

# What is



Read on for answers to this and other common questions.

MNDRIVE will be an update from the existing version of FastDS and will encompass BOTH driver and vehicle services functionality. FastDS is running Version 11 of the FAST software, and MNDRIVE will go live in Version 12. Current FastDS users will need to learn the new version of the software, and staff who work with vehicle services will learn the new system from the beginning (if they don't already use FastDS) or learn new vehicles functionality to add to their tool box (if they currently use FastDS).

**When will the MNDRIVE system go live?**

**November 16, 2020**

**Will driver and vehicle services all be in one system?!**

Yes! Driver services functionality currently being done in FastDS will be upgraded to Version 12 while the team builds and adds the new vehicle services functionality. When MNDRIVE goes live on Nov 16, 2020, it will be one integrated system with both driver and vehicle services in one!

Yes! MNDRIVE will not only add new vehicle services functionality but will involve upgrading to a new version of the core FAST software. Current FastDS users who only do driver services work will still need to participate in training to learn the new Version 12 functionality!

**I use FastDS every day, I don't do any vehicle services work, and I already did training last year. Do I need to do anything for this rollout?**

**So how different is Version 12 going to be? Am I going to have to re-learn everything?!**

No, you won't have to re-learn everything! Structure and general navigation remain the same from Version 11 to Version 12. You'll still have a list of Managers, use the Search manager to look up a customer, and view information on Customer and Account Springboard tabs and sub-tabs.

The most significant change will be a new, more customer-centric Manager called the Service Manager. This new tool will make it easier and more intuitive to process multiple transactions for one customer/payment and will provide better data on in-office transaction times. It will also make end-of-day reconciling easier by allowing for unfinished transactions to be sent over to a different user or pushed to the next day if they cannot yet be completed!

Yes, there will be a Sandbox environment to practice in again, and it will be available for even longer than it was last rollout so everyone will be able to practice extensively and gain confidence before rollout again. Dates and logistical details for training are still being sorted out, but the multi-tier training program will begin in August and run up until the Nov 16, 2020 rollout.

**Will there be a Sandbox again for training & when will training take place?**

**When will formal business testing of the system take place?**

Business Testing, which is the formal process of testing all aspects of the system against pre-written scenarios, will take place May – August. End-to-End, the later phase of testing in which larger processes and different processing dates are tested, will occur September – October.

**Where can I get up to date information about the rollout?**

Keep a close eye on InfoHub (non-FastDS users) and the Help Manager inside FastDS (current users) where information throughout the rollout will be posted. You'll want to keep an eye on these primary sources to know what's going on with the training program, participation and engagement opportunities, and support and common questions along the way!

Prorate (IFTA/IRP) functionality will be added to MNDRIVE with a subsequent rollout after the V12 upgrade/ vehicles services functionality goes live. This next rollout is currently scheduled for Oct 1, 2021.

**What about Prorate (IFTA/IRP)? When will that happen?**

**How can I be involved in the project?**

1) **Explore Days!** The Testing Team is coordinating Explore Sessions again this rollout. These are informal group testing opportunities on focused parts of the system. Space is very limited, but there will be many sessions over the coming months, so watch for sign-up opportunities in email and/or in the regular DVS email updates.

2) Watch for **demonstration opportunities!** The FAST Training Team will be devoting much of the coming months (weather permitting!) to visiting as many offices as they can and will bring with them an in-progress version of the new system for employees to play with. They'll also be working to arrange demonstrations through other avenues to try and reach as many eyes as possible.

3) Participate in testing and/or training! There are two main roles the project team is hoping you'll assist with:

Testing: If you're located in, or able to travel to St Paul regularly between May and October of 2020, you might be able to participate in **testing**. This role involves putting the system through every scenario possible to make sure it meets all of the business needs. Basically you're trying to break it and find any bugs or problems so they can be fixed before MNDRIVE goes live! We want to make sure both the existing FastDS functionality and new vehicle services functionality all work well, and play together nicely. If you're willing to provide feedback on the system and clearly communicate any issues found, then this role is right for you!

Training: There are two Training Team roles you might be able to participate in. FAST uses train-the-trainer and Power User roles. **Train-the-trainer** involves a longer, full-term commitment to the project to help write and deliver training to peers. This train-the-trainer role will primarily be staffed by interested HQ employees.

Field office staff (both driver and vehicle services) are strongly encouraged to participate as **Power Users!** This role will not require any travel to St Paul. The project team is looking for a participant from as many offices as possible to go above and beyond normal training and become Power Users. This role involves participating in project communications and helping distribute messages to your peers to keep everyone up to speed. The project team will host conference calls and WebEx sessions to share upcoming training activities so you can help support your peers with them. Power Users will also return to additional classroom training sessions after attending initially so they can get more exposure and gain confidence as they help their peers through the course. Finally, Power Users will be involved in supporting Sandbox practice and active work in MNDRIVE at rollout as a sort of project team liaison.

Please talk to your manager and have them email FAST Training Manager, Roxy Steinberg (roxy.steinberg@state.mn.us) to share which role you might be interested in.