

The Florida Department of Highway Safety and Motor Vehicles

Statement of Agency Organization and Operation

This statement of agency organization and operation has been prepared in accordance with the requirements of Section 28-101.001, Florida Administrative Code, and is available to any person upon request.

The **Florida Department of Highway Safety and Motor Vehicles** (DHSMV) was created in Chapter 20.24, Florida Statutes. The mission of DHSMV is “**Providing Highway Safety and Security Through Excellence in Service, Education, and Enforcement.**” The department provides services by partnering with county tax collectors and local, state, and federal law enforcement agencies in order to promote a safe driving environment. The department coordinates with its partners to issue driver licenses and identification cards, facilitate motor vehicle transactions, and provide services related to consumer protection and public safety.

The DHSMV is composed of four divisions: Florida Highway Patrol, Motorist Services, Administrative Services, and Information Systems Administration; the Office of the Executive Director oversee these divisions. The department’s duties, responsibilities, and procedures are mandated through Chapters 207, 316, 317, 318, 319, 320, 321, 322, 323, 324, 328, 488, and Section 627.730 – 627.7405, Florida Statutes as well as Chapter 15-1 of the Florida Administrative Code.

The agency head of the department is the Governor and Cabinet with authority delegated to the Executive Director. The Executive Director supervises, directs, coordinates, and administers all activities of the department.

More information about the Florida Department of Highway Safety and Motor Vehicles can be found at www.flhsmv.gov, or by calling the numbers below.

Mailing Address:

Florida Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway, MS 01
Tallahassee, FL 32399-0500

TALLAHASSEE HEADQUARTERS PHONE NUMBERS

Executive Director.....	850-617-3100
Inspector General.....	850-617-3104
General Counsel.....	850-617-3101
Florida Highway Patrol.....	850-617-2300
Motorist Services.....	850-617-2600
Information Systems Administration.....	850-617-2100
Administrative Services.....	850-617-3400
Personnel Services.....	850-617-3207
Communications.....	850-617-3102

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OFFICE OF THE EXECUTIVE DIRECTOR

The Executive Director is appointed by and reports directly to the Governor and Cabinet, with functional responsibility for monitoring, supervising, coordinating, administering, and directing all activities of the department. The Executive Director ensures that DHSMV's mission and objectives are being followed, pursuant to Florida Statutes and Florida Administrative Code.

Within the Office of the Executive Director are the offices that provide support to all four divisions. These include the Office of the General Counsel, Inspector General, Legislative Affairs, Office of Performance Management, Communications Office, Bureau of Personnel Services, Learning and Development Office, and Enterprise Information Security Office.

The Office of the General Counsel (OGC) provides legal advice and support department wide. OGC represents the department in legal proceedings, whether administrative, judicial or executive, in federal and state courts and forums. The OGC provides legal support by designated attorneys to each of the four divisions: Florida Highway Patrol, Motorist Services, Administrative Services, and Information Systems Administration. The designated attorneys provide advice and make determinations about the proper interpretation and application of Florida law to various program areas throughout the department. Unique to the state-wide jurisdiction and operation of the Florida Highway Patrol, the OGC also has legal advisors who are not only assigned to each Troop within the state, but also are located within the Troop's geographic boundaries. These legal advisors provide 24-hour legal support and availability to patrol operations, special services, criminal investigations and intelligence, commercial vehicle enforcement and program operations.

The Public Records Request (PRR) operations and Bureau of Administrative Review (BAR) operations are also within the OGC. The PRR operations oversee the policies and procedures related to fulfilling public records requests pursuant to Chapter 119, Florida Statutes. The BAR operations facilitate the administrative driver license suspension process pursuant to sections 322.2615, 322.2616, and 322.64, Florida Statutes. In addition to updating driver records, BAR conducts hearings and reviews to determine suspended or revoked driver license eligibility, issuance of a hardship license or questionable driving abilities.

The Inspector General manages a comprehensive internal auditing program, monitors agency compliance with standards, and conducts investigations relating to allegations of fraud, waste, and abuse.

Legislative Affairs coordinates, plans, and develops comprehensive agency legislative issues, drafts and analyzes bills, prepares the annual legislative package, and lobbies legislation. This office is responsible for reviewing cabinet agenda items for consideration before the Cabinet.

The Office of Performance Management supports the Executive Director and the Executive and Senior Leadership Teams through strategic planning activities; developing and overseeing organizational metrics; providing enterprise data mining and reporting services; inspiring the department to improve with data visualizations; partnering with leadership to implement service goals to measure and improve performance; monitoring and reporting on department progress

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towards meeting strategic goals and objectives; administering department policies; preparing the department's Long Range Program Plan; and overseeing the Department's data governance program.

The Communications Office strategically disseminates statewide messaging to create *A Safer Florida* by promoting safe driving behavior, providing useful tools to enhance consumer protection and informing customers of critical public services through media relations, social media messaging, public education events, safety and education campaigns and the publication of the Department's official website.

The Bureau of Personnel Services oversees and administers all aspects of human resources for the department. This includes the application of personnel rules, regulations, policies, and procedures as they relate to employees and applicants. The Bureau of Personnel Services provides services pertaining to organizational development, attendance and leave, pay and benefits, recruitment and selection, employee and labor relations, performance monitoring, training and personnel records management for all employees of the department.

The Learning and Development Office (LDO) is responsible for the development, delivery, and evaluation of employee training and professional development. The LDO provides services to all Department members through general and job-specific training, learning management, leadership development, awards and recognition, performance improvement, climate and stakeholder satisfaction assessments, and certification compliance. In addition, LDO assists the Tax Collector offices with job specific training by creating content, providing training, and documenting accomplishments.

Some of the major areas of instructor led and online courses include driver license issuance, motor vehicle and titles, fraud detection and prevention, Department systems, customer service, policies and procedures, leadership, process improvement, effective teambuilding, and communication.

The Enterprise Security Management Office maintains and administers the Department's Information Security Program that safeguards department information and system assets against unauthorized access, use, disclosure, disruption, modification, or destruction. The administration of enterprise security of data and information technology resources is governed by section 282.318, F.S., and Florida Administrative Code Chapter 74-2: Information Technology (IT) Security, which provide comprehensive standards in the management and operation of IT resources. The Enterprise Security Management Office is responsible for conducting IT security risk analysis and vulnerability management, development of IT security policies and procedures, IT security audits, incident response and reporting, end-user awareness and training, and coordination with external parties on information security related matters.

The department operates under an umbrella of state and national laws in the operations of its information technology resources to meet the unique demands of public safety. The information systems must be secured and comply with various state and national laws. Many of these laws limit the access to and dissemination of various types of criminal justice information gathered, stored, and disseminated by the department and other Florida criminal justice agencies. Chapter 119.07, 6(b)(1), Florida Statutes, specifically prohibits the dissemination of information relating to

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investigations and intelligence gathering, with section 119.071(2), F.S., exempting investigation and intelligence information obtained from non- Florida criminal justice agencies. The critical nature and content of DHSMV-held information requires secure transmissions and safeguarding above and beyond normal business-related communications.

DIVISION OF FLORIDA HIGHWAY PATROL

The Division of Florida Highway Patrol (FHP) promotes a safe driving environment through proactive law enforcement, public education and safety awareness. The Patrol's values of courtesy, service and protection guide all actions of the Patrol and support professional standards. Members of the Patrol reduce the number and severity of traffic crashes in Florida and preserve and protect human life and property. The Patrol designs and implements prevention strategies to address crash causation factors. In addition to daily proactive traffic enforcement by sworn officers, the Patrol uses all-volunteer auxiliary and reserve officers to enhance service delivery.

The FHP is composed of five commands: Program Planning and Administration, Law Enforcement Operations, Patrol Operations, Commercial Vehicle Enforcement, and Special Services.

Program Planning and Administration oversees business functions of the Florida Highway Patrol that globally affect the department. This command focuses on trend analysis, strategic planning, and operational effectiveness. Additionally, Program Planning and Administration coordinates FHP's budget, fleet management and procurement functions, as well as personnel liaison functions for non-sworn personnel.

The Office of Law Enforcement Operations oversees the functions of FHP Sworn-Personnel, Advanced Training, Policy, Accreditation, Inspections and Forms, Emergency Management, and Promotions and Assessments.

Patrol Operations is responsible for day-to-day law enforcement activities that include directing the movement of traffic on state highways and apprehending fugitives from justice. Patrol Operations conducts patrol and enforcement of traffic laws to support a safe driving environment; responds to, investigates, and clears the highway of traffic crashes; and assists stranded motorists and those in need of assistance. Patrol Operations are coordinated through two field regions (North and South) and 10 Troops located throughout the state. The goal of Patrol Operations is to provide for the overall safety on Florida's highways by reducing the number of traffic crashes resulting in death, injury and property damage. Patrol Operations also coordinates with the State Emergency Operations Center and serves as the department contact point for mutual aid activities.

Commercial Vehicle Enforcement (CVE) is responsible for commercial vehicle enforcement activities that include safety inspections on commercial vehicles, weight enforcement, and traffic enforcement with an emphasis on violations by commercial motor vehicles and passenger vehicles interacting with large trucks. CVE is comprised of 2 troops with field offices located throughout the state. The CVE also provides compliance review audits and inspections to assist motor carriers with compliance to federal and state commercial vehicle standards.

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Special Services aids Patrol Operations by conducting aviation support, training and the FHP Auxiliary and Reserve officer programs. Additionally, Special Services oversees the Bureau of Criminal Investigations and Intelligence, which conducts investigations on auto theft, cargo theft, driver license fraud, identity theft, title fraud, odometer fraud and other criminal activities statewide. The Bureau of Criminal Investigations and Intelligence works closely with local, state and federal law enforcement agencies to combat criminal activity. The Bureau of Criminal Investigations and Intelligence is also responsible for overseeing activities related to homeland security in response to domestic security concerns. Special Services includes the traffic homicide unit, which provides comprehensive investigations into the circumstances resulting in all traffic-related deaths in the state. Special Services coordinates a statewide K-9 unit to assist in drug interdiction. Special Services also houses the state's seven regional communication centers, which provide dispatch services to all state law enforcement. Special Services is responsible for the Patrol's 28-week training academy, involving more than 1,200 hours of instruction.

DIVISION OF MOTORIST SERVICES

The Division of Motorist Services (MS) serves the motoring public and touches nearly every individual in Florida. MS plays a significant role in the collection and distribution of approximately \$2.4 billion in annual revenue. The department retains a proportionally small amount of these funds for operations, and the balance is distributed to other state agencies that provide critical state services such as roads and schools. Listed below are the eight operational bureaus and the Program and Planning Administration and their corresponding functions.

Bureau of Credentialing Services

The Bureau of Credentialing Services provides driver license, identification card, and motor vehicle issuance services to the public. The bureau also includes the Document Validation, Title and Registration, Confidential Issuance and Processing, and Issuance Units. There are 17 state owned field offices. Three are in Volusia County, six in Broward County and eight in Miami-Dade County. There are 13 mobile units, Florida Licensing on Wheels (FLOW), that service the entire state and are stationed out of Leon, Hillsborough, Volusia, Broward and Miami-Dade counties.

Bureau of Records

The Bureau of Records is the official custodian of Florida driver license records and manages all records, in all formats, for the state's licensed drivers. The bureau ensures records are efficiently and confidentially managed and retained and destroyed in compliance with agency and legal policies and regulations. The bureau is responsible for receiving and processing public record requests for driver and motor vehicle records. Upon application, proper proof of identification, collection of appropriate fees, the information is furnished electronically or in print.

The bureau ensures traffic citations are recorded on the corresponding driver record, records are maintained and purged appropriately, and citations issued in Florida are reported to a driver's

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home state. The bureau also prints, distributes, and accounts for all uniform traffic citations issued in Florida.

The Bureau of Records is responsible for inventory maintenance and dissemination of Uniform Traffic Citations and Crash Records, court testimony in response to subpoenas, the management of data exchange for record information in compliance with the Driver Privacy Protection Act (DPPA), including the Driver and Vehicle Information Database (DAVID), Intranet, managing Memorandums of Agreements (MOU), maintenance/dissemination of driver history records, and the coordination and implementation of electronic record keeping data systems. The bureau is also responsible for providing law enforcement and other entities approved access to driver records maintained in the Driver and Vehicle Information Database (DAVID), provides support and training, and ensures users are audited for compliance.

Bureau of Motorist Compliance

The Bureau of Motorist Compliance ensures all registered vehicles and owners are properly insured, ensuring compliance with Florida's Financial Responsibility Law and Motor Vehicle No-Fault Insurance Law. Vehicle owners are required to maintain personal injury protection insurance and property damage liability insurance on all registered vehicles throughout the registration period. Financial Responsibility maintains all insurance policy information reported by insurance companies by tracking cancelled policies and validating replacement policies.

The Bureau of Motorist Compliance enforces sanctions imposed on those who violate Florida's highway safety laws through suspensions, revocations, or disqualifications. The bureau manages driver improvement functions by ensuring the collection of statutorily required fees and fines, investigates, and enforces appropriate sanctions when fraud or ID theft is established, and ensures customers with medical conditions unable to operate a vehicle safely are assessed.

The bureau monitors and regulates DUI programs, commercial driving schools, driver improvement schools, curriculums and instructions, and the Florida Motorcycle Rider Training Programs. Driver Education and DUI Programs also maintain quality control on all driver education programs through site inspections, document evaluation, and routine review of program components.

The bureau also serves as the central location within the department to develop resources and coordinate existing programs to enhance our mission of providing safety through education by working with the American Association of Motor Vehicle Administrators (AAMVA) and the Florida Department of Transportation Highway Safety Plan. To meet the needs of the department and our state, the bureau coordinates the efforts of safety publications (including the Class E and CDL Handbooks), the Automated Driver License Testing System (ADLTS), Class E Skills Tests, grant management, driver safety outreach, and research and evaluation of emerging safety trends.

Bureau of Commercial Vehicle and Driver Services

The Bureau of Commercial Vehicle and Driver Services registers, licenses, and audits Florida-based commercial motor carriers under the International Registration Plan (IRP) and the International Fuel Tax Agreements (IFTA). The State of Florida is required by 49 USC, Subtitle VI,

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Part B, and Chapter 317, F.S., to maintain its commercial motor vehicle registration and fuel use tax reporting laws and programs in conformance with the IRP and the IFTA. The IRP is an interstate agreement between the various states and Canadian provinces, which allows a carrier to register a vehicle in a single jurisdiction and satisfy the registration requirements for all other participating jurisdictions for the registration period. Once registered, the carrier is allowed to perform intrastate and interstate operations.

The IFTA is an interstate agreement between the various states and Canadian provinces, which allows a carrier to obtain a fuel use tax license in one jurisdiction and report all operations for fuel use tax purposes to that one jurisdiction. Registration fees and fuel use taxes owed to other jurisdictions are then distributed accordingly. The bureau oversees Florida's Commercial Driver License Program (CDL) compliance for the Department. The Bureau provides contract management and regulatory oversight for entities conducting CDL skill tests, coordinates investigations and enforcement actions involving third party testers, and administers mandatory retesting programs for CDL holders when necessary due to fraud or improper testing that may have occurred.

Bureau of Issuance Oversight

The Bureau of Issuance Oversight provides administrative overview of the licensing systems that issue driver licenses and identification cards and the systems that register and title motor vehicles, vessels, and mobile homes. The bureau issues and cancels motor vehicle and vessel titles, records liens, and maintains records of motor vehicle and vessel title transactions. The Bureau manages the inventory of license plates, registration decals, and parking permits statewide for all Tax Collector offices and their License Plate Agents. The bureau has oversight and review of specialty license plates and voluntary contributions and reporting functions. The Bureau manages various contracts with vendors and other governmental agencies for services, which include the Digital Imaging Driver License Issuance System, the AAMVA Subscription Services, the Driver License Mail-in Renewal Postcards, the Electronic Filing System for Vehicle Registration and Titling, the Online Appointment System, the Motor Vehicle Network, the Social Security Administration Online and Batch Verifications, and the Verification of Lawful Status with United States Citizenship and Immigration Services. The bureau coordinates the expansion of the state's driver license reciprocal agreements with foreign motor vehicle agencies.

The bureau coordinates the development of policies, procedures and forms for driver license issuance activities and motor vehicle operations. The Bureau is responsible for communication on motorist services issues. The bureau also has a Systems Evaluation Unit which is responsible for user acceptance testing on department projects. This unit also makes requests for system changes and writes business requirements.

Bureau of Motorist Services Support

The Bureau of Motorist Services Support is comprised of three main functions: Tax Collector Support, Quality Assurance, and Fraud Mitigation. The Bureau serves as a liaison to Tax Collectors providing policy, technical and day to day operational support to our agents as they

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issue driver licenses and motor vehicle title and registrations services. This area assists in office openings and relocations, equipment installations, customer concerns, and targeted training and procedural support.

The Quality Assurance program performs reviews of transactions and procedures in state and tax Collector offices to ensure the issuance of driver's licenses and motor vehicle titles or registrations comply with Florida Statutes and corresponding policy. Practical and measurable data is provided to issuance offices for management use in approving compliance and customer service. The bureau provides a fraud detection component by reviewing and monitoring transactions to detect non-compliance and fraud and objectively assess internal controls.

The Fraud Mitigation Program serves as an intake area for driver license and motor vehicle fraud reported from issuance offices, law enforcement agencies, and the general public. This area performs fraud investigations and takes actions on Department driver license and motor vehicle records as a result, as well as, analyzes fraud to develop mitigation strategies. This area also verifies lawful status of DL applicants and serves as a liaison with immigration stakeholders.

Bureau of Dealer Services

The Bureau of Dealer Services provides field support, consumer protection and public safety by licensing motor vehicle, mobile home and recreational vehicle dealers, manufacturers and manufactured home installers, investigating consumer complaints filed against any licensed or unlicensed dealer or installer, inspecting vehicles that have been rebuilt, assembled from parts, or golf carts that have been converted to low speed vehicles, and enforcing regulations involving dealer sales, mobile home construction and installation, and curbing unlicensed dealer activity. The bureau partners with law enforcement on many motor vehicle investigations.

This bureau monitors the quality of manufactured home units by ensuring manufacturers' compliance with construction standards established by the U.S. Department of Housing and Urban Development (HUD) and provides additional consumer protection by training, testing, and licensing individuals that set-up and install manufactured/mobile homes. The department is under contract with HUD to inspect manufactured/mobile homes as they are built in Florida manufacturing facilities to ensure compliance with HUD Code. This work is performed in manufactured/mobile home manufacturing plants where the department inspects all homes constructed. The bureau also conducts manufactured home installation inspections to ensure homes are tied down and anchored in accordance with standards, thereby securing the home from potential hurricane damage.

The bureau is responsible for the inspection of rebuilt and assembled from parts vehicles for detecting invalid odometer readings, stolen vehicles, and stolen vehicle parts. The Bureau further provides quality review audits by way of record inspections at motor vehicle dealerships to provide regulatory accountability and consumer protection and is active in promoting a sound motor vehicle market place through smart, efficient, and effective regulation.

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Bureau of Customer Service

The Customer Service Center (CSC) positions are allocated to the Call Center, Field Support, Driver License Appointments, and Correspondence Center. CSC handles calls, emails, faxes and correspondence from the public, county tax collectors, and state driver license offices relating to driver license and motor vehicle issues. The CSC recently expanded telephone operations by opening the Kissimmee Customer Service Call Center. The Kissimmee team will offer an additional 30 CSC front line analysts to staff our center to serve our customers in an effort to reduce the wait time's customers experience when calling the CSC.

Program Planning and Administration

The Program Planning Administration (PPA) reports to the Director of Motorist Services and is responsible for providing administrative support for all eight operational bureaus. PPA coordinates all functions related to human resources, financial management, MS legislation, procurement needs, performance metrics, facility management, project management, and general business activities. The objective of the PPA is to serve as a conduit to centrally coordinate administrative specific operational functions to ensure MS resources are maximized and available to serve our customers.

THE DIVISION OF ADMINISTRATIVE SERVICES

The Division of Administrative Services is responsible for the operation of all bureaus within the division and oversight of all administrative functions of the Department including accounting, purchasing, and facilities management.

Bureau of Purchasing and Contracts

The Bureau of Purchasing and Contracts administers and oversees the department's purchases of both goods and services, which includes the drafting, issuance, and processing of purchasing-related documents, such as competitive solicitations, scopes of work, and formal contracts, and review and approval of all submitted purchase requisitions. The bureau works with all divisions to meet their procurement needs, providing research and advice on available and appropriate methods of procurement, identification of vendor sources for the provision of goods and services, and assistance with vendor performance issues.

All contracts, contract amendments, and other department-executed agreements (MOUs, interagency agreements, cooperative agreements, etc.) are either generated by or submitted to the bureau for routing through the department's electronic signature application. The bureau then maintains a copy of the contract/agreement in the department's EREC system, which is the primary repository for such documents. Bureau staff is available to provide training in contract management, e-procurement issuance, MyFloridaMarketPlace system utilization, and other purchasing and contracting areas in which a Department member needs assistance.

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Bureau of Accounting

The Bureau of Accounting consists of three distinct operational functions: Revenue; Financial Accounting, Fleet, and Fixed Assets; and Disbursements.

Revenue is responsible for the day-to-day transactions including receiving, distributing, reporting and reconciling the revenue collected by the Department. This section is also responsible for the annual tax collector tag inventory and audit, debt collection activities, and processing refunds (i.e., license plates, driver license, and tax collectors) per Florida Statutes.

Financial Accounting, Fleet, and Fixed Assets is responsible for the department's financial accounting function. This includes completing the department's fiscal year closeout and reporting process mandated by the Department of Financial Services. The section maintains the department's property records, handles the Department's insurance through both the state of Florida's self-insured program as well as other private insurance instruments, and coordinates preparation of information needed for reimbursements related to catastrophic events. Lastly, this section is responsible for the Division of Administrative Services Fleet (pool cars) and manages the compilation of Department vehicle repair and maintenance data supplied to the Florida Equipment Electronic Tracking (FLEET) managed by the Department of Management Services.

Disbursements is responsible for payments through MyFloridaMarketPlace and the state of Florida's Accounting System. Employee travel reimbursements are examined and paid in this section. Payment requests from other department areas are reviewed in accordance with rules detailed by the Department of Financial Services and state law. The Disbursement section is also responsible for submitting reimbursement of all federal and state grants to ensure the Department is properly reimbursed for grant activities. This section also bills and monitors payments for Department projects (Hireback, I-4, CFX, DOT, etc.) and FHP Academy, Tax Collector and Clerk of the Court reimbursements.

Bureau of Office Services

The Bureau of Office Services is comprised of Facility Management, General Services, and Construction and Safety Management.

Facility Management is responsible for performing routine/preventative maintenance and repair, custodial, and grounds keeping services for the Neil Kirkman Building Complex.

General Services is responsible for performing security services for the Neil Kirkman Building Complex, statewide warehouse, surplus, and supply services for all divisions of the department, and coordinating internal personnel moves within the complex.

Construction and Safety Management is responsible for project and/or contract management services for all fixed capital outlay projects occurring at the Neil Kirkman Building Complex and the department's 39 owned facilities throughout the state. Additionally, this section is responsible for

statewide ADA facility compliance and administering the department's Safety Program.

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Office of Support Services

The Office of Support Services manages various administrative support functions for the department, such as mail service operations, multi-function device (printer/copier) leases, records management, document shredding services, vending machine services, and special projects.

The Office of Support Services also assists in monitoring and managing risk on behalf of the department.

INFORMATION SYSTEMS ADMINISTRATION

Information Systems Administration (ISA) provides information technology resources to assist the operational divisions accomplish the Department's mission and goals. ISA provides and supports critical systems that are used to store information vital to the Florida Highway Patrol, and issue and store information for driver licenses, vehicle registrations, and vehicle and vessel titles. Information from these systems is used throughout the state and at every governmental level, including county tax collectors, other local, state, and federal agencies, a multitude of private businesses, and most importantly, the residents of our state.

ISA provides acquisition of computer equipment, software and services, software development, system installation and maintenance, network administration (voice and data), computer operations, database management systems, change management, and desktop/technical support.

Office of Motorist Modernization

The Office of Motorist Modernization (OMM) leads the department's initiative for modernizing driver license and vehicle registration systems to serve Florida's growing population. To achieve this, the department developed a multi-year phased plan to mitigate risks and provide improved functionality. The planned work is grouped into three phases: Driver Licenses, Motor Vehicles, and Licensing and Business Support systems.

In June 2016, the modernization team completed requirements gathering and validation for the program's first phase. Stakeholders provided input on the design of the new Driver License Issuance system, a customer portal with increased functionality, and redesign of the renewal notification system. Phase I software development began in July 2016, with statewide implementation set to occur in August 2019. Requirements' gathering for Phase II begins in July 2017. During Phase II of modernization, the Department will continue to reduce duplicative processes and increase the efficiency and effectiveness of services provided to customers.

Bureau of Strategic Business Operations

Strategic Business Operations (SBO) promotes formal project management disciplines to deliver technology solutions on time, within budget, and with an agreed-upon level of quality. They create

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standards for the full life cycle of project management for technology projects and provide oversight

for ISA projects using project and portfolio management tools. The SBO provides business relationship consulting services designed to liaise between the business units and IT to elicit, analyze, and validate requirements for business changes. In addition to an array of project management efforts, the SBO coordinates IT service management, to include change & configuration management. Lastly, the SBO provides quality assurance and quality control services that focus on software testing on both the legacy systems as well as the newly developed systems.

Bureau of Service Operations

Service Operations provides support for the Department's application infrastructure, systems, network, storage, databases and telecommunication/phone infrastructure that are integral to the Department's mission and operations. The infrastructure is the foundation for the Department's databases, applications, and software products collaboration systems, enterprise video systems, business applications and internet web systems.

Service Operations provides support and administration of infrastructure located remotely in driver license, tax collector and FHP field offices. These systems enable secure and immediate access for data/voice communications and internet connectivity for equipment located in Tallahassee and over 380 statewide locations. They also coordinate with the Agency for State Technology (AST), Northwest Regional Data Center (NWRDC) and DSM, Inc. (disaster recovery), to ensure the required infrastructure services are available and operating effectively.

Bureau of Service Development

Service Development designs, develops, and maintains applications that support the Department's services. Service Development supports the Department's mission of providing a safe highway environment by developing custom programs that are used to issue driver licenses, register and title vehicles and vessels, and store motorist data in a centralized database that can be retrieved by law enforcement and other stakeholders. Custom applications ensure that information is captured accurately and timely and automate business processes that could not be done efficiently or effectively, if done manually. Service Development is also responsible for SharePoint development and support and software and data architecture services.

Bureau of Service Support

Service Support is responsible for Customer Support, Enterprise Endpoint management and Platform Systems, which include our Technical Assistance Center (TAC), Desktop Operations team, Client Services team, Platform Motorist team, and Platform Operations team.

Desktop Operations provides desktop/laptop support (including FHP mobile data terminals), as well as software installation, relocation services, and 2nd tier help desk support to field offices and headquarters locations for over 9,000 devices. TAC provides a single point of contact for customers to

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report outages/incidents and request services via phone, self-service portal, or email. Customers include DHSMV members, tax collectors, courts, and other personnel from agencies that access our systems. TAC responds to about 11,000 interactions a month and provides 24-hour support for law enforcement. More complex incidents are transferred to second and third tier support groups.

Client Services provides the department's enterprise endpoint management infrastructure. The infrastructure comprises Microsoft System Center Configuration Manager (SCCM), Microsoft BitLocker Administration Manager (MBAM), Symantec Endpoint Protection (SEP) and Mobile Device Management (MDM).

Platform Operations provides support to the department's Office 365 environment which comprises our cloud-based email service, Skype for Business, OneDrive, SharePoint online, Active Directory and Active Directory Federation Services (ADFS). Platform Operations also supports the hardware/software utilized by our 375+ Driver License and Motor Vehicle offices.

Financial and Planning Services

IT Financial and Planning Services is responsible for providing support to ISA related to purchasing, contracts, financial management, human resources, contract administration, and legislative planning. This team also initiates all technology procurements for the Department and for the tax collector offices that provides services to Florida's motorists.

FHP Technology and Communications

The Office of Technology and Communications is responsible for guiding the FHP's technology implementation. This effort helps ensure FHP's troopers have the best possible tools so they can advance the department's mission of securing a safer Florida for our residents and visitors. The Office of Technology and Communications explores new technologies and directs the use, implementation, and maintenance of FHP's radio communications systems, mobile computing platforms, and mobile communications capabilities. The office also ensures compliance with Criminal Justice Information Services policies and works with the other components of ISA to maintain FHP's unique business applications and to allow information exchanges with law enforcement partners in Florida and across the country.

DESIGNATED AGENCY CLERKS

The Agency Clerk is designated by the General Counsel and is located within the Office of General Counsel. The Agency Clerk receives, docket, and maintains all pleadings and other legal documents filed with the department. Other responsibilities include responding to requests for information or copies of documents from the files of the clerk's office, assisting the public in accessing the agency

index of final orders, preparing the record on appeal when the agency acts as the lower tribunal, and billing and collecting payments for records on appeal and reproduced documents.

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Electronic filing by email to AgencyClerk@flhsmv.gov is preferred, although filing is permitted by hand delivery or regular mail at the following address:

Joseph R. Gillespie, Agency Clerk
Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway, Room A-432, MS-02
Tallahassee, Florida 32399-0500
(850) 617-3101

Documents are filed during the department's hours of operation from 8 a.m. to 5 p.m. Documents received by the Agency Clerk after 5 p.m. will be filed as of 8 a.m. of the next regular business day. Documents sent to any other email address are not considered filed until received by the Agency Clerk.

Persons seeking to file by hand delivery must enter the Apalachee Parkway main entrance of the Neil Kirkman Building at the address listed above and ask security personnel at the Security Desk to call the Agency Clerk to come down to the Security Desk. Documents left at the Security Desk are not considered filed until received by the Agency Clerk. It is the filing party's responsibility to meet all filing deadlines.