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-system, one-record model to build 360-degree view of a customer and deliver services across multiple service delivery options.
- **Interoperability**: Modular components that support one-third party integration, 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, and not just upgrade for the present. Choose a modernization solution that supports all the key requirements, can be implemented quickly, and is adaptable to a range of unforeseen needs.
- **Change management**: Deploy integrated organizational change management and training frameworks to manage change and process changes from a single source.
- **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.
- **Adopt cross-industry insights**: Ко-девелопмент, совместное использование идей из разных отраслей для улучшения технологических и организационных подходов к непредвиденным изменениям.

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