

# Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

**Agency name:** Department of Licensing

**Improvement project title:** Internet Vehicle/Vessel Information Processing System (IVIPS) Contracts

**Date improvement project initiated:** 02/26/14

**Summary:** The Department of Licensing improved the IVIPS contracts process saving approximately \$54,423 per year: approximately \$1,534 in fiscal savings and the remaining is savings of staff time applied to processing IVIPS contracts. Staff time savings will be fully realized in July 2015, and will be redirected towards auditing the use of IVIPS, which directly supports our agency's mission of improving consumer protection and public safety.

IVIPS is an online system that allows approved businesses and government agencies to access vehicle and vessel records, such as registration information. Access to the system is granted and regulated through contracts.

## Details:

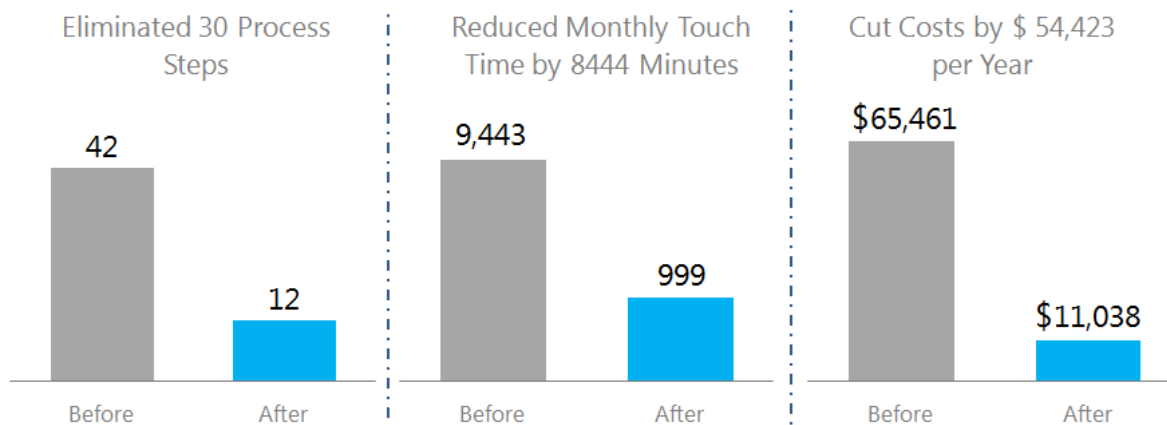
### Description of the problem:

1,500 IVIPS contracts must be renewed each year. Customers waited up to 27 days to receive their contract. The old process relied on paper copies for new and renewal contracts, resulting in the need for storage space, as well as long wait time, process steps, and cost to customers and DOL.

### Description of the improvement:

The new process is paperless and is completed in as little as one day. Contracts are routed, signed and stored electronically, eliminating the need to create as many as 1,500 new paper files per year. Additionally, no records require physical transport to the Records Center each month for retention. They are stored electronically.

### Specific results achieved:



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