



Service Transformation Program (STP)

The Service Transformation Program is a multi-year program to improve DMV business processes, enhance service capabilities, replace computer systems, and enable DMV to become more flexible and timely in meeting customer expectations and legislative mandates.

People Served

For most Oregonians, DMV is the face of government. DMV handles millions of customer transactions every year – face-to-face, over the telephone, through the mail and via the internet. Due to outdated systems and paper-intensive processes, employees are not able to serve customers in modern and efficient ways that are now available in most businesses.

Updating the way DMV does business with other members of the community will allow them to become more effective. Businesses like car dealerships, trucking companies and many others do business with the DMV on a daily basis. Private sector companies and other stakeholders, like law enforcement and courts, will get their DMV-related business done more rapidly and efficiently.

Why is this change needed now?

Dramatic changes are happening throughout the country affecting driver licensing and motor vehicles. Legislation at both federal and state levels is impacting the services DMV currently offers or will soon be required to provide. Oregonians are expecting DMV to deliver services in new ways that match the convenience of the private sector, like expanded online services and flexible payment options at field offices.

Technology used for DMV computer systems, created in the mid-1960's, is obsolete and in acute need of updating. With each passing year, the risk of a critical computer system failure increases, which may impact DMV's ability to deliver services to Oregonians. It could also affect the collection of revenues that support Oregon's transportation system.

To meet the requirements of changing laws, address the significant limitations of the existing system and meet customer expectations, it is important for DMV to improve core business processes and support these with better technology.



Benefit to Oregonians

STP will allow DMV to:

- Advance ODOT's mission to provide a safe, efficient transportation system that supports economic and livable communities
- Create real-time access to data and information
- Provide more services online and improve the overall customer service experience
- Promote driver safety
- Protect financial and ownership interests in vehicles
- Increase flexibility for DMV to make improvements as laws change
- Collect revenue to finance Oregon's transportation system

The program will give employees the tools they need to provide an improved customer service experience to all Oregonians, and allow DMV to bring outdated systems up to modern standards.

STP in 2015-2017

The 2015 Oregon Legislature approved \$30.4 million to launch STP. During the first two years of design and development, the program is focused on these main goals:

- Set up a governance structure including an executive steering committee, legislative workgroup, and regular reports to the state CIO and LFO to be transparent and ensure accountability
- Establish a project plan based on industry best practices
- Select an IS solution vendor and integrator to provide systems to meet DMV's specific needs
- Prepare DMV website for future online service capabilities
- Tap into the existing talent and institutional knowledge of ODOT employees to define and inform program activities and deliverables

Want to learn more about STP?

Watch a video about the need to update DMV systems and processes in the ODOT video library online at: www.oregon.gov/ODOT/COMM.

Contact the Service Transformation Program

Send us an email at: Service_Transformation_Program@odot.state.or.us