

Business and Technology Modernization Overview

The Business and Technology Modernization (BTM) Program is a multi-biennia effort to modernize the agency's business processes and information technology systems, described in the Investment Plan dated May 2014. The BTM program, referred to as DRIVES, includes the Driver (R2) and Vehicle System (R1) project, which is implementing commercial-off-the-shelf (COTS) software from vendor Fast Enterprises (Fast) to replace legacy DOL information systems for vehicle and driver licensing functions.

DRIVES Rollout 1 (R1) - Vehicles

- Legislature funded \$27.4M in 2015-17 transportation budget to complete **vehicles** phase of system modernization.
- Rollout 1 was implemented on time December 2016.
- The system has completed the stabilization period and is now operational. System improvements and enhancements continue to be applied based on priority.

DRIVES Rollout 2 (R2) - Drivers

DRIVES R2 implements the driver licensing portion of BTM. Rollout 2 continues DOL's efforts to improve system reliability, eliminate the high risk of current system failure, provide a modern user interface to make driver licensing functions more efficient for customers and staff, and reduce the complexity and duration of system changes. The current driver system is about 30 years old. The driver licensing system joins the vehicle licensing system launched in December 2016 to create an enterprise licensing system. The fully integrated DRIVES will also interface with the Central Issuance System (CIS).

Driver services will be modernized in Rollout 2 for these key components:

- Driver license registration and issuance.
- Driver licensing authentication.
- Hearings and case management.
- Citations and Driver Records.
- Supporting existing interfaces with external stakeholders (i.e. Washington State Patrol, Administrator of the Courts, AAMVA, etc.) and the Central Issuance System (CIS).

The Legislature funded \$22,130,000 in 2017-2019 to implement the driver's portion. The system will go live on September 4, 2018.

- Resources have been dedicated for subject-matter-expertise, data clean up (to prepare data for conversion), system and interface development, testing, and training.
- The project is on track and completed the most recent milestone of base configuration on August 31st. Other key activities in progress include:

- Documented business rules needed to configure the system to align with Washington state specific laws and regulations.
- Completed as-is process mapping to prepare for knowledge transfer and organizational change management support. To-be processing mapping begins October 1st.
- System testing begins January 2, 2018.
- Training preparation begins January 2, 2018
- The project remains on schedule.