



MEETING AGENDA

Name:	Driver and Vehicle Services Executive Steering Committee		
Meeting Date:	October 16, 2019	Organizer:	Tony Anderson
Meeting Time:	2:00pm – 4:00pm	Location:	Itasca Conference Room Conference # 888-742-5095 User ID 479-123-8771

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

Attendance at Meeting:					
Voting Members*					
Invited:	Position:	✓	Invited:	Position:	✓
Tony Anderson*	Program Director, MNLARS, DVS		Amber Backhus*	Minnesota Automobile Dealers Association	
Andrea Fasbender*	Program Director, Driver Services, DVS		Joe Heider*	Deputy Registrar, Hennepin County, MDRA	
Tom Henderson*	Program Director, Vehicle Services, DVS		Scott Lambert*	Minnesota Automobile Dealers Association	
Laura Laudenbach*	Deputy Registrar, Stearns County, MDRA		Al Lentsch*	Northland Independent Auto Dealers Association	
Vic Moore*	Minnesota Auto Auctions		Dawn Olson*	Special Projects Manager, DVS	
Jeff Schwiesow*	Product Manager, BCA		Colton Seisler*	Deputy Registrar, Inver Grove Heights, MDRA	
Gaye Smith*	Deputy Registrar, South St Paul, DRBOA		Donny Vosen*	Deputy Registrar, Brainerd, DRBOA	
Meagan Weber*	Deputy Registrar, Golden Valley, MDRA		Tami Bartholomew	Administrative Supervisor, DVS	
Ken Buna	FastDS-VS Project Director, Fast Enterprises		Emma Corrie	Director, DVS	



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Thomas DeVita	Program Director Support Services, DVS		Jon Eichten	Deputy Commissioner, MNIT	
Joan Kopcinski	Program Director, FastDS, DVS		Mike Law	DevOps Manager, MNIT	
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		Cassandra O'Hern	Deputy Commissioner, DPS	
Jessica Page	Organizational Change Manager, DVS		Joan Redwing	Chief Business Technology Officer, MNIT/DPS	
Joe Sass	IT Audit Coordinator, OLA		Jody Verdon	Business Analyst, DVS	

Meeting Agenda		
Subject:	Owner:	Notes:
Welcome/Introductions	All	
Review Previous Action Items	Tony Anderson	
VTRS Project Update	Ken Buna Tony Anderson	
FastDS Phase II Update	Andrea Fasbender	
MNLARS Decommissioning	Joan Redwing	
Self-Service	Tom Henderson	
Feedback on Self-Service	All Voting Members	
Workgroups Update	Tony Anderson Andrea Fasbender	
Next Month's Agenda Items	Tony Anderson	
Open Discussion	All	



MEETING AGENDA

Review Assigned Action Items	Tony Anderson	
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Action Items Assigned		
Date Assigned:	October 16, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:

Previous Meeting Minutes
See attachment for September 18 th meeting minutes.

Previous Action Items Assigned				
Date Assigned:	August 28, 2019			
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Andrea Fasbender	October 16, 2019		Review Real ID training and standardization. Present the findings at the next DVESC meeting.
	Beckey Mechtel Tony Anderson	October 16, 2019		Post minutes from DVESC meetings and the Driver and Vehicle workgroup meetings

Next Meeting					
Date:	November 20, 2019	Time:	2:00pm – 4:00pm	Location:	Itasca Conference Room Conference # – 888-742-5095 User ID – 479-123-8771

Status as of Friday October 12, 2019

Vehicle Services (Rollout 1) Development Just Beginning
Rollout in 396 days

Executive Summary

Overall	Staffing	Schedule	Development	Training	Testing	Conversion
✓	✓	✓	✓	✓	✓	✓

This Project Management Review (PMR) is provided to the Executive Steering Committee each month.

FastDS-VS development is now underway, with definition sessions underway for all development teams.

There is currently 1 risk, and nine open decisions that are outstanding. Six decisions were made since the last ESC, and to date there hasn't been an issue with timeliness of getting decisions finalized. All decisions made, and any decision that is overdue are reviewed, and project risks are discussed at the weekly Vehicle Leadership team meeting.

The biggest area of unknown revolves around EVTR, since the MNLARS approach has been canceled, and we are understanding how the EVTR worked in the legacy mainframe system with CVR. Several plans will be developed over the next month, with focus being on the Training Plan, Testing Plan and the Conversion Plan.

Respectfully submitted,

Ken Buna, Fast Enterprises, LLC
Minnesota DSVS Project Director

 Staffing

Current	Only one more FAST developer is scheduled to arrive at the end of November. Two MNIT developers are attending FAST Development Training and will join the project on October 28 th . The full time project staffing is nearly complete, with a plan to add in a half time resource from MADA in January, as well as another conversion business resources from the Deputy Registrar Business Owners Association (DRBOA) in the new year. The Training and Testing plans are well underway, and an initial estimate of part time trainers and testers has been communicated to DVS and the Deputy Registrar Associations.
Previous Report	Almost all of the FAST developers are on site and up to five more FAST developers could be added over the next five months as needed. All of the DVS SMEs are allocated and have joined the project. Three DRs SMEs have also been added to the project full time. The project plans to add in a half time resource from MADA in January, as well as another conversion business resources from the Deputy Registrar Business Owners Association (DRBOA) in the new year. The finalized plan for MNIT development and conversion resources is expected to be completed by the end of September.
Future	Once the Training Plan and Testing Plan are complete, we will be able to further identify the addition resources that will be needed in the spring and summer of next year.

 Development


<p>Current</p>	<p>Registration and Titling – Additional title and registration transactions have been built, and are being reviewed by the project SMEs. These transactions include a registration only, and a registration renewal transaction.</p> <p>Dealers – Initial development for the fleet registration is complete, and has been demonstrated to the user. Discussion to solidify the conversion scope for dealers and fleets have been held.</p> <p>Inventory – The personalized plate case development is underway. Many discussion have been held on how and where the plate inventories will occur for EVTR vendors.</p> <p>Financials – The initial work for the Financials team has started. Initial fee calculations on standard registration and title transactions for title fee, duplicate title fee, and wheelage tax has been configured and ready for initial testing.</p> <p>Interfaces –Regular meetings have been held with the major interface partners, including Polk, BCA, AAMVA, and FMCSA. AAMVA has been notified that we will not use the web service version of the NMVTIS interface, and will instead execute all NMVITS requests through our AAMVA UNI. The initial development plan for BCA, and the many webservices required has been communicated with BCA, and development has begun on the FAST side. Several meetings regarding the services that will be developed to support EVTR for dealers have been held, and the project is working closely with the Deputy Registrars and MADA to ensure that all parties concerns and thought are considered.</p>
<p>Previous Report</p>	<p>Registration and Titling – Initial review of all new registration and title transaction panels is complete, and the team has starting to make the required changes. Several discussions around the order of the screens and interface with NMVTIS were held and the team can to a flow definition consensus. Once the initial configuration is complete, new additions transactions will be started.</p> <p>Dealers – Initial development for the dealer registration has begun.</p> <p>Inventory – Initial discussions on the inventory stores, and inventory that is produced on demand were held. The team has discussed how DRs request more inventory today, and a first cut of a plan to make these requests part of Fast DS-VS instead of email was held.</p> <p>Financials – The initial work for the Financials team can now start, as the bare bones template for R&T and Dealers is underway. A review of how DS handles the data purchasers will be held, to see if the approach will also be relevant for the Vehicle needs.</p> <p>Interfaces – Many of the interface partners have been contacted regarding the new Vehicle work. Regular meeting will be scheduled for all interfaces partners over the next few weeks.</p>
<p>Future</p>	<p>All of the teams will continue to refine the functionality as the development gets into full speed. More demonstrations will be held as development continues.</p>

 Training

Current	The training team held a kick-off meeting with some of the non-DVS stakeholders. In addition, staff from the training team have held several job shadowing sessions, watching staff work to ensure they are familiar with their roles, and future training needs. The team has also participated in the overall communication plan, which will be a joint plan between the OOC, the DVS communications team and FAST. The team is also active searching for possible training locations in both the metro and outside the metro, based on the initial estimates of staff to be trained and the number of dates per session. The acquisition of the training locations is critical to the success of the training plan, and FAST will need input and ideas of locations from all stakeholders.
Previous Report	The training team held a kick-off meeting with the project SMEs. Initial estimates for training dates have been developed, and the team will now focus on the training needs assessment for all staff.
Future	The first major version of the Training Plan should distributed to the appropriate staff by the end of the month, even though it isn't due until the new year. The initial security meetings will be held to determine the system functions needed by each staff unit, and what system functions should be restricted.

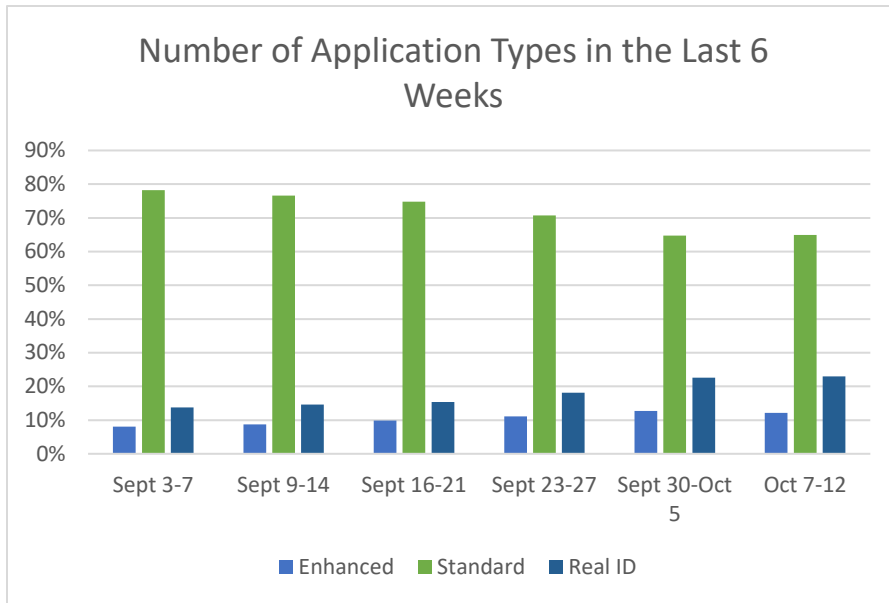
 Testing

Current	The team held the first couple of meetings to define the content that will be used for the initial ‘Explore’ sessions. The team continues to hold test scenario definition session, in order to ensure all development functions are tested and thoroughly and effectively as possible. Along with the training team, testing team members will attend some road show sessions, where the training and testing plans will be communicated with as many Deputy Registrar offices as reasonably possible.
Previous Report	The team as assembled the training scenarios from MNLARS, and will be reviewing them with the project SMEs for relevance and restructuring for possible use as Fast DS-VS scenarios.
Future	The initial version of the Testing Plan should completed by the end of the month, although it is not due until the new year. Explore sessions are being prepared for mid-November, with two half-day sessions being established separately for DVS title and registration staff, and interested staff from both Deputy Registrar associations.

 Conversion

Current	The initial conversion of dealers, fleets, and vehicles is underway. Many of the dealers in the Dealer system are expired, and don't need to be converted, so the Dealer business unit is working with MNIT developers to clean up the data prior to conversion. The businesses that operate a fleet have been converted, and the next phase will be converting all vehicles within each fleet. The first attempt at converting 200 vehicles, including their title history was done, and the data was presented to the SMEs for initial review.
Previous Report	The Conversion team has started to assemble all of the source systems where data will need to be converted from. Initial discussion on conversion scope was also held.
Future	Continue to expand the scope of what is converted, and organize review sessions so that feedback can improve the quality of the data converted. An initial version of the Conversion plan should be available by the new year. for the next Steering Committee meeting.

Real ID – applications overall as well as for the last 6 weeks.



	Enhanced	Standard	Real ID
Sept 3-7	8%	78%	14%
Sept 9-14	9%	77%	15%
Sept 16-21	10%	75%	15%
Sept 23-27	11%	71%	18%
Sept 30-Oct 5	13%	65%	23%
Oct 7-12	12%	65%	23%

	Enhanced	Standard	Real ID
October '18	6%	83%	11%
November '18	5%	87%	8%
December '18	4%	89%	7%
January '19	6%	86%	9%
February '19	6%	85%	10%
March '19	6%	84%	10%
April '19	7%	83%	11%
May '19	7%	82%	11%
June '19	7%	83%	11%
July '19	8%	80%	12%
August '19	8%	79%	13%
September '19	10%	75%	16%
October '19	13%	64%	23%

DRAFT: Self Service Options

Special Notice to Deputy Registrars and Dealers

October 9, 2019

We are seeking your feedback on several possible self-service options. The legislature directed Driver and Vehicle Services (DVS) to consider self-service and on-the-spot fulfillment options to improve customer service delivery. Below are potential options that could be included in the new motor vehicle system that Fast Enterprises is developing. The new system will replace MNLARS in late 2020.

Share your feedback by emailing Tom Henderson at thomas.henderson@state.mn.us.

Potential Self-Service Options

- **Individual customer accounts.**

This option allows customers to set up individual accounts to receive important information and conduct business with DVS.

Potential services include the delivery of annual renewal notices for vehicle registrations and driver's licenses, ability to pay for renewals, preparing applications for DVS review, receiving official copies of motor vehicle or driving records, and requesting replacement credentials.

- **Self-service kiosks.**

Motor vehicle departments in many other states use self-service kiosks to provide 24-hour services to customers.

Potential services include vehicle registration renewals (tabs), ordering duplicate license plates and titles, preparing applications for DVS review, receiving official copies of motor vehicle or driving records, paying International Registration Plan (IRP) or International Fuel Tax Agreement (IFTA) taxes and fees, and receiving temporary trip and fuel permits.

- **Mobile service vehicles.**

Mobile service vehicles would deliver DVS services to underserved populations or those unable to come to a DVS location. Examples of locations for mobile services are correctional facilities, assisted living or senior centers, colleges and universities, community events, and natural disasters.

Potential services focus on providing driver licenses and identification credentials; however, the option allows for future expansion to other types of DVS services.

- **Temporary license plates for newly purchased vehicles.**

Currently, dealers tape a temporary permit to the inside window of a newly purchased motor vehicle. This option replaces the paper permit with a temporary license plate linked to the motor vehicle record.

With this option, the customer leaves the automobile dealership with a temporary license plate on the vehicle. The temporary plate is easier for law enforcement officers to read and, because the data entered into the record is the basis of the title and registration application, the time required for DVS to review and approve the application decreases.

- **Individual dealer licensing, inspections and reporting accounts.**

Individual dealer accounts would allow dealers to apply for a new dealer license, renew an existing license, submit required documents, order dealer plates and stickers, renew dealer plates, and send or receive important information.

Potential services include an online dealership license application or renewal, electronic receipt of important documents such as the actual dealership license or inspection/audit reports, self-service notification of dealership hours of operations, temporary change of location and the ability to schedule an on-site visit.

- **Self-service fleet management.**

Minnesota companies with 50 or more vehicles may choose to register and title the vehicles as a fleet. Self-service fleet management allows the company to register the fleet and pay for the transaction using an online payment process.

Potential services include adding or removing a vehicle from the fleet, assigning a common month of renewal for the fleet vehicles, online payment of taxes and fees, and receiving registration documents through a secure PDF.