Chinmaya Garg

B00925398

CSCI 5709

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Project Gone Wrong: California DMV IT Modernization Project

<u>Overview</u>
The California Department of Motor Vehicles (DMV) IT Modernization Project is a classic example of a government IT initiative that failed to deliver due to a series of missteps. The project aimed to update the DMV's outdated computer systems to improve efficiency and customer service.

<u>Initial Budget and Final Cost</u>
- **Initial Budget:** $208 million [1]
- **Final Cost:** Over $500 million [1]

<u>Timeline of Key Events</u>
- **2006:** The project is initiated with the goal of modernizing the DMV's IT systems by 2013. [2]
- **2011:** Significant delays and cost overruns are reported, with the project only partially completed. [2]
- **2013:** The project is put on hold as the DMV struggles with ongoing technical issues and vendor disputes.[2]
- **2015:** The project is officially canceled, with only a fraction of the intended upgrades implemented.[1-2]
- **2019:** A new modernization effort is launched, learning from the previous project's failures.[2]

<u>References:</u>

[1] C. Megerian, "Half-finished $208-million DMV technology overhaul canceled," Los Angeles Times, Feb. 14, 2013. [Online]. Available: https://www.latimes.com/local/la-xpm-2013-feb-14-la-me-dmv-project-20130215-story.html. [Accessed: May 17, 2024].

[2] W. Venteicher, "California's failed tech projects come in late and over budget. Gavin Newsom wants to fix them," Sacramento Bee, Mar. 07, 2019. [Online]. Available: https://www.sacbee.com/news/politics-government/the-state-worker/article227206314.html. [Accessed: May 17, 2024].

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Los Angeles Times

Half-finished $208-million DMV technology overhaul canceled
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www.latimes.com

Fig 1: Post in Discussions for project "California DMV IT"

Fig 2: Comment on Almuntaser Al Maawali's case "Polaroid Corporation"

Fig 3: Comment on Tejaswini Patel's case "U.S. Census Bureau's Field Data Collection Automation (FDCA) Project"