Vi Becomes a Driver:
Journey Map

⭐ Written Test Cleared! ⭐ Learners Permit Unlocked! ⭐ Driving Lessons Complete! Drivers Liscence Achieved! ⭐

HAPPY

SAD

TIMELINE

The DPS is time consuming and don't have that much time during the work week.

Spent long periods away from course, effectively forgetting login details.

Several versions of list of required documents available online, each with their own recommendations.

Very time consuming.

Difficult to find information on different schools' websites.

Call to schedule only. Can't manage classes online.

DPS can't schedule test soon- wait is months long.

No list of documents to be found...again.

Decided to get driver's license.

Found an online course that issues a certificate to get a learner's permit.

Gather documents to get a learners permit.

Go to the DPS with correct documents and get the permit.

Find a school to enroll in for behind-the-wheel lessons.

Enroll in school, schedule classes.

Schedule drivers test and nail it.

Schedule test with a third party provider. Pass it.

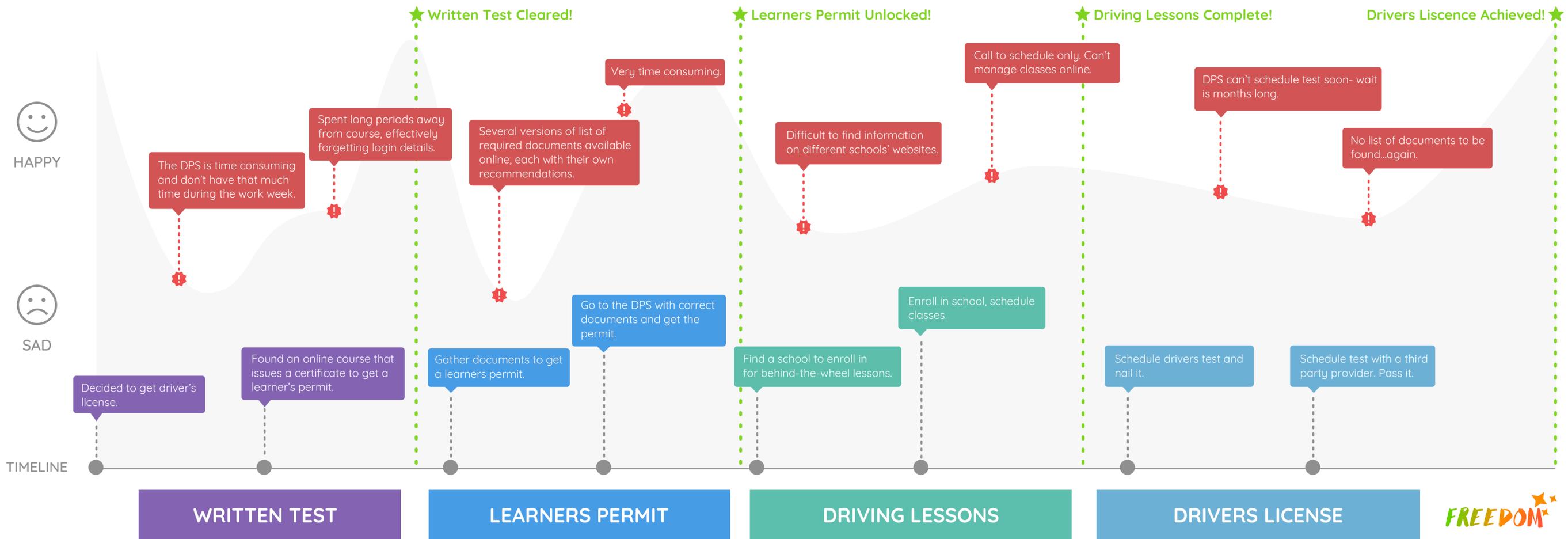| WRITTEN TEST	LEARNERS PERMIT	DRIVING LESSONS	DRIVERS LICENSE

FREEDOM

A-HA! MOMENTS

- "I can take this course online! I do not need to go to the DPS and waste hours trying to do something that'll take me 10 minutes online."

- "I didn't know I could get in line online! Well, that saved me a couple of hours!"
- "Maybe I should just take every identifying document I can think of, with me."

- "Maybe I should look at the reviews for the different schools…"

- "Should schedule a drivers test with a third party provider- so much faster!!"

OPPORTUNITIES

- Restructure and rethink the DPS's workflow. Automating license processing paperwork is an option. But, stakeholders might be too inflexible.
- Introduce reminders sent by drivers ed app to remind users to resume course. Enable simultaneous login through more than one device.

- Make "get in line online" service clear and easy to find on DPS website.
- Make the website more navigable and information consistent, plus easier to find.

- Some kind of driving school aggregator like the ones for flights and hotels might be useful. But then again, the demand for it is very niche.
- An online scheduler would save so much time and make the process more efficient.

- Finding a list authorized test providers was made difficult by DPS' website- again.
- DPS Website needs to arrange and provide information more efficiently and easy to find.