

Technology Services Board – Project Update

Agency: Department of Licensing (DOL)

Project: DRIVES – Business and Technology Modernization

Description: DOL is implementing a proven Commercial-off-the-Shelf (COTS) software solution to replace the agency’s legacy Vehicle and Drivers applications so it can modernize its business processes. COTS is the agency’s preferred alternative based on an assessment of risks and costs, including research that shows COTS has been successful in other states’ vehicle and driver modernization projects. A proven COTS solution will provide a reliable, commercially supported and maintained enterprise software base. The scope of work is defined through the business and technical requirements approved by the Executive Leadership Team (ELT). DOL has deployed with FAST Enterprises, FAST. DOL launched Rollout 1 for Vehicles in December of 2016 and is currently working on Rollout 2 for Drivers. In addition, DOL received funding approval for Release 3 which modernizes the business and professional licensing and regulatory processes and systems. The solicitation for Release 3 tool/platform is planned to be released in the summer of 2018.

Purpose of Attending April 16, 2018 TSB Subcommittee:

- DOL will provide a project update to the TSB Subcommittee on the status of their Business and Technology Modernization Project, Drivers Rollout 2. The DOL project was first reviewed at the TSB in March of 2017.
- DOL successfully deployed Rollout 1 for Vehicles in December of 2016. Rollout 2 for Drivers has a go-live date targeted for September 4, 2018.
- This is an April 2018 update to the TSB. The project is on track and demonstrates effective executive sponsorship, project governance, solid project management practices, organization change management (OCM) which is part of the agency culture, and external Quality Assurance. The project demonstrates how lessons learned are actively applied to the DRIVES project.

Approved Budget	
Implementation Cost	\$ 60,800,000
Maintenance Cost	28,000,000

Project Schedule Baseline
Project end date 12/31/2018

Timeline	Key Event/Action
3/14/17	DOL DRIVES project update provided to the TSB
5/7/14	Investment Plan approved by OCIO.
12/12/16	R1 Vehicles went live.
6/2/17	Approved Investment Plan Amendment revising schedule to shorten project with September 2018 go-live. Reduced project cost by 9.6M.
12/14/17	Agency submitted DP for 3.25M additional funding. This was funded.