

May 2023

# Driver's Licence Number Project

Information for Business Partners

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# 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 by the fall of 2023. In preparation, we will increase the length of driver's licence numbers from 7-digits to 8-digits by July 23, 2023.
- This presentation provides information about the Driver's Licence Number Project and how it may affect your organization.
- **This presentation supersedes information published in September 2022.** Specific changes are indicated on each slide



Be **aware** of the upcoming changes to B.C. driver's licence numbers



Understand **what you need to do** to prepare for this change



Complete a contact form to **identify the key people from your organization** for future communications



Understand **how to get in touch** with us and what resources are available to support this change

# What's changing and why



Information in this slide has been updated. All driver's licence numbers will increase in length, not just new ones.

## Why are we doing this?

- We consume roughly 25,000 – 30,000 driver's licence numbers every month
- At current consumption rates we will run out of driver's licence numbers by the fall of 2023

## What's changing?

- B.C. driver's licence numbers will increase to 8-digits in length
- New B.C. driver's licence numbers will use a new number series, starting with "3"

## What's not changing?

- ICBC client number will not change
- B.C. Identification (BCID) numbers will not change

# Overview of changes

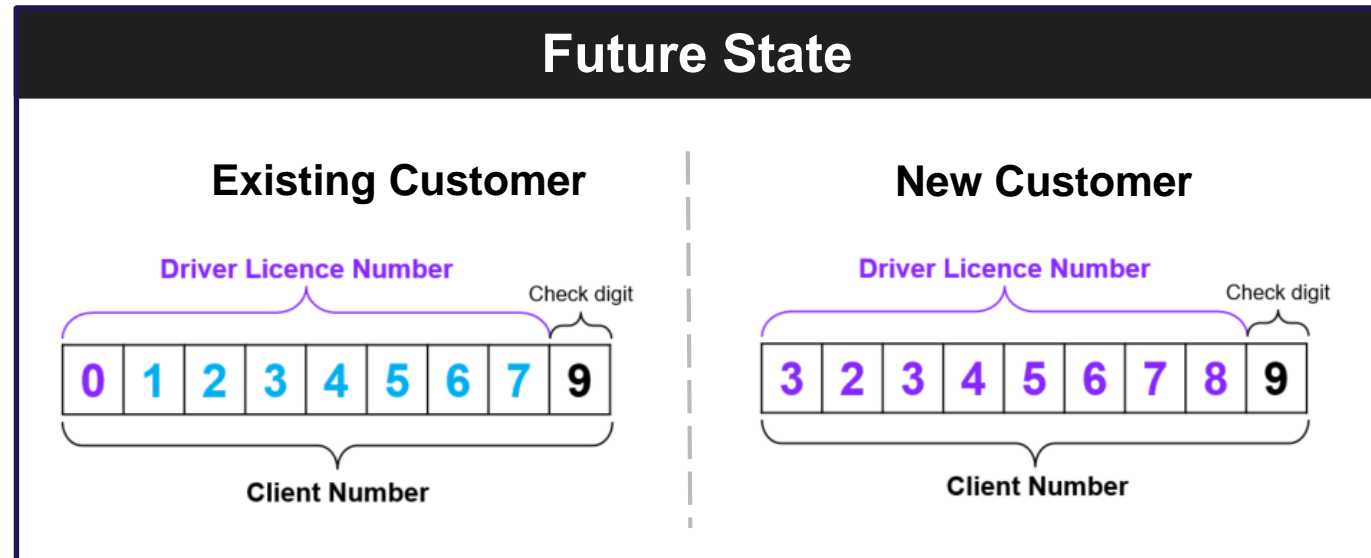
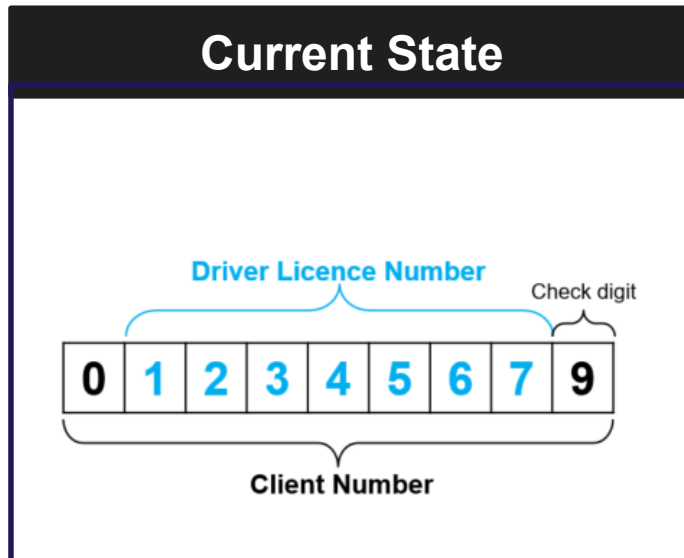
Client number and driver's licence number uniquely identify customers in ICBC systems.

In the future:

- the driver's licence number will **increase in length**
- newly issued driver's licence numbers will use a **new number range** (3 or higher)



Information in this slide has been updated. All driver's licence numbers will increase in length, not just new ones. Technical guidelines are now available



Client number and driver licence number field formats vary depending on where they are stored and used in ICBC systems.

See [our technical guidelines document](#) for field format specifications and details of what will change in the future.

# Getting ready for this change

Adding an additional digit to the driver's licence number impacts many ICBC systems and processes. It may also impact your organisation. It is important that you assess your systems and discuss this change with your business and technology teams, so you can make any changes required to accommodate the additional digit.



## 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 release

- If your systems are integrated with ICBC we will schedule integrated testing with you.
- ICBC will track the impacts, progress, test and release plan 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 the ICBC July 2023 production release schedule with impacted organizations.
- Refer to the [release planning deck](#) to prepare for the change.

# DLNP | High level timeline – May 2023 update



May 2023 update: The blue milestones have been completed

## Dec 2021 - April 2022

- Project Awareness
- Stakeholder self-assessment

## Mid-Nov 2022 – Mid-May 2023

- ICBC to schedule joint system integration testing (JSIT) in ICBC test environment
- Conduct JSIT
- Confirm system readiness

## July 23, 2023

- Implementation (GO LIVE)
- All day ICBC applications outage

## May 2022 - Dec 2022

- Start your system & process changes
- Plan and prepare for joint system integration testing (JSIT)
- Testing readiness confirmation with ICBC

## Mid-May 2023 – End-June 2023

- Release Planning

## May 29, 2023

- Start of ICBC (internal) Regression Test in PRE environment

## Aug 30, 2023

- End of Warranty Period
- End of project

# What you need to do

It is important that you assess your systems and discuss this change with your business and technology teams, so you can make any changes required.

You need to be ready to accept 8-digit numbers by **July 23, 2023**.

## Complete our contact form

Identify your key contacts and complete our contact form

We will use contact information to:

- keep you updated with project information.
- schedule follow-up meetings if we need more information from you.

## Conduct your assessment

Assess your systems, forms and processes for impacts

- Review our technical guidelines
- Identify any changes you need to make to support this change.
- Tell us what support you need to help you make these changes.

## Tell us how this change affects you

Whether you are impacted or not, we would like to know

- Let us know the outcome of your assessment at [8digitdl@icbc.com](mailto:8digitdl@icbc.com)

## Tell us what support you need

Support is available from our team

- We can help with technical information testing support and release alignment.
- If you need help, contact us at [8digitdl@icbc.com](mailto:8digitdl@icbc.com)



# Division of responsibilities



Information in this slide has been updated.

## Business Partners

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

## ICBC

- Continuity of service for customers
- Including changes required by all areas of ICBC business
  - DL, Claims, Insurance, Customers, Finance
  - Production release and implementation
- Updating internal process and training
- Support Business Partners:
  - integration test planning and execution
  - release plan alignment
  - outline detailed timeline and milestones
- Detailed communication, change management and engagement planning

# Support and resources



Information in this slide has been updated. Technical Guidelines & FAQs are now available.

## Questions?

Contact us with questions at:  
[8digitDL@icbc.com](mailto: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](https://icbc.com/partners) – choose the Licensing & ID tab
- View our [Technical Guidelines](#) and [FAQs](#) for more details that will help you assess your changes

## Individual sessions

- In the coming months we will schedule individual sessions with business partners as required
- If you'd like to meet with us, email [8digitDL@icbc.com](mailto:8digitDL@icbc.com)