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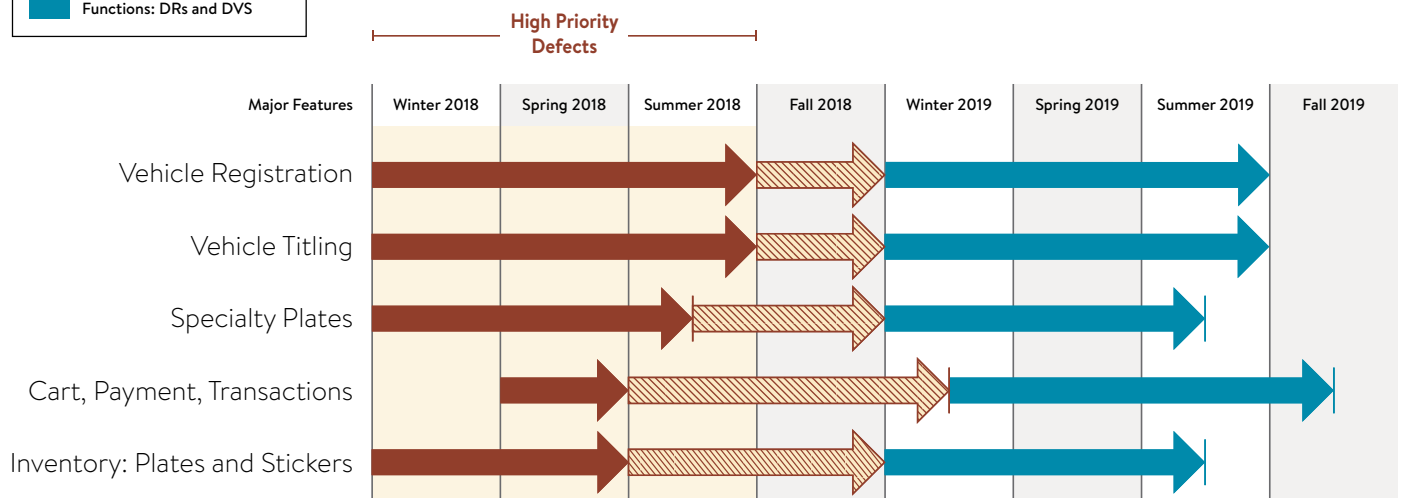
Roughly $37M in additional funding is needed to make critical system improvements and enhancements, with $6M needed for customer service capacity increases at DPS in the current biennium. This investment would support an aggressive delivery roadmap with concurrent work streams and manage large volumes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

Legend:
- ▬ Resolve Defects and Gaps
- ▨ Complete Gap Functionality
- ▬ Deliver New Business Functions: DRs and DVS

MNLARS Project Roadmap (Executive Summary)

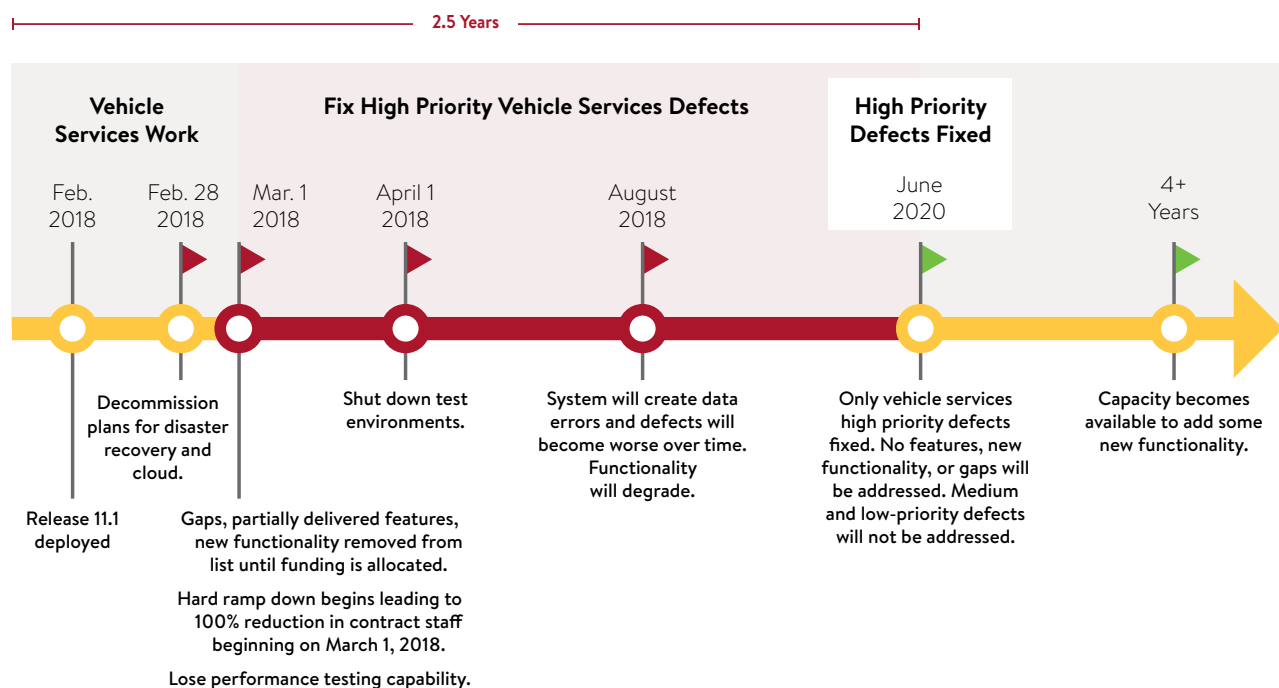| Major Features	Winter 2018	Spring 2018	Summer 2018	Fall 2018	Winter 2019	Spring 2019	Summer 2019	Fall 2019
			High Priority Defects					
Vehicle Registration								
Vehicle Titling								
Specialty Plates								
Cart, Payment, Transactions								
Inventory: Plates and Stickers								

What Does this Funding Buy?

- **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 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

2.5 Years

| Vehicle Services Work | Fix High Priority Vehicle Services Defects | High Priority Defects Fixed | |

Feb. 2018 — Feb. 28 2018 — Mar. 1 2018 — April 1 2018 — August 2018 — June 2020 — 4+ Years

Decommission plans for disaster recovery and cloud.

Shut down test environments.

System will create data errors and defects will become worse over time. Functionality will degrade.

Only vehicle services high priority defects fixed. No features, new functionality, or gaps will be addressed. Medium and low-priority defects will not be addressed.

Capacity becomes available to add some new functionality.

Release 11.1 deployed

Gaps, partially delivered features, new functionality removed from list until funding is allocated.

Hard ramp down begins leading to 100% reduction in contract staff beginning on March 1, 2018.

Lose performance testing capability.

$ 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		