

March 8, 2019

Dear Insurance Partners:

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) is implementing a major system modernization project called “Customer Connect” to enhance our ability to provide premier customer service to Maryland residents. Customer Connect will replace the MDOT MVA’s Titling and Registration System and Driver License System with a modern integrated solution for vehicle title and registration, driver licensing, business licensing, and international registration program. As MDOT MVA’s number one strategic priority, I am personally overseeing the project.

As we begin this project, I am contacting you regarding our critically need to work together on interface changes for information flows between the MDOT MVA and your organization. The Customer Connect team will seek to minimize impact on your staff by using your existing interfaces whenever possible; however, programming changes may need to be made at some organizations. Our project team will work with your organization to define, develop, and extensively test any new and existing interface configurations within Customer Connect.

All changes will be validated in testing and staging environments with approvals from both organizations prior to implementation in MDOT MVA’s customer-facing production environment. MDOT MVA will partner with your staff every step of the way and will communicate regularly on details that may affect your organization and its stakeholders.

If you have any questions or concerns, please contact Mr. Bruce Chaillou, MDOT MVA Project Manager, at 410-787-7976 or bchaillou@mdot.maryland.gov. Please ask your organization’s best point of contact for the integration to reach out to Mr. Chaillou for additional details and timelines for the project.

Sincerely,



Christine Nizer
Administrator

cc: Mr. Bruce Chaillou, Project Manager, MDOT MVA