



**VICTORY**  
2019  
**NEBRASKA**  
DEPARTMENT OF MOTOR VEHICLES

## Project Update

March 2019

## Discussion Topics

### DMV Topics

#### *Data Cleanup*

We have, or will shortly be, contacting counties with data clean up requests. The current lists we are working towards distributing include:

- Dealer registrations where the dealer number, dealer name, or dealer address information is either incorrect or missing. We are using these fields to link the records to a single customer (a dealer). Linking the records allows you to track the number of dealer plates allowed for each dealership in the system instead of the current manual processes (i.e. notebooks, lists, hand written notes on registrations). We have linked 81% of the current registrations to a dealer, the other 19% will be provided to the county of issue for correction of the dealer number, dealer name, and/or address.
- Registrations with an issue date greater than the title surrender date. The initial list contained over 600 vehicles; we have been reviewing and reinstating title records where the surrender information DMV received was incorrect. This process is reducing the number of records needing review or corrective action. A majority of the remaining records on the list are for those vehicles where we have confirmed a title has been issued in another state prior to the issuance of the most recent registration. Either the vehicle should not be registered in Nebraska or a Nebraska title must be issued to continue registration. (In some cases, the lender obtained a repossession title in another state but did not carry through with repossessing the vehicle.)

We continue to review and work on other purification items which may result in distribution of additional lists.

## Recent Project Accomplishments

### Verification – Part 2

Verification took place from February 11-22 and included 16 participants, 13 county and 3 DMV. The testing, training, and development teams spent a significant amount of time working with verifiers and received a significant amount of feedback both formal and informal. During the two-week period, participants logged 84 ‘finds’ which are suggestions and issues regarding VicToRy and asked 74 formal questions to development leads. Over 300 scenarios were tested in the system as well, which provided additional feedback for both developers and the SMEs who are writing the scenarios for the upcoming business testing.

## Conversion Update

Full conversion runs are executed weekly, and significant throughput improvements have been made. The full conversion process, which will start at 6pm on Friday, October 11, will complete within 24 hours. Data from weekly test runs is used to test the performance of system processes and look for problems with converted data. There are only 6 conversion purification items that may require special handling after rollout and the number of purification issues has risen to 68. As noted above, counties will receive lists of data requiring cleanup.

### Definitions:

1. *Tier 1 – Converted data that is an active and/or usable record in the system, is viewable on standard system screens (title, registration) and can be updated through normal processes such as service transactions.*
2. *Tier 2 – Converted data that is read-only. This is viewable on separate lists or screens, and cannot be updated.*

### Reminder of conversion scope:

1. All title records on mainframe, current and history
  - a. In general, historical titles will be ‘tier 2’ or read only data that can be searched.
  - b. Some circumstances will still require a rebuild, which can be done by the Help Desk.
2. Registrations – conversion will be limited to:
  - a. Vehicles and trailers = current year + 3 – anything expiring January 2016 or later and is the most recent registration
    - i. Any prior registrations will be ‘Tier 2’ or read-only
  - b. Boats = current year + 4 – anything expiring January 2015 or later
3. These criteria will create approximately 7.3 million vehicles in ‘Tier 1’ or active data
4. Examples:
  - a. I have a vehicle I purchased in 2005 and have been renewing every single year. My current registration expires in July 2020. VicToRy will have the July 2020 registration on the account, and all other years will be viewable on a separate list on the account.
  - b. I have a vehicle I purchased in 2005 and renewed for a period of time, my last expiration is January 2016. My title is still valid. VicToRy will have the January 2016 registration on the account, and all other years will be viewable on a separate list on the account.
  - c. I have a vehicle I purchased in 2004 and renewed every year, my last expiration is December 2015. My title is still valid. VicToRy will have no registration on the account, and all registrations will be viewable on a separate list on the account.

## VicToRy Connectivity

Project staff are actively working with OCIO to establish connectivity to VicToRy. This will require network changes in many counties to route traffic properly. This will involve both OCIO and the

company or staff who configures your network. Also, state network connections are still in the process of being upgraded in a number of counties.

## Other Items

Other items of note:

- *Please provide your staff the following information about the intranet site set up for the project:*
  - Includes newsletter with links to surveys shown below
  - URL: <https://dmv.nebraska.gov/user>
    - Username: ctreasurer
    - Password: :9&D7>{8Q=
- Please ensure you respond to the Staff Assessment Survey
  - <https://goo.gl/forms/vbTongMQbLSfVWpi2>
  - March 29, 2019 due date

## Upcoming Dates

### Development Schedule

- April 1, 2019 – Interface developer unit testing start
- May 1, 2019 – Interface development deadline
  - Ready to start testing with end users after this date. *Exact start date for testing of each specific interface is TBD.*
- August 5, 2019 – Code Freeze. No changes made except for serious issues.

### Testing Schedule

- April 1, 2019 - Business testing start
  - Scenario driven testing at project office in Lincoln
  - Working to finalize attendance.
- July 1, 2019 – End to end testing start
  - Use real paperwork at project office in Lincoln
  - **Sign up to be sent in May**
- August 12, 2019 – Sandbox opens
  - *This is not parallel operation of two systems – VTR must be updated.*
  - Testing environment available to all users in all offices, full copy of converted data
  - Users will be able to perform transactions in a VicToRy test environment immediately after a customer leaves the office to verify they get the same result.
- October 8, 2019 (approximate) – Sandbox close

## Training Schedule

- April 1, 2019 – Expert User Training Start
- July 22, 2019 – Tier 1 CBT Release
- August 5-23, 2019 – Short term expert user training
- August 12, 2019 – Tier 2 CBT Release
- August 12, 2019 – Sandbox opens
- August 26 - October 4, 2019 – Classroom training
- October 8, 2019 (*approximate*) – Sandbox close

## Rollout Schedule

- August 1, 2019 (*approximate*) – Cutover task start
  - Adjustments will be needed to business processes starting around this date
  - Possible examples:
    - Inventory orders
    - Setting up tax districts in VicToRy sandbox
    - Emergency cleanup of bad data
- October 11, 2019 – Cutover start, VTR read-only.
  - Expect downtime for online renewals, some other interfaces, possibly starting at 12:00am on Friday, October 11, 2019.
- October 11-14, 2019 – Convert, switch all interfaces, and prepare VicToRy
- October 14, 2019 – Normal motor vehicle transactions unavailable
- October 15, 2019 – **VicToRy go-live in all offices statewide.**

## Additional Topics

### Fee Overrides

Currently, users can override fees at any time in VTR. The goal of the project team is to instead control fees through other user input fields (e.g. sales tax and wheel tax exemption fields). However, the project team wants to ensure all situations are covered and has some questions.

*Note overrides will still exist in VicToRy, they will just be more limited.*

### Questions:

- In what circumstances, other than title/lien fees when there is a void, are fees overridden?
- Are there circumstances in which fees are not calculated at all and are manually added?
  - E.g. no sales tax was charged, manually add sales tax

## Distribution and End of Month Process

The project team has sent final versions of extract files to outside vendors (MIPS, Thomson Reuters, etc.), and is working with the State Auditor's office to develop more streamlined end of day and end of month processes. Some notable changes include:

1. VicToRy will provide state fund distribution information to the State Treasurer. The website used to enter state fund information such as by plate type, highway trust, etc. and registration counts by city will no longer be used after November 2019.
  - a. VicToRy will provide registration count information to DOT to eliminate the need for registration counts by city.
2. VicToRy will calculate MV tax splits (98% - city/county/school, 1% county commission, 1% DMV) at the transaction level. This will eliminate rounding differences which could occur based on how frequently distribution reports are run.
3. VicToRy will track sales tax by locale (city or county), which will simplify sales tax filings to Department of Revenue, and eliminate the need for special tax districts to track ATV sales.

Other items of note:

- Counties currently sending money to the State Treasurer using ACH credits will be switched to an ACH debit process. This will not occur until a user acknowledges their county's amount due to the state in VicToRy. Counties needing to change from ACH credit to ACH debit are Adams, Box Butte, Dawson, Dodge, Douglas, Hamilton, Lancaster, Morrill, and Scotts Bluff counties. Contact information for each county has been sent to State Treasurer's office staff.
- The team is working with vendors to finalize identification of counties for testing. This will start in May.
- October distributions will be split, with part done the 'old' way and part done the 'new' way
  - VTR will still be available for reports
  - County docs website will be used through November 2019

## Process Changes and Improvements

As project meetings, discussions, and development continue, business process changes and process improvements are being tracked by the team. This has uncovered a significant number of changes and improvements. Some examples:

- Specialty plate status will be available to county users
- IRP registration information will be available to county users
- Sales tax form 6 will not print by default as signed copies will no longer be required (users can still print these if a customer requests)
- Printed titles will contain signatures and seals specific to your county (if provided to the project team by July 1)

- Price Digest(MSRP look up) will not need to be re-run when a customer moves from county A to county B, because the MSRP/GVWR data will already be stored in VicToRy.
- Automated inventory tracking – thresholds will be set to drive automated ordering of plates

These items, along with many others, will be included in training delivered to end users.

## Renewal Changes

Renewal processes will work much differently in VicToRy. Many of these changes are attributed to the fact all counties are on the same database, and the title and registration information will not be as separated as it is today.

Key changes:

- There will no longer be a process to generate renewal notice files and ‘submit’ them.
  - Counties will continue to have work to prepare for renewals in order to clean up missing data such as MSRPs and tax districts.
- VicToRy will immediately renew a vehicle once the customer pays online. Counties will have screens within the system to print off the registrations in batches, but this will be for printing purposes only.
  - This change is being made because a customer has already paid online, and their registration is actually valid.

## Scanning

VicToRy will print cover sheets for users to enable scanning. This scanning will be done in batches, meaning you can use your scanner or multi-function copier to create large files with documents for multiple customers. Images will be saved to the state ECM (enterprise content management) system and will be retrievable within VicToRy. Details are being finalized, but some key points include:

- Retention schedule for some documents will change
- Header pages will replace county file copies for titles
- Scanning will be as limited as possible – the goal is to only scan title-related documents with the same retention schedule for simplicity