



PennDot

PennDot using Software Merchant's Mobile Driver's License Application app to reduce the long waits at the Office

PennDot

The Pennsylvania Department of Transportation is in charge of all transportation issues for the state of Pennsylvania. Driver and Vehicle services, Emissions, are some of the main services which come under PennDot's umbrella.

PennDot has an online portal for Driver licenses and the services associated with it. Using this, one can schedule driving license test and update changes to one's profile (Exhibit 1).

The Challenge

Though the potential drivers test taker is able to schedule his or her driver's test online, the use of technology ends there. What would it be like to have an integrated platform to input all the data from the actual driving test, into a system, as and when the test is taken? The one potential challenge with approach would be that a laptop cannot be carried around during a driving test.

The best solution for this would involve using tablets or mobile phone devices to carry around and have an application which allows the examiner to input data on the driver taking the test, as and when the test is being conducted. This application should have all driver information available, including the options for inputting data for each step of the driving test – each option acting as a 'tollgate', where you cannot get to the next step without inputting information on a particular stage of the test. This would also promote good documentation of each individual, for future reference. For instance, it is easy to track the reason for test failure of an individual just by typing out a name rather than going through tons of documentation and paperwork.

Software Merchant

Software Merchant is well positioned in Mobility segment of the outsourced product engineering market. We provide cost effective and efficient Mobile application solutions by using best practices and employing a smart combination of experts from our worldwide pool of resources. We bring in local consultants with domain expertise to better understand the business and ensure seamless communication with our clients.

The Solution

Software Merchant recently developed a mobile app for PennDot, which helps the examiner to input data about the test taker, into a database, as and when the test is being taken. This not only eliminates paper records but also ensures the right information is stored about each test taker. The app includes basic customer information, test timings, and also more test relevant information (Exhibit 2). There would be check-boxes, for all the faults the driver makes, with an entry for each kind of driver error. This application also provides a final evaluation, in terms of a pass or fail for the driver test. There would be an automated tool which generates the pass or fail status, based on the number of points accumulated in each section of the test. For security reasons, the app also has an online signature of both the examiner and the test taker.

Appendix:

Exhibit 1: Each applicant has his/her own user profile with all details available



Exhibit 2: Each aspect of the driving test is recorded as seen below, also the reasons for rejection can be mentioned.



Pts.	Faults	Infractions
31	Accident	<input type="button" value="+"/> <input type="button" value="-"/> 0
31	Lack of Cooperation	<input type="button" value="+"/> <input type="button" value="-"/> 0
31	Unable to Park	<input type="button" value="+"/> <input type="button" value="-"/> 0
31	Examiner Intervention	<input type="button" value="+"/> <input type="button" value="-"/> 0
31	Failed to Secure Seat Belt	<input type="button" value="+"/> <input type="button" value="-"/> 0
16	Knowledge of Controls	<input type="button" value="+"/> <input type="button" value="-"/> 0
16	Other Traffic Offenses	<input type="button" value="+"/> <input type="button" value="-"/> 0

