



## American Association of Motor Vehicle Administrators

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### MEMO

**TO:** Chief Motor Vehicle Officials  
Chief Law Enforcement Officials  
Chief Driver License Administrators  
AAMVA Board of Directors

**FROM:** Neil D. Schuster, President & CEO

A handwritten signature in black ink, appearing to read "Neil D. Schuster".

**DATE:** Wednesday, October 17, 2007

**RE:** NDR system slowdowns and remediation actions

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This email is to give you an update on the remediation actions that are being undertaken by NDR to address the PDPS system slowdowns.

On Monday, the system experienced slowdowns from approximately 11:30 to 12:30 EDT. NDR's vendor had been investigating a storage issue and overnight made a change that enabled additional transactions make use of virtual storage. At the root of the initial problem was PDPS using an older version of CICS. By adjusting access to the storage the system was able to handle a heavier load of transactions.

Today, the system experienced another slowdown from approximately 11:00 to 12:15 EDT, another from 2:00 to 2:45 EDT and again from approximately 4:35 to 4:58 EDT. Initial review indicates that the memory allocation problems of yesterday have been resolved. Resolution of the storage problem enabled additional transactions to process but the additional volume caused system delays due to excessive waits on accessing some VSAM files. NDR's vendor adjusted string parameters on several files to eliminate (or at least reduce) the waits on access to those files.

For the short term NDR system staff will continue to optimize CICS memory usage and VSAM access configuration. For the long term the NDR will begin planning to deploy the latest version of CICS as well as investigating moving their system to a Logical Partition (LPAR) with a greater processor speed. All of these long term solutions are "resource heavy" solutions and will need to be vetted with NHTSA senior management.

AAMVA will conduct a State Capacity Forecast to determine future demands on the PDPS. I encourage all of you to assist AAMVA in providing the most up to date and accurate information on PDPS transactions to the NDR.

In addition, NDR has also elevated the situation within SunGard's hierarchy to see if more resources can be brought to bear on the issue.

We have scheduled a conference call on Friday, October 19<sup>th</sup> at 4 p.m. EDT to review the situation and our next steps, and address your questions. Sean McLaurin and Christine Holdsworth from the National Driver Register will also attend the call.

The conference call number is 1-877-358-8255 / Conference ID #: 3717192.

NDS/sfb