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FAST VTRS Legislative Report
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KEN BUNA



7229 South Alton Way
Centennial, CO 80112
(1) 303.770.3700
fastenterprises.com

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Contract Amendment

FAST and DPS/MNIT have amended the VTRS contract to also include the support and maintenance of the Driver Services system. This is the first step in establishing a support and maintenance contract for the single system that will house both the Driver Services and Vehicle Services functionality.

Once Rollout 2 for the VTRS project is complete, DPS/MNIT will need to negotiate and select the future support and maintenance agreement.

Definition Phase

The definition phase of the project was completed in early January. At this point, all the major pieces of functionality required have been identified to ensure the requirements are met. There are a few pieces of functionality that are still on hold due to other initiatives underway at the partner agencies. The project staff is keeping in regular communication with these agencies.

Base Configuration Phase

The base configuration phase of the project is well underway. In this phase a significant amount of configuration is performed to meet the needs described in the definition phase. During this phase, there are three main types of business review performed to ensure that the configuration meets the business needs:

- SME Review
 - o Project SMEs are constantly in the system, confirming that the functionality works as required, and they provide development suggestions to the development team on a regular basis.
- Test Burst
 - o Sample test scenarios have been developed and project SMEs are provided dedicated time to test the software.

- Explore sessions
 - o Non-Project staff are invited to test and become familiar with the system. This staff includes DVS, Deputy Registrar staff, and Dealers representative that provide outside input to ensure that the project staff are providing accurate information from all parties' perspectives.

To date, all these reviews have been very successful, and have provided the development with feedback, areas of concern, and ideas for future enhancement. All the review that occurs prior to the business testing phase has been extremely important, and we expect that the volume of missed or misinterpreted requirement will be low.

Development Phase

The development phase starts in mid-April, where the focus will be on the following:

- Development of letters and reports.
- Development of the EVTR process. To date, two EVTR vendors have approached DVS and are interested in participating in the EVTR process. Once the RFP process is complete, we can start to have one on one meetings to ensure the vendors understand the requirements.
- MINNCORR plate ordering process – the project is working closely with MINNCORR to try and obtain additional data to help track a plate request from initial order to when the plate was mailed to the customer.
- Development of the electronic payment interface with US Bank.

The largest new initiative underway is the implementation of multi-vendor EVTR (Electronic Vehicle Title and Registration). These vendors provide software that is used at dealerships to help dealers with their submission of title and registration transactions. During MNLARS, there was a single vendor that provided this software to a very limited number of dealers, but that contract was not renewed in September 2019.

The project held an open forum meeting with prospective EVTR vendors in December, to ensure that the vendor community was comfortable with the planned functionality

and that the vendors will have sufficient time to develop and test their software with FastDS-VS.

The project has now created the Interface Control Document and provided the specifications to two interested vendors so far.

There is an RFP process underway with DVS, where vendors need to qualify to participate. The project will be watching this process closely.

Staffing

As part of the VTRS project, DVS negotiated the acquisition of three full time business resources from the Deputy Registrars. These resources have been on the project full-time and are completely integrated with the project team. Two additional part-time resources drawn from MADA and the Deputy Registrar pool were added to the team in January 2020 and have been primarily focused on the conversion of data from MNLARS, and the interactions between DVS and the dealers.

Training

Training is a critical component of successful systems implementation. The project will follow the FAST training methodology, which consists of four separate tiers of training. This is the same training model that was used during the FAST DS Real ID project.

The two largest challenges with respect to the delivery of training are:

- Enough staff to deliver training

There will be demands on DVS, the Deputy Registrars, and MADA to provide dedicated resources that will deliver the system training to their peers, with the project training team supporting this effort. Having these staff available will reduce the amount of time they are available for day to day responsibilities. At this time, there appears to be enough staff from DVS, and the Deputy Registrar group is working to secure more participation from their members. This will be a significant challenge, especially with the dramatic increase in Minnesota residents wanting to apply for a Real ID, which greatly increases the amount of day to day work performed at Deputy Registrars' offices.

- Available training locations throughout the state
 - During the Driver Services rollout, a large portion of the training occurred during the summer months. The project was able to utilize schools and college campuses throughout the state that could provide the required facilities including classroom setting, computers, and appropriate internet capabilities without being cost prohibitive. For the VTRS project, training will take place in September and October, when both schools and colleges are operating at full capacity. There has been some good progress locating facilities that can support the training effort, with good cooperation from other Government departments with facilities throughout the state.

Overall

The project continues to watch the Vehicle Registration Task Force closely and is reviewing the proposed legislation from both the House and the Senate.

Risks and decision requests continue to be monitored continuously, since many of the decisions will have implications on the functionality required. To date, these items have been resolved promptly, but any delay could have an impact on the project's ability to have development completed in order to facilitate the business testing phase.

Next Quarter

Over the next quarter, the project team will continue to work on the development phase, working closely with converted data, and beginning to establish the rollout cutover plan. This plan is very detailed, and is a huge logistical operation involving the project, MNIT, and all of the stakeholders.