



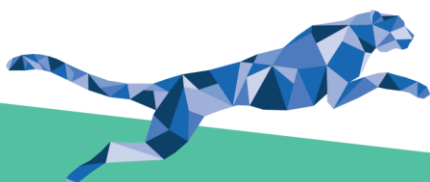
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FAST VTRS Legislative Report  
Wednesday, December 2, 2020

# FAST VTRS Legislative Report

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## Contract Status

FAST and DPS/MNIT has the VTRS contract, which includes the support and maintenance of the Driver Services and Vehicle Services components of the system. It also contains the implementation of the Prorate replacement by October 2021. DPS/MNIT is to choose the final maintenance and support model prior to the October 2021 implementation date.

## Rollout Phase

### Conversion and Verification Process

The rollout of the new MNDRIVE system was completed on time, and on budget. The following checkpoints were held before, during, and after the conversion of MNLARS data into MNDRIVE:

Monday, November 9

- MNDRIVE readiness call was held, and approval to proceed was received. This call had the following groups attending:
  - o Governor's office
  - o DPS Commissioner's office
  - o MNIT Commissioner's office
  - o Representatives from MDRA (Minnesota Deputy Registrar's Association) and DRBOA (Deputy Registrar Business Owners Association)
  - o Representatives from MADA (Minnesota Auto Dealers Association)
  - o DVS/MNIT Project staff
  - o FAST staff

Tuesday, November 10

- An email update, indicating that all offices were closed, that both MNLARS and FastDS were set to read only mode, and that the conversion process had started.

Wednesday, November 11

- Emails were sent out at the completion of the MNLARS extracts, and the completion of the MNDRIVE conversion

Thursday, November 12

- Emails were sent out at the start of the business performing conversion verification
- Final readiness to proceed with the same group that approved the readiness and approval to proceed

Friday, November 13

- Soft Launch was performed
  - o Approximately 10% of DVS staff would perform production work
  - o Six deputy registrars' offices were opened with selected customers to perform typical transaction such as:
    - Vehicle registration
    - Vehicle renewal
    - Personalized plate
    - Upgrade to a Real ID

Saturday, November 14

- Soft Launch continued.
  - o DVS staff continued to perform production transactions
  - o An additional 14 deputy registrar offices joined the original six offices
  - o Two dealerships join the soft launch and produced the new temporary permit.

## Full Production State-wide

All office throughout the state used MNDRIVE for full production. The project held early morning and end of day calls, informing key project support staff of the commonly reported issues, and issues that would be resolved for the next day. These calls continued for the first two weeks of production.

The two biggest issues that were identified in the first week were:

- Large images

- As part of the VTRS project, DVS provided all deputy registrar offices with a scanner. Offices could then scan many of the required documents as part of the transaction, as opposed to photocopying them, and mailing them to DVS for back end scanning. There were configuration options on the scanners that were set appropriately, causing many offices to submit extremely large image uploads, which saturated the system.
- Communications were sent out, helping the offices configure the images to the correct size.
- General Performance
  - The project was expecting to have approximately double the number of users in MNDRIVE as compared to FastDS. It quickly became apparent that the increase was five-fold. This increase in users caused the following initiatives to happen:
    - The project worked with the MNIT Operations team and increased the processing power of the infrastructure of MNDRIVE.
    - The team worked closely with the FAST development center to analyze and perform database and query tuning that are the responsibility of the FAST product.
    - While reviewing the site configuration, many improvements were made to the site configuration.

## Interface Partners

There are many important interface partners that moved from MNLARS to MNDRIVE. All of the interface partners have successfully converted over to MNDRIVE, with relatively few issues. Some of these interfaces include:

- BCA – law enforcement inquiries
- AAMVA's NMVTIS (National Motor Vehicle Titling System)
- 3M – produce license plates, tabs, and registration cards
- All office throughout the state used MNDRIVE for full production.

The project continues to communicate with all of our partners on a regular basis, working to ensure all interfaces are operating smoothly and efficiently.

## Training

Training was a critical component to the successful systems implementation. Many deputy registrar offices were challenged to get through the required training, as well as keeping their office open and working drop-in transactions during the COVID-19 restrictions. DVS worked closely with these offices to help them prepare for rollout.

## External Stakeholder Engagement

During the three months prior to rollout, the project lost three of the four full time deputy registrar SMEs (subject matter experts) due to career advancements. The project did continue to reach out as needed for feedback.

For the month prior to rollout, the project switched to bi-weekly executive steering committee meetings, where representatives from the deputy registrar associations and MADA.

## Overall

The system is functioning well and continues to become more robust. The project continues to look for areas of improvement, and continues to address issues raised by DVS, deputy registrars, and dealers.

## Next Quarter

For the remaining days of 2020 the project team will continue to focus on fixes, enhancements, and performance improvements to the system, both on the vehicle services side, and the driver services side. The support teams will continue to be available for all users, including the deputy registrars and dealer users.

Starting in the middle of January 2021, a portion of the team will be identified, and will start the next rollout for the Prorate business area. This rollout replaces the legacy Explore system, which supports the International Fuel Tax Agreement (IFTA) and the International Registration Plan (IRP). In October 2021, these functions will be additional components inside MNDRIVE.