

CHARACTERISTIC: Service-Oriented: Customer-facing processes and seamless outcomes													
Benefits by Administration	ASA	CO	CSMA	DVDS	EO	FMS	HR	ITS	IA	LES/SIU	LLS	MCTS	TSA
Future forms design will mirror system screens which will streamline processing and allow staff to walk customers through transactions.			X	X	X	X						X	
Consistent processes regardless of service channel used will ensure the customer is handled correctly at the first point of contact. This will reduce errors, complaints, and wait times.			X	X	X	X						X	
The system will reflect that the customer has been advised of all pending activities relating to his account (e.g., renewal, suspension, bills, refunds, etc.) and/or produce a hard copy for the customer.			X	X	X	X						X	
Simplified screens designed for and requesting only the data necessary for the transaction being processed will speed data entry, reduce errors, and increase accuracy. Wherever possible, the system will minimize data entry by providing drop down boxes and other tools to reduce keystrokes. Staff will not have to memorize processing codes to read records, correct records, or complete transactions.			X	X	X	X						X	
Providing a method to automatically communicate between a CSC and HQ work unit regarding a specific transaction will decrease turnaround time and eliminate phone calls.			X	X	X	X						X	
Workflow status information, combined with desktop access to data and documentation on all previous contacts and experiences will enable staff to research issues and questions without contacting CSC or headquarters' work centers. This will save staff time and improve response times. In addition, many questions and issues can be handled on "first contact", eliminating the need to make subsequent contacts (call backs) after the research has been completed. Business rules will ensure contact information is recorded accurately every time using specific scripts and drop down			X	X	X	X						X	

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tables to indicate the contact concern, etc.													
The system will maintain a complete title/vehicle history and business rules will provide capability to automatically reactivate a vehicle record eliminating the need to pull additional records to determine prior title information, prior owner's name, address, etc.			X	X	X					X		X	
Business rules will have edits to prevent duplicate entries. For example, if a table already has a make, model, or lien holder established the system will display this to prevent creation of a duplicate entry.			X	X	X							X	
Business rules will ensure all steps of the process have been completed and automatically update the customer's record. For example, if a demerit point conviction with a suspension is being removed from a customer's record this will automatically remove the suspension order and adjust the customer's point balance. The incorporation of business rules in transaction processing will reduce errors, reduce the number of complaints, and significantly facilitate consistent decisions between staff and management.			X	X	X	X						X	
Electronic transactions will capture the date the credential was requested, produced, and the date it was mailed. This will reduce manual research steps when responding to a customer inquiry.			X	X	X							X	
Business rules will ensure that revenue is automatically accounted for in the appropriate revenue codes based on the transaction and automatically deposited into the appropriate fund/detail and revenue code eliminating the need to transfer funds from one revenue fund to another due to a clerical mistake.			X	X	X	X						X	
Routine payment transactions to localities, other jurisdictions, etc. will automatically be processed. For example, we could push an electronic certification and payment to a locality				X		X						X	

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for rental tax collections. This will speed up payments and reduce labor significantly.													
Wherever possible, business rules, tables, and correspondence language will no longer be managed by ITS and hard-coded within programming logic. This will be managed directly by the operational areas allowing ITS development staff more time to focus on development and enhancement initiatives as opposed to maintenance.			X	X	X	X	X	X				X	
ITS resources will be freed up to do other work based on system features and capabilities such as: <ul style="list-style-type: none"> Correspondence generation/maintenance more in the hands of the business users. On-line help (will reduce the number of help calls placed to ITS). Automation of the SSG helpdesk functions. 								X					
Business rules will provide a means to establish screening criteria to identify potential audit candidates. Audit can also test the business rules to ensure consistency, rather than having to rely on staff's ability to consistently perform the same transaction.									X			X	
DMV staff will be able to electronically forward investigative requests directly to the appropriate investigative unit. This will allow SIU and LES to thoroughly research the issue eliminating the need to contact CSCs or Headquarter work centers to obtain information.			X	X	X					X		X	
Workflow status information, combined with desktop access to data, policy, and documentation on all previous contacts will ensure that consistent advice is provided. Staff will be able to access all documents on key legislative and policy issues without having to contact other areas of the agency.			X	X	X	X				X	X	X	
Procedures will be incorporated into the Help screen process, eliminating the need for physical policy and procedure manuals and			X	X	X	X						X	

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making this information readily accessible to staff. Staff will no longer need to maintain physical policy and procedure manuals and wonder whether they have the latest version of a procedure.													
Business rules will automatically screen applications for accuracy and will automatically trigger applications requiring further review. Examples: Automated check with the State Corporation Commission system to check business license status, officers, etc. for various licensing processes; for some license applications automated checks of driving records and affiliation with other DMV licenses/accounts for principles of the company; comparison of International Fuels Tax Agreement (IFTA) mileage with International Registration Plan (IRP) mileage when IRP renewal is processed; validation that jurisdictions selected for IRP registration provide a contiguous path of travel; built in triggers for what would be deemed unreasonable IRP mileage estimates.			X	X								X	
Workflow processing will allow Facilities Services to send contract maintenance packages and documentation to CSCs, MCSCs, etc. electronically and provide immediate access to information needed to contact a vendor. Inventory shipping will be tracked electronically and automatically notify management of the shipment date. Management will enter the date of receipt and indicate whether all items were received.	X		X	X								X	
Workflow status information will enable staff to be able to electronically route grant applications, contracts, leases, procurement documents, insurance claims, and invoices for approvals and directly to appropriate areas to finalize processing electronically.	X		X	X	X	X						X	X
Business rules will be embedded in each process to automatically screen grant	X		X	X	X	X					X	X	X

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record a lien, supplemental lien or release a lien and automatically update the record. This will provide a means for lien releases to be conducted with no manual intervention.			X	X									
Insurance companies will be able to electronically notify DMV of a salvage vehicle. The rebuilder will be able to request a vehicle examination, pay appropriate fees, and automatically schedule the vehicle inspection and notify Law Enforcement Services. This will increase efficiency and reduce turnaround time.			X	X		X				X			
Provide commercial, law enforcement, and other high volume users with an electronic transaction to obtain driver and vehicle records. This will reduce the volume of mail-in requests. This will eliminate manual processes and increase customer turnaround time.			X	X						X			
Staff will be able to forward electronic forms to customers, business partners, and stakeholders via e-mail and the customers will be able to fill these out online and return them back to DMV electronically. In addition, staff will be able to fill in initial information on these electronic forms and suspend the transaction until the customer can obtain their desired product (plates, driver's license, etc.).			X	X	X	X						X	
Universal processing modules to support similar core functions can be shared and utilized by multiple developers resulting in greater efficiencies and shorter development time.			X	X		X		X				X	
Multiple electronic payment options will be available to support application and tax filing submissions (e.g., ACH debit, ACH credit) In addition; we need to explore e-check expansion to offer this payment option to our business customers. This will allow more customers to conduct their transactions electronically reducing the mail-in volumes which will free up resources.			X	X	X	X						X	

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Customized interface to provide a means for a customer to manage their accounts electronically using data maintained in their fleet management system. This will provide a means for a large motor carrier or rental company to manage their DMV accounts to automatically process credential renewals, tax filings, etc.			X	X								X	
Electronic bidding will provide vendors the ability to see real time bid closing deadlines. The vendor also will receive an electronic confirmation from the agency that their bid submission has been received. All data is encrypted and sealed until electronically released to the Contract Officer by the system software. Electronic submission of bid/proposals will decrease (if not eliminate) the frequency of late, hand-delivered bids.	X												
Automatically notify managers of company that will be providing service, provide a method for vendors to submit invoices electronically, and support automatic payment processing. This will expedite the process by providing managers with direct access to vendor information eliminating the need for a manager to call to obtain vendor information and eliminating the need to pull a paper file to locate the needed information.	X		X			X		X				X	