



*State of South Carolina*  
*Department of Motor Vehicles*

**MEMORANDUM**

To: All DMV Employees

From: Marcia S. Adams, Acting Executive Director  
Department of Motor Vehicles

*Marcia S. Adams*

Date: March 23, 2004

Re: New Agency Division

To build an efficient and effective agency, DMV has defined its mission to focus on exemplary customer service while delivering accuracy and security in all transactions. To help us deliver this mission, we are redesigning the structure of the agency.

I am pleased to announce the development of the Customer Service and Products Delivery Division, which will focus on customer service, the development of new and existing products, and new service delivery options throughout the organization. Jimmy Earley will serve as the Administrator of this division.

The Customer Service and Products Delivery Division will be made up of four functional areas: Headquarters Customer Services, Field Services, Information Technology Services, and Products and Service Development and Delivery. These areas will work together to ensure that DMV continually provides the best service to all of our customers.

Headquarters Customer Services will include the Alternative Media Unit, the Call Center, Title and Registration services, Personalized and Special Plate services, and all Mail-In services. This area will oversee all customer services that are based in DMV's headquarters operations.

Field Services will oversee all customer service branch offices across the state. Wanda Usua will serve as the Field Services Manager. This area will ensure that the branch offices provide accurate, efficient and effective services to the public.

Information Technology Services will oversee all computer hardware and application support services for the department. The Help Desk, Technical Support, and Network and Systems Management are also included in this area.

The Products and Service Development and Delivery area will be responsible for developing innovative technology solutions to enhance the delivery of DMV's products and services. This area will also determine industry best practices and oversee pilot project development.

All of these areas will focus on making it easier for our customers to conduct business with DMV. Throughout the restructuring process, DMV will continue to evaluate its current resources and develop ways to better utilize them for the benefit of the department. Our number one goal is to provide the best possible service to all of our customers and the Customer Service and Products Delivery Division is designed to help us meet that goal.

The development of the Customer Service and Products Delivery Division is the first phase of DMV's restructuring process. As we move forward and address other areas of the agency, you will receive updated information. I appreciate your support of the department and everything you do to help make this agency a success.