

## **Motor Vehicle Division Administrative Memo # 21-01**

### ***SNOW Ticket Support – Business Systems Team***

**DATE:** June 30, 2021

**FROM:** Angel Robinson, Director, System and Administration Bureau

**TO:** All Motor Vehicle Division Staff and Iowa County Treasurers

#### **SUBJECT**

This informational memo highlights the partnership between the DOT Help Desk (515.239.1075), Motor Vehicle Support Team (MVST) and the Systems Team, which is within the System and Administration Bureau in MVD.

**This change will be effective July 6, 2021.**

#### **EXPLANATION**

**Current Process:** Staff with an ARTs or ERMS issue call or email the DOT (1075) Help Desk. A SNOW Ticket is created and sent to one of the MVST Developer's team. One of the team members from the MVST team will have to stop working on their projects, investigate the issue and then resolve the ticket.

SNOW Tickets are a method of tracking when the issue started, who helped resolved the issue, what the resolution was and how long it took to fix the issue. This data is then archived for future reference.

**New Process:** Staff with an ARTs or ERMS issue call or email the DOT (1075) Help Desk. A SNOW Ticket is created, and the ticket will be routed to the MVD Systems Team. The Systems Team will investigate the issue and resolve it when possible. If the Systems Team cannot resolve the issue, the ticket will be routed to the appropriate team for resolution.

#### **REQUESTING A SNOW/ISSUE TICKET:**

The method in which a SNOW Ticket is created will not change.

1. Calling 515.239.1075 – this will allow the frontline staff to possibly troubleshoot the issue before creating a ticket.
2. Emailing [DOT.Helpdesk@iowadot.us](mailto:DOT.Helpdesk@iowadot.us) with a brief but detailed explanation of what needs fixed.

#### **EXPECTATIONS OF THE SYSTEMS TEAM:**

The Business Systems team will maintain oversight of the SNOW Tickets issued each day, rotating the tasks on a weekly basis between team members.

Tickets will be worked Monday – Friday, 8:00am – 4:30pm, in the order received. The goal is to have the ticket resolved within 30 minutes of the Systems Team receiving the ticket. This timeframe may be compromised if the Systems Team is unable to resolve the ticket, if the team gets delayed for a long period of time, or the team is bombarded with tickets and needs to pull in additional staff to assist.

## QUESTIONS AND ANSWERS

### WHAT TYPES OF TICKETS WILL BE WORKED BY SYSTEMS TEAM?

The Systems Team will work tickets regarding:

- System Access for Vehicle and Driver Staff
- Processing an application and getting an error
- Skip the Trip from Home, missing Knowledge Tests
- ARTs Password resets (does NOT include TPA Passwords)
- Duplicate Idents – investigate and resolve the issues to allow issuance.
- Out-of-State Minor Verification requests & Hit information (route to AAMVA Help Desk).
- Reinstate a Cancelled Title
- Salvage Theft Inspection assistance
- Add an SI Lien Holder
- ELT Inquiry and Assistance
- Additional tickets as they come in.

### WHY IS THIS CHANGE BEING IMPLEMENTED?

Having the MVD Business Unit review SNOW tickets and issues first allows us to provide more specific information about the issue before asking IT to resolve it. Sometimes IT does not have the business background or knowledge to decipher between what should or shouldn't be removed from a record, for example. The Systems Team will be able to determine if other implications are at risk with a specific issue (e.g. the issue creates a federal compliance problem or will require additional communication to our customers). The change will also free up some of IT's time to focus on their priority projects.

### WHAT IS THE DIFFERENCE BETWEEN THE IT HELP DESK AND THE AAMVA (CDL) HELP DESK?

**AAMVA (CDL) HELP DESK (515.237.3001):** The CDL Help Desk works for the Motor Vehicle Division, they are also known as the AAMVA Help Desk. Their primary functions are driver based. They fix SPEXs and PDPS mismatches and fix/remove the pointers, add/update CDL Out of State (OOS) convictions or withdrawals and fix CDLIS pointers. This team updates the Haz Mat Threat Assessment Indicator in ARTs by verifying the background check results off the TSA HAZMAT portal. The team issues AAMVA Negates for OOS convictions and withdrawals and AAMVA Rejects when a driver surrenders their OOS License and the driving record isn't covered electronically. This team also updates/fixes the NDR Cancellations for Iowa Drivers that have an OOS Hit. There are several other duties this team performs, but they are NOT the IT Help Desk.

**IT HELP DESK (515.239.1075):** The IT Help Desk helps support all DOT employees, partners, and vendors. Their support is computer or system based. Their primary responsibilities are to help with network outages, DOT owned computer hardware problems; like when your keyboard stopped working, when the vision machine pad needs replaced, when the UPS Battery back-up needs replaced, or when the Pin Pad doesn't work, etc.

This team also helps with system outages for ARTs, ERMS, DOT email, etc. or when AAMVA functions do not returning a response for NMVTIS, VLS, SPEXs, CDLIS or PDPS.

The IT Help Desk uses the SNOW/Issue Ticket tracking system to ensure items are fixed, and we can track issues if they persist.