

DRIVES

Driver Record and Integrated Vehicle Enterprise System

UPDATE



LYNNE RILEY, COMMISSIONER
GEORGIA DEPARTMENT OF REVENUE

DRIVES OVERVIEW

The **Driver Record and Integrated Vehicle Enterprise System (DRIVES)** is a multi-year effort between the Georgia Department of Revenue and Department of Driver Services that will overhaul and modernize two of Georgia's largest, and most complex legacy applications. These systems impact every driver and vehicle owner in the state.

DRIVES – TWO PHASE PROJECT

DRIVES will be implemented in **two 19-month rollouts**:

- » DOR/MVD – First rollout replacing GRATIS. All users (MVD, Counties, etc.) will come online at the same time on May 27, 2019.
- » Department of Driver Services. Second rollout will replace the current Driver's Licensing and Driver Control System - Jan. 2021

DRIVES OVERVIEW – EXECUTIVE SPONSORS



Lynne Riley

Commissioner, Georgia
Department of Revenue

“The upcoming DRIVES project is an exciting interagency venture that will position the State of Georgia to better handle the annual registration of over 9.4 million vehicles. We look forward to having a finished product that will greatly enhance the performance and productivity of our vehicle registration system, and ultimately reduce costs for the taxpayers of the State.”

“The DRIVES project creates a foundation that will allow DDS to embrace new technologies and streamline delivery of driver’s licenses and related services. DDS is very proud to be involved in this innovative way to increase efficiencies and decrease costs. This partnership is a perfect example of multiple agencies coming together for the betterment of the citizens.”

Spencer R. Moore

Commissioner, Georgia
Department of Driver Services



THE NEED FOR DRIVES

- Current System Life Span: GRATIS (current system) is mainframe based and is beyond its natural lifespan and will be costly and difficult to maintain for much longer.
- Reducing Paper: Scanning at point of transaction will eliminate paper and additional processing and make the scanned documents available immediately.
- Customer Service Enhancements: Improve ways to serve customers while keeping processes consistent, more self-service through the web, mobile & kiosk.
- Processing Consistency: Incorporate best practices and enforce consistency in processing.
- Enhanced Fraud Detection Tools: Better tools for fraud detection.

DRIVES OVERVIEW - OBJECTIVES

- Meet the increasing needs of our customers by improving customer service and communication (e.g., kiosks, web, mobile apps).
- Improve data integrity via automated data collection technologies as well as enforced standard operating procedures.
- Improve the responsiveness and efficiency of business processes through implementing an easily-modifiable and configurable system.
- Reduce paperwork through real-time document scanning and retrieval.

DRIVES OVERVIEW – OBJECTIVES (CONTINUED)

- Provide user interfaces that are intuitive and easy-to-use.
- Provide a comprehensive real-time reporting infrastructure utilizing business intelligence.
- Implement data analytics to reduce fraud and fraudulent activities.
- Improve integration between the Vehicle Title/Registration and the Driver's License systems.

DRIVES: ROAD TO ROLLOUT - OCM

- **The Accountability, Change Management and Process Improvement Act --Georgia House Bill 676 (2016)**

O.C.G.A. § 50-29-3 “All state agencies, boards, authorities and commissions of the executive branch of state government shall provide for a change management plan and resources necessary for plan execution for projects that exceed \$1 million in value, projects that directly involve two or more state agencies or service delivery changes in existing programs that significantly change existing business processes.”

DRIVES: ROAD TO ROLLOUT - STAKEHOLDERS

COUNTY TAX COMMISSIONERS AND THEIR OFFICES: (County Tax Commissioners are agents on behalf of the state on tags and title transactions.)

LAW ENFORCEMENT: (Roadside stops, investigative queries, tag reader technology, etc.)

500+ BUSINESS PARTNERS: (Lending institutions, automobile dealers, insurance companies, other state agencies)

PUBLIC: (10 million vehicle registrations and 2 million vehicle titles annually. Over 7 million valid drivers.)

DRIVES: ROAD TO ROLLOUT – COUNTY TAG OFFICES

COUNTY TAX COMMISSIONERS AND THEIR OFFICES

County participation is critical throughout the project.
70% of all motor vehicle transactions occur at the county level.

Need for full County Participation

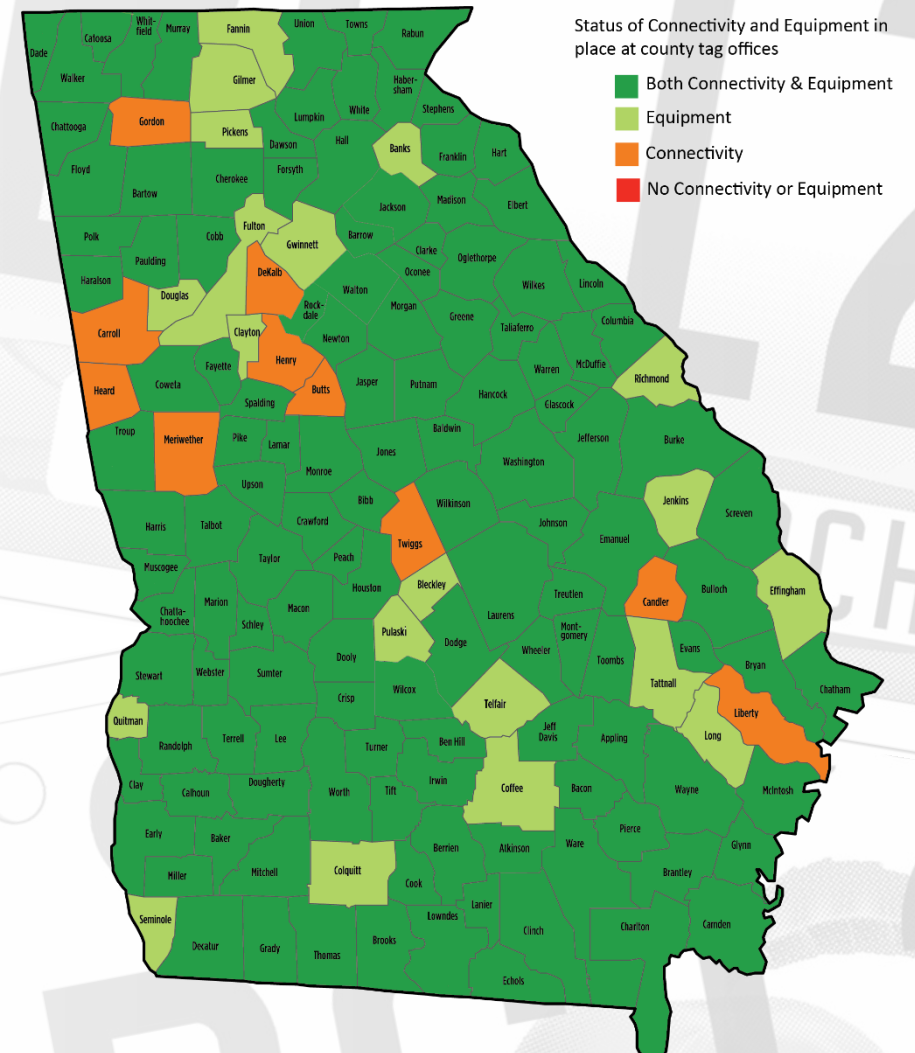
If county functions are not thoroughly tested by county experts, we cannot guarantee DRIVES will work the way you need it to when we go live

County staff are qualified to perform business testing if they have attended DRIVES tester training at CC or an offsite testing location

COUNTY READINESS

Equipment & Connectivity Map

- Deadline for having equipment in place was September 30
- Equipment and connectivity are required for Tier 1 and Tier 2 training
- **As of January 18, 2019**
 - » 10 counties are pending equipment that meets DRIVES minimum specifications
 - » 28 counties are pending sufficient internet connectivity

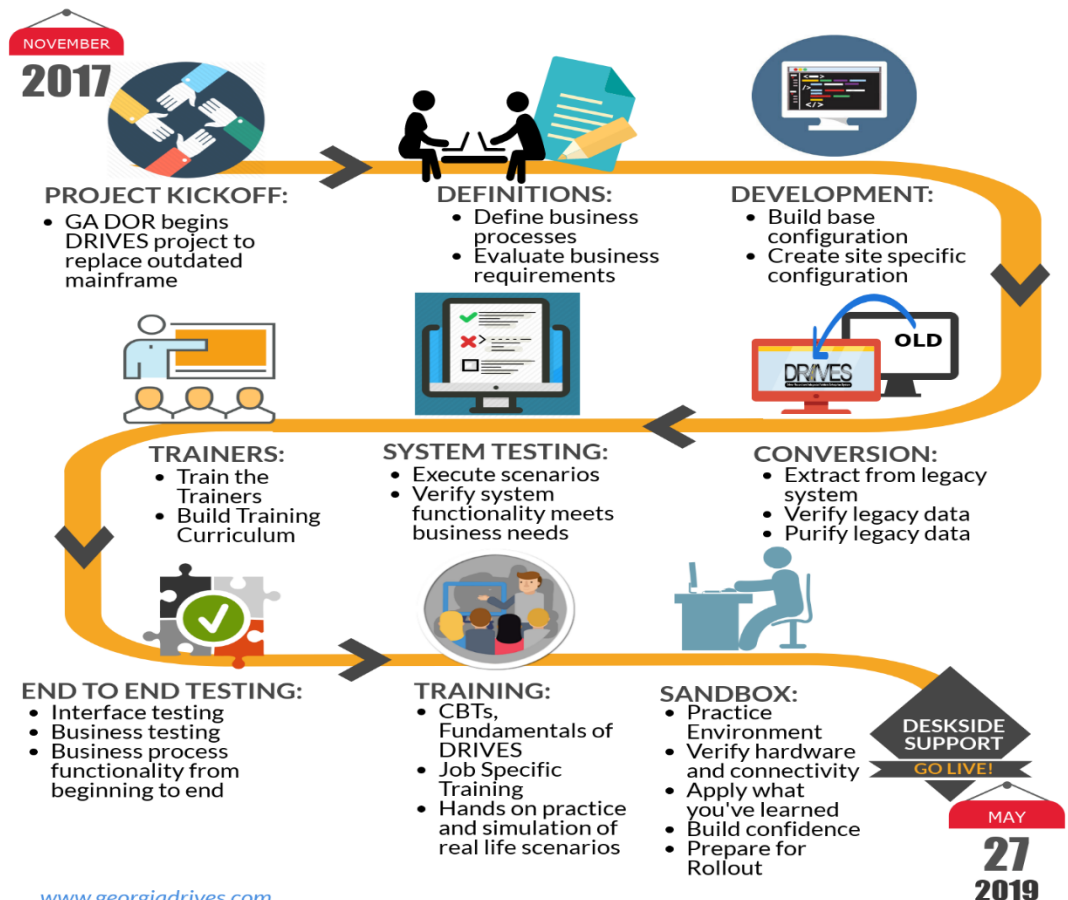


DRIVES: ROAD TO ROLLOUT - BENCHMARKS

- Project Kick-off (Nov. 2017)
- Definitions
- Development
- Trainer
- System Testing
- Conversion
- End to End Testing
- Training, CBTs (Computer Based Training)
- Sandbox
- Go Live- May 27, 2019
- On Time and On Budget-



ROAD TO ROLLOUT



DRIVES GO-LIVE PLANNING

112

DAYS Until
DRIVES goes live!

- Motor Vehicle operations closed to public on Friday, May 24
- Counties encouraged to work in sandbox while conversion begins and validate access and fobs
- Monday, May 27 (Memorial Day) - Counties may process mail or work that was dropped off
- Press release/Media Kit being developed.

COMING SOON

Visit from a DRIVES project team member to assess site readiness

Instructions for how to access Training and the Sandbox

Instructions for how to access and run the DRIVES Installer

Sign Ups to be posted for Tier 3 training classes



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THANK YOU!