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www.dmvproject.ks.gov

November 2010 Change Agent Network Meeting

Please note that design of the new DMV System is on-going and the information listed below is subject to change.

General System Ability & Function Questions

- ***Is there a security level in the system for individuals that should only have the ability to inquire into the system and not modify any data?***
  - Yes, this would be called "read-only", "view-only" or "inquiry-only" access.

- ***Will the new DMV system show if there is a warrant flag on the Driver's License or motor vehicle record? In other words, since the system is linked to law enforcement, will there be a flag or other alert for an arrest warrant?***
  - No, because law enforcement only interfaces with the system for inquiries. They don't actually input information.

- ***Will there be a comments screen or something similar?***
  - Yes, this is the "Notes" section of the new DMV System.

- ***What is a "customer ID" in MVS?***
  - This is a customer number randomly assigned by the system. However, in most cases, system users will not inquire by this number. They will most often use the customer's name or driver's license number.

- ***Does the system allow you to begin typing in a drop down box and have it take you to that location within the drop down list? For example, if you type the letter L in the drop down does it take you to the first selection that begins with an L?***
  - Yes. The training team will be training to use the drop down menu for most things so that users of the system know their options, but once users get the hang of the new system this will be a great shortcut.

- ***Will forms that are currently used and accessible through ksrevenue.org be available to access within MVS?***
  - No. You will still have to access ksrevenue.org.

- ***How detailed is the "help" section in the new DMV System?***
  - 3M is in the process of building this piece of the new DMV System and according to current plans, it will be very detailed. It will include step-by-step instructions to walk the user through any transaction they have questions about. It is also expected to include screen shots to illustrate the steps.

- ***Will counties have the ability to view other counties' transaction history, including images that were scanned in by other counties?***
    - This is still being determined through the design process.

- ***Can the system be changed and/ or enhanced if something is not working the best way?***
    - Post go-live KDOR'S IT staff will have the ability to make changes to the system if something is not working properly, but we do not expect this type of adjustment to be a common occurrence. We will address these needs and concerns on an as-needed basis depending on whether the issue is a technical system problem, a mandatory business process, or a change requested in order to match the system to a desired work flow.

- ***Will transactions placed on hold automatically drop off or will they need to be deleted manually, and how long will a transaction stay on hold?***
    - Transactions placed on hold do not have to be deleted manually. The system can be set to a specific configuration that will automatically delete those files after a certain amount of time. However, that length of time has not yet been determined.

- ***Is the "receive date" for a vehicle the same thing as a "purchase date"?***
    - No, the "purchase date" is the date the customer purchased the vehicle. The "receive date" is the date they went into their county office to have the vehicle titled.

- ***Will the clerks' initials show on any printed documents that come out of the new system, such as the financial receipt?***
    - The clerk's information is captured as part of the data record in the new DMV System, although we can't guarantee the initials will print out on the actual receipt.

- ***Will registration receipts look the same in the new system? Will we see differences? If so, what will they look like? And will the vehicle registrations or stickers have any type of bar code on them that could be scanned?***
    - While we don't know exactly what the new registration receipts will look like or the exact placement of the information on them we can tell you they will be similar to the ones you have today.

Equipment & Hardware Questions

- ***Can cities buy on to the state's equipment contract like the counties?***
  - Yes. Orders for additional equipment may be submitted by fax at (800) 825-2329 or via email at psorderprocessing@hp.com no later than December 31, 2010.
    Please include the following information with your order:
    - ✓ Quote Number 5718016-2
    - ✓ State of Kansas Contract Number WSCA/NASPO 12441
    - ✓ Your Address (Shipping Location)
    - ✓ Order-Specific Instructions or Requests (if applicable)
    - ✓ HP Location ID 10104756

    For more information on purchasing additional equipment contact Nicole Koenig by phone at (888) 202-4682 or via email at nicole.koenig@hp.com.

- ***Can we use new equipment right away?***
  - Yes the counties can use their new equipment right away. The PC's will come with Windows XP, AS400 Client Access and Lotus Notes (for those counties that use the KDOR WAN Notes email system). The county will need to install and configure any other software they use in their office. We encourage counties to set up a single computer and use it for a period of time to make sure the software is configured correctly and there are no compatibility issues before deploying the remainder of their new PC's. We also recommend that counties consider having some of the new equipment set up in a separate location so staff can train in the Sandbox without the interruption of walk-in customers. We realize this will not be possible for all counties.

- ***When I submitted the number of computer stations I need for my office I left out the Driver's License computers. Will this be a problem?***
  - No, the computers your county will receive for the Driver's License (Phase 2/ DRIVS) phase of the project are not included in the original count and will be provided at a later date through a separate contract.

- ***Can counties jump on the state contract for Microsoft Office Professional Software?***
  - Yes, counties can buy Microsoft software using the same contract that State Agencies use. State agencies use Software House International (SHI) to purchase Microsoft products. In order to set up an account to obtain quotes and purchase products you must contact an SHI State of Kansas rep at 888-394-5232 and ask for a price quote on the item that you intend to purchase. Once you receive a quote and you intend to order, submit a formal purchase to SHI and a copy of your tax exempt form. From there, they will create an account specific to your organization and you can purchase freely after that point. Follow up questions should be directed to Mallory Chance via email at Mallory_Chance@shi.com or by phone at 1-888-394-5232 ext. 6210.

- ***Will the state purchase printers as well as scanners for the counties?***
  - Yes, the state will provide all printer & scanner hardware necessary to support all transaction needs.

- ***If counties have newer PC's, can they just load the DMVS software onto their own PC's, rather than taking the state computers? Will the state have a process for getting the DMVS software downloaded?***
    - Yes. If this is the case please notify the state by emailing Toni Roberts at Toni_Roberts@kdor.state.ks.us. The DMV IT Staff will work with counties to make sure the 3M MVS software is properly loaded onto any additional computers that may need it.

- ***Some counties may need to have mainframe emulation access on the PCs because of processing driver's licenses. Will this be part of the configuration that will come on the new PC's?***
    - Yes. A mainframe emulator will be part of the standard image on the PC's KDOR purchases.

(Imaging and Data Storage Questions)

- ***How will the imaging/ scanning process work?***
    - Once the new DMV System goes live counties will have the option of either scanning documents at the point-of-transaction or at the end of the day in a batch process. With end-of-day scanning, a coversheet would print out at the point of transaction and the county treasurer or associate would attach the coversheet to the documents and then scan everything at the end of the day and attach each document to the corresponding transaction.

- ***Where will the images be housed?***
    - The images will be housed in the KDOR's Enterprise Content Management system.

- ***How will the images be "backed up"?***
    - KDOR will use a combination of mirrored SAN Technology & Tape archive to ensure recovery of images in the event of a disaster.

- ***Will counties be able to practice scanning and imaging functions in the sandbox before go live? If so, when?***
    - Yes. We plan to provide the counties access to scanning and imagining functions as a part of the later stages of Sandbox practice. While we are close to identifying a time range, the specifics have not yet been determined. We are working with 3M & Imagine Solutions to determine when this will happen.

Sandbox & Training Questions

(Sandbox Questions)

- ***Is it possible to get the Sandbox before January?***
    - No.

- ***Can we have access to the Sandbox at home?***
    - No.

- ***Will Sandbox still be available after go live?***
    - No. Users can practice in Sandbox up to July 1, 2011. At Go-Live, July 5, users will then be working in the live production environment. A Sandbox environment will be in place for Phase 2 Driver's License/Driver Control/Driver Review at the appropriate time.

- ***Can we practice/play in the Sandbox in our offices at any time or are there restrictions to the amount of time we spend there?***
    - You may practice in the Sandbox as much and as often as you like as soon as you have a sign-on ID, which you will receive in January of 2011.

(Instructor-led Training Questions)

- ***When does face-to-face training start?***
    - Instructor-led training begins in January of 2011.

- ***What will the training times be?***
    - A typical training day will run from 8:30am -4:30pm.

- ***Can individuals take the training class more than once?***
    - Limited seats will be available for participants who are unable to successfully remediate their summary exercises to a passing score. If a participant successfully passes a course, we would not typically train them a second time. Exceptions would be made on a case by case basis, pending available seats, and might require a trip to Topeka. Please keep in mind that we can also schedule online WebEx sessions to cover selected topics that a student may be having difficulty with.

- ***Will post go-live hires need to come to Topeka for training?***
    - The post-go live training process is still being developed but the training team has been commissioned to provide system training post go-live and would provide training in Topeka and other areas if a sufficient number of people require training.

- ***Will county treasurers have to complete training to get a sign-on the system?***
    - Anyone using the new DMVS must complete training before receiving a sign-on to access the system, however we will be offering webinars or CBTs (computer-based training) for users who need "inquiry-only" access. Please notify us of what functions you will need to access so that we can develop the appropriate tools for you.

- ***Do people who need "inquiry only" or "read only" access to the system (like county appraisers, for example) have to attend the 2-day instructor-led training sessions?***
    - No. We will be offering webinars or CBTs (computer-based training) for anyone who needs this type of limited access to the system. Please notify us of what functions you will need to access so that we can develop the appropriate tools for you.

- ***We have individuals that are retired and come in very rarely to help out. Will they be required to attend the 2 day instructor-led training?***
    - Situations like this will be addressed on a case-by-case basis to determine if the individual in question does enough tasks to warrant a full 2 day training session. It is possible that if the person in question only does 1-2 things, they might be able to receive training online via Webinar and/or computer-based training modules.

(Summary Exercise Questions)

- ***Will the summary exercise given at the end of instructor-led training be a similar format as the one done in Fraudulent Document Training?***
    - No. Participants taking the Summary Exercise will answer multiple choice, true/false, fill-in-the blank questions about the information covered in the instructor-led training class. Scoring of the tests will be done in Topeka, with results e-mailed to the participants.

- ***If an individual gets less than an 80% on the summary exercise in their instructor-led training session, will they be able to re-take it?***
    - Participants scoring less than 80% will have an opportunity to remediate their scores either via e-mail or phone. If a participant is unable to remediate their score to at least 80%, their supervisor will be notified and offered alternative methods for the participant to raise their score, which could include attending a makeup session in Topeka or participating in a webinar.

- ***How many times can someone take the "summary exercise"?***
    - Participants will be allowed to remediate to a passing score. Remediation typically involves reviewing just the questions a participant has missed, rather than retaking the entire test. The participant must be able to demonstrate their proficiency to the instructor. For example if a participant missed a true/false question, they would have to verbally qualify their response to the question, rather than just giving the "opposite" answer. If a participant is unable to remediate their score to passing, we may recommend to the supervisor that the participant attend a make-up session, in addition to spending additional time in the Sandbox. The Training Team will not give "automatic" passes to participants just for trying. Participants will be responsible for owning their own learning. The consequence of not learning is that they will not be granted a sign-on to the new DMV System.

- ***Can we re-take the summary exercise in own offices?***
    - Participants scoring less than 80% will have an opportunity to remediate their scores either through e-mail or phone. If a participant is unable to remediate their score to at least 80%, their supervisor will be notified and offered alternative methods for the participant to raise their score, which could include attending a makeup session in Topeka.

(ATMM Questions)

- ***Who needs to be in ATMM training?***
  - Account Transaction Money Manager (ATMM) training is to be attended by supervisors and managers who handle day-end reports, designated accountants and bookkeepers, as well as county treasurers that handle financial disbursements.

- ***Are additional ATMM classes going to be added to the training schedule?***
  - There is currently no room in the January-June 2011 schedule to add additional ATMM classes, given the resources available and the quantity of participants requiring training. However, several makeup sessions are currently identified and will be offered in Topeka beginning in June. Priority will go to those who missed sessions in their zone due to illness or other emergency circumstances. Remaining class vacancies will be offered to those on a wait list approximately two to three weeks before the date of the session. To have your employee names placed on a wait list, contact B Rowland at B_Rowland@kdor.state.ks.us.

(SME Questions)

- ***What is the difference between a "Classroom SME" and an "Office SME"?***
  - A "Classroom SME" is a KDOR-designated SME that has been notified by the state that they will be assisting DMV Project trainers in the classroom during instructor-led training. Classroom SME's will be responsible for understanding the business processes that correlate with the system functions taught by the DMV Project trainers. An "Office SME" is a subject matter expert who will serve as a reference for their peers and co-workers in their own office. Office SME's will be responsible for assisting their peers and co-workers with the transition to the new DMV System, including aiding in an understanding of the new business processes and roles. Post-go live, office SME's could potentially take on some training responsibilities in special circumstances, including training for post-go live hires.

- ***Will all SME's (subject matter experts) receive early training in Topeka?***
  - No, only "Classroom SME's" who have been identified as classroom assistants to the DMV Project training team will receive early training in Topeka. Office SME's will attend training with their peers at their county's designated training location.

- ***When will the Classroom SME's attend early training in Topeka?***
  - The "MOVRS Classroom SME Session" is scheduled for January 11-12, 2011. The "ATMM Classroom SME Session" will be held March 3-4, 2011.

(Misc. Training Questions)

- ***Can treasurers look up their own employees in the Pathlore/ Learning Management System (LMS) to ensure their employees are completing the pre-work?***
  - No, but treasurers can contact a DMV training team member to inquire on their employees' pre-work completion status.

- ***When and how will we be notified of what our User IDs and passwords are to sign into the Learning Management System?***
    - Class seat allocations will be sent out first. After the participants are registered in our Learning Management System we will begin notifying participant's of their LMS sign-ons, starting with those attending training in January. We anticipate that these notifications will begin in December.

- ***Are the county treasurers going to be CC'ed on enrollment emails when they go out to their own employees?***
    - The designated county contact (usually the treasurer) will be selecting which participants they wish to send to the available class seats in their county, so they will know who is attending before the participant does. Our LMS (Learning Management System) currently only allows for notifying the participant. If you wish to receive a copy of the confirmation, please ask your employees to forward their training confirmation email to you.

- ***Can individuals print off the training manual (since it will be available electronically before coming to instructor-led-training) and bring it with them to their training session so they can make notes, etc?***
    - Yes.

- ***Will there be classes for those that are selected to be "title approvers" and "vehicle certifiers"?***
    - The MOVRS training touches on the concept of approving a title. The DMV training team will not be offering Title Approver Certification training and will not be offering Vehicle Certifier training.

Policies & Procedures

- ***What do we do if we want to approve a title and we don't have all the necessary items?***
    - KDOR Policy is that you cannot approve a title until the customer has provided you with all the necessary documents. Also, please note that the system has stops that will not allow you to approve a vehicle title until all information fields and documents are complete and accounted for.

- ***What are the consequences if a title is approved incorrectly?***
    - The system has stops to prevent this from happening, but if it becomes a recurring problem with a specific county then DMV Management would have to deal with this issue on a case-by-case basis.

- ***Will county employees be given different levels of authority and access in the new DMV System or will anyone be able to approve a title, and who will decide on the levels of authority that each county worker has?***
    - Yes, different employees may have different levels of authority and the county treasurer will decide which of their employees they would like to grant title approval privileges to.

- ***Who is responsible for determining policies & procedures for the county employees who have vehicle title approval privileges ("vehicle title approvers")?***
    - The Kansas Department of Revenue will establish policies and procedures for approving titles, but county treasurers will be responsible for determining the level of security access for each of their employees, including which individuals will have title approval privileges.

- ***How much paper will counties be required to send in to the state?***
    - In theory, when dealing with normal business processes you will not send any paper in to the state. Of course there will be exceptions in terms of special circumstances and cases of potential fraud where the actual physical paper (and not just a scanned image) needs to be viewed by the state.

- ***In preparation for the new system, how should counties begin handling overrides? Should we call the state for approval?***
    - Yes, Instead of forcing the transaction with "Command 10" you should call the state for approval.

- ***Will there be a policy developed for the "notes" function of the new DMV System?***
    - Yes, there will be guidelines developed for use of the notes sections of the new DMV System. Also, please note that although the customer will not see the information entered into the notes field, anything inputted there is subject to release by a court subpoena if the customer or vehicle records are needed for court action.

- ***How will the counties handle NVVTIS system-reported stolen cars?***
    - Counties should terminate the counter transaction but keep the paperwork and any identifying documents whenever possible. Refer to local safety and security guidelines for dealing with cases of fraud and potentially dangerous customers and situations.

- ***I've heard that the courtesy registration process is changing with the new system. How should these be handled in the future?***
    - The system will still allow a temporary registration process. The dealer or customer can currently call the state for a courtesy registration which will allow them to operate the vehicle for one year. This will be at the county's own discretion and does not apply to renewals. Courtesy registrations are limited to one per year per customer per vehicle.

- ***Will the counties still have state support when we go live?***
    - Yes, they will still be able to call KDOR for assistance, and they will also have access to a command center that the project will establish at go-live to help direct inquiries and issues to the proper department or resource, depending on whether it's a system question, a system error, or a business process question.

- ***What is the length of time counties will be expected to keep a paper document before shredding it?***
    - This amount of time has not yet been determined although it will likely be longer when the system first goes live. At go-live counties will likely be expected to keep paperwork for 30 days before shredding although the hope is that the length of time will be reduced to 48 hours at the 6 month post-go live mark.

- ***Will registration renewals need to be scanned into the system?***
    - Yes, registration renewals submitted via mail will need to be scanned in order to capture the signature as required by Kansas statute. If the person is renewing in person they'll sign the signature pad at the counter.
- ***If a vehicle's odometer reading is unknown will we be able to pass it through the system as a discretionary edit?***
    - The odometer is a required field, which means it is a hard stop that cannot be overridden in the system. However, If the vehicle is ten years old or more, an odometer reading is not required.

- ***How will vehicle color be determined when system users are entering it into the system for the first time? Will the county treasurer or their employee be required to go outside and physically inspect the vehicle or will they simply take the customer's word for it?***
    - The clerks will take the customers' word for it.

- ***Will the appraisers' offices and county clerks' offices have access to this system to run inquiries on heavy trucks & trailers (like they do now with VIPS)?***
    - Yes, they will have access to information they need through reports or inquiry-only access to the system but they will not need to attend training. How that access will be granted is still to-be-determined, however, it is possible that these users will be required to complete a short online CBT course in order to receive access to this information. County appraisers and clerks who wish to be contacted with information on this process once the details have been decided should contact the state by contacting B Rowland at b_rowland@kdpr.state.ks.us with their name, county, title, email address, & phone number.

(Re: "Go Live")

- ***How long will we be unable to process registrations and renewals during the changeover from VIPS to the new DMV System?***
    - According to the most recent version of the VIPS cutover plan, VIPS will shut down at the end of the day on Thursday, June 30 and will no longer be available. We plan to begin conversion activities on Friday, July 1 continuing through Tuesday, July 5. Day 1 of controlled production is planned for Wednesday, July 6, which would be the first full day of the system being up and running. Day 2 of controlled production is scheduled for Thursday, July 7 with counties having the option to begin taking walk-in, over-the counter customers. This could potentially mean no over-the-counter transactions for registration services for 7 days (Friday, July 1 through Thursday, July 7) although three of those days are the holiday weekend.