



DRIVES

Driver Record and Integrated Vehicle Enterprise System



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December 2018
Newsletter



Tier 1: CBT Training

CBTs (Computer-based training) you complete in your office. The purpose is to learn the basics of the core product, including navigation & terminology. DRIVES will look somewhat different than the core product (that you will train on), but will work the same. The MVD Call Center starts CBTs in January. The rest of the Motor Vehicle Division and the Counties will start CBTs in February. **To access CBTs, your county must be green on the map!**

Tier 2: Sandbox Training

You'll be encouraged to practice in the Sandbox environment using copies of real work from your office. The MVD Call Center starts Sandbox Training in January. The rest of the Motor Vehicle Division and the Counties will start in February. This will look and feel like the most current version of DRIVES, but is subject to change.



Tier 3: Classroom Training

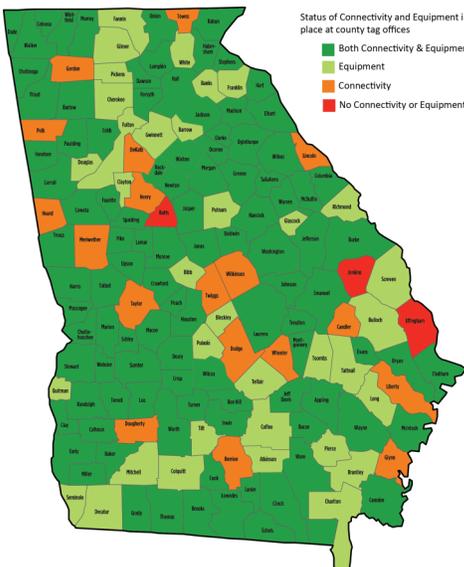
Once you have completed Tier 1 and Tier 2 training, you are eligible to attend Instructor-led classes at locations around the state.

All three training tiers **MUST** be completed prior to being granted access to DRIVES production and to participate in the GATO Lab and presentation. Will you be ready?



Status of Connectivity and Equipment in place at county tag offices

- Both Connectivity & Equipment
- Equipment
- Connectivity
- No Connectivity or Equipment



How Green is Your County?

Having equipment and connectivity in place is a critical aspect of county readiness.

Green is good - the darker, the better. Lighter green indicates the county has equipment, but no connectivity yet. Orange means the county doesn't have equipment, but they do have connectivity. Red means we presume the county has neither. Let us know if our information is not up-to-date.

If your county is **red** or **orange**, please contact [Michael Leal](#) to share your plans for getting your equipment in place.

FOR TAX COMMISSIONERS

MISSING SPREADSHEETS

We are still missing User Spreadsheets for some counties. This data is used to populate user profiles and assign CBTs. Without this information, we cannot begin to assign CBTs for your county.

Please remember! **Before returning spreadsheets, replace the word "County" with your county name.**

Email the finalized spreadsheet to [DRIVES Training](#)

DRIVES CONNECTIONS need to be Tested!

Once your DRIVES computers are setup and connected to the network, please assign one person to perform the IP connection test to verify proper connection to DRIVES

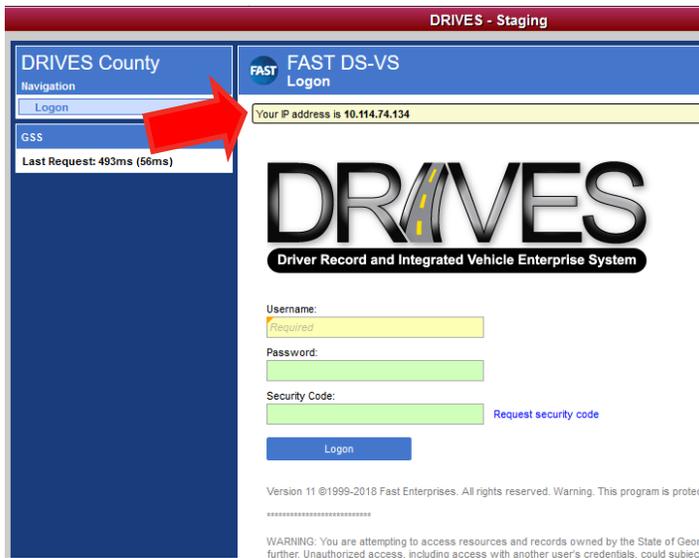
TIMELINE

Development - Now!

Testing - Now!

Training - Early 2019

Connecting Properly? Test it!



DRIVES - Staging

DRIVES County Navigation

FAST DS-VS Logon

Your IP address is 10.114.74.134

DRIVES

Driver Record and Integrated Vehicle Enterprise System

Username:

Password:

Security Code: [Request security code](#)

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WARNING: You are attempting to access resources and records owned by the State of Georgia. Unauthorized access, including access with another user's credentials, could subject you to criminal prosecution and civil liability.

The network used for accessing DRIVES has been determined by each county Tax Commissioner. Once your DRIVES computers and chosen network are in place, perform the following test to make sure your county is accessing the correct network.

Send an [Email with the IP Address displayed \(see image\). Please include your County name, mailing address AND the date of test.](#)

Computers & connectivity in place now? Please go ahead and complete this test and **email the results.**

Thank you, your prompt help is appreciated!

What is a Fob & Two-Factor Authorization?

Because of the sensitivity of DRIVES data, an extra layer of security is added to ensure only authorized users of the system can access the information. This will make it harder for cyber criminals to compromise the system.

County staff will use this extra layer of security. Two-factor authentication revolves around the concept of “something you have and something you know.” For DRIVES, “something you know” will be your username and password. “Something you have” will be a fob. Fobs will be issued to each DRIVES user in all 159 counties.

DOR staff will not need fobs since they are working directly on the DOR network.

As stated above, **every user who accesses DRIVES will be issued their own unique credentials** (username and password). More information will be provided regarding fob administration in the coming months.

How do Fobs work?

A code will be generated on your DRIVES fob. You will enter that code in the Security Code field below your Username and Password each time you log into the system.



DRIVES & the Georgia Computer Systems Protection Act

Every user who accesses DRIVES will be issued their own unique credentials (username and password). Sharing your credentials or accessing the system with someone else's credentials is a violation of state law.

To be clear, unauthorized access, which includes accessing the system with another person's credentials, could subject you to criminal prosecution, and could result in fines up to \$5,000 and/or imprisonment up to 5 years for each offense.

Putting the criminal aspect aside, consider for a minute how you are exposing yourself and your reputation if you share or use someone else's credentials!

- The username is attached to every transaction you process. If there are financial discrepancies or fraudulent transactions, you are responsible for the activity performed under your username.
- Most people use the same password to access more than one account. You may be unwittingly giving a co-worker the password to access your banking, credit cards, or other personal accounts.
- You may have authority to perform overrides or reversals that other employees should not be able to perform.

Let your manager know if you do not have your own RACF ID for GRATIS access so one can be requested for you.

Spotlight - Training Team



From left to right top row: Teresa Goyette (FAST), Martha Metz (FAST), Kelcie Moseley (FAST), Bianca Latson (Richmond), Shannon Covington (Richmond), Orion Wake (Gwinnett), Courtlin Reasor (FAST), Adam Sparks (FAST), Megan Durant (Dawson), Erica Gazaway (Gwinnett), Adrienne Williams (MVD), Michelle Snow (FAST), Stacey Jackson (Chatham), Tisa Washington (Rockdale), Amicia Neal (MVD), Laurinda Kirk (FAST), Crystal Powell (MVD), Verna Burney (MVD), Pat Curless (Cobb), Sumer Grissom (MVD), Danata Drake (Fulton), Breanna Patterson (Cobb), Hynecia Raggs (Fulton), Kaylon Smalls (Fulton), Tracie Scott (MVD)

From left to right bottom row: Emily Howell (FAST), Jennifer Lunsford (Muscogee), Scarlet Green (Richmond), Luree Mccorkle (Bibb), Christy Tucker (Cobb), Sharon Arata (Emanuel), and Monica Davis (Muscogee).

Not pictured: Lori Masslieno (DeKalb), Sonya Moore (DeKalb), Glynda Caffey (DeKalb), Cecilia Welch-Wardle (Tift), and Kellie Cross (Tift).

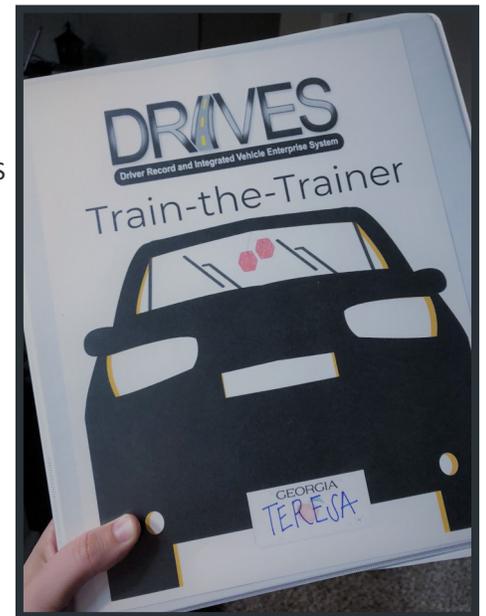
The DRIVES Training Team consists of County, DOR, and FAST trainers.

The overall goal for the DRIVES Training Team is to train all users to feel competent, confident, and comfortable using DRIVES to perform their daily tasks on May 27, 2019.

Train the Trainer Orientation kicked off on November 5th at Century Center. County and DOR trainers participated in hands on activities in DRIVES, learned about their new role as a DRIVES trainer, and gave presentations on different functionalities within DRIVES. As the Train the Trainer program continues, County and DOR trainers will be working side by side with FAST trainers to prepare for DRIVES Training. Their time will be spent practicing in DRIVES, writing the training curriculum, and participating in workshops to help prepare them to train on the new DRIVES system.

Once the DRIVES training materials are complete, the trainers will practice their classes thoroughly and be ready to train the County and DOR users. The trainers are already well on their way to becoming expert users of DRIVES.

The DRIVES Team is extremely thankful and appreciative to all the County and DOR trainers for their time and dedication in preparing for DRIVES training. We have an amazing group of trainers with a lot of knowledge and expertise. We are looking forward to DRIVES Tier 3 Classroom Training beginning April 2019.



Data Cleanse Still Needed!

Converted data is the base for all future transactions and interactions. Please encourage staff to clean up your data.

- Correct your customer data in GRATIS when you get your spreadsheet from Crystal Powell
- We're cleaning up duplicate customer data, but need your help to connect them under the correct driver's license number so they can be merged
- We need correct birthdates