

TxDMV Day – 2016



IT Services Update

Eric Obermier – CIO

Jonathan O'Quinn – Deputy CIO

Laura Dennis – Application Services Manager

Tom Benavides – Infrastructure Services Manager

Joshua Kuntz – Information Security Officer

IT Services Division

- Support Services
- Application Services
- Infrastructure Services
- Information Security

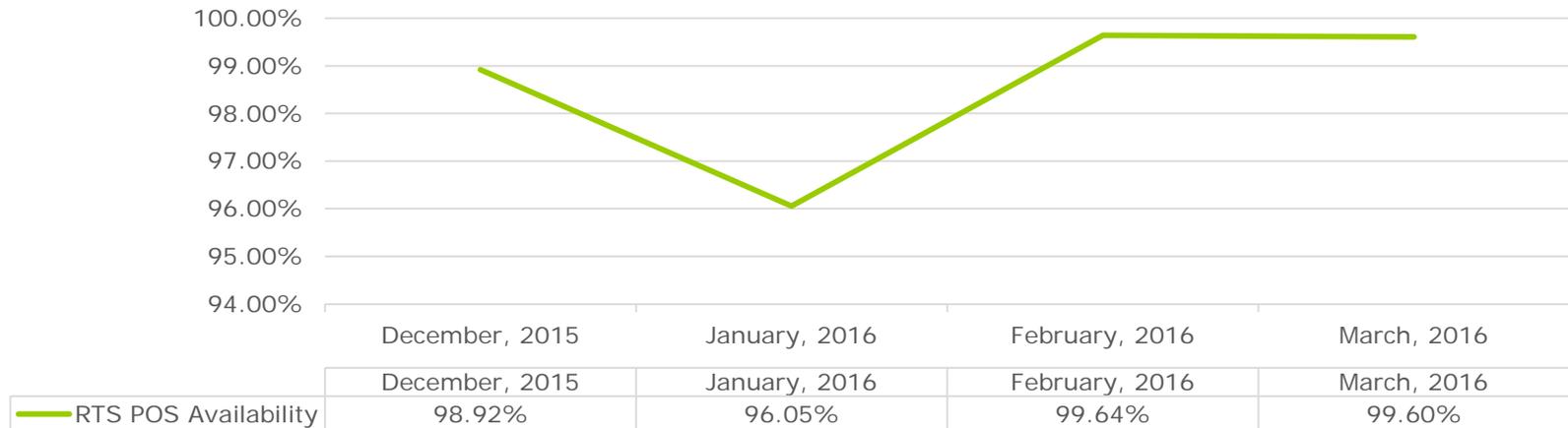
RTS Support Teams

- ▣ TxDMV Information Technology Staff
- ▣ Deloitte Project Team – Workstream 4 Maintenance & Operations
- ▣ Data Center Services Staff (DIR & DCS Vendors)

RTS Availability

- December 2015 – 98.92%
- January 2016 – 96.05%
- February 2016 – 99.64%
- March 2016 – 99.60%

RTS POS Availability



Availability calculations are based on the percentage of time the RTS Point of Sale was available between the hours of 7:00am and 6:00pm, Monday through Friday.



Support Services

- Service Desk:
 - Call surveys coming soon
 - Remote desktop enhanced assistance
 - Improvements to the defect communication process
 - Customer service standards
 - Call quality monitoring
 - Call quality and training programs under development
- Test & Quality Assurance:
 - Extensive testing process. e.g Single Sticker Phase 2
 - 15 person test team
 - Three phases of testing: integration, system and user
 - Over 3000 tests executed
 - Automated testing in the future



Application Services

- Registration & Titling System (RTS)
- Internet Vehicle Title & Registration System (IVTRS)
- Temp Permits
- Texas International Registration Program (TxIRP)
- Texas Permit Routing Optimization System (TxPROS)
- Licensing, Administration, Consumer Affairs, and Enforcement (LACE)
- Motor Carrier Credentialing System/Complaint Management System (MCCS / CMS)
- webDEALER
 - eTags – rewriting as a part of webDEALER
 - webSALVAGE – due to pilot this summer
- FileNet
- TxDMV.gov and myDMV



Infrastructure Services

- Antivirus update for County Offices
- LANDesk deployment
- TxDMV - TxDOT Separation
- County equipment refresh
- Regional Service Center relocations
- Call Center Services



Information Security

- Security Awareness
- Disaster Recovery / Continuity of Operations
- Physical Security
- Monitoring & Incident Response
- Identity Access Management
- Security of RTS Network



Thank You!