

CHARACTERISTIC: Intelligent: Real-time access to data on key performance indicators and ability to “net” fees and split payments

Benefits by Administration	ASA	CO	CSMA	DVDS	EO	FMS	HR	ITS	IA	LES/SIU	LLS	MCTS	TSA
databases maintained by individual work units will be integrated into the new system. This will capture all data and allow DMV staff to see the total customer file.	X		X	X	X	X				X	X	X	X
Warehouse data can be used to quickly determine which CSC in a customer's geographic area has the shortest current wait time when instructing customers to go to a CSC.			X		X								
Managers and supervisors will receive electronic notification of the need to log into the system to complete needed approvals for specific transactions such as grant approvals and reimbursements, contract and lease approvals, invoice approvals and payments.	X		X	X	X	X		X		X	X	X	X
Management staff will be able to immediately respond to requests from the Governor, Secretary, General Assembly, DOA, etc., utilizing real-time warehouse data to access demographic, employment, transaction volumes, wait-times, revenue, and trends etc. In addition, staff will be able to conduct on-line queries to immediately obtain data to respond to a unique data request. This will provide the means to respond and address the needs of legislators and other key stakeholders in a timely fashion.		X	X	X	X	X					X	X	X
In many cases, business users will have access to warehouse data to conduct data analysis in lieu of requesting ad hoc reports. This will free up development staff to focus on development and enhancement initiatives.		X	X	X	X	X		X	X	X	X	X	X
Information is captured in an organized and consistent manner providing the means to look for trends or anomalies that require further attention or follow-up by management. Warehouse data will be used to identify at-risk areas, common areas, common fraud attempts, trends, and patterns to both target resources and take appropriate action to prevent future occurrences by tightening controls and			X	X	X	X			X	X		X	

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driver behaviors and target future Transportation Safety initiatives to address the issues occurring in a specific geographic area.													
Real-time access to data will reduce manual analysis, increase accuracy and timeliness of data, increase efficiency, and in-depth problem identification to assist in improved targeting of funding.	X		X	X	X	X		X	X	X		X	X
Vendor contract and vendor performance can be monitored, tracked, and reported utilizing the data warehouse.	X		X	X	X	X		X				X	X
Customer transaction information from the data warehouse will be analyzed and included in feasibility studies for future facility locations. Access to information such as customer residency will preclude future requests for ad hoc reports, etc.	X		X					X					
System will automatically generate productivity reports and electronically forward to appropriate management levels, allowing for improved oversight of staff performance.	X		X	X	X	X		X	X	X		X	X
Management will receive alerts advising of specific trends that would assist in proactively managing and developing strategies to address the trend (e.g. CCC and staffing needs, transaction volumes per CSC & District, etc.).			X	X	X	X			X	X		X	
Use agreements will be tracked and monitored electronically with built in alerts to notify management or the customer to renew their use agreement. This will streamline the process, eliminate manual processes and ensure use agreement information remains current.				X		X							
Alerts will notify management of upcoming lease/contract renewals, modifications, etc. This will help to eliminate last minute emergency procurements due to contracts that have expired without notice to the Buyer. The system will also allow the Buyer to set expiration dates of like or similar contracts in order to take advantage of economy of scale	X		X	X				X			X	X	X

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with vendors. It will also assure lease/contract administration personnel will be notified of upcoming action dates for renewals, rent changes, etc.													
Grant performance measurement attributes will be embedded in the process and will alert management when the performance measurement factors have not been accomplished. (e.g., reporting requirements, drawdowns, etc.). This will improve the efficiency, evaluation, and management of grants.	X			X	X	X						X	X
As all information surrounding transactions becomes available and the processes are consistent, Internal Audit can move to an approach known as continuous auditing where queries can be written to immediately identify scenarios that are out of a predetermined “normal” for research and action either by Internal Audit or pushed out to management.									X	X			
Business process and data modeling will be implemented as tools to model and therefore determine the impact to business based on different business decisions. Implementing a modeling process for these functions will enable the organization to increase the business value offered to customers (business model), to create a common approach to be carried out and address incremental improvement to processes (business process model), and to determine the impact and how the organization's data is valued and organized (data model).			X	X		X		X				X	