



Information Technology Advisory Council



Transportation Secretariat

Business Strategies

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Transportation Secretariat – Business Strategies

Must Solve Transportation Challenges Through Innovations in Technology

- Smart systems such as EZ-Pass and smart cars
- Timely collection and analysis of transportation data such as 511, TRENDS (incident tracking) and RNS
- Virtual Solutions such as e-commerce, tele-working, and virtual call centers



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Citizen Access

- Ability, privacy, convenience
- Device agnostic
- On-line, not in line; Single portal

Citizen Awareness

- Public Relations
- Promotional Campaigns



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Safety/Security

- Crash Data/Reporting
- Highway Safety
- Federal Guidelines

Cost Effectiveness of Programs and Services

- Business Process Reengineering
- Systems Modernization



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Supporting Initiatives

- Virtual Call Center (at home or at the counter)
- Cloud based applications
- PCI compliance
- Mobile application development
- Cardinal
- Social media



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Supporting Initiatives (cont')

- VDOT CSC's 800-For-Roads
- Highway Performance Monitoring System
- Aircraft Registration System
- Enhancements to Airport IQ
- Scanning in satellite offices



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Supporting Initiatives (cont')

- CAS (Commonwealth Authentication Services)
- EVVE (Electronic Verification of Vital Events)
- FACE (For All Customers and Employees)



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Questions?

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