FAST VTRS Legislative Report

DECEMBER 2019

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Contract Amendment

FAST and DPS/MNIT have amended the VTRS contract to also include the support and maintenance of the Driver Services system. This is the first step in establishing a support and maintenance contract for the single system that will house both the Driver Services and Vehicle Services functionality.

Once Rollout 2 for the VTRS project is complete, DPS/MINIT will need to negotiate and select the future support and maintenance agreement.

Definition Phase

The definition phase of the project is scheduled to be complete by January 8, 2020. FAST is working closely with the business subject matter experts (SMEs) and project Deputy Registrars to ensure that all system requirements have been identified, and the development approach has been determined.

During the last three months, the project has held several different types of review sessions in addition to the regular project demonstrations and reviews. These sessions are intended to solicit feedback from non-project stakeholders, to ensure that the initial development and approach meets the needs of all stakeholders. To date, the feedback has been very positive and stakeholders appear to be willing to provide additional time for input and review.

The project is watching the Vehicle Registration Task Force closely and hopes to have direction for required changes identified by March 1, 2020, to ensure there is time to configure the calculation changes required by law.

Risks and decision requests continue to be monitored continuously, since many of the decisions will have implications on the functionality required. To date, these items have been resolved promptly, but any delay could have an impact on the project's ability to have development completed in order to facilitate the business testing phase.

One of the largest new initiative is the implementation of multi-vendor EVTR (Electronic Vehicle Title and Registration). These vendors provide software that is used at dealerships to help dealers with their submission of title and registration transactions. During MNLARS, there was a single vendor that provided this software to a very limited number of dealers, but that contract was not renewed in September 2019.

The project held an open forum meeting with prospective EVTR vendors in December. This meeting had two primary goals:
1. Ensure that the vendor community was comfortable with the planned functionality.
2. Provide the vendors with sufficient time to develop and test their software with Fast DS-VS.

The sessions were well attended, with representatives from DVS, the Deputy Registrar associations, MADA, and the vendor community.

Staffing

As part of the VTRS project, DVS negotiated the acquisition of three full time business resources from the Deputy Registrars. These resources have been on the project full-time and are completely integrated with the project team. Two additional part-time resources drawn from MADA and the Deputy Registrar pool will be added to the team in January 2020.

The FAST team will be fully staffed by mid-January. Similar to the Driver Services rollout, additional short-term FAST staff will be brought in for the first couple of weeks of rollout to provide on-site system support to as many offices as possible. This group of FAST staff will be supplemented by expert users that will be provided by the Deputy Registrars and DVS.

Training

Training is a critical component of successful systems 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 two largest challenges with respect to the delivery of training are:
- Enough staff to deliver training
    - There will be demands on DVS, the Deputy Registrars, and MADA to provide dedicated resources that will deliver the system training to their peers, with the project training team supporting this effort. Having these staff available will reduce the amount of time they are available for day to day responsibilities.
- Available training locations throughout the state.
    - During the Driver Services rollout, a large portion of the training occurred during the summer months and the project was able to utilize schools and college campuses throughout the state that could provide the required facilities including classroom setting, computers, and appropriate internet capabilities without being cost prohibitive. For the VTRS project, training will take place in September and October, when both schools and colleges are operating at full capacity.

Next Quarter

Over the next quarter, the project team will move into the development phase, where configuration of the known definition items will be completed, with project business staff reviewing of all configuration as it is ready. This process happens prior to the business testing phase, where non-project business users are brought into St. Paul to re-confirm that the required functionality is available and will support all business needs at rollout.