



***Experts in Motor Vehicle  
System Modernization***



# About CSG

Founded in 1997, CSG Government Solutions is a national leader in management consulting services, supporting our state government clients in the implementation of new technology and business processes to achieve efficiencies in government operations. We apply our expertise, innovation, and results-oriented approach to optimize complex system and program modernization projects for more than 200 organizations.

Named one of America's Best Management Consulting Firms nine years in a row by Forbes and as one of the Top Consulting Firms by the Consulting Report in 2022, 2024, and 2025, we work with our clients in a spirit of partnership and collaboration to deliver results.

## CSG Government Solutions "At-A-Glance"

### Business:

Government operations consulting

### Clients:

50 state and territory governments

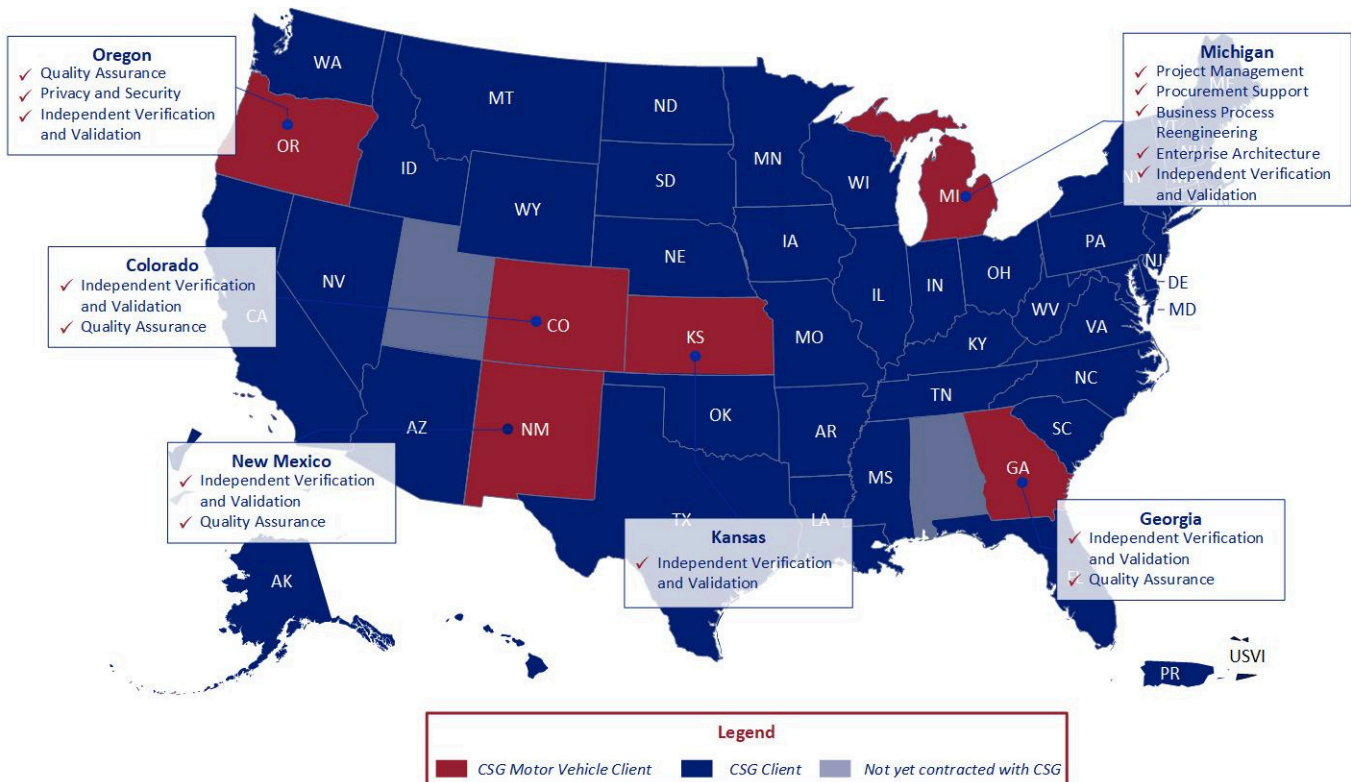
### Program Expertise:

Motor Vehicle	Unemployment Insurance
Corrections	Workers Compensation
Child Welfare	Revenue/Tax
Child Support	Healthcare
Education	Human Services



## Our Experience

CSG is at the forefront of motor vehicle system modernization efforts. Our experience includes nine motor vehicle system modernization projects across the nation, spanning the entire system development life cycle from planning through deployment and into maintenance and operations.



Learn more about  
CSG's motor vehicle  
program expertise



# Our Services

## Strategy and Planning

CSG is your trusted advisor in crafting program modernization strategies and addressing foundational aspects of your projects. From enterprise IT strategy and technical architecture, to business process reengineering, requirements definition, procurement support, DDI readiness, and other critical functions – CSG’s high-value resources provide insight into best practices and practical recommendations to help guide your modernization efforts.

## Project Management

CSG brings you all the expertise and experience you need to establish and operate a “full-service” Project Management Office, including project, portfolio, and program management, risk and issue management, requirements management, architecture assessment, business process reengineering, organizational change management, testing support, and other functions. These services utilize CSG’s unmatched expertise in program operations and technology architectures to maximize the value of your PMO.

## Quality Assurance

CSG deploys highly experienced teams and innovative methods, knowledge, and tools to assure that complex projects are completed on time and achieve your program objectives. Our quality assurance methodologies are based on industry standards and best practices, and provide a structured approach to quality management, quality assurance, quality control, testing, privacy and security, and operations/maintenance.

## Organizational Change Management

CSG’s OCM methodology operates on the principle that people are the key to realizing the benefits of program modernization. Our approach begins with thorough planning to achieve effective sponsorship, stakeholder engagement, proactive communication, targeted learning and development, and reinforcement of the change. Throughout, we use meaningful metrics to measure change adoption progress to assure our OCM strategies and plans sustain the change needed to achieve your modernization objectives.

## Independent Verification and Validation

CSG serves as your “eyes and ears” into the inner workings of your program modernization effort. Independent of implementation vendors and others, we provide insight into all aspects of the project, with a focus on risk identification, analysis, and mitigation. Our Life Cycle and Periodic IV&V methods are based on IEEE standards and provide a structured approach to assessment, analysis, review, evaluation, and testing throughout the modernization life cycle.

# Expertise in Action



## **New Mexico Department of Revenue, Motor Vehicle Division Driver and Vehicle System Modernization**

New Mexico engaged CSG to provide proactive IV&V services throughout the design, development, and implementation of their Driver and Vehicle System Reengineering Project. Our services spanned all aspects of the modernization effort, including project management, governance, and technical architecture and design. CSG conducted assessments in real-time throughout the project life cycle to proactively identify risks and issues, and provide risk mitigation strategies and recommendations. Our IV&V team focused on assuring the success of the overall implementation and meeting the State's key objectives.

**IV&V**



## **State of Illinois Tollway Enterprise System Modernization**

CSG is providing project management and planning services for the ongoing maintenance and support of Tollway's Capital Program Reporting System. CSG is assessing current business processes; identifying, tracking, and resolving risks; communicating project status, issues, and changes; and managing the upgrade activities for the new technology. CSG also provided procurement support for the Tollway's I-PASS e-commerce web site including requirements definition, RFP development, and vendor evaluations. The team also performed research and planning activities for its financial system ERP assessment, and supported several infrastructure modernization efforts by performing security assessments, architecture assessments, feasibility studies, and disaster recovery planning.

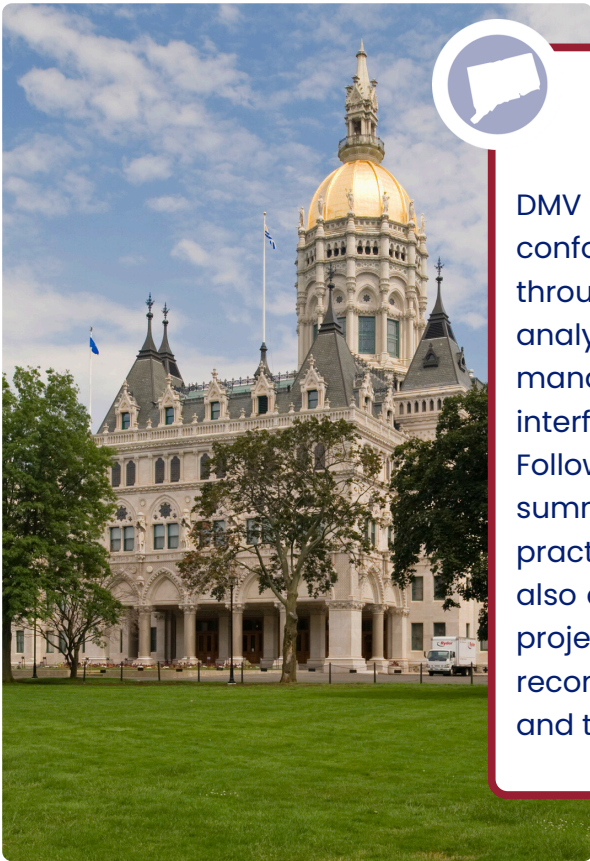
**PMO**



## Connecticut Department of Children and Families CCWIS Implementation

DMV selected CSG to provide IV&V services and assist the State in conforming to industry best practices and IEEE standards throughout the program modernization effort. CSG reviewed and analyzed the third party vendor's implementation plan, data management plan, risk management processes, security plans, interface designs, user acceptance testing, and deployment plans. Following the review and analysis of each area, CSG provided a summary report to DMV to guide them through industry best practices and the delivery of a successful implementation. CSG also assessed system functionality, conducted an analysis of past project performance, assessed risks and issues, and provided recommendations for improvement to assure the management and technical aspects of projects meet the State's objectives.

IV&V



## Oregon Driver and Motor Vehicle Services Division Service Transformation Program

In an effort to increase DMV's operational efficiency, the State launched the Service Transformation Program (STP), a multi-year effort consisting of a portfolio of projects aimed to improve DMV business processes, enhance service capabilities, replace aging computer systems, and enable DMV to become more flexible and timely in meeting customer expectations and legislative mandates. Oregon selected CSG to provide independent Quality Assurance services throughout the full project life cycle. CSG is applying our proven methodology, tools, and comprehensive QA services, including quality management planning, quality control, quality assurance, and risk assessment, to provide clear visibility across the project portfolio and maximize the quality and impact of the Service Transportation Program.

Strategy and Planning



# Expertise in Action



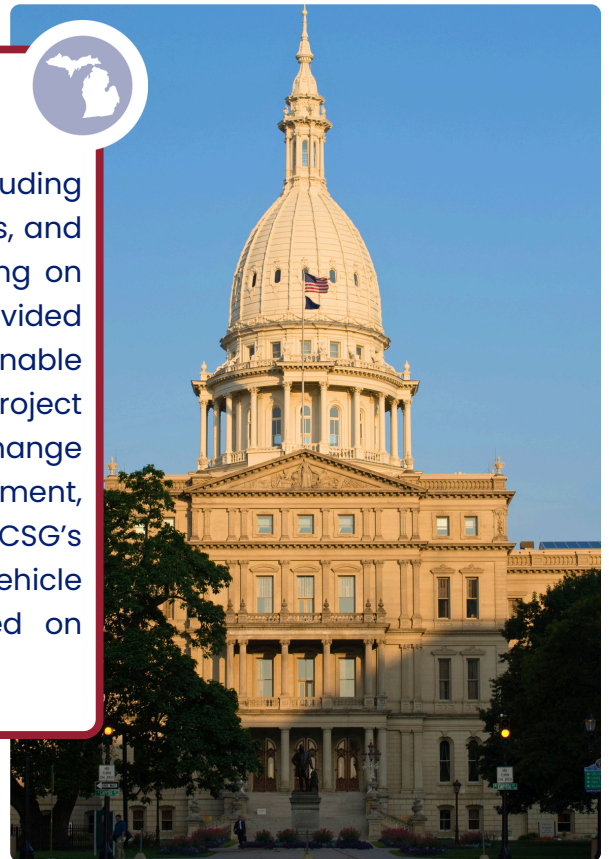
## **Georgia Department of Revenue, Division of Driver Services Licensing Solution Implementation**

Georgia selected CSG to provide IV&V services, including the evaluation of project progress, resources, budget, schedules, workflow, and reporting. CSG provided oversight of the Project Management Plan, evaluated the effectiveness of the plan to keep the project on schedule, and reviews associated vendor reporting. The CSG team also reviewed specific project deliverables and provided feedback and recommendations to the State, including monthly IV&V status updates to the State's Executive Panel.

**IV&V**

## **Michigan Department of State Motor Vehicle System Implementation**

Michigan DOS selected CSG to provide IV&V services, including monthly IV&V status reporting, bi-monthly risk assessments, and bi-annual evaluations of project trends and status. Building on our significant FAST oversight experience, CSG provided independent, objective observations and actionable recommendations for project activities including project management, quality management, organizational change readiness, requirements management, technical environment, software development, testing, and data management. CSG's oversight supported a successful implementation of the Vehicle Services module and helped ensure the project stayed on schedule and budget.



**PMO and OCM**

# Automated TeamCSG<sup>SM</sup> Tools

CSG deploys our automated suite of high-value TeamCSG<sup>SM</sup> tools on all of our projects. These integrated tools maximize the quality of CSG's services and the productivity of our teams. Our tools incorporate CSG's accumulated knowledge and experience on similar projects around the country, enhanced by our own research. CSG deploys TeamCSG<sup>SM</sup> tools on a SharePoint, web-based collaboration platform that is supported by our internal technology organization, CSG Tech.



Our TeamCSG<sup>SM</sup> Motor Vehicle tools include:

**TeamCSG<sup>SM</sup> Project Management:** Provides full-featured tracking and reporting on scope and change management, issues, risks, key decisions, and action items. Includes multiple dashboard and trending reports that provide deep insight into key areas such as schedule, budget, scope, quality, and organizational readiness.

**TeamCSG<sup>SM</sup> Risk Assessment Tracking and Reporting:** Provides the ability to capture and track risks, observations, and recommendations across all assessment efforts and to determine increasing or decreasing risk levels and project health not only at an item level, but also within categories. It also provides configurable, real-time management reports reflecting the status of project risks, as well as powerful trending reports for analyzing the ongoing progress and effectiveness of risk response plans.

**TeamCSG<sup>SM</sup> Risk Assessment Model:** Assures complete identification, tracking, and reporting of project risks and issues and is fully integrated with TeamCSG<sup>SM</sup> Project Management. Contains nearly 450 potential risks across 22 risk categories. Also contains IV&V checklists, based on industry standards and federal requirements, that are customized for the system modernization project. The IV&V checklists guide IV&V assessments and support the identification of project risks.

**TeamCSG<sup>SM</sup> Requirements Management:** Provides a requirements repository that supports capturing and approving business and technical requirements and traceability to multiple RFPs, contracts, and ultimately to the deployed solutions.

**TeamCSG<sup>SM</sup> Operational Readiness:** Provides tracking and reporting capabilities for monitoring and assessing readiness for operations and implementation of a system, including powerful dashboard reporting capabilities to support decision-making.

# Our Clients

The CSG story is the story of our clients. We are totally dedicated to their success. For nearly 30 years, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of hundreds of government organizations. We work with our clients in a spirit of partnership and collaboration to deliver high-quality results.



“CSG’s organizational change management and implementation readiness services have helped our team proactively address the major changes that come with a CCWIS implementation. Our team feels prepared for this major undertaking thanks to CSG’s partnership and expertise.”

Treena Mazzotta,  
Bureau Chief of Strategic Planning  
Connecticut Department of Children and Families



“CSG’s assessment of system requirements, design documentation, security, data, and infrastructure throughout Phase 1 of the project has identified lessons learned and best practices that they are applying to help guide our team as we move further into Phase 2. CSG has provided excellent performance throughout their contract.”

Cole Sousa,  
Chief Information Officer  
Florida Department of Children and Families



“The CSG team has brought great value to our modernization project, ensuring our documentation and processes are of high quality and align with the goals for our new system. Their expertise and collaborative approach have been key as we move forward.”

Sean Rosenthal, Deputy Administrator and Project Manager  
Illinois Department of Healthcare and Family Services,  
Division of Child Support Services



“CSG has been an excellent partner for our system modernization. They staffed a highly qualified team that was easy to work with, responsive to our needs, and proactive in planning for upcoming project phases. Our collaboration has been key to the success of the NVKIDS project.”

Robert Thompson, Administrator and NVKIDS Project Executive Sponsor  
Nevada Department of Health and Human Services,  
Division of Welfare and Supportive Services



**Put CSG to work for you today.**

For more information or to discuss the challenges you face and how CSG can help, e-mail us at [info@csgdelivers.com](mailto:info@csgdelivers.com).

[www.CSGdelivers.com](http://www.CSGdelivers.com)