NASCIO State IT Recognition Awards

Digital Government: Business Process Innovations

Wisconsin DMV Document Imaging and Workflow Automation

Project Initiation: 2015
Project Completion: Ongoing

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Executive Summary

Until recently, Wisconsin DMV's central office functions relied heavily upon manual processes involving mass quantities of paper. These documents were distributed manually, processed by hand, and stored in rows and rows of filing cabinets. They included applications printed from electronic versions, only to be re-scanned into a different format for processing, and customer applications received by our mailroom for redistribution across the state. Over the past two years, Wisconsin DMV implemented Hyland's OnBase document imaging and workflow solution. This solution has saved time, reduced printing and document storage costs, and has provided our agency with real-time data and reporting on our outstanding work and the efficiency of our staff.

Project Narrative (Concept, Significance and Impact)

Concept

Wisconsin's transition from a paper-based workflow to an "image up-front" document imaging and workflow solution has been in-progress for several years. The legacy process burdened the agency with poor data, an inability to track received applications and correspondence, and extremely large quantities of paper which were transported by hand in boxes, on carts, and in trucks – only to be transported again to storage after it was processed. Through our adoption of Hyland's OnBase document imaging and workflow solution, the applications and correspondence are scanned immediately upon receipt by our mail room and are made available to processing staff within minutes. Tracking our outstanding work using the old process relied upon staff physically counting applications and using stamps and postmark dates to track the dates they were received. Using OnBase, work counts, aging, and processing times are readily available to staff, and are used by management in planning daily operations. Additionally, instead of storing processed applications in file cabinets and off-site in banker boxes, scans are stored securely in our systems, where they may be found quickly by staff, and where they can be purged automatically as prescribed by our RDAs.

Wisconsin's initial use of OnBase began as a part of our Real ID implementation, and the storage of customer identity source documents. From there, OnBase was used to image and store several of our vehicle product applications, including vehicle title & registration, registration renewal, and disabled parking placards. These applications had previously been processed by staff working directly from the paper forms, and the tracking and transportation of these forms was inaccurate and inefficient. Using OnBase, the applications are scanned immediately upon receipt by our mailroom, which provides management with accurate, real-time data on the amount of work outstanding, the age of the work, and staff metrics on processing time, efficiency, and accuracy. This helped greatly in our efforts to leverage front-counter staff in the processing of back-counter applications during off-peak times and helped us reduce our processing time for mailed title applications from an average of 45 days to an average of 15 days.

Over the past year, Wisconsin DMV has implemented OnBase in numerous other program areas. We have transitioned dozens of workflows from manual, paper-heavy processes to streamlined electronic processes, reducing steps, staff time, and printing costs. DMV's applications have been optimized, and are now machine readable, saving additional time and tying customer applications to their DMV customer record. Paper checks received with applications are now processed centrally, eliminating their movement around our offices and reducing the potential for loss. Finally, we now have actual data which we use in the planning of our operations, the management and performance evaluation of our staff, and in our efforts to be trusted stewards of our customers' data and state funds. In the coming

year, we will transition additional workflows to OnBase, and will begin to work towards full automation of several processes currently processed manually by staff; freeing-up staff so they may focus on more advanced work.

Significance and Impact

The objectives of Wisconsin's OnBase project are the transition from the storage of paper files to electronic document storage, and the transition from manual workflows to automated electronic workflows. Wisconsin's primary focus with these projects is to increase accuracy and accountability, and to improve overall efficiency in the processing of applications and correspondence. Through our use of OnBase we have significantly reduced the time our customers wait for their products and have reduced staff time spent moving and working from paper.

The intended audience for this project is state Motor Vehicle Agencies and their stakeholders. Through use of OnBase or other document imaging and workflow solutions, agencies can find significant efficiency and cost savings through a reduction in the reliance on and movement of paper-based work and can distribute work around their jurisdiction in real-time; enabling remote staff to process work previously only available to those who were centrally located or able to receive it via manual shipment.

In July 2019, DMV implemented OnBase scanning and workflow for the processing of undeliverable DL/ID cards, returned by USPS. Wisconsin DMV receives approximately 30,000 of these returns each year, and the move to OnBase reduced the process by eliminating the two most time consuming steps: Opening the mail and identifying the customer. Returned cards are now scanned by the mailroom and the customer record information is automatically sent to processors to update the record with a returned notation. This equated to time savings of nearly 1,000 hours per year. (33% reduction in annual time spent on this process.)

DMV also reduced the amount of staff time spent on manually printing and scanning documents which can now be uploaded directly into OnBase through use of a print driver. Across various units within DMV this has saved thousands of hours of staff time spent on scanning, which is now being repurposed to focusing on our customers.

OnBase enabled DMV to begin adding "notes" to customer documents and records, effectively serving as a Customer Relationship Manager, without the cost of such a system.

With the introduction of OnBase, work is routed to program areas more quickly for processing. There is also a trackable method to quickly find applications that have been mailed to DMV and enhanced reporting for supervisors to monitor and more accurately measure backlogs and processing metrics.