



DOL DRIVES project earns top award from OCIO

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A five-year project to update the business process and information technology systems at the Department of Licensing (DOL) has earned a Certificate of Project Excellence from the state's office charged with oversight of major state IT projects.

The Office of the Chief Information Officer (OCIO) has recognized the licensing department's Driver and Vehicle System (DRIVES) project (<https://www.dol.wa.gov/about/what-is-drives.html>) for meeting all objectives and finishing ahead of schedule. Its only impact on the more than seven million Washingtonians it serves was a four-day closure over last year's Labor Day Weekend.

Sue Langen, deputy director of Washington Technology Solutions (WaTech) for the OCIO, presented the certificate to members of the DOL project team at a ceremony on June 13.

The two-phase project began in early 2014 and officially concluded at the end of 2018, although several tweaks for business "optimization" continue through June 30.

The project improved

overall reporting capabilities. It also increased system reliability and reduced downtime. DOL employees now have better processes and computer interfaces. The update also improved the public's ability to complete more licensing tasks online rather than visiting a DOL office.



DRIVES PROJECT TEAM RECEIVES OCIO AWARD: (From left) Laurie Milligan, Esmah Vansot, Ann Bruner, Meg McCann, Teresa Berntsen, Melodi Cottongim, Tom Heichelbech, Sue Langen (OCIO), Cynthia Zimmerman and Karin Paris.

The DRIVES team said it was pleased to partner with the OCIO on the project.

"We consider Laura Parma, our OCIO consultant on DRIVES, a partner," said Melodi Cottongim, who served as DOL's project manager. "She partnered with us to re-inforce how important it was to share lessons learned between teams for the modernization projects. Continually updating the crosswalk of lessons learned became one of our critical success factors. And Laura continually pointed this out to DOL executives."

DOL is the second agency to receive the Certificate of Project Excellence recognition from the OCIO. The first was awarded to the Pollution Liability Insurance Agency in late May.

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