


WHAT'S NEXT FOR DRIVER LICENSING & VEHICLE REGISTRATION AGENCIES

2021 saw Departments of Motor Vehicles (DMVs) and the Ministries of Transportation (MoTs) going digital. This will pick up pace in 2022 and DMVs will navigate to the next stage of their digital transformation journey by focusing on the following 5 areas:

1 ACCELERATED LEGACY MODERNIZATION



COTS-based, PaaS or Low-code-based Platforms, Cloud-based solutions, and agile-based approaches will accelerate modernization, helping build a resilient foundation to support broader digital transformation initiatives.



2 SERVICES MOBILITY


Agencies will drive out of their four walls. Mobile offices will enable the staff to work from anywhere and will enable residents to access DMV services anytime and through the device and language of their choice.



4 ADVANCED ANALYTICS


DMVs will analyze reams of data through automated data-science based approaches to create a variety of machine learning models - from identification of risky drivers to elimination of fraud and simplification of processes, transforming operations and service delivery.

3 DIGITAL CITIZEN EXPERIENCE



Digital credentials, AI-driven virtual agents, and Personalized Smart Videos (PSV) will enable DMVs to deliver more engaging, personalized experience to their residents and enhance staff productivity.

5 RENEWED FOCUS ON SERVICE ASSURANCE



Blockchain technology-based ecosystems will improve DMVs security posture and enable delivery of services in a seamless, transparent, and fully secure manner – like renewal of vehicle registration and driver licenses or other state-issued digital credentials.

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