

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, January 9, 2024
2:30 to 4:00 PM
VIA: Microsoft Teams

Invitees

Stephen Boley
Capt. Jason Britt
Brett Saunders
Dawn Gunter
Mike Alexander
Scott Lunsford
Sherri Smith
Sgt. Derek Joseph
TBD

Representing

FLHSMV
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Tax Collectors
Florida Tax Collectors
Law Enforcement
Law Enforcement

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- IV&V Update
- MM Phase II Program Update
 - Financial Review
 - Project Updates
 - Communications Update
- Stakeholder Outreach Update
- Q&A
- Adjourn

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, December 12, 2023
2:30 to 4:00 PM
VIA: Microsoft Teams

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 2:30 p.m. Kristin Green began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

Advisory Board Phase II members included:

- Capt. Jason Britt
 - Brett Saunders
 - Dawn Gunter
 - Scott Lunsford (*absent*)
 - Sherri Smith
 - Sgt. Derek Joseph
 - Mike Alexander (*absent*)
 - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, Stacey Bayyari, Laura Freeman, Kristin Green, Judy Johnson, Patricia Joseph, Scott Lindsay, Pavel Machado, Wendy Mechlin, Ann Naiman, Kelsey Parten, Aundrea Powell, Rachel Ramos, Doane Rohr, Terrence Samuel, Corrine Taylor, Cathy Thomas, and Scott Tomaszewski.
 - Visitors included – Joseph Weldon from Accenture, Alyene Calvo, Margie France and Wyatt Zalatoris with Ernst & Young, Maurice Bounds with Florida Digital Service, Carl Ford with J Ford Consulting, and Lisa Cullen with the Florida Tax Collectors also attended.

NEW ADVISORY BOARD MEMBER

- Kristin Green welcomed new member Dawn Gunter to the Phase II Advisory Board as a replacement for Jay Levenstein.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from November 14, 2023. No corrections were identified. A motion to approve the minutes was accepted by the board members and the November 14, 2023, meeting minutes were approved.

PHASE II IV&V UPDATE

- Alyene Calvo presented an overview of the IV&V report for Phase II. The current risk state was green and there were no open deficiencies to report. The project is currently tracking approximately 10 days behind schedule. The project is tracking on budget. Change Requests continue to follow the established change management process. Project risks are holding steady. Mitigations such as scope deferral, addition of milestones to extend development time to address vacancies and re-allocating developers across teams to focus on priority development have been put in place.

PHASE II PROJECT UPDATE

- Joseph Weldon discussed Phase II issues impacting the program. These included:
 - Issue 15 – Developer Vacancies – The team has a total of four vacancies. A candidate has been selected for one of these positions and the reference check is in progress.
 - Issue 20 – Phase II Development and Testing Late – Team A (Title and Registration) is trending approximately two weeks behind, Team B (MV Globals) is approximately 11 weeks behind, and MyDMV Portal team is approximately 20 weeks behind schedule on development for Milestones P and Q.
 - SEU Vacancies – There are nine total vacancies. Currently, background checks are being completed for two potential candidates.
 - The team continued to work with Tax Collector offices for Manatee, Brevard, and Hillsborough Counties with testing in Stage. The training environment is also being setup across the program to deliver training by LDO as well as for use by the Tax Collectors.
 - The team continued to work on Release 2 (Pilot) slated for Spring 2024. A re-deployment for MV check is scheduled for tomorrow, December 13.
- Mr. Weldon stated Team A is currently working in Milestone P, Sprint 61. The team is focusing on development and testing of the title and registrations transactions that will be part of Release 2. These transactions include surrender, license plate, cancel registration, title transfers, and certificate of destruction. The team also continued to work on change requests and stories related to the NMVTIS webservice.
- Mr. Weldon stated Team B is also working in Milestone P, Sprint 61. They continued to focus on motor vehicle records requests, inventory, reports, and merge functionality that will also be part of Release 2.
- Scott Tomaszewski stated the IFTA/IRP team The team is working on getting third-party interfaces ready for production go-live and reported blocked bugs impacting the interface services supporting the vendor. The COTS configuration is delayed from completion by User Acceptance Testing (UAT) trending behind. The team increased the total number of test cases from 331 to 379 to account for bug fixes and refactor work completing the audit module. 93 out of the 379 stories remain to be completed. The team was targeting a completion date of December 14, 2023; however, with the increase in test cases, it will be delayed further into December. Data conversion is trending behind as much work has been placed on the business splitting between UAT and leading the data quality mitigation activities to clean up production data ahead of vendor data conversion activities. The team is scheduled for production go-live in June 2024.
 - Deliverables for the team included:
 - Deliverable 21 – UAT Completion – Report is late; however, the team is making progress in review cycle #2 closing on December 14, 2023.
 - Deliverable 22 – Training and Training Material – Due February 12, 2024
 - Deliverables 23 – Final System and User Documentation – Due February 23, 2024.
 - Key dependencies for the team included:
 - Stage data being current/correct to run end-to-end transactions.
 - Other Phase II applications making dependent changes prior to June 2024.
 - Key risks and issues for the team included:

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- Risk 129 – After hours support for IFTA/IRP vendor was registered on March 2, 2023, and is being monitored.
- Important activities for the team included:
 - Complete UAT
 - Update third-party interfaces in preparation for production
 - Setup production servers
- Mr. Weldon stated the Florida Smart ID (FSID) team continued to monitor production and respond to production requests. They also continued to work with Thales on sharing the FSID certificate with Iowa. There were no risks or issues to report.
 - Important activities for the team included:
 - Release updated iOS apps with remote enrollment updates – Accepted by Apple December 2, 2023
 - Key dependencies for the team included:
 - Keep initial release meaningful but sized for “success” given short timeline.
 - Other vendors are dependent upon Thales Remote Enrollment updates.
- Michael Anderson stated scope and schedule were trending behind for the Enterprise Content Management (ECM) team due to resource constraints. The MVSCAN production conversion was previously completed.
 - Important activities for the team included:
 - MVSCAN production conversion complete
 - Conversion of new documents will continue until Go-Live
 - Awaiting legacy application integration with the Content Service
 - Scanning unit vendor output file testing awaiting legacy application integration
 - NPS completed training environment set-up and handed off to department for application installation and setup
 - Preparing for software version upgrade
 - Key dependencies for the team included:
 - HSMV scanning unit software requires update to output file format for OnBase ingestion prior to go-live.
 - Legacy application integration with the Content Service prior to go-live.
 - Risks and issues for the team included:
 - Risk 101 – Delays in configuring new documents in OnBase could cause schedule delays.
- Aundrea Powell stated the MyDMV Portal/Fleet team is currently working in Milestone Q, Sprint 56. They are testing Spanish registrations, MV express, fleet management, the ORION Phase I and II implementation path for the customer’s renewal county, as well as the change request for the initial registration fee. The developers are working on fleet management, batch process for fleet renewals, core impacted changes, and data support for the testers. The team continued to refine the motor vehicle records request with images, and they completed refinement of the NMVTIS check. For Milestone P, the team continued to refine the fleet management renewal process and prepare for the military queue.
 - Important activities for the team included:
 - Continuing design for convenience issuances, inventory control, printing, and in-office pickup
 - MV Check to Production – December 13, 2023
 - Key dependencies for the team included:

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- There are dependencies on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
- There are cross-team dependencies on readiness of the code from Teams A and B.
- Risks and issues for the team included:
 - Issue 15 – Two developer vacancies currently open.
 - Risk 141 – Need to add FTE developer on the Portal/Fleet team to allow adequate time for knowledge transfer. Mitigation is to devise a knowledge transfer plan.
- Ann Naiman stated the Policies and Procedures (P&P) Manual and User Guides team has finalized the user guide for MV Inquiry (Release 1). Release 2 is currently in development and the team will begin development for Release 3 in 2024.
 - Key dates and activities included:
 - MV P&P, Titles & Registration, MV Globals (Release 1)
 - Draft due: July 25, 2023
 - Review completed: September 14, 2023
 - MV P&P, Titles & Registration, MV Globals (Release 2) – In development
 - Draft due: December 26, 2023
 - Review due: March 14, 2024
 - IFTA IRP (Release 3)
 - Draft due: April 23, 2024
 - Review due: May 21, 2024
 - MyDMV Portal (Release 5)
 - Draft due: November 8, 2024
 - Review due: March 21, 2024
 - MV P&P, Titles & Registration, MV Globals (Release 6)
 - Draft due: June 7, 2024
 - Review due: October 15, 2024
 - Key dependencies and assumptions:
 - IFTA/IRP User Guide is dependent on vendor's User Guide.
 - User guide development is dependent on ORION's timely development.

STAKEHOLDER OUTREACH

- Catherine Alvarez stated a meeting was held in Orlando, Florida with a small group of Tax Collectors on November 15 to discuss DL in-office pickup. This was followed by a meeting on November 16 with the Tax Collectors and their vendors to discuss kiosks, highspeed mail and online motor vehicle renewal interfaces.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Ms. Ramos discussed the Change Champion Network Connect meeting held on December 5, 2023. This included updates on Pilot planning, upcoming training, and observations on Release 1. The team also continued with engagement meetings with the various Divisions/Bureaus.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 2:50 p.m.
- The next Advisory Board Phase II Meeting is scheduled for January 9, 2024.

Note: The below handouts were consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (11/14/23)	5 Pages
Phase II IV&V Update	5 Pages
Phase II Traffic Light Report	1 Pages
Phase II Project Updates – State of the State	6 Pages

Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor
Vehicles (FLHSMV)

Independent Verification and Validation (IV&V)
Advisory Board Presentation

09 January 2024













Building a better
working world

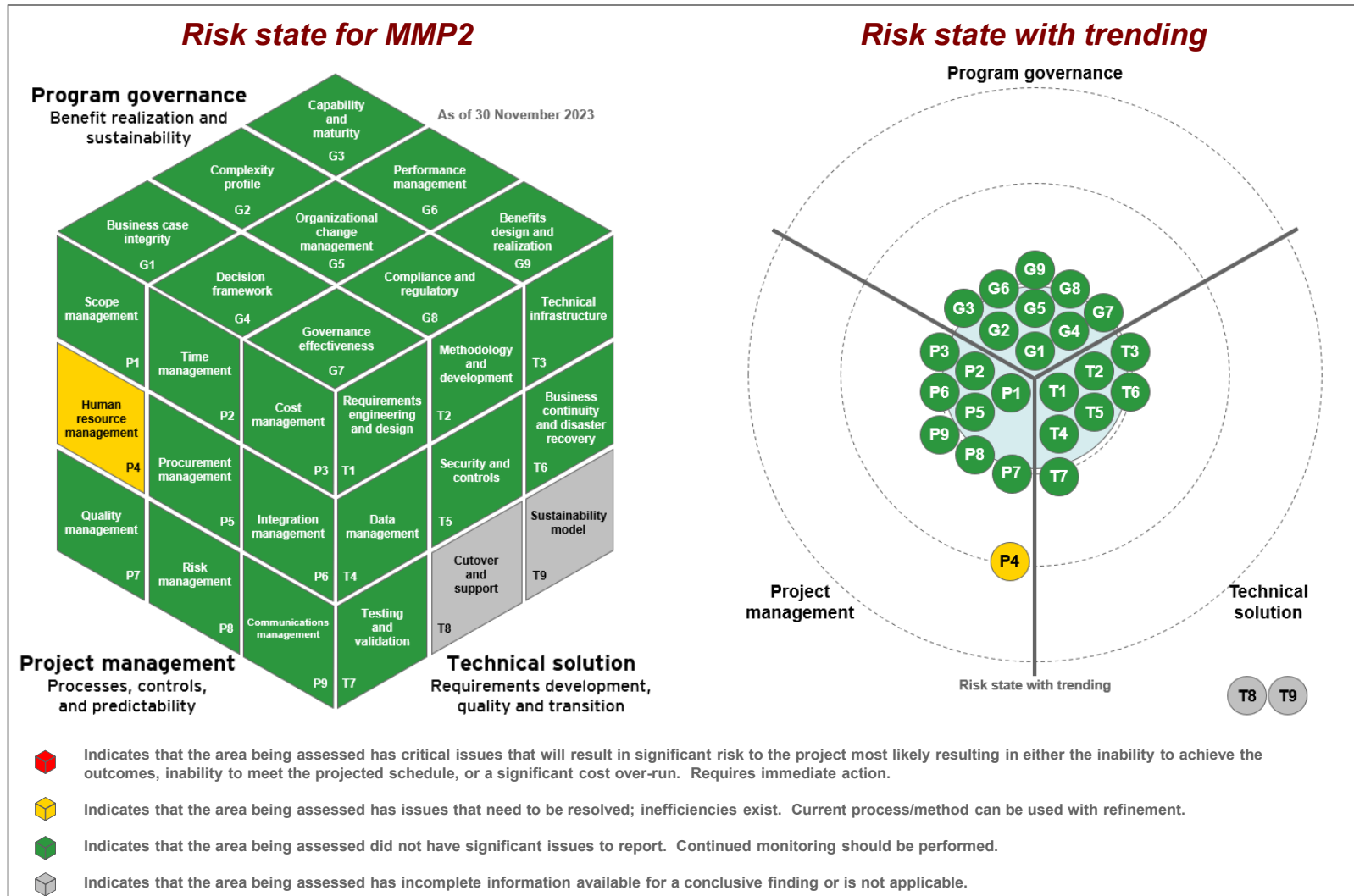
Topics for discussion

- ▶ General IV&V overview
- ▶ Overall risk state and trending

General IV&V overview

	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Yes 	<ul style="list-style-type: none"> Overall project risk state is amber – issues and inefficiencies IV&V has one open deficiency for the project
	Is the project on time?	Trending late 	<ul style="list-style-type: none"> Project is tracking ~10.6 days behind schedule IV&V independently assessed the schedule using industry standard measures
	Is the project on budget?	Yes 	<ul style="list-style-type: none"> Project is tracking on budget IV&V independently assessed budget based on budget and spend data provided
	Is project scope being managed?	Yes 	<ul style="list-style-type: none"> Project scope is managed; Change Requests follow the established change management process IV&V reviews the change management process
	Are risks being managed?	Yes 	<ul style="list-style-type: none"> Project risks are increasing due to continued resource challenges with development and testing staff Additional monitoring of staffing capacity put in place by FLHSMV; agency hiring freeze remains in effect

Overall risk state and trending



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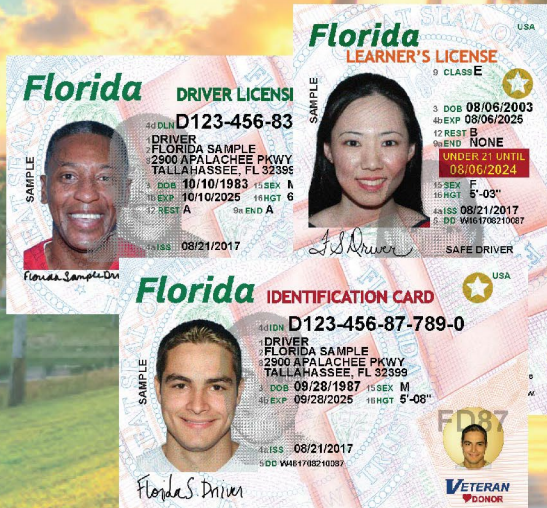
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Financial Update Motorist Modernization

Phase II LBR Requests

Fiscal Year	Total Request	Contractual Services	IV&V Services	Expenses	OCO
2017–2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018–2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019–2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020–2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021–2022	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000
2022–2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
2023–2024	\$9,993,740	\$8,883,765	\$299,975	\$810,000	\$0
*2024–2025	\$13,199,608	\$11,860,648	\$299,975	\$1,038,985	\$0
**Phase II TOTAL	\$76,472,148	\$63,734,673	\$3,073,340	\$9,549,435	\$114,700

*LBR submitted to the Governor’s Office of Policy and Budget for approval

**Phase II Totals if FY 24/25 LBR approved

Phase II Fiscal Year 2023-2024 Spend Plan Summary

❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$6,500,000
• IFTA/IRP/Audit (Celtic Cross Holdings – HSMV-0286-20)	\$855,000
• Enterprise Content Management (Next Phase Solutions – HSMV-0293-20)	\$500,043
• Credential Service Provider/Mobile Driver License (mDL) (Thales – HSMV-0315-20)	\$400,000
• Staff Augmentation	\$615,000
• Contractual Services - Other	<u>\$13,722</u>
	\$8,883,765

❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23) **\$299,975**

❖ **Expense** **\$810,000**

❖ **Total Budget** **\$9,993,740**

Phase II Fiscal Year 2023-2024

Budget vs Actual Spending

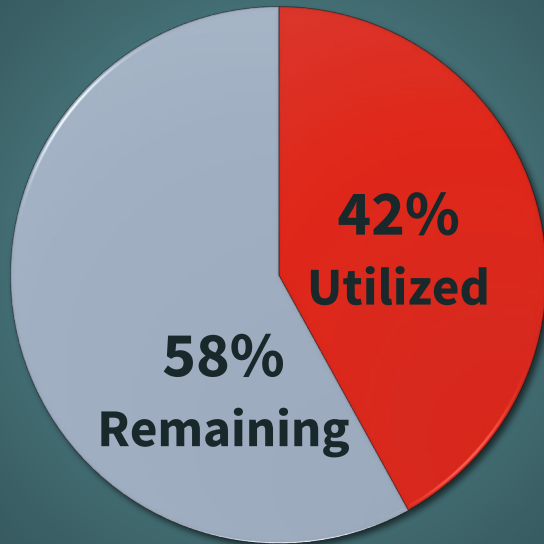
MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
December 2023 Expenditures		\$578,931	\$576,090	0%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$4,793,790	\$4,783,989	0%
Remaining Funds	\$5,211,509			

Utilized and Remaining Budget

as of

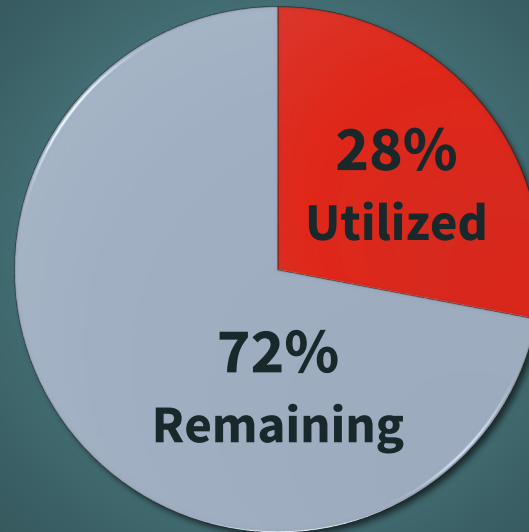
December 31, 2023

Contractual Services



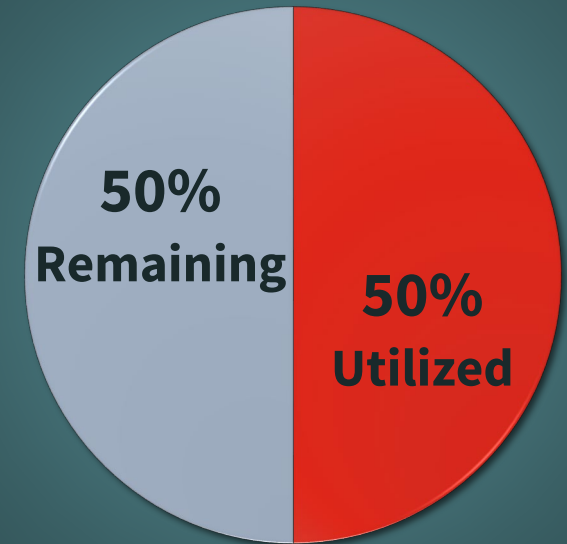
■ Utilized ■ Remaining

Expense



■ Utilized ■ Remaining

IV&V



■ Utilized ■ Remaining

Phase II - Stoplight Report - as of 12/29/2023

Team A - T&R Issuance

Current Sprint: Sprint 62 (Ends 01/09/2024)



Milestone:	P (10/31/2023)
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	-	👉	-	0.0%	0.0%
Refinement	6	👉	16	0.3%	0.9%
Development	5	👉	56	1.0%	0.7%
Testing	226	👈	2,412	41.8%	33.6%
Done	423	👈	3,199	55.4%	62.9%
Blocked	13	👉	90	1.6%	1.9%
Total:	673	👉	5,773		

Team B - MV Globals

Current Sprint: Sprint 62 (Ends 01/10/2024)



Milestone:	P (11/01/2023)
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Red

	Stories	Change	Dev Est	Dev	Stories
Not Started	6	👉	96	7.7%	5.9%
Refinement	43	👉	572	46.1%	42.6%
Development	7	👉	96	7.7%	6.9%
Testing	-	👉	-	0.0%	0.0%
Done	39	👉	412	33.2%	38.6%
Blocked	6	👉	64	5.2%	5.9%
Total:	101	👉	1,240		

Q (01/23/2024)
Red
Red
Green
Green
Red

Stories	Change	Dev Est	Dev	Stories
45	👉	540	22.2%	20.1%
103	👉	1,582	65.1%	46.0%
2	👉	23	0.9%	0.9%
16	👉	117	4.8%	7.1%
54	👉	148	6.1%	24.1%
4	👉	19	0.8%	1.8%
224	👉	2,429		

Full Backlog
Yellow
Yellow
Green
Green
Yellow

Stories	Change	Dev Est	Dev	Stories
364	👉	4,076	19.6%	15.5%
133	👉	2,174	10.4%	5.7%
8	👉	79	0.4%	0.3%
237	👈	2,545	12.2%	10.1%
1,584	👈	11,829	56.8%	67.7%
15	👉	109	0.5%	0.6%
2,341	👉	20,812		

Portal/Fleet Team

Current Sprint: Sprint 57 (Ends 01/11/2024)



Milestone:	P (11/02/2023)
Development:	Red
Testing:	Red
Business Actions:	Red
Technical Debt:	Green
Backlog Health:	Red

	Stories	Change	Dev Est	Dev	Stories
Not Started	6	👉	157	14.4%	3.3%
Refinement	42	👉	232	21.3%	23.2%
Development	7	👉	12	1.1%	3.9%
Testing	24	👈	86	7.9%	13.3%
Done	91	👉	526	48.3%	50.3%
Blocked	11	👈	76	7.0%	6.1%
Total:	181	👉	1,089		

Q (01/25/2024)
Red
Red
Green
Green
Red

Stories	Change	Dev Est	Dev	Stories
118	👉	1,152	99.3%	98.3%
2	👉	8	0.7%	1.7%
-	👉	-	0.0%	0.0%
-	👉	-	0.0%	0.0%
-	👉	-	0.0%	0.0%
-	👉	-	0.0%	0.0%
120	👉	1,160		

Full Backlog
Yellow
Yellow
Green
Green
Yellow

Stories	change	Dev Est	Dev	Stories
252	👉	2,509	44.6%	30.8%
44	👉	240	4.3%	5.4%
8	👉	12	0.2%	1.0%
26	👈	88	1.6%	3.2%
477	👉	2,702	48.0%	58.3%
11	👈	76	1.4%	1.3%
818	👉	5,627		

Enterprise Team

Current Sprint: Sprint 62 (Ends 01/09/2024)



Milestone:	P (10/31/2023)
Development:	Green
Testing:	Green
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

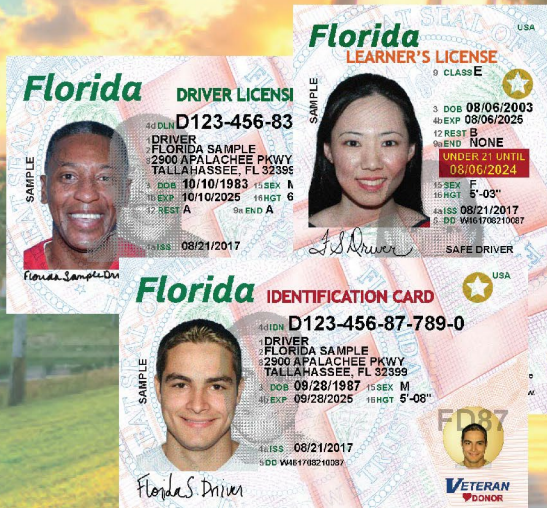
	Stories	change	Dev Est	Dev	Stories
Not Started	1	👉	n/a	n/a	-
Refinement	-	👉	n/a	n/a	-
Development	1	👉	n/a	n/a	-
Testing	-	👉	n/a	n/a	-
Done	-	👉	n/a	n/a	-
Blocked	-	👉	n/a	n/a	-
Total:	2	👉	-		

Q (01/23/2024)
Green
Green
Green
Green
Green

Stories	Change	Dev Est	Dev	Stories
-	👉	n/a	n/a	-
-	👉	n/a	n/a	-
-	👉	n/a	n/a	-
-	👉	n/a	n/a	-
-	👉	n/a	n/a	-
-	👉	n/a	n/a	-
-	👉	-		

Full Backlog
Green
Green
Green
Green
Green

Stories	change	Dev Est	Dev	Stories
57	👉	n/a	n/a	48.7%
-	👉	n/a	n/a	0.0%
3	👉	n/a	n/a	2.6%
-	👉	n/a	n/a	0.0%
56	👉	n/a	n/a	47.9%
1	👉	n/a	n/a	0.9%
117	👉	-		



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FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



Motorist Modernization Phase II – January 9, 2024

STATE OF THE STATE



IFTA / IRP Project Update

Key Dates, Activities Milestones

Contract Signed – **06/2020 to Celtic**

Deliverables in next 30-60 Days & Status

- Deliverable # 21: UAT Completion Report **10/23/23**
- Deliverable # 22: Training and Training Material **2/12/24**
- Deliverable # 23: Final System and User Documentation **2/23/24**

Important Activities – January

- Complete UAT – Audit Module.
- Test data preparation for Training in February 2024 for Internal staff.

Key Dependencies/Assumptions

- Other Phase 2 application making dependent changes prior to June 2024.
- Stage deployment freezes during the week of Training (Feb 2024).

IFTA/IRP Specific Risks & Issues – Program Level

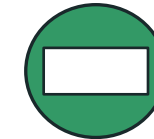
- P2 – Risk #129 After hours support for IFTA/IRP Vendor was registered on 3/2/23 and is being monitored.

Team Profile

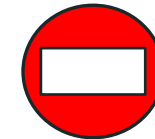
User Stories: 559

Developers: .5

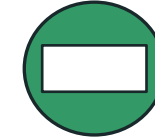
Testers: 5*



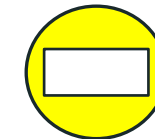
Business Actions



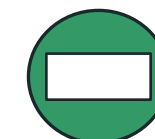
COTS Configuration



ORION Integration



Data Conversion



Scope / Schedule

Florida Smart ID Project Update

Key Dates, Activities Milestones

Contract Signed – **06/2020 to Thales**

Important Activities

- Testing fix to issues noted in Google & Apple store reviews

Key Dependencies/Assumptions

- Keep initial release meaningful, but sized for “success” given short timeline
- Other vendors are dependent upon Thales Remote Enrollment updates

mDL Specific Risks & Issues – Program Level

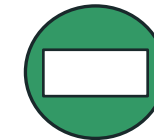
- **None**

Team Profile

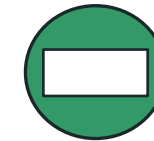
User Stories: 167

Developers: .25

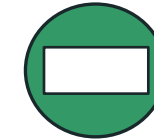
Testers: 2



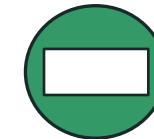
Business Actions



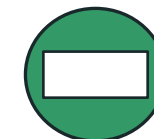
Florida SMART ID
Configuration



FLHSMV Integration



Security / Technology



Scope / Schedule

Enterprise Content Management (ECM) Project Update

Key Dates, Activities Milestones

- **06/2020** - Contract signed with Next Phase Solutions for OnBase Software
- **9/30/22** – Amendment for NPS Managed Support executed

Important Activities

- MVSCAN production conversion complete
 - Conversion of new documents will continue until Go-Live
- Awaiting legacy application integration with the Content Service
- Scanning unit vendor output file testing awaiting legacy application integration
- Working on software version upgrade in the lower environments

Key Dependencies/Assumptions

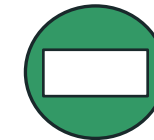
- HSMV scanning unit software requires update to output file format for OnBase ingestion prior to Go-Live
- Legacy application integration with the Content Service prior to Go-Live

ECM Specific Risks & Issues

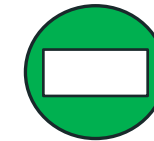
Risk 101 – Delays in configuring new documents in OnBase could cause schedule delays (**Opened 8/17/21**)

Team Profile

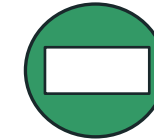
User Stories: N/A
Developers: 2
Testers: 3+



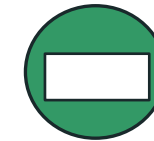
Business Actions



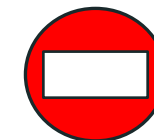
ECM Configuration



ORION Integration



Security / Technology



Scope / Schedule

Portal Fleet(MyDMV Portal Phase II)Project Update

Key Dates, Activities Milestones

- Milestone Q in Sprint 57
 - Testing Spanish Registrations, MV Express and Fleet Management
 - Developing Fleet Management

Important Activities January

- Continuing design for convenience issuances inventory control, printing and in office pick-up

Key Dependencies/Assumptions

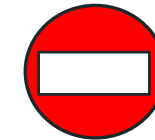
- Depends on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
- Readiness of code from Team A and Globals –there's cross team dependencies.

Portal Specific Risks & Issues – Program Level

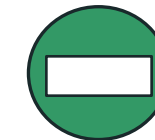
- Issue 15 - 2 developer position is opened – the team currently has 2 developers.
- Risk 141 – Need to add FTE developer on the Portal/Fleet Team to have adequate time for knowledge transfer. Mitigation – is to devise a knowledge transfer plan.

Team Profile

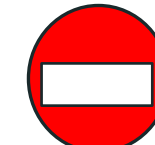
User Stories: 1025
Developers: 2
Testers: 6+



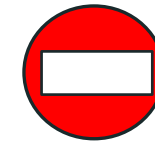
Business Actions



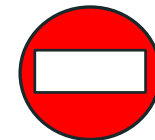
Technical Debt



Development



Testing



Backlog Health

Procedures Manual and User Guides Update

Key Dates, Activities Milestones

MV P&P, Titles & Registration, MV Globals
(Release 1)

Draft Due: 07/25/23

Review Due: 09/14/23 - **Completed**

MV P&P, Titles & Registration, MV Globals
(Release 2) – **In Development**

Release 2A Draft Delivered: 12/27/23

Release 2B Draft Due: 01/15/2024

All Reviews Due: 03/14/24

IFTA IRP (Release 3)

Draft Due: 04/23/24

Review Due: 05/21/24

MyDMV Portal (Release 5)

Draft Due: 11/08/24

Review Due: 03/21/25

MV P&P, Titles & Registration, MV Globals
(Release 6)

Draft Due: 06/07/24

Review Due: 10/15/24

Key Dependencies/Assumptions

- *IFTA/IRP User Guide is dependent on vendor's User Guide*
- *User guide development is dependent on ORION's timely development*

Current Status: On Time

Release One - Finalized

Release Two - In Development

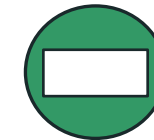
- Titles & Registrations/Globals
- Release 2A in formal review

Release Three - Starting Development

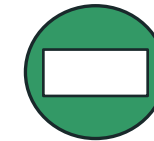
- IFTA-IRP

Risk/Issues

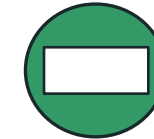
Screen shots need to be done in a timely manner



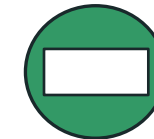
Titles & Registration
User Guide



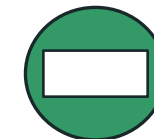
MV Globals User Guide



MyDMV Portal
User Guide



IFTA/IRP User Guide



MV Procedures Manual