



DIVISION OF MOTOR VEHICLE/COUNTY AUTOMATED SYSTEMS

Purpose

The purpose of this policy is to implement Board Policy 4068 defining the responsibilities of the Idaho Transportation Department and County offices regarding sharing motor vehicle and driver's license information.

Legal Authority

- Idaho Code 49-20 I(I) - The Idaho Transportation Board may enter into agreements with private companies or public entities as may be necessary to carry out the provisions of this title.
- Idaho Code 49-202 - Duties of Idaho Transportation Department regarding motor vehicles.
- Idaho Code 49-205 - Duties of local officers - assessors to perform such vehicle registration, titles and licenses are required by Title 49, local peace officers shall enforce the provisions of Title 49.
- Idaho Code 49-314 -Appointment of local examiners to administer driving tests.
- Idaho Code 49-105(3) - Department means the Idaho Transportation Department which includes the Division of Motor Vehicles.

Responsibilities

In the spirit of the above-mentioned code sections, the Department shall:

- Provide each County, at a minimum, workstations for one Assessor office to perform motor vehicle licensing and one Sheriff office to perform driver's licensing. The number of workstations that are installed in each office will primarily be based on the per workstation monthly transaction thresholds of four hundred and ninety (490) transactions for driver's license, eight hundred and forty (840) transactions for motor vehicles, or six hundred and sixty-five (665) transactions for hybrid offices.
- Provide printers to print all material relevant to motor vehicles and driver licenses. The printers provided will be dependent upon office size and layout. The Department will provide, at most, one (1) printer for every two (2) workstations in an office.
- Provide computers to allow citizens to complete driver license knowledge testing. The number of knowledge testing stations that are installed in each office will be dependent upon the number of tests administered by the County. Each County will receive a minimum of two (2) testing stations, additional testing stations will be provided for every one hundred (100) tests administered per month above the two hundred (200) test threshold covered by the minimum testing stations provided to each County.
- Monitor equipment usage to maintain uniformity in customer service and availability across the state. The need for additional equipment or replacement of existing equipment shall be determined based primarily on historical transaction volumes; however, the Department may also consider rate of change in transaction volumes, county/regional population growth, and public accessibility. The Department reserves the right to update any thresholds in this policy at any time as systems and software allow for greater efficiencies.
- Provide and pay for data communication lines, routers, switches, and other communications equipment.
- Maintain all Department-owned equipment. All equipment provided under this policy will be considered Department-owned equipment.



- Develop and maintain all application software. County personnel shall be consulted when new application development is necessary.
- Supply all required forms, printer toner, cameras, scanners, and any other equipment or supplies the Department deems necessary. Any use of supplies or equipment provided under this policy by the County for purposes not related to motor vehicles or driver licenses shall be approved by the Department. The County shall reimburse the Department for supplies or equipment used for purposes not related to motor vehicles or driver licenses. The Department reserves the right to change or modify any equipment and/or types of equipment as it sees fit to accommodate system enhancements or changes in technology.
- Budget for and purchase the Department-required equipment when upgrades are needed to maintain compatibility and/or uniformity with the rest of the automated system.
- Provide annual training, recertification training modules, and initial training modules to County personnel in the processing of driver's licenses, identification cards, registrations, and/or title transactions. Attendance or completion of these trainings are mandatory for all County personnel to receive and maintain access to Department systems.
- Assign and manage User IDs and Passwords for County DMV automated systems.
- Remove user access from Department systems if they fail to comply with the provisions of this policy, or any other Department policy.
- Provide policy and procedure guidance to the County in order to carry out the provisions of Title 49 Idaho Code and IDAPA 39.

In Partnership with the Department, the County shall:

- Provide office space to conduct motor vehicle and driver related activities. Any building modifications that are required to operate the equipment, including any additional power circuits or outlets, are the responsibility of the County.
- Provide County training and allow only properly trained personnel to operate the equipment and work within the automated system. Any County allowed access to the automated driver and/or motor vehicle records shall maintain the security of the records at all times.
- Obtain access to Department computer systems by providing a USER ID/PASSWORD combination. The USER ID identifies the individual user and the security level of that user, and the PASSWORD verifies the user's identity. County shall sign on to a computer using only their USER ID/PASSWORD combination. A password shall be known only to the user and not divulged to anyone else. If access to Department systems is needed and the user is unavailable, access may be granted by contacting the Department's County IT Support team. Passwords will expire every ninety (90) days and cannot be re-used.
- Notify the Department when an employee leaves or a new employee is hired within ten (10) days.
- Use supplied equipment for motor vehicle or driver's licensing business only. Other use shall be approved by the Department.
- Budget for and purchase any equipment for which the County is responsible when upgrades are required, e.g., cash registers, fax machines, copiers, shredders, and customer queuing systems. Protect Department equipment from hazard and theft. Protection should be no less than for County- owned equipment.
- Require new employees to complete the Department's mandatory training within the first week of hire before user access is provided. All County personnel shall also be required to attend annual



training, complete recertification modules, and complete annual policy reviews to maintain user access.

- Protect Department network and database from inappropriate access.
- Not allow agents or others to insert USBs, download applications, or use Department equipment for personal or non-Department use.
- Follow the guidance provided by the Department to allow for a consistent citizen experience everywhere in the state.

Background Checks

All County employees must pass an FBI NCIC IAFIS fingerprint background check before gaining access to Department systems and data. All County employees must also pass the same background check every five (5) years. Counties are able to submit fingerprint cards to the Department, the Department will run the background check, the Department will pay the cost of the background check, and Department will review the results of the background check for passage. County employees will be disqualified from gaining or maintaining access to Department systems if any of the following appear on the background check:

- Interim Disqualifying Criminal Offenses: An employee is disqualified if convicted in a civilian or military jurisdiction or admits to having committed any of the criminal offenses referenced in 49 CFR 1572.103(b) within the seven (7) years preceding the date of employment, or the employee was released from incarceration for the crime within the five (5) years preceding the date of employment.
- Under Want or Warrant: An employee who is wanted or under indictment in any civilian or military jurisdiction for a felony referenced in this section is disqualified until the want or warrant is released.
- Permanently Disqualifying Criminal Offenses: An employee is permanently disqualified if convicted, or found not guilty by reason of insanity, in a civilian or military jurisdiction, of any of the felonies set forth in 49 CFR 1572.103(a).

Cybersecurity

The Department shall require Multi-factor Authentication (MFA) or other security measures for all users to access DMV systems. The Department will make available options besides mobile phone usage for MFA. The Department will not provide mobile phones or reimbursement to users to meet this purpose.

Office Relocation or Remodel

The Department shall pay all equipment re-installation expenses when a Motor Vehicle or Driver's Licensing office is relocated or remodeled.

The County is responsible for notifying the Department at least ninety (90) days before an office is relocated or remodeled if the remodel requires any Department equipment to be moved to new locations. The Department cannot guarantee that the communications equipment, terminals, and printers can be relocated and re-installed if this advance notification is not made. Notifications shall be provided in writing and identify the new location or describe the remodeling being done and give the expected date of the relocation or remodel.



The Department shall assist the County in arranging to have the communications lines relocated, if necessary, and moving and reinstalling Department equipment. If the communications equipment was previously shared with another office, relocation to separate offices may require the purchase of additional communications equipment and installation of new data circuits which could add thirty to sixty (30-60) days to the timeframe. When an office moves to a new location, the County is responsible for providing necessary network cabling/connections from the Department equipment (terminals/printers) to where the Department's communication equipment will be installed. This would normally be installed by the County contractor/builder at the same time as the electrical work is performed. The Department shall provide network specifications and technical assistance to the County as needed.

Permanent Office Closure

The County shall notify the Department in writing at least sixty (60) days in advance of the scheduled closure. Within thirty (30) days after the closure, the County shall coordinate with the Department to pick up all Department-owned equipment.

Additional (Satellite) Offices

The Department may pay for additional (satellite) offices within a county provided that:

- The Department is notified in writing of the plan to open a satellite office before June 30th of the state fiscal year (July-June), two (2) fiscal years prior to when the move is scheduled to take place.
- The County submits written justification as to why the office is needed; how customer service is improved, and/or how access to services is improved, and that County transaction thresholds are being exceeded at existing locations. The need for additional offices will be dependent upon the existing office(s) exceeding the following per workstation monthly transaction thresholds of four hundred and ninety (490) transactions for driver's license, eight hundred and forty (840) transactions for motor vehicles, or six hundred and sixty-five (665) transactions for hybrid offices. The Department reserves the right to update these thresholds as automated systems and software provide user efficiencies.)
- Counties should immediately notify the Department any time a satellite office is, or may be, considered.
- The County's justification for satellite operation shall be reviewed by the Department and a determination made as to whether or not the Department will pay for a new communication line and equipment (including installation and maintenance) at the proposed satellite office.
- When justification is acceptable, the Department shall arrange for equipment installation at the satellite office. If the Department determines that there is adequate justification, but the request is not within the required notification time frame, the opening of the satellite office may be delayed until funding becomes available.

Additional Terminals

Additional terminals or printers in excess of the number initially assessed for each County may be requested when a written justification is submitted indicating why the additional terminal is needed, how the terminal will be used, and how customer service and public access to services may be improved.

If an additional terminal is approved, the equipment shall be installed when it is available. If an adequate number of spares are not available, the request may not be fulfilled until the next state fiscal year when the expenses can be budgeted by the Department.



Any software development or programming revisions that may be required due to the addition of equipment shall be provided by the Department.

Credit Card Readers on Department Computers

If a County elects to use a credit card reader device on a Department computer, the County will provide the following Department Standards to the prospective third-party vendor to ensure their solution meets these minimum requirements.

A credit card solution is acceptable to the Department, when the following standards are met:

- a) The application must be compliant with the Department's County Desktop Standard, Windows 10 or later, Intel Based: <https://ita.idaho.gov/psg/s2100.pdf> (the Department has adopted ITA standards).
- b) Any internet traffic required by the system must comply with the Department's Internet Browser Standard: Current vendor supported versions of MS Edge and Google Chrome: <https://ita.idaho.gov/psg/s3110.pdf> (the Department has adopted ITA standards).
- c) There is no PCI-DSS responsibility created for the Department by the use of the provided solution on the Department computer.
- d) The transaction must be fully encrypted from origin to destination.
- e) The transactions must follow PCI-DSS encryption standards <https://www.pcisecuritystandards.org>.
- f) The credit card device must be encrypted for swiping, inserting the card, or keying in card information.
- g) At no time should card data be allowed to be entered on the desktop using a keyboard. Card data can only be entered through the vendor provided device.
- h) The system must not require changes to existing network configuration and architecture. It should flow with normal traffic, not requiring specialized firewall rules or IP Addresses.
- i) Any application required to be installed on the Department computers must be reviewed and approved by the Department prior to execution of the vendor contract to ensure the software meets the Department's security standards.
- j) Any breach of data caused by County agent or vendor shall be the sole financial responsibility of the County or entity. The Department shall not be held responsible in any way.

If a vendor's solution does not meet the above criteria, a County can still elect to use the processor; however, the County computer must be used to process credit card payments.

Other Software on Department Computers


Any other software accessed or installed on Department computers is expected to adhere to the same security requirements stated above to protect Personal Identifiable Information (PII) and Department property. All non-Department supported software applications must be reviewed and pre-approved prior to installation on a Department computer. The Department reserves the right to request removal of non-Department programs or equipment in the event support requirements provide undue burden on the Department for a non-Department product.

Effective Date and Disclaimer

After the effective date of this policy, all equipment and/or maintenance for motor vehicle and driver's licensing functions shall be handled according to the above-mentioned policy.



Previous agreements between the Department and the Counties that are still in effect are not superseded by this policy. No refunds for County expenses that have incurred prior to this policy shall be considered.



L. Scott Stokes
Director

Date 9/26/2024