

# Building a modern driver-licensing and vehicle-registration system

Six key system features and four critical implementation factors

Motor vehicle and licensing agencies need to modernize their core IT systems and capabilities. But, how should the system be modernized? And, what should be its key capabilities?

Based on extensive research and practical experience, our experts list six key system features and four critical implementation factors that must be considered by motor vehicle and licensing agencies as they build their licensing, enforcement, and registration system of the future.

## 6 key system features



### Customer-centricity

One-customer, one-record model to build a 360-degree view of a customer and deliver personalized services across multiple service delivery options.



### Interoperability

Modular components that support core and ancillary processes, and seamlessly exchange information with internal / external systems through real-time secure interfaces.



### Agility

Service-oriented architecture and user-based dynamic rules management for the agility to scale and respond to evolving requirements, regulatory changes, and technological advances.



### Ease-of-use

Intuitive user interface and user experience that meets accessibility standards and offers a common look and feel across all channels to all the stakeholders.



### Security

Role-based access controls, two-factor authentication, and the latest cyber security methodologies to combat fraud and attacks, and improve user safety.



### Support for analytics

Predefined, user-defined, and automated operational and analytical reports with a host of visualization options for improved decision making and auditing.

## 4 critical implementation factors



### Modernization, not upgrade

Modernize for the future, not just upgrade for the present. Choose a modernization solution that supports all the key requirements, can be implemented quickly, and is adaptable to meet unique / unforeseen needs.



### Change management

Deploy integrated organizational change management and training framework to navigate people and process changes and ensure quick user adoption.



### Iterative development

Use the best components of agile and traditional life cycle methodologies to minimize risks by providing early visibility and resolution to necessary changes.



### Adapt cross-industry insights

Choose a systems integration partner with experience of large-scale, complex IT program implementations across industries to leverage best practices and innovate outside-in.