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Subject: Update on AAMVA Network Issue and NDR
Attachments: NCS RCA 1-7-08.pdf

MEMORANDUM

To: Board of Directors and Chief Administrators
From: Neil D. Schuster, AAMVA President and CEO
Date: January 11, 2008
Subject: Update on AAMVA Network Issue and NDR

As you are aware, this past Monday, January 7, 2008 the AAMVA network experienced a serious performance problem. We know this network malfunction caused many of our members, and more importantly their customers, unexpected frustration and delays. For that, we again offer our apologies.

On Tuesday, January 8, 2008, the National Driver Register (NDR) experienced three slowdowns. **It is very important to note that these two instances are completely unrelated.**

NDR, also called the Problem Driver Pointer System (PDPS) is **not** operated by AAMVA, although we do provide connectivity to the NDR system for our members. NDR has experienced a number of performance problems over the past couple of months due to the increased traffic generated by the Motor Carrier Safety Act. We have been working with NDR officials to resolve these problems, which affect our members' ability to conduct efficient operations and deliver customer service. Late last year, the AAMVA Board of Directors appointed an NDR Committee to develop strategies to assist the National Highway Traffic Safety Administration (NHTSA), which operates NDR, to solve these problems and ensure the viability of NDR for the future.

With that information in hand, I want to provide you with a summary of our efforts relating to the AAMVA network malfunction that occurred on Monday. This was a problem within our network. It involved the software that relays messages from and to member computer systems.

The problems were detected by our staff very early Monday morning at which point returning the network to full operation became our number one priority. Normal operations resumed about 8 pm the same night.

The next day, Tuesday, our network handled a record number of messages - more than 3.4 million (previously, we had never reached the 3 million level) - without any problems.

This is the first malfunction in that routing software, which has been in operation for two years. Staff have

developed a preliminary Root Cause Analysis, which is attached. We are continuing to perform testing and analysis in order to complete the final Root Cause Analysis so that we fully understand the reason for this malfunction and can immediately implement procedures to prevent it from occurring again.

We are also prepared to provide you with further information should you require it, which could include regional conference calls or communications with important stakeholders within your state, including legislators, customers, or the media. I am always available if AAMVA can put this problem into context and explain that the cause was in our network, not your agency.

I would like to reiterate how seriously we take this issue. On behalf of AAMVA, I apologize again to you and to your customers for the inconveniences this may have caused. Also, I am very confident in our network and its ability to play an important role in your business.

Please contact me if you have any questions or concerns.

Attachment: Preliminary Root Cause Analysis for AAMVAnet Network Intermittent outage of January 7, 2008