



DMV's Service Transformation Program (STP)

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Oregon Department of Transportation
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DMV's Business Case



Key drivers of change

Error prone

Paper-centric

Inadequate tools

Difficult to use

Limited online services

Expensive to adapt to changes



Business Case for Transformation – Video

DMV's current business processes



Service Transformation Program Benefits

Improved customer services

Efficient business processes

Increased flexibility

Enhanced fraud protection, security and controls

Real time access to data and information



Which one is most important to you?



Approach to Service Transformation

STP pillars of transformation

Technology
Enabled Business
Transformation

Rigorous Project
Management

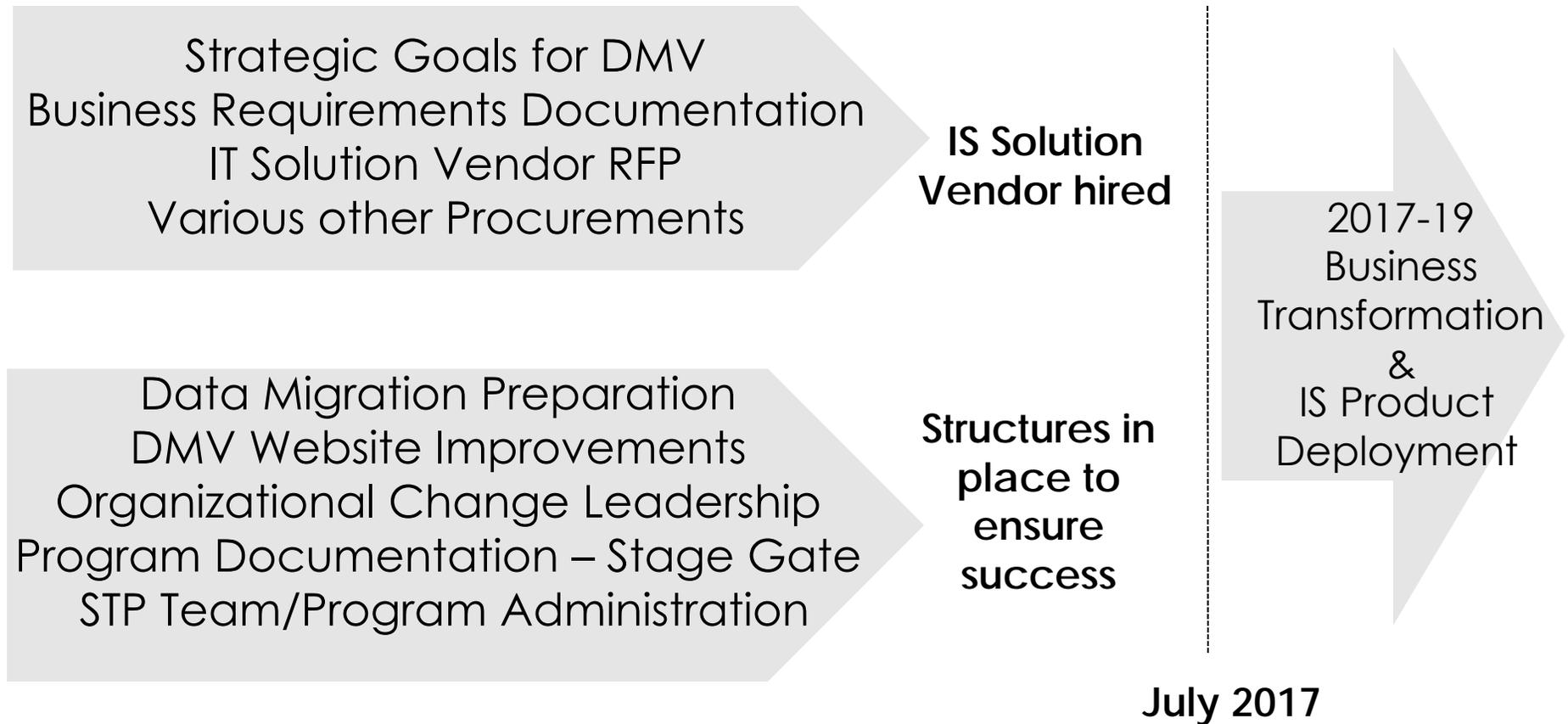
Communication
and
Transparency

Effective
Governance



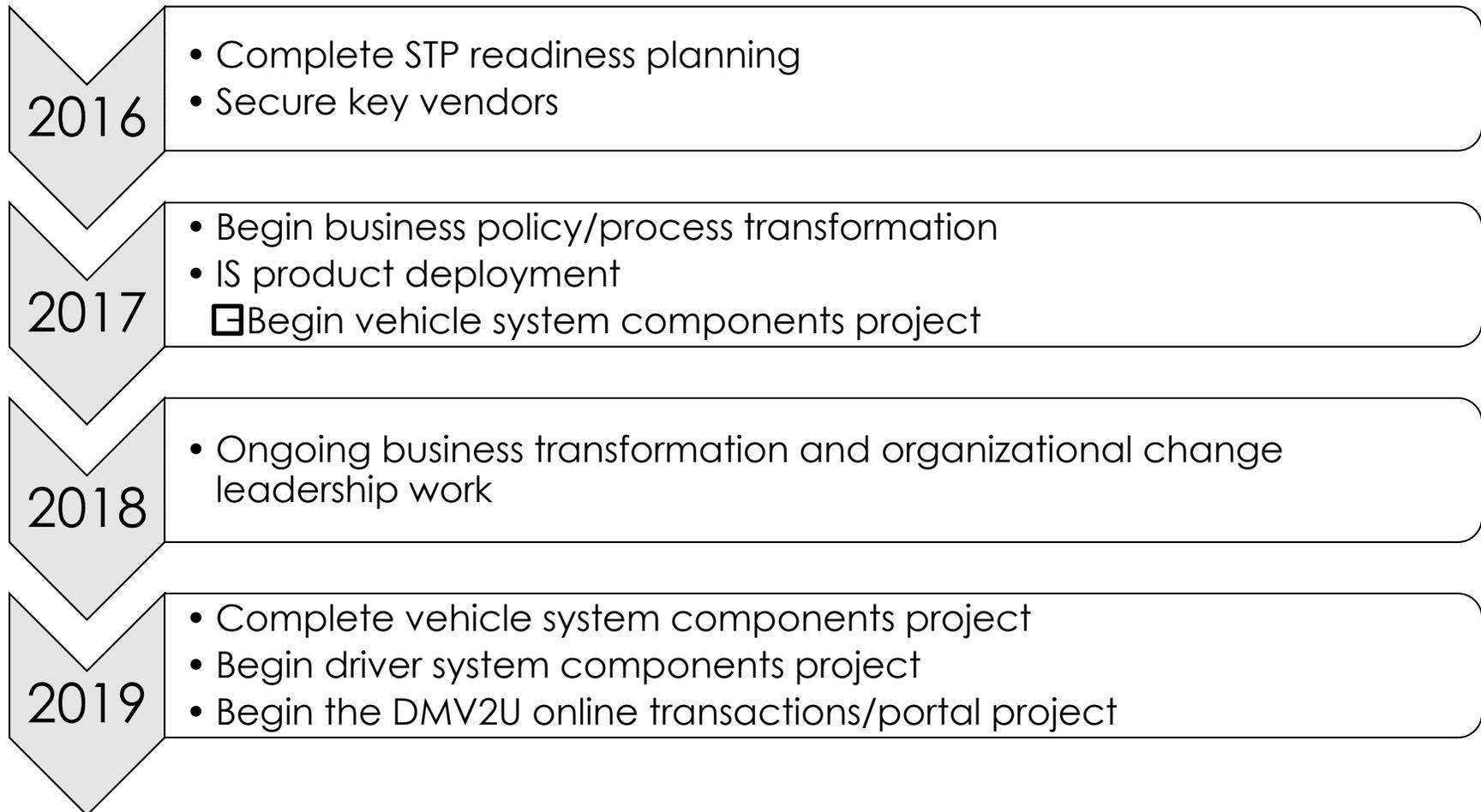
STP 2015-17 Key Milestones

Planning for Service Transformation



STP Key Milestones

Looking to the future



Accomplishments to Date



Improving the way we do business

- Sharing data
- Fee structures
- Service delivery methods
- Leveraging the web



Improving the way we do business

Data Interfaces:

- Driver License and ID Card Data Verification (DLDV)
- State to State (S2S)
- National Motor Vehicle Title Information System (NMVTIS)
- Law Enforcement Data System (LEDS)



Which one is most important to you?



Looking forward

What do we plan to accomplish in 2017?



Get Stage Gate III approval
Sign contract with IS Solution
Vendor

Prepare legislative requests

- Simplified fee structure
- STP continued funding package



Sharing our progress

Stay Connected . . .



Three ways to stay up to date with STP

STP website

Sign up for DMV News

Contact STP

Oregondmv.com

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DMV Service Transformation Program

Questions?

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