

Massachusetts Department of Transportation Registry of Motor Vehicles Division

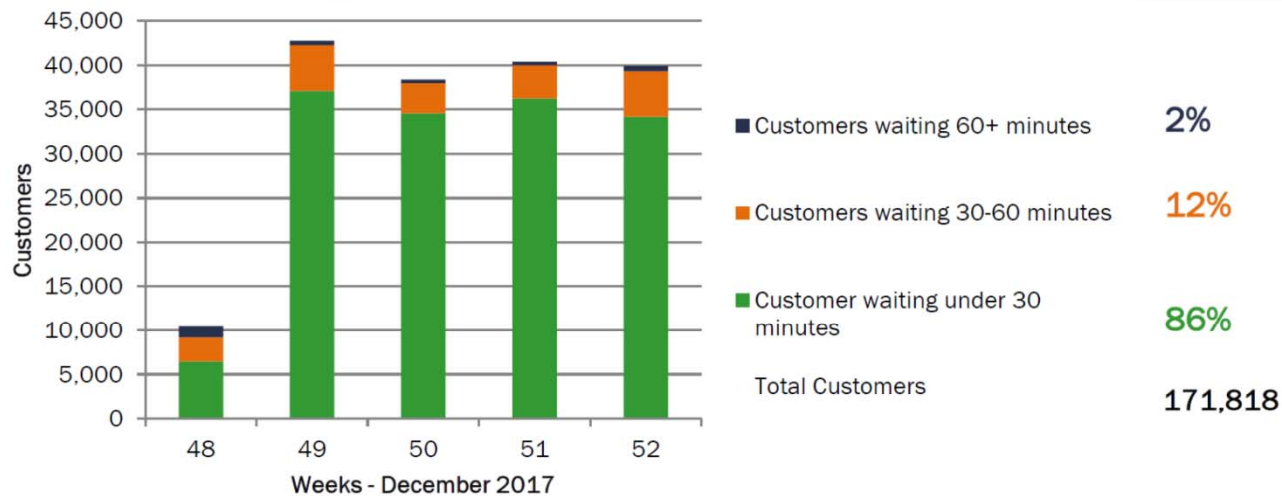
Board Report
January 22, 2018

RMV Service Center Metrics

December 2017-All Regions Met Key Performance Targets

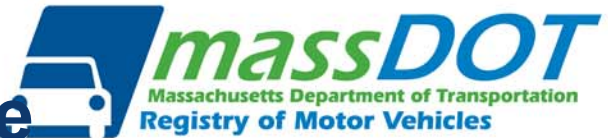


Service Centers - Systemwide



Region	% of customers waiting under 30 mins	% of customers waiting 30-60 mins	% of customers waiting 60+ mins	Total customer volume
Central	89%	10%	1%	34,524
Northeast	83%	15%	2%	44,898
Southeast	83%	14%	3%	54,288
Western	93%	7%	1%	38,108

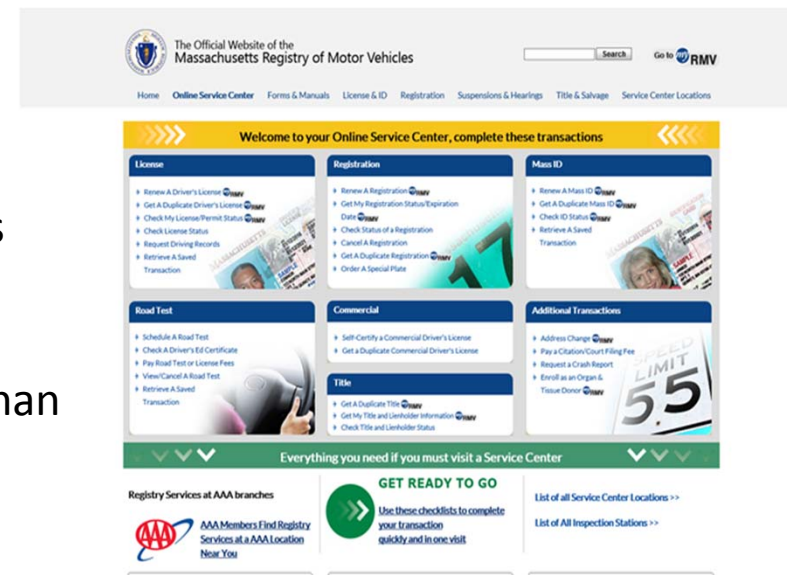
Increased Customer Convenience Higher Use of Alternative Service Channels



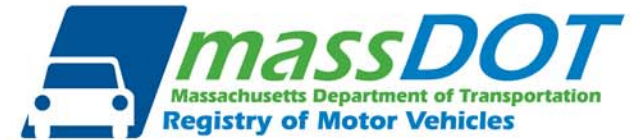
- 33 AAA now offer select RMV services to members
- Increase of 1,368 customers benefitting from this convenience from December 2016 service level

More Customers Skipped the Line by Going Online

- 8,232 more customers renewed their registrations online than in December 2016
- 18, 247 more online license renewals processed than in December 2016
 - Enabled by increasing online eligibility to 2 renewal cycles



Critical Dates and Upcoming ATLAS Progress Milestones



- 4** Days to ATLAS Training Environment Freeze – January 26, 2018
- 7** Days to ATLAS Code Freeze – January 29, 2018
- 35** Days to ATLAS Site Code Freeze – February 26, 2018
- 35** Days to the start of Tier III Class Room and Hands-On System Training – February 26, 2018
- 59** Days to RMV service closures and reductions for ATLAS cut-over
Not Available March 22, 2018 7:00 PM- Monday, March 26, 2018 7:00 AM
 - RMV License, Registration, Driver Reinstatements, Driving Records, Disability Placards, Merit Rating Board Services
 - RMV Internet Transactions
 - RMV Interfaces**Law Enforcement Inquiry for License and Registration continues to be available**
- 63** Days to System Implementation – March 26, 2018

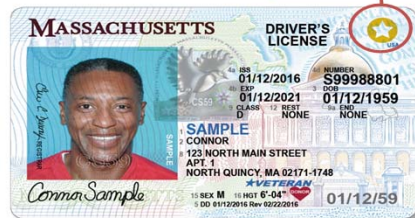
ATLAS Enables MA to Achieve REAL ID Compliance

Customers will have the choice when they apply or the next time they renew

*Massachusetts residents do not need a REAL ID until October of 2020.
If you have an active passport, and don't mind carrying it, you will never need a REAL ID.*

REAL ID Massachusetts
Driver's License/ID card

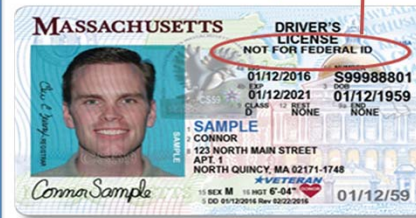
Indicator on card is a star to designate that it is a federally compliant card



- ✓ Proof of U.S. Citizenship or Lawful Presence required to obtain
- ✓ Is a valid Driver's License or Identification Card
- ✓ Is valid for up to 5 years or length of stay in the U.S.
- ✓ **CAN** be used to board a plane in the U.S. or enter federal buildings after October 2020
- ✓ Is an **acceptable** form of identification for federal purposes
- ✗ **CANNOT** be processed online – must visit an RMV Service Center

Standard Massachusetts
Driver's License/ID card

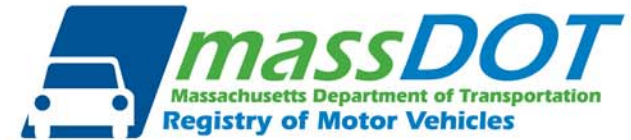
Indicator on card is 'NOT FOR FEDERAL ID' to designate that it is NOT a federally compliant card



- ✓ Proof of U.S. Citizenship or Lawful Presence required to obtain
- ✓ Is a valid Driver's License or Identification Card
- ✓ Is valid for up to 5 years or length of stay in the U.S.
- ✗ **CANNOT** be used to board a plane in the U.S. or enter federal buildings after October 2020
- ✗ Is an **unacceptable** form of identification for federal purposes
- ✓ **CAN** potentially be processed online

Learn more about **REAL ID**, including required identification documentation based on your card choice, at mass.gov/REALID

High Level Cutover Timeline



Tuesday March 20th Checklist for Conversion Readiness

- ☐ Are the RMV Support lines and email set up and tested?
- ☐ Have all RMV users been communicated with regarding shutdown?
- ☐ Is Deskside Support Planning complete?
- ☐ Was Latest mock data conversion successful?
- ☐ Has training been delivered?
- ☐ Is data ready for cutover from ALARS?
- ☐ Has End to End System Testing Completed?
- ☐ Do all parties know their responsibilities during Cutover weekend?
- ☐ Have all interfaces been identified and tested?
- ☐ Is network, infrastructure, hardware technical security established and tested?

Thursday March 22nd

5:00 pm: RMV office doors close
RMV website taken down &
maintenance page displayed

7:00 pm: All offices fully closed and
reconciled (RMV/AAA/EVR)

Friday March 23rd

Midnight to 5:30 AM Data extract from ALARS and verification
processes occur

5:45 am: ATLAS begins data transformation process

8:00 am: RMV staff report to offices and perform practice

ATLAS deskside support effort begins in all offices

8:30 am: ATLAS performs reconciliation on transformed data

ATLAS begins main conversion process

High Level Cutover Timeline

Saturday March 24th

- 5:30 am:** ATLAS completes main conversion process
- 9:30 am:** ATLAS SMEs begin final verification of converted data
- 12:30 pm:** ATLAS production environment (MRP) ready
- 1:30 pm:** ATLAS begins connecting to real-time interface partners

Sunday March 25th

- 8:30 am** ATLAS RMV staff begins processing license and ID transactions in ATLAS
- 4:00 pm** ATLAS becomes MA RMV's "System of Record" for driver services
RMV website maintenance message removed
ATLAS begins processing web transactions
- 7:00 pm** First ATLAS job stream runs

Monday March 26th- ATLAS live for all RMV Channels at 8:00 AM



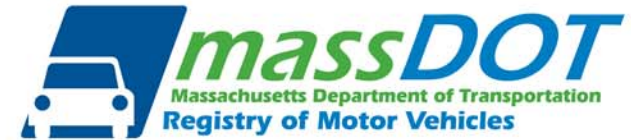
Checklist for Interface Readiness March 24, 2018

- ☐ Has the data converted and fully reconciled?
- ☐ Has the ATLAS RMV Business Team verified the final conversion?
- ☐ Are all User Logins and Security Configuration in place?

Checklist for ATLAS Application Launch March 25, 2018

- ☐ Have the verified transactions processed successfully? (Specific transactions will be listed out in February ESC)
- ☐ Is CJIS successfully connected?
- ☐ Are the High priority interfaces active and verified?
- ☐ Is DataSync operational?
- ☐ Is Decommissioning of ALARS in place?

Support for RMV Transition Starting March 26th & 2-4 following weeks



In-person Deskside Support

- Provided during the first 2-4 weeks following implementation depending on RMV team needs
- Users gain confidence as they perform new tasks with someone from the project standing by their side
- Staffed by ATLAS Project Team and other highly-trained team members
- Supports system and business policy questions
- Ad-hoc Deskside Support as necessary will be provided to support specific activities scheduled post 4 weeks

Release Support Center (Mon-Fri 7:30-5:30 plus first 2 Saturdays 8:00-4:00)

- Phone “bank” for ATLAS Release 1 internal RMV support and AAA
- Email “bank” for ATLAS Release 1 external support for all portal and third party users
- Daily Debrief Meetings 2 times each day
- Staffed by ATLAS Project Team and other highly-trained team members
- All calls, issues and resolutions logged
- Supports system and business policy questions
- Knowledge Transfer to RMV’s Business Support Unit during this period with embedded Business Support staff at the RSC