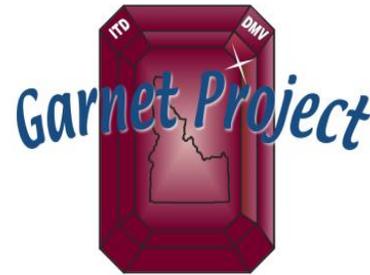


The GARNET Gazette

Idaho Transportation Department, DMV

MAY 2011



Giving Customers a Secure **A**utomated **R**ecords **Net**work

Welcome to the first edition of the “GARNET” Gazette. ITD’s Division of Motor Vehicles felt that a project as big as modernizing our DMV system, deserved an appropriate name. With that, the Communication Team came up with “GARNET Project” based upon our state gem, “Giving Customers a Secure Automated Records Network, and “Gazette” sounds so much more interesting than “newsletter”. In the future you will often hear and see the term “GARNET” as we work through this long-term project.

ITD – DMV and 3M are happy to announce that there is now a signed contract for DMV Modernization! We welcome 3M as our business partner in this important endeavor. We are excited about getting started! So much so, that we had our first kick-off meeting for the planned first phase of the GARNET Project before we signed! 3M comes to ITD with several successes in this arena, in several states. They have a proven solution that can be tailored to meet Idaho’s needs.

This project supports ITD’s long range goals of:

- **SAFETY: Guarding personal identity with added security layers and protecting public safety by providing accurate information to law enforcement.**
- **MOBILITY: Keeping people and goods moving with user-friendly access to modern information.**
- **ECONOMIC VITALITY: More options for doing business with DMV means keeping trucks and motorists on the road and people returning to their work day sooner.**

The GARNET PROJECT will be worked in phases:

The first phase of the project will be the Dealer Licensing Module, which includes the financial component for collecting the associated fees. 3M and DMV have already begun our system validation review, and there will be many meetings with our dealer licensing staff and financial services staff. It is estimated that this phase will be completed late summer of 2012. This system component name is “DLRS.”

This fall 3M will start meeting with Vehicle Services and county staff to start the validation and design sessions, and planning, for the vehicle title and registration system, the “MOVRS” portion of the system. It is anticipated that this 2nd phase will be completed late summer 2013.

You will note that there is overlap on the phases, since different resources will be utilized, we will be doing several steps during any one time. Phase 3 will be the Drivers portion of the system “DRIVS”, which is planned to begin in April 2012, with an estimated completion date of spring 2014.

And finally Phase 4 which will be the replacement of the Motor Carriers and Over legal Permits, along with a variety of Ports of Entry functions, this module's name is "CTRAMS". This phase is scheduled to start in January 2013 and be completed late winter of 2014.

Where do you fit in?

DMV and 3M understand the importance of involving our stakeholders, who utilize our system and retrieve information. We will be working closely with our stakeholders, such as you; to be sure that everyone is included as the project progresses. County staff volunteers for the "MOVRS" portion will be contacted soon, to ensure availability and willingness to participate in this very important endeavor!

The new system that has been demonstrated to DMV looks very promising for improving our efficiency and our data. As we move through this project it is important to keep in mind that the way we do business today will change with the new system, and it is our objective to determine the changes that will benefit Idaho's customers, and our business partners and stakeholders.

We know we can count on everybody to participate and be informed on the Garnet Project!

Many Changes already taking place:

The move to Central Issuance of driver's licenses is already underway, with Payette County as the initial pilot county followed by Ada County. This has been a huge undertaking, and with the proper planning, communication and enthusiasm of our staff and the county staff, this project will be a success. This is just one step that the department has undertaken to modernize our systems.

If you are not aware of the change to a central issuance process for driver licensing, this change will affect the over the counter process that drivers have become used to. Drivers will no longer leave the county driver license office with a driver license card, but will instead receive a temporary driver license printed on security paper. The actual card will be manufactured in a secure facility and then mailed to the driver in a plain envelope similar to the way credit cards are mailed.

Many states have already implemented central issuance as a way to incorporate more security features into the driver license, helping to prevent fraud. Equipment in county offices was also becoming obsolete, and costs would increase substantially if replaced. Central issuance gives DMV the opportunity to make your driver license more secure, and more difficult to duplicate by criminals manufacturing fake driver licenses.

Data Staging/Cleansing Continues:

The past several months have been dedicated to reviewing our current data and how the department will "cleanse" the information before transferring to put into a staging data base, prior to converting to the new system. Cleansing the information is a proactive step to start our new system off with reliable, necessary data. This has been a huge undertaking, and is keeping our Division Subject Matter Experts very busy. We have contract developers working with the Division to help us determine clean information, to ferret out anomalies, and determine if the information is needed, or can be eliminated in the new system, or can be easily fixed. This is a very simplistic view, however, our Subject Matter Experts are very busy, and they are reviewing thousands of records and reports, to determine appropriate actions.

Subject Matter Experts Introduction:

Speaking of Subject Matter Experts, we'd like to take this opportunity to introduce you to the staff that is working on data cleansing, and who are also representing the business views in the upcoming phases of the project. These staff members are devoted full time to the GARNET Project.



Left to Right:

Gina Starr, Titles and Dealers Specialist
Steve Savage, Ports of Entry Specialist
Travis Ingle, Motor Carrier Specialist
David Metcalf, Subject Matter Expert Supervisor
Carolyn Watts, Registration Unit Supervisor & Specialist
Dave Gjesdal, Driver License Specialist
Anne Gunn, Over Legal Permits Specialist
Janet French, Driver Records Specialist

This is just the core team of Subject Matter Experts, and there are many, many staff members working on the projects along with doing their assigned work. There are many teams that have been formed to address issues and decisions. In the next newsletter we hope to introduce some of these teams, as well as our 3M team leading us through these efforts.

If you have specific questions, or would like more information about the GARNET Project, please feel free to contact me at 208-334-8660 or email Amy.Smith@itd.idaho.gov or any of the DMV Section Managers.