>
  - Tony will send invites this week
- Soft launch – Saturday, November 14<sup>th</sup>
  - 6 offices participating



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<ul style="list-style-type: none"> <li>▪ Keeping the group small to identify and fix any problems quickly</li> <li>▪ Each office has checklist of particular activities to perform</li> <li>○ Power Users (8 so far) have signed up to perform some soft launch activities at their offices</li> <li>• Tony made another plug for using Sandbox             <ul style="list-style-type: none"> <li>○ The more offices use Sandbox, the more confident they will be for roll out</li> </ul> </li> <li>• Ken said a few dealers will also participate in soft launch activities on Saturday the 14th</li> <li>• EVTR demos took place this week             <ul style="list-style-type: none"> <li>○ Gaye and Amber said demos looked good and dealers will likely get on board</li> </ul> </li> </ul> <p>Next Meeting:</p> <ul style="list-style-type: none"> <li>• Scheduled for Veteran’s Day             <ul style="list-style-type: none"> <li>○ Liz will reschedule it for the 18<sup>th</sup></li> </ul> </li> </ul> <p>Review Assigned Action Items:</p> <ul style="list-style-type: none"> <li>• Tony will send out invites for the Go/No-go meetings</li> </ul>
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Previous Action Items Assigned				
<b>Date Assigned:</b>		October 14, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Ken Buna	October 28, 2020	October 20, 2020	Look into putting up banner whenever training environment is being taken down
✓	Ken Buna	October 28, 2020	October 20, 2020	Check with Roxy about putting FAQs in one place in Help Manager (Sandbox)
✓	Tony Anderson	October 28, 2020	October 27, 2020	Send out FAST support plan to this group

Next Meeting					
<b>Date:</b>	November 18, 2020	<b>Time:</b>	2:00pm – 3:00pm	<b>Location:</b>	<a href="#">Join Microsoft Teams Meeting</a> +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 175 216 040#