



## REAL ID Update

As many of you know, legislation passed and signed into law by Governor Otter on March 28, 2016 lifts the moratorium on REAL ID. The Modernization Management Team is developing a plan to meet the necessary requirements to issue REAL ID compliant driver's licenses and identification cards.

To ensure we have time to implement the program, we are requesting another extension from the

U.S. Department of Homeland Security (DHS). We will continue to share news about the process and are developing a training plan for DMV and County employees affected by the legislation.

The public has a lot of questions about what REAL ID means. The Office of Communication will lead a multi-faceted campaign to inform and educate the public about REAL ID requirements.



### REAL ID Benchmarks

We met two important DHS requirements for implementing REAL ID in May:

- » Developed an exception process document
- » Developed a security plan for DMV



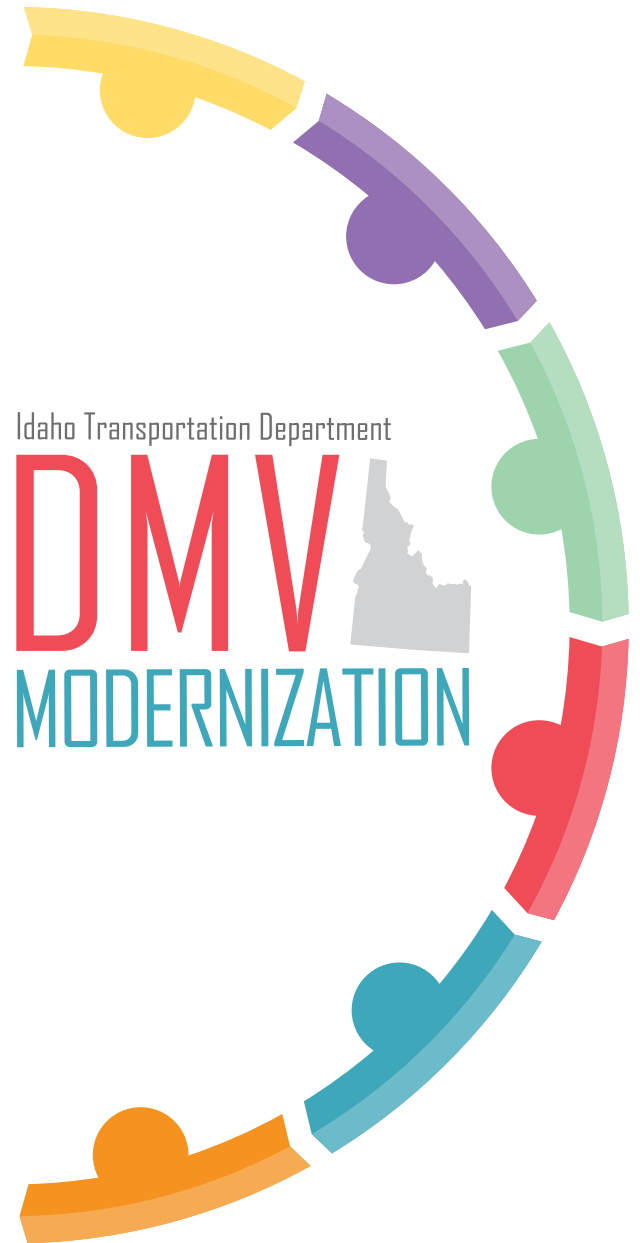
## DMV recognized with three awards

DMV was recognized by the American Association of Motor Vehicle Administrators (AAMVA). Members of the DMV Management Team accepted the awards at the 2016 Conference on May 12 in Portland, Oregon. The three awards are:

- » **AAMVA - "Idaho Online Driver Record Dashboard"** in the Innovative Use of Technology category. This is both a regional and an international award winner.
- » **AAMVA PACE (Public Affairs and Consumer Education)** – for *Gramma's House or the Big House* in the Digital Graphics category.
- » **AAMVA PACE (Public Affairs and Consumer Education)** - for *Drive Safe, Belts On* video in the Internally produced PSA or TV commercial category.



Idaho Transportation Department  
**DMV**  
MODERNIZATION



Modernization Moving Forward  
2016



It's an exciting time to be part of DMV. Modernization is happening and will continue to happen as we work as a team to be the **BEST DMV in the nation.**

## What does it mean for employees?

We've made some significant strides in the past year. This brochure is designed to give a high-level overview of what is happening with Modernization and how we will be affected as an organization. We encourage all DMV employees to go to the Modernization SharePoint site at <http://itdportal/sites/DMV/DMVM/SitePages/ModHome.aspx> for more detailed information on the topics covered here.

You may be asking yourself, "How is this different from what we've heard before about Modernization?" We understand it's been a slow, and sometimes frustrating process, but we will make significant progress in 2016 and beyond.

Great advances are coming for all of us. It is not a reflection of the great job we do and have been doing; it is a result of changes in technology and business processes. We must embrace these advances if we want to continue to provide the best service possible to our customers. Fear of the unknown can lead to resistance and we understand. We are going to communicate the benefits of these process improvement as much as possible. To smooth this transition, we have formed the DMV Service Transformation Team.



## DMV Service Transformation Section

Led by Randi Bristol-Hogue, the Transformation Team is developing efficient, complete and consistent training activities for 2016, so employees know what to expect with new ways of performing their jobs. Developing a higher skilled workforce with the potential to implement horizontal career paths (HCPs) is at the center of this team's activities. They are actively engaged in transitioning DMV to new business and technology structures with a focus on:

1. The implementation of a Formal DMV Training Program
2. A focus on Business Process Engineering
3. The development of KPIs and Performance Metrics
4. A QA/QC process for DMV products and services



To check out a new video about what you can expect in the coming months go to <http://itdportal/sites/DMV/DMVM/SitePages/ModHome.aspx>.



## Technology Update

As announced in March, the Project Team developed a revised Technology Roadmap that cuts the timeline in half for getting off the mainframe by October 2018. We are working with Microsoft Dynamics on implementing the Customer Relationship Management (CRM) tool that will play a key role by providing the "out of the box" functionality and security we need. The Technology Team is currently building the functions that are unique to DMV and utilizing existing foundational components already created by Microsoft.



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## Business Update

Technology and Business improvements go hand-in-hand. We must focus on putting processes into place that allow us to maintain high quality services and products at every stage of delivery. We must constantly ask ourselves: "Are we using the most efficient and effective methods possible to provide quality service?"

**Everything we are doing is designed to increase your job performance, satisfaction and career growth.**



Statistics show employee retention is tied directly to challenging job assignments and opportunities for career growth and development.