WASHINGTON STATE DEPARTMENT OF LICENSING

House Technology, Economic Development & Veterans Committee | February 5, 2025

Marcus Glasper, Director
Alejandro Sanchez, Deputy Director

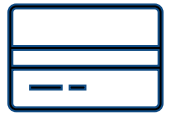
WASHINGTON STATE DEPARTMENT OF
LICENSING



AGENDA

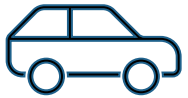
1. Agency Overview
    a. Lines of Business
    b. Core Systems
2. CORE 21 Project
3. Technology Opportunities
4. Technology Challenges
5. Conclusion

MAJOR LINES OF BUSINESS



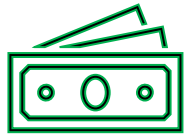
Driver Licenses & Identification

6,850,000 Cardholders



Vehicle & Vessel Titling and Registration

8,000,000 Vehicles & Vessels



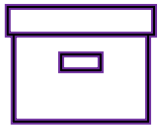
Fuel Tax Collection

21,000 Licensees | **$3.2b**



Business & Professional Licensing

260,000 Licensees



Firearms Recordkeeping

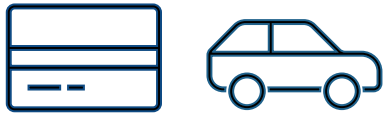
700,000 CPLs



UCC Recordkeeping

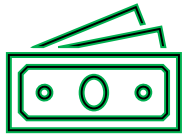
700,000 Filings

MISSION CRITICAL SYSTEMS



DRIVES | Modern

System for driver, identification & vehicle services



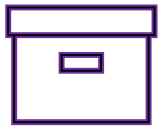
GenTax | Modern

System for collection and refunds of motor vehicle & aircraft fuel taxes



POLARIS | Modern

System for business & professional licensing services



Firearms | Legacy

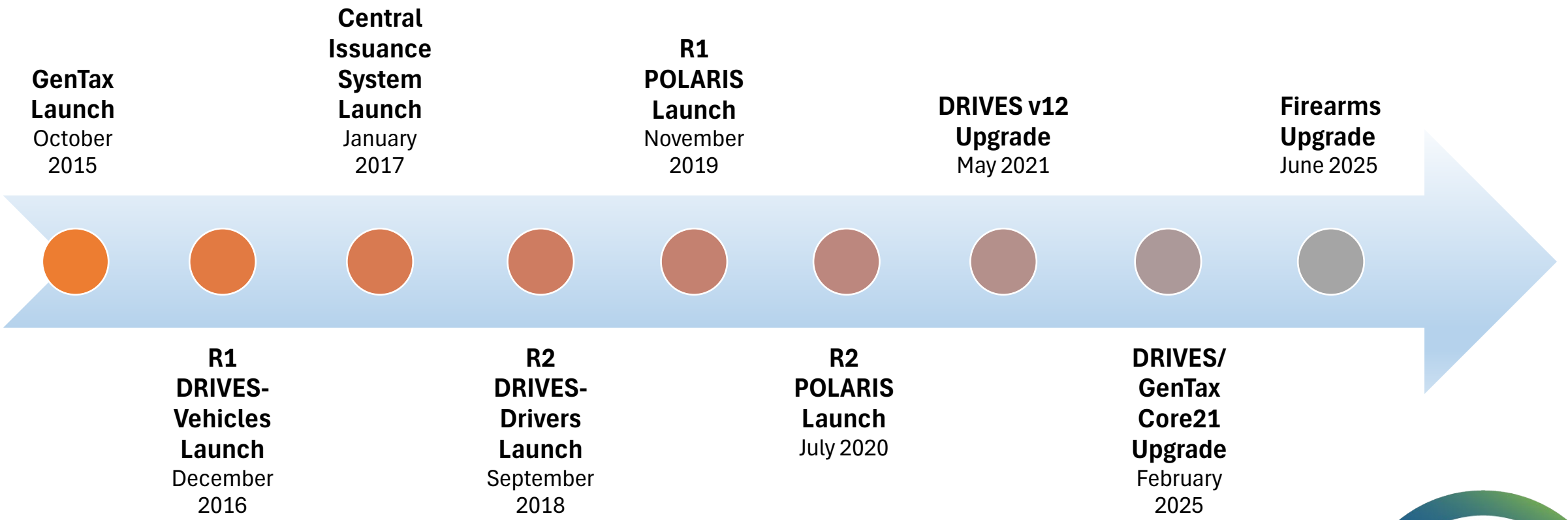
System for keeping firearms records, with access limited to law enforcement



UCC | Legacy

System for keeping all Uniform Commercial Code filings

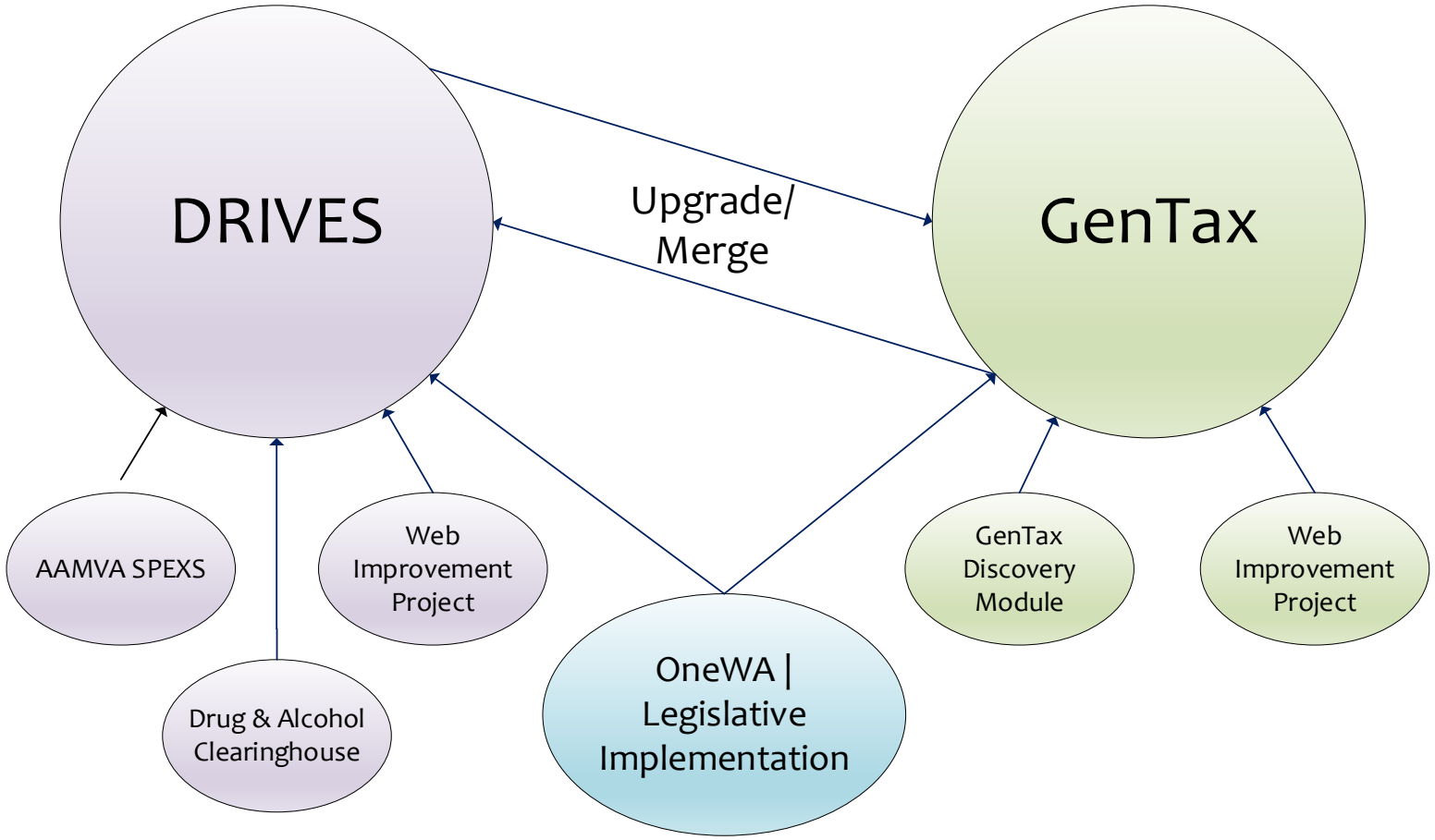
DOL MODERNIZATION JOURNEY



CORE 21

- CORE 21 is a software version upgrade for our DRIVES and GenTax Systems to keep our technology modern and secure
- DOL is on track to implement on February 18, 2025
- Key Benefits:
  - Integrated Platform
  - Improved Customer Experience
  - Better Data Exchange
  - Positioning DOL for Future Initiatives

CORE 21


DRIVES
Upgrade/
Merge
GenTax
AAMVA SPEXS
Web
Improvement
Project
Drug & Alcohol
Clearinghouse
OneWA |
Legislative
Implementation
GenTax
Discovery
Module
Web
Improvement
Project

TECHNOLOGY OPPORTUNITIES

- Keeping pace with and leveraging broader technology modernization
- Improved customer experience, including more online and telephonic options
- Better data security
- Highly efficient transactional systems provide more data for analysis



TECHNOLOGY CHALLENGES

- Highly complex orchestration to change policy
- Working with a multitude of vendors
- Lack of a broad data strategy
  - Data across multiple systems is siloed
  - Transactional systems are not data-centered



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QUESTIONS AND COMMENTS

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