

From: Julia I Markham <julia.markham@us.ibm.com>
To: Adams_Marcias@scdps.state.sc.usAdams_Marcias@scdps.state.sc.us
Earley_jamese@scdps.state.sc.usEarley_jamese@scdps.state.sc.us
CC: Lotte Devlinlotte.devlin@us.ibm.com
Date: 1/26/2004 10:25:39 AM
Subject: DMV/County Study wrap-up

Marcia and Jimmy - There are a few things that I wanted to do to wrap up our DMV/County Study.

(1) I'm providing a newer version of our final report that includes County contact information and the presentation we gave Thursday as additional appendices.

(2) I wanted to point out a few items in our final report that might be of use to you right away or as reference, even if you don't yet have the time to read through the entire report.

- **Section 2.2.3.1** - Description of **CSRA's services** provided to the 6 Counties it serves
- **Section 2.2.3.2** - Description of **SDP's services** provided to the 34 Counties it serves, including a table showing the different service levels
- **Figures 8&9** - The **process flows** for the processes within the scope of the study
- **Section 3.4** - The **issues and recommendations** that are high priority - these are the basis for the presentation we gave on January 22nd
- **Figures 15-18** - The **recommendations split up by estimated time to implement**
- **Section 3.8** - Discussion about the recommendation for **establishing minimum IT standards in the Counties**
- **Section 4.4.1** - A list of **topics that we believe should be addressed in monthly status meetings**
- **Section 4.4.2** - A list of topics that can be included in **refresher communications from the DMV to the Counties**
- **Section 4.4.3** - A list of topics that can be included in **refresher communications to the DMV field offices**
- **Appendix H** - **County contact information**
- **Appendix I** - High-level **presentation of recommendations**

(3) I've asked Wayne to tell me how many copies of our final report will be needed for the Academy on Feb. 3. If I can get a master printed copy to Patti, can she coordinate having the prison do the copying? I'm estimating we will need about 100 copies of approximately 150 pages. I believe I can get the printed copy to Patti by Wednesday (I'll overnight it tomorrow since I can't get out due to ice today!). That gives them about 4 working days to complete the job - is that enough? Jimmy - I'll give you a call about this Tuesday to confirm.

(4) Jimmy - I'll work with Kathy this week to get a formal sign-off document to you for the final report.

(5) Since we received some updated contact information while working with the counties, I'll also be forwarding that information to Peggy and Rolf.

If there's anything else you would like me to do to wrap things up, please let me know. As always, I

really enjoyed working with everyone at the DMV on this study. I hope that the report becomes a useful tool for determining what issues still need attention and some possible ways to address them.

Thanks so much!

By the way, I don't think I've told everyone about my move to Las Vegas in March. My husband has a new assignment with the Air Force at Nellis AFB out there. We'll be getting a house big enough for visitors so hold on to my email! My email address will remain the same through the move. We always love to host friends, wherever we are!

Julia Markham
Senior Consultant
IBM Business Consulting Services
(919) 394-6693 mobile