

Motorist Modernization Advisory Board – Phase I Monthly Meeting
Wednesday, January 20, 2021
1:00 to 2:00 PM, EST
VIA: GoToMeeting

Invitees

Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
Mary Ross
William Washington
Lisa Cullen

Representing

FLHSMV
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- Stakeholder Outreach Update
- MM Phase I Program Update
 - Financial Review
 - Implementation Update
- Communications Update
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD PHASE I

Monthly Meeting Minutes

Tuesday, December 15, 2020

1:00 to 2:00 PM

VIA: GoToMeeting

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:00 p.m. Terrence Samuel began the meeting by welcoming the attendees and proceeded with the roll call of board members.

Advisory Board members present included:

- Mary Ross
 - Ed Broyles
 - Pace Callaway
 - Lisa Cullen
 - April Edwards
 - William Washington
 - Kevin Bailey
- Additional FLHSMV members included: Terrence Samuel, Kristin Green, Rachel Graham, Janis Timmons, Scott Lindsay, Chad Hutchinson, Michael Anderson, Cathy Thomas, Koral Griggs, Craig Benner, Brenda Washington, Judy Johnson, Felecia Ford, Jessica Espinoza and Stacey Bayyari.
 - Visitors included: Michelle McGinley and Joseph Weldon from Accenture. Carl Ford with J Ford Consulting, Gary Axtell with Civitek, Scott Lunsford with the Florida Tax Collectors, Melissa Primm with Grant Street, Dante Giancola with Ownum and Christina Smith with Department of Financial Services. Shannon Cash-Russell, Suzanne Tompkins, Lendy Davis and Katherine Carmack with FCCC also attended.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Koral Griggs reviewed the meeting minutes from October 13, 2020. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the October 13, 2020, meeting minutes were approved.

ORION UPDATE

- Michelle McGinley stated Wave 0A of the ORION system migration has been completed with MyDMV Portal pending as it has only been deployed internally. ORION was deployed in the South Daytona (F02) and Kendall (T03) offices during the weekend of December 11 (Wave 0B). The remaining pilot offices are Pembroke Pines and Mall of Americas in Miami. Upcoming activities included:
 - Remaining FLHSMV DL Offices – January 2021 forward
 - First Tax Collector Office (Titusville, Brevard County, Grant Street) – Cutover weekend of January 8 – 10, 2021
 - Remaining BAR Offices – January 2021 forward
 - DL Renewal Notices (first execution) – January 2021 forward
 - FLOW Mobile Installations – February 2021
 - MyDMV Portal Full Launch (i.e., VO taken down) – March 2021 forward
- She stated the Tax Collector Rollout Schedule has been finalized.

Office of Motorist Modernization

- Ms. McGinley presented a high-level diagram illustrating the DL Production and MS Production databases and the constant Informatica synchronization.
- She presented an overview of items to address in the field as well as GHQ/batch processing:
 - Top items to address for Field Offices
 - Stability of the BizTalk/SQL server forcing bypass in the field
 - Being able to clear certain sanctions (requires sending customer to FLOW Mobile) – This is related to the FR Sanction issue.
 - Inconsistent Transaction Detail Report performance/printing
 - Unable to clear D6 with Stops (Oracle Database Constraint differential) – This has been corrected.
 - Hazmat endorsements – Unable to issue until December 14 (continuing to monitor)
 - Enhancements to deal with specific record situations (Mono-vision, 3-wheel motorcycles, etc.)
 - FR Sanction Fee calculation differential (investigating)
 - Top items to address for GHQ/Batch Processing
 - Refinement of what moved to the AOV queue
 - Issues with batch transcripts – Performance and adjustments for data inconsistencies
 - Mail-in renewal expiration date calculation – Reprint required (TA being issued)
 - Role adjustments for specific business units in GHQ
 - HTO/PTS sanctions with connected FRs are failing when attempting to delete (Oracle Database Constraint differential)
 - Various enhancements for HAVA relative to Department of State
 - Penny Vendor – Remained on legacy due to an item identified that needs to be retrofit

INFORMATICA UPDATE

- Brenda Washington presented an Informatica update as follows:
 - Legacy System Issues (FDLIS)
 - There was an error in the legacy system where FR Sanction history was not being recorded. This impacted users that were trying to clear FR Sanctions using FDLIS as well as ORION having an incomplete FR Sanction History. A TA was issued.
 - Data Seeding/Patching
 - Sanction Records – Various data patches were completed to fill in data needed by ORION per direction from the business.
 - Exam data missing (approximately 1 million records) forcing them to add exams in ORION Motorist Maintenance.
 - Bulk batch transcripts – Various data patches were built and completed to repair data inconsistencies per direction from the business.
 - Data patching on select records that could not be voided (approximately a dozen) and a handful of failures.
 - Performed data standardization patch for suffix per direction from the business.
 - Synchronization
 - Monitoring ORION large batch programs for impacts on Informatica Synchronization. This was stable through first runs.
 - To repair FR Sanction record issue from FDLIS, the Informatica synchronization “replay” feature was utilized. This completed the replay (for records from mid-November to current day) as of December 15.

Office of Motorist Modernization

- Additional analysis is underway to determine if the FR Sanction issue has been fully repaired. There have been daily updates to the business and CSC on this issue.

SYSTEM PERFORMANCE

- Chad Hutchinson presented a system performance update. He stated there was little movement with the CPU and servers. He stated a few Biztalk issues were reported. There was a configuration difference discovered between the old Biztalk environment and the new. This issue was fixed. The second issue involved the SQL server. It was discovered the server was using a large amount of CPU. The team worked with AST to increase the CPU memory. The team also engaged with Microsoft to address this issue.
- Lisa Cullen asked how the Biztalk issue will affect the Tax Collector offices with a 2 mg line?
- Mr. Hutchinson stated there should not be an impact on offices with a slower connection as these Biztalk calls occur on the backend via a webservice.

OBSERVATIONS FROM THE FIELD

- Jessica Espinoza stated the team was in the Orange City office beginning December 3. The team recorded and addressed issues involving various reports, clearing sanctions and clerk usability of the system. She stated the team traveled to the Kendall office in Miami on December 10. She stated the clerks had little issues or questions using the system at this office.
- Cathy Thomas stated the team also worked in the South Daytona office beginning December 10. The team received positive feedback from this office on the new system. She stated the office clerks continued to improve on using the system.
- Lisa Cullen asked if the appointment times used by the other offices were enough to complete the verifications and use the new system?
- Terrence Samuel stated the team met with the Daytona office for approximately five hours, but less time was needed for the Kendall office. He stated a separate meeting can be scheduled to discuss the plan for her Titusville office in advance.

COMMUNICATION UPDATE

- There was no communication update at the meeting.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 1:35 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for January 20, 2021.

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 (10/13/20)	3 Pages
Financial Review	8 Pages
Phase I Team Updates – Key Enablers	6 Pages



FLHSMV
FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



FLORIDA
ARRIVE ALIVE
BUCKLE UP



Financial Update Motorist Modernization

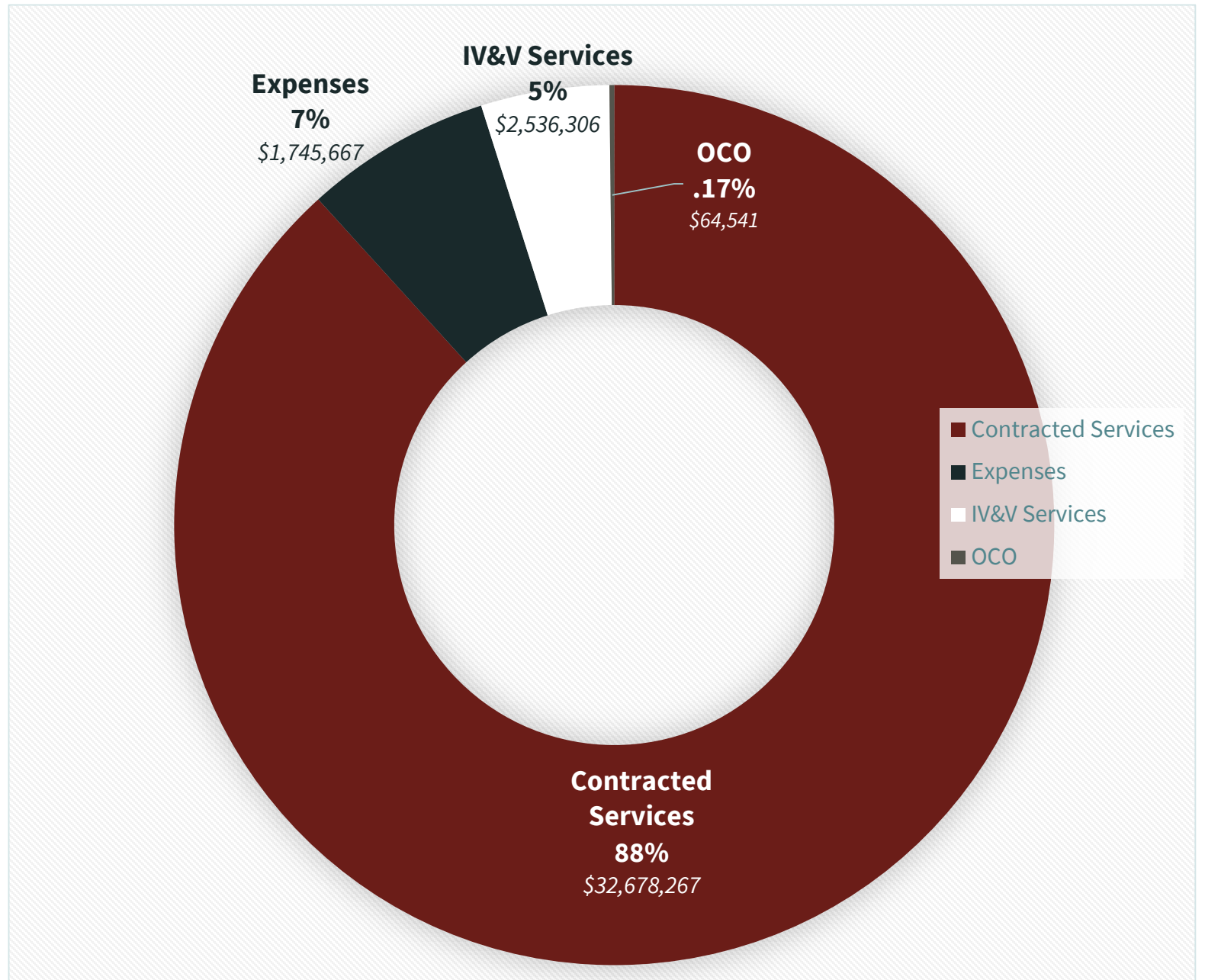
JANUARY 15, 2021



Phase I LBR Requests

<i>Fiscal Year</i>	<i>Total Request</i>	<i>Contracted Services</i>	<i>IV&V Services</i>	<i>Expenses</i>	OCO
2014-2015	\$2,500,000	\$1,514,762	\$619,186	\$61,478	-
2015-2016	\$6,362,609	\$5,468,933	\$479,280	\$382,501	\$31,895
2016-2017	\$8,749,351	\$7,907,512	\$479,280	\$336,688	\$25,871
2017-2018	\$9,857,775	\$8,506,720	\$479,280	\$865,000	\$6,775
2018-2019	\$7,536,000	\$6,976,720	\$479,280	\$80,000	-
2019-2020	\$2,323,620	\$2,303,620	-	\$20,000	-
TOTAL	\$37,329,355	\$32,678,267	\$2,536,306	\$1,745,667	\$64,541

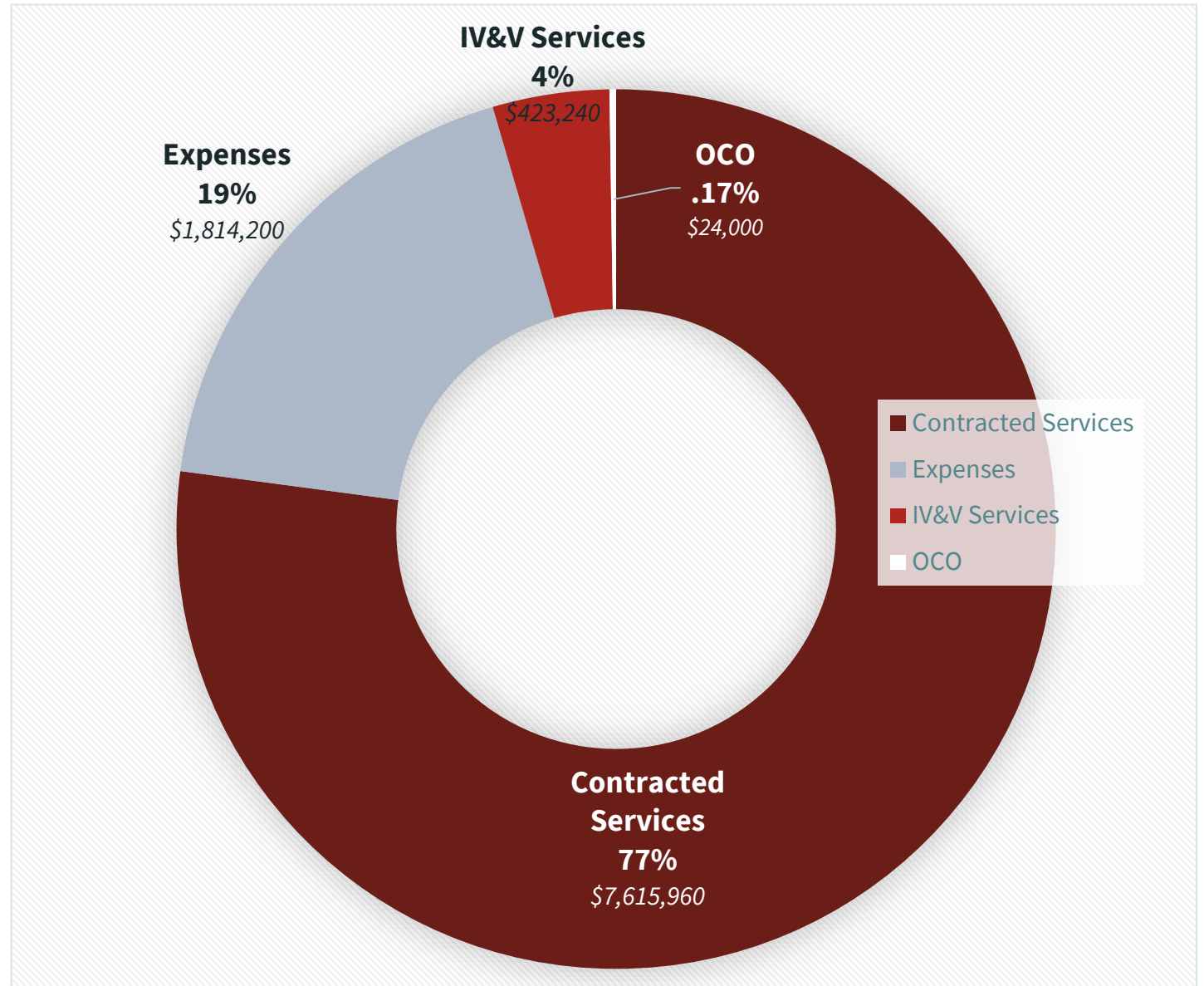
Phase I Total Actuals 2014-2020



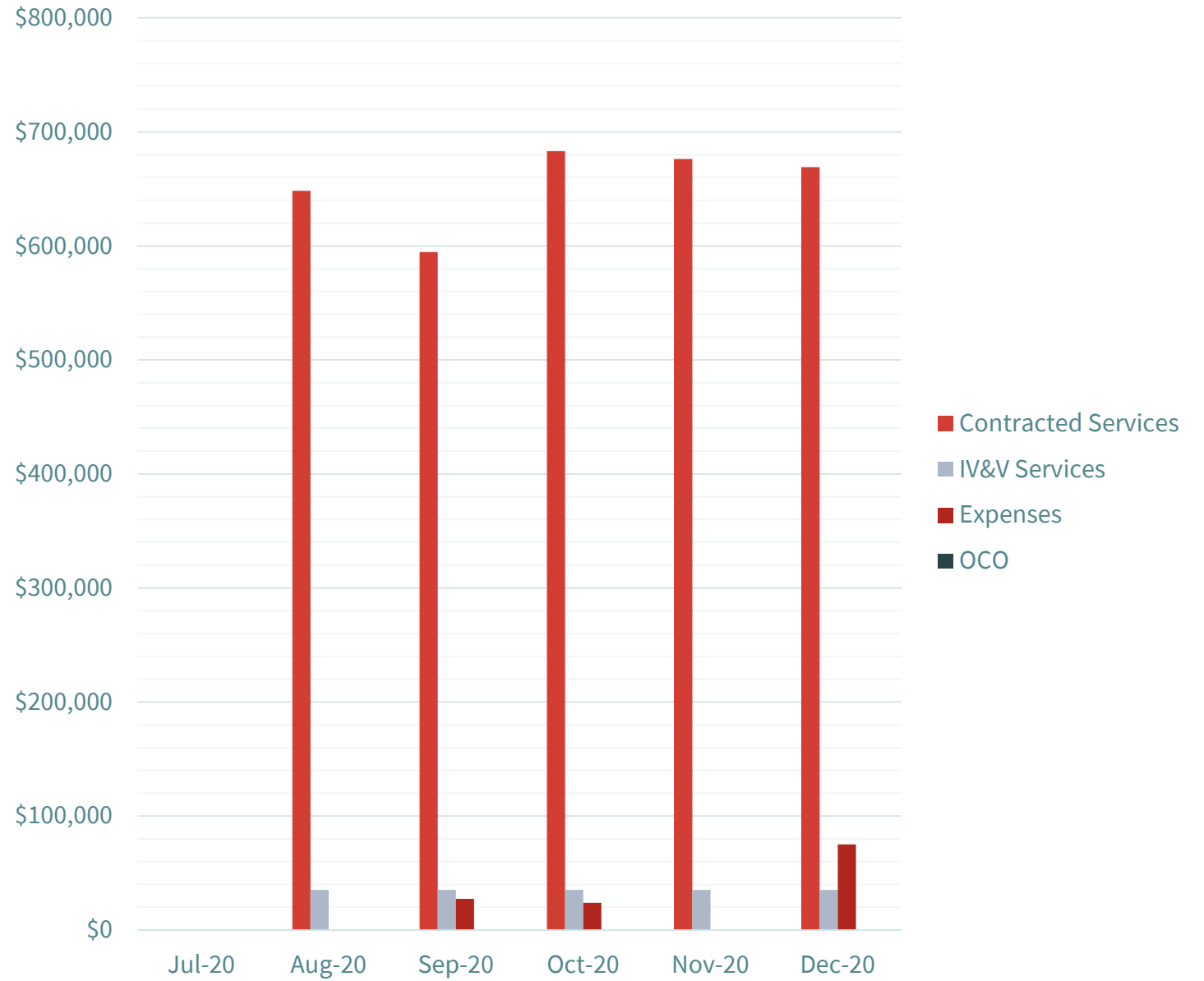
Phase II LBR Requests

<i>Fiscal Year</i>	<i>Total Request</i>	<i>Contracted Services</i>	<i>IV&V Services</i>	<i>Expenses</i>	<i>OCO</i>
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	\$10,639,010	\$9,278,070	\$423,240	\$904,700	\$33,000
2022-2023	\$10,400,830	\$9,065,890	\$423,240	\$887,700	\$24,000
2023-2024	\$7,467,560	\$6,132,620	\$423,240	\$887,700	\$24,000
TOTAL	\$53,828,620	\$43,707,080	\$2,473,390	\$7,506,450	\$141,700

Phase II Total Budget 2020-2021



Phase II Expenditures by Month



Phase II Budget v. Actuals

Description	Budget Total	Budget to Date	Actuals to Date	Variance
Fiscal Year to Date	\$9,877,400			
Month to Date (December 2020)		\$3,574,113	\$3,574,113	0%
Remaining Funds	\$6,303,287			

MM Phase I Rollout – Where are we at?

Go-Live (FR, MM, CDLIS, CP, Portal Soft Launch)

WAVES 0A-0F COMPLETE

All existing Motorist Maintenance users were cut-over to ORION on 12/7/20

Saturday – January 16th

- *FLHSMV Offices: Sunrise (R03), Margate (R06), Hialeah (S05), Justice Center (S12), Miami Central (T02), Florida City (T06)*
- *TC Offices: Titusville Government Center North (DL Inquiry Only)*

Rolling 4-week Transition

- Saturday – January 23rd
 - *TC Offices: Lee [Self 3rd Party Cashiering]; Monroe*
- Saturday – January 30th
 - *TC Offices: Collier; Indiana River; 2 Offices for Lee County (same location)*
- Wednesday – February 2nd
 - *TC Offices: Charlotte, Hendry*
- Saturday – February 6th
 - *TC Offices: Charlotte, Martin, St. Lucie*

Remaining BAR Offices

January 2021 forward

DL Renewal Notices – first execution

January 2021 forward (April)

FLOW Mobile Installations

Late April 2021

Portal Full Launch (i.e., VO taken down)

Late March 2021