Oregon
Department
of Transportation

SoS Recommendation	Date Completed / Projected	Status
1. To ensure the OLIVR application's public web portal, DMV2U, is accessible to all users, we recommend DMV **integrate language translation services into the DMV2U public portal** that is compatible with most commonly used browsers and optimized for mobile devices.	Projected March 2026.	Early stages of scoping work underway with core system vendor.
2. To ensure the OLIVR application's public web portal, DMV2U, is accessible to all users, we recommend DMV **adopt alt-text and other accessibility features into DMV2U**.	Projected September 2025.	First conversion December 2024; iterative improvement.
3. To ensure the OLIVR application's public web portal, DMV2U, is accessible to all users, we recommend DMV **include a more diverse user group for future usability studies** that better reflects customer demographics, including non-English speakers, and those with disabilities, such as the visually impaired, **to ensure online services are more accessible to all customers.**	Completed 5/25/23.	Continuous improvement.
4. To better secure the OLIVR application and its environment, we recommend DMV **create, document, and implement policies, processes, and procedures for user account management** to ensure a routine, repeatable process is performed. This should include but is not limited to: 1. Provisioning access for new users; 2. Periodic review of access to ensure it remains appropriate; and 3. Removing access for inactive or terminated users.	Projected July 2025.	Interim measures in place. Draft policy developed and in review.
5. To better secure the OLIVR application and its environment, we recommend DMV **ensure application password parameters meet Statewide Information Technology Control Standards.**	Completed 8/1/24.	Implemented while SoS finalized their report.
6. To better secure the OLIVR application and its environment, we recommend DMV **develop an Application Security Plan specific to OLIVR**.	Projected April 2025.	In process. Draft plan being reviewed by EIS-CSS.
7. To better secure the OLIVR application and its environment, we recommend DMV **perform periodic risk assessments of the OLIVR application** to ensure security risks are timely identified and remediated.	Projected July 2025.	General approach developed; detailed procedure under development. First assessment to begin July 2025.
8. To better secure the OLIVR application and its environment, we recommend DMV **update related security policies and procedures for the OLIVR application**, including, but not limited to, documenting separation of duties, identification of sensitive transactions, and master data handling.	Projected July 2025.	Draft policy in review.
9. To better secure the OLIVR application and its environment, we recommend **DMV, when Statewide Information Technology Control Standards cannot be implemented, ensure appropriate exception documentation is signed by the agency head and filed with EIS** per statewide policy 107-004-052.	Initial projected date 11/30/24. New projection: December 2025.	In process since October. Some standards implemented; ongoing meetings with EIS-CSS to identify remaining items and complete the process. Scale of this large analysis effort was initially grossly underestimated.