



FAST VTRS Legislative Report
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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.

In a response to COVID-19, DVS implemented the FAST Virtual Lobby functionality. As a result, there is a need for a contract amendment to provide the text messaging used to support this. This amendment is mostly complete.

Development Phase

The development phase is mostly complete, and the team will be focusing on the following:

- Development of letters and reports
- Completing the development of the EVTR process
- MINNCOR plate ordering process – testing with MINNCOR and their software vendor (3M) is underway. At rollout, there will be a significant number of plates that will be able to be personalized, including the Critical Habitat plate series
- Testing of the interface upgrades to the IVR (Call Center) software to provide upgrades and improved integration

There are also two significant development and testing efforts underway to support the Deputy Registrar offices:

- Daily close out – since the single cash drawer will be accepting money for both driver services and vehicle services transactions, the daily close out procedures and reports are being upgraded to help offices understand their daily transactions, and the money to be swept to the state financial accounts
- Inventory – the implementation of MNDRIVE will help resolve many existing issues with their inventory of plates and stickers. Work is underway to ensure that the office inventory is accurate and ready for the first office transactions after rollout

Testing

The business testing phase is mostly complete, and the project is now transitioning into the End to End (E2E) testing phase. In this phase, the project simulates time passing, and allows the users to test that each step of a multi-day business process can be tested. Examples of this are moving the date forward and testing the monthly renewal cycles, including the large February renewal of trailers. Another area of testing includes the production of mail samples, and having them filled in and returned to DVS for processing.

As a result of COVID-19, the project was able to provide a few deputy registrar staff MNIT-issued laptops, so that they could provide valuable testing from their offices, while not being on-site nor having a state email account.

Training

Training is a critical component of successful systems implementation. As a result of COVID-19, project training will be delivered online. This is a change for both the DVS staff, as well as the employees of the Deputy Registrar offices.

The FAST Tier 1 (Computer Based Training) has been underway for just over one month. Weekly reports are generated, indicating the level of staff participation in the training. Starting in September, the engagement results will be reported to all DVS supervisors, as well as the executives of MDRA and DRBOA. The project executive leadership is closely monitoring the progress and will reach out to any entity that is either not participating or falling behind in their expected engagement.

External Stakeholder Engagement

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 mostly open, we continue to get active participation from these offices, although at a slightly reduced amount of time due to office demands.

The VTRS project will also have an impact on both new and used car dealerships. Many of the dealer registration, renewals, and dealer plate requests will be available for dealers online via the MNDRIVE e-Services for Business application. EVTR is an option for dealers to electronically submit vehicle title and registration transactions for review and auditing by Deputy Registrar staff. Temporary plates will be generated by MNDRIVE, allowing law enforcement agencies the ability to ensure that a vehicle with temporary plates is legally permitted to operate. The project is working closely with MADA and their staff to educate dealerships and their staff on how to work with these new features.

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.

Project SMEs (Subject matter experts) and the MADA leadership have been asked to identify their top 5 concerns, and a review of these concerns and efforts to mitigate these concerns are underway.

Next Quarter

Regular cutover plan reviews will continue to 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.

The conversion process will begin on Tuesday, November 10th once the production job streams are completed in all the legacy systems, including MNLARS, eSupport, and FastDS. The project is hoping for a soft launch, with a few offices working in the system prior to the November 16th startup date.