

WYOMING Department of Transportation

WYDOT announces Driver Services software upgrade with public self-service features

May 22, 2025

CHEYENNE, Wyo. – The Wyoming Department of Transportation is excited to announce some major upgrades coming to Driver Services operations statewide this summer.

Work replacing the agency’s current Revenue Information System is almost complete. The RIS software is used by Driver Services to complete almost any task, including issuing driver licenses, compiling driver records, and managing driving privileges after legal actions from commercial driving penalties or convictions like driving impaired. Additionally, law enforcement and the Wyoming Highway Patrol use this system, along with other agency and government programs around the state.

Through RIS, WYDOT alone serves more than 1,000 people per day, on average. The only issue with the current software? It’s almost 40 years old. RIS was implemented in Wyoming in 1986.

“RIS is outdated, and it’s become almost impossible for our IT team to maintain it,” said Driver Services Program Manager Misty Zimmerman. “Our new software, MAX, will be much more efficient for Driver Services employees and for the citizens of Wyoming.”

WYDOT’s upgrade to MAX also offers more opportunities for the public to conduct some services without having to step foot in a Driver Services office.

The public-facing arm of MAX, oneWYO, will offer many online self-service options, including renewing a driver license, ordering a driving record, scheduling an appointment for a driving test, and more. That means shorter lines for those who do have to go into a Driver Services office, and less time away from work, family and other obligations for the general public.

“We all know the stereotypes commonly associated with visiting ‘the DMV’,” said Zimmerman. “MAX and oneWYO are our latest tools to fight those stereotypes in Wyoming.”

MAX and oneWYO are expected to go live later this summer; more updates to come, including announcements regarding office closures for training and software rollout.

The total cost to upgrade RIS to the new system is about \$20 million. The Wyoming Legislature passed House Bill 254 in 2021 authorizing WYDOT to pursue a new software system. In August 2023, the project team selected the proposal from Kyndryl, an IT service management company, and AstreaX, who recently partnered to implement a similar system in Arizona.

The screenshot displays the WYDOT MAX software interface. At the top, there's a navigation bar with the WYDOT logo, a search bar, and user information. Below this, a 'Customer Record Summary' for 'Tina A. Sample' is shown. The record includes fields for Name Type, Name, Legal Name, Customer Type, MVID, Date of Birth, Age, Deceased Date, SSN, and Edit buttons. A section for 'Addresses' is also visible. Below the main record, there's a detailed physical and personal information section, including Physical1, Physical2, City, State, Zip, County, Country, Date of Birth, Sex, Privacy Act, Hair Color, Eye Color, Home PH, Opted-In on, Height, Weight, Cell PH, Alias of, Email, Modified by, Attribute, HISTORY, DATE, and CICSPO. The bottom of the screen shows a status bar with 'TCP00054' and '24/023'.

Customer Name	
Name Type	Name
Legal Name	Tina A Sample

Customer	
Type	MVID
Individual	13102402
Date of Birth	01/04/1981
Age	44y 3m
Deceased Date	
SSN	
Edit	

Addresses

Physical1: TEST
Physical2:
City : CHEYENNE State: WY Zip: 82009
County : Country: UNITED STATES

Date of Birth: 1981/01/24 Sex: F Privacy Act
Hair Color: BRO Eye Color: BRO Home PH: Opted-In on:
Height : 5-03FT-IN Weight: 120LB Cell PH:
Alias of: Email :
Modified by: 0101-47064 MM ZIMMERMAN 2023/06/16 13:40
Attribute: HISTORY: DATE: 2023/06/16 13:40 CICSPO
TCP00054 24/023