

IMPORTANT NOTICE
DHSMV SYSTEMS DOWN WEEKEND OF SEPTEMBER 7th THROUGH SEPTEMBER 10th

The DHSMV Kirkman Data Center is scheduled to be transferred as part of the state's Data Center Consolidation Plan. Data Center Consolidation is legislatively mandated and requires all agency data centers and computing facilities to be consolidated into state primary data centers. DHSMV will be relocating its technology infrastructure the weekend of **September 7th through 10th, 2012**.

This move is complex and will require a complete shut-down of all DHSMV systems throughout this weekend. This includes but is not limited to FDLIS, FRVIS, EFS, ETR, ELT, OASIS, CVISN, PWS and Virtual Office. We also will not be able to receive or send e-mails during the weekend. Detailed planning for the move has been ongoing and our technical team continues refining plans and implementing steps to minimize the risk and potential impacts to our customers, business partners and stakeholders. We anticipate having the systems operational by 9:00 a.m., **Monday, September 10th**. However, there is a risk that some services may not be completely restored within the allotted timeframe and this may impact normal business operations. Please be advised that this project may result in other minor temporary outages from July 9th through **September 30th**. Outside of the **September 7th through 10th** weekend, we will let you know about these through normal channels.

We are committed to providing timely communications for the duration of this project. A call line and static website have been created and will be activated no later than July 9th, 2012. Both will be kept updated periodically throughout the weekend. If the move goes according to plan the Department will begin testing the systems as they become available on **Sunday, September 9th** around noon. This might be a good time to begin checking in on the status of the project and the estimated time the systems will be operational.

DHSMV Call Line: 1-855-2494732

Website: www.flhsmv.gov/dcc

For Tax Collectors: The system will come down after regular business hours (including offices in central standard time zones) on **Friday, September 7th** and is anticipated to be back up by 9:00 a.m. (EST) the following **Monday, September 10th**. However, those with Saturday hours will not be able to process transactions. Due to the large scale shut-down, there is also the risk of potential issues which could keep the system down longer than anticipated. While we will keep you updated if there are continuing problems preventing us from restoring the systems, we ask that you plan accordingly. Please remember we will not have access to e-mails while the systems are down, so please continue to check the call line and website for updates.

As part of our contingency plan, the Department is making driver license appointments **unavailable** all day **Monday, September 10th** and the morning of **Tuesday, September 11th**. Tax collector offices may wish to do the same.

Our Communications Office is working on ways to let our customers know about this planned outage and we will share this information with you. However, we encourage you to also alert your customers through signage at your offices, notification on your website and public service announcements in your local county.

We also ask that you work with the dealers in your counties to ensure they have an adequate supply of preprinted temporary license plates (see below).

For ETR and EFS users and Vendors: You will not have access to either EFS or ETR for the weekend(s) of **September 7th-9th and the 22nd and 23rd**. Please refer to DMV Procedure [RS-31](#) (Section II.C.) and ensure you have an adequate supply of preprinted temporary license plates for the weekend. The order form can be found at: <http://www.flhsmv.gov/dmv/forms/BTR/83090.pdf>

For Third Party Vendors/Other users: If you have weekend business, and have a manual process, please resort to the manual processes and stay tuned to information via the call line or website.

Thank you in advance for your cooperation and assistance with our Data Center Consolidation. We will keep you updated on our progress and do the best we can to minimize the impact to you and your customers.