FAST VTRS Legislative Report

JUNE 2020

KEN BUNA

Table of Contents

Contract Status

FAST and DPS/MNIT have amended the VTRS contract to 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.

At this point there is no need for any contract adjustments with respect to the work on the Vehicle Services implementation.

Base Configuration Phase

The base configuration phase of the project was completed on schedule in early April. The business subject matter experts ensured that the system performs the functions that will be required at rollout. This was achieved by:
- SME Review
    - 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 Bursts
    - Sample test scenarios have been developed and project SMEs are provided dedicated time to pre-test the software before the business testing phase begins
- Explore sessions
    - Non-Project staff are invited to test and become familiar with the system. This staff includes DVS, Deputy Registrar staff, and Dealer representatives that provide outside input to ensure that the project staff are providing accurate information from all parties' perspectives.

Development Phase

The development phase is underway, and the focus will be on the following:
- Implementing and testing the final version of the legislation regarding the vehicle registration tax
- Development of letters and reports.
- Completing the development of the EVTR process. The RFP process is mostly complete, and specifications for all the different web service interfaces have been defined and will be communicated with the potential EVTR vendors.
- MINNCOR plate ordering process – the project has mostly completed the development work, and are working closely with MINNCOR and their software vendor (3M) 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). Several of these vendors have participated in the RFP process, and have reached out to the project. At this time, we are unsure if any of the vendors will be able to be tested and approved by the November rollout date, but mechanisms are in place to onboard successful vendors in 2021 if needed.

The development effort for all the BCA interfaces is complete. BCA has started testing their interfaces and the data returned, to ensure it is compatible with their downstream users. The BCA testing was extremely valuable during the Driver Services (FastDS) Real ID project, and it will also be used extensively in the Vehicle Services project ensuring that the interface web services perform quickly, and that the conversion of the vehicle data is complete.

COVID-19

As a result of COVID-19, the project is 100% work from home. Although this could have potentially been very disruptive to the project, it was fortunate that the base configuration phase was mostly complete. If the pandemic would have occurred two months prior, it could have greatly impacted the project's ability to deliver on time. The work from the project team, including FAST staff, DVS staff, the project Deputy Registrars and the project MADA representative has continued along very successfully. The project tasks and deliverables continue to be performed and developed on time.

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.

As a result of COVID-19, project training will be delivered online. While there was initial concern that the training would not be as effective as initially thought, there are some benefits as well:

- Deputy Registrar staff availability
    - The original plan was for all Deputy Registrar staff to have two complete days of training at a regional location. Although this is an effective way to deliver training, the time commitment for staff to be away from their office was extremely challenging.
    - With the training being completely online, offices can spread out the learning, to ensure that staff are receiving the complete training, yet still provide enough staff to manage the large number of customers requiring services.
- After the project training
    - A big concern raised by Deputy Registrars is staff turnover, and the availability of training outside of project implementation training. These online training tools will be available after the project should Deputy Registrars need to train new staff. It will be up to DVS to maintain the training material and keep them up to date.

Business Testing

The Business testing phase is now underway. Testers are working through test scenarios to ensure individual components of the system are ready. During this phase, if the test resource comes up with a possible enhancement suggestion, they can log the development suggestion for the development team to consider, should time allow.

As a result of COVID-19, there were some Deputy Registrar staff, from both county offices and private entities that became available for project work. The project was extremely fortunate to get ten staff to start the business testing phase five weeks early. These Deputy Registrar staff were able to learn the new system and test a significant number of test scenarios while their offices were closed.

An additional five Deputy Registrar staff were utilized as conversion verifiers, where they would look at a converted record in MNDRIVE and compare the new system record with the existing MNLARS system to ensure the data was converting correctly.

Now that offices are beginning to open, we will likely lose access to these testers, but their efforts were very much appreciated. In fact, some of them have offered to continue to act as testers on a part time basis.

Overall

The project continues to be on track for the November rollout date. Staff continue to make good progress on the required work despite working completely remotely.

Risks and decision requests continue to be monitored continuously, since many of the decisions will have implications on the functionality required. At this point, all outstanding business decisions have been made, which allowed for the business testing phase to start without delay.

Next Quarter

Over the next quarter, the project team will prepare for rollout. Training for all parties, including the Deputy Registrars and dealers will be monitored closely to ensure that offices and dealerships have completed the required training and are utilizing the training 'sandbox' to practice their transactions.

Regular cutover plan reviews will occur in conjunction with external business partners, ensuring that everyone is aware and prepared for the required changes with a new system implementation. Extra attention will be focused on the BCA and AAMVA, so that their critical law interfaces are available during the implementation.