



TECHNICAL ADVISORY
DIVISION OF MOTORIST SERVICES

DATE: 09/28/2020	Technical Advisory (TA) Number RS/TL20-013
SUBJECT: INFORMATICA RELEASE NOVEMBER 13 - 15, 2020	

Overview:

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) has scheduled a statewide database deployment in preparation for the Motorist Modernization Phase I implementation. Statewide deployment of the database will occur the weekend of November 13 – 15, 2020.

Details:

This deployment is complex and will require a complete shutdown of all FLHSMV systems throughout the weekend. This includes, but is not limited to, FDLIS, FRVIS, EFS, ELT, CVISN, and Virtual Office. Detailed planning for this deployment 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 all systems operational by 8 a.m. (Eastern Daylight Time), November 16th.

For Tax Collectors: The systems will shut down after regular business hours (including offices in the Central Standard Time zone) at 7 p.m. (EDT) on November 13th and are anticipated to be back up by 8 a.m. (EDT) November 16th. Members with Saturday hours will not be able to process transactions during this time. Due to the large-scale shutdown, there is also the risk of potential issues that could keep the system down longer than anticipated. While we will keep you updated, if there are issues that prevent us from restoring systems, we ask that you plan accordingly.

FLHSMV’s Communications Office is working on a process to inform our customers about this planned outage, and we will share this information with you when it becomes available; however, we encourage you to alert your customers through signage at your offices, notification on your websites and public service announcements in your local counties.

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 EFS or ETR for the weekend. 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 here: <https://www.flhsmv.gov/pdf/forms/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 modernization efforts. We will keep you updated on our progress and do the best we can to minimize the impact to you and your customers.

Conclusion:

If you need additional information, please contact your next level of management or the Field Support Center.