

# RMV ATLAS Project

Insurance Policy Management (IPM) Program  
(formerly UMS) Kickoff Presentation

Business Partner Outreach  
October 4, 2018



# Agenda

- NEW Program Name – Insurance Policy Management (IPM) Program
- RMV Overview of ATLAS Transformation Effort and Release 2 (R2)
- Introduce Timeline for ATLAS R2 Project and Rollout
- Overview of Business Process and Technical Impacts
- Web Services Overview and Timeline
- Questions/Discussion



# What is ATLAS?

- ATLAS is the project to replace the RMV's Automated License and Registration System-24/7 transaction based system called ALARS
- FAST Enterprises, LLC is the vendor selected through a competitive bid process to implement their Commercial Off the Shelf motor vehicle product to replace ALARS
- Project team includes RMV, MassDOT, Commonwealth IT, and FAST resources
- ATLAS Project: 2 Releases

March 26,  
2018

- Release 1: **Completed**
- Driver/ID Services

November 12,  
2019

- Release 2
- Vehicle Services



# ATLAS Program R2 Vehicle Services

## Release 2

- Business Services Included

- Vehicle Registration and Title
- Insurance Validation & Uninsured Motorist Process
- Owner Civil Motor Vehicle Citations
- New Online Transactions and Vehicle Registration Get Ready form
- Business partner eServices and Business Portals
- Vehicle Inspection Process
- Inventory Management (Plate, stickers )
- Cities and Towns (Excise and Non-Renewal)
- Revenue Collection & General Ledger for Registration Services
- Document Scanning at Point of Sale
- Vehicle Data Conversion
- Revised Applications and Forms

# R2 Vehicles – High-Level Schedule

Go live date Tuesday, Nov 12, 2019

ID	Task Name	Start	Finish	Duration	2018			2019				2020		
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1		
1	ATLAS R2 Overall Timeline	3/5/2018	12/30/2019	95.2w										
2	Preparation Phase	4/2/2018	6/29/2018	13w										
3	Definition Phase	4/2/2018	10/19/2018	29w										
4	Base Configuration	5/1/2018	1/28/2019	39w										
5	Development Phase	5/29/2018	6/14/2019	54.8w										
6	Conversion Phase	5/29/2018	11/1/2019	74.8w										
7	Testing Phase	12/3/2018	10/18/2019	46w										
8	Training Phase	7/23/2018	11/8/2019	68w										
9	Rollout Phase	7/31/2019	11/12/2019	15w										
10	ATLAS Release 2 Launch	11/12/2019	11/12/2019	0w										
11	Production Support Phase	11/12/2019	12/30/2019	7w										

## July 1, 2019- RMV Stops Changes for the Following:

- Facilities Changes/Moves
- ATLAS Production Changes/Enhancements
- ALARS Maintenance
- Operational Changes

**RMV Services and Systems will not be available on November 9, 10, 11, 2019 as we transition data and cutover all business to ATLAS**

- Public Safety and Law Enforcement is only exception

- **ATLAS system goes live on November 12, 2019; no more access to ALARS**



# Business Processes Impact

## Current State

- Insurance companies/third-party vendors add insurance policies to vehicle records either online or through a batch process
- Amendments and cancellations are completed using the same online and/or batch process
- Mail monthly “no policy” reports
- There are currently 120+ insurance companies/vendors that interact with the RMV

## Future State

- Process by which policies are added, amended, or cancelled remains similar, but access to the RMV is changing
- A number of data fields will be changing (e.g. person & company name format, new garaging address), and these changes will be reflected in all interface methods, including secure batch file processing
- Implementation of a registration revocation process in the instances where no policy is added to the vehicle record or when the policy has expired
- Potential trailer reporting change
- Electronic availability of “no policy” report
- *Standard Access Agreement* requirement to maintain access to RMV data

RMV has identified a group of companies/vendors that will be invited to participate in a focus group to discuss the Release 2 implementation



# IPM “No Policy” Business Impact

Currently the RMV **does not revoke** a registration when an insurer fails to send a policy record for:

- A policy expiration (vs. cancelled)
- A new vehicle purchase with a new registration

RMV sends a registration revocation notice to the customer:

- 23 days after a vehicle is initially registered
- RMV proposes sending a revocation notice 14 days after a policy expiration



# Trailer Reporting

**Trailer policy reporting poses challenges to the insurance companies and RMV**

- Many trailers of this weight do not have VINs
- Results in a high volume of errors
- Most trailers of this weight are insured as a rider on the vehicle policy

**Currently policy records are *optional* for trailers <3,000 lbs.**

**Trailers will be a topic for the focus group to discuss**





# Technical Impact

## Current State Access

- Mainframe guest software
- VPN into mainframe green screens
- SFTP batch processes via GXS

## *Interim Change – November 2018-February 2019*

- SFTP batch processes via Move-IT™

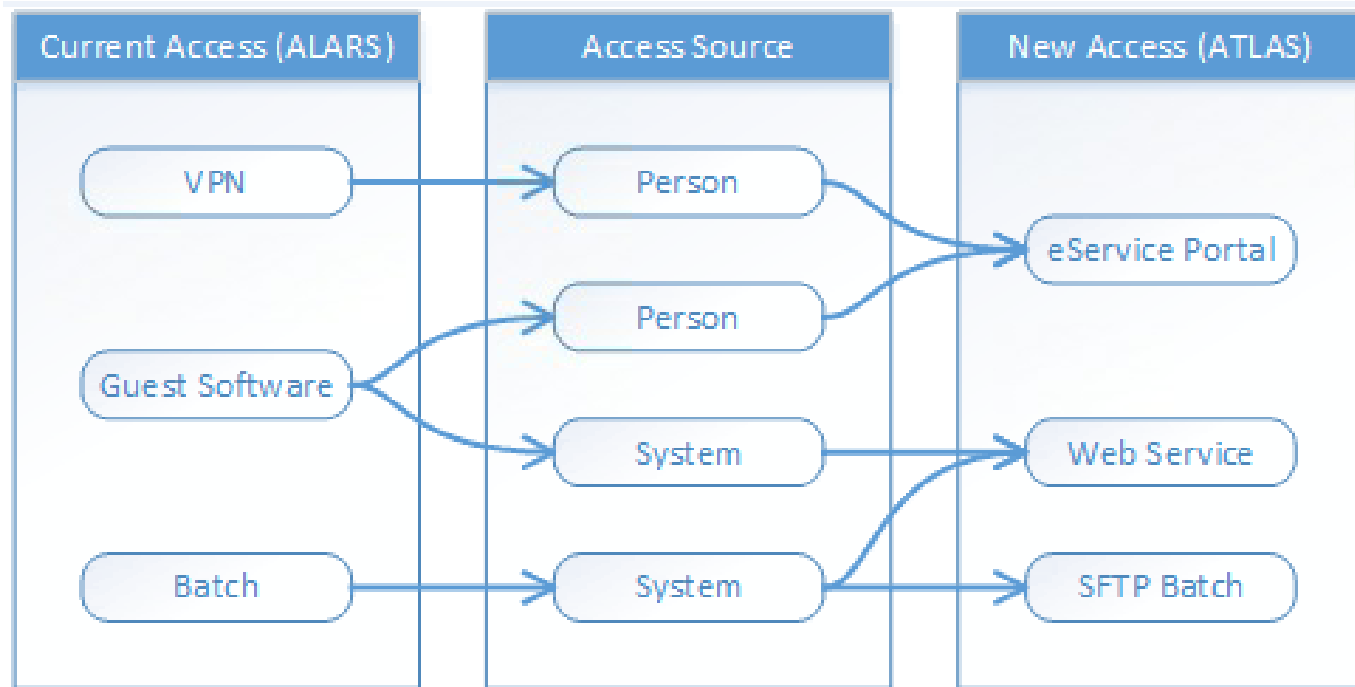
## Future State Access

- Modern web services
- eService Portal
- SFTP batch processes via Move-IT™

Current ALARS Guest Services software users will move to new web services and/or the Insurance eService Portal



# Interface Options



# ATLAS-Hosted Web Services

- New web services
  - Supported web service type: SOAP
- Will have a corresponding Interface Control Document
- Credentials will be established to verify access
  - ATLAS requires SSL client certificates for authentication
- IP whitelisting is required for business partners that utilize ATLAS-hosted web services



# ATLAS Interface Timeline

ID	Task Name	Start	Finish	Duration	2018			2019				2020			
					Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1			
1	ATLAS R2 Overall Timeline	5/1/2018	1/31/2020	91.8w	[Overall Timeline Bar]										
2	ATLAS R2 Definition/Design Phase	6/1/2018	11/30/2018	26.2w	[Blue Bar]										
3	Interface Development	8/1/2018	5/1/2019	39.2w	[Blue Bar]										
4	SFTP – Transition to Move IT	10/15/2018	2/1/2019	16w	[Yellow Bar]										
5	Initial Interface Specification	11/5/2018	1/31/2019	12.8w	[Yellow Bar]										
6	Interface Partner Design	11/19/2018	2/1/2019	11w	[Red Bar]										
7	Final Interface Specification	2/1/2019	3/29/2019	8.2w	[Blue Bar]										
8	Interface Partner Development	2/1/2019	7/22/2019	24.4w	[Red Bar]										
9	Business Testing Scenario Creation	2/18/2019	7/1/2019	19.2w	[Blue Bar]										
10	Internal ATLAS Business Testing	4/1/2019	8/2/2019	18w	[Blue Bar]										
11	Connectivity Testing	7/1/2019	7/19/2019	3w	[Yellow Bar]										
12	Interface Partner Testing	7/22/2019	10/18/2019	13w	[Red Bar]										
13	Load/Performance Testing	9/2/2019	10/18/2019	7w	[Blue Bar]										
14	Final Launch Prep	10/18/2019	11/8/2019	3.2w	[Blue Bar]										
15	Final Data Conversion/Cutover	11/8/2019	11/11/2019	.4w	[Yellow Bar]										
16	ATLAS Release 2 Launch	11/12/2019	11/12/2019	0w	[Diamond]										
17	Post Production Support	11/12/2019	1/31/2020	11.8w	[Blue Bar]										

Key: ATLAS ■ Partner ■ Both ■



# Communications Channels and Timing

- Focus Group meetings will take place to review proposed changes and obtain feedback
- Establish bi-weekly/monthly conference call for insurance companies/third party vendors in the December timeframe
  - Share results of the focus group meetings (e.g. proposed process and design changes)
  - Maintain open lines of communication throughout the various project stages
- Communication by email will be primary channel; we will use other methods of communications as necessary
- Who are the key contacts for IPM for the ATLAS transformation project?
  - Business and technical



# SDIP Lessons Learned from ATLAS Release 1

- In addition to providing an Interface Control Document (ICD), create 1-for-1 mapping of current ALARS functions and new ATLAS function
- Add additional integration testing by the business subject matter experts
- Provide minimum expectations for business partner testing



# Questions and Next Steps

## RMV Key Contacts

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