

June 30, 2023 - v1.2

Driver's License Number Project (DLNP)

Business Partners Release Update

Prepared by ICBC Project Team



Agenda | Business Partners Release Update

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DLNP – Project Updates and Key Outcomes



DLNP | Background and key outcomes

Changes are coming to B.C. driver's licence numbers

- ICBC anticipates running out of 7-digit driver's licence numbers in the fall of 2023. In preparation, we will increase the length of driver's licence numbers from 7-digits to 8-digits in July 2023.
- The focus in this presentation is on the release planning and preparations between ICBC and business partners to get ready for the implementation and go live on July 23, 2023.

Conduct an Impact Assessment

Review your systems and processes including:

- System interfaces
- Data storage and use
- Forms, including prescribed forms
- Reporting
- Public facing information
- Searches and views for driver's licence numbers

Update your systems and processes

- Make any required changes to your systems, forms or processes

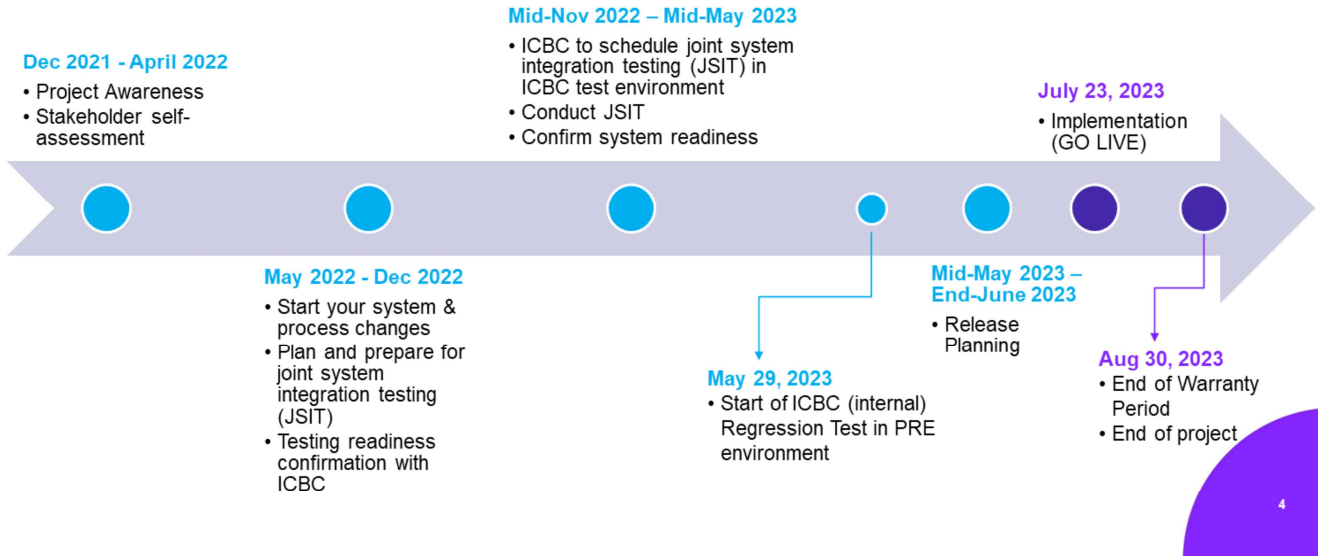
Plan testing and JSIT

- If your systems are integrated with ICBC, we will schedule integrated testing (JSIT) with you.
- ICBC will track the impacts, progress, test and JSIT sign offs with organizations that have integrations with ICBC

Implementation Readiness and release

- Your system should be able to support 8-digit driver's licence numbers by July 23, 2023
- ICBC will align and plan the production release schedule and go-live with impacted organizations

DLNP | High level timeline – June 2023 update



Notes:

- ICBC Test environment TST4 (SYC; 7-digit DLN environment) is not available from June 6 – June 16, 2023 for ICBC data refresh.
- ICBC Test environment TST6 (DVB; 8-digit DLN environment) is reserved for DLNP and business partners, and will still be available after May 29, 2023 for business partners to test DLNP functionality and interactions. Test data in TST6 is stable, and ICBC will only deploy DLNP code into TST6 until the DLNP release is completed.
- ICBC can only provide limited support for DLNP interaction testing in TST6 after May 29, 2023 as we focus on internal regression testing and release planning internally and with business partners in June 2023.

DLNP | Division of responsibilities

Business Partners

- Continuity of service for customers
- Identifying, changing and testing business systems, forms and other collateral
- Updating internal processes and training
- Internal (centralized) project organization and coordination
- Change management
 - Internal and external communications, including employees, business partners, customers, etc.
- Release planning and execution
- Associated costs

ICBC

- Continuity of service for customers
- Implement changes required by all ICBC divisions
 - DL, Claims, Insurance, Customers, Finance
- Internal process and training updates
- Detailed communication, change management and engagement planning
- Release planning and execution
- Support Business Partners:
 - Joint Integration test planning and execution (JSIT)
 - Align release planning for integrated services
 - 5 weeks Warranty period after release

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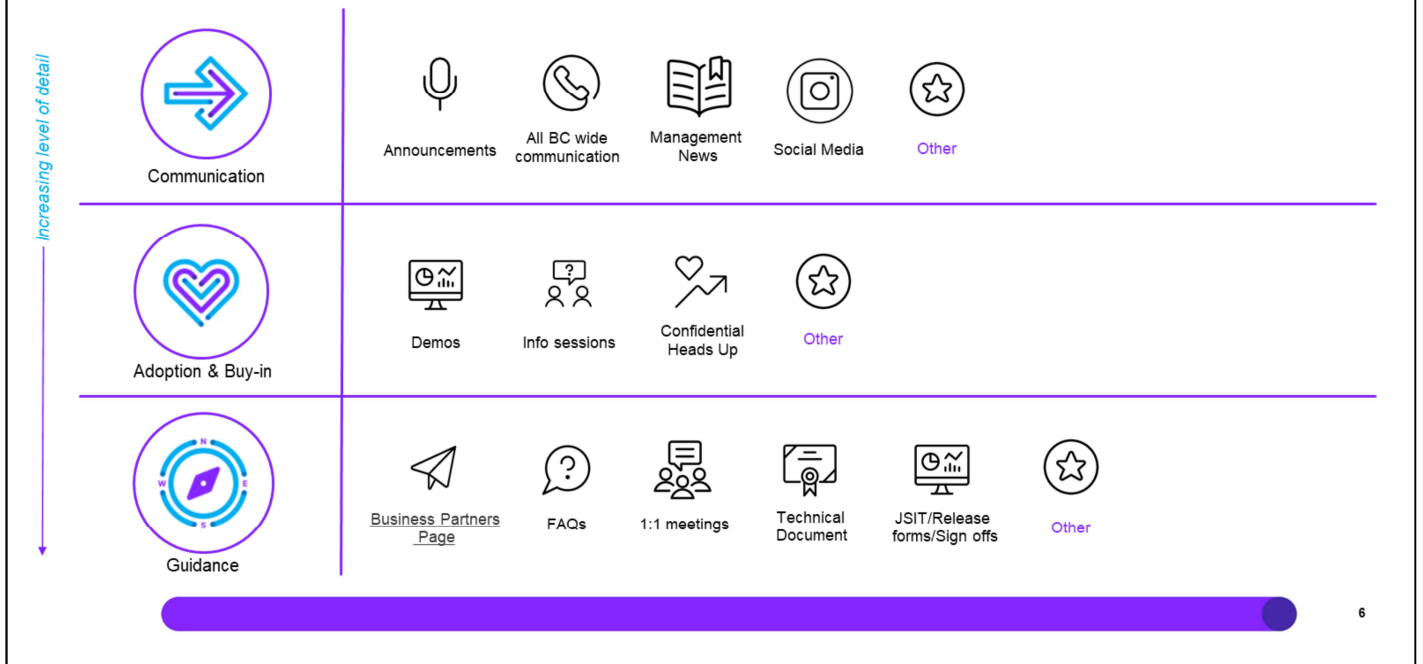
Notes:

While ICBC is making the change, both ICBC and Business Partners have responsibilities.

ICBC Driver Licensing Services responsibilities include specifically:

- Issuance and renewal of driver licences
- Administration of road and knowledge testing
- Service delivery for the Superintendent of Motor Vehicles including supporting the Driver Improvement Program and Remedial programs
- Service delivery on behalf of the Provincial Government including processing and administration of violation tickets, fine collection, refuse-to-issue programs and intersection safety camera programs.
- Issuance and administration of BC Services Cards

DLNP | How are we supporting ICBC stakeholders?



Notes:

- ICBC currently uses multiple communication tactics to communicate with and in support of our business partners; we will continue to do so.
- For guidance we have been continuously updating our business partners page on icbc.com with FAQs and technical documents. In addition, we have been communicating the DLNP release plan through multiple existing channels.
- As we approach the go-live date, ICBC will address the DLNP-related system outage and its impact to all customers through news articles on icbc.com and a social media campaign.
- ICBC has shared a one-page DLNP key message document with all business partners, to enable them to initiate and plan their own communication(s).

**DLNP – Release Planning with
Business Partners**



DLNP | ICBC release day plan – high level

Production Release Milestones	Start Time	End Time
Shutdown & Deployments	July 23, 2023, 3:00 am	July 23, 2023, 2.00 pm
Testing Window with business partners	July 23, 2023, 2:00 pm	July 23, 2023, 6:30 pm
Expected Go Live	July 23, 2023, 7:00 pm	
Fix Forward approach for any failed application/services, and to fix defects	July 23, 2023, 2:00 pm	
Latest Business Go Live for all services	July 24, 2023, 7:00 am	



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Notes:

- ICBC is planning to make all major cutover changes on July 23, 2023, internally and where required with impacted business partners.
- This is the final ICBC release plan, no more changes are expected.

DLNP I Planned change freeze periods by ICBC

Freeze Type	Starts	Ends	# of Business Days	Implications / Rationale
Soft Change Freeze	July 05, 2023	July 14, 2023	2 Weeks	<ul style="list-style-type: none"> During this period, changes will be under greater scrutiny, and non-critical changes will be rescheduled where possible
Hard Change Freeze	Jul 15, 2023	Jul 30, 2023	2 Weeks	<ul style="list-style-type: none"> All changes will be limited to Security Patching, standardized low risk changes, emergency changes, and non-production work

Considerations for business partners:

- Where possible, arrange for an internal change freeze period to de-risk your planned release
- Ensure that required OCIO services are up and running during the production implementation and Go Live



DLNP | Release approach, business contingency planning

Release approach - ICBC

- ICBC will confirm the ICBC release times by June 30, 2023 at the latest
- ICBC will fix forward any failed services, both internally and with business partners
- ICBC will only rollback if a disaster (e.g. a major network or power outage in our shared data centers) on July 23, 2023 would impact ICBC and business partners' ability to complete the release as planned
- Business partners will report on production defects after Go Live by using the standard ICBC Incident Management process to the ICBC Service Desk
 - ICBC will triage incidents and determine priority based on the agreed application priorities with business partners
 - ICBC will monitor batch job processing in the week following Go Live

Business impacts and contingency planning for the release

- ICBC and business partners to plan and communicate related to the expected business impacts during the release outage
- ICBC and business partners to prepare a business contingency plan for the week of July 24, 2023 (for priority applications/services only)



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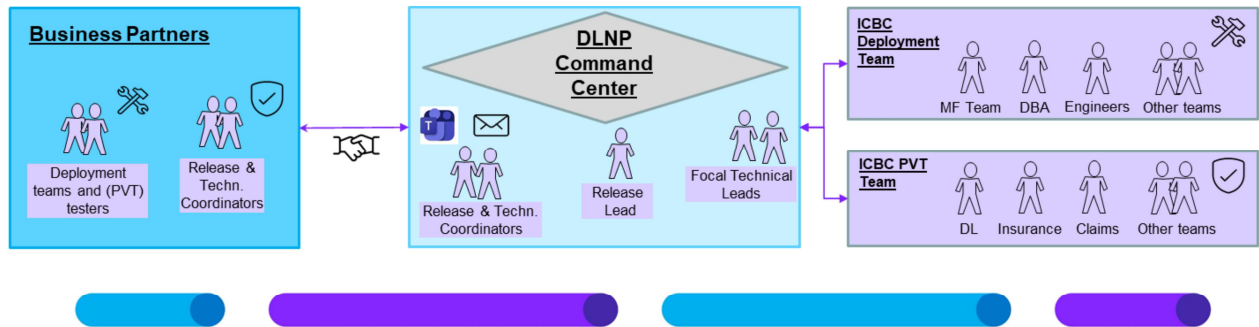
Notes:

See the Appendix for more details on the ICBC Service Desk incident prioritization process.

DLNP | Communication with business partners on July 23, 2023

Production release - July 23, 2023: How to communicate with ICBC

- ICBC will open up MS Teams meeting(s) (with chat) with the assigned release coordinators to interact with impacted business partners based on your release plan, PVT and support requirements
 - Business partners can use the MS Teams meeting link in the invite to dial in and coordinate for
 - Production Verification Testing (PVT)
 - Troubleshoot, if necessary
- Business partners can send questions and release updates to the 8digitDL@icbc.com email address
 - Please do not use any other mode of communication with ICBC during the production release



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Notes:

- ICBC will send out release notifications to all business partners during the release day for key milestones (see slide 8 re. ICBC release day plan – high level).
- ICBC will send out release notifications to the agreed upon contacts via MS teams and email based on the release plan details as agreed with each individual impacted business partner.

DLNP I Business partner status and agreements - section F

F. Release Management

Release Management Status:	(Not Started / In Progress / Completed / NA)
Business Partner needs to create a Release Plan?	(Yes/No)
Release plan confirmed with Business Partner and ICBC	(Yes/No)
Release signed off and completed by Business Partner	(Yes/No)
Notes	



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Notes:

- This high level release information will be updated in the business partner status document for each individual business partner.
- Only the business partners that have performed Joint System Integration Testing (JSIT) with ICBC will have to fill this out.

DLNP I Business partner release checklist

ICBC and Partner Release Details	Release Item Description	For Production Implementation and Go Live
Release Details	DLNP Partner Change Mgmt #	
	DLNP ICBC Change Mgmt. #	CM163765
Change Types	Partner System Interaction list validated (Y/N). This is input for detailed release planning	
	Partner critical application list validated and agreed (Y/N). This is input for defect and incident prioritization	
Partner Outage planning	Partner Outage Scheduled Downtime Start date and time (MMM/DD/YYYY HH:MM)	
	Partner Outage Scheduled Downtime End date and time (MMM/DD/YYYY HH:MM)	
Partner Contacts / ICBC Contacts	Partner Release Coordinator	
	Partner Technical Coordinator	
	ICBC Release Coordinator	
	ICBC Technical Coordinator	



Notes:

- ICBC will confirm the release planning details with the impacted business partners, using the above checklist to compile and to agree on more detailed release documentation, if applicable.

Appendix



DLNP | How we continue to support business partners!



Questions

Contact us with questions at:
8digitdl@icbc.com

**Save as a trusted email address to ensure you get project updates*

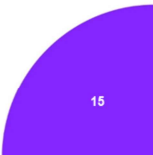
Information & resources

Project information is posted on our [business partners page](#)

- icbc.com/partners – choose the Licensing & ID tab
- View our [technical guidelines](#) for more details that will help you assess your changes

Individual sessions

- We will schedule individual sessions with impacted business partners to plan the release with you
- Working sessions with the ICBC project team and your team
- 1:1 sessions with ICBC leads and SME's
- If you'd like to meet with us, email 8digitDL@icbc.com



Notes:

ICBC can plan additional working sessions for the release planning with your team as needed.

DLNP | Release Roles and Responsibilities (R&R)

Release role	Responsibilities
ICBC Release Coordinator	<ul style="list-style-type: none">• Report Release status• Liaison between ICBC technical resources and Partner Release coordinator• Ensure release plan at ICBC includes the agreed partner requirements
ICBC Technical Coordinator	<ul style="list-style-type: none">• Defect and resolution support• Contact for technical deployment status and technical information
Partner Release Coordinator	<ul style="list-style-type: none">• Release planning and communications, and related resource planning• Report status to Project Leads internally and externally
Partner Technical Coordinator	<ul style="list-style-type: none">• Defect and resolution support• Contact for technical deployment status and technical information

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Notes:

These are the key roles to support the release. Both ICBC and business partners can assign the same person to the release coordinator and technical coordinator roles depending on the impacts and magnitude of the release effort with the business partner

DLNP | ICBC Service Desk – Incident Priority and Impact Matrix

Priority Matrix

Incident prioritization is based on the measure of two factors – Impact and Urgency.

Impact (Measure of the business effect of the Incident)	Enterprise / Division	All of ICBC or an entire Division is impacted
	Site / Multiple Departments	An entire ICBC site or multiple ICBC Departments are impacted
	Dept / Group	An ICBC department or a Group of ICBC Users are impacted
	User	One ICBC user is impacted
Urgency (Measure of the business criticality of the Incident)	Critical	One or more critical business function(s) cannot be performed.
	High	One or more critical business function(s) are degraded. *
	Medium	One or more business function(s) cannot be performed. *
	Low	One or more business function(s) are degraded. *

*The presence of a workaround or alternate workflow can influence the urgency assigned to the incident.

Impact Matrix

Service Desk staff, in conjunction with the customer, will assess the measure of each factor Impact and Urgency. These factors will determine the Incident priority based on the following matrix:

		Impact (Measure of the business effect of the Incident)			
		Enterprise / Division	Site / Multiple Depts	Departmental	User
Urgency (Measure of the business criticality of the Incident)	Critical	Priority 1	Priority 1	Priority 1	Priority 2
	High	Priority 1	Priority 2	Priority 2	Priority 3
	Medium	Priority 2	Priority 2	Priority 3	Priority 3
	Low	Priority 3	Priority 3	Priority 3	Priority 4

Notes:

- The ICBC Service Desk determines the priority of an incident based on Impact and Urgency. Where it reads ICBC in the Priority Matrix, these can be applied similarly to Business Partners.
- For DLNP related incidents the ICBC and Business Partner application and integration priorities (1,2,3; 1 being the highest priority) will be applied.