



DMV Prepares for a 'FACE'lift

Richard D. Holcomb
DMV Commissioner
February 2012

Department of



Motor Vehicles

For All Customers and Employees

- FACE program began in July 2011
- Overhauling legacy systems
- Focusing on smaller tasks
- Delivering measurable results faster
- Starting with front-end transaction processing pilot

mySelect Pilot Implementation

- Developed in six months
- Created for **DMV employees by DMV employees**
- Leveraged existing web-based application
- Collected daily input from DMV operations staff to ensure it meets the needs of our employees
- mySelect replaces all functionality in legacy systems used in the CSC with additional features not supported in the older systems



System Modernization Approach

- **Former - Waterfall Methodology / Big Bang Approach**
 - All development is done in isolation of current production systems
 - Separate teams
 - Requirements are completed and approved before any development begins
 - Delivery is measured in years
 - High risk due to isolation and long delivery point – business changes are not reflected in the new system
- **Current - Agile Methodology / Iterative Controls**
 - Development is interleaved with current production systems
 - Teams are co-located and work hand-in-glove with business users
 - Requirements are understood at the time of development to ensure that system meets a dynamic business environment
 - Lowest risk due to the frequent, smaller deliveries of functionality

FACE Program Management

- Defined in terms of goals that will be met through the execution of myriad projects
- Each project will be independently approved and will deliver measurable value
- Supports a flexible, goal-oriented model that allows the agency to adapt to changing demands and environment
- Supports a multi-tiered strategic horizon (Legislative, Executive Term, DMV)
- Supported through formal adoption of Agile development methodology

DMV System Highlights

- Single login using COV username and password
- Shopping cart for bundling transactions and collecting single payment
- Customer console that includes the customer photo, alerts, credential information and all upcoming renewals
- Simple inventory interface with improved security for tracking decals and title documents
- Intuitive controls and drop-downs for all codes will significantly decrease new-hire training

A 360° View for Improved Service

The screenshot displays the mySelect software interface for the Virginia Department of Motor Vehicles. The interface is divided into several sections:

- Settlement Information:** Settlement Number 6702030002, Work Date 01/30/2012, Type CSC/On-Line Agent.
- Transaction Information:** Office Keys Customer. Includes a customer photo and an image capture date of 12/10/2009 15:10:32.
- Flow Information:** Fields for Ticket, Customer, Title, VIN, Body, Make, Year, and Doc Date.
- Customer Information:** Customer Number (redacted), Name Type INDIVIDUAL (I), Name HARRIS, DERRICK, ANTHONY, Birth Date 01/01/1960.
- Alerts:** A table with columns Direct and Alert. Alerts include "Registration Expires on 01/31/2012" and "Customer has not opted into E-Notify (no record)".
- Customer Information (Expanded):** Primary Mailing Address, Dwelling Address, Proof of Identity/Residency/SSN, Hazmat Background Check Status, and Credential Status Information.
- Vehicles:** A table listing customer vehicles with columns for Direct, Title Number, VIN4, Plate Number, Expiration, Holds?, Stops?, Emiss?, and Liens?.

Direct	Title Number	VIN4	Plate Number	Expiration	Holds?	Stops?	Emiss?	Liens?
▶	36316708	1524	KFG202	03/31/2012	N	N		N
▶	50390454	5607	519109TR	99/99/9999	N	N		N
▶	65439263	1338	JYY9178	01/31/2012	Y	N		Y
▶	50137094	8424	ZXL2539	05/31/2012	N	N		N
▶	65363985	0225	519191TR	99/99/9999	N	N		N

Alerts for upcoming renewals, email collection, stops and other compliance

Customer picture for better identification

Most commonly used customer information

Complete list of all customer vehicles and ability to jump to registration and title transactions



Employee Feedback

- “It’s easier to find everything and I LOVE the shopping cart!”
 - Sarah Conboy, customer service representative
- “I really like the tabs – all the information is right there.”
 - Sharon Rollins , customer service representative
- “mySelect lets you do more for your customer all in one transaction.”
 - Yvette Byrd, assistant manager

Next Steps

- VITA completes FACE infrastructure build-out at CESC
- Second pilot at the Richmond Central Customer Service Center in March.
- Following successful second launch, begin implementation and training at the agency's other 72 customer service centers, five mobile offices and headquarters work centers in April
- Target completion of application rollout this June.
- Next segment of FACE program
 - Develop a motor carrier portal
 - Create a new correspondence system.

Government Technology Magazine

The screenshot displays the Government Technology Magazine website. The top navigation bar includes links for Home, News Topics, Jobs, Digital Communities, Education, Video, Events, Webinars, Papers & Books, Grants, Magazines, Advertise, and GOVERNMENT TECHNOLOGY. The main header features the magazine's logo and a search bar. The left sidebar lists various news topics and industry perspectives. The main content area features an article titled "Virginia DMV Prepares for 'FACE'lift" by Brian Heaton, dated January 18, 2012. The article includes a photo of a DMV service center and discusses the implementation of a new system called FACE. Social media sharing options for Twitter, Facebook, and LinkedIn are visible. A right sidebar contains a "Daily Govtech News In Your Inbox" sign-up form, a "Subscribe to Government Technology" section, and "Innovation Nation Resources".

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» Virginia DMV Prepares for 'FACE'lift

January 18, 2012 By Brian Heaton



The Virginia Department of Motor Vehicles (DMV) is getting a technology facelift.

All 74 Virginia DMV offices will upgrade their transaction processing systems to a Web-based application called For All Customers and Employees (FACE) that will rely less on data entry and more on intuitive controls and navigation. Officials hope the overhaul will improve DMV's image and increase efficiency throughout the agency.

Once installed, the new front-end technology will allow DMV employees to concurrently handle multiple issues — such as renewing a driver's license and then looking ahead in a person's record to handle items such as car registrations — in a "one-stop shop" mentality.

The DMV's Tappahannock office will debut the system on Thursday, Jan. 19. In a phased approach, other locations will follow throughout the year. The project should be fully rolled out by July 1.

Virginia DMV Commissioner Rick Holcomb said the 360-degree view of customers and functionality that FACE provides will enable workers to provide better service and ultimately improve the overall customer experience at each DMV branch office.

He explained that currently, if a person is ineligible to renew his or her license, the clerk handling the transaction wouldn't know until the end of the process. But the new system

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Questions?

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