

## APPENDIX B

Listed below are definitions to help with APPENDIX B review.

<b>Term</b>	<b>Description</b>	<b>Purpose</b>
<b>Theme</b>	Theme is a high-level business goal or area of focus, representing a broad category of related features or initiatives.	<ul style="list-style-type: none"><li>- Theme sets the big picture: The theme defines the overall focus area for product/application development</li><li>- Themes provide the overarching direction</li></ul>
<b>Epic</b>	Epic is a large, complex piece of work within an initiative that can be broken down into smaller features or user stories.	<ul style="list-style-type: none"><li>- Epic represents a large chunk of work</li><li>- An epic is a collection of features or user stories that contribute to functionality.</li><li>- Epics group related functionalities</li></ul>
<b>Feature</b>	Features are specific functionalities within an epic that deliver tangible value to the user.	<ul style="list-style-type: none"><li>- Feature provides a more granular view of the work needed to implement an epic and help prioritize development efforts.</li><li>- A feature is a specific, tangible function that users can interact with.</li><li>- A feature will be decomposed into groups of related user stories that deliver a specific functionality.</li></ul>

## Themes, Epics, and Features

This section contains a sampling of Themes, Epics and Features to support the DMV modernization effort. All the Themes are aligned with the previously stated DMV Modernization Outcomes.

Vendors will need to describe how their proposed solution will address the following Themes, Epics and Features.

**Vendors are required to provide responses to each theme, detailing how the proposal will align with the Desired Business Outcomes in RFP Section 3.5.1. Your response should include any process improvements and training necessary to fully realize the benefits of the implementation. Please use the Business Outcomes Table as a framework for structuring your responses, ensuring that each response addresses the relevant outcomes, measures, and themes. Please limit each response to one paragraph per theme.**

## Theme 1: Modernize Core DMV Systems & Architecture

### ➤ Epic 1.1: Replace Legacy Systems & Technologies

- **Feature 1.1.1:**  
As an IT staff member, I want to transition from COBOL-based legacy systems to a modern, scalable platform, so that system performance and maintainability improve.
- **Feature 1.1.2:**  
As a DMV staff member, I want a modern user interface replacing green-screen systems, so that training time and errors are reduced.
- **Feature 1.1.3:**  
As a system architect, I want modular and flexible SDLC deliverables, so that reliable timelines and quality are ensured.
- **Feature 1.1.3:**  
As a product owner, I want to replace all legacy systems with a modern solution so that the organization operates on a unified platform.
- **Feature 1.1.3:**  
As a program leader, I want to analyze what percentage of DMV functions can be supported by the new system so I can prioritize migration.

### ➤ Epic 1.2: Integrate Disparate Systems

- **Feature 1.2.1:**  
As a DMV employee, I want unified access to customer records across Driver, Vehicle, and Business License services, so that data silos and duplication are eliminated.
- **Feature 1.2.2:**  
As a Vehicle Services agent, I want seamless integration between lien management, imaging, tax, and insurance systems, so that workflow efficiency is improved.
- **Feature 1.2.3:**  
As a system administrator, I want integrated access controls and data sharing across enforcement-related systems (STARS, SADLS, MILES), so that bottlenecks are reduced.
- **Feature 1.2.4:**  
As a DMV customer service representative, I want the CRM system to be integrated with the queue management system, so that I can efficiently track, manage, and prioritize customer service requests and reduce wait times.
- **Feature 1.2.5:**  
As a DMV IT Administrator, I want to seamlessly integrate legacy systems with the new DMV

modernization platform, so that data consistency is maintained and operations continue without disruption during the transition.

➤ **Epic 1.3: Build for Modularity and Layered Capabilities**

- **Feature 1.3.1:**

As a solution architect, I want to add capabilities in layers so the platform grows over time without disruption.

- **Feature 1.3.2:**

As a technology lead, I want the system to be scalable so it can adapt to increased demand and regulatory shifts.

- **Feature 1.3.3:**

As an operations planner, I want to structure the system to support future process improvement opportunities and automation.

## Theme 2: Improve Data Quality, Management & Reporting

### ➤ Epic 2.1: Establish a Unified Data Repository

- **Feature 2.1.1:**

As a data analyst, I want a single source of truth for all DMV customer data, so that duplicate records are reduced and data reconciliation is improved.

- **Feature 2.1.2:**

As adjudication staff, I want integrated systems, so that searching across multiple databases for record corrections is minimized.

### ➤ Epic 2.2: Enhance Reporting & Analytics Capabilities

- **Feature 2.2.1:**

As a DMV manager, I want real-time, executive-friendly dashboards that allow self-service ad hoc reporting, with performance metrics, compliance triggers, and behavioral indicators, so that operational insights and historical trends are accessible.

- **Feature 2.2.2:**

As a finance officer, I want the ability to generate detailed reports on fee collections and reconciliations, as well as compliance and performance metrics, without IT intervention, so that financial and operational reporting is more efficient.

### ➤ Epic 2.3: Improve Data Entry Accuracy & Validation

- **Feature 2.3.1:**

As frontline staff, I want enhanced input controls such as drop-down menus and validation checks, so that manual entry errors are reduced.

- **Feature 2.3.2:**

As a system designer, I want proactive error detection and fraud prevention tools integrated into workflows, so that errors and fraudulent activities are minimized.

## Theme 3: Enhance Customer & Staff Experience

### ➤ Epic 3.1: Expand Online & Self-Service Capabilities

- **Feature 3.1.1:**  
As a DMV customer, I want to complete more DMV services online, including form submissions and payments, so that I can avoid long waits in offices.
- **Feature 3.1.2:**  
As a DMV customer, I want clearer instructions and checklists during online transactions, so that confusion and errors are reduced.
- **Feature 3.1.4:**  
As a DMV customer, I want to use self-service kiosks or a mobile app to complete routine transactions, so that I can avoid long wait times, reduce in-person visits, and quickly manage my DMV needs at my convenience.
- **Feature 3.1.5:**  
As a DMV customer, I want to schedule DMV appointments faster so that I spend less time waiting.
- **Feature 3.1.9:**  
As a DMV customer, I want the DMV to proactively identify and resolve potential issues so I don't have to come in person unnecessarily.
- **Feature 3.1.3:**  
As a staff scheduler, I want predictive staffing tools, so that seasonal and population growth surges are managed efficiently.
- **Feature 3.1.6:**  
As a DMV staff member, I want fewer bottlenecks at counters so customers can be served more efficiently.
- **Feature 3.1.7:**  
As a DMV customer, I want to receive my license or registration documents promptly after my appointment so I can complete my vehicle or driver service(s) in a single visit.
- **Feature 3.1.8:**  
As a DMV executive, I want to reduce the percentage of transactions that require in-person visits so that more services can be completed online or by phone.
- **Feature 3.1.10:**  
As a system administrator, I want the platform to automate routine tasks so that staff can focus on complex issues.

- **Feature 3.1.11:**

As an operations manager, I want to track what percentage of services can be migrated to self-service platforms to better plan digital service delivery.

➤ **Epic 3.2: Improve Staff Training & Transition Support**

- **Feature 3.2.1:**

As a manager, I want training programs that simplify user onboarding onto new systems, so that user resistance is reduced and user productivity is increased.

- **Feature 3.2.2:**

As a project lead manager, I want to retain institutional knowledge and balance workloads during modernization, so that transition is smoother and knowledge loss is minimized.

## Theme 4: Streamline Business Processes & Workflows

### ➤ Epic 4.1: Automate Manual & Paper-Based Processes

- **Feature 4.1.1:**  
As a vehicle title agent, I want electronic titling (ELT) capabilities, so that manual paperwork is reduced and lienholder communications are improved.
- **Feature 4.1.2:**  
As a license processor, I want automated workflows that flag incomplete applications and track missing information, so that processing accuracy is improved.
- **Feature 4.1.3:**  
As a DMV clerk, I want electronic signature acceptance, so that wet signature requirements are eliminated where legally permissible.
- **Feature 4.1.4:**  
As a DMV manager, I want to implement process automation and AI-driven workflows within our operations, so that wait times are reduced, accuracy in data handling is improved, overall customer satisfaction is enhanced, and staff workload is optimized.

### ➤ Epic 4.2: Improve Workflow Efficiency & Error Handling

- **Feature 4.2.1:**  
As a staff member, I want integrated imaging and document management, so that I avoid switching between multiple systems during tasks.
- **Feature 4.2.2:**  
As a system tester, I want automated regression testing, so that time and resource burdens for system updates are reduced.

## Theme 5: Strengthen Security, Compliance & Access Controls

### ➤ **Epic 5.1: Enhance Identity & Access Management**

- **Feature 5.1.1:**

As a security officer, I want robust access controls for both internal staff and third-party users, so that sensitive DMV data is protected.

- **Feature 5.1.2:**

As a compliance manager, I want audit trails that track changes, access points, and third-party interactions, so that regulatory adherence is ensured.

### ➤ **Epic 5.2: Implement Fraud Detection & Prevention Measures**

- **Feature 5.2.1:**

As an enforcement analyst, I want systems that proactively flag fraudulent applications and data inconsistencies, so that DMV misuse is prevented.

### ➤ **Epic 5.3: Ensure Regulatory Compliance and Flexibility**

- **Feature 5.3.1:**

As a policy analyst, I want the system to adapt to Chapter 20 and future regulatory changes so that we remain compliant.

- **Feature 5.3.2:**

As a stakeholder, I want to include SLAs in the contract, so vendors are accountable to service levels.

- **Feature 5.3.3:**

As a Change Manager, I want the system to support rapid and straightforward implementation of changes triggered by legislative or policy updates, so that we can ensure system compliance, maintain up-to-date system services, and minimize service disruption for users.

### ➤ **Epic 5.4: Agile Development & Change Management**

- **Feature 5.4.1:**

As a product team, we want to deliver updates iteratively (e.g., every two weeks) to gather fast feedback and improve the product iteratively.

- **Feature 5.4.2:**

As a business unit, I want changes to be managed iteratively so teams can adapt to evolving needs.

- **Feature 5.4.3:**

As a delivery lead, I want to build in accuracy checks during sprints so that process improvements are based on data.

➤ **Epic 5.5: Execute an Iterative Rollout Strategy**

- **Feature 5.5.1:**

As a program manager, I want to roll out capabilities in phases to reduce risk and ensure smooth transitions.

- **Feature 5.5.2:**

As a system owner, I want legacy systems to remain operational until interfaces and data migration are complete.