Information Technology Capital Investment Program

Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Tiffany Hardwick

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Agency: Department of Motor Vehicles
Project: Electronic Voter Registration - EVR

Project Manager: Tiffany Hardwick

Reporting Period: Project Inception through 06/30/2021

Total Funds Requested: $2,151,664

Total Funds Allotted to Agency: $2,151,664

Accumulative Total Capital Fund Expenditures to Date: $1,117,937

Brief Project Description/Summary:
The project will streamline DMV's current license/identification card ("credential") and voter registration process using a customer-facing device (CFD) to create a seamless transaction. It will reduce paper records, expand data fields and lessen the amount of data the Examiner enters manually, thereby minimizing the errors that result in poor data quality.

Summary of Progress Achieved to Date:

- Completed business requirements, design and screen development.
- New credit card machines were ordered, received in June 2019 and were subsequently deployed to all branch and partner locations.
- Completed User Acceptance Testing of workflow and screens.
- Completed a pilot in production on 4 work stations in Wethersfield branch office.
- Deployed EVR in production in all locations.
- Currently planning tasks to incorporate Spanish translations into the customer-facing screens.

Issues and Risks:
Due to COVID, the team had to temporarily put the project on hold. Implementation was completed in October 2020, and the team is now planning for the next phase to incorporate Spanish translations into the customer-facing screens.

Next Steps & Project Milestones:
Planning for tasks to incorporate Spanish translations of the EVR customer-facing screens into the current workflows within the application.