

From: Lewis-Pickett, Linda <LLewis@aamva.org>
To: rhowell@dps.state.al.us; rhowell@dps.state.al.us
CC: AAMVA BoardBoardOfDirectors@aamva.org
Date: 2/21/2006 2:39:36 PM
Subject: RE: AAMVA Operation slow/no responses

Roscoe - I've identified a couple of dates and times for a possible conference call. Either Wednesday, February 22, 2005 at 12:00 noon to 1:00 p.m. or between 4:00 p.m. and 5:00 p.m., EST, or Thursday, February 23rd from 12:00 noon to 1:00 p.m. or after 4:30 p.m.

In speaking with Philippe today, AAMVA has taken several steps to assist Alabama, we have increased the number of sessions from 4 to 8 in an effort to reduce the queuing problem and last weekend, your staff installed a new UNI to prepare for the migration to TCP/IP, which will occur next weekend. This should address your queuing problem, however, if it does not, I recommend you consult your vendor as to other possible causes of delay.

Regarding the instability of NCS, we have worked closely with our vendor, AT&T, to review all options possible to improve the situation. I agree this is unacceptable. Unfortunately, it seems that the only solution to significantly improve the situation will be the replacement of the NCS with NCS II, which is scheduled within the next two months. This new message switch is not reliant on AT&T for support.

We are doing everything we can to move as diligently as possible to move the migration along as quickly as possible.

Please let me know what day and time works best for you.

Linda Lewis-Pickett
President & CEO
American Association of Motor Vehicle Administrators
4301 Wilson Boulevard, 4th Floor
Arlington, VA 22203
703 908-5766 (tel)
703 908-2851 (fax)

-----Original Message-----

From: rhowell@dps.state.al.us [mailto:rhowell@dps.state.al.us]
Sent: Friday, February 17, 2006 7:30 PM
To: Lewis-Pickett, Linda
Cc: WMCoppage@dps.state.al.us; gdeese@dps.state.al.us; CTerling@dps.state.al.us
Subject: AAMVA Operation slow/no responses

Dear Ms. Pickett:

Today at 2:54 P.M. I received the following message; The Operations Helpdesk has received reports of slow/no responses within the system. We are currently investigating the situation and will keep you informed via email. We apologize for any inconvenience.

At 4:13 P.M. I was notified that "Processing has resumed and everything appears to be functioning normally at this time. If you continue to experience problems, please contact AAMVA's Operations Department 1888-226-8280 option 3."

At 4:10 P.M. the State of Alabama had approximately 1,700 Digimarc driver license transactions queued up in the AAMVA network as a result of the slow down/no response that were not being processed. Due to the inability of AAMVA to process these transactions the telephones in Governor Bob Riley's office began lighting up with calls from customers and 67 elected Probate Judges and License Commissioners who were furious with the Alabama Department of Public Safety, Driver License Division, for their inability to issue an Alabama driver license.

Due to the fact that Alabama has just implemented a new driver license issuing system, the Department of Public Safety and our contractor, Digimarc, are the focus of severe criticism for a system that keeps going down. The extended and frequent outages that we are experiencing are neither Digimarc nor the Alabama Department of Public Safety's fault.

This is not an Alabama specific issue. When AAMVA gets in the slow/no response mode it brings all states into a state of limbo. Some states do not come back up automatically. Fortunately for Alabama, we do. However, there are other states that AAMVA has to work with to bring them back on line. On Friday, February 17, 2006, at approximately 5:00 P.M. the following states had still not come back up and were reported as being down; Delaware, Georgia, Illinois, Massachusetts, Maryland, Minnesota, Mississippi, Oklahoma, Utah, Virginia, and Vermont. As of 5:27 pm only Oklahoma was back on line.

As I stated in my email to you on February 6th, this is an unacceptable business practice that requires your immediate intervention. I am now respectfully requesting that you make yourself available, as President of AAMVA, to discuss this matter on the telephone with both Governor Bob Riley and Colonel Mike Coppage to explain in detail the steps being taken to resolve the ongoing outages.

You can reach me at any of the following numbers to assist in coordinating the teleconference.

334-514-3429 (Home)
334-242-3998 (Office)
334-868-9417 (Cellular)

Thank you for your favorable consideration of this request.

Respectfully yours,

Major Roscoe Howell