

| 1.1 General Information | |
|--|---|
| Agency or State Entity Name: | Department of Motor Vehicles |
| Organization Code: | 2740 |
| Proposal Name: | State-to-State Verification Service (S2S) |
| Proposal Description: | The California Department of Motor Vehicles (DMV) proposes to implement the State-to-State Verification Service (S2S) program. This program would enable DMV to limit a driver's license or identification (DL/ID) card applicant to possessing only one REAL ID compliant or federal noncompliant (FNC) DL/ID card nationwide. The program would also enable DMV to share information with other participating states on all State issued DL/ID cards and to send requests to other States to terminate a DL/ID card. These processes would be performed electronically through the S2S program. |
| When do you want to start this project?: | 1/31/2022 |
| Department of Technology Project Number: | 2740-229 |

1.2 Submittal Information

| Contact Informat | ion: | | |
|-------------------------|-----------------------|-----|----------------------|
| Contact First Na | ime | | Contact Last Name |
| Charles | | | Erickson |
| Contact Email | | | Contact Phone Number |
| Charles.Ericks | son@dmv.ca.gov | | 916-657-5691 |
| Submission Date: | : | 10/ | 14/2020 |
| Version Number: 1.1 | | 1.1 | |
| Project Approval | Executive Transmittal | | |
| Attachment: | See Attachment | | |

1.3 Business Sponsorship

| Executive Sponsors | | | | | | |
|--|--|--------------|-------------------------------------|--|--|--|
| Title | First Name | Last Name | Business Program Area | | | |
| Deputy Director | Kari | Johnson | Licensing Operations Division (LOD) | | | |
| Select + to add additional Exe | cutive Sponsors | | | | | |
| Business Owners | | | | | | |
| Title | Title First Name Last Business Program Area | | | | | |
| Name | | | | | | |
| Branch Chief | Branch Chief Kristin Triepke LOD Program and Policy Development Branch | | | | | |
| Select + to add additional Business Owners | | | | | | |

Program Background and Context

The California Department of Motor Vehicles (DMV) is responsible for providing secure licensing to enhance traffic safety and consumer protection through the delivery of trusted products and services. The DMV is responsible for the DL security, establishing identity to obtain DL/ID cards,



1.4 Stakeholders

Key Stakeholders

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

security and compliance with federal standards for the issuance of DL/ID cards. One of the most recent and significant federal programs that the department has implemented is the REAL ID Act of 2005. The federal REAL ID Act was passed by Congress in response to the events of 9/11. Under the REAL ID Act, the department and other states must meet requirements set by the U.S. Department of Homeland Security (DHS) for its DL/ID cards to be federally compliant beginning October 1, 2020, if they will be used to board a domestic flight or visit a military base or certain federal facilities. As a result of the COVID-19 pandemic, DHS extended the REAL ID enforcement date to October 1, 2021. California began issuing REAL ID compliant DL/ID cards on January 22, 2018, and DHS officially deemed California REAL ID compliant as of May 2, 2019. As of September 25, 2018, the American Association of Motor Vehicle Administrators (AAMVA) accepted California into the S2S program and the implementation will ensure California's compliance with REAL ID Act. DMV has until October 2022, to put all of the necessary infrastructure in place so DMV can begin processing DL/ID transactions through the S2S program. As of January 1, 2019, California has an estimated 34 million DL/ID card holders that will need to be added to AAMVA's State Pointer Exchange Services (SPEXS) Central Site.

| Org. Name #1 | Name | | | | |
|---|------------------------------|--------------------------------|--|--|--|
| Licensing Operations Division | Kari Johnson | | | | |
| Internal or External? | | | | | |
| When is the Stakeholder impacted? | | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | | |
| \boxtimes | \boxtimes | \boxtimes | | | |
| Howare Stakeholders impacted? | | | | | |
| LOD will lead project activities including ongoing program maintenance. LOD w perspective. | vill be impacted from a reso | · | | | |
| How will the Stakeholders participate in the p | • | | | | |
| LOD will oversee project efforts, facilitate change management, obtained required resources, review procurement documents, ensure contractor meets obligations, ensure buy-in among project stakeholders, and mitigate/resolve issues to ensure sucessful implementation. | | | | | |
| Org. Name #2 | Name | | | | |
| Licensing Operations Division | Staff Services Branch (SSB) | | | | |
| Internal or External? | ⊠ Internal □ External | | | | |
| When is the Stakeholder impacted? | | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | | |
| | \boxtimes | | | | |
| How are Stakeholders impacted? | | | | | |
| SSB provides input on the LOD fiscal analysis of the program and will be impacted in terms of time and resources. | | | | | |
| How will the Stakeholders participate in the p | roject? | | | | |
| SSB will manage LOD's budget, contracts, grants, procurements, and other fiscal requirements. | | | | | |
| Org. Name #3 | Name | | | | |
| Licensing Operations Division | Drivers License Branch (DLB) | | | | |
| Internal or External? | ☐ Internal ☐ External | | | | |
| When is the Stakeholder impacted? | | | | | |
| | | | | | |



Input to Business Process

California Department of Technology, SIMM 19A.2 (Rev. 2.4), Revised 4/2/2018

Output of the Business Process

| input to business i rocess | During the Dusiness Frocess | Output of the business frocess | | | | | |
|---|---|---|--|--|--|--|--|
| \boxtimes | \boxtimes | \boxtimes | | | | | |
| Howare Stakeholders impacted? | | | | | | | |
| DLB provides the operational functiona | lities of the program and w | rill be impacted in terms of time | | | | | |
| and resources. | | | | | | | |
| How will the Stakeholders participate in the p | roject? | | | | | | |
| DLB will be responsible for processes tha | ıt involve verifying pointer i | nformation, resolving data | | | | | |
| inconsistencies, error processing, and d | uplicate pointer resolution. | Processing may include updating | | | | | |
| driver records, updating the SPEXS Cen | tral Site, and contacting ot | her states. | | | | | |
| Org. Name #4 | Name | | | | | | |
| Information Systems Division (ISD) | Rico Rubiono | | | | | | |
| Internal or External? | | | | | | | |
| When is the Stakeholder impacted? | | | | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | | | | |
| | | ⊠ | | | | | |
| Howare Stakeholders impacted? | | | | | | | |
| ISD provides input on technology strate | ay and will be impacted in | terms of time and resources | | | | | |
| Provides support to the current system of | | | | | | | |
| solution. | 111d dd v 1503 011 1503111633 116 | easana requirements for the new | | | | | |
| How will the Stakeholders participate in the p | roject? | | | | | | |
| ISD staff will provide the technical expe | • | t to assist in the security elvaluation | | | | | |
| technical solution and project manage | | | | | | | |
| manage the solution development, imp | | <u> </u> | | | | | |
| Officer (CIO), Chief Information Security | | | | | | | |
| secure network communications, enter | | ` <i>'</i> | | | | | |
| met. | prise reentrology approach | T, and chistic state it staticates aic | | | | | |
| THOI. | | | | | | | |
| The Chief Information Security Officer (0 | CISO) and security staff will | review the project and proposed | | | | | |
| system for NIST-800-53, SAM and SIMM o | | | | | | | |
| customer data. The CISO will work with | · | | | | | | |
| performed and authorization to operat | • | · | | | | | |
| | | | | | | | |
| Org. Name #5 | Name | | | | | | |
| Field Operations Division (FOD) | Coleen Solomon | | | | | | |
| Internal or External? | | | | | | | |
| When is the Stakeholder impacted? | | | | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | | | | |
| ⊠ ⊠ | | ⊠ | | | | | |
| How are Stakeholders impacted? | <u>1—1</u> | <u></u> | | | | | |
| | how staff verify DL/ID tran | sactions at DMV field offices | | | | | |
| S2S verification may involve changes to how staff verify DL/ID transactions at DMV field offices throughout California. Staff will require training on any revised or new procedures. | | | | | | | |
| How will the Stakeholders participate in the project? | | | | | | | |
| • • • | | centance testing assist other | | | | | |
| FOD will provide input/vet process changes, participate in user acceptance testing, assist other divisions with the development of memorandums, and provide feedback on the scope of | | | | | | | |
| training/training materials. | orariaorris, aria provide let | Saback on the scope of | | | | | |
| Org. Name #6 | Name | | | | | | |
| | Executive Division – Enterprise Risk & Tamma Adamek | | | | | | |
| FYCCOURE DIVISION - FINGIBUSE KISK & | TATTITIO AUGITION | | | | | | |

During the Business Process



| Performance Office (ERPO) | | y, 31111111 1371.2 (11cv. 2.4), 11cviscu 4, 2, 2010 | | | |
|--|---------------------------------------|---|--|--|--|
| , , | | | | | |
| Internal or External? | ☑ Internal □ External | | | | |
| When is the Stakeholder impacted? | · · · · · · · · · · · · · · · · · · · | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | | |
| | \boxtimes | | | | |
| How are Stakeholders impacted? | | | | | |
| Enterprise Risk Performance Office (ERP | | | | | |
| Department of Technology's Project Ap | | | | | |
| Oversight services requirements. ERPO | , | , | | | |
| with state privacy laws and policies. ER | | 3 | | | |
| management (OCM) efforts. Staff will be | • | | | | |
| These areas will be affected as the stab | | • | | | |
| its processes, procedures and controls. | stati may require training c | on any new junctions and | | | |
| procedures. | rainat? | | | | |
| How will the Stakeholders participate in the partic | | ad Project Oversight analysts | | | |
| Privacy Office, and OCM support. ERPO | <u> </u> | , | | | |
| reasonable administrative, technical, a | | | | | |
| provisions of the Information Practices A | | | | | |
| analysis and privacy impact assessmen | | ' ' | | | |
| information. Through DMV's enterprise-v | | · | | | |
| solutions are deployed. | ride driange nervient, Ett | | | | |
| Org. Name #7 | Name | | | | |
| Administrative Services Division (ASD) | Robbie Crockett | | | | |
| Internal or External? | | | | | |
| When is the Stakeholder impacted? | | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | | |
| 🛛 | \boxtimes | | | | |
| How are Stakeholders impacted? | | | | | |
| Business Management Branch (BMB): C | onducts procurement act | ivities to secure new contract. | | | |
| Ensures that procurement is conducted | • | | | | |
| · | · | Ç | | | |
| Budgets & Fiscal Analysis Branch (BFAB) | : Oversees the project buc | lget. | | | |
| | | | | | |
| Financial Services Branch (FSB): Respon | sible for payment to the co | ontractor. | | | |
| How will the Stakeholders participate in the p | roject? | | | | |
| ASD will establish a fiscal budget to help the department allocate the necessary funds for the S2S | | | | | |
| project to ensure there is enough resources assigned to this project effort. | | | | | |
| | | | | | |
| ASD staff may need to attend some of the daily standup meetings with the business and IT teams to | | | | | |
| better understand the full scope of the project, weekly status meetings that include the business and | | | | | |
| IT teams, business management, quality assurance and project management, and monthly | | | | | |
| meetings to keep upper management informed of ongoing progress and potential obstacles. | | | | | |
| Org. Name #8 Name | | | | | |
| Customer Services Division (CSD) | Sonia Huestis | | | | |
| Internal or External? | ⊠ Internal □ External | | | | |
| When is the Stakeholder impacted? | | | | | |



| Input to Business Process | During the Business Process | Output of the Business Process | | |
|---|-------------------------------|------------------------------------|--|--|
| \boxtimes | \boxtimes | \boxtimes | | |
| Howare Stakeholders impacted? | | | | |
| The Information Services Branch (ISB) er | nsures CSD staff have acce | ess to necessary systems and | | |
| applications needed for DL/ID transact | ion. Customer Information | Branch (CIB) provides information | | |
| to external customers regarding VR and | d DL via telephone and live | e chat. The CSD Help Desk provides | | |
| production/system validation, and rela- | ys policy and procedure re | elated questions to field offices, | | |
| BPAs, HQ units, Contact Centers and A | AA. Digital Information Brar | nch (DIB) oversees vehicle and | | |
| driver license applications via the web | and self service kiosks (SSK) | . DIB provides communications | | |
| and services to DMV employees, busine | ess partners, and the public | through the DMV Website | | |
| information and online services, along | with publications, and trans | slation services in more than 33 | | |
| languages for digital and print media. | The Justice and Governme | ent Liaision Branch (JAG) provides | | |
| government agencies with training on I | now to read DL/VR records | , performs outreach, accesses the | | |
| Information Access Control (IAC) to pro | vide court and parking tol | l applications, and updates the | | |
| court warrant table. S2S may involve c | hanges to how staff obtain | n and process data for DL/ID | | |
| activities and may require staff training | on new processes. | | | |
| How will the Stakeholders participate in the p | | | | |
| These areas will participate by being in | volved in defining their req | uirements, provide input and vet | | |
| process changes, publication releases, | and training. Participate in | n user acceptances testing. | | |
| Org. Name #9 | Name | | | |
| Investigations Division (INV) | Thomas Wilson | | | |
| Internal or External? | | | | |
| When is the Stakeholder impacted? | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | |
| | \boxtimes | \boxtimes | | |
| How are Stakeholders impacted? | | | | |
| INV is responsible for the integrity and se | | | | |
| Division conducts investigations involving | _ | • | | |
| allegations. The S2S system may have a | n impact on INV's ability to | o conduct licensing fraud and | | |
| identity theft complaints. | | | | |
| How will the Stakeholders participate in the p | - | | | |
| INV can provide subject matter experts | | entifying current processes and | | |
| future operational needs related to INV programs. | | | | |
| Org. Name #10 | Name | | | |
| American Association of Motor | Anne Ferro | | | |
| Vehicle Administrators (AAMVA) | | | | |
| Internal or External? | ☐ Internal External | | | |
| When is the Stakeholder impacted? | | | | |
| | | | | |
| Input to Business Process | During the Business Process | Output of the Business Process | | |
| Input to Business Process ☑ | During the Business Process | Output of the Business Process | | |



How are Stakeholders impacted?

AAMVA is responsible for maintaining the S2S service. Additionally, AAMVA is the operator of SPEXS, supports the telecommunications network used by SPEXS, and provides help desk support. Lastly, AAMVA conducts "structured testing" of software used by the states to interact with SPEXS. During testing, AAMVA validates the content and format of all messages sent by the states comply with the system specifications.

How will the Stakeholders participate in the project?

Assigns appropriate AAMVA staff to assist DMV to connect with State to State verification system and perform instant query.

Select + to add additional Stakeholders

1.5 Business Program

| Org. Name #1 | Name | | | | |
|-------------------------------|--------------------------------------|--------------------------------|--|--|--|
| Licensing Operations Division | Program and Policy Development (PPD) | | | | |
| When is the unit impacted? | | | | | |
| Input to the Business Process | During the Business Process | Output of the Business Process | | | |
| \boxtimes | \boxtimes | × | | | |
| | | | | | |

How is the business program unit impacted?

PPD provides input and implements the business functions of the program and will be impacted in terms of time and resources.

How will the business program participate in the project?

PPD will lead project activities including development of the programming request, business requirements document, memos, and training. PPD staff will coordinate and ensure the policies and procedures are developed and implemented, perform reconciliation of reports, reviews business flows proposed by the stakeholders, and perform user acceptance testing.

Select + to add additional Business Programs

1.6 Business Alignment

Business Driver(s) Financial Benefit Increased Revenue **Cost Savings** Cost Avoidance Cost Recovery \boxtimes Mandate(s) State Federal **Improvement** Better Services to Efficiencies to Program Improved Health **Technology Refresh** Citizens Operations and/or Human Safety \boxtimes \boxtimes \boxtimes Security Improved **Improved Business** Improved Technology End of Life Information Security Continuity Technology Recovery \boxtimes **Strategic Business Alignment** Strategic Plan Last Updated? 8/1/2016 Strategic Business Goal Alignment



| Eliminate fraud | Enhance DMV's awareness and knowledge of fraud and implement measures to detect, investigate, and eliminate fraud to protect consumers and maintain the highest public trust. Additionally, S2S can eliminate fraud in instances where CDL holders or non-CDL holders also hold a DL issued by another state in contravention of state law prohibitions. |
|---|--|
| Strategic Business Goal | Alignment |
| Equip our employees with tools to meet DMV's current and future responsibilities. | Create a technology system to improve identity management by limiting a person to one DL/one REAL ID credential, improve integrity of credentials issued by participating states, and improve Homeland Security and highway safety. |

Select + to add additional Business Goals and Alignment

Executive Summary of the Business Problem or Opportunity

The REAL ID Act of 2005 includes new requirements for driver licensing agencies to abide by in order to remain compliant with the REAL ID Act. One of the suggested best practices is the enrollment of the S2S program. According to REAL ID federal regulations, 6 CFR § 37.29 states:

- (a) An individual may hold only one REAL ID card. An individual cannot hold a REAL ID driver's license and a REAL ID identification card simultaneously. Nothing shall preclude an individual from holding a REAL ID card and a non-REAL ID card unless prohibited by his or her State.
- (b) Prior to issuing a REAL ID driver's license,
 - (1) A State must check with all other States to determine if the applicant currently holds a driver's license or REAL ID identification card in another State.
 - (2) If the State receives confirmation that the individual holds a driver's license in another State, or possesses a REAL ID identification card in another State, the receiving State must take measures to confirm that the person has terminated or is terminating the driver's license or REAL ID identification card issued by the prior State pursuant to State law, regulation or procedure.
- (c) Prior to issuing a REAL ID identification card,
 - (1) A State must check with all other States to determine if the applicant currently holds a REAL ID driver's license or identification card in another State.
 - (2) If the State receives confirmation that the individual holds a REAL ID card in another State, the receiving State must take measures to confirm that the person has terminated or is terminating the REAL ID driver's license or identification card issued by the prior State pursuant to State law, regulation or procedure.

Every state in the United States has a law that restricts a person from holding more than one DL card. These laws have existed for many years and states have relied upon an applicant's self-attestation when signing their DL/ID card application. With no ability to verify information (beyond what an individual voluntarily offers a licensing agency), there has not been a mechanism to confirm a person's identity and their driving history. To remedy this, states can enroll in \$2\$: an electronic tool that allows states to determine whether an applicant already holds a DL/ID card in another state.

S2S is an AAMVA-approved program that is governed by the AAMVA State to State Governance Committee composed of all participating states. The Governance Committee is in charge of the



development of the system requirements, the definition and enforcement of compliance as well as the oversight of the operational and financial aspects of the service.

S2S will allow California to electronically verify if a person holds a DL/ID card in another participating state. By doing so, this will allow California to limit a DL/ID card applicant to only possessing one REAL ID compliant or FNC DL/ID card nationwide, provide and receive information on all state-issued DL/ID cards, and send a request to other state driver licensing agencies to cancel a DL/ID card, upon issuance in California. As of July 6, 2020, a total of 28 states (55%) participate in S2S.

By implementing S2S, this would ensure California DMV is in compliance with the REAL ID Act. For those states (i.e. states choosing to comply with REAL ID), DHS has indicated a requirement to implement a system for sharing information on issued REAL ID credentials. Although participation in S2S is not required, S2S is the only system available to aid the state with REAL ID compliance. The Congressional Act requires states participating in REAL ID to ensure that a person holds only one REAL ID credential. S2S is the most effective means for states to comply with this federal requirement. In addition, the law and regulations governing REAL ID include requirements for state licensing agencies to connect their databases in a way that improves identity security as part of the licensing issuance process.

Additionally, S2S leverages the existing pointer system that allows state driver licensing agencies to "talk" to each other through a third-party proprietary technology platform, known as Commercial Driver Licensing Information System (CDLIS). S2S extends this platform beyond commercial drivers to all DL/ID card holders to empower states to check with each other when issuing non-commercial DL/ID cards. AAMVA supports both Unified Network Interface/AAMVA Message Interchange Envelope (UNI/AMIE) and Web Services platform, which provides DMV with an opportunity to implement S2S utilizing the existing CDLIS platform (AMIE) or a new platform, such as Web Services using the National Information Exchange Model (NIEM).

Benefits for S2S participants include improved customer service, fighting and reducing identity fraud, process efficiency through increased automation of manual processes, and improved highway safety by identifying and eliminating duplicate driver licenses.

| Rusiness | Problem | or Oppor | tunity and | Objectives | Table |
|-----------|-----------|----------|--------------|-------------------|--------|
| Dusiliess | IIODICIII | 01 | tuility alla | ODICCHIVES | I abic |

| Problem ID | Problems/Opportunities |
|--------------|---|
| 1.0 | Currently, California DMV technicians are unable to determine if an applicant holds a REAL ID compliant or a FNC DL/ID card in another state. This can allow applicants to hold multiple DL/ID cards, which may lead to fradualent activities. |
| Objective ID | 1.1 |
| Objectives | Create a process that allows California DMV technicians to perform an instant query to AAMVA \$2\$ database to determine if the REAL ID/FNC DL/ID card applicant holds a out-of-state DL/ID card and if so, sends the other state a request to terminate the out-of-state DL/ID card by project completion. |
| Metric | Percentage of REAL ID/FNC DL/ID card applicants verified against AAMVA S2S database to ensure the applicant holds only one DL/ID card. |
| Baseline | 0% |
| Target | 100% of all REAL ID/FNC DL/ID card applicants are verified with AAMVA S2S database by project completion. |



| | Cai | infornia Department of Techno | ology, Shviivi 19A.2 (| Rev. 2.4), Revised 4/2/2018 | | |
|---|--|---|--|--|--|--|
| Measurement Method | leasurement Method AAMVA and/or DMV system reports | | | | | |
| Objective ID | 1.2 | | | | | |
| Objectives | Ability to electronically transfer applicable California REAL ID/FNC DL/ID card holders data to \$2\$ database; thereby, allowing other states particpating in \$2\$ program access to the data by project completion. | | | | | |
| Metric | transmitted | Percentage of applicable California REAL ID/FNC DL/ID card holders data transmitted to AAMVA. | | | | |
| Baseline | 0% | | | | | |
| Target | 100% of applicable California REAL ID/FNC DL/ID card holders data is transmitted to AAMVA. | | | | | |
| Measurement Method | | d/or DMV system reports | | | | |
| Select + to add additional Ol | • | | | | | |
| Select + to add additional Prob | | | | | | |
| Project Approval Lifecycle Co | | | | | | |
| | | t execution anticipate sharing ne Agency/state entity (projec | • | | | |
| | | | | | | |
| Does the Agency/ state entity anticipate this proposal will result in the creation of new business processes or changes to existing business processes? | | | | | | |
| ○ No ○ New Processes ○ | Existing Proce | sses Both New and Exist | ting Clear | | | |
| 1.7 Project Management | | | | | | |
| Project Management Risk Score: 1.2 | | | | | | |
| Attach completed Statewide I Management Manual (SIMM) Appendix A: | | See Attachment | | | | |
| Existing Data Governance and | d Data | | | | | |
| Does the Agency/state entity have an established data governance body with well-defined roles and responsibilities to support data governance activities? If an existing data governance org chart is | | | ○ Unknown ○ Yes | If applicable, include the data governance org chart as an | | |
| used, please attach. | | | No | attachment to your | | |
| | | | ○ Clear | email submission. | | |
| | | | | | | |
| Does the Agency/state entity have data governance policies (data policies, data standards, etc.) formally defined, documented, and implemented? If yes, please attach the existing data governance plan, policies or IT standards used. | | ○ Unknown○ Yes○ No○ Clear | If applicable, include the data governance policies as an attachment to your email submission. | | | |
| 3. Does the Agency/state entity have data security policies, standards, controls, and procedures formally defined, documented, and implemented? If yes, please attach the existing documented security policies, standards, and controls used. | | ○ Unknown ○ Yes | See Attachment | | | |



| | | | | ○ No | | | | |
|---|---|---------------|-------------|-------|---------|---------|--------|-------------------------------------|
| | | | | Clear | | | | |
| | //state entity have user a | | | | O Unkno | wn | See At | ttachment |
| | ols, and procedures formed? If yes, please attachtl | • | | d, | | VVII | | |
| · · | oility governance plan, an | _ | | vide | Yes | | | |
| additional information below. | | | | | | | | |
| | | | | | | | | |
| 5. Do you have existing data that you are going to want to access in your | | | | | | wn | | licable, include |
| new solution? | | | | | ○ Yes | | | ata migration plan attachment to |
| | | | | | O No | | | email submission. |
| | | | | | | | , | |
| | | | 6.1 | | Clear | | | |
| 6. If data migration | n is required, please rate t | the quality o | f the data. | | | No into | mation | available |
| 1.8 Criticality Assessment | | | | | | | | |
| Business Criticality | | | | | | | | |
| Legislative Manda | tes: N/A ⊠ | | | | | | | |
| | Bill Number | (s)/Code(s): | | | | | | |
| Language that incl | udes system relevant req | quirements: | | | | | | |
| Business Complexity Score 2.2 See Attachment | | | | | | | | |
| Noncompliance Issues | | | | | | | | |
| Indicate if your current operations include noncompliance issues and provide a narrative explaining the how the business process is noncompliant. | | | | | | | | |
| Programmatic | | | | | | | | |
| Regulations | HIPPA/CJIS/FTI/PII/PCI | Secur | ity AD | | OA Oth | | er | N/A |
| | | | | | | | | |
| | | | | | | | | |
| 1. What is the proposed project start date? 1/31/2022 | | | | | | | | |
| 2. Is this proposal anticipated to have high public visibility? • Yes • No • Clear | | | | | | | | |
| If "Yes," please identify the dynamics of the anticipated high visibility below: | | | | | | | | |
| DMV provides identification services to the public and verifies the identity of licensed drivers and ID | | | | | | | | |
| card holders. Law enforcement, other government agencies, and numerous other stakeholders rely | | | | | | | | |
| on the integrity of the DL/ID card in conducting their daily business. Due to the profound impact the | | | | | | | | |
| REAL ID Act and S2S will have and continues to have on the nation, California DMV expects this | | | | | | | | |
| project will garner tremendous attention from the media, other states, AAMVA, and legislators as | | | | | | | | |
| they look to see how California DMV is handling the electronic verification of whether an applicant already holds a DL/ID card in another state. | | | | | | | | |
| 3. If there is an existing Privacy Information Assessment, include as an attachment to your email submission. | | | | | | | | |
| 4. Does this proposal affect business program staff located in multiple geographic | | | | | | | | |
| locations? | | | | | | | | |



If "Yes," provide an overview of the geographic dynamics below and enter the specific information in the space provided.

This proposal affects staff in multiple geographic locations. The majority of DL/ID applications are processed at the 172 field office locations that are open to the public throughout the state. In addition to the local field offices, there are approximately 200-300 staff at Headquarters that will be affected by this project, including, but not limited to, Driver License Automation Development, CSD Help Desk, and Issuance.

| City | State | Number of Locations Approx | | Approx | ximate Number of Staff | | |
|---|--|----------------------------|------------------------------------|--------------------|------------------------|--|--|
| Statewide CA | | 172 fi | eld offices | 6,122 | 2 | | |
| Sacramento HQ CA 1 | | Multip | Multiple HQ Units 300 | | | | |
| elect + to add Locations | | | | | | | |
| L.9 Funding | | | | | | | |
| Does the Agency/state entity anticipate requesting additional resources through a budget action to complete the project approval lifecycle? | | | | | | | |
| 2. Will the state possibly incur a financial sanction or penalty if this proposal is not implemented? If yes, please identify the financial impact to the state below: ○ Yes ○ No ○ Clear | | | | | | | |
| 3. Has the funding source(s) been identified for this proposal? | | | | | | | |
| FUNDING SOURCE FUND AVAILABILITY DATE | | | | | | | |
| General Fund | | | Date Picker | | | | |
| Special Fund | | \boxtimes | 7/2/2021 | | | | |
| Federal Fund | | | Date Picker | | | | |
| Reimbursement | | | Date Picker | | | | |
| Bond Fund Date Picker | | | | | | | |
| Other Fund Date Picker | | | | | | | |
| | If "Other Fund" is checked, specify the funding: Funding request will be included in the proposed DMV Operational Improvements BCP for FY 2021/22 and ongoing. | | | | | | |
| .10 Reportability | Assess | ment | | | | | |
| Does the Agency/state entity's IT activity meet the definition of an IT Project found in the State administrative Manual (SAM) Section 4819.2? If "No," this initiative is not an IT project and is not required to complete the Project Approval Lifecycle. | | | | | ● Yes ○ No ○ Clear | | |
| Does the activity meet Section 4819.2? | the defir | nition of I | Maintenance or Operations found ir | ı SAM | | | |
| If "Yes," this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report. And provide an explanation below. | | | | ○ Yes ● No ○ Clear | | | |



| 3. | Has the project/effort been previously approved and considered an ongoing IT activity identified in SAM Section 4819.2, 4819.40? | | ○ Yes ● No ○ Clear | | | | |
|---|--|----------------------------|--------------------|--|--|--|--|
| | If "Yes," this initiative is not req Please report this workload on | | | | | | |
| 4. | Is the project directly associated Section 4812.32? | ○ Yes ● No ○ Clear | | | | | |
| | Single-function process-control telemetry systems; telecommu communications; Voice Over In of printers, scanners and copie | | | | | | |
| | If "Yes," this initiative is not req Please report this workload on | | | | | | |
| 5. | Is the primary objective of the p commodities as defined by SAM | ○ Yes ● No ○ Clear | | | | | |
| | If "Yes," this initiative is a non-re Approval Lifecycle is delegated the completed, approved Stage initiative on the Agency Portfoli | | | | | | |
| 6. | Does the project meet all of the Software and Cloud Software-a 4819.34, 4989.2 and SIMM 22 | ○ Yes ● No ○ Clear | | | | | |
| | If "Yes," this initiative is a non-re Approval Lifecycle is delegated an approved SIMM Section 22 f | | | | | | |
| 7. | Will the project require a Budge | et Action to be completed? | ● Yes ○ No ○ Clear | | | | |
| 8. | Is it anticipated that the project by CDT as identified in SIMM 10 | ● Yes ○ No ○ Clear | | | | | |
| 9. | Are there any previously impose project by the CDT (e.g., Correct | ○ Yes • No ○ Clear | | | | | |
| 10 | If "Yes," provide the details regarding the conditions below. | | | | | | |
| 10. | 10. Is the system specifically mandated by legislation? O Yes No Clear | | | | | | |
| Department of Technology Use Only | | | | | | | |
| Original "New Submission" Date 10/22/2020 | | | | | | | |
| Form Received Date 10/22/2020 | | 10/22/2020 | | | | | |
| Form Accepted Date | | 10/22/2020 | | | | | |
| Form Status Completed | | Completed | | | | | |
| For | m Status Date | | | | | | |



| Form Disposition | Approved | If "Other," specify: |
|-----------------------|------------|----------------------|
| Form Disposition Date | 10/22/2020 | |