



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.2 (Rev. 2.5, July/2021)

1.1 General Information

Agency or State Entity Name: [Department of Motor Vehicles](#)

If agency/state entity not in list, then enter here. Click or tap here to enter text.

Organization Code: [2740](#)

Proposal Name: [Mobile Driver's License \(mDL\) Pilot](#)

Proposal Description: [The Mobile Driver's License \(mDL\) Pilot would allow California residents to obtain a digital Driver's License \(DL\)/Identification \(ID\) that could be conveniently and securely accessed through a smartphone or other digital alternatives. The mDL will build off the strength of the DMV's DL/ID enrollment process. Mobile DL will not only support physical ID verification, but in the future, it will also add convenience and security to online ID verification. By verifying identity prior to transactions, the state will be able to streamline processes, reduce fraud, and improve the customer experience.](#)

When do you want to start the project? [10/18/2021](#)

Department of Technology Project Number (0000-000): [2740-231](#)

1.2 Submittal Information

Contact Information

Contact First Name: [Charles](#)

Contact Last Name: [Erickson](#)

Contact Email: charles.erickson@dmv.ca.gov

Contact Phone Number: [916-657-7678](#)

Submission Date: Click or tap to enter a date.

Version Number: [1.3](#)

Project Approval Executive Transmittal – (Attach Transmittal to the email submission.)

1.3 Business Sponsorship

Executive Sponsors

Title: Deputy Director

First Name: Trina

Last Name: Washington

Business Program Area:

Licensing Operations Division (LOD)

Business Owners

Title: Branch Chief

First Name: Maria

Last Name: Hernandez

Business Program Area: : LOD Driver Licensing

Business Owners

Title: Branch Chief

First Name: Kristin

Last Name: Triepke

Business Program Area: : LOD Program and Policy

Business Program Area:

Field Operations Division (FOD)

Business Owners

Title: Assistant Deputy Director

First Name: TBD

Last Name: TBD

Business Program Area: : Field Operations Division

Program Background and Context

The California Department of Motor Vehicles (DMV) provides services to millions of California residents through 169 field offices (FO), four Driver Licensing Processing Centers (DLPC), three Commercial Drive Test Centers (CDTC), and 10 Industry Business Centers (IBC). These locations are responsible for the issuance of Driver Licenses (DL), Identification Cards (ID),

and REAL IDs. The DMV verifies the identity of DL, ID card, and REAL ID applicants; tests and issues licenses to qualified drivers, and issues identification cards.

Recent legislation (Assembly Bill (AB) 149, Chapter 81, Statutes of 2021) added in article 6 to allow the department to establish a pilot program to evaluate the use of the optional mobile or digital alternatives to driver's license and identification cards. The mDL program would allow California residents to obtain a digital DL/ID that could be conveniently and securely accessed through a smartphone or other digital alternatives. The mDL will build off the strength of the DMV's DL/ID enrollment process. The mDL will not only support physical ID verification, but in the future, it will also add convenience and security to online ID verification. By verifying identity prior to transactions, the state will be able to streamline processes, reduce fraud, and improve the customer experience. Providing these options, the DMV is bringing its services to customers where they are, when it's convenient, and through whatever means are most convenient for them.

1.4 Stakeholders

Organization Name: [Licensing Operations Division \(LOD\)](#)

Stakeholder Name: [Trina Washington](#)

Stakeholder Internal or External? [Internal](#)

When is the Stakeholder Impacted?

Input to Business Process: [Yes](#)

During Business Process: [Yes](#)

Output of Business Process: [Yes](#)

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

[LOD currently accesses and manages the content of legacy systems in order to process all DL and ID card transactions, including issuance and records of status changes from internal and external customers, such as courts, other states, and field office support, as well as production of DL/ID cards.](#)

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

Develop business requirements for DL/ID card issuance and production via the new mobile program. Participate in the development of the project scope.

Organization Name: [Field Operations Division \(FOD\)](#)

Stakeholder Name: [Coleen Solomon](#)

Stakeholder Internal or External? [Internal](#)

When is the Stakeholder Impacted?

Input to Business Process: Yes

During Business Process: Yes

Output of Business Process: Yes

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

mDL will involve changes to how staff process DL/ID transaction at field offices throughout California. Training will be required for successful implementation.

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

The FOD staff will review and provide input on all process changes and, provide training related to the mDL program. FOD will participate in solution development and user acceptance testing.

Organization Name: Information Systems Division (ISD)

Stakeholder Name: Rico Rubiono

Stakeholder Internal or External? Internal

When is the Stakeholder Impacted?

Input to Business Process: Yes

During Business Process: Yes

Output of Business Process: Yes

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

Provides input on technology strategy and will be impacted in terms of time and resources. Provides support to the current system and advises on business needs and requirements for the new solution.

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

The ISD staff will provide the technical expertise and knowledge of existing systems to transition the current system to the future system. Provide input/resources to assist with technical solutions. ISD will provide support for the analysis, programming, testing, installation, and maintenance of the new solution. Provide secure network communications and ensures State IT standards and policies are met.

Organization Name: Customer Services Division (CSD)

Stakeholder Name: Sonia Huestis

Stakeholder Internal or External? Internal

When is the Stakeholder Impacted?

Input to Business Process: Yes

During Business Process: Yes

Output of Business Process: Yes

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

Provides input on technology strategy and will be impacted in terms of time and resources. Provides support to the online access and customer identity.

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

The CSD staff will input/vet process changes, provide feedback on the scope of training and training materials as it relates to the mDL program. Participate in possible solution development and user acceptance.

Organization Name: Investigations Division (INV)

Stakeholder Name: Christina Michel

Stakeholder Internal or External? Internal

When is the Stakeholder Impacted?

Input to Business Process: Yes

During Business Process: Yes

Output of Business Process: Yes

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

Investigations staff reviews, analyses and gathers DL/ID data from all DMV programs for administrative and criminal court cases and conducts investigations to detect DL/ID or identity fraudulent activities. Provides subject matter expert advice and will be impacted in terms of time and resources.

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

The Investigations staff will provide input and ideas with regards to processes, procedures and auditing. Provide expert advice on fraud activities, prevention and related analytics needed for pilot reports. Participate in user acceptance testing, coordinate and implement new processes. Participate in possible solution development and assist with memorandums, policy and procedural documentation.

Organization Name: Office of Public Affairs (OPA)

Stakeholder Name: Anita Gore

Stakeholder Internal or External? [Internal](#)

When is the Stakeholder Impacted?

Input to Business Process: [Yes](#)

During Business Process: [Yes](#)

Output of Business Process: [Yes](#)

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

[The OPA staff handles inquiries about the departmental programs and policies that come from media outlets. They will assisted with communications and marketing strategies for both internal and external parties. Provides professional media expert advice and will be impacted in terms of time and resources.](#)

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

[The OPA staff will provide input and ideas with regards to processes, procedures, surveys, media and executive management critical briefings. Provides expert advice on customers and external stakeholder messaging and feedback. Assists with surveys and related analytics needed for pilot reports. Communicate and market the mDL pilot project updates and accomplishments.](#)

Organization Name: [Law Enforcement Agencies](#)

Stakeholder Name: [California Highway Patrol, State / Local Law Enforcement Agencies](#)

Stakeholder Internal or External? [External](#)

When is the Stakeholder Impacted?

Input to Business Process: [No](#)

During Business Process: [Yes](#)

Output of Business Process: [Yes](#)

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

[DMV provides information to law enforcement on the status of DL/ID licensing and driving records. Law enforcement includes, State, local, and national police agencies, the Federal Bureau of Investigations \(FBI\), and the Department of Justice \(DOJ\). They will benefit from the mDL implementation as it would offer digital, real time access and an efficient way to obtain DL/ID statuses and records.](#)

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

[Law enforcement agencies will provide input and ideas with regards to safeguard requirements, processes, and procedures. Provides expert advice on fraud activities,](#)

prevention and related analytics needed for pilot reports. Participate in user acceptance testing, coordinate and implement new processes. Participate in possible solution development and assist with policy and procedural documentation.

Organization Name: [California Residents](#)

Stakeholder Name: [DMV Customers](#)

Stakeholder Internal or External? [External](#)

When is the Stakeholder Impacted?

Input to Business Process: [No](#)

During Business Process: [No](#)

Output of Business Process: [Yes](#)

How are Stakeholders impacted? (Describe how the stakeholder is involved in the process)

[DMV provides DL/ID, Real ID/DL, and Commercial DL to DMV customers throughout California.](#)

How will the Stakeholder participate in the project? (Describe how the stakeholder will be involved in the project)

[DMV customers will participate as recipients of the mobile DL/ID licenses during the mDL pilot. They will participate in providing feedback for evaluations, surveys, or questionnaires regarding the mDL pilot, to gather analytic information needed for the mDL pilot Legislative reports.](#)

1.5 Business Program

Organization Name: [Licensing Operations Division](#)

Business Program Name: [Driver Licensing Branch](#)

When is the unit impacted?

Input to the Business Process: [Yes](#)

During the Business Process: [Yes](#)

Output of the Business Process: [Yes](#)

How is the business program unit impacted? (Describe how the business program unit will be involved in the project)

[Driver Licensing Branch is responsible for the production of commercial and noncommercial driver licenses and identification cards, the completion of many applications not completed by the Field Office.](#)

How will the business program unit participate in the project?

These areas will participate by being involved in defining their requirements and ensuring that they are addressed and delivered in the solution as provided by the solution provider.

Organization Name: [Licensing Operations Division](#)

Business Program Name: [Program and Policy Branch](#)

When is the unit impacted?

Input to the Business Process: [Yes](#)

During the Business Process: [Yes](#)

Output of the Business Process: [Yes](#)

How is the business program unit impacted? (Describe how the business program unit will be involved in the project)

[There are three units: Licensing Policy Section, Driver License Automation Development \(DLAD\), and the Systems Development Unit \(SDU\). Key areas of responsibility include identifying and establishing program policy; developing legislative proposals and studies, coordinating, analyzing, implementing DL/ID programs, and managing the development and implementation of projects with multi-divisional impact.](#)

How will the business program unit participate in the project?

These areas will participate by being involved in defining their requirements and ensuring that they are addressed and delivered in the solution as provided by the solution provider.

Organization Name: [Field Operations Division \(FOD\)](#)

Business Program Name: [All](#)

When is the unit impacted?

Input to the Business Process: [Yes](#)

During the Business Process: [Yes](#)

Output of the Business Process: [Yes](#)

How is the business program unit impacted? (Describe how the business program unit will be involved in the project)

[FOD issues DL/ID cards throughout the state using current IT applications. The implementation of the mDL program will require staff to learn the processes and procedures associated with the new solution.](#)

How will the business program unit participate in the project?

These areas will participate by being involved in defining their requirements and ensuring that they are addressed and delivered in the solution as provided by the solution provider.

Organization Name: Customer Services Division (CSD)

Business Program Name: Digital Information Branch

When is the unit impacted?

Input to the Business Process: Yes

During the Business Process: Yes

Output of the Business Process: Yes

How is the business program unit impacted? (Describe how the business program unit will be involved in the project)

CSD provides services to customers via the web, applications, and kiosks. The new system will require the staff to learn the new tool and associated processes and procedures to complete the requested service.

How will the business program unit participate in the project?

These areas will participate by being involved in defining their requirements and ensuring that they are addressed and delivered in the solution as provided by the solution provider.

Organization Name: Customer Services Division (CSD)

Business Program Name: Customer Information Branch - Contact Centers

When is the unit impacted?

Input to the Business Process: Yes

During the Business Process: Yes

Output of the Business Process: Yes

How is the business program unit impacted? (Describe how the business program unit will be involved in the project)

The Customer Information Branch - Contact Center provides services to customers via the web, applications, and kiosks. The new system will require the staff to learn the new tool and associated processes and procedures to complete the requested service.

How will the business program unit participate in the project?

These areas will participate by being involved in defining their requirements and ensuring that they are addressed and delivered in the solution as provided by the solution provider.

1.6 Business Alignment

Business Driver(s)

Financial Benefit: No

Increased Revenue: No

Cost Savings: No

Cost Avoidance: No

Cost Recovery: No

Mandate(s): Both

Improvement

Better Services to Citizens: Yes

Efficiencies to Program Operations: Yes

Improved Health and/or Human Safety: No

Technology Refresh: No

Security

Improved Information Security: Yes

Improved Business Continuity: Yes

Improved Technology Recovery: Yes,

Technology End of Life: No

Strategic Business Alignment

Strategic Plan Last Updated: 2021-2026

Strategic Business Goal: Goal 2: Digital Services

Alignment: Deliver simpler, faster ways to fulfill customer needs through expanded digital services.

Strategic Business Goal: Goal 3: Technology & Data

Alignment: Create flexible, secure technology systems to enable innovation and continuous improvement.

Strategic Business Goal: Goal 4: Operational Efficiency

Alignment: Embed measurable efficiency in every aspect of the organization.

Executive Summary of the Business Problem or Opportunity:

The DMV continues to improve its services to better meet the needs of customers. This is being accomplished through continuous improvements and new offerings through web and mobile options, and improved technology for telephone interactions. Providing these options, the DMV is bringing its services to customers where they are, when it's convenient, and through whatever means are most convenient for them.

DMV aims to continue to focus on our digital transformation plan for the future, which is designed to accelerate our journey to provide a noticeable increase in customer service. The following listed initiatives will focus on improving service availability and experience for our customers and our employees with a long-term goal of reducing operational costs and improved customer satisfaction.

The mDL pilot program would allow California residents to obtain a digital DL/ID that could be conveniently and securely accessed through a smartphone. The mDL will build off the strength of the DMV's DL/ID enrollment process. Mobile DL will not only support physical ID verification, but in the future, it will also add convenience and security to online ID verification. For example, mDL can be used to verify a person's identity to complete enhanced-verification services online such as transferring a vehicle title or requesting a registration credit. By verifying identity prior to transactions, the state will be able to streamline processes, reduce fraud, and improve the customer experience.

The mDL can be used to access government services and for other purposes over time as businesses and organizations develop ways to accept the mDL. The mDL will be rolled out in a series of pilots with the goal of refining and expanding the use of this innovation across state services while maintain security and privacy. Additional use cases will be piloted as the technology is accepted in both the public and private sectors.

Business Problem/Opportunities and Objectives List

Business Problem/Opportunity ID: 1.0

Business Problem/Opportunity Description:

Establish a mobile or digital alternative to driver's licenses pilot program.

Objective ID: 1.1,

Objective: Conduct a mDL pilot program to evaluate the use of optional mobile or digital alternatives to driver's licenses and identification cards and submit a report to the Legislature no later than 7/1/2026.

Metric: Status of the mDL pilot.

Baseline: 0

Target: 100% completion of the mDL pilot.

Project Approval Lifecycle Completion and Project Execution Capacity Assessment

1. Does the proposal development or project execution anticipate sharing resources (state staff, vendors, consultants or financial) with other priorities within the agency/state entity (projects, PALs, or programmatic/technology workload)?

Answer (yes or no): **Yes**

2. Does the agency/ state entity anticipate this proposal will result in the creation of new business processes or changes to existing business processes?

Answer (No, New, Existing, or Both): **New Processes**

1.7 Project Management

Project Management Risk Score: 1.1

(Attach a completed Statewide Information Management Manual (SIMM) Section 45 Appendix A to the email submission.)

Existing Data Governance and Data

1. Does the agency/state entity have an established data governance body with well-defined roles and responsibilities to support data governance activities?

Answer (Unknown, Yes, No, Clear): **No**

If Yes, include the data governance organization chart as an attachment to your email submission.

2. Does the agency/state entity have data governance policies (data policies, data standards, etc.) formally defined, documented, and implemented?

Answer (Unknown, Yes, No, Clear): **No**

If Yes, 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?

Answer (Unknown, Yes, No, Clear): **Yes**

If Yes, attach the existing documented security policies, standards, and controls used to your email submission.

4. Does the agency/state entity have user accessibility policies, standards, controls, and procedures formally defined, documented, and implemented?

Answer (Unknown, Yes, No, Clear): [Yes](#)

If Yes, attach the existing documented policies, accessibility governance plan, and standards used to the email submission.

5. Do you have existing data that you are going to want to access in your new solution?

Answer (Unknown, Yes, No, Clear): [No](#)

If Yes, include the data migration plan as an attachment to your email submission.

[Note: For the mDL pilot, there will be an access to the DL/ID data repository and not the migration of data in the new solution.](#)

6. If data migration is required, please rate the quality of the data.
Select data quality rating: [Not Applicable](#)

1.8 Criticality Assessment

Business Criticality

Legislative Mandates: [No](#)

Bill Number(s)/Code(s): Click or tap here to enter text.

Language that includes system relevant requirements: Click or tap here to enter text.

Business Complexity Score: [2.9](#)

(Attach a completed SIMM Section 45 Appendix C to the email submission.)

Noncompliance Issues: Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is noncompliant.

Programmatic regulations: [No](#)

HIPAA/CIIS/FTI/PII/PCI: [No](#)

Security: No

ADA: No

Other: No

N/A: Yes

Noncompliance Description: Click or tap here to enter text.

Additional Assessment Criteria

1. What is the proposed project Implementation start date? 10/18/2021
2. Is this proposal anticipated to have high public visibility? Yes
If "Yes", then please identify the dynamics of the anticipated high visibility below:
The DMV is required to submit a report regarding the pilot program to the Legislature no later than July 1, 2026.
3. If there is an existing Privacy Threshold Assessment/Privacy Information Assessment, then include as an attachment to your email submission.
4. Does this proposal affect business program staff located in multiple geographic locations? No

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

City Click or tap here to enter text. TBD

State Click or tap here to enter text. TBD

Number of locations: TBD

Approximate number of Staff: TBD

1.9 Funding

1. Does the agency/state entity anticipate requesting additional resources through a budget action to complete the project approval lifecycle?

Answer (Yes, No, Clear): Yes

2. Will the state possibly incur a financial sanction or penalty if this proposal is not implemented?

Answer (Yes, No, Clear): No

If yes, please identify the financial impact to the state:

Click or tap here to enter text.

FUNDING SOURCE

FUND AVAILABILITY DATE

General Fund: Yes

7/1/2021

Special Fund: Choose an item. Click or tap to enter a date.

Federal Fund: Choose an item. Click or tap to enter a date.

Reimbursement: Choose an item. Click or tap to enter a date.

Bond Fund: Choose an item. Click or tap to enter a date.

Other Fund: Choose an item. Click or tap to enter a date.

If "Other Fund" is selected, specify the funding source: Click or tap here to enter text.

1.10 Reportability Assessment

1. 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?

Answer (Yes, No, Clear): Yes

If No" this initiative is not an IT project and is not required to complete the Project Approval Lifecycle. (Reportable Project Decision Tree (RPDT) Reference Guide, Reference R1.)

2. Does the activity meet the definition of Maintenance or Operations found in SAM Section 4819.2?

Answer (Yes, No, Clear): No

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:

Click or tap here to enter text.

3. Has the project/effort been previously approved and considered an ongoing IT activity identified in SAM Section 4819.2, 4819.40? **NOTE:** Requires a Post Implementation Evaluation Report (PIER) submitted to the CDT.

Answer (Yes, No, Clear): No

If Yes, this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report.

4. Is the project directly associated with any of the following as defined by SAM Section 4812.32? Includes single-function process-control systems; analog data collection devices, or telemetry systems; telecommunications equipment used exclusively for voice communications; Voice Over Internet Protocol (VOIP) phone systems; acquisition of printers, scanners and copiers.

Answer (Yes, No, Clear): [No](#)

If Yes, this initiative is not required to complete the Project Approval Lifecycle. Please report this workload on the Agency Portfolio Report.

5. Is the primary objective of the project to acquire desktop and mobile computing commodities as defined by SAM Section 4819.34, 4989 (RPDT Reference Guide, References R8)?

Answer (Yes, No, Clear): [No](#)

If Yes, this initiative is a non-reportable project. Approval of the Project Approval Lifecycle is delegated to the head of the state entity. Submit a copy of the completed, approved Stage 1 Business Analysis to the CDT and track the initiative on the Agency Portfolio Report.

6. Does the Project meet all of the criteria for Commercial-off-the-Shelf (COTS) Software and Cloud Software-as-a-Service (SaaS) delegation as defined in SAM Section 4819.34, 4989.2, and SIIMM Section 22? (RPDT Reference Guide, Reference R9.)

Answer (Yes, No, Clear): [No](#)

If Yes, this initiative is a non-reportable project. Approval of the Project Approval Lifecycle is delegated to the head of the state entity; however, submit an approved SIIMM Section 22 COTS/SaaS Acquisition Information Form to the CDT.

7. Will the project require a Budget Action to be completed?

Answer (Yes, No, Clear): [Yes](#)

[Note: For Fiscal Year 2021/22, budget request 2740-095-BCP-2021-MR was approved to provide \\$10 million for the mDL pilot effort. Future Budget Action will be required](#)

based on the recommended subsequent actions to rolling out the determined mDL program solution.

8. Is it anticipated that the project will exceed the delegated cost threshold assigned by CDT as identified in SIMM Section 15 Departmental Project Cost Delegation?

Answer (Yes, No, Clear): [Yes](#)

9. Are there any previously imposed conditions place on the state entity or this project by the CDT (e.g. Corrective Action Plan)?

Answer (Yes, No, Clear): [No](#)

If Yes, provide the details regarding the conditions below: Click or tap here to enter text.

10. Is the system specifically mandated by legislation?

Answer (Yes, No, Clear): [No](#)

Note: As a result of Assembly Bill (AB) 149, the California Vehicle Code Section 13020 was created allowing the department to establish a mDL pilot, provided the mDL pilot requirements, and established the required Legislature reporting regarding mDL pilot results.

Department of Technology Use Only

Original "New Submission" Date: 10/15/2021

Form Received Date: 10/15/2021

Form Accepted Date: 10/15/2021

Form Status: Completed

Form Status Date: 10/15/2021

Form Disposition: Approved

If Other, specify: [Click or tap here to enter text.](#)

Form Disposition Date: 10/15/2021