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FOR IMMEDIATE RELEASE

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State of Minnesota releases project roadmap for Minnesota Licensing and Registration System (MNLARS)

*All high-priority defects will be fixed by July 2018, with additional
functionality developed through December 2019*

SAINT PAUL, MN – The Minnesota Department of Public Safety (DPS) and Minnesota IT Services (MNIT) today released a [project roadmap](#) for the State of Minnesota License and Registration System (MNLARS). The project roadmap is a complete strategy to aggressively address system shortcomings in MNLARS and build out system features that will support a modernized delivery method for Driver and Vehicle Services in the future. Its full execution will require additional funding and legislative support.

“This roadmap reflects the top priorities and conversations that our technical team had with stakeholders, as well as a core understanding of underlying structural fixes necessary to be fully functional,” said MNIT Chief Enterprise Architect Joan Redwing. **“We will continue to work on the back-end to stabilize MNLARS, but we’re focused on addressing the issues that directly impact Minnesotans first.”**

DPS and MNIT launched MNLARS in July 2017 to replace a 30-year-old legacy system to process vehicle title and registration transactions, but the system has encountered technical complications since that time.

“The Department of Public Safety is committed to continuing work with our technical and business partners in order to make MNLARS a system that works reliably for everyone,” said DPS Commissioner Mona Dohman. **“We owe it to the users of this system and the people of Minnesota to focus our efforts on the path forward.”**

The MNLARS project roadmap is the direct result of more than eight meetings across the state of Minnesota, covering over 1,600 miles, based on suggestions from more than 100 stakeholders. The roadmap was produced in partnership with deputy registrars, auto dealers, financial institutions, legislators, and other stakeholders who use this system for their work each day.

In conjunction with these stakeholder meetings, MNIT completed a deep technical assessment of the MNLARS system and an inventory of all remaining system defects and gaps in functionality.

Top priorities put forth in the roadmap include:

- **Fixing Bugs and Glitches.** Resolving system defects and time-consuming workarounds that are leading to delays and inconveniences for Minnesotans.
 - *Example: Building automated tools to ensure the consistent calculation of complex or seasonally-used transactions.*
- **Filling Gaps in Functionality.** Completing partially delivered features.
 - *Ability to transfer specialty plates, impounded plates, inventory management, and allow deputy registrars to edit transactions. Ability to bulk-update addresses for fleet vehicles.*
- **Empowering Users.** Adding features that will allow system users to make changes and fix mistakes without starting over or having to contact DPS. Adding the ability to print in-process work, transactions, and duplicate titles.
 - *Adding functionality to MNLARS that existed in the old system, like transferring specialty plates. Adding the ability to edit the cart, scan, and see specific details of all transactions.*
- **Delivering Faster Title Turnaround.** Providing the technology tools needed to speed up processing of vehicle titles.
 - *Continuing to decrease the number of backlogged titles. Managing title processing system errors more efficiently.*
- **Modernizing Business Processes.** Working collaboratively with local deputy registrar offices to build new features in the system that support a more modern mode of business operations for driver and vehicle services.
 - *Building ability to add or delete multiple transactions in the cart, without checking out.*
- **Improving Customer Service.** Adding 63 DVS call center staff and five training positions in FY19. The additional call center staff will help DVS improve customer service by responding to emails promptly, reducing wait times and answering the 65,000+ calls it receives each week. It will also ensure the state is ready to answer questions from Minnesotans leading up to REAL ID availability in October 2018. The five trainers will work with Driver License Agents on the new driver’s license system and REAL ID requirements.

- *Phone calls from the public and stakeholders increased during the MNLARS rollout, peaking at 110,000 during the week of September 10. Email response times were as high as six weeks due to the influx of consumer questions and issues.*
- **Stabilizing and Optimizing System Performance.** Ensuring that each piece of the system is operating efficiently and working optimally to support heavy use.
 - *System slowdowns during daytime when system is under heavy use.*
- **Improving User Experience.** Making the system more user friendly and tailored to the needs of local deputy registrar offices.
 - *Modifying the way the system looks and feels to more closely align with deputy registrar needs. Enhancing screen colors and formatting based on user feedback.*

The MNLARS roadmap will additionally undergo rigorous external review by an industry leader, in keeping with IT best practices. The State of Minnesota is currently completing a request for proposals, and the results of that assessment will be made public when it is complete.

For more detail, [view the downloadable PDF of the roadmap.](#)

Legislative Support Needed to Implement Roadmap

The need for each fix and improvement indicated on the roadmap is clear, but current resources will only support a small volume of that work for the remainder of the biennium. Without additional funding, deputy registrars and other system users will continue to contend with cumbersome workarounds, system errors, and gaps in system functionality for the foreseeable future.

The roadmap will cost an additional \$43 million which the Legislature must appropriate to complete MNLARS defect fixes and add necessary features by December 2019. An estimated \$37 million in additional funding is needed to make critical system improvements and enhancements. \$6 million is needed for customer service capacity increases at DPS in the current biennium. This investment would provide the hardware, software, and human resources necessary to support an aggressive delivery roadmap with concurrent work streams – the approach that is needed to address multiple stakeholder priorities simultaneously, and to manage large volumes of customer service demand through the rollout of REAL ID.

For more detail, [view the downloadable PDF of the budget request.](#)

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About Minnesota IT Services

Minnesota IT Services, led by the state's Chief Information Officer, is the Information Technology agency for Minnesota's executive branch, providing enterprise and local IT services to over 70 agencies, boards and commissions. MNIT employs more than 2,000 people across 90 physical locations. Together, the agency builds, maintains, and secures the state's IT infrastructure, applications, projects and services. MNIT sets IT strategy, direction, policies and standards for enterprise IT leadership and planning. The agency also serves Minnesotans by connecting all 87 counties, 300 cities, and 200 public higher education campuses across the state on the MNET network. Through public-private partnerships, the

MNIT team proactively protects the state's information systems and the private data of 5.5 million Minnesotans.

About the Minnesota Department of Public Safety

The Minnesota Department of Public Safety is a large and complex agency dedicated to prevention, preparedness, response, recovery, enforcement and education. The agency's 15 divisions serve Minnesotans with programs in law enforcement, fire code development, fire investigation and safety inspection, forensic science, crime and fraud prevention, crime victims' services, homeland security and emergency management, emergency communications network management, traffic and motorcycle safety, driver licensing and vehicle registration, alcohol and gambling enforcement, pipeline safety and rule enforcement, and public safety education.

MNLARS Roadmap Fact Sheet

Project Overview

Minnesota IT Services (MNIT) and the Department of Public Safety (DPS) have laid out a timetable for the improvement of the Minnesota Licensing and Registration System (MNLARS). This project roadmap is a complete strategy to aggressively address system shortcomings in MNLARS and build out system features that will support a modernized delivery method for Driver and Vehicle Services in the future. Its full execution will require additional funding and legislative support.

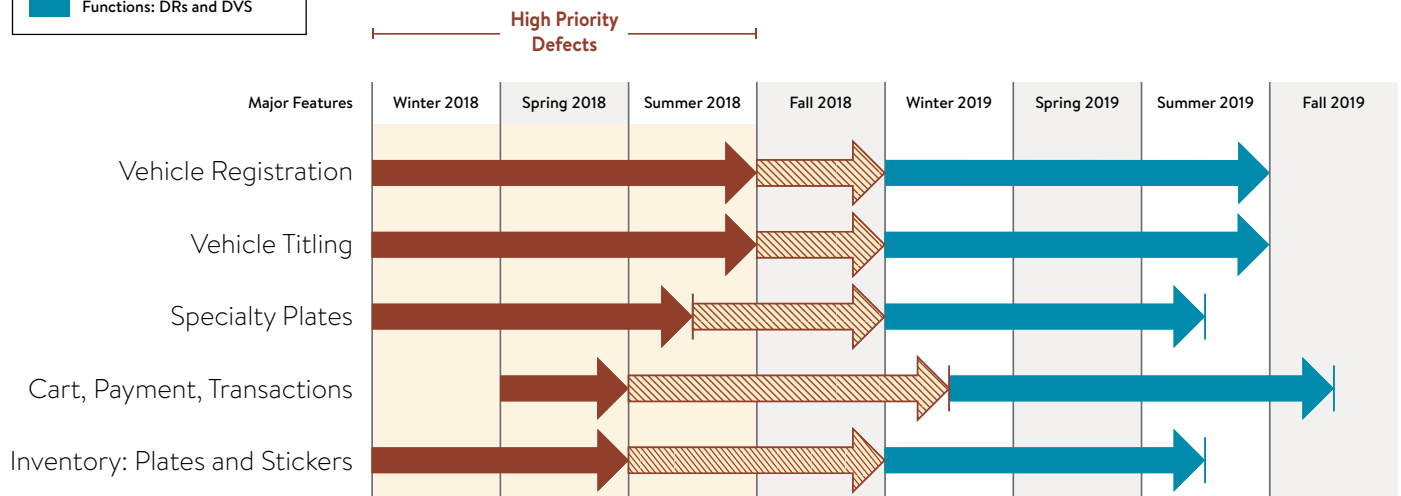
Roughly \$37M in additional funding is needed to make critical system improvements and enhancements, with \$6M needed for customer service capacity increases at DPS in the current biennium. This investment would support an aggressive delivery roadmap with concurrent work streams and manage large volumes of customer service demand through the rollout of REAL ID.

Key Outcomes

1. All high-priority defects will be fixed by July of 2018 and additional functionality will be developed through December 2019.
2. Enables simultaneous delivery of both critically needed vehicle system improvements and Real ID by October 1, 2018.
3. Adds 63 DPS staff for call center and 5 positions for training in FY19.
4. Continues funding for multiple testing environments and system disaster recovery, which reduces risk.
5. Improves user experience and transactional integrity with a focus on the needs of local deputy registrar offices.



MNLARS Project Roadmap (Executive Summary)





What Does this Funding Buy?

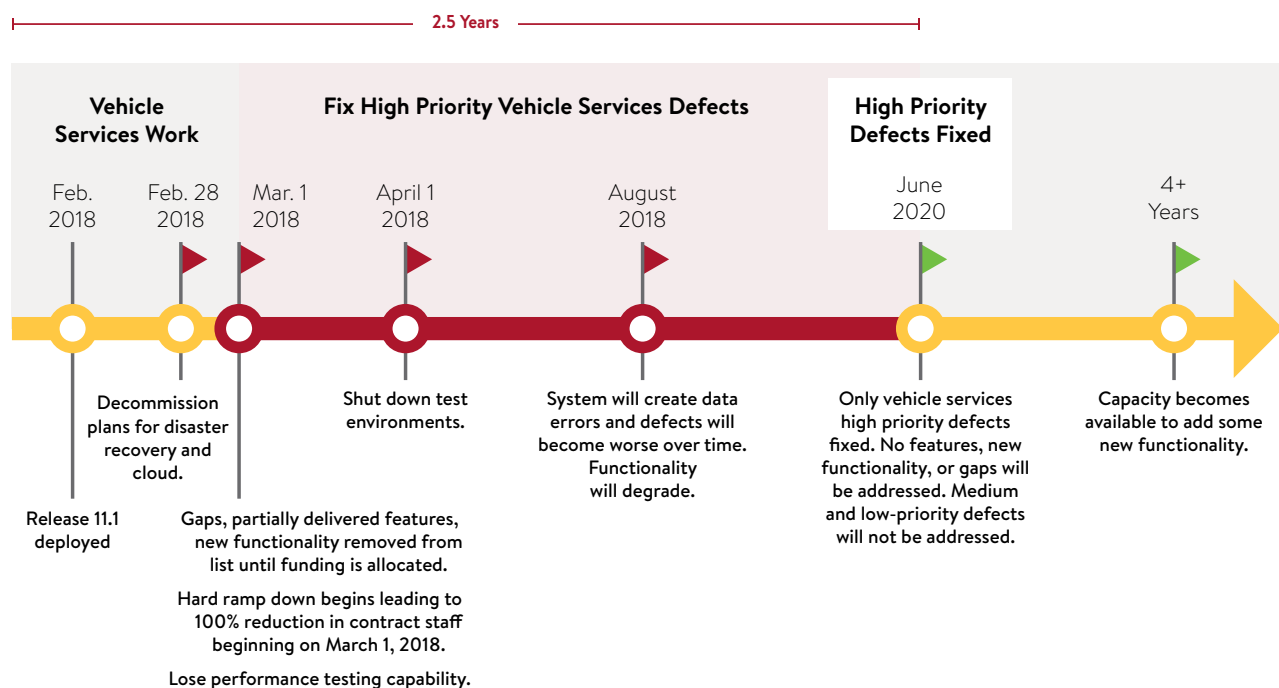
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▶ Current Resources Breakdown

The Cost of Inaction

- Because of critical system gaps and defects, additional resources are needed to build out and improve the MNLARS vehicle system that exceeds initial budget projections.
- In the absence of additional funding, the majority of these defects and gaps in functionality would remain unaddressed for the remainder of the FY 18-19 biennium.
 - *Example: Editing transactions in the cart. Building automated tools to ensure the consistent calculation of complex or seasonally-used transactions. Displaying deficiencies and their histories properly.*
- With current resources, vehicle project teams would be notified on March 1st that the budget can no longer support their ongoing work.
- Hard ramp down requires loss of performance testing capability, shutdown of test environments, and removal of new functionality and features from the roadmap.
- High priority defects will not be fully resolved until June of 2020. No new functionality will be added, and medium and low priority defects will remain unaddressed.
- Beginning in August of 2018, staff reductions will result in the need for the remaining team to focus on system support rather than development. Defects will worsen over time and system functionality will degrade.

MNLARS Project Current Resources Timeline










Budget Breakdown

Overview (in Thousands)

REVENUES	FY 2018	FY 2019	FY 2020	FY 2021
Carryforward	26,702	(12)	0	0
Receipts	1,900	1,900	1,900	1,900
Transfers In	8,000	8,000	0	0
TOTAL RESOURCES	36,602	9,888	1,900	1,900
EXPENDITURES				
Incurred or Fixed Costs	9,479	235	235	235
DRIVER				
FAST Contract	8,250	15,000	3,950	1,000
Staff	1,788	3,065	2,525	2,525
Technology Costs	1,197	2,754	2,754	2,754
DVS Customer Service	195	7,832	800	800
VEHICLE				
Staff	10,569	17,857	3,436	3,436
Technology Costs	5,136	5,960	4,200	3,300
TOTAL EXPENDITURES	36,614	52,703	17,900	14,050
BALANCE				
	(12)	(42,815)		
SUPPORT FOR ADDITIONAL RESOURCES FOR DEPUTY REGISTRARS				
		To be determined		

MNLARS Project Roadmap (Expanded)

	Resolve Defects and Priority Gaps		Build Operational Support Functions, Business-Management Functions, Rules-Management
	Stabilize Existing Application / Refactor		Support and Decommission Legacy Applications
	Build Business Functions		

	Resolve Defects and Gaps			Complete Gap Functionality		Deliver New Business Functions: DRs and DVS		
	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Mainframe Legacy Support	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
E-Support Legacy	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Stellent Document Imaging Legacy Support	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
HP Permits Legacy Systems Support – Commercial Permitting	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Vehicle Registration: Core Business Functions	Red	Red	Red	Hatched	Blue	Blue	Blue	Green
Title: Core Business Functions	Red	Red	Red	Hatched	Hatched	Blue	Blue	Green
Vehicle Registration: Plates/Stickers Assignment and Manufacturing	Red	Red	Red	Hatched	Hatched	Blue	Green	Green
Vehicle Registration: Special Plates, Personalized Plates, Impounded Plates	Red	Red	Red	Hatched	Hatched	Blue	Blue	Green
Inventory: Plates/Stickers Ordering-to-Stock, Distribution to Offices, Tracking/Control over Secured Stockable Items	Red	Red	Red	Hatched	Hatched	Blue	Blue	Green
Finance: Cart/Payment Management, Corrections, Adjustments, Exception Handling		Red	Red	Hatched	Hatched	Blue	Blue	Green
Transactional Integrity/Exception Handling: Edit In-Process; Cancel After Paid/Finalized; Cart/Payment Corrections		Red	Red	Hatched	Hatched	Blue	Blue	Green
Finance: SWIFT Integration, Accounting Controls, Reporting			Blue	Blue	Hatched	Blue	Blue	Green
Title: NMVTIS and Inter-jurisdiction Communication, Inter-agency Functions			Blue	Blue	Blue	Blue	Blue	Green
Vehicle Registration: Applications for Disability Status, Disability Plates/Placards					Blue	Blue	Green	Green
Document Imaging: Replace Stellent						Blue	Blue	Green
Commercial Vehicle (Temporary) Permits							Blue	Green