



**Mississippi Department of  
Information Technology Services**

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NASCIO 2017 State IT Recognition Awards

**Mississippi Department of Public Safety  
Driver Self-Service Portal**

**Category: Digital Government - Government to Citizen  
State: Mississippi  
Project Initiation Date: May 2014  
Project Completion Date: July 2016**

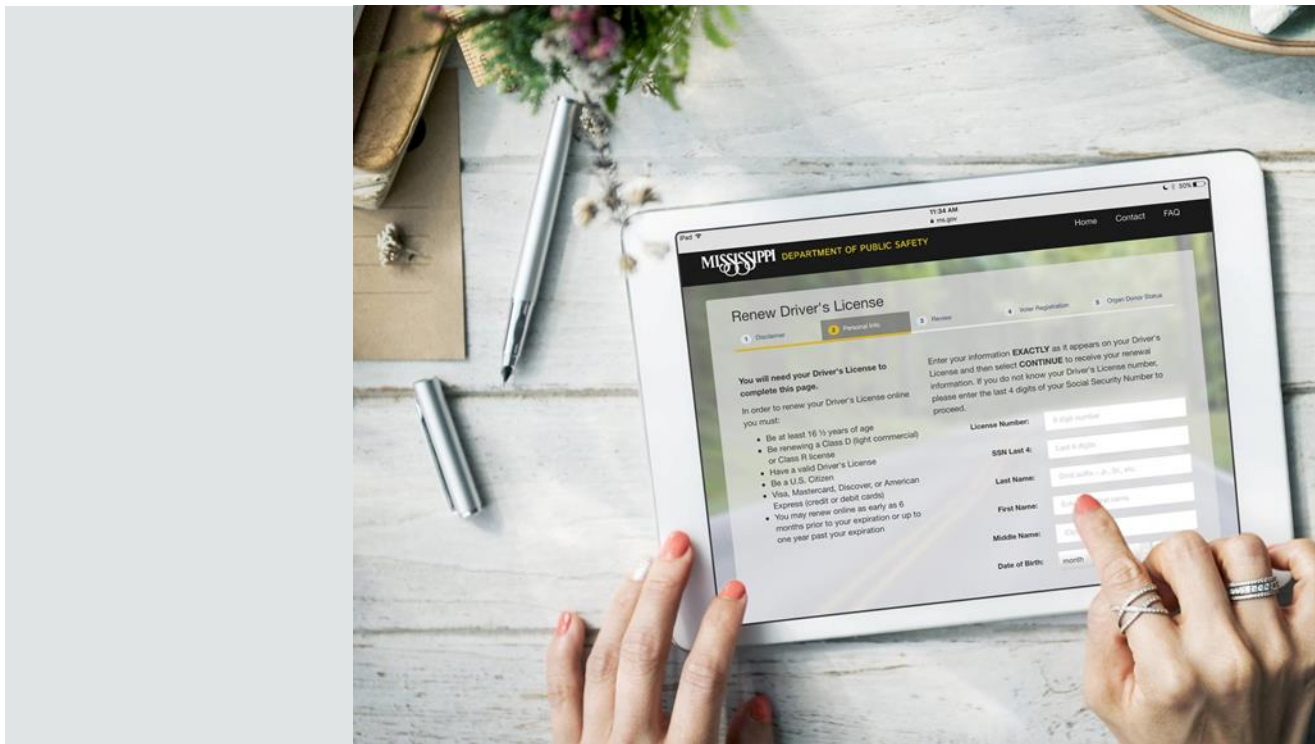
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## Executive Summary

In 2014, the Mississippi Department of Public Safety (DPS) sought to modernize their outdated driver's licensing system and associated services, and increase the level of involvement in which they engage citizens. Partnering with Mississippi's eGovernment provider, Mississippi Interactive (MSI), DPS launched the new Driver Self-Service Portal ([www.drive.ms.gov](http://www.drive.ms.gov)), a secure, one-stop suite of seven mobile-optimized applications, more accessible and streamlined for handling DPS needs on the go. For the first time ever, the new online process gives Mississippi citizens the chance to skip the trip to their local DPS location by offering the most common driver transactions within one portal.

After more than 25 years of using an antiquated driver's license system, DPS set out to meet the technological advances and demands of an increasingly mobile state by completely transforming how they interact with the public. Through the reorganization and consolidation of content, users can now immediately complete renewals, order replacement credentials, and pay reinstatement fees online. The improved user interface features an intuitive navigation pane providing users quick access to a multitude of DPS features including individual motor vehicle requests, commercial driver's license medical card submissions, and a driver's license kiosk locator. Constituents interested in learning more about DPS and online transactions can access the FAQ information with just one click, allowing them to quickly identify commonly asked questions and link directly to DPS resources. The launch of the application suite replaced outdated cumbersome processes with time-saving online solutions, by decreasing the need for individuals to wait in line.

The self-funded suite of applications was developed, is hosted and maintained by MSI at no cost to DPS. The self-funded development has saved DPS over \$340,000 in development, technical, project management, and marketing resources.



## Concept

Prior to the launch of the interactive Self-Service Portal ([www.drive.ms.gov](http://www.drive.ms.gov)), the Mississippi Department of Public Safety (DPS) utilized a driver's licensing system that was over 25 years old. After evaluating their existing services, DPS recognized the need for a current, citizen-focused approach to making electronic interactions with the agency quick and efficient and to decrease the foot traffic in the individual driver's license stations. The legacy system, supported under a traditional time and materials funding model, became too antiquated for DPS to maintain given the volume of customers and updates required.

DPS began discussions and requirements gathering with Mississippi Interactive (MSI), the State of Mississippi's eGovernment partner, in May 2014 with a goal of having their entire online portal live by July 2016. MSI designated resources including .net developers, creative designers, quality assurance, and marketing to execute the project rewrite, while an assigned project manager lead the project's design, development, implementation, and launch, along with simultaneously

overseeing coordination between DPS, MSI, the portal's payment processors, and the agency's licensing back-end vendor.

The culmination of these discussions resulted in a Self-Service Portal that provides a high level of comprehensive, easily navigated functionality that guides users to information quickly and easily and allows DPS to serve their clients more efficiently through new features such as:

- **License Eligibility Wizard:** By entering license number, last name and date of birth, the online system communicates with DPS's licensing system to display only the online services available to the user at that time, eliminating the guess work out of whether to renew a license.
- **Pre-populated Data Fields:** Personal Information is pre-populated for existing licensees.
- **Online Address Change:** Individuals who experience a change of residence within a renewal period can now update the address on their credential while renewing, eliminating the need to visit a physical location.
- **Voter Registration:** During renewal, users can register to vote, update an existing registration, or opt out of voter registration through the simple click of a box.
- **Organ Donor Status:** Through a partnership with the Mississippi Organ Recovery Agency (MORA), the Driver Self-Service portal offers one click Organ Donor Status selection for renewing drivers. Confirmed organ donor's information will be sent to MORA and the organ donor status will be updated on the driver's credential.
- **Multi-year Renewal Option:** Drivers now have the option to choose between four-year and eight-year driver's license and identification card renewals.
- **Reinstatement Fees:** A customer can pay all reinstatement fees online so long as all other compliance items have been satisfied.
- **Mobile Optimization:** To seamlessly integrate the web-based application with the mobile user population, the online application suite was responsively designed to fit any mobile or tablet device.

Additionally, the implementation of response design significantly increases usability by increasing the platforms and times when users can access profile information and purchase licenses and follows all the accessibility standards set by Section 508 and WC3 Level One guidelines.

Furthermore, the application suite utilizes a secure web service between the database vendor and MSI to transfer personal licensee information between DPS's back end system and the online applications. For secure transfer of sensitive payment information, an https connection is used to transfer all payment data to the State of Mississippi's official payment engine (TPE), a fully-hosted, web-based, enterprise-class payment processor specifically designed for use by state government. TPE is a SAS 70 Type II-certified solution that is fully compliant with federal, state, local and industry standards—including PCI DSS and PA DSS.

The screenshot displays the Mississippi Department of Public Safety Driver Self-Service Portal. The header includes the Mississippi Department of Public Safety logo and navigation links for Home, Contact, and FAQ. The main content area is titled "DRIVER SELF-SERVICE PORTAL" and features a grid of nine service tiles: "RENEW YOUR DRIVER'S LICENSE", "RENEW YOUR ID CARD", "REQUEST YOUR DUPLICATE DRIVER'S LICENSE OR ID CARD", "PAY YOUR REINSTATEMENT FEE", "REQUEST YOUR MOTOR VEHICLE RECORD", "SUBMIT YOUR CDL MEDICAL CARD", "DRIVER'S LICENSE KIOSK LOCATIONS", "DRIVER SERVICES WEBSITE", and "FREQUENTLY ASKED QUESTIONS". The footer contains links to Department of Public Safety resources, Help and Support, social media links for Facebook and Twitter, and the ms.gov logo.

By utilizing the State eGovernment program and MSI's self-funded model for the rewrite of the system, DPS realized an initial cost avoidance of over \$340,000, decreases in ongoing maintenance costs. In addition, the state's award-winning ms.gov portal and social media was utilized for outreach to create awareness for the new self-service portal, and to increase adoption after the services were launched for citizen use.

## Significance

The DPS Driver Self-Service Portal replaced an existing system launched over two decades ago. The updated Self-Service Portal ([www.drive.ms.gov](http://www.drive.ms.gov)) brought seven services online into one central location while providing a modern and mobile-optimized user interface with a refreshed look where citizens can now conduct transactions with DPS online and on-the-go. The suite of services and subsequent business process enhancements include:

- Mobile optimization of the online application to seamlessly integrate license sales with the mobile applications and be accessible from any mobile device
- Addition of intuitive requests for information based on user's responses
- Reconfiguration of the real-time web service connection with DPS's back end license vendor
- Development at no cost to DPS
- Integration of Organ Donor Status, Voter Registration and Change of Address functionality
- Implementation of multi-year renewal options

With 1,977,679 licensed drivers in Mississippi, the fluidity of the mobile-optimized site and application suite allows users to effortlessly access information and securely complete online transactions from any platform including tablets and mobile phones delivering the ease of use to all DPS constituents.

## Impact

Since launch in July 2016 of the Driver Self-Service Portal ([www.drive.ms.gov](http://www.drive.ms.gov)), the revamped system has created significant operational efficiencies for DPS staff through a 14% decrease in walk-in renewal transactions at physical driver's license stations, and has already processed close to \$1.4 million in online transactions in just nine months. Additionally, the refreshed application suite saw over 52% of transactions take place from mobile devices or tablets, and among the cumulative 48,000 transactions, the average transaction time barely surpassed two minutes per user.

The MSI team dedicated design resources for CSS, development team members built the application, and the project manager worked daily with DPS to facilitate testing and updates to the suite of applications prior to launch. MSI provided marketing through the ms.gov social media channels, and promoted the service online on the award-winning ms.gov portal. The project in total resulted in 2,000+ resource hours saved by DPS. Since the launch of the services DPS has realized a total cost avoidance of over \$340,000.

The overall benefit of this project is leveraging the use of technology to impact citizens by offering an online solution that places government at the fingertips of its users, while at the same time providing a robust solution to DPS that didn't require the use of state appropriated funds. This eGovernment strategy, supported by Mississippi's eGovernment program, promotes the efficient delivery of state government and helps to drive cost savings for DPS. By utilizing the public-private partnership between the State of Mississippi and Mississippi Interactive, the Mississippi Department of Public Safety Driver Self-Service Portal was developed, tested, launched, hosted, and is maintained at no cost to DPS.