Motorist Modernization Advisory Board Monthly Meeting
January 10, 2017
Neil Kirkman Building, Conference Room B-130
2900 Apalachee Parkway, Tallahassee Florida 32399
1:00-3:00 P.M. EST

Invitees	Representing
Deb Roby	DHSMV
Ed Broyles	DHSMV
Kelley Scott	DHSMV
Carl Forney	DHSMV
April Edwards	DHSMV
Beth Allman	Florida Clerk Courts & Comptrollers
Linda Fugate	Florida Tax Collectors

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- Stakeholder Outreach Update
- Policy and Decisions Review
- MM Phase I Program Update
    - Status Update and Financial Review
    - Change Request Review
    - Project Updates
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD

Monthly Meeting Minutes
Kirkman Building Conference Room B-130
November 8, 2016
1:00 p.m. to 3:00 p.m.

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:02 pm. Mr. Samuel began the meeting with the *Welcome and Introductions*. He proceeded with the roll call for the Board Members.

  Advisory Board Members present included:

  - Deborah Roby
  - Beth Allman (via phone)
  - Carl Forney
  - Kelley Scott
  - Ed Broyles (not in attendance)
  - April Edwards
  - Linda Fugate (not in attendance)

- Other DHSMV members present included: Terrence Samuel, Kristin Green, Janis Timmons, Scott Tomaszewski, Jessica Espinoza, Sonia Nelson, Judy Johnson, Cathy Thomas, Laura Freeman, Aundrea Andrades, Kelly Shannon and Anat Michaeli-Ling.
- Visitors included: Joe Weldon (Accenture), Gary Didio (Ernst & Young) via telephone, Michael Samaan and Selma Sauls from ADD.

REVIEW AND APPROVAL OF THE MINUTES FROM OCTOBER 11, 2016

- Ms. Green reviewed the meeting minutes from October 11, 2016. A motion to approve the October 11, 2016 minutes was unanimously accepted by board members.

IV&V UPDATE

- Mr. Didio indicated that everything is identical to last month. Everything is still "green" and other than being behind schedule, the schedule is still within the prescribed tolerance band. He wanted to discuss last weekend's outage but indicated he would prefer to discuss that subject in another meeting offline at another time. The Ratings summary was reviewed.

STAKEHOLDER OUTREACH UPDATE

- Mr. Samuel mentioned that during our last ESC Meeting, he was absent due to his team being on the road visiting with Tax Collectors. The team was meeting with Tax Collector offices to discuss Phase I of Motorist Modernization including Drivers Licenses, portal redesigning, database redesign and some DL support systems. This really is the second phase as Phase I we redesigned

the Capture application and Electronic Filing System (EFS). Those projects are winding down now, with the majority of the Capture installs completed with the exception of two in South Florida and one here in Tallahassee. The service providers that provide services to all the dealerships via EFS are coming on board with EFS. The majority of the offices that they have visited and discussed the Capture project with, absolutely love the functionality of the new system and appreciate the workshops we have conducted for various offices. They appreciate our efforts to listen to their concerns and our commitment to them through all the outages and our goal to work with other agencies and AST to ensure that the systems are stabilized when outages occur. We are encouraged by the fact that as far as the application and the functionality that has been provided, they do think the whole process worked and have had good things to say about what we have done so far.

- Mr. Samuel met with the Bureau of Dealer Services while they were here in Tallahassee for training. They were given an overview of our process and they were interested in the work we are doing with Portal. We outlined the process we use and we advised them to start thinking about what they would like and share their thoughts and ideas with us as we move forward.
- Ms. Espinoza provided an update on the meeting she had with FHP Investigations Unit. We provided them an overview of our system enhancements on different things that will assist them with their investigations as well as preventing fraud. They were happy with the enhancements and updates at this point. They had questions regarding Phase II. We agreed to meet again at a later date to address their questions and concerns.
- Mr. Samuel indicated that as we roll out this system, this is going to be a massive effort with training. We have already started preparing by working with Anat Michaeli-Ling with Learning and Development Office (LDO) to start working with her staff. Ms. Green will be working with their office on a regular basis to discuss concerns they might have. They have already started reaching out to the Tax Collector offices to gather data to provide training to them as we move forward. Mr. Samuel introduced Ms. Michaeli-Ling to the members to discuss the survey results.
- Ms. Michaeli-Ling presented the 2016 ORION training survey results. The results will be used in formulating their training plans. The survey response was well received. A Final Results Report was published and handed out to members for review. The conclusion determined that ten counties without access to designated training staff will require close attention to ensure their needs are met. Training should be primarily instructor-led with online training supplementation as necessary. LDO will continue to work with each county to ensure training needs are identified and met. LDO's next step is to incorporate the survey results in the Motorist Modernization Training Plan. This plan is scheduled for completion December 30, 2016.

POLICY AND DECISIONS REVIEW

- Portal 06 – Ms. Andrades reported that this item is about whether we can identify whether a military out of state customer is still eligible for a convenience renewal. The decision to use the Department of Defense's database to help access this information was denied. We will have to redirect our thoughts on how the customer can come onto the portal and request a verification and once we receive the verification, we will email the customer and advise them to come back online to continue with the issuance.
- DL-26 - Ms. Espinoza provided an update on the purchasing of hardware to scan checks for the state offices. This is still in the research state. There is a stats request out to determine how many checks have been received in the past three fiscal years from our state offices. This research is

being provided to Bank of America so they will be able to properly quote us for hardware and services.

- Renewal Notifications – Ms. Nelson indicated they have initiated a change request to change the process of the way the renewals are handled from headquarters to the tax collectors. We will be sending out alerts or reminders to the customers. There are other changes the Tax Collectors have requested and the team is working on accomplishing those changes for them.

FINANCIAL UPDATE

- Ms. Timmons indicated that last month we underspent by $69.00. This month we overspent by $152.00 due to contracted services as previously stated. All Accenture invoices have been paid and we will be submitting our 2nd Budget Amendment in December to be able to receive those funds in January 2017.

CHANGE REQUEST REVIEW – LOW LEVEL REQUESTS

- Ms. Green indicated that lower level change requests can be approved by the Product Owners and the following change requests were approved.
    - **PMCR-53** – Mr. Weldon stated this change request is regarding Customer Inquiry Updates. This was a missed requirement originally on how to deal with searches for previous customer names. Additionally we need to adjust search results to not display customer records that have been merged in search results. This change request has been approved.
    - **PMCR-55, 56, 57, 58 and 59** are DL Issuance Archive Stories. These five were duplicative as the story was covered by another story and both developers and testers felt that during Sprint Planning we didn't need these stories. A change order was created for reference purposes and were approved.
    - **PMCR-60 and 62** – Mr. Tomaszewski indicated that these are Archive stories as well. These two change requests were approved.

CHANGE REQUEST REVIEW – LEVEL III

- Ms. Green indicated that we have three Level III change requests. Per our Decision Escalation Matrix, these are within the Program Director's authority to sign so Mr. Samuel is the decision making authority to accept or reject these change requests. All three are associated with Renewal Notification. The Change Requests were presented to the Board members to get their recommendations and approval. Ms. Nelson out-lined each change request.
    - **CR-38** – The Tax Collectors wanted to combine the OOS (Out of State) and In-State customers when sending a Renewal Notification Alert. This change request will combine these by using the same template and other customizable variables as outlined in the change request. There is no direct impact to the MM Phase I budget and the work effort will be performed by existing resources. Ms. Green recommended a motion for approval by the Members. The Change Request was approved.
    - **CR-39** – This is a Renewal Notification Alert modification requested from the Tax Collectors Focus Group Meeting held back in August 2016. Tax Collectors have requested this notification to assist in monitoring and evaluating the services being provided by the vendor, as well as to help improve customer related services. This Change Request would

be considered and prioritized in the backlog of Renewal Notification user stories in Release Plan. There is no direct impact to the MM Phase I budget and the work effort will be performed by existing resources. Ms. Green recommended a motion for approval by the Members. The Change Request was approved.

- **CR-40** – This was a recommendation from the Tax Collectors to send an alert to the Tax Collector's office when a MOU with a vendor is scheduled to expire within certain expiration dates. Alert notifications of the Vendor's MOU expiration date would provide prior notice to the Tax Collector's Office of pending expirations which would enable the Tax Collector to communicate with the Vendor and plan future activities if the MOU is not renewed. This change request will require new user stories. Ms. Green recommended a motion for approval by the Members. There were some questions and recommendations regarding the vendor alerts that needed to be reviewed. Mr. Samuel wanted to verify some things before providing answers. The members agreed to approve the change request and review the items in question at the next meeting.

PROJECT UPDATES

- DL Issuance – Mr. Weldon indicated that they completed their Hip Sprint Milestone A which included the Home Page, Customer Inquiry and Customer Summary functionality necessary to start an Original ID transaction and then resume the transaction through the Transaction Queue on 11/1/16. Basically, they were concentrating on fixing the bugs from previous Sprints. The goal of the Sprint was to complete code reviews, functional testing and Sprint testing for the remaining 17 stories for Milestone A. They added 3 new stories for rework and completed 36 stories for Milestone A. They have completed 7 stories from Milestone B. There were no new project risks and no action items to report. One project issue remains open and that is there are still 2 vacant development positions for the DL Issuance team. They are also working on CR-30 refinement items needed for the Motor Voter language addition on the signature pad if the Motor Voter doesn't want to select a political party.
- Renewal Notification – Ms. Nelson indicated they completed Sprint 5 on 11//1/16 which included the demonstration and retrospective. Sprint 6 planning started on 11/2/16. There are no new project risks or issues at this time. The team is still working through the process on the change orders that are in analysis due to the August 9, 2016 Renewal Notification Tax Collectors Focus Group Meeting.
- CDLIS/Citation Processing Update – Ms. Nelson indicated they are on target to complete Milestone A by January 10, 2017. Sprint 5 was completed on 11/1/16 as well as the demonstration and retrospective. CDLIS has 18 stories committed and Citation Processing has 25 stories committed. There are no new project risks or issues at this time. They are beginning Sprint 6 activities.
- Motorist Maintenance – Mr. Tomaszewski indicated they completed all Authorization features targeted for Milestone A on 11/3/16. Milestone Group B Data Tier Sprint 5 planning was conducted on November 3, 2016 and go through February 2017. There are two new risks registered during this period. The first one was related to the potential increase in bugs that

were impacting Milestone Group A. The second risk involved timely updates to the database schema to accommodate Milestone Group B – Data Tier development. To mitigate this risk, the developers are in constant communication with the Enterprise Technical Team. No new project issues or action items to report at this time. They are working against the Final Release Plan, Financial Responsibility planned start in January 2017.

- MyDMV Portal – Ms. Andrades indicated that Sprint 5 ended Tuesday, November 1, 2016. This involved the completion of 43 Milestone A Stories, Address Verification, Dashboard, Customer Alerts, ECI, DL Check and Technical Debt. The demonstration and retrospective were held on November 1, 2016. HIP Sprint A begins Wednesday, 11/2/16 and ends Tuesday, 11/21/16. There are two present risks. If adequate knowledge transfer on Portal Salesforce implementation is not completed prior to the Salesforce Developer's roll-off, then the ability of the team to fix any defects identified in later sprints may be hampered which could impact the project schedule. The team plans for Mike Smith to conduct a knowledge transfer on Salesforce functionality with David Malin who has been identified as the long term person to support the new functionality. Secondly, if testing continues to be delayed and progress at a very minimal rate of completion, then MyDMV Milestone A dates will be impacted. The team will add ISA QA's resources to assist with testing MyDMV until the SEU's testing tasks are current to development task. No project issues or action items reported for the current period.
- Mr. Samuel indicated that we have been working very closely with Ms. Peacock and Ms. Larsen regarding technical delays that impacted the testing efforts and they are using every resource possible to keep the testing process going and continue to meet the schedule deadlines.

STAFFING UPDATES:

- Mr. Samuel indicated that the new Program Manager has been identified and will be starting on November 21, 2016. A PAR has been submitted to fill the Communications Project Consultant and we are waiting to hear from Department of Personnel Services with an approval for hire on this candidate. With these two positions filled, we will be back to being fully staffed once again.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at 1:52 p.m.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Agenda	1 page
MM Advisory Board Monthly Meeting Minutes, dated 10/11/16	5 pages
2016 ORION Training Survey Final Results for Tax Collectors	5 pages
MM Phase I Level I and II Approved Changes	2 pages
CR# 38 – MM Phase I – Renewal Notification ORION Modifications Email Alert	3 pages
CR# 39 – MM Phase I – Renewal Notifications – Email Notification for File Pick-up	3 pages
CR# 40 – MM Phase I – Renewal Notification – Alert for MOU Expiration Notices	3 pages

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Advisory Board Status	Recommendation Date	Comments	ESC Close Date	ESC Comments	ESC Status
DL26	3/21/2016	DL Issuance	Will the department purchase hardware to scan/read checks to validate the check during the cashiering process?		Recommendation made		**03/31/16 Advisory Board Update -** **AI -** Research how many checks are accepted as payment statewide (1yr of data) Total Checks Recived in Offices Row Labels / State / TC FY 13/14 — 71,165 — 75,789 FY 14/15 — 42,955 — 42,153 FY 15/16 — 28,591 — 32,084		03/24/16 Update - Research cost for hardware and service to purchase for state offices. AI - Get with Carl Forney to discuss further. 05/05/16 Update - AI - Find out how many bad checks are outstanding. 06/02/16 Update - Waiting for stats 07/08/16 Update - **FDLIS:** How many worthless checks does the department have? **FY / CAN / SUS / Grand Total** **FY 13/14** 389 1220 1,609 **FY 14/15** 440 350 790 **FY 15/16** 714 66 780 Update for total open sanctions SUS (95): 8,539 CAN (60): 30,664 Grand Total: 39,203 **FRVIS:** How many Bad Checks does the department have? (FY 2015-2016) A: 1,704 **FY Total / BC stops issued** **FY 13/14** 5,114 **FY 14/15** 4,235 **FY 15/16** 3,995 Update for total open sanctions Bad Checks: 18,475 09/15/16 Update - AI - Find out how many worthless checks the department credits back to TCs. AI - Find out cost of 19 (state) offices. **12/2/2016 Update -** Alissa Hoban and her group met with Wells Fargo and they informed her that they provide this service via sig pad and using their sig pads would violate our contract with BOA. The group also met with BOA afterwards and they informed the department that they do not offer this service directly but they work with a vendor who provides equipment and services so that we do not violate our contract with them. We have submitted the total number of signature pads we currently have in the field and they will respond with a quote in the near future.	Require additional information

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Advisory Board Status	Recommendation Date	Comments	ESC Close Date	ESC Comments	ESC Status
							03/31/16 Advisory Board Update - Is this worth it is still to be determined. Diana would like to have the quotes from BOA. Also she would like to get with Steve Burch and discuss credit cards. Is it possible that BOA will take on both ccs and checks in the future?			
REN07	5/4/2016	Renewal Notice Processing	Renewal Team members met with Janie Westbury and Ginny Gardner to discuss the current status and options for making changes to the Novitex contract. The agency would like to bring all DL Renewal Notifications processing in-house from Dept. of Revenue to Novitex and include all out of state MV Renewal Notifications print, mail and processing. Currently, 6 counties rotate the printing, mailing and processing of all the out of state MV Renewal Notifications but do not recuperate all of the cost. Novitex currently prints all DL Renewal Notifications. DOR processes all DL mail-in renewals.		New Item				05/05/16 Update - Boyd will meet with Janie Westberry to determine the cost for processing by Novitex. 05/27/16 Update - Janie was out of the office, will follow-up when she is back. **06/22/16 Update -** April Edwards met with Janie Westberry on 6/21/2016 **10/26/2016** Janie Westberry is nolonger with the agency. The team will reach out to Trey Collins to move forward with bringing the process in-house. **12/14/16 Update -** Met with Trey Collins on 12/12/16 to give him an overview of the project. We will send him the project artifacts for review and addtional meeting will be scheduled with Trey and Novitex. **12/20/16 Update -** Project artifact were sent to Trey Collins for review **1/9/17 Update -** Trey Collins emailed Novitex to schedule a meeting for the week of 1/16/17 -1/20/17	Require additional information

Motorist Modernization - Phase I
FY 2016-2017 Spend Plan
November 2016

Month / Project Cost		Total Budget	July Budget	July Actual	Aug Budget	Aug Actual	Sep Budget	Sep Actual	Oct Budget	Oct Actual	Nov Budget	Nov Actual	Dec Budget	Dec Actual	Jan Budget	Jan Actual	Feb Budget	Feb Actual	Mar Budget	Mar Actual	Apr Budget	Apr Actual	May Budget	May Actual	Jun Budget	Jun Actual	Budget to Date	Actual to Date	Variance to Date	Total Project Budget	Total Project Actual	Total Project Variance
																											Current Year, Current Month			Current Year, Total Year		
OPS Staff		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
OPS Staff (rate per hour includes 7.65% benefit costs)																																
DHSMV Staff - Salary & Benefits		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Contracted Staff/Services	Deliverables	$ 8,676,000	$ 260,940	$ 260,940	$ 653,273	$ 647,503	$ 653,273	$ 658,975	$ 853,277	$ 853,498	$ 653,273	$ 649,280	$ 860,273	$ 858,333	$ 653,273	$ -	$ 853,273	$ -	$ 653,273	$ -	$ 853,273	$ -	$ 653,273	$ -	$ 1,075,326	$ -	$ 3,934,309	$ 3,928,528	$ 5,782	$ 8,676,000	$ 3,928,528	$ 4,747,473
Accenture - Support Service RFQ 020-15 (FY16-17)		$ -																														
Monthly Legislative/Governance Status Report	4	$ 440,000			$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000							
Lessons Learned	47	$ 14,000											$ 7,000	$ 7,000											$ 7,000							
Updated System Specification Documents	48	$ -																														
Updated Synchronization Process Design Documents	49	$ 200,000											$ 200,000	$ 200,000																		
Updated Modernization Development/Test Database Model	50	$ 200,000							$ 200,000	$ 200,000																						
Updated Migration Plan	51	$ 200,000															$ 200,000															
Motorist Modernization Milestone Release Report	52	$ 5,775,000			$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000							
As-Built Solution Overview Report	53	$ 221,000	$ 221,000	$ 221,000																												
Initial Technical Architecture Documents	54	$ 200,000																			$ 200,000											
Updated Technical Architecture Documents	55	$ -																														
Renewal Implementation Plan	56	$ -																														
Pilot Implementation Plan	57	$ -																														
Statewide Roll-Out Implementation Plan	58	$ -																														
RFQ 033-16; RFQ 034-16 - Contracted Services - Staff		$ 580,000			$ 48,333	$ 42,563	$ 48,333	$ 54,035	$ 48,337	$ 48,558	$ 48,333	$ 44,340	$ 48,333	$ 46,393	$ 48,333		$ 48,333		$ 48,333		$ 48,333		$ 48,333		$ 96,666							
Contracted Services		$ 366,720																							$ 366,720							
Ernst & Young - IV&V Services RFQ 019-15 (FY16-17)		$ 479,280	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ -	$ 39,940	$ -	$ 39,940	$ -	$ 39,940	$ -	$ 39,940	$ -	$ 39,940	$ -							
Expense		$ 71,600	$ -	$ -	$ -	$ -	$ -		$ -		$ -		$ -	$ 5,429	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 71,600	$ -	$ -	$ 5,429	$ (5,429)	$ 71,600	$ 5,429	$ 66,171
OCO		$ 1,751	$ -	$ -	$ -	$ -	$ -		$ -		$ -		$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,751	$ -	$ -	$ -	$ -	$ 1,751	$ -	$ 1,751
Other Items		$ -	$ -	$ -	$ -	$ -	$ -		$ -		$ -		$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total Costs		$ 8,749,351	$ 260,940	$ 260,940	$ 653,273	$ 647,503	$ 653,273	$ 658,975	$ 853,277	$ 853,498	$ 653,273	$ 649,280	$ 860,273	$ 863,762	$ 653,273	$ -	$ 853,273	$ -	$ 653,273	$ -	$ 853,273	$ -	$ 653,273	$ -	$ 1,148,677	$ -	$ 3,934,309	$ 3,933,957	$ 352	$ 8,749,351	$ 3,933,957	$ 4,815,394
Progress Payments			$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -

Total Project Budget	$ 8,749,351
Total Amount Spent To Date	$ 3,933,957
Total Amount Remaining	$ 4,815,394

Motorist Modernization Program (Phase I)

State of Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

November 2016

22 December 2016

EY

Building a better working world

Topics for discussion

- General IV&V overview
- Overall risk state and trending
- IV&V ratings summary
- Key indicators
- Status of key deficiency recommendations
- Overall performance
- Forecast milestone completion
- Open deficiencies and actions
- Performance improvement recommendations
- Upcoming IV&V activities
- Supporting information
  - Summary of changes
  - Open deficiencies
  - Project milestones
  - Late tasks
  - Project budget

Data contained in this MAR is as of 14 December 2016

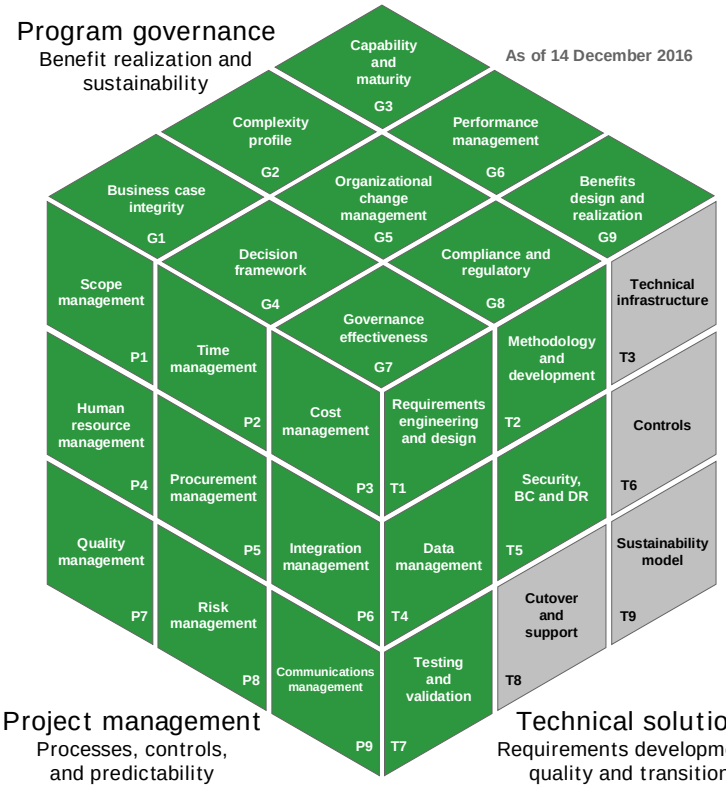
General IV&V overview

Overall IV&V risk state:	Green

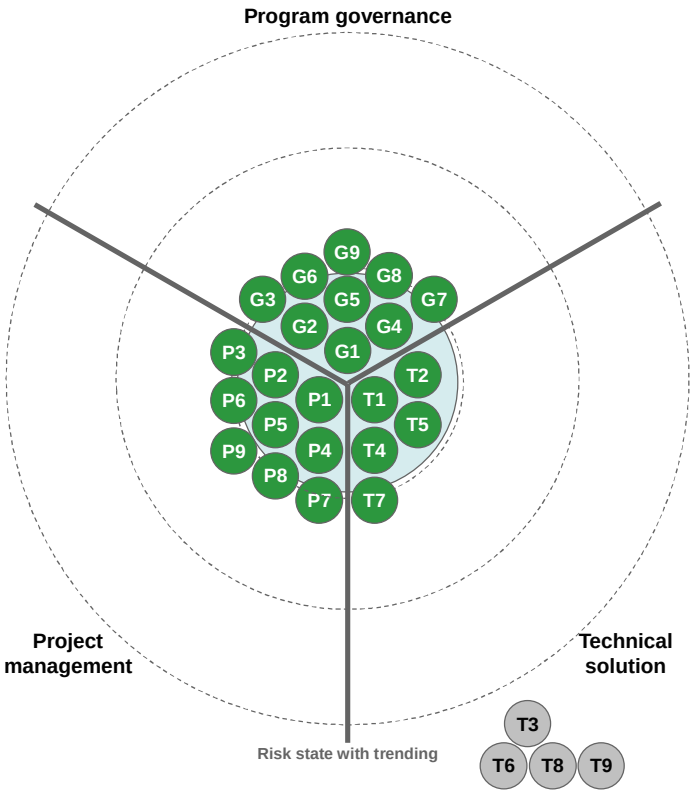
- There are no open IV&V deficiencies.
- The Program is within established performance thresholds.
  - The schedule performance index (SPI) is 0.99.
  - 6 of 2,648 total tasks (0.2%) contained in the project schedule are late.
  - 1 of 1,498 tasks (0.1%) for the current period are late.
- Additional facets evaluated:
  - T5 – Security, business continuity (BC) and disaster recovery (DR)
- No new deficiencies identified since the last report.

Overall risk state and trending

Risk state of the MM Program (Phase I)



Risk state with trending



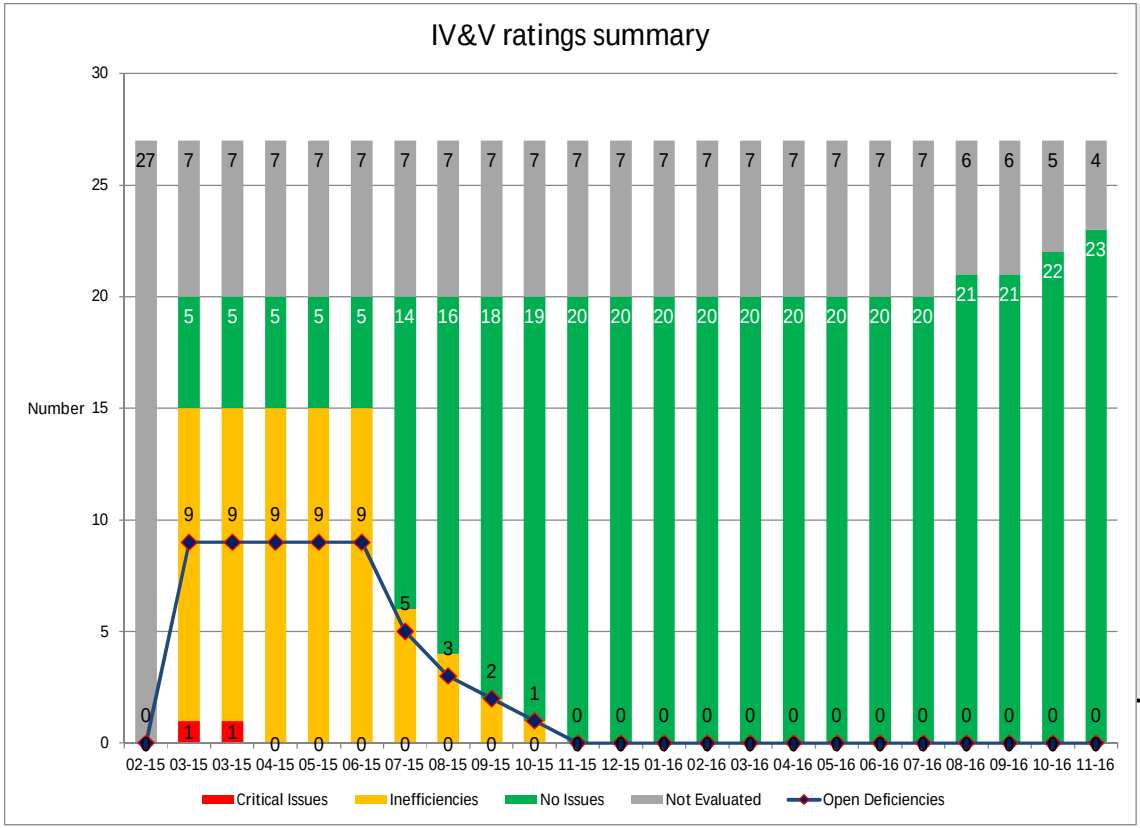
Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.

Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.

Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.

Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

Overall IV&V ratings summary

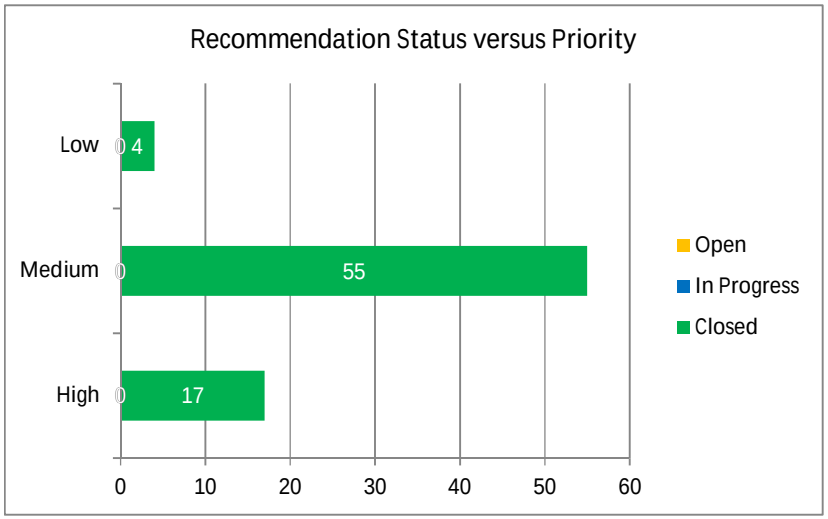


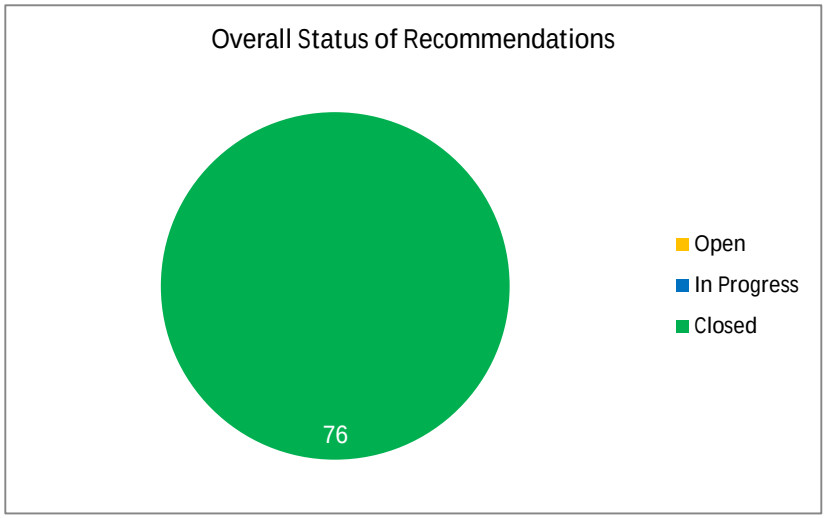
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 23
  - Gray (not evaluated): 4
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

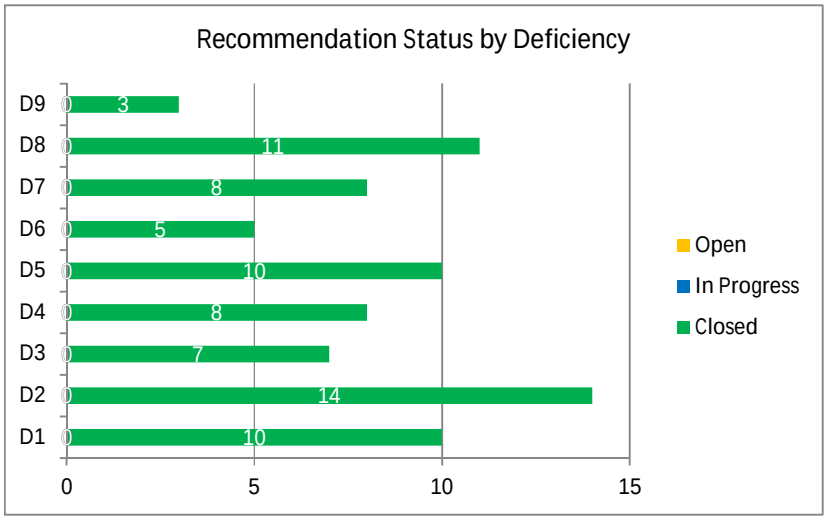
Key indicators

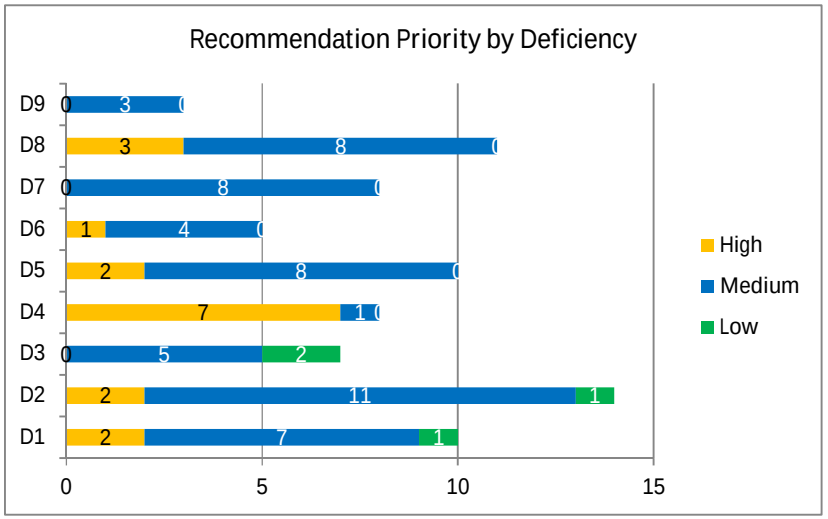
Indicator	Value	Comment
Is the project approach sound?	Yes	▸ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	Within established parameters	▸ The Program is within established performance thresholds. ▸ The schedule performance index (SPI) is 0.99. ▸ 6 of 2,648 total tasks (0.2%) contained in the project schedule are late. ▸ 1 of 1,498 tasks (0.1%) for the current period are late.
Is the project on budget?	Yes	▸ The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	▸ The work being completed as part of the MM Program (Phase I) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	▸ The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	▸ The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	▸ New and emerging technologies were considered in the Feasibility Study. ▸ None have an adverse effect on the project's technological assumptions.

Status of key deficiency recommendations

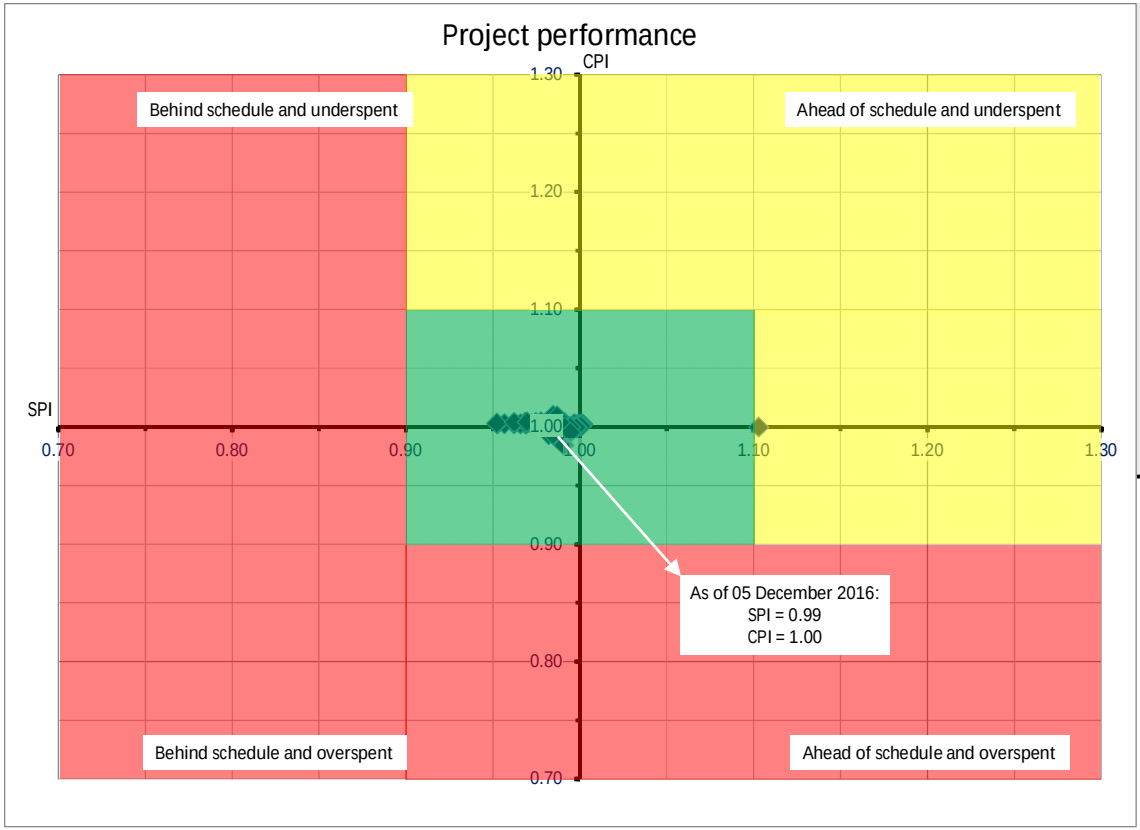








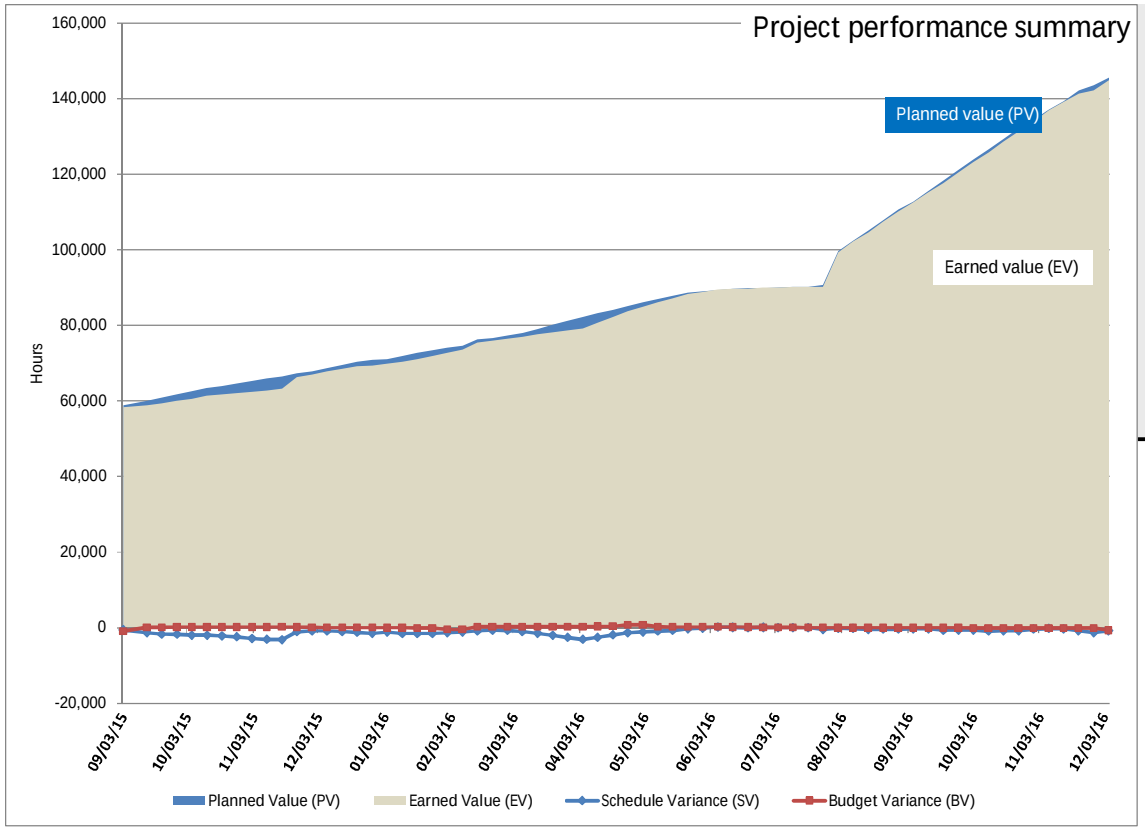
Overall performance



- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - None
- Conclusions:
  - The Program is currently on schedule and is within established performance thresholds.

- Green area indicates within tolerance of +/- 10% for both SPI and CPI.
- Amber area indicates review is required and corrective actions may be necessary.
- Red area indicates out-of-tolerance and corrective actions are necessary.

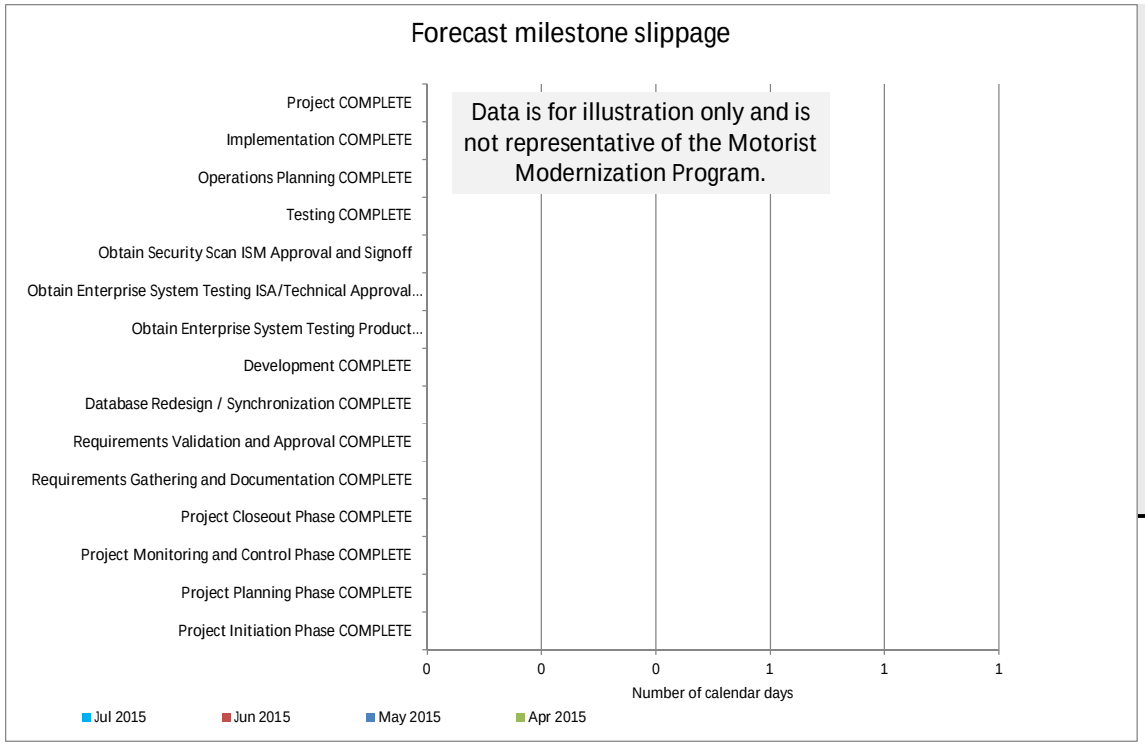
Overall performance (continued)



- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - None
- Conclusions:
  - The Program is currently on schedule and is within established performance thresholds.

- Blue area indicates the cumulative PV as of the current reporting period.
- Grey area indicates the cumulative EV as of the current reporting period.
- PV is the work scheduled to be accomplished.
- EV is the value of the work actually performed.

Forecast milestone completion



- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - The IV&V Team is refining calculations to determine future milestone completion based on reported EVM data.
- Conclusions:
  - None

Open deficiencies and actions

Deficiency	Actions taken

The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

Performance improvement recommendations

Recommendation	Progress update / resolution	Status

The DHSMV MM Program Team has satisfactorily addressed all performance improvement recommendations identified by the IV&V Team.

Upcoming IV&V activities

- Participate in IV&V and Program meetings
- Review draft and final MM Program materials provided to the IV&V Team
- Conduct interviews as required
- Schedule of immediate IV&V deliverables is as follows:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jun 2016 (IVV-302AQ)	15 July 2016	01 August 2016	22 July 2016	▸ Complete
MAR – Jul 2016 (IVV-302AR)	12 August 2016	29 August 2016	23 August 2016	▸ Complete
MAR – Aug 2016 (IVV-302AS)	14 September 2016	29 September 2016	23 September 2016	▸ Complete
MAR – Sep 2016 (IVV-302AT)	14 October 2016	31 October 2016	21 October 2016	▸ Complete
MAR – Oct 2016 (IVV-302AU)	14 November 2016	30 November 2016	23 November 2016	▸ Complete
MAR – Nov 2016 (IVV-302AV)	14 December 2016	29 December 2016	22 December 2016	▸ Complete
MAR – Dec 2016 (IVV-302AW)	16 January 2017	31 January 2017		

Supporting information

- Summary of changes
- IV&V ratings summary
- Open deficiencies
- Project milestones
- Late tasks
- Project budget

Summary of changes

Supporting information

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies.
New deficiencies	► No new deficiencies identified.
Risk ratings	► T5 – Security, BC and DR changed from Gray (not evaluated) to Green (no issues).
Maturity ratings	► T5 – Security, BC and DR changed from Level 0 (not evaluated) to Level 3 (defined).
Interviews conducted	► No interviews conducted since last report
Artifacts received	► Numerous artifacts received.

Open deficiencies

Supporting information

Areas and implications	Recommendations	Actions taken
None		

The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

Project milestones

Supporting information

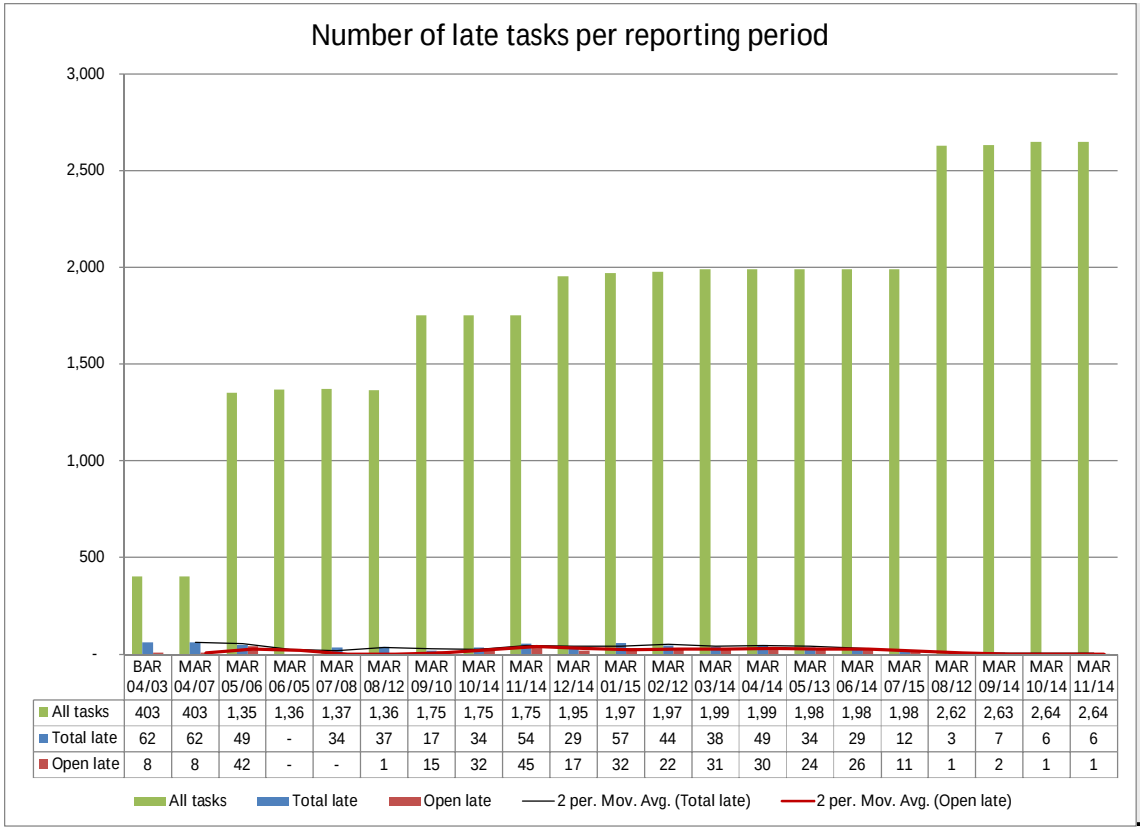
WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
1.3.12	Project Monitoring and Control Phase COMPLETE	06/28/2019	07/08/2019	07/09/2019	n/a	
1.4.8	Project Closeout Phase COMPLETE	06/28/2019	08/29/2019	08/29/2019	n/a	
7.5	Requirements Validation and Approval COMPLETE	03/02/2016	06/27/2016	06/27/2016	n/a	06/27/2016
7.6	PHASE GATE REVIEW - Requirements Validation	06/28/2016	06/27/2016	06/27/2016	n/a	06/27/2016
8.2	Database Redesign / Synchronization COMPLETE	05/01/2018	06/20/2018	10/17/2018	n/a	
8.4	PHASE GATE REVIEW - Database Redesign / Synchronization	06/20/2018	06/20/2018	10/17/2018	n/a	
8.5.10	Development COMPLETE	05/25/2018	09/13/2018	09/13/2018	n/a	
8.6	PHASE GATE REVIEW - Development	07/27/2018	09/13/2018	09/13/2018	n/a	
8.7.5	Testing COMPLETE	02/20/2019	04/22/2019	04/22/2019	n/a	
► Additional milestones will be added as the project progresses						

- Original – Original contract completion date.
- Scheduled – Scheduled completion date based on the latest schedule baseline.
- Planned – Planned completion date (should be the same as scheduled).
- Forecast – Based on the current schedule performance index.
- Actual – The actual completion date

Late	

Late tasks

Supporting information

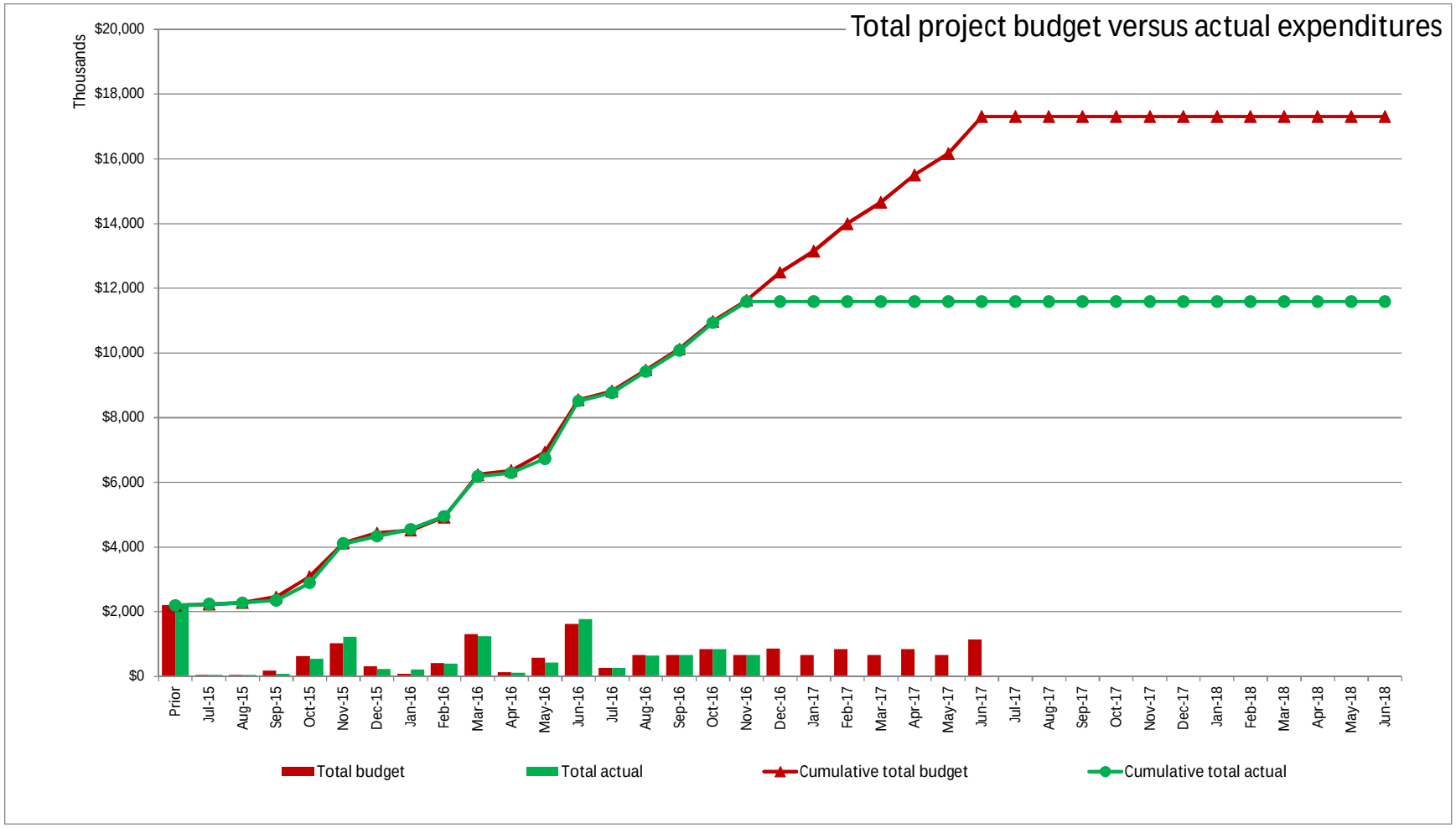


	BAR 04/03	MAR 04/07	MAR 05/06	MAR 06/05	MAR 07/08	MAR 08/12	MAR 09/10	MAR 10/14	MAR 11/14	MAR 12/14	MAR 01/15	MAR 02/12	MAR 03/14	MAR 04/14	MAR 05/13	MAR 06/14	MAR 07/15	MAR 08/12	MAR 09/14	MAR 10/14	MAR 11/14
All tasks	403	403	1,35	1,36	1,37	1,36	1,75	1,75	1,75	1,95	1,97	1,97	1,99	1,99	1,98	1,98	1,98	2,62	2,63	2,64	2,64
Total late	62	62	49	-	34	37	17	34	54	29	57	44	38	49	34	29	12	3	7	6	6
Open late	8	8	42	-	-	1	15	32	45	17	32	22	31	30	24	26	11	1	2	1	1

- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 2,648
  - Total tasks late: 6
  - Total open tasks late: 1
- Conclusions:
  - The total number of tasks designated as late is 0.2% of the total number of tasks.

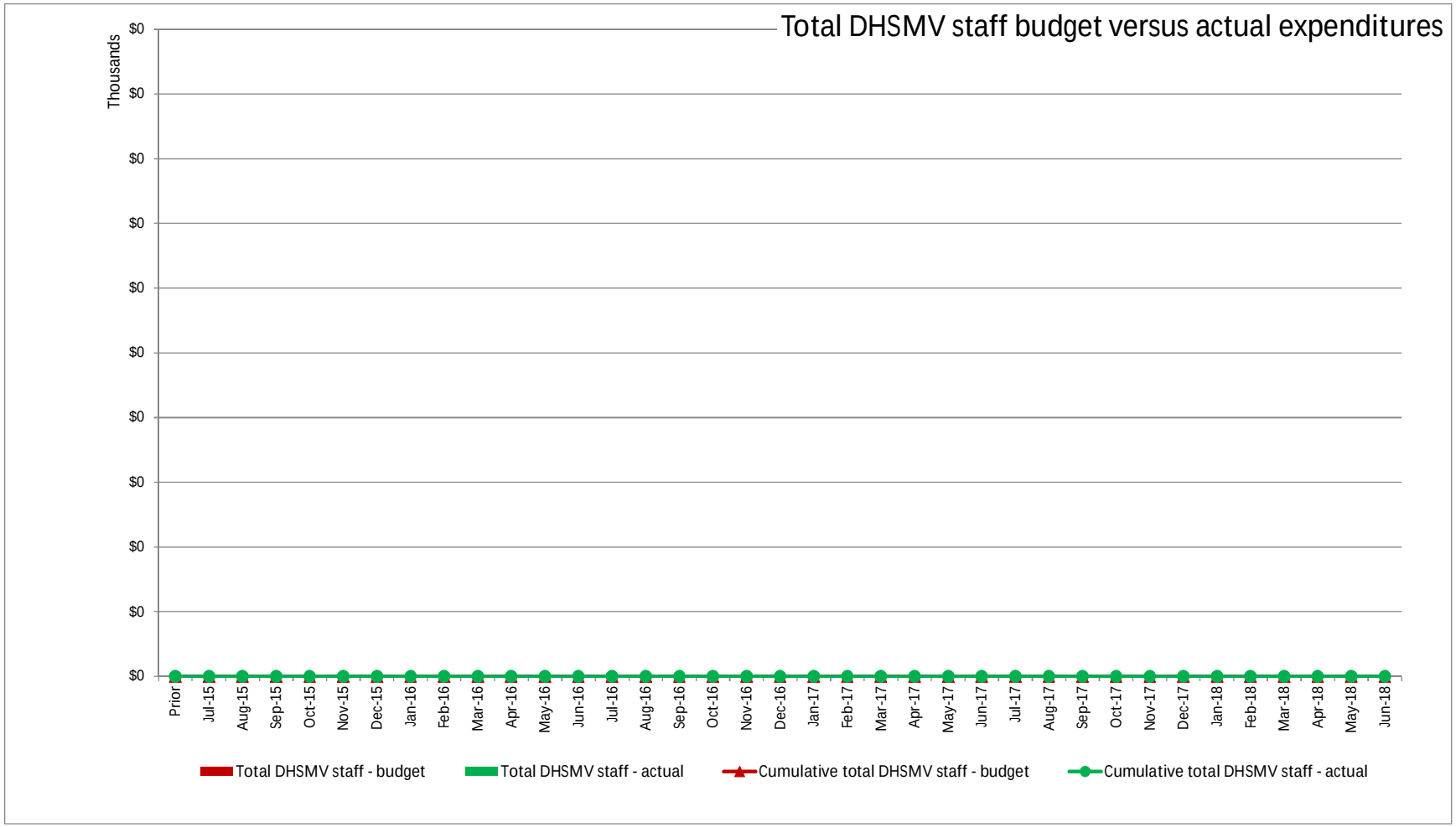
Project budget
Total project funding

Supporting information



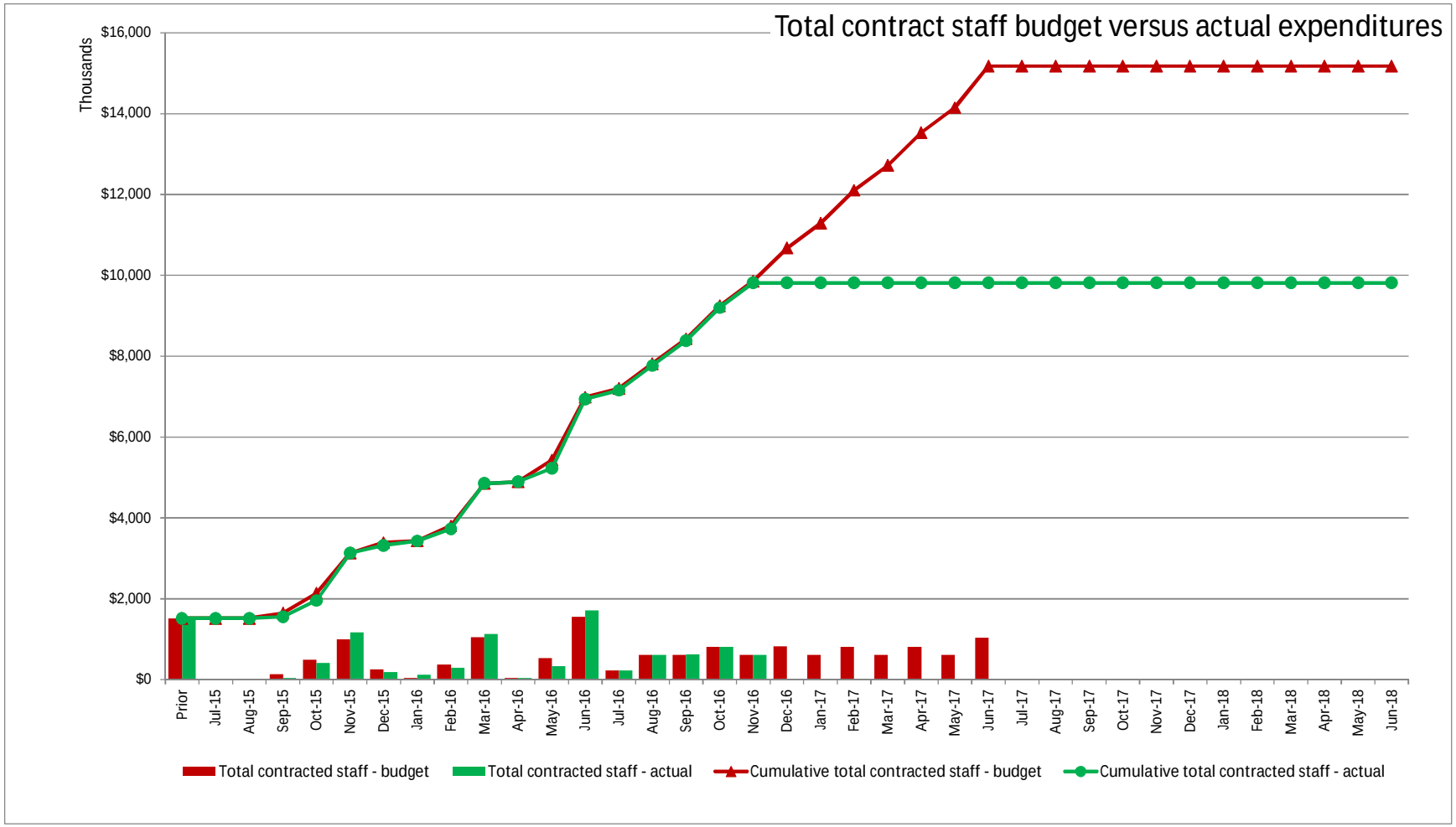
Project budget
DHSMV staff funding

Supporting information



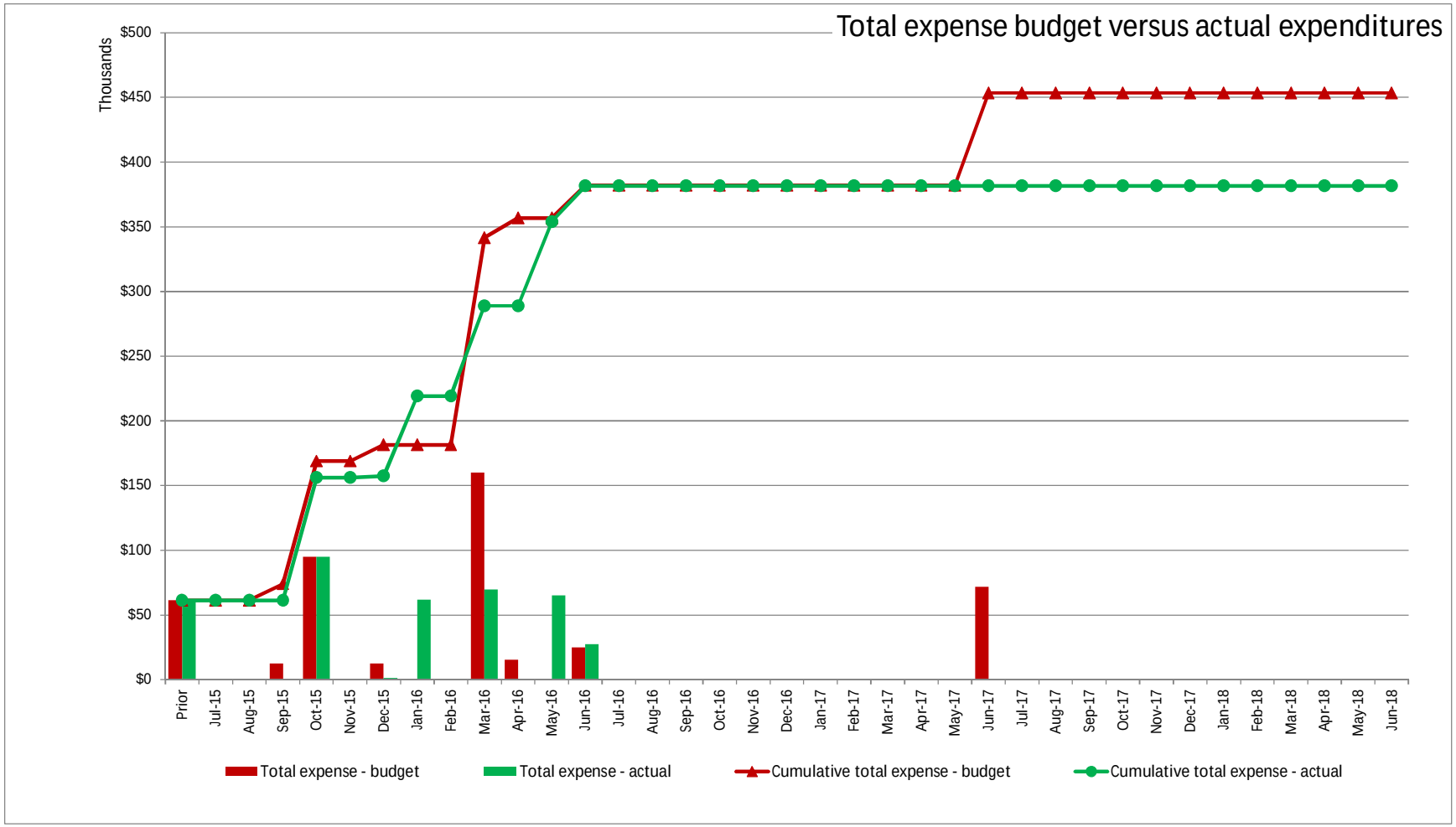
Project budget
Contract staff funding

Supporting information



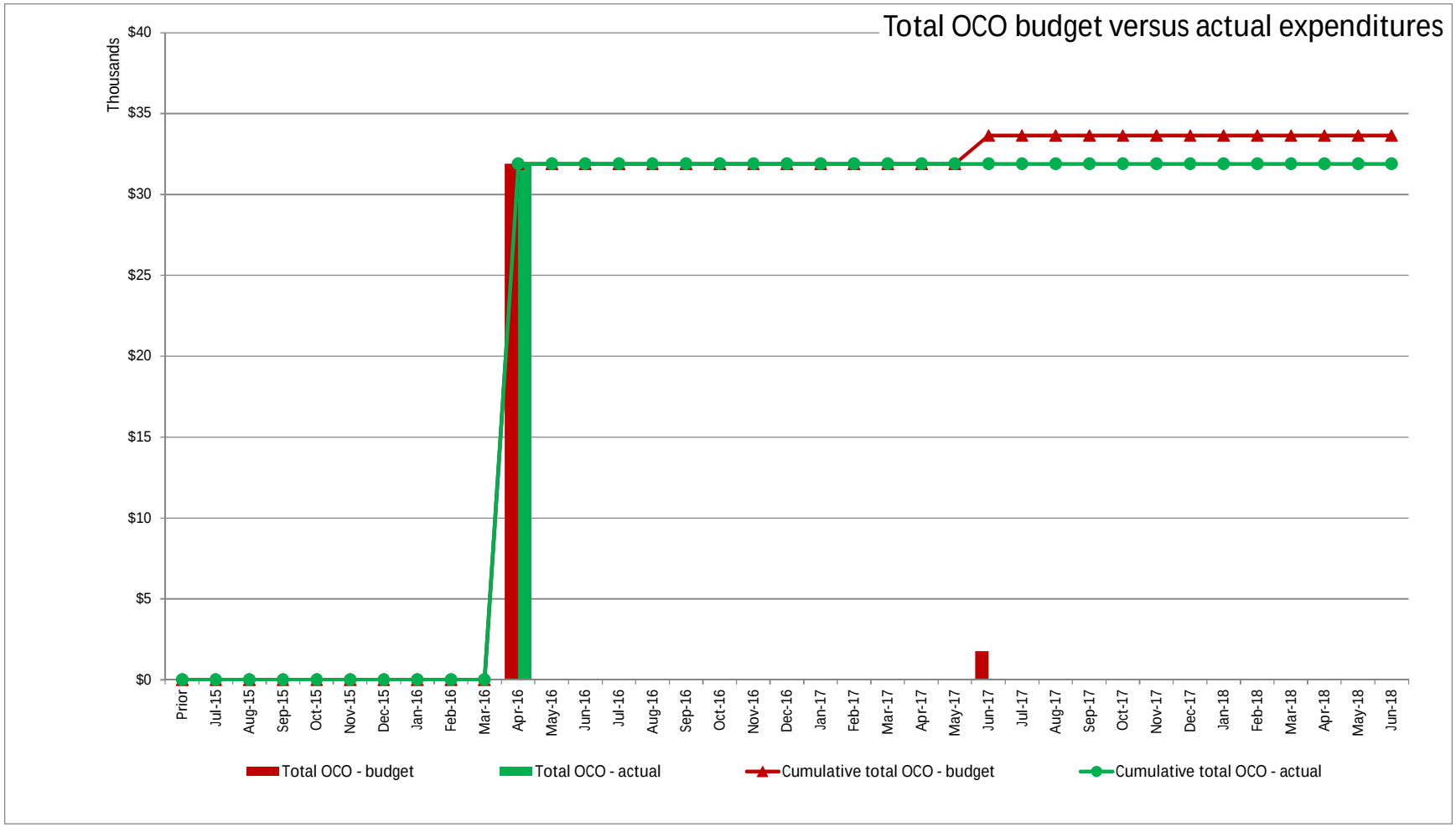
Project budget
Expense funding

Supporting information



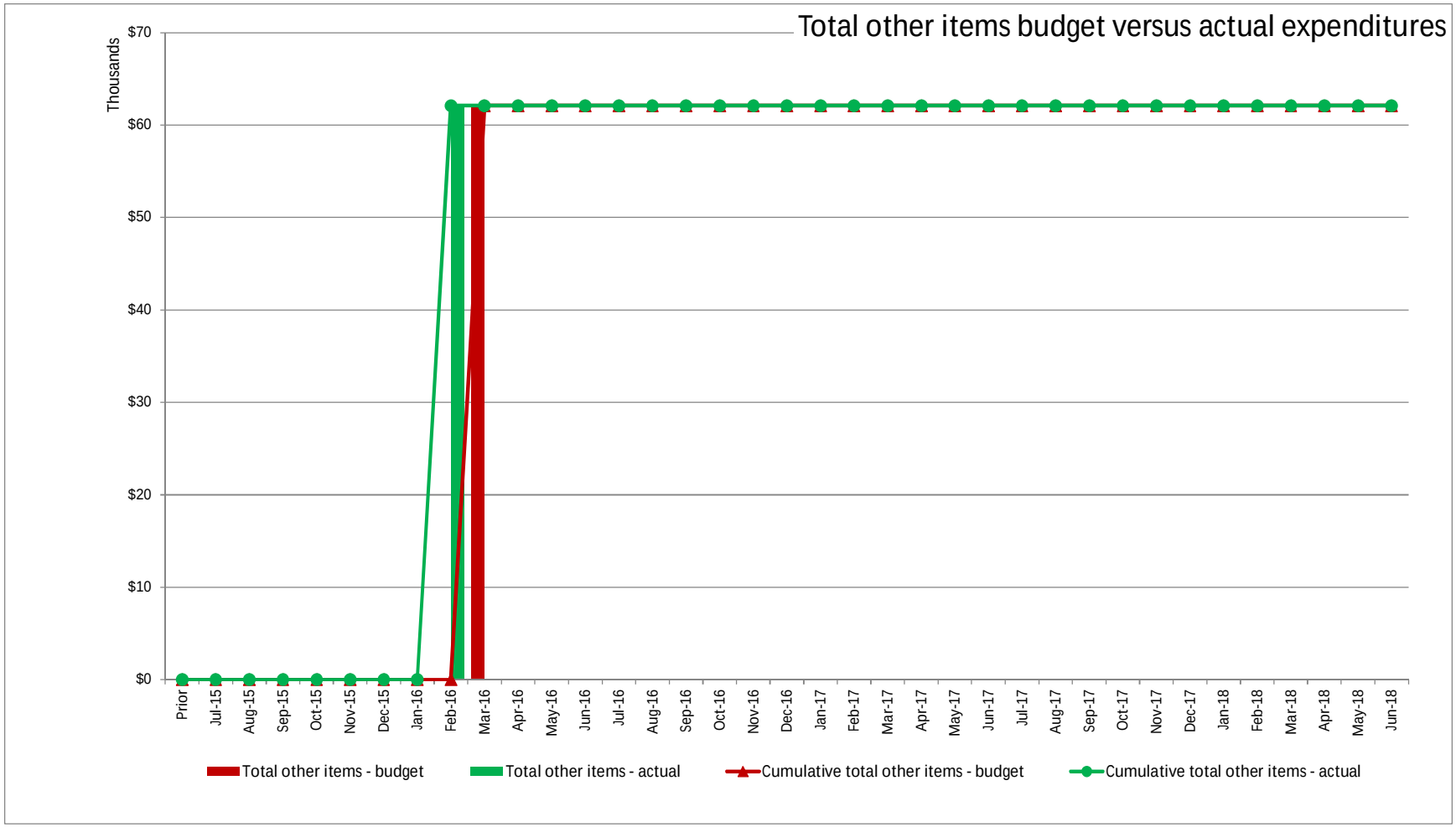
Project budget
OCO funding

Supporting information



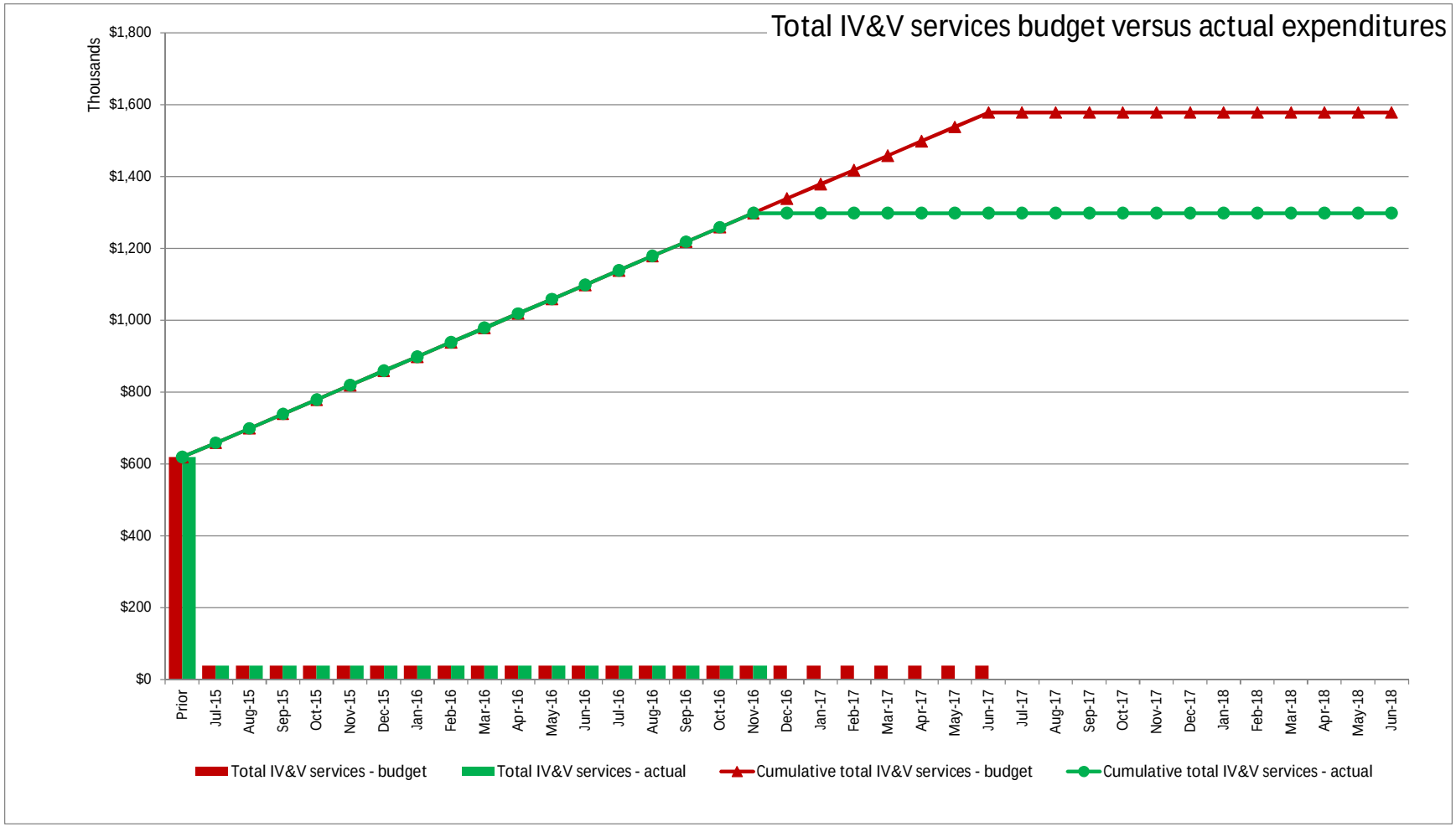
Project budget
Other items funding

Supporting information



Project budget
IV&V services funding

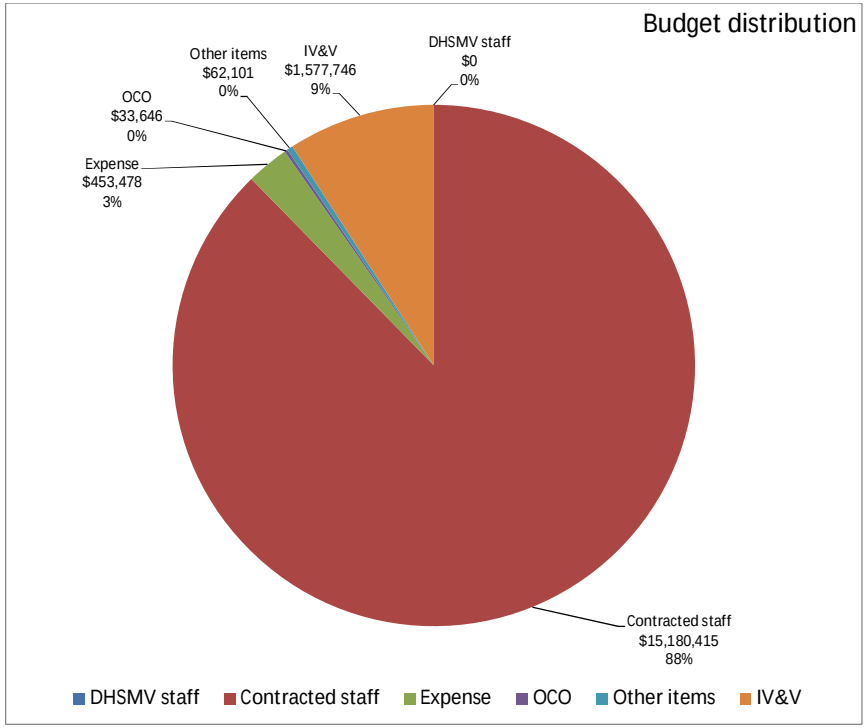
Supporting information

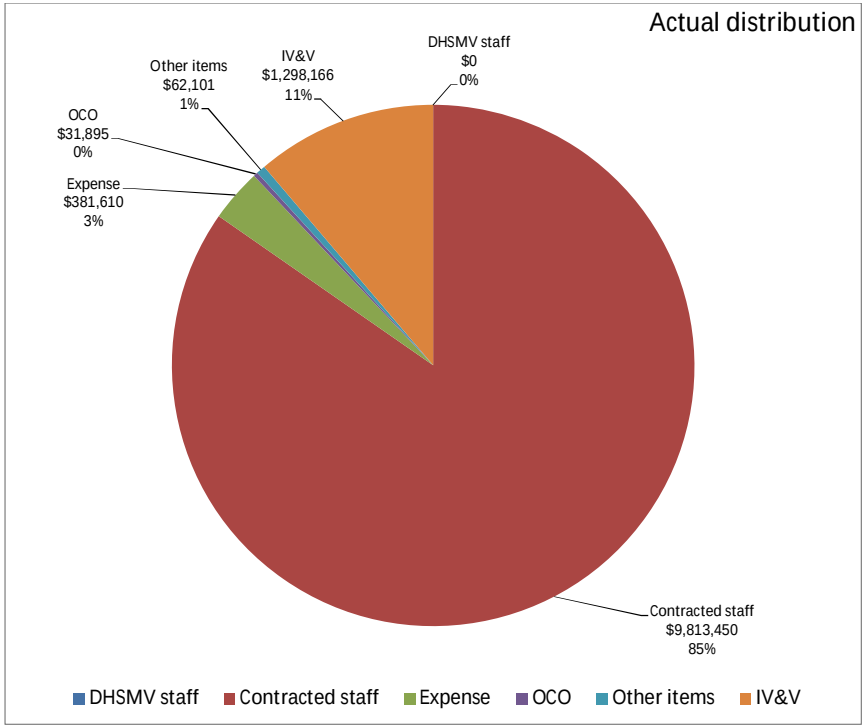


Project budget

Budget and actual distribution

Supporting information





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