



Frequently Asked Questions

What is the Service Transformation Program?

The Service Transformation Program (STP) is a multi-year program to improve DMV business processes, enhance service capabilities, replace computer systems, and enable DMV to become more flexible and timely in meeting customer expectations and legislative mandates.

What will be new at the DMV?

Over the next few years, DMV is taking time to conduct research and pinpoint what changes will create the best experience for Oregonians. We believe that this step is important to our success. However, we do already know that STP will allow DMV to: access the most current information to assist our customers and our partners like law enforcement, provide more services online and improve the overall customer service experience, promote driver safety, protect financial and ownership interests in vehicles, increase flexibility for DMV to make improvements as laws change and collect revenue to finance Oregon's transportation system.

Why is this change needed?

Although DMV is often praised by our customers for our excellent customer service, we are still not able to deliver services in new ways that match the convenience of the private sector. Modern business standards like expanded online services and flexible payment options at field offices are difficult to put in place. Old technology used for DMV computer systems, from the mid-1960's, creates time-consuming business processes. This hinders DMV's ability to change quickly. Through the Service Transformation Program, DMV will use technology to support new business processes and create the DMV of the future.



How long will this take?

The Service Transformation Program launched in July 2015 and is expected to span over 10 years.

What work has been accomplished so far?

On January 22, 2019, DMV launched the new vehicles system. Replacing vehicles system capability is the first part of the new commercial off-the-shelf (COTS) solution that replaces our technology. STP continues to work on preparation for the next rollout of the drivers system in July 2020.

Since 2015, STP has completed key readiness work including documenting over 2,200 detailed business requirements to inform the request for proposal process. DMV completed a successful procurement for a COTS vendor, who began their work with the program in June 2017. Significant preparation work was completed to inventory DMV data, making it ready to move over into the new system. DMV engaged an organizational change leadership (OCL) vendor to support DMV's transformation, and is working with a quality assurance vendor who provides independent risk assessment of the program. DMV and vendor staff have tested the system in over 5,500 scenarios and asked business partners and customers to provide their feedback. During this time, DMV also received Stage Gate I, II, III and IV approvals from the Office of the State Chief Information Officer. DMV has developed a robust governance structure to support the program's commitment to transparency and accountability, and meets regularly with these groups to provide updates.

What product have you purchased to replace your current system?

Replacing systems at DMV is a major component of the Service Transformation Program. STP decided to purchase a commercial off-the-shelf solution that will be able to meet DMV's business needs without the cost and time delays of building a custom system. After a thorough vetting process, Oregon signed a contract with



SERVICE TRANSFORMATION PROGRAM



Fast Enterprises (FAST) on June 29, 2017 to purchase and implement their FastDS-
VS® product.

How can I tell you what I want in the DMV of the future?

Check back on this page for opportunities to learn more about STP and participate in this exciting program through activities like taking an online survey or participating in an open house. You can contact us anytime by sending the Service Transformation Program team an email at

Service_Transformation_Program@odot.state.or.us.