

DRIVES

Driver Record and Integrated Vehicle Enterprise System

MOTOR VEHICLE DIVISION

GEORGIA DEPARTMENT OF REVENUE



JANIE BRODNAX

ASSISTANT DIRECTOR MVD, OPERATIONS

THIS PRESENTATION IS ONLY AVAILABLE FOR COUNTY STAFF



- PLEASE CHECK TO MAKE SURE THE PERSON NEXT TO YOU IS WITH A COUNTY.
- VENDORS ARE ASKED TO LEAVE AT THIS TIME

BENEFITS



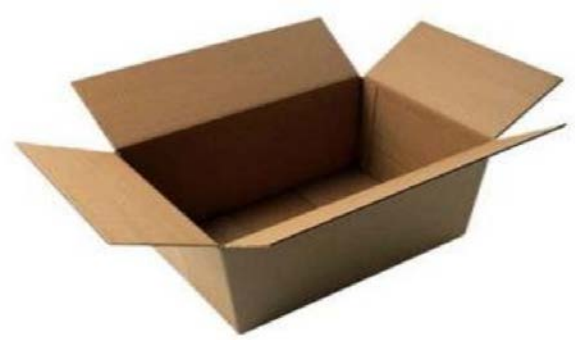
- Improve customer service and communication
- Enforce standard operating procedures, IT and business best practices
- Improve data integrity and accuracy
- Reduce paperwork and paper flow

BENEFITS (cont)

- Utilize business intelligence and reduce fraud
- Faster training time for new employees because system is intuitive and easy to use
- Modern technology and scalable to all kinds of devices
- Quicker turnaround for system changes



The Product

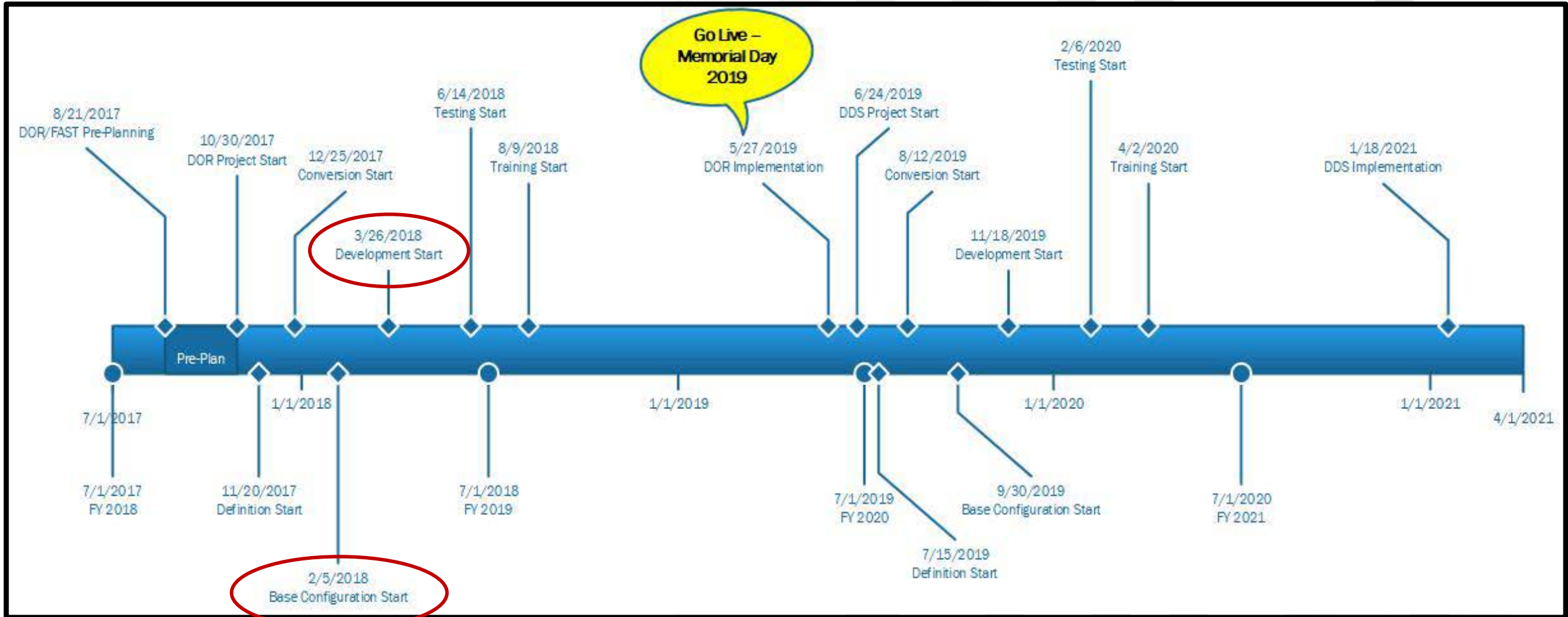


FAST DS-VS®

COTS (Commercial Off-The-Shelf) Product

It is 80% functional out of the box, we are working on configuring the remaining 20% to meet the specific needs of Georgia.

TIMELINE – TWO AGENCIES

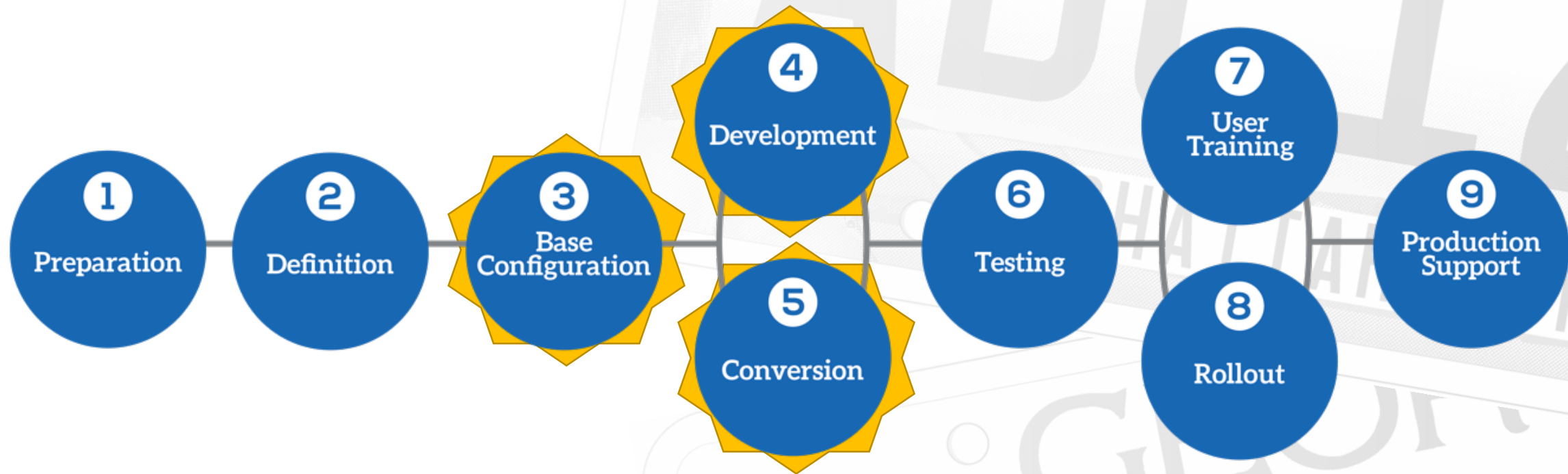


DS-VS SITES

In Production		
Jurisdiction	Driver Svcs.	Vehicle Svcs.
Arkansas	✓	✓
Colorado	✓	
Mississippi		✓
New Mexico	✓	✓
North Dakota		✓
Massachusetts	✓	
Oklahoma		✓
Tennessee	✓	
Utah		✓
Washington		✓

In Progress		
Jurisdiction	Driver Svcs.	Vehicle Svcs.
Colorado		In Progress
Georgia	Scheduled	In Progress
Maryland	Scheduled	Scheduled
Massachusetts		In Progress
Michigan	Scheduled	In Progress
Minnesota	In Progress	
Nebraska		In Progress
Oregon	Scheduled	In Progress
Washington	In Progress	

METHODOLOGY



PROGRAM MANAGEMENT

FAST DS-VS®

DRAIVES
Driver Record and Integrated Vehicle Enterprise System



Janie Brodnax
MVD Business
Program Lead



Kevin Stump
FAST Project
Director



Rebekah Nemec
FAST Project
Administrator



Keith Thomas
DOR Technical
Project Lead



Tracie Scott
MVD Change
Manager



Michael Leal
DOR Program
Manager



Tammy Scott
DOR Project
Manager



Susan Wisener
DOR Project
Manager

ARCHITECTS

FAST DS-VS®

DRAIVES
Driver Record and Integrated Vehicle Enterprise System



David Alderson
FAST Product
Architect



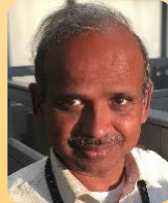
Twin Nguyen
FAST Project
Architect



Sean Murphy
FAST Project
Architect



Murthy Kottamasu
DOR Architect



Rao Gorti
DOR Architect



Ram Godthi
DOR Architect

MVD SUBJECT MATTER EXPERTS (SMEs)



Robert Worle
Program Manager
Services Support
DRIVES E-Services



Crystal Powell
IT Services Support
Team Lead / Trainer
**DRIVES Training and
Registration**



Cynthia Bowser
Title Processing
Supervisor
DRIVES Titles



Lucindress Cooper
Title Processing
Manager
DRIVES Titles



Amicia Neal
IT Services Support
**DRIVES Conversion
and Registration**



Vicki Hunter
Business Registration
Supervisor
**DRIVES Inventory
and Dealer Reg**



Alicia Evans
Call Center Team Lead
**DRIVES
Registration**



Glenda Coats
Cash Management
Supervisor
DRIVES Finance



Sabrina Allen
IT Services Support
**DRIVES Titles and
Conversion**



Cheryl Mixon
IT Contractor
**DRIVES – Reports
and Definitions**

FAST TEAM LEADS

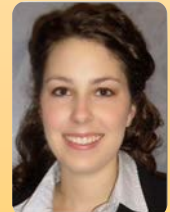


Ashley Hendershot

**Title and
Registration
Team Lead**



Loren Rose
**Financials/
Cashiering
Team Lead**



Michelle Patrick
**Dealers/Inventory
Team Lead**



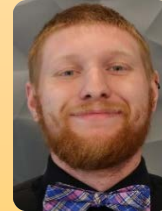
Ian Hendricks

**Interfaces
Team Lead**



Alex Gagnor

**E-Services
Team Lead**



Matthew Klamm

**Conversion
Co-Team Lead**



John Zepeda

**Conversion
Co-Team Lead**



Teresa Goyette

**Training
Team Lead**



Veronica Wheeler

**Testing
Team Lead**



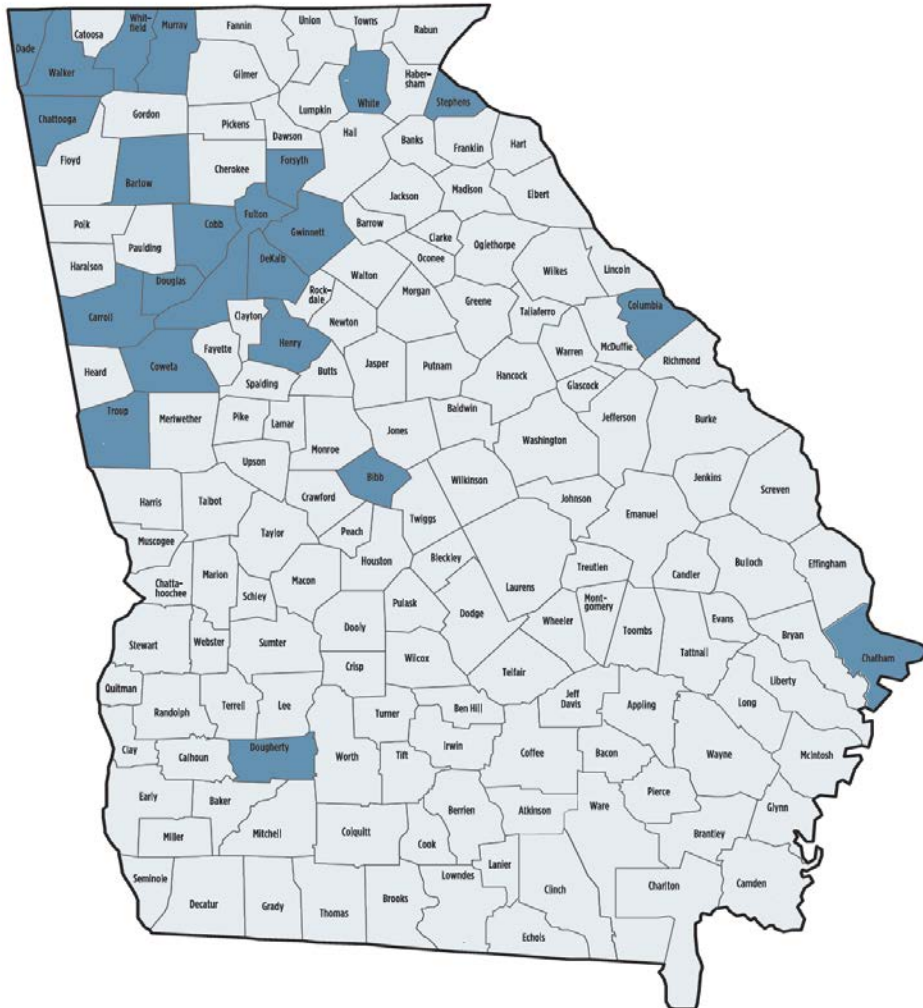
Trung Nguyen

**Technical DBAs
Team Lead**

County Subject Matter Experts (SMEs)

DRIVES

Driver Record and Integrated Vehicle Enterprise System



County SMEs currently participating

County Subject Matter Experts (SMEs)

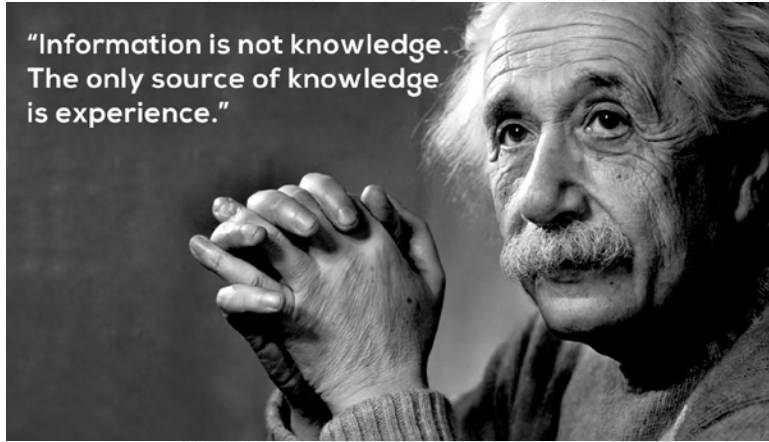


County SMEs are vital to the success of DRIVES.

- Participation helps ensure that the DRIVES system will meet the needs of ALL the counties.
- Project team will have questions about inputs, processes, and outputs. The SMEs (DOR and County) will review and answer these questions as the project progresses.

County SMEs

"Information is not knowledge.
The only source of knowledge
is experience."



What makes a good SME?

- Knowledge of Tag and Title processing
- Experience working at the front counter OR in an accounting role in a County Tag Office
- Willingness to talk and share Tag Office experience
- Open to new ways of doing things

Ensuring the configuration of DRIVES meets business needs...

- Definitions
- Process Demos
- Workday Diaries
- Test Scenarios
- Data verification
- Testing



County Participation

We need your expertise! At Century Center, if possible.

Other ways to help:

- Data verification and clean-up
- Complete Workday Diary
- Write Test Scenarios
- Testing Burst

A Georgia Certificate of Title form. The title is "Georgia Certificate of Title". It includes a disclaimer at the top. The form contains fields for vehicle identification number, make, year, type of body, model, cylinder, date issued, date vehicle purchased, fuel, new or used, odometer, previous title number, state of issue, number of liens, color, and current title number. The owner is listed as STORMIE KNIGHT, 1200 TRADEPORT BLVD, HAPEVILLE GA 30354-3724. The lien holder is JOHN DOE NATIONAL BANK, PO BOX 11111, HOPE NV 00001-0000. The form is marked "VOID" in large red letters.A receipt from the Fulton County Tax Commission. It lists the purchaser as JOHN DOE, 2001 BMW 2S, 1BMW240HPED123125, 77567900422001, 0010 10/19/2016 CCS. The purchase date is 01/05/2009, and the purchase number is 11030012. The receipt shows the standard tag fee of 20.00, the 2016 ad valorem tax of 105.77, and the total fees paid of 125.77. It includes a date stamp for SEP 17 and the text "FULTON AAA1052". At the bottom, it says "THIS IS NOT A BILL. THIS IS YOUR RECEIPT. *** RETAIN FOR TAX PURPOSES ***".

County Participation



- Definitions – **Complete**
- Onsite prep for testing – *Scheduled to end May 31, 2018*
- Data Verification – *Scheduled to start June 2018*
- SM Testing Burst – *Scheduled to start June 2018*
- Formal Testing – *Scheduled to begin Sept 2018*



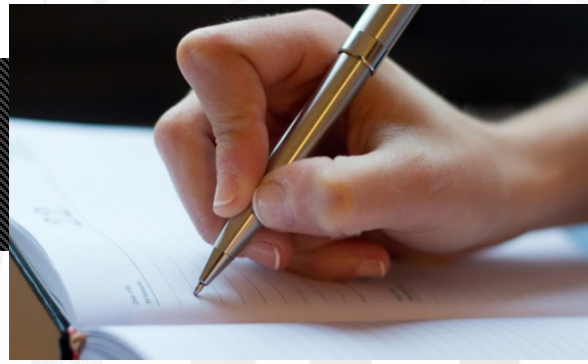
GSV Data Verification



- Compare DRIVES data to GRATIS
- Computer based training (CBTs)
- State of Georgia credentials and building access
- GRATIS active user/access
- Verification Training – DRIVES navigation/tracking system
- Minimum full week onsite



Write Test Scenarios

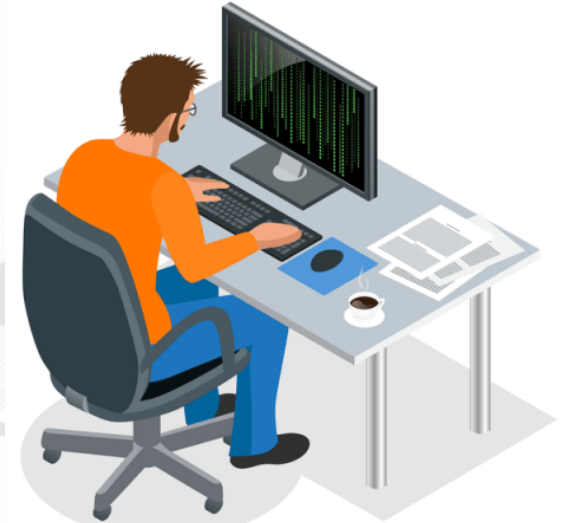


- Able clearly translate business processes into test cases
- Business user in subject area
- Onsite at Century Center at least one week *prior to May 31, 2018*
- Minimum of two hours per week plus training (CC or SM)
- One-on-one check-ins

Testing Burst (SM/CC)



- Computer literate
- GRATIS advanced user/access
- Business knowledge in area being tested
- Minimum of one full week
- Badge required for CC, no badge required for SM



Testing at CC or SM



- State of Georgia credentials and building access
- Onsite at Century Center or Southmeadow
- Computer based training (CBTs)
- GRATIS active user/access
- Tester training
- Minimum of one month onsite



County Tag Office Remote Testing



- Onsite at CC at least 2 weeks *prior to May 31, 2018*
- State of Georgia/VPN credentials and building access
- GRATIS expert user/access
- Business knowledge in area being tested
- Minimum of 2 hours per day uninterrupted
- Equipment that meets requirements and connectivity
- Weekly Skype/Go to Training updates and check-ins



Workday Diary



Purpose:

- The Workday Diary captures daily activities and tasks to ensure the content is covered in the DRIVES Training Classes in 2019.
- The Diaries and instructions will be emailed to the Tax Commissioners for distribution to staff next week.
- These diaries will be reviewed by the project team and will provide essential information in planning the system as well as the testing and training.

Workday Diary



Driver Record and Integrated Vehicle Enterprise System

DRIVES Workday Diary Example

Name: John Doe						
Date: 3/15/18						
County Name: Fulton County						
Job Role (Clerk, Manager, etc.): Office Supervisor						
How many times did you complete this task today? (#)	What task did you complete?	What did you need to complete this task?	How did you complete this task?	Any Issues/ Pre-requisites?	What was the outcome?	Additional Comments...
Example Row 25	Renewal	1.Renewal Notice 2.Handheld Barcode Scanner 3.Customer's Driver's License 4.Decal 5.Printer	1.Collected Renewal Notice 2.Scanned Barcode 3.Verified the correct vehicle that needed to be renewed	1. Customer needs to have Valid Insurance	1.Customer now has Valid Registration and a New Decal to put on their Tag.	*Had to turn 1 Customer away because they didn't have valid insurance

Due to the nature of the project and its timeline.... There is a lot going on!

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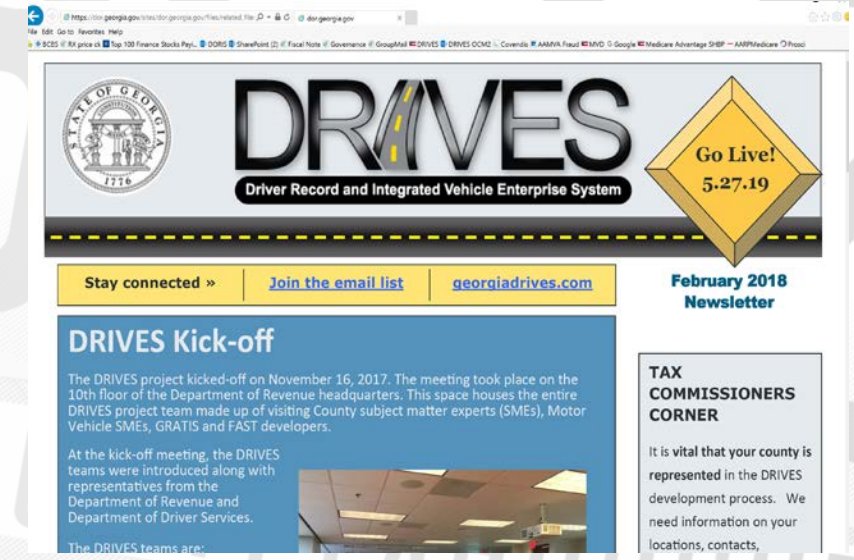


- Extremely aggressive timeline
- Things are constantly changing
- Need to get information to every staff member
 - Attend Roadshow
 - Print the newsletter for your staff
 - Get your staff on the email list
 - Ensure that every staff member attends a Roadshow presentation in June and July
 - Soften the impact by letting them know as much information as possible



Keep up with what's Happening

- Roadshow
- Newsletter
- Website – www.georgiadrives.com
- Join the DRIVES Email List



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GEORGIA DEPARTMENT OF REVENUE



MICHAEL LEAL

DOR PROGRAM MANAGER

County Equipment



- Computers
- Monitors
- Printers
- Scanners (delayed implementation)



Key Dates

- Early testing 7/31/2018
- All county equipment ready by 9/30/2018

Connectivity

- State will build out a dedicated network
- AT&T implementation underway
- Counties may use own network



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MARTHA METZ

FAST TRAINING COORDINATOR • DRIVES PROJECT

Today:

- DRIVES Training Goal
- Workday Diaries (WDD)
- Needs Assessment
- Train-the-Trainer
- Training Delivery
- Tiers of Training
- Help Manager
- Roadshow



DRIVES Training Goal

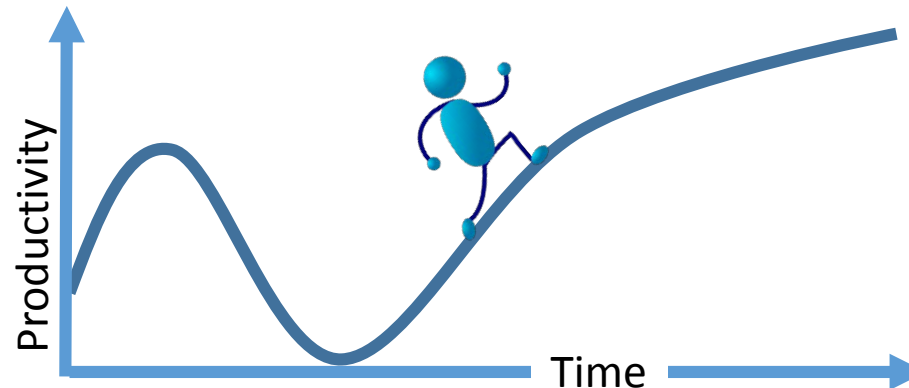


All users feel *competent, confident, and comfortable* using DRIVES to perform their daily tasks on *May 27, 2019*.

Management Acknowledgement:

With any new system, an *initial drop in productivity* as people learn is expected...

Individuals in your offices need time provided to them to learn how to use the new tool to reduce the depth of this drop.



Workday Diaries (WDD)



- A record of daily tasks performed in GRATIS
- Reviewed by the DRIVES team for:
 - Tasks not previously identified or defined
 - Information for training needs
- Available to all county users
- Allows *DRIVES participation* without visiting Century Center!



Needs Assessment

- Initial steps in developing a successful training program
- ‘Information Gathering’ to determine the overall training needs

Helps determine:

- Users who will need training
- Content of training
- Number of classes, number of courses
- Desired training outcomes and priorities



Help Wanted:



We want to Train-your-Trainer!

Goal is for ***DRIVES Trainers*** to be State and County personnel delivering DRIVES training



Help Wanted:

Qualities of a good trainer:

- Knowledgeable of the current system and processes
- Adaptable and Quick Learner
- Comfortable with public speaking
- Positive attitude / Change advocate
- Communicate complex ideas and concepts
- Respected individual

Benefit to your organization

- A leave behind capability providing self-sufficiency
- Opportunity for your best and brightest to shine

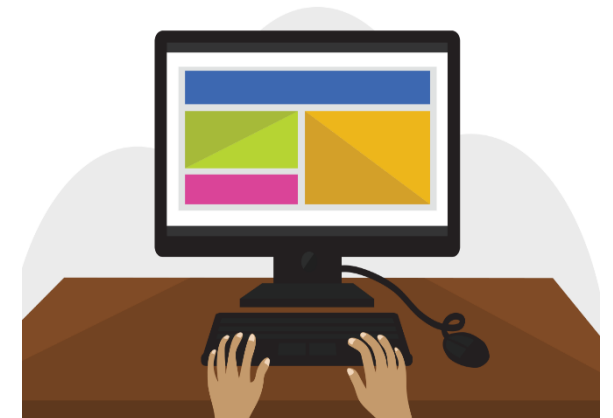


Training Delivery



DRIVES Training delivery methods:

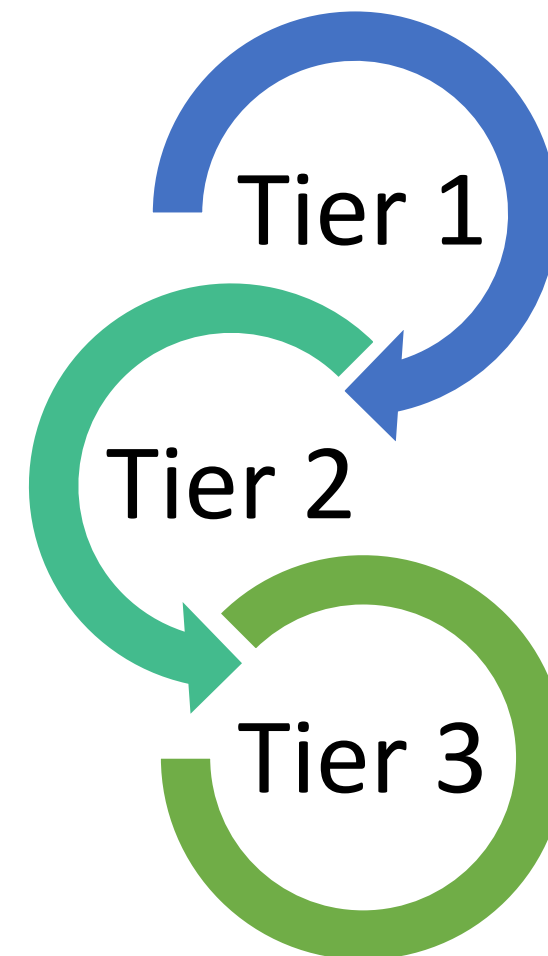
- Computer Based Training (CBTs)
- Classroom Training
- Desk-side Support
- DRIVES Help Manager



Tiers of Training



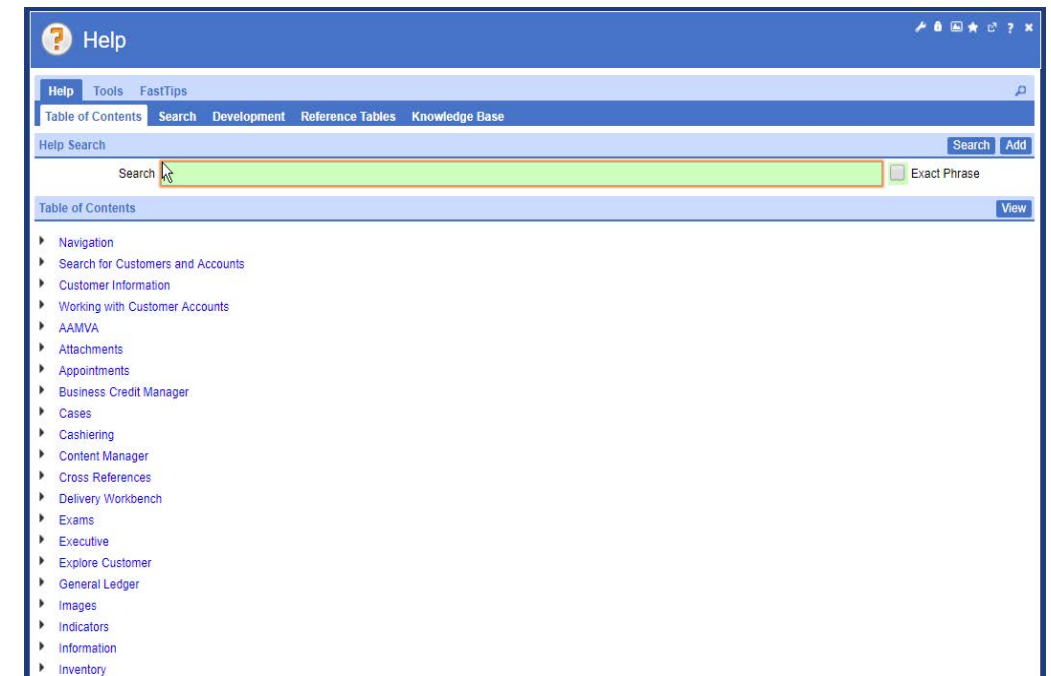
- Tier 1- Computer Based Training (CBTs)
 - Basic overview of core functionality
- Tier 2- Sandbox Environment
 - Useful tool for users to get comfortable with DRIVES
- Tier 3- Job Specific Training
 - Classroom training specific to their job
 - Demonstration, together and individual exercises



Help Manager



- Integrated Help is available in DRIVES
- Accessible during task completion
- Contains online descriptions of
 - System functionality
 - Common procedures



DRIVES on the Go!

- Kicks off June 12th
- See DRIVES in action, ask questions and provide feedback
- DRIVES DEMOs
 - 2 sessions a day
 - In areas all around Georgia
 - Exposing the end users to DRIVES



See y'all on the Road!



DRIVES on the Go!

Roadshow kicks off June 12th

Looking forward to meeting each of you over the
course of the next year!

