MEETING MINUTES

Name:	Driver and Vehicle Services Executive Steering Committee		
Meeting Date:	October 14, 2020	**Organizer:**	Tony Anderson
Meeting Time:	2:00pm – 3:00pm	**Location:**	**Join Microsoft Teams Meeting** +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 175 216 040#

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 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, & MNDRIVE 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		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 Analysist, 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	
Open Discussion	All	

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Review Assigned Action Items	Liz Lauder	

Action Items Assigned		

Date Assigned:	October 14, 2020	
Assigned Owner:	**Due Date:**	**Assigned Action Item:**
Ken Buna	October 28, 2020	Look into putting up banner whenever training environment is being taken down
Ken Buna	October 28, 2020	Check with Roxy about putting FAQs in one place in Help Manager (Sandbox)
Tony Anderson	October 28, 2020	Send out FAST support plan to this group

Meeting Minutes

October 14, 2020

Attendees:
- DC Cassandra O'Hern, AC Tim Lynaugh, Tony Anderson, Amber Backhaus, Ken Buna, Emma Corrie, Thomas DeVita, Andrea Fasbender, Jordan Haltaufderheid, Joe Heider, Pancho Henderson, Scott Lambert, Laura Laudenbach, Liz Lauder, Mike Law, 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, Mike Wright

Welcome/Introductions:
- Tony welcomed the group
  - o One month from today we will be in the midst of cutover activities
  - o Continue to emphasize importance of training
    - ▪ 8 offices have still not completed Tier 1 training

Review Previous Action Items:
- Jody-Kay - Decide how inventory will be converted and communicate that to deputy registrars
  - o Tony said the decision was to audit inventory before conversion
    - ▪ Offices will work with conversion team to determine which items to convert and what their status should be
- Tony - Follow up with Laura Laudenbach about the level of training needed for new employees
  - o Determined that full training is required for all new employees
  - o This was discussed at MNDRIVE Minutes for Deputy Registrars meeting on Oct. 1
- Andrea - Ask Molly Hauck to get second person trained to handle Driver office close-outs
  - o Andrea reported that all but 6 drawers on the DS side have been closed out

- Beckey - Communicate to deputy registrars that they will need to decide when to stop/re-start processing dealer packets
  - Beckey said a communication is going out next week that will include all necessary information for cutover

Rollout Activities / Readiness for MNDRIVE:
- Tony referred to Rollout Executive Plan that was sent out with agenda
  - Times are placeholders and not set in stone
  - Kick-off conference call on Monday, November 9th at 9:00 am
    - Will include Governor's office and DPS/MNIT senior leadership
    - Project SMEs (including DRs and MADA) will make recommendation for go/no go
  - Emails sent periodically November 10th – 12th to project leadership and DPS/MNIT senior leadership to provide updates on conversion progress, legacy system shutdown, and verification
  - Conference call Thursday, November 12th at 6 pm to make final go/no-go decision
    - Will include Governor's office and DPS/MNIT senior leadership
  - NMVTIS cutover starting at 12:01 am Friday, November 13th
  - Soft launch of system Friday, November 13th starting at 9 am
    - Soft launch will include selected deputy registrar offices, DVS Exam stations, and DVS Town Square staff
  - Conference call Friday, November 13th to give end of day status report
    - Will include Governor's office and DPS/MNIT senior leadership
- Tony referred to MNDRIVE cutover plan that was sent out with agenda
  - High-level calendar of cutover activities from Nov. 1 thru Nov. 14
    - Ken said a more detailed calendar is being used with MNIT operations team and MNDRIVE project SMEs
  - Mail-in renewals paused beginning Nov. 3rd
  - Online renewals in MNLARS will stop Nov. 4th
  - Monday, Nov. 9th is last day dealers will have access to ESupport
  - Nov. 10th is last day of processing transactions in MNLARS and FastDS
    - Offices need to close out all cash drawers
  - Offices closed Nov. 11th and 12th
    - Conversion of MNLARS and legacy data begins
  - Offices closed to the public Nov. 13th and 14th
    - Soft launch activities taking place at certain offices
      - Asking members of ESC to volunteer their offices for soft launch
      - Someone from project team will need to be on site
  - Jeff said BCA is looking to start their cutover on Monday the 16th rather than Friday the 13th
- Discussion of the plans
  - Amber asked about a communications plan for the public
    - Meeting occurred this week between the OOC and Emma, Tony, and Beckey to discuss different methods of communicating with public

- ▪ Emma wants to be thoughtful and intentional about communications

Open Discussion:
- Laura asked about the autism indicator on driver's licenses/IDs
  - o Andrea said customer will fill out form on DVS website to add or remove indicator and give form to office counter staff
- Laura asked about process for name changes when customer sends request to Social Security Administration by mail
  - o Andrea said customer should wait until they receive new card from SSA before applying for new or duplicate DL/ID
- Gaye brought up performance issues with FAST training environments
  - o Ken said performance of system is tested 3 times/week
  - o RDQ environment is up and down a lot because developers are adding changes
  - o Ken will see about putting up a banner when environment is going to be taken down
- Gaye asked what support would be available at roll out
  - o Tony will send out the support plan that FAST provided
- Laura asked if there was a simple way of finding all of the frequently asked questions in the Help Manager in the Sandbox environment
  - o FAQs are within each article and it would be helpful to have them all in one place
  - o Ken will check with Roxy

Review Assigned Action Items:
(Not covered during the meeting)
- Ken – Look into putting up banner whenever training environment is being taken down
- Ken – Check with Roxy about putting FAQs in one place in Help Manager (Sandbox)
- Tony – Send out FAST support plan to this group

Previous Action Items Assigned			
Date Assigned:	September 30, 2020		
✔ **Assigned Owner:**	**Due Date:**	**Completed Date:**	**Assigned Action Item:**
Jody-Kay Peterson	October 14, 2020		Decide how inventory will be converted and communicate that to deputy registrars
Tony Anderson	October 14, 2020		Follow up with Laura Laudenbach about the level of training needed for new employees
Andrea Fasbender	October 14, 2020		Ask Molly Hauck to get second person trained to handle Driver office close-outs

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	Beckey Mechtel	October 14, 2020		Communicate to deputy registrars that they will need to decide when to stop/re-start processing dealer packets

Next Meeting					
Date:	October 28, 2020	**Time:**	2:00pm – 3:00pm	**Location:**	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 175 216 040#