

Post Implementation Evaluation Report

Driver License Photo First Model Office – Revenue

Project Dates: 10/2008 through 9/2011

Project Cost: \$1,403,537

Project Objectives:

The phase one and phase two of the Photo First Driver's License System impacts all applicants that visit the driver's license office located in six KDOR Driver's License Offices and the Holton County Driver's License Office. The six KDOR locations consist of Seneca, Garden City, Emporia, Manhattan and two in Topeka. The project included implementation of a new workflow process that captures the photo first while providing the enhanced ability to complete an electronic 1:1 photo comparison. In addition the photo will follow the applicant throughout the transaction to prevent fraud. The new bio-logon all-in-one workstations offer a new security feature with audit ability while the new card readers save time and prevent data entry errors. The new document authentication system provides an additional tool to verify security features within source documents that is completed solely by the examiner today. The new document capture and storage system enables the model office to capture, store and retrieve applicant source documents for future reference. The implementation of these seven locations of the Photo First Driver's License System enhances our ability to detect and prevent fraud within an efficient software system. A statewide rollout to implement the photo first concept in the remaining state and county driver's locations will shortly follow the completion of phase two.