

Kansas Department of Revenue - Division of Vehicles

Custom Application Development

SITUATION

As part of an IT modernization initiative, the State of Kansas decided to modernize the ailing mainframe-based application it used for driver's license issuance and driver solutions. The State issued an RFP in 2011 and selected a vendor that – after more than two years of development – deployed a driver's license solution that failed miserably. The application was unable to handle the load expected from the field office and subsequently crashed—leading to long lines at the driver's license offices and a huge public outcry.

In December 2014, the State hired a director of KanLicense who was tasked with bringing the modernization initiative for driver's license system to fruition. The director hired INNOVA in June 2014 to help with the modernization process based on their depth of expertise in executing large scale modernization projects.



SOLUTION

The INNOVA team laid the groundwork of upgrading the more than 20-year-old mainframe using a combination of open-source, Microsoft and third-party technologies. INNOVA provided all of the technical solutions, including UX study, UI design, architecture, development, testing and support.

The team also conducted various rounds of usability tests to validate the functionality and usability of the system, ensuring that existing staff can accomplish familiar tasks while simplifying the training process for new staff to guarantee a smooth launch.

SOLUTION

The INNOVA team was also instrumental in getting certification for the application with AAMVA (American Association of Motor Vehicle Administrators), a process divided into multiple steps that spanned over six months.

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Kansas Gov. Jeff Colyer

RESULT

For a unique project like this, INNOVA understood that the State’s relationship with external audiences was just as important as their internal processes—and that usability would make or break those relationships. The INNOVA team immersed themselves in the State’s processes, pain points, and business goals to develop a solution specific to their needs.

Kansas Gov. Jeff Colyer commented on the “incredibly smooth” launch and remarked: “The modernized system now in place empowers faster customer service, plus ease of use for examiners—two critically important factors for a better experience for Kansas drivers at the office.”

The complex application accomplished the State’s goals, easing the processes for more than 100 offices across the state. Because of the KanLicense upgrade to modern technology, the iKan app (created by PayIT) is able to simply call the backend services from KanLicense, allowing millions of drivers in Kansas to easily and intuitively renew their driver’s license without having to leave their home.



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