

## **NEWS RELEASE**

### **For Immediate Release**

Sharon Dawes  
(518) 442-3892

### **A Model for Simplifying and Improving Government Services**

Albany, NY - The NYS Center for Technology in Government (CTG) today released a report showing how the vehicle title process at the Department of Motor Vehicles (DMV) can be improved with document imaging technology. The report describes a prototype project in which DMV demonstrated the ability to streamline operations, save time and effort, and improve customer service. The project took place at the Center during 1993.

The project re-engineered the Department's vehicle title process by using document imaging and work flow management systems to cut a 20 step process in half, increase employee productivity, and improve data and service quality. The project was the result of a public-private-academic partnership involving DMV, several corporate partners led by AT&T Global Information Solutions, and faculty and students from the UAlbany Computer Science Department. The partners loaned staff, hardware, software, and telecommunications services to the project. DMV Commissioner Patricia Adduci noted that "the project at CTG gave us 20-20 foresight" into these technologies making it possible for the agency to develop a better, more cost-effective system in the future. Kevin Keipper, District Manager at AT&T Global Information Solutions, said the opportunity to work in the neutral, low-risk environment of the Center allowed his company to learn more about the practical needs of government customers, while contributing directly to a service improvement that will benefit millions of New Yorkers.

The DMV project illustrates how the Center for Technology in Government can improve government operations. "By offering State agencies the ability to test leading edge technology on practical problems, the Center helps the state offer better service at lower cost," said Sharon Dawes, Director of CTG. "DMV has not yet acquired the imaging technology to implement the new system, but it has already made significant improvements in the vehicle title operation by implementing the process improvements identified during the prototyping process."

Imaging and work flow technologies help manage and reduce paperwork. This feature makes them very attractive to many state agencies. However, most agencies have had little experience to help them make sound decisions about design, procurement, and implementation. This project, and the resulting demonstrations and report, offer valuable information about the extensive analysis, business process reengineering, and organizational changes that must accompany big improvements in service quality and cost.

The Center for Technology in Government was formally organized and funded in the summer of 1993 in order to create an ongoing capacity to conduct public sector research and demonstration projects that could benefit the entire state. CTG projects are competitively selected and offer, at no cost to participating agencies, a package of services including professional project management, the products and services of corporate partners; expertise of University at Albany faculty and students; and a state-of-the-art computing and communications laboratory. The Center is currently conducting four projects--to determine how technology can assist land use management in the Adirondack Park, psychiatric assessments in hospital emergency rooms, small business entrepreneurs seeking permit assistance, and information management tools for nonprofit service agencies who serve people with developmental disabilities. A new project, just getting underway, will demonstrate an "information cooperative" for sharing geographic data ranging from natural resources to civil infrastructure, to demographic profiles.