Project Progress Report

Legislative Commission on Data Practices

October 20, 2015

Information Technology For Minnesota Government

Agenda

- Project Leadership/Governance

- MNLARS Mission

- Need for New System

- Scope

- Goals

- Budget

- Managing Access to MNLARS

  - User Requirements

  - User Oversight

- Roadmap

MN LARS

Project Leadership/Governance

- Administers Minnesota's driver licensing and vehicle title and registration programs
- Employs approximately 500 people
- Maintains current services while key staff serve as the project's business subject matter experts
- Provides project leadership
- Engages key business partners in planning

- DVS' partner for MNLARS development/implementation
- Maintains aging legacy systems

MNLARS Mission

To build and deliver the best secure driver and vehicle information system that is within budget, easy to use and maintain, and that allows for future enhancement.

Need for MNLARS

- Platforms, databases, applications and access controls are from the 1980s and fragile

- Need to improve ability to respond to increasing security threats

- Rigid mainframe environment requires major development effort for even small changes, which may unknowingly adversely affect other mainframe functions

A 2007 system analysis conducted by the Office of Enterprise Technology recommended that DVS limit investments in the mainframe system and develop a strategy to replace it.

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Scope

- Increase data security

- Provide a stable environment for motor vehicle and driver license data

- Improve business processes

- Create a flexible system foundation able to accommodate future enhancements, such as mobile applications

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MNLARS Project Goals

1. Improve data access, accuracy, consistency, and security.

- Identity Access Management (IAM) system controls access to the system and tracks user interactions with system
- Role based access limits users to only the information necessary to accomplish their tasks
- Improved data sharing through new interfaces for DVS business partners
- Near-real time data updates provides up-to-date information

2. Reduce transaction processing times.

- Collection of information at first point of contact (deputy registrar offices) eliminates duplicate data entry
- Auto-fill fields reduce the amount of data entry necessary to create a record
- System edits reduce the risk of errors

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MNLARS Project Goals

3. Improve customer assistance and communications.

- Integrated view of customer records (driver license and motor vehicle)
- Simplified customer correspondence
- Provisions for future customer communication options

4. Standardize processes.

- Gain efficiency through the elimination of duplicative efforts
- Consistency in training materials and delivery
- Clear expectations/output for customer interactions

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MNLARS Project Goals

5. Reduce paperwork and paper flow.

- Electronic transmission of transaction data and scanned application files
- Automated electronic financial reconciliation
- Reduced risk of lost paperwork/files/data

6. Increase customer convenience.

- The new system's flexible system architecture will enable future enhancements such as mobile apps and increased web applications

MN LARS

Budget

Available: $46,930,224	FY16	FY17	FY18
			thru Dec 2017 only
Voice, Wide Area Network, Computing	$ 475,000	$ 500,000	$ 260,000
Enterprise data center development, operations, maintenance	$ 4,363,721	$ 1,517,000	$ 1,865,250
Staffing (state staff and consultants)	$ 14,500,000	$ 15,500,000	$ 5,400,000
Rent, supplies, statewide indirect costs	$ 304,000	$ 236,000	$ 111,000
IAM, Licenses, Hardware, Maintenance, Support	$ 943,832	$ 660,000	$ 293,500
Annual Total	$ 20,586,553	$ 18,413,000	$ 7,929,750
Cumulative total	$ 20,586,553	$ 38,999,553	$ 46,929,303

Managing Access to MNLARS: Users

- Users limited to data elements needed to perform job function via role-based access

- User Profiles include:
  - Full name and date of birth
  - Address
  - Driver license number
  - Phone number

- Users are required to submit a User Agreement, which is assigned an agreement number

- Users are granted access based on the terms and permissible uses specific in the user agreement for their role

MN LARS

Managing Access to MNLARS: User Oversight

Data Practices Representative (DPR), role is within DVS

- Reviews and approves users agreements
- Determines access levels based on roles
- Conducts audits for purposes of access
- Controls hours of access
- Approves access, if a DUR is not available
- Suspends, terminates, and/or changes access, as needed

Data Use Representative (DUR), role is within access unit

- Verifies personal data of new users and approves access
- Manages ongoing access for their specific users
- Ensures annual DVS training is conducted
- Assigns access based on user roles
- Conducts quarterly audits to verify their user list
- Temporarily suspends access for internal business practices, such as leave of absences

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Roadmap

2016 Implement motor vehicle release by year's end

- Title
- Registration
- Inventory
- Fee/Tax Calculation and Collection
- Fee/Tax Distribution

2017 Develop driver license release

- Exam
- Issuing
- Compliance

2018 Implement driver license release in Quarter 1