



DMV

Driver and Motor Vehicle Services Division

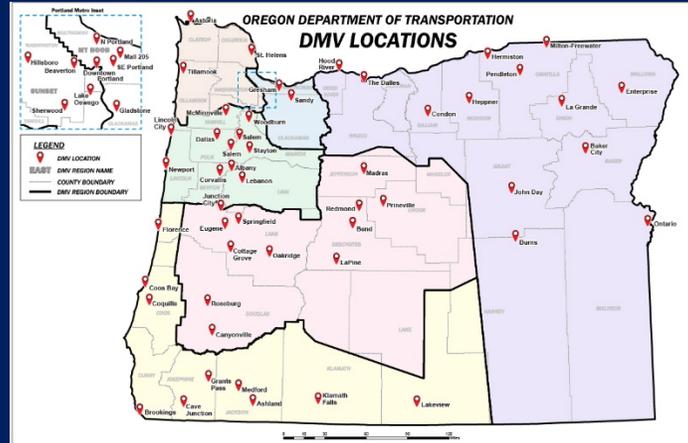


DMV Business Highlights

Driver Licenses

- 23 Different Card Types
 - Most with Different Fees
- Over 600,000 Cards Issued Per Year
 - Process Includes Facial Recognition
- Over 1,000 Court Suspensions and Reinstatements Per Day
 - Hundreds of Legislative Mandated Suspension Types

60 Field Offices



Vehicles

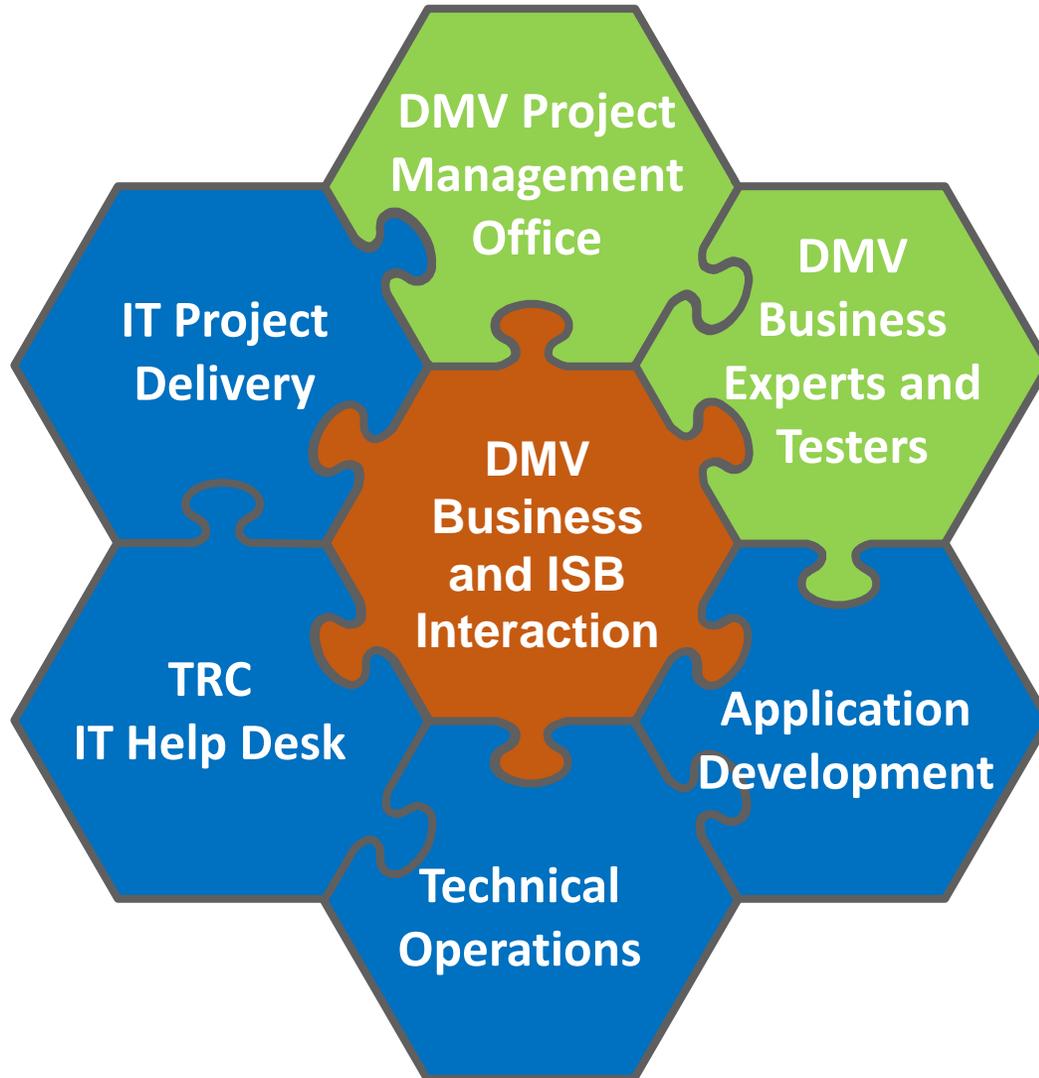
- Over 13 Million Vehicle Records
- More than 65 Different License Plates
 - Plates Have Different Fees That Are Allocated to Different Funds
- Vehicle Titles Processed Average over 100,000 per Month
- Registration Renewals Exceed 125,000 per Month

General

Over 900 Employees – Process Over 13,000 Transactions per Day – Almost \$800 Million per Biennium Collected for Highway Fund, Cities and Counties by Cash, Check, or Credit Card – Call Centers take an average of 6,500 calls per day – DMV has Data Sharing Interfaces with Over 400 Business Partners (LEDS) – Legacy IT Systems have Over 3 Million Lines of Code and more than 60 Databases – Service Transformation Program (STP) will Result in Major (but not all) Systems Replacement



DMV & ISB Partnership



The DMV Business and ISB embedded staff have a very close working relationship. IT Project Methodology, Business Analysis, Business Requirements Gathering, User Acceptance Testing and Application Development are done in Teams. Even ongoing systems maintenance utilizes a team approach.

All DMV IT Projects are governed by the DMV "User Council." This group includes the DMV Management Team.

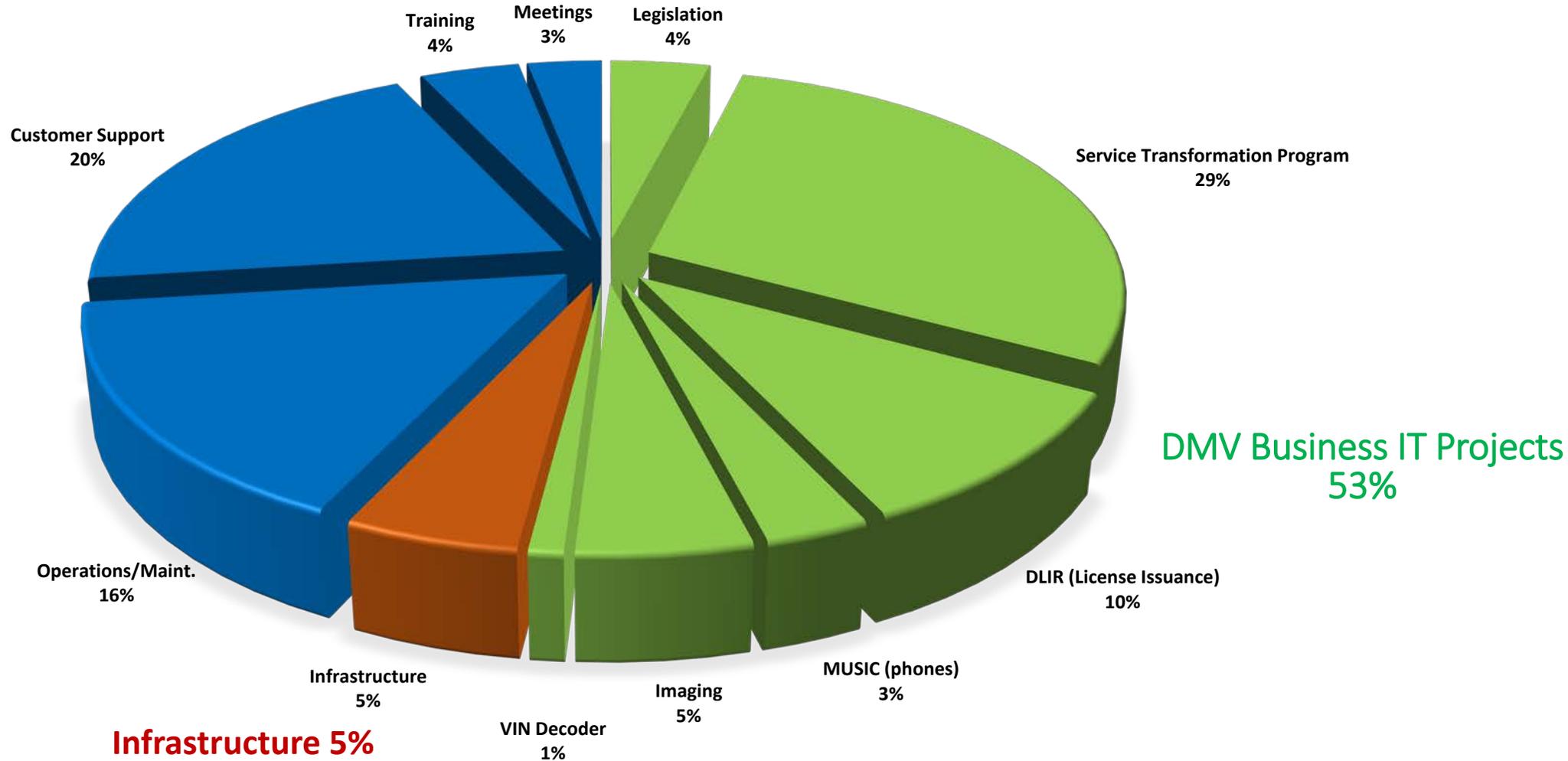


DMV ISB Support

Embedded DMV IS Staff Time Allocation from September 2017 Through August 2018

“Keep The Lights On” 42%

- TRC Takes an Average of 2,500 Calls per Month
- Over 90% of Issues are Handled on the First Call
- Provide End User Application Support for over 50 unique DMV applications
- Interface Maintenance
- Database Administration
- Security Support
- SWAT (Emergency Response)
- Application Updates
- Reports
- System Testing
- Project Management Support & Best Practices
- Technical Architecture Review
- SharePoint Liaison, Content Development, Support
- IT Contract Tracking & Invoice Processing
- Software Configuration Management



Infrastructure 5%

- Windows 10 Upgrade
- MOVEit Interface
- JAVA
- FileNet
- Support most ISB ET Projects



Legacy System

OLIVR

OLIVR Vehicles Implementation was in January 2019 – Drivers Implementation is July 2020

VW04, CTR: 030 DT: 090315 BCH: 033 CNT: 076 101215 1555:31
PLT: FAZZ PLTC: 32 EXP: 090319 VIN: JA32U2FU8FU001772 TITLE:
N PLT: YR: 2015 MAKE: MITS STYL: 4D MDL: LAN W/L: HVY VEH: N
TOT: 37600 TIF: 7700 REG: 29200 VNF: 700 LP: RP: PT:
VT: 1 TI: 2 TRN: 10 ORG: 3 SUR: YN MP: G PROC: 5 EX: MISC: BRN: NOT WK:
ODO: 000009 ODOB: 090115 OMSG: FIN: FLN:
QTRS: 000 YRSD: 4Y Y EQPT:
Y 105 V I D 1 Y N Y REF:
RO: REG : HANCHER, CLIFTON HARVEY ADI: X CI: 0040484 DOB: 091445
RO: REG : BRENT, ROMA ADI: CI: A100448 DOB: 120588
RO: REG : FRID, DE L ADI: CI: A280608 DOB: 062766
A1: 89006 WHITEWATER RD
C1: SPRINGFIELD S1: OR Z1: 97478 CTY: 20 ADV: N
VA: 1034 COMMERCIAL ST SE
VC: PORTLAND VS: OR VZ: 97233 0040484 A100448
SICNTY: 26
SIH: SIH : BRIDGE CHASSIS SUPPLY LLC CI: A222274 DOB:
SIH: SIH : KOCH LEGACY FARMS INC CI: A252691 DOB:
SIH: CI: DOB:
A: 8730 STONY POINT PARKWAY STE 300 VA 100 MANHATTANVILLE RD
C: PURCHASE S: NY Z: 10577 A280608 A222274 A252691
SPECPRO: FEE: NAME:
NEXT TRANS: PLATE: VIN: TITLE: VT:
PLEASE VERIFY CUSTOMER DATA ++VV04879A
09/36

Activity CRM

New Title/Registration

VEHICLE	SUMMARY
2G4WB55M0R1449852	Vehicle Details :
2001 BMW 7SR	VIN : 2G4WB55M0R1449852
OWNERSHIP	Vehicle : 2001 BMW 7SR
Owners	Ownership :
Addresses	Registered Owner : ROBERT JAMES
Liens	Address : 1905 LANA AVE NE SALEM OR 97303-3117
NMVTIS	Lien holders :
REGISTRATION	Security Interest Holder : BANK OF AMERICA NA
10/3/2020	Interest Holder Address : PO BOX 2759 JACKSONVILLE FL 32203
001AAA	Registration :
CERTIFICATIONS	Type : PASSENGER
Signature Pad	Plate Number : 001AAA
FEES	Sticker Number : 00000001
\$229	Expiration Date : 10/3/2020
Summary	

Cancel Previous Submit



Upcoming DMV IT Projects

- STP - OLIVR Drivers System
- Real ID Implementation
- Automated Testing Device Replacement
- Tolling
- Office Phones (MUSIC 2)
- ??????

Questions?

