

FAST VTRS Legislative Report

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KEN BUNA



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Procurement

FAST responded to the RFP for the MNLARS replacement in late June. Part of the procurement process requested that FAST provide a FAST VS demonstration on some of the business requirements needed to replace the MNLARS system, and to provide support for dealers within the same system. The demonstration occurred on July 1, 2019, with representatives from DPS, MN.IT, MDRA (Minnesota Deputy Registrars Association) , DRBOA (Deputy Registrar Business Owners Association), and MADA (Minnesota Auto Dealers Association) present.

Contract negotiations started with DPS, MN.IT, and FAST on July 8th, resulting in a contract signed by all required parties on August 8, 2019.

Preparation Phase

The project mobilization phase started on August 12, with several key FAST resources visiting. Initial sessions were held with the business subject matter experts (SMEs), which was the first step for the SMEs to become familiar with the FAST methodology, process, and responsibilities. Several VS demos were held, using the demonstration configuration that was presented during the procurement phase. The configuration would serve as the starting point of the registration and title process, as well as the dealer management process. During these reviews, the SMEs were looking to identify areas where the Minnesota requirements differed from the initial procurement demonstration.

The first version of the project staffing and team structures were developed. With that starting plan, the project team worked with MNIT Operations staff to establish the project space and seating plan for the project team, which includes staff from FAST, DPS, MNIT, MDRA, DRBOA, and MADA.

FAST technical staff, in conjunction with MNIT Operation staff, started the process of obtaining additional hardware required to support the development of the new project, in addition to maintaining the hardware required to support the FAST DS system.

Outreach

As part of the new project, DVS negotiated the acquisition of three full time business resources from the Deputy Registrars, with estimated project start date of September 4th. These external resources will be assigned to separate teams, notably Registration and Titling, Dealers and Inventory, and Financials. DVS also negotiated with MADA to have a half time resource to join the project in January, to ensure that the functionality meets the needs of the dealer community.

Project members met with the executive from MADA to identify their business requirements of the system. The project staff and MADA have agreed to have regular system update meetings with respect to their member and system needs.

Project members also met with the technical staff from BCA. The meeting focused on the transition from MNLARS to FAST VS, and to discuss some of the challenges that the BCA are currently managing.

Training

Training is a critical component of successful system implementation. The project will follow the FAST training methodology, which consists of four separate tiers of training. This is the same training model that was used during the FAST DS Real ID project.

The training plan will be developed during the first quarter of the project, once some of the major business process decisions are made. A training needs assessment will also be held to ensure that all parties receive appropriate and adequate training. This assessment will identify the number of people to be trained, as well as regional training locations so that all participants can get hands on training well in advance of the system implementation.

Next Quarter

Over the next quarter, the project team will begin the definition phase. This phase reviews the Minnesota business requirements, and the project team starts to perform the initial configuration.

Weekly project status meetings will be held with FAST, DPS, and MNIT project management, to ensure that the project is meeting the required timelines. All issues, risks, and significant decisions will be discussed each week, with a clear escalation path established.

By the end of the quarter, initial discovery sessions may be held, allowing business users outside of the project to review the progress to date, and begin to understand the system as it is being configured.