



Driver and Motor Vehicle Services Division

Service Transformation Program

Oversight Task Force Charter

December 1, 2015

**Service Transformation Program
Oversight Task Force Charter Revision History**

Version History Log

Version	Date	Change Author	Notes
1	_____	Dawn Farr	Document Draft
1	12/9/2015	Lauren Mulligan	Update draft with suggestions from Task Force meeting on 11/19/15
1	12/15/15	Anita Newbold	Updated draft with suggestions from Sean McSpaden, LFO Analyst

Introduction

Driver and Motor Vehicle Services (DMV) is a Division of the Oregon Department of Transportation (ODOT). Its mission is to promote driver safety, protect financial and ownership interests in vehicles, and to collect revenue to finance Oregon's statewide transportation infrastructure.

DMV is organized into the Field Services, Processing Services, Program Services and Customer Services Groups. These groups use DMV's computer systems to provide services to their customers. The computer systems are operating well past their life expectancy and reaching the point where they will be incapable of supporting the Division's business needs going forward. DMV's organizational structure, work processes, and employee duties have been shaped by the requirements of the existing systems. The replacement of computer systems will require corresponding business process and organizational changes to effectively deploy new technology. DMV has identified the need to replace its aging computer systems and business transformation as its highest business priority.

The DMV Administrator formed the Office of Transformation to coordinate and lead the Service Transformation Program (STP). STP is a multi-year program to improve DMV business processes, enhance service capabilities, replace legacy information systems, and enable DMV to become more flexible and timely in meeting customer expectations and legislative mandates. The scope of STP will ultimately impact every DMV employee and customer, all DMV business partners, essential DMV business processes, ODOT and other state agencies. The Program cost is estimated to be \$90 million, and take 9-10 years to fully implement. The Office will be led by the Transformation Manager.

STP's Oversight Task Force will be one of DMV's key external partners helping to guide the ongoing success of this multi-year effort. The Task Force was created through a 2015 Legislative Budget Note and formed via appointment by the Senate President and House Speaker in accordance with ORS 171.640

Budget Note:

The Oregon Department of Transportation (ODOT) is directed to convene a legislative workgroup to oversee the near-term phase and the long-term strategy to modernize all aspects of the DMV Service Transformation Program. The Workgroup shall consist of the following: 3 Oregon Senate Members, 3 Oregon House Members, State Chief Information Officer or designee, State Legislative Fiscal Office representative, and 2 Private-sector members from the Technology Association of Oregon. The Department (ODOT) is further directed to work with the Office of the State Chief Information Officer (OSCIO) and the Legislative Fiscal Office, to engage and follow the "Stage-gate" project and approval process. Additionally, ODOT is directed to report to the Joint Committee on Ways and Means during the 2016 legislative session on the status of the DMV Service Transformation Program.

Purpose and Roles and Responsibilities of the Task Force

Purpose

The Task Force brings together expertise on Oregon Information Technology (IT) Projects, Legislative Processes, and private sector IT technical experiences. The purpose of the Task Force is to “oversee the near-term phase and the long-term strategy to modernize all aspects of the DMV Service Transformation Program.” Effective oversight will require members to partner with ODOT and DMV Leadership to review complex topics, ask tough questions and provide thoughtful counsel to STP leadership throughout the life of the program.

Input from the Task Force will be given a high priority by the STP Executive Steering Committee who is ultimately responsible for providing enterprise-level strategic direction, communicating unified expectations, addressing significant risks, and securing the resources necessary along with budget oversight for STP. The Steering Committee is chaired by the ODOT Director, Matthew Garrett.

Roles and Responsibilities

- Be genuinely interested in STP activities and advocate for outcomes being pursued that will help ensure the success of the program.
- Have a broad understanding of program, strategic implications, program outcomes, project management issues, business transformation challenges, and the approach being adopted by STP.
- Understand the significance of the program for DMV customers and key stakeholders and ensure the program's outputs/outcomes meet defined requirements.
- Consider ideas and issues raised and provide guidance to STP Leadership on outcomes and strategies for mitigating risk.
- Evaluate adherence of STP activities to standards or best practice and to Stage Gate.
- Periodically review the status of the project, including third party quality assurance reports, and provide input that may help balance conflicting priorities and/or ensure the program's ongoing success.
- Foster effective communication outside of the Task Force regarding STP's progress and outcomes.

The Task Force is an advisory not a decision making body. Formal votes will not be taken on matters pertaining to DMV or the Service Transformation Program. The Task Force will advise but not make decisions on the scope, schedule or budget of STP.

Task Force Meetings, Membership, and Staffing

Task Force Meetings & Processes

Task Force meetings and processes will be facilitated by the Legislative Fiscal Office (LFO) staff and supported by the STP Leadership Team. The Task Force will meet as required to discuss emerging issues, resolve problems, and track the progress of STP development and

implementation. Meeting schedules and agendas will be co-developed by LFO and STP staff based on input provided by the Task Force.

An Action/Decision Log will be created to document key activities to be accomplished and decisions made by the Task Force. Meeting minutes will be drafted for each meeting and approved by the Task Force at subsequent meetings.

The Task Force may request that guest be invited to inform on a specific topic. LFO and STP staff will ensure that appropriate guests are invited to provide requested input and recommendations to the Task Force.

Meeting agendas will include the following items:

- Review of Task Force Action/Decision Log
- STP Progress Report
- Topics: Approved by the Task Force Facilitator and DMV Administrator or STP Owner

Task Force Membership

. The appointed members of the Task Force are::

Name	Role	Title, Company or District
Senator Chuck Riley	Legislator	Senate District 15
Senator Elizabeth Steiner Hayward	Legislator	Senate District 17
Senator Kim Thatcher	Legislator	Senate District 13
Representative Mike Nearman	Legislator	House District 23
Representative John Lively	Legislator	House District 12
Representative Nancy Nathanson	Legislator	House District 13
Alex Pettit	State CIO	Office of the State Chief Information Officer (CIO)
Elisabeth Richard	TA Rep.	VP/CIO, Greenbrier Companies
Scott Thompson	TA Rep.	International IT Director, CH2M
Sean McSpaden	LFO Rep.	Principal Legislative (IT) Analyst, Legislative Fiscal Office (LFO)

TA = Technology Association

Members will serve a term of two years. Terms may be extended up to a total time served of 8 years. Members may resign by submitting a letter to the ODOT Director indicating the intent to resign and applicable timeframe. The ODOT Director will work with legislative leadership to replace vacant seats within 90 days of prior member's resignation effective date.

Task Force Staffing

Staffing for the Task Force will be coordinated through the Legislative Fiscal Office contacts and supported by DMV STP Leadership Team and key staff

Name	Role	Title
Tom McClellan	STP Executive Sponsor	DMV Administrator
Ben Kahn	STP Business Owner	DMV Transformation Manager

ODOT Government Relations and STP Communications staff will also be available to support the staffing needs of the Task Force.

Task Force Completion

The Task Force is expected to operate throughout the life of STP, which is estimated at 9-10 years from the initial charter date. The Task Force will periodically evaluate the need for the Task Force to continue and make a recommendation to the ODOT Director as to the final disposition of the Task Force.

Charter Acceptance



Sean McSpaden, Legislative Fiscal Office
STP Oversight Task Force Facilitator

12/18/2015

Date



Tom McClellan, DMV Administrator
STP Executive Sponsor

12/21/15

Date