2012 MNLARS Annual Report

MNLARS
Licensing and Registration System

CONTACTS

Patricia McCormack,
Driver Vehicle Services Director
patricia.mccormack@state.mn.us
651-201-7580

Semyon Axelrod,
MNLARS Technology Project Director
semyon.axelrod@state.mn.us
651-201-7550

Larry Ollila,
MNLARS Business Project Director
larry.ollila@state.mn.us

Web: dvs.dps.mn.gov

Email: dvs.mnlars@state.mn.us

MNLARS Steering Team

Mona Dohman,
Department of Public Safety Commissioner

Mary Ellison,
Department of Public Safety Deputy Commissioner

Patricia McCormack,
Driver and Vehicle Services Director

Paul Meekin,
Department of Public Safety MN.IT Services Chief Information Officer

Larry Freund,
Department of Public Safety Chief Financial Officer

Lowell Thompson,
Department of Public Safety Acting Director of Human Resources

Semyon Axelrod,
MNLARS Technology Project Director

Larry Ollila,
MNLARS Business Project Director

Pamela Jo Peters,
MNLARS Operational Best Practices Lead

Ruth Hedlund,
MNLARS Project Manager

Rachel Bangasser
Organizational Development

Introduction

"Without continual growth and progress such words as improvement, achievement, and success have no meaning." – Benjamin Franklin

The Minnesota Department of Public Safety Driver and Vehicle Services (DVS) Division touches the lives of millions of Minnesotans every year. Whether testing the skills of new drivers, ensuring the accurate collection of state revenue, or responding to customer concerns, how well DVS employees carry out these and other responsibilities reflects on government service as a whole. Unfortunately, DVS and its business partners rely on an increasingly fragile information technology (IT) system to support their efforts.

The aging mainframe IT system used by DVS is a dinosaur developed in the 1980s that has limped along well beyond its intended capability. It is a system that perpetuates outdated, inefficient, paper-driven processes and is difficult to modify without major programming efforts. More importantly, it puts at risk the security of non-public data, the ability of DVS to meet state and federal mandates, and the ability to provide effective support for law enforcement and other DVS partners.

For the past few years DVS has engaged in an effort to replace its legacy IT system. On April 25, 2012, after a rigorous procurement process, DVS contracted with Hewlett-Packard State and Local Enterprise Services, Inc. (HP) to design, build, and implement a new IT system. The Minnesota Licensing and Registration System (MNLARS) will replace the 30-year-old mainframe with a more secure, modern, responsive and reliable system.

Governor Mark Dayton's initiative, "Better Government for a Better Minnesota," recognizes that government can make a positive difference in people's lives – but to do so, it cannot continue to do things the same old way. In order to fully achieve its mission of providing fair, accurate, secure and timely service DVS must change. MNLARS is the tool that will upgrade DVS operations to meet the changing needs and expectations of employees, business partners and customers.

MNLARS Objectives

- Link together 7.7 million vehicle records and 6.5 million driver records
- Detect and then correct or remove corrupt or inaccurate data contained in the millions of records in the current system
- Study opportunities to streamline more than 150 business functions
- Simplify and automate data collection activities
- Improve reporting capabilities
- Facilitate data sharing
- Improve access to information

With the successful implementation of MNLARS, DVS will be able to:

- Increase data integrity and system security
- Increase fraud prevention
- Improve accessibility to information
- Improve support for law enforcement, deputy registrars, driver's license agents, and other DVS business partners
- Improve the timeliness of services
- Increase customer convenience

MNLARS Historical Highlights

2009

- Conduct project approach research and analysis
- Identify requirements for MNLARS

2010

- Publish Request for Proposals (RFP) for MNLARS system vendor
- Study and evaluate RFP responses

2011

- Negotiate with vendor
- Begin development of Statement of Work and Terms and Conditions

2012

- Sign contract with HP to design, build and implement MNLARS
- Develop project roadmap
- Begin work on Release 1

For a more comprehensive look at the history and progress of the MNLARS project please visit us on the web at dvs.dps.mn.gov

Below: MNLARS steering team sign contract with HP representative.

MNLARS Project Roadmap

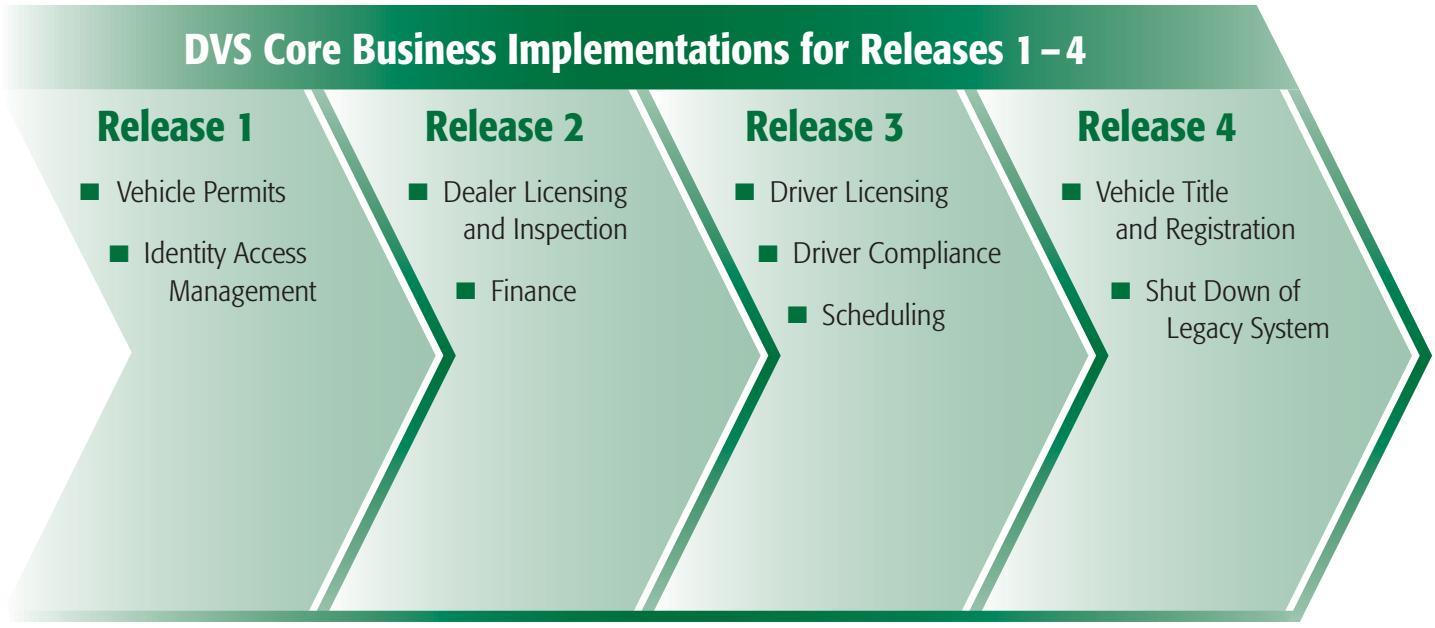
Delivering a quality system on time, within budget.

MNLARS is based on the HP DMV Solution, and over a four-year period will integrate and streamline licensing and vehicle title, registration and inspection processes while improving accuracy and efficiency. Together, the highly skilled staff of the MNLARS project and HP teams will work with DVS to standardize processes and develop a system that will facilitate interaction among DVS, business partners, law enforcement agencies, the court system and federal agencies to deliver near real-time access to verified data. The new system also will provide the framework for adding new services in the future.

At the core of MNLARS is the ability to collect information upon (or close to) initial customer contact to improve efficiency and accuracy, eliminate redundant data entry and reduce processing times. The user-friendly interface will facilitate accurate interactions with customers and allow tracking and log changes to data to help reduce potential fraud and improve reporting capability.

MNLARS will be developed and implemented in four releases to minimize the risks commonly associated with a "big bang" implementation. Each release will have several increments or work streams that are further broken down into more manageable topics. This incremental approach optimizes DVS and HP resources, creates a rich development environment that is adaptive and feedback-driven, and allows work on releases to be conducted in parallel.

Each release not only builds upon functionality deployed in the previous release, but grows in complexity as the components of the release require greater interaction with existing databases, interfaces and systems.



Release 1 Overview

The core business components of Release 1 are Identity Access Management (IAM) and Vehicle Permits.

Identity Access Management

IAM is a foundational piece that manages the digital identities and system-access privileges of MNLARS users. IAM will determine the information to which MNLARS users have access and the level of interaction. For example, a user may be authorized to view a registration record but not authorized to modify the record. IAM improves security, customer support and compliance with the department's data privacy policies.

Vehicle Permits

Vehicle Permits is a web application that will be used by DVS employees, deputy registrars, dealers and motor carrier permit service providers. Permits that comprise Release 1 are the 31-day non-resident, 30-day special plate, base plate (circus permit), hunter's permit, gross weight increase, and fuel and trip permits.

MNLARS will capture and store collected information and calculate the fees due. It will generate a printable document that clearly identifies the period for which the vehicle permit is valid, the statutory authority under which the permit is issued, the vehicle to which the permit is issued and the vehicle owner. Currently, much of the permit information cannot be readily accessed or verified. The Vehicle Permits application will allow release 1 authorized users to search the MNLARS database and bring up all information related to the permit, including the office through which it was issued.

In Release 1, Permits is a stand-alone application; it does not interface or interact with any other system. That will change in future releases as more functionality is added to MNLARS.

While IAM and Vehicle Permits are the most visible parts of Release 1, there are several other components to Release 1 that lay the groundwork for future releases. These include system framework efforts as well as a security assessment and a business continuity and disaster recovery assessment that will be finished in early 2013. HP and MNLARS project staff are also taking initial steps in Release 1 to prepare for the future conversion of data from the existing mainframe to MNLARS, and the transfer of document images from their current repositories to MNLARS. Those efforts will continue throughout each of the releases.

Release 1 will be implemented in the summer of 2013; design and development efforts are already underway.

Role of Subject Matter Experts

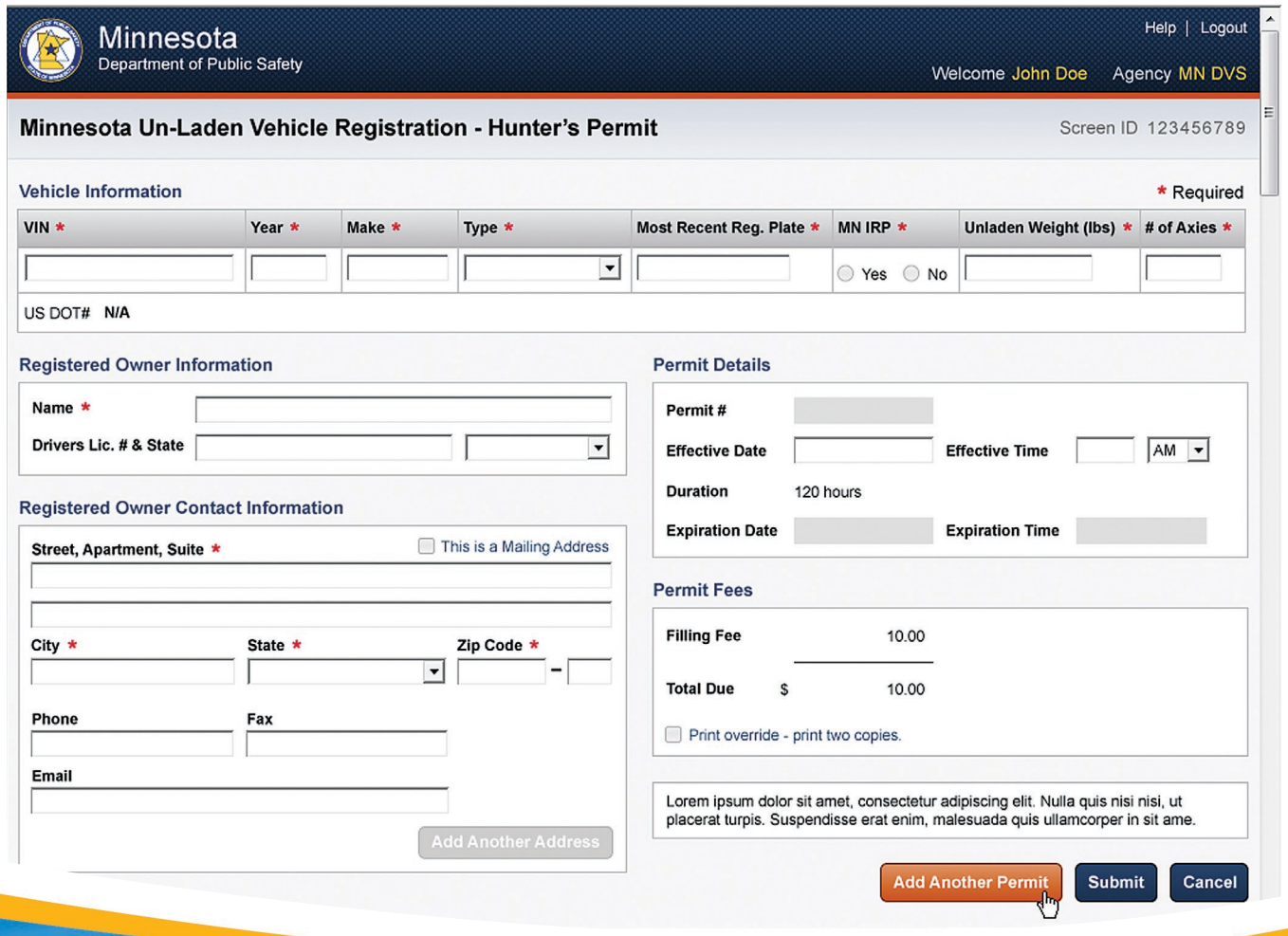
The success of MNLARS is dependent on the participation of subject matter experts in requirement analysis/validation sessions. Simply put, subject matter experts (SMEs) tell the story of the business so developers are able to design and build a system that fully supports the DVS vision.

These critical, creative thinkers are agents for change who provide guidance and communicate effectively. For Vehicle Permits, DVS drew upon the knowledge and expertise of its staff, members of the Minnesota Deputy Registrar Association, vehicle dealer associations and law enforcement officers to validate the information being used in development. Some SMEs will continue to serve as resources through acceptance testing, training and deployment.

Release 1 Milestones

	Winter 2013	Spring 2013	Summer 2013
Vehicle Permits Detailed Requirements Complete			
Vehicle Permits Design Complete			
Vehicle Permits Application Build Complete			
Functional System Testing			
Performance System Testing			
Integration Testing			
User Acceptance Testing			
Documentation Online Help			
Training Development			
Training Deployment			
Release 1 – Go Live			

Sample MNLARS Screen



Driver and Vehicle Services

Whether they work at the service counter, on the phones or behind the scenes, DVS employees provide valuable services to Minnesotans and maintain partnerships with law enforcement agencies, local, state and federal agencies, courts, and deputy registrars and driver's license agents. The majority of the 518 DVS employees are located in the St. Paul-Town Square facility. However, close to 180 employees provide driver's license exam services, and dealer and vehicle inspection services in 98 locations throughout the state.

Services to Citizens

- Driver's license knowledge (written) and skill (road) testing
- Driver's license, instruction permit and identification card issuance
- Driver compliance evaluations for drivers who have lost or are at risk of losing driving privileges
- Maintenance of driver history, crash record data, and vehicle registration and ownership information
- Motor vehicle title and registration issuing
- Salvage, reconstructed and specially assembled vehicle inspections
- Commercial vehicle registration and fuel-tax revenue sharing
- Information assistance by phone and email
- Licensing for motor vehicle dealers
- Licensing for driver education programs and instructors
- Disability license plate and parking certificate issuing

DVS Responsibilities

- Assist in the prevention of identify fraud through driver's license and ID card identification requirements
- Assist in the detection of vehicle theft through the inspection of salvage, reconstructed and specially assembled vehicles
- Appoint, train and manage driver's license agents and motor vehicle deputy registrars
- Collect and audit state revenue received through DVS offices, driver's license agents and deputy registrars
- Administer interstate trucking registration and fuel-tax agreements for motor carriers/commercial drivers
- Review vehicle registration and title documents for compliance with statutes and rules
- Approve driver education programs, accident prevention courses and driving-while-impaired clinics
- License commercial and public driver education schools and instructors
- Ensure compliance with state statutes and rules regarding the operation of motor vehicle dealers

Annual Transaction Volumes: Fiscal Year 2012

- Revenue collected: over $1 billion
- Vehicle titles issued: 1.3 million
- Vehicle registrations processed: 4.3 million
- Dealers licensed: 3,225
- DL/ID cards issued: 1.6 million
- Driver exam tests: 558,785
- Customer phone contacts: 1.03 million
- Customer email contacts: 74,333
- Disability parking certificates issued: 93,629

About DVS Employees

If you look at the numbers you know that DVS employees process a lot of car registrations and driver's license applications. There are more than 200 kinds of Minnesota license plates, and in 2012 DVS probably interacted with most of the approximately two million households in Minnesota at least once. But the numbers don't tell the whole story.

Here are six things you should know about DVS employees.

1. **They participate in outreach programs.**
   Throughout the year you will find DVS employees bringing driver's license and vehicle services to returning veterans, the homeless, young people and correctional facility inmates who are preparing for transition into their communities. From school bus rodeos and car shows to community meetings and immigrant information sessions, you can find them always willing to share their knowledge and expertise.

2. **They take their obligation to protect your private data very seriously.**
   DVS is one of the state's primary keepers of data. Employees routinely review the department's data privacy policies and are familiar with the state and federal laws that protect your driver's license and motor vehicle data.

3. **They want you to do well and succeed.**
   DVS employees take no pleasure in suspending driving privileges or failing prospective drivers after a road test. They want you to do well. DVS employees want to help you navigate the sometimes unavoidable bureaucracy. They want to provide you with the information you need to do business with DVS successfully. Most importantly, DVS employees always strive to treat you fairly and compassionately.

Below: MNLARS team members work on developing project roadmap.

4. **They follow up on all customer complaints.**
   DVS is more than a record keeper; it is a customer service provider. DVS employees follow-up on all customer complaints and try to find reasonable solutions to any problem a customer has encountered. However, DVS employees operate within the laws and rules of Minnesota and sometimes cannot oblige your request. In those situations, employees respond respectfully and outline the steps you must take to achieve your goal, whether it's the reinstatement of driving privileges or obtaining a vehicle title. However, in other cases employees are able to identify an area of concern, satisfy your request and take corrective steps to avoid future problems.

5. **They don't just issue tabs and conduct driving tests.**
   Did you know that DVS employees inspect salvage and reconstructed vehicles? They also license and inspect motor vehicle dealerships to ensure they are in compliance with state laws and regulations. They evaluate and license driver instructors and driver education programs. They collect and compile crash data. They respond to nearly a million customer inquires annually and they're continually looking for ways to improve service and access to information.

6. **They take pride in public service.**
   DVS employees are serious about the role they play in keeping Minnesota roads and drivers safe. They are problem solvers, and helping you is what motivates them to do well.

Minnesota Department of Public Safety
Licensing and Registration System
445 Minnesota Street, Suite 200
St. Paul, MN 55101

dvs.dps.mn.gov