UK Govt. Agency partnership with ACG makes them a destination for talent and innovation.

AWS Partner Story: DVLA

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About DVLA: The Driver and Vehicle Licensing Agency (DVLA) holds over 48 million driver records and over 40 million vehicle records. They collect around £6 billion a year in vehicle excise duty. The DVLA maintains the registration and licensing of drivers in Great Britain, and also maintain the registration and licensing of vehicles, together with the collection and enforcement of Vehicle Excise Duty (VED), in the UK.

The Challenge: Transforming Into a Hub for Digital Motoring

DVLA is an executive agency of the UK Government's Department for Transport, and is one of the largest employers in south Wales with over 6,000 staff. DVLA has been through a radical process of change, moving away from a paper-based organization to a modern and highly efficient business. Over the last decade, they've expanded their digital services and are now a multi-award winning government organization.

To support their long-term strategic plans, DVLA is moving to more agile and cloud based services. DVLA recognizes their current legacy systems are overly complex, costly to run and difficult to change. The migration onto a new loosely-coupled, component based architecture led by their in-house teams will deliver the flexibility and responsiveness required to build new infrastructure that provides a digital hub for motoring services.

Key elements of DVLA's on-premises estate are quickly being transformed and moved to commodity cloud. To enable a shift to the public cloud, DVLA is creating a state-of-the-art, modern workplace, so that staff can work in an environment where they have the training, skills and capabilities they need to succeed.

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The Process: Growing Talent and Skill

"Insourcing our IT and continually increasing our digital service offering mean that we need to enhance our internal capability so that we can confidently define, create, operate and support the services we build, while reducing our reliance on external resource." said Perry. "We want people who are skilled, respect other people's skills and look to improve their own."

DVLA created a strategy to identify, capture and measure their existing digital skill and future requirement. Additionally, they established an approach to attract, develop and retain those skills. At the heart of the strategy is providing a modern training program that enables people to do a great job.

1. **Invest in People.** DVLA enlisted the partnership and expertise of A Cloud Guru to support their modern cloud training program. A Cloud Guru provided DVLA with cloud training and AWS certification courses,. The training also gave the people at DVLA self-directed training options, including hands-on labs, use-case scenarios, an exam simulator that replicates the testing environment, and opportunities for hands-on experience with AWS Services.

2. **Maximize Their Potential.** DVLA adopted a rigorous internal development process in which all staff have a personalized development plan. The plan is linked to their career path, with training opportunities available to them. The process enables people to realize their potential, with self-directed training that allows staff to take more control of their learning.

3. **Grow Internal Capabilities.** To achieve a cultural transformation and sustain a higher level of personal achievement, DVLA is developing a workforce fit for future challenges. DVLA is providing a map which clearly defines career path options tied to training plans, and creating mentoring and coaching networks to support staff on their career development journey.

The Result: DVLA is a Destination for Talent and Innovation

Since embarking on their massive digital transformation program to bring technology teams in-house, DVLA is heavily investing in their own people to genuinely improve services instead of just maintaining legacy technology.

"Working in a value-added partnership with A Cloud Guru as our training supplier has enabled our teams to succeed in the cloud. The training provides our staff comprehensive AWS training courses, and a community of cloud computing experts to advance the development of our people and strategy." said Matt Lewis, Chief Architect at DVLA.

DVLA released an Alexa skill on the Amazon store which lets you check when your vehicle tax is due, 24 hours a day, 365 days a year. Matt Lewis created the innovative customer channel after learning how to develop Alexa skills using A Cloud Guru. The skill is another example of how DVLA is always looking to test new ways of providing digital services to making things simpler and better for UK's motorist. Since the launch, the skill has been used by more than 10,000 customers with over 60,000 vehicle inquiries.

Parry added, "The work we've done on the Alexa skill realty is all about giving customers the choice of how and when they want to access our services – the feedback we've had so far has been really positive, and if it helps people to keep their vehicle tax up to date then everyone is a winner."

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About A Cloud Guru:

Our cloud-based technology learning platform provides a comprehensive, up-to-date library of cloud education offerings for all skill levels, including certification courses, skills assessments, hands-on labs, a set of weekly technology-news series by industry experts, and management dashboards that track student progress. A Cloud Guru is an AWS Advanced Consulting Partner, member of the AWS Public Sector Partner Program, and is available directly from the AWS Marketplace.

A Cloud Guru's state-of-the-art learning management platform is developed by our in-house cloud engineers and powered by serverless — a technology that enables our content to effectively scale to more than 600,00 students in over 160 countries. Through our platform, we provide both businesses and individuals with the ability to stay current, stay relevant, and deliver results with cloud computing.

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