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**To:** Joint Committee on Information Technology

**From:** Donna Shelite, Director of Vehicles  
Kansas Department of Revenue

**Date:** February 16, 2012

**Subject:** Division of Vehicles Modernization Project

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Mr. Chairman, members of the committee, thank you for providing me with this opportunity to update you on the status of the Division of Vehicles Modernization Project.

As you know, the Kansas Department of Revenue (KDOR) Division of Vehicles provides driver's license services and partners with county treasurers and other entities to provide vehicle title and registration services to the citizens of Kansas. In 2008, the decision was made to replace three legacy IT systems supporting these services with a single integrated system. After a competitive bidding process, the Motor Vehicle System (MVS) from 3M Corporation was selected. The project budget was set at \$40 million to be funded by a \$4 fee on vehicle registration over a four year period. The execution phase of the project began in August 2009.

The project was divided into two phases that are being worked on concurrently but have staggered end dates. Phase I consists of the Motor Vehicle Registration System used by county treasurers while Phase II contains the Driver Record and Issuance Verification System used by the state motor vehicle offices. Phase I was scheduled to be implemented in July 2011 and Phase II was scheduled to for January 2012. The project schedule includes six months of post-go-live support, which made the original project end date in June 2012.

The MVS solution had been implemented in Iowa, but, as you might expect, significant customization was required to meet Kansas' unique needs. This customization is being done by programmers at 3M and is delivered in a series of code handoffs referred to as cycles. Each cycle contains a predefined subset of the total system functionality which is delivered to KDOR for testing.

As Revenue's CIO Dave Mannering shared with you in December, after several cycles, small pieces of planned deliverables began to slip into later cycles, and this had a cascading effect, overloading those cycles and causing more slippage. Resource reallocation and project management changes at 3M moderated this problem, but in the spring of this year we decided that so much functionality had moved to the last development cycles that we would not be able to adequately test all of it by the original implementation date. We moved the Phase I date to December 1 and the Phase II date to March 15.

*Attachment 2*  
*JCIT 2-16-12*

As the November code freeze date approached, all of the Phase I equipment had been deployed, infrastructure across the state had been upgraded, county users had been trained, and all of the Phase I functionality had been coded and delivered. However, in collaboration with our county treasurer partners, we determined there were too many bugs present in the system for us to go-live in December. We adjusted from a fixed-date go-live to a condition-based go-live to ensure quality control and minimal customer and county treasurer impact. The condition is that we must have a bug-free test of 35 essential processes and six critical change requests. We anticipate the change requests will be completed and tested by the end of February, at which time we will be able to set an updated implementation date, expected to be this spring.

To be clear, significant progress has been made in the development of our new motor vehicle system, and, because we have a fixed cost contract with 3M, we are able to keep our focus on quality control and creating a system for Kansas of which we can all be proud. The legislature played a leading role in making this possible, and we thank you for that.

One note of clarification I would like to make on another subject. I want to reiterate today what I have told several of you individually regarding a recent error that caused a number of vehicle titles to back up in our system before we were able to detect and correct the problem last month. That computer glitch was in our existing legacy system and was in no way related to the modernization project. The error has been corrected, and we are monitoring the system to ensure we don't have a relapse of any sort.

Thank you for your attention. I would be happy to answer your questions.