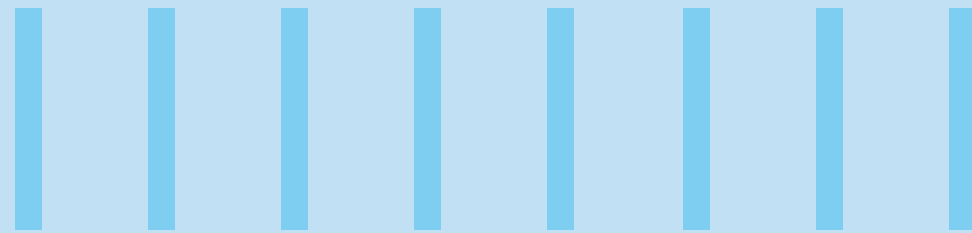




BUILDING THE MOTOR VEHICLE AND LICENSING AGENCY OF THE FUTURE

Key trends driving modernization of systems and processes



Abstract

You just moved and you need to transfer your driver license to the new state. You have to clear pending citations too. But before you do any of these, you need to get a replacement social security card because it was lost while moving!

Doing all these tasks means spending countless hours in lines at the local motor vehicle office, the social security administration offices, and the District Court, right? Wrong! All this can be done in a matter of minutes through your local motor vehicle and licensing office – either online or in a quick visit. Welcome to the motor vehicle and licensing agency of the future!

This paper discusses the key trends that motor vehicle and licensing agencies need to address to build an interconnected, customer-centric, smart, secure, and adaptable agency of the future.

Key Trends Shaping the Future for Motor Vehicle and Licensing Agencies

To address increasing customer demands, digitization, and tech-driven societal change, motor vehicle and licensing agencies need to become more customer-centric – deliver a variety of products

(licensing, registration, vital records) and more personalized services to customers through multiple channels (mobile devices, kiosks, online, and IVR) using modern, agile and intelligent IT systems and processes.

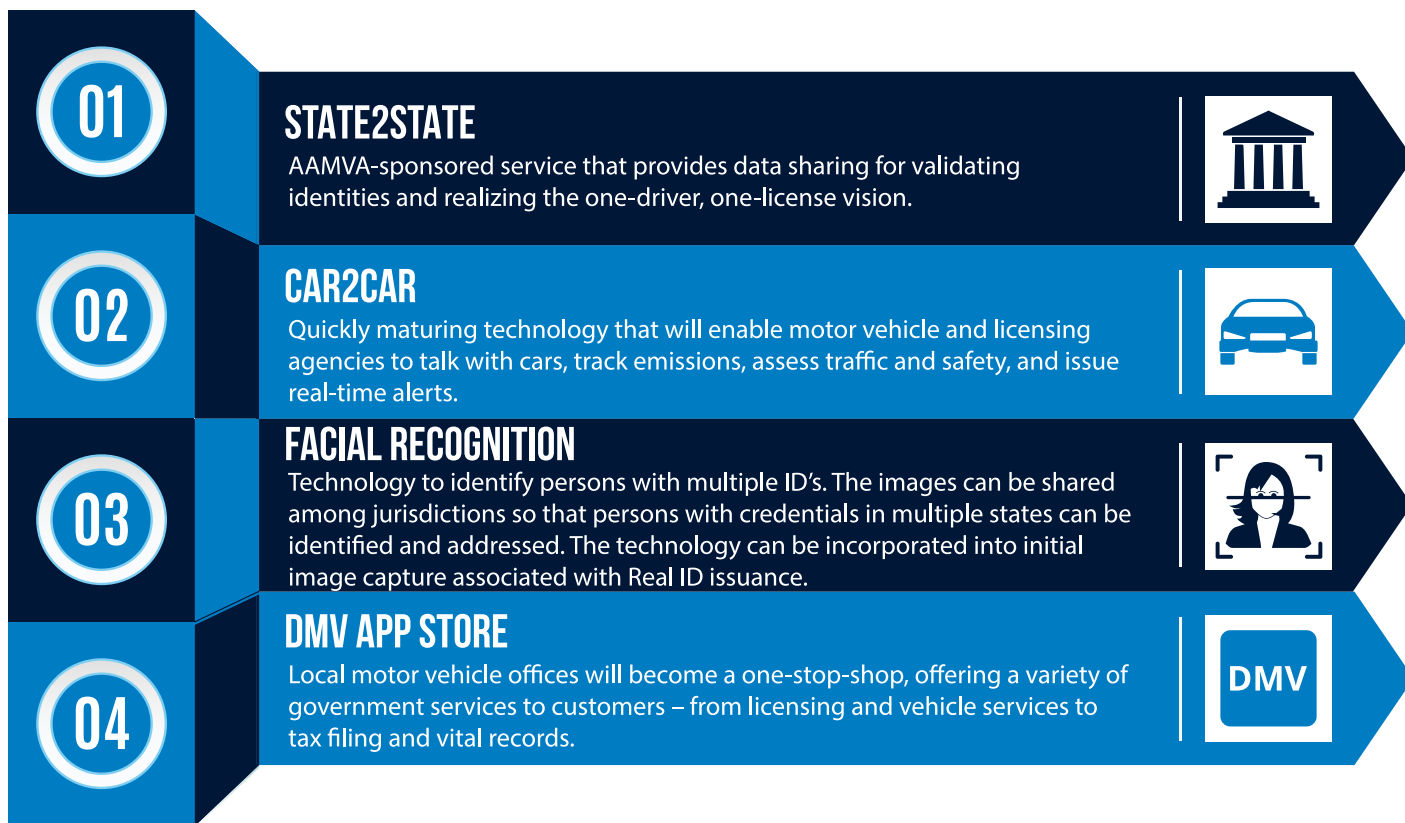
Doing this requires motor vehicle and licensing agencies to embrace the following key trends that are shaping the future.

Data sharing and collaboration

Motor vehicle and licensing agencies of the future will be connected with each other and their partner agencies, delivering a customized, speedy experience to

customers while ensuring enhanced security and safety. Agency data silos within the state and eventually across states will be eliminated. Key initiatives

and technologies that are enabling data sharing and collaboration include:



New technologies

Motor vehicle and licensing agencies of the future will be insight-driven, capable of analyzing a slew of data to improve service delivery and safety. They will also have intelligent, flexible, automated systems to manage integration of new technologies into existing infrastructure.



AUTONOMOUS VEHICLES

Self-driving vehicles will provide a significant technological challenge to motor vehicle and licensing agencies. USDOT just published guidelines and NHTSA has devoted \$200M in its 2017 budget (almost 20%) to this subject.



INTERNET-OF-THINGS

Integrated, intelligent transportation environment will result in an increased amount of available data on vehicles, roads and traffic patterns. Motor vehicle and licensing agencies will need to have systems capable of analyzing this and other data to reduce collisions, improve enforcement and promote safer driving.

Portability

Motor vehicle and licensing agencies of the future will not be constrained by four walls.

They will be able to extend their reach and offer services to customers across locations

and channels. Portability will be enabled through:

MULTI-CHANNEL ACCESS

All components of a motor vehicle and licensing agency's customer-facing portals will be available on multiple platforms, including computers, tablets, smart phones, kiosks and virtual agent machines, offering customers anytime, anywhere, self-service options.

MOBILE OFFICES

Motor vehicle offices are going mobile. Already piloted by a few jurisdictions, these mobile motor vehicle offices will help jurisdictions extend reach and service to customers at non-traditional locations such as libraries, police stations, and state parks.

DIGITIZATION + VIRTUALIZATION

Many motor vehicle and licensing agencies are embracing digital licenses, registrations, titles, and liens, which will be made available securely to customers on their smartphones or other smart devices.

Evolving regulations and enforcement

Regulations and legislation will only get tougher on violators and motor vehicle and

licensing agencies of the future will be able to quickly incorporate and enforce them to

make roads safer using:



Intelligent Cars and Customer Records – Cars will come equipped with sensors for impaired and drowsy drivers, which will reduce the number of crashes and the need for enforcement actions against drivers. Motor vehicle and licensing agencies will also be able to maintain smart accounts for customers that will record their actions, monitor and explain the specific steps needed to regain privileges, and provide reminders of education or other requirements to the individual and interested parties (such as their lawyer).



Modernized Interfaces – Courts will modernize their systems so the interfaces with motor vehicle and licensing agencies will be automated and enforcement actions can be accomplished more quickly.



Configurable Business Rules – Motor vehicle and licensing agencies will be able to modify their business rules dynamically to accurately reflect new and updated regulations for enforcement without coding changes.



Integration with Law Enforcement Agencies – Issuance of citations will be automated with data validations against vehicle and driver information and real-time updates to the motor vehicle and licensing agencies, while providing secure, authenticated data searches for BOLO's and other authorized law enforcement purposes. Motor vehicle and licensing agencies already play a critical role in homeland security. This role will become more important as data integration across states and federal agencies increases and new identity verification systems start to come online.

Simplification of financial management

From efficient financial systems and processes to new sources of revenues,

motor vehicle and licensing agencies will transform their financial

management through:

01 OPTIMIZED FINANCIAL PROCESSES

Integration of state-level functions will move the collection and disbursement of funds to a consolidated process, with an established account for a person or business to handle all of their transactions, including motor vehicle and licensing and other agency-level fees, taxes, and permits.

02 DRAW-DOWN ACCOUNTS

These will become routine for individuals as well as businesses. Monies owed will be withheld from tax refunds and other payments. Discounts may be provided based on good-payment records, bulk transactions, and speedy payments.

04 USAGE-BASED TAXES

These taxes will replace gas taxes for roadway maintenance and will be collected through motor vehicle and licensing agencies. These will be designed to promote travel during less congested times for reduced taxes.

FINANCIAL MANAGEMENT

03 NEW PAYMENT METHODS

Payment methods will be expanded to include PayPal, Pay-with-Phone, and other mobile and web-based platforms, making payments extremely convenient for customers.

Conclusion

We believe these are the key trends or imperatives that motor vehicle and licensing agencies need to address to advance their mission and deliver superior service experience to customers. Some jurisdictions have already started addressing these trends. For example, Mobile DMV Offices are in use in Indiana and Virginia and policies for self-driving cars are being established in California.

Others will take action on these initiatives within the next few years.

While there might be differences of opinion regarding the trends that will shape the future, one thing is certain - to address these trends, motor vehicle and licensing agencies would have to modernize their existing business processes and IT systems. Each agency has a unique roadmap for the future and will

have special requirements that need to be addressed for that roadmap to be realized. Successful transformation is predicated on adopting the right solution and approach to drive this modernization.

In our next paper, we will discuss some proven solutions and approaches that jurisdictions can adopt to address these trends and build motor vehicle and licensing agency of the future.

For more information, contact askus@infosyspublicservices.com

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