RP 282 – *Division of Motor Vehicles (DMV) Customer Portal Study*

o   Project Description:
This research will focus on assessing the feasibility of developing a robust web-based solution that will enable customers to receive Division of Motor Vehicles services and information online in a manner that is customer friendly, secure and efficient. Researchers will gather information related to business requirements, system functionality and capabilities for the development of a customer web portal. The research will also assist DMV in understanding options related to reducing the cost of on-line merchant and convenience fees.

o   Project Objective:
The objectives of this project include:
1.   Determining business requirements around customer needs/How to increase online population and transactions,
2.   Researching Idaho statutes for impact on this development,
3.   Researching options to remove extra fees for online transactions,
4.   Investigating possible technology answers including using our current modernization software and technology to implement,
5.   Investigating benefits other States or government agencies have experienced from setting up customer portals, and
6.   Investigating ways that E-Signature can be used to allow legal customer signatures online.

o   Estimated Completion Date: April 30, 2020
o   Budget: $98,428
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