Motorist Modernization Phase I

Office of Motorist Modernization

Advisory Board

Monthly Meeting

February 09, 2016

Table of Contents

Motorist Modernization Advisory Board Monthly Meeting
February 9, 2016
Kirkman Building, Training Room B130
1:00 PM – 3:00 PM

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

Agenda Outline

- Roll Call

- Welcome

- Review and Approval of Last Meeting Minutes

- Stakeholder Outreach Update

- Policy and Decisions Review

- MM Phase I Program Update

  o Status Update and Financial Review

  o IV&V Update

  o Change Request Review

  o Requirements Validation Update

- Communications Update

  o Organizational Change Management

- Q&A

- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD

Monthly Meeting Minutes
Kirkman Building Conference Room B-130
January 12, 2016
1:00 p.m. to 3:00 p.m.

WELCOME & INTRODUCTIONS

- The meeting was called to order at 1:01 pm. Kristin Green began the meeting with the *Welcome and Introductions*. She proceeded with roll call for the Board Members.

   Advisory Board Members present included:

   - Deb Roby
   - Ed Broyles
   - Steven Fielder
   - Carl Forney
   - April Edwards
   - Beth Allman
   - Linda Fugate (via telephone)

- Other DHSMV members present included: Kristin Green, Wendy Ling, Jessica Espinoza, Judy Johnson, Laura Freeman, Samadhi Jones, Janis Timmons, Kathlene Crowe, RaeLynn DeParsqual, and Aundrea Andrades.

- Visitors included: Joe Horgan (EY), Damaris Reynolds (Office of General Counsel), and Kim Koegel (Accenture), and Steve Storey (Oracle).

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Ms. Green reviewed the meeting minutes from December 8, 2015. A motion to approve was unanimously accepted by the members.

POLICY AND DECISIONS REVIEW

Ms. Espinoza provided an update on open items.

There is one new item, DL23. This item came from a meeting with the Department of State on January 11, 2016. The request is DHSMV should have access to motor voter data so that we know what updates need to take place. Currently we have the customers' word to go by. They are sometimes mistaken by their current voter registration status. A standalone online voter registration system could be used outside of the DL issuance system. It's more of a legal matter. We want to make sure we have legal authority to look at their current voter

registration status. This item will be added to the legal opinion document. We would like to know the recommendation of the Advisory Board for the ESC. In the even that we are allowed to receive this information from the Department of State, would we want to give the examiners access to see their current status?

- Mr. Fielder: I would like to clarify, so we want to know if they are registered in another county.
- Ms. Roby: It could mean anything. Basically, it's asking that we get the voter registration database and it is sitting there where our examiners and frontline personnel could look at it, if the customer couldn't remember where they registered.
- Ms. Fugate: That's what we currently do. If a customer isn't sure if they were already registered or where they registered, we pull up whatever county they were registered in and you can check their voter status online already. Are you talking about using a whole state-wide system?
- Ms. Roby: Do you have access to the motor voter database?
- Ms. Fugate: If our customer is registered in Levy County but they're not sure it's the right address, I can go to Levy.com and pull up with their name, date of birth and their house address and we can confirm if they are registered. You can go to pretty much any county. There is a public webpage for each county but you have to have personal information to get into that voter registration information. If we have their driver license, we already know their date of birth, last name, and house address.
- Mr. Fielder: So this proposal, DL 23, is just a proposal that rather than you having to go to each county's website, separately, that we would get it all of the information from the Department of State for the entire state and house it within the ORION system?
- Ms. Fugate: I would love that.
- Ms. Roby: I have concerns on the other side. It's going to lengthen the transaction time. I think there are concerns about the information that we are giving our employees access to. It's an extra monitoring on our part where we're already having to do audits on the different systems that our members use/misuse.
- Mr. Fielder: Other than the name, address and party, what other data would we be getting from the Department of State?
- Ms. Roby: The conversation yesterday was pretty much that we would have everything.
- Mr. Fielder: To Ms. Fugate's point, you already have their name, address and their party. You're absolutely right about the audits, keeping track of people not looking at things they're not supposed to look at. I understand all of that. I was curious what it was you are afraid they are going to see other than those three things.
- Ms. Roby: I'm concerned about people going in, looking around at things that maybe they don't have a need to know for their job. If someone comes in and they want to apply for voter registration, it's the customer's responsibility. If I want to register under a particular party, I can tell you what party that is. I don't think I want somebody to go in and figure out what I used to be.
- Ms. Fugate: Unfortunately, we have so many customers that don't remember where they were registered or what they were registered as. They are relying on us and based on my

Supervisor of Election in my county, the problems that she gets is finding out that a customer was already registered or a customer did it as new, but it should have been a change. We didn't know that, unless we go in to check the data. Is this information only accessible during the transaction?

- Ms. Johnson: You can make it that way.
- Mr. Fielder: If you're in the system with a customer record open, you want to search their voter registration.
- Ms. Espinoza: I wouldn't go as far as saying that you're only able to access when you're in the middle of a transaction and not from the customer summary, then you would be able to look up anyone and run that check.
- Mr. Fielder: Could you make it in such a way that if I am in their record and I just want to hit a button that says, check the motor voter, and I click it it's only check for the person whose record that I'm in. Then we get a response whether the information was found or not. Would that help you Deb? If they could do it that way?
- Ms. Roby: It would. I see it lengthening the transaction time. Let's compare Levy County to Miami-Dade County.
- Ms. Johnson: What if we make it optional where we set it for an office with some of the other things like we did with Capture? We can make it available.
- Ms. Roby: The Department of State is still looking into the privacy concerns on their part and our legal will look into our side.
- Ms. Espinoza: If we can make it roll based only during the transaction and give limited information, what the recommendation from the Advisory Board? Do you think we could do it?
- Ms. Fugate: I would like it.
- Ms. Roby: I would like to wait to hear what the Department of State says because they are supposed to come back with a legal ruling on it too. If they come back with a no, it's a moot point.
- Ms. Espinoza: I wanted to put this on your radar so you could be aware that the Department of State is going to look into it and our legal department is looking into it.

Ms. Espinoza: As far as other updates, there haven't been any changes on the rest of the document. We are still waiting on additional information that the ESC has requested.

MM PHASE I PROGRAM UPDATE

Status Update and Financial Review

Ms. Ling provided an overview of the program status.

- I wanted to give you a brief status on the actual overall project and the work plan. I know we discussed change requests in past meetings and where we are. The three primary components of the schedule are the requirements grooming, the test case development, and the development estimations. Right now, we are trending behind schedule on the development estimations as well as the test case development. On the development estimations, Citations Processing is complete and Financial Responsibility

has been reduce to 31% complete due to the breakdown of several epics (large stories). To give you an indication, we have three increments for the requirements grooming and due to how things have progressed, development estimations are approximately one increment behind. They are working to complete that for FR. For DL Issuance, they have finished more than half of increment one story estimates. Motorist Maintenance is about 23% complete. Renewal Notification is at 70% complete. MyDMV Portal is 90% complete for the development. Those are the estimations of how long it will take to develop the system. The test cases are trending behind, but we are working behind the scenes with everyone to try and mitigate that and make arrangements on how we can catch up. We are working with leadership as far as staffing and monitoring how we can progress with all of the different test cases that we have. Renewal is on target with their test cases. We are working with the rest of the teams for the remainder. Citations Processing is complete and they are already into increment two.

- Ms. Timmons: We are in really good shape this year. We have one deliverable in December that got extended to January because of the holidays. It was due on December 29th and some people were out so the date was moved to the first week in January, 2016. It is now completed and it will be paid this month. We don't have much to do in January. Our next big push will be in March. As of last week, we have amended our second budget amendment to Suzie Carey and we hope to have a response within the next couple of weeks. We have enough funds to get us through the end of March but we need to have the second released before then.

IV&V Update
- Joe Horgan presented on behalf of Gary Didio: As Ms. Green mentioned, I work alongside Gary Didio for IV&V. I have been working with the team for the past 7-8 months. I wanted to take this time to say that I've really enjoyed working with the team, both the Department and Accenture. I think the atmosphere is excellent and the mutual respect everyone has for each other throughout the team. I think that's really going to help make this program successful. I know everyone's had a chance to look at the draft report, so it won't be a surprise. We won't be looking at all of the bullets, but we will be taking a look at the general overview, overall risks, state and where the program has come for the past year. The remainder of the bullets, there is really nothing outstanding and nothing to report on these slides.
- All of the deficiencies have been addressed. The last outstanding deficiency was the OCM plan. The OCM plan was created and entered into the IMS so that deficiency was closed. The current overall IV&V risk state is green. OCM was the only remaining deficiency left on the cube. A big congratulations to the team. It is a really big accomplishment. Nice work.

- The only outstanding item to discuss is that the program is behind schedule, but it's within the threshold so it's nothing to be worried about. It's under control.
- There are no additional facets to be evaluated. There are no new deficiencies that have been brought up. I want everyone to be excited, but we've got to maintain this state going forward. As you get into development and the agile environment, we're hoping that you'll realize why we've put in this amount of work to get to where we are now. Speaking of that work, here is a view of the amount of effort that was done throughout the year. You can see from March to June, we were getting ramped up, understanding what the deficiencies were and then the team addressed them from July through November. 20 deficiencies were cleared out. Great job everyone.
- We are getting ready to draft the December monthly assessment report.

Change Request Review
- Ms. Green indicated there were no change requests to review this month.

Requirements Validation Update

DL Issuance
- Ms. Espinoza provided an update on DL Issuance: The team is on schedule. We are working on the issuance review functional area.

MyDMV Portal and Renewal
- Ms. Johnson provided an update on Renewal Notification: The team is on schedule. They are working on the renewal inquiry.   There were 27 stories in that particular functional area. For MyDMV Portal, the team is working on bulk transcripts. There were a total of 15 stories in this area.

Motorist Maintenance
- Ms. Freeman provided an update on Motorist Maintenance: The team is on schedule for financial responsibility. They are working on a few things to expand their stories. They have 23 stories in the noninsurance area. They are all working on clearance. They needed to expand that a little bit for the developers to be able to work, so we now have a larger volume of stories.

COMMUNICATIONS UPDATE
- Ms. Jones provided a communications update: Just to hit a few highlights from the handout, we are currently working on the Organizational Change Management deliverable, which is for the training and support strategy. That's going to be due February 11th. This is taking the information, the Stakeholder groups that were

uncovered during the organizational analysis that we were working on the last time we met. We are now starting to build the plan.

- We had the Department of State Focus Group meeting yesterday. Last week, we had a subgroup for the tech teams to discuss issues that were specific to the technical issues that we are looking at.
- We are going to have a big meeting with the Tax Collectors in Orlando on the 20th.
- We proceeded with our planned outreach to Fish and Wildlife Commission, Florida Sheriffs, Florida Police Chiefs, and Florida Retail Federation.
- A couple of new things, we were featured in the premier edition of DHSMV Connections. That is our Executive Director's newsletter that started on January 5th.
- OMM will have an internal newsletter that's going to be starting in March.
- The last time we were here, we were not able to go to the Advisory Board webpages, but I have you have. If you haven't, please take a look.
- We are going to be meeting this week to discuss the public facing Motorist Modernization webpage that we will be designing.

ADJOURNED

- The meeting came to a close and was officially adjourned at approximately 1:33 pm.
- The next Advisory Board meeting is scheduled for Tuesday, February 9th from 1:00 – 3:00 pm.

Note: Handouts at this meeting included:

Consolidated in a booklet format:

MM Advisory Board Agenda	1 page
MM Advisory Board Monthly Meeting Minutes 12-08-15	6 pages
MM Phase I Decisions	12 pages
IV&V Overall Risk State and Trending	1 page
IV&V Action Plan Summary	1 page
Communications Update	5 pages
Notes Section	4 pages

Additional handouts include:

MM Phase I Decisions (updated)	12 pages
2015-2016 – MM Phase I Spend Plan	1 page

**Motorist Modernization Program – Phase I
Testing Strategy and Plan Checkpoint
Wednesday, January 20, 2016**

Discussion Topics / Summary Notes

Opening Session / Kick-Off Discussion

1. Opening Remarks (Terrence)
   - Terrence provided an overview of the Motorist Modernization program and provided updates on key initiatives (e.g., DRIVE, Capture, etc.)
   - Terrence provided an update on Motorist Modernization Phase I, including system requirements, validation, project oversight, and a legislative update

2. Organizational Change Management Overview (Samadhi)
   - Samadhi provided an overview of the program's Organizational Change Management activities, and explained the intent of helping audiences move from "Pre-Awareness" to "Enthusiasm" on the Change Curve
   - There were no questions from the audience on this topic

3. MYDMV Portal Overview (Judy)
   - Judy reviewed high level information about Portal scope and functionality
   - Audience Questions about this Topic:
     - **Question #1:** What is a MOU?

       Answer Provided: Judy provided context about Memorandums of Understanding

     - **Question #2:** Renewal Enhancements (Ability to Maintain / View Vendor Information): Will tax collectors have the same inquiry abilities as the Department to view status / date of when a vendor retrieved renewal data information?

       Answer Provided: Judy further explained the abilities that Tax Collector staff will have to view this status and date information

     - **Question #3:** When will the Portal be available?

       Answer Provided: Terrence explained that the target timeframe is August 2019 but that the team is also investigating whether there are pieces that can be pushed out early

4. DL Issuance Overview (Jess)
   - Jess reviewed high level information about DL Issuance scope and functionality
   - There were no questions from the audience on this topic

DL Issuance Break Out Session (Jess and Catherine)

1. Jess began by asking the group to list out "Current Issues." She documented these on the board, and then "checked off" each item as it was discussed / as she demonstrated how functionality in ORION would help to address these current issues. The list included the following items:

   - **Issue #1:** Location of "Country of Birth" field and "State of Birth" fields in the current application is not user friendly.
     (Users currently have to go backwards to complete this information)

     Answer Provided: The new system will display these in the correct order.

   - **Issue #2:** Users would like to bypass the FL Resident Question.

     Answer Provided: We will have to research the statutory/policy requirements but will follow up with the outcome.
     (An alternate solution was also discussed which involved setting "Yes" as the default value for customers who are US Citizens)

   - **Issue #3:** CDL exams are displayed on a different screen from Class E exams.

     Answer Provided: The new system will display all exams on the same screen so that users can compare exam data without having to switch screens.

   - **Issue #4:** Zeros not populated in the SSN field when the SSN number begins with a zero.

     Answer Provided: This will be corrected in the new system.

   - **Issue #5:** Users are experiencing issues with ADLTS exams not updating.

     Answer Provided: This is an operational issue that can be addressed before the new system is developed and the information will be forwarded to the appropriate points of contact.
     (The information was provided to Sharon Watson for follow-up)

   - **Issue #6:** Users are experiencing issues with the error message "Host update fail" when updating exams in FDLIS.

     Answer Provided: This is an operational issue that can be addressed before the new system is developed and the information will be forwarded to the appropriate points of contact.
     (The information was provided to Sharon Watson for follow-up)

   - **Issue #7:** Users come across a lot of duplicate STS customer records and would like the ability to merge – possibly role based.

     Answer Provided: The information will be forwarded to the appropriate points of contact.
     (The information was provided to Sharon Watson for follow-up)

- **Issue #8:** Users would like to stop having to enter 9s as the SSN for customers who do not have an SSN. (In some cases users use 0s)

  Answer Provided: Zeros should not be used in the SSN field, but we will fix this issue by eliminating the need to enter any value when the customer does not have a SSN.
  (The new system will allow user to select a "No SSN" indicator to bypass)

- **Issue #9:** Users should be alerted that the customer is not eligible for an issuance due to an SSN error before getting to the "Personal Information" screen.

  Answer Provided: The new system will eliminate this issue by including this check as a part of the eligibility rules. Users will know that there is an error before beginning the transaction.

- **Issue #10:** Users would like to have the ability to add remarks to a transaction as they go along. Currently, users have to wait until the end. Some of the items discussed included:
    o Parent's DL#
    o Sanctions/Correspondence addressed during transaction
    o Mono-Vision
    o Exception #
    o Electronic Insurance
    o Administrative fee adjustment

  Answer Provided: All items mentioned will be addressed. The new system will systematically add remarks to the transaction as items are modified during the transaction.

- **Issue #11:** Users would like the ability to add comments when voiding a transaction.

  Answer Provided: Entering a comment will now be a requirement to void a transaction.

- **Issue #12:** Users would like more detailed descriptions to correspondence codes.

  Answer Provided: The new system will allow users to add comments when updating correspondences. The team will review current correspondence descriptions for clarity.

- **Issue #13:** Users would like to see sanction clearance instructions or links to the DL Operations Manual.

  Answer Provided: Links will be provided to the corresponding chapters for sanctions and correspondence.

- **Issue #14:** Users would like an easier way to view last scanned documents

  Answer Provided: Scanned documents will be provided through MM.

Motorist Modernization Program – Phase I
Meeting Summary

2. Reactions from the Group (across different topics discussed); The group reacted very positively to multiple items, including the following:

- "No SSN" checkbox
- "Customer Inquiry and Creation" search functionality
- The "Exams" tab and ability to see all exams in one area
- Ability to link directly to transactions via the "Transaction Date" link on the "Photo and Signature" tab
- "Partially completed" transactions will be held in queue to complete later (and will save information that has already been entered) - this includes "voided" transactions earlier that day. Group was happy that this will prevent the re-entering of data
- Ability to copy / edit veteran email address information
- Ability to "Copy Primary ECI Address"
- "No Voluntary Contribution" checkbox
- Updated "Fee Summary" and "Print Preview" in the Transaction Review screen

3. Suggestions from the Group; The group did make the following suggestions as part of the discussion:

- Remember that FRVIS users are "tab happy" (Implication to Design: Think about how we are arranging questions on the screen for completion)
- Add "e-mail" to Customer Summary (Personal Info) for editing
- Add legend at the top of the License Details screen (for alerts)
- Scanning when the DL # changes due to a Name, Gender or DOB update (Currently, you have to scan at the end so that documents are saved on the new DL #)
- If someone is a "US Citizen"- the "FL Resident" field should default to "Yes"
- Add ability to submit medical information outside of the transaction
- Continue to use "Update" without having to enter an amount in any field for Tax Collector offices that use third party cashiering
- Send third party cashiering a batch # OR form # (give option by office)

4. Action Items:

- (Jess) Follow up with group to provide context on why the decision was made to NOT allow for editing the ECI outside of the transaction.

Renewal Notification Break Out Session (Judy)

1. Audience Questions about this Topic:
   - **Question #1:** Can we get a copy of the release plan? (It was mentioned that the renewal file will start including renewal data for ½ year heavy trucks, dealer plates, manufacturer plates, and transporter plates and that this will be deployed prior to the rest.)

     Answer Provided: Terrence and Judy said yes.

   - **Question #2:** What Stop information will be included on the file?

     Answer Provided: Stops information will include entity placing stop and contact information. File will include stops or actions on customer record and all the registrants.

   - **Question #3:** (Dale H) Does the email come strictly from DHSMV? Since DHSMV is driving the emails, DHSMV may have an issue with the branding of the email.

     Answer Provided: Yes, we can look into adding info for specific counties.

   - **Question #4:** Will the Tax Collector know that you sent the notice to the customer?

     Answer Provided: Yes, and you will have access to it and who printed it.

   - **Question #5:** Will you include in the renewal file those with OOS resident addresses?

     Answer Provided: No.

   - **Question #6:** How will the email notices work with the vendor file?

     Answer Provided: Email notice will be sent first and then after 7 days the vendor file will be sent. If the customer renewed within the 7 days it will not be included in the file.

   - **Question #7:** Will the backend process change?

     Answer Provided: No.

   - **Question #8:** How will we handle multiple renewals for one customer?

     Answer Provided: Printed Notices will be generated for each vehicle, but may be mailed together. Emailed Notices will contain multiple vehicles for that customer.

   - **Question #9:** Will new system require customer to have a Florida resident for Parking Permits?

     Answer Provided: Current system allows OOS address for Parking Permit, but

new system will require customer to have a Florida resident.

- o **Question #10:** Are you sending the MOU notification after notifying the vendor the file ready for pickup?

  Answer Provided: The Vendor's MOU will be verified and then the email will be sent if contract current.

- o **Question #11:** Can I add any vendor to the County Renewal Vendor Maintenance screen? What if a county does their own?

  Answer Provided: No. these are only approved vendors. If a county does their own printing, they will be listed as a vendor.

- o **Question #12:** Can everyone get to the renewal application?

  Answer Provided: All access is role operated; you set it up. It is up to your managers in your offices.

- o **Question #13:** What is the shipping address?

  Answer Provided: It is the first residents mailing address. Mail-to is only for that transaction, and there is an indicator when it's reoccurring. In Portal, they will always have the ability to do a onetime address.

- o **Question #14:** Can we add "**Your**" to the back of the Motor Vehicle Notice? Where it says, "Please visit any local tax collector office"?

  Answer Provided: Per Dale and others – not all counties renew residents of other counties.

2. Suggestions from Group:

- Need to add Year, Make and Model to front of the Motor Vehicle Notice.

- Add Model to the email notice.

- Add verbiage to the email renewal notice "that if they do not renew within 7 days they will receive a renewal notice in the mail". Or if they are not eligible to renew certain vehicles add verbiage to notice "that they will receive a renewal notice in the mail".

- Customer needs the ability to print the ones that are not eligible for renewal.

- Add web link for Residence County to the email renewal notice. (County URL for the county maintained page at the bottom or by the "Eligible for Online Renewal".

- Add hyperlink to the address of the county in the "By Mail" of the renewal notice.

- Add to County Renewal Maintenance screen an option to receive an email if the file is picked up after 7 days. (Already sending email if not picked up after 7 days.)

- Add URL to the County Renewal Maintenance screen so they can maintain their own URL.

3. Action Items:

- (Judy) Verify that edits will exclude confidential records in the new renewal file.

- (Judy) Modify Motor Vehicle Notice(BACK) content by changing "Please visit any local tax collector" to "Please visit your local tax collector"

- (Judy) For the email notice, is this in the body or an attachment of the email?

- (Judy) Is the renewal email going to be compatible with High Speed Renewal?

- (Judy) PP email notice – make sure system allow for multiple PP renewal notices.

- Put copy of Release Plan on the website

Emails will go to BOR and to the county if the MOU is about to be expired. How much time do you need notification of the expiration of the vendors MOU? Per Dale – 30, 60, 90, it depends on the county. Judy – As a focus group, can you decide on a timeframe? When does it first appear on ERIC's radar? The focus group will come up with a recommended time.

Portal Break Out Session (Judy)

4. Audience Questions about this Topic:
   o **Question #1:** Federated ID / What if Facebook account gets hacked?

     Answer Provided: Terrence and Judy explained that the OMM team is working closely with the Security team to determine the best approach with Federated ID options

   o **Question #2:** How will the Public know about the Portal?

     Answer Provided: Judy and Kim explained that there are Organizational Change Management-related activities, including a broader Communications plan that will help in managing / scheduling those outreach activities

   o **Question #3:** Will address edits trigger a re-issuance?

     Answer Provided: Judy explained that changing the residential address would trigger a re-issuance. Changing the mailing address does not trigger a re-issuance.

   o **Question #4:** How will we enter a mailing address that is "outside of the country (OOC)?"

     Answer Provided: Judy explained that this topic and associated cost is still in discussion / TBD with the Executive Steering Committee. Portal is allowing a shipping address that can be "OOC" so they don't have to change mailing address to "OOC".

   o **Question #5:** Will Motor Voter form in Portal link to DOS site or will we send data captured?

     Answer Provided: Judy explained there has been discussions with DOS and their plans for a new site. The plan is to capture and send the data to DOS as we currently do via FDLIS.

   o **Question #6:** Will Original CDL Permits be allowed and requirements for CDL Medical Certifications?

     Answer Provided: Judy explained the Original CDL Permit will be done in the office and there will need to be valid Medical Certification on file.

5. Suggestions from Group:

   • In addition to confirming account creation via clicking on an email link-, can we also include a "text activation" option?
   • Account Verification suggestions:
     o Use 9 digit SSN
     o Consider not using Issue Date because license could be lost and want know this information
     o May have the account set-up initiated during the office visit and use some generated data to authenticate with at login

- o Qualifying questions could be derived from customer's DL and MV data, showing 3 options for the answer including false information and correct information.
  - o Ex. of Questions:
    - First Car?
    - Cars you owned?
    - Previous Address?
    - Where were you born?
    - Where you last registered?
- Need to consider printing preference priority for license (Insulin dependence, organ donor, veteran, etc. – Is this due to limited card space?
- The group also wants to better understand how monitoring of employee driving records will work / Understanding how fees will be assessed

6. Action Items:

- (Judy) Follow up with group to request feedback about 'Qualifying Questions'

- (Judy) Need to discuss approach to having the "Purchaser / Entity" field as required- as people may not know this information. Verify requirements for Notice of Non-Ownership when clearing sanctions are the same requirements for Portal and DL Issuance

Wrap Up / Next Steps
- Terrence thanked the group for their participation and explained that there will be additional meetings
- Terrence also explained that the program team will continue to filter updates through Linda Fugate (as part of Executive Steering Committee discussions)

Documented by: Kim Koegel

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
CDL01	6/10/2015	CDLIS	Print driver's photo on CLP or Static image?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	8/20/2015	Advisory Recommendation: Static image, text indicating "Not for Identification" 7/14/15 Update - An issue was raised concerning the CLP being issued centrally and the customer leaving the office with no document or credential. It's an inconvenience for the customer per Linda Fugate.	8/20/2015	ESC agrees with recommendation. ESC - We will issue a temporary permit when the customer is not allowed Over-the-counter issuance. 14 days begin from date of paper permit issuance.	Closed
CDL02	6/10/2015	CDLIS	Ask for legislative change to charge for the CLP.	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	8/21/2015	Advisory Recommendation: Ask for legislative change to charge.	11/19/2015	ESC - Recommended No charge Stats requested. Stats Update: FY 14-15 - 39,556 Instructional Permits issued 11/19 Update - ESC recommends no charge.	Closed
CDL03	6/10/2015	CDLIS	Charge for CLP renewals?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	8/22/2015	Advisory Recommendation: Charge after legislative approval (Set at $0 for now)	11/19/2015	Stats requested. Stats Update: FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days. Stats Request: How many CDL Instructional Permits are currently re-issued. 11/19 Update - ESC agrees with recommendation.	Closed
CDL04	6/10/2015	CDLIS	Charge for CLP replacements?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	8/23/2015	Advisory Recommendation: Charge after legislative approval (Set at $0 for now)	11/19/2015	Stats requested. Stats Update: FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days. 11/19 Update - ESC agrees with recommendation.	Closed
CDL05	6/10/2015	CDLIS	Will the department stop issuing CLP's and CDL's to "Non-Domiciled" drivers?	Deb Roby	Recommendation made	8/20/2015	Advisory Board Recommendation: Continue to issue CLP's and CDL's to Non-Domicile drivers and produce unique cards		Stats requested. Stats Update: FY14-15 - Of 39,853 Original CDLs, 9% were non-immigrants. 11/19 Update - Waiting for FMCSA findings	Require additional information
CDL06	6/10/2015	CDLIS	How to limit the maximum period for CDL's license to 8 years?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	8/20/2015	Issue CDL license up to 8 years and 364 days and limit early renewals to 1 year.	8/20/2015	ESC agrees with recommendation.	Closed
CDL07	6/10/2015	CDLIS	Replace the 4 year Hazmat license with a Hazmat until date indicator on license?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	8/20/2015	Approval to implement a Hazmat until date on the license	8/20/2015	ESC agrees with recommendation.	Closed
CDL08	6/10/2015	CDLIS	How should we implement the Intrastate restriction for driver's who are currently self-certified in an intrastate category and do not have the restriction on their license? *** Intrastate Restriction*** - New restriction code is K - Current restriction code is 2	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	7/14/2015	Send out a letter asking drivers to reconsider their intrastate self-certification and change to ~~intrastate~~ interstate via the web within the next 90 days. Drivers who continued to claim an intrastate self-certification after the 90 days will receive an intrastate restricted license at no cost. After the one-time free license, the driver will be charged a $25 replacement fee for any changes. 7/14/15 Update - Steven Fielder stated that "intrastate via the web" needs to be changed to "interstate via the web".	8/20/2015	ESC agrees with recommendation. Rob - Recommends sending electronically as well. (No final decision) 11/19 Update - ESC agrees with Rob's recommendation. It was decided that if the customer has a MyDMV profile, we should send both (Mail and Electronic Notices)	Closed
CDL09	6/10/2015	CDLIS	Should the Department continue to issue no-cost Class E licenses to commercial drivers who downgrade due to disqualifications?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Recommendation made	8/20/2015	No Change.	8/20/2015	ESC agrees with recommendation.	Closed

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CDL10	6/10/2015	CDLIS	Should CLPs and CDLs for foreign drivers be printed with the verbiage "Non-Domiciled"?	Deb Roby	Require additional information	8/20/2015	Under Review from Requested Functionality Document. 4/8/15 Update - Deferred until 2017 per Deb Roby. 7/14/15 Update - Changed the status to "Open" per the Advisory Board.		**11/19 Update -** Waiting for FMCSA findings	Require additional information
CIT01	6/10/2015	Citation Processing	Include all medical certification fields (physicians name, address, etc.) on transcripts	Tod Browning	Recommendation made	8/20/2015	4/3-Tod advised this is in reference to transcripts and should be a planned functionality.	8/20/2015	**AI** - Add requirement in DL Issuance to include this information in field issued transcripts.	Closed
CIT02	6/10/2015	Citation Processing	Team to discuss how to handle out of state citation numbers. Currently use 0000. Consider using the reference ID.	Deborah Todd	Recommendation made	8/20/2015	8/26/15 - Dan provided a list of dedicated OOS fields for dispositions. Suzanne & April are researching OOS ticket numbers. 9/3/15 - Suzanne to bring samples of OOS citations & transcripts to grooming meeting. 9/3/15 Update - still no consistency in OOS citation numbers, leave as is until "state to state".		11/19 Update - Note - This may require us to build a composite key. (We may be able to accomplish this in the current system) AI - Meet with Maureen. 01/05/16 Update - Discussed with Maureen Johnson and Deb Roby. There are no plans to address citation numbers in State-to-State. AI - Discuss options with tech team. 01/25/16 Update - Tech team said this is possible. They have some concerns with the synchronization from legacy system to new system (vise versa). **01/28/16 Update -** The zeros are not helpful when legal is involved. Leave this item open until more information is available.	Require additional information
CIT03	6/10/2015	Citation Processing	Determine if Florida citation numbers will be expanded to 20 characters	Deborah Todd	Recommendation made	8/20/2015	9/1 - waiting on a decision from the Director's office. Deborah Todd said the issue will not be discussed until at least the week of 9/8. 9/8/15 Update - not approved at this time.		11/19 Update - AI - Add this to the Database Redesign spreadsheet. AI - Robert Kynoch will follow up with Deborah Todd. 01/05/16 Update - Discussed with Maureen Johnson and Deb Roby. There are no plans to address citation numbers in State-to-State. AI - Discuss options with tech team. 01/25/16 Update - Tech team said this is possible. They have some concerns with the synchronization from legacy system to new system (vise versa). **01/28/2016 Update -** **AI -** Find out if State-to-State has issued identifying numbers for each state. If so, plan to use this number in the new system to prepare for State-to-State.	Require additional information
POR01	6/10/2015	Core Rule for Eligibility for DL/ID Issuance	Customers that are males and under 26, must be flagged for Select Service. Age requirements for registering information with SS? Based on the 'selective service flag' in the database, we have 2,081 males between 15 and 25 where the flag is false, but over 1.4 million with the flag true. These are active DL and ID holders. The majority with 'false' are license holders.	All Chiefs approved. 4/10/24015	Closed	8/20/2015	(See Selective Service table for details on "Who Must Register") Alan Busenbark 4/8/2015 Correct and Current. Oscar Tolmos 4/9/2015	8/20/2015	ESC agrees with recommendation.	Closed

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POR02	6/10/2015	Core Rule for Eligibility for DL/ID Issuance	Do we still need to account for the business rules for 'R- Restricted' licenses?	All Chiefs approved. 4/10/2015	Closed	8/20/2015	Not needed as "R" license type is obsolete. Oscar Tolmos 4/9/2015 11/30/15 Stat Update: **Count License type** 5849 R 2 C 1 N 2638 E **All are currently expired*	12/22/2015	Stats requested. Stats Update - As of 8/28, there are 4,055 credentials with 'R- Restricted' licenses. AI - Peter will check statute. *(Added to Legal Opinion Document)* AI - What year did we stop issuance? 2003 (Per Deb Roby) 11/19 Update - AI - Check if 'R- Restricted' licenses have been converted to 'Learner's Licenses'. Answer: No. As of 11/30/15. See stats. AI - If the licenses are not converted, can we convert the licenses? / Add to tech list. 12/22 Update - Legal recommends conversion to Learner's Permits.	Closed
POR03	6/10/2015	Core Rule for Eligibility for DL/ID Issuance	Customer cannot do an online issuance and have a restriction type code of 'C' and the following restrictions : *Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions? *Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions? · "C" – Business Purposes · "D" – Employment Purposes · "P" – Probation Interlock Device · "S" – Other Restrictions · "Y" – Education Purposes · "R" – Restricted	Chiefs' Recommendation: The current and new CIPS print solution will need to handle the printing of the special Restrictions mentioned above.	Closed		I see no reason to disallow renewing as long as the dates and restrictions are brought forward on a renewed license. Ray Graves 03/31/2015 *See note 1 below table* - Not sure why we cannot issue a DL if the restriction is already on the record. Please note that we no longer use the 'Y' restriction.(BAR/Felicia Ford) *See note 2 below* - Should be able to issue with C, D,Y, or P restriction and if the time period is over it should automatically delete the restriction and issue. R restriction should be allowed unless they are not eligible for another R license. S would be ok as long as restrictions are clear as what the S stands for. Maureen Johnson 4/7/2015 There may be valid reasons for not allowing portal renewals/replacements; however, from my point of view (field DL offices), when a customer with one of the listed restrictions come to our office and the restriction is still current and they are real ID, we don't require other documents; therefore, they could renew online if they meet these requirements. Oscar Tolmos 4/9/2015	8/20/2015		Closed
POR04	6/10/2015	Eligibility for DL Renewal and Replacement Issuance	Should checks for other Re-Exam Correspondences in addition to 3, be required in Portal to determine if an issuance is allowed?		Open	8/20/2015	Chiefs' Recommendation: Looking to allow other correspondences currently not allowed to issue online due to the medical flag. Allow issuance if review/re-exam not required within 60 days. Bill Henderson is supplying the correspondences allowed a renewal or replacement issuance if medical flag set but follow-up in not due within 60 days or more.	8/20/2015	ESC agrees with recommendation. As long as not within 60-days of follow-up.	Closed
POR05	6/10/2015	Eligibility for DL Renewal and Replacement Issuance	90 Day Printed Temporary Permit fee of $??.00 - '???' – new code – Can we charge for the issuance of the card and if so the fee amount?	Chiefs' Recommendation: A Temporary permit with a printed card doesn't seem to be an option for online portal issuance of non-CDL drivers.5/28/2015 Say it could be a printed document. Concern whether it would hold as authentic.	Closed		Need statutory authority to charge. Maureen Johnson 4/7/2015 We don't have statutory authority to charge for a temporary driving permit. Alan Busenbark 4/8/2015 Currently, our temporary permit can be easily duplicated and altered. Therefore, in our opinion, we should develop a more sophisticated and secure document before we consider charging for this service. Oscar Tolmos 4/9/2015	8/20/2015		Closed

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POR06	6/10/2015	Eligibility for DL Renewal and Replacement Issuance	Determine if the Dept. of Defense has a service to call to verify Military Status/Location and if DHSMV thinks this is viable option to eliminate Military customers from having to mail in packages for issuances? · This would verify Military status and out of state. Then allow the renewal online even though they have already used their convenience renewal option and not have to submit by mail.	Chiefs' Recommendation: Reaching out to DOD (to see if our systems can talk?). We think this would be good to do verification of military status and not have to mail in renewal paper work – Casey Dobson 5/28/2014 Need legislative change for MV residential address requirement Allow family members as well by providing SSN of military family member. 6/1/2015 ELT asked for the cost of using the DOD web service. 6/1/2015 DOD stated that we must complete the form DD1144 in order for them to determine if a cost would be associated	Recommendation made	8/20/2015	No, the DOD does not have a service to call. Military personnel are verified by individual branch address, which can be found at website: www.defense.gov Oscar Tolmos 4/9/2015 ELT - What is the cost associated with use of the web service? 08/20 Update - Team started MOU process to find out more information. 11/13 Update - MOU was submitted to DoD and waiting for a reply.		**11/19 Update -** Waiting for response **12/3/16 Update -** The project officer stated that they were still reviewing our request to dtermine the feasibility **1/6/16 Update -** Sent a follow-up request to the project officer, she stated that: They have had quite a few clients requesting support and have not be able to set up your kick-off meeting but we are in the queue. Plus we need to discuss some items regarding the submitted request as an Authority To Operate (ATO) for the server from which we will be consuming the data. Judy will need to meet with personnel after the holidays.	Update
POR07	6/10/2015	Eligibility for DL Renewal and Replacement Issuance	If a customer have both an ID card and a terminated Driver License. Can the once terminated DL renew via the online system and terminate the ID?	Chiefs' Recommendation: Allow the issuance of the DL with the cancellation/termination the ID. The new Portal will also allow the issuance of an ID when the License is ineligible therefore cancelling/downgrading the license. 5/28/2015 Allow going from ID Card to a Renewal checking if eligible for convenience renewal.	Closed		Yes if no vision exam is required or if there is a way for vision report to be submitted and scanned for vision requirements showing they meet. Maureen Johnson 4/7/2015 If a DL is terminated during an ID card issuance, the individual should not be allowed to renew the DL online. This is the current practice and keeps the department in line with the intent of REAL ID. Alan Busenbark 4/8/2015 No. Termination of a DL/ID will create a cancellation on the record. Once terminated, the customer is required to go to an office to obtain a new credential so that a sanction clearance may be performed. Oscar Tolmos 4/9/2015	8/20/2015		Closed

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POR08	6/10/2015	Eligibility for DL Renewal and Replacement Issuance	Will a customer be required to purchase an issuance if they update their residential address, which is what prints on the driver license or should we, just put a message about the statute?	Chiefs' Recommendation: We are deferring and requesting an answer from Executive Leadership on whether to require an issuance if residential address is update or just state the statute.	Open	8/20/2015	Yes, Just put message about the statute. Better to have an updated address than none at all because they don't want to pay the $25 Maureen Johnson 4/7/2015 There are pro's and con's for both arguments; however, I lean to allowing customers to change their residential address in Portal without printing a new card. In this instance, a message on the statute requirement would be good to include. Alan Busenbark 4/8/2015 Yes, that is correct. The residential address is what prints on the driver license. Both mailing and residential address must be captured on the FDLIS application; however, the residential address must appear on the credential unless the customer qualifies for residential address exception. If we, just put a statute? It should be easily understood by the customer. Oscar Tolmos 4/9/2015 6/1/2015 ELT request stats for address changes on VO prior to requiring a transaction and stats after requiring a transaction. *Does the NCOA address process update the residential address? *Is this information sent to DMS?	8/20/2015	Residential - Issuance required. Mailing - No issuance required. Ship to - Issuance required.	Closed
POR09	6/10/2015	Transcripts	Currently an individual cannot go into a field office and request another Driver's Record/Transcript, only their own. Verifying the Department wants to allow individual customers to purchase other driver's redacted history records via the new online portal. If so, should the search criteria be more precise? (Example: DL and DOB) And how many inquiries at one time?	Chiefs' Recommendation: DL# will be required for purchasing another driver's record/transcript. The name field will be optional; if supplied it will print on the transcript. There will be a limit of one other driver and your own per completed shopping cart transaction.	Recommendation made	8/20/2015	Search should be done by DL# or name, date of birth and sex to ensure the correct record is selected for transcript. I think credentialing and TC support should establish how many could be sold at once. This could create a wait for customers if we allow too many. Customers could also be referred to transcript portal for purchasing. Maureen Johnson 4/7/2015

Yes, the department should include online service and the search should be done by DL#, name, and date of birth and sex, DL EIN # also to ensure the correct record is selected for transcript. Customers could also be referred to transcript portal for purchasing. I don't see a reason for limiting the amount. Oscar Tolmos 4/9/2015 | 1/28/2016 | Stats requested. Stats Update: In the last 6-months, 1,645 requests for other driver transcripts were processed (this type of request amounts to half of the public record requests processed monthly). Total transcripts issued (FY 14/15): Headquarters – 21,714 Field Offices – 73,996 Total HQ and Field – 95,710 Florida Clerk of Courts and Comptroller – 55,011 **11/19 ESC Recommendation:** DL Number (Required) First & Last Name & DOB (Optional). AI - Provide examples of printed transcripts (protected/law enforcement, blocked not-protected, regular) 12/14/15 Update - Transcript examples will beincluded in the meeting booklet for the next ESC meeting. **01/28/2016 Update -** Use ESC recommendation (above) and close item. | Closed |

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POR10	6/10/2015	Transcripts/New Portal	Are there requirements for the new portal as it relates to GOVQA Public Records and if so what are the requirements?	Chiefs' Recommendation: Defer need to discuss with legal – Maureen Johnson	Recommendation made	8/20/2015	GovQA tracks all public record requests with the exclusion of bulk data sales. We should be able to track what transcript have been sold through portal and to who if possible. Maureen Johnson 4/7/2015		Research legal requirement. 11/19 Update - Added to Legal Opinion Document - 1. Can we legally record who is requesting another driver's transcript? 2. If so, would we have to provide as a part of a public records request? The outcome of the legal opinion will apply to DL and MyDMV. 12/22 Update - AI - Send Peter Stoumbelis more information about the current process (ie. questions on current form) 01/14/16 Update - Form has been sent. Copies will be provided during the next meeting. **01/28/2016 Update -** ESC agrees with legal recommendation. We will record the same information currently recorded by GovQA form. Close item.	Closed
POR11	6/10/2015	Insurance Updates	Customers will have the option to update insurance information via the new online portal. There are concerns and so a suggestion has been to only allow updates when necessary to clear an open or pending FR sanction and when required to renew registration online. Otherwise, Could we please defer the option of simply updating their current insurance online? A few concerns are: · We must allow insurance companies 10 days to provide us with new policy information – this would increase traffic back and forth to the insurance companies · A customer could enter wrong information or not the current effective date and cause a denial to come back in error · We cannot update the database unless the insurance company provides us the insurance policy – realizing we are going to verify the information being provided by the customer.	Chiefs' Recommendation: Recommended portal allowing Insurance updates only when required for FR Clearance and Vehicle Registration.	Closed	8/20/2015	The option of anyone simply updating the insurance should be deferred later down the road per Laura Freeman. Ray Graves. 3/30/2015 Need more information and understanding to have an opinion. Maureen Johnson 4/7/2015 We do not recommend at this time as FR cases have a verification date and customers may enter errors online which will increase the verification process. Therefore, coming into our facilities will decrease errors. Oscar Tolmos 4/9/2015	8/20/2015	Only allow sanction clearance. - Verify VIN first (VIN verification is done by the insurance company - XML should assist with this)	Closed

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POR12	6/10/2015	DL/CDL/ID Issuance	PDPS/CDLIS Inquiry- When should this be done is the question? In the new suggestions the request is to do it ·Before Issuance of License in Portal o CDL Renewal o License Renewal o Any Issuance – replacements too Discontinue in Portal of doing the check in CIPS the backend process if doing it on front end?	Chiefs' Recommendation: It was stated PDPS is down on Sundays. We need more discussion on performing a PDPS Inquiry for Driver License renewals or all Driver License issuances Is it feasible for PDPS Inquiries to take place during the back-end process and before printing of card? 5/28/2015 Class E only renewals check, but on CDL renewals and replacement. Mark so CPIS will know not whether to run the check. Still outstanding on Class E Replacements. 6/1/2015 ELT recommended performing checks on replacement as well as renewals. There is no additional cost for the inquiries, we are charged	Closed		Chiefs' Recommendation: It was stated PDPS is down on Sundays. We need more discussion on performing a PDPS Inquiry for Driver License renewals or all Driver License issuances Is it feasible for PDPS Inquiries to take place during the back-end process and before printing of card? 05/28/2015 Class E only renewals check, but on CDL renewals and replacement. Mark so CPIS will know not whether to run the check. Still outstanding on Class E Replacements. 06/01/15 ELT recommended performing checks on replacement as well as renewals. There is no additional cost for the inquiries, we are charged based on the number of pointer records. 9/15 Update - List of maintenance windows have been requested for SSA/CDLIS/PDPS.	8/20/2015	ESC would like to know the current procedures for when the system is down statewide and current maintenance windows. ESC 09/18 - Based on maintenance windows, we will allow issuance of credentials even when the services are down. We will reconcile on the back end.	Closed
POR13	6/10/2015	Minor's Parental Consent Withdrawal	Do we want to allow a parent to withdraw their Parental Consent of their minor child via Portal? · Should withdrawal be accepted only from consenting parent attached at the time of issuance or just allow them to enter DL, SSN and DOB? · Should the minor be given the 20 day notification the license will be cancelled or immediately cancel? · Worried parent will use as a weapon – back and forth · What information will be required if decide to allow?	05/28/2015 ELT - By Consenting Parent Only	Closed		05/28/2015 By Consenting Parent Only	8/24/2015	ESC agrees with recommendation.	Closed
POR14	6/10/2015	Subscription - Monitoring Minor by Non Consenting Parent	Do we want to allow the non consenting parent the option to subscribe for a minor monitoring subscription? · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office?	5/28/2015 ELT - Only the Consenting Parent	Closed			8/24/2015	ESC agrees with recommendation.	Closed
POR15	6/10/2015	Subscription - Monitoring on Elderly Parent or Other Adult	Do we want to allow the option to subscribe Monitoring on Elderly or Adults? · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office?	5/28/2015 Executive Leadership to make determination	Open	8/24/2015	06/01/15 ELT suggested a change in legislation to charge for the Employee Monitoring	8/24/2015	Deferred to a later time. Recommendation: - Allow via online handshake - Initiated by parent	Closed

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POR16	6/10/2015	Downgrades – Class E or ID	When downgrading from a CDL or a Class E license, why do we create the Class E or ID as an Original Issuance? Was it due to system limitations or specific Statutes or Departmental Policies?		Open	8/24/2015	05/28/2015 Can these be done as a Renewal instead of an Original?	8/24/2015	Allow with the following conditions: 1. If the credential downgraded to has not expired, allow downgrade as replacement. 2. If the credential downgraded to is expired less than 12 months, allow renewal. 3. If the credential downgraded to is expired more than 12 months, allow original.	Closed
POR17	6/10/2015	Downgrades – CDL to Class E	Should the replacement fee be charged when the customer is electing to downgrade (no disqualification on record)		Open	8/24/2015	Currently if there are sanctions on the license, the downgrade replacement is processed without charging a fee.	8/24/2015	The decision was made to only charge for downgrade when it is voluntary.	Closed
POR18	6/10/2015	Express Shipping	Should we provide an option for express shipping, if so on which items and how will they be processed?		Require additional information	8/24/2015			ESC Recommendation: Allow express shipping for Driver license and ID card Issuances only. Boyd - We can recoup the costs. 08/24 Update: AI - Look for generic statutes on the state mail. 10/15 Update - AI - Seek legislative authority to charge, collect and distribute. 12/22 Update - No generic statute found.	Update
POR19	6/10/2015	Portal Languages	Are we required to display the portal application in languages other than English and Spanish?		Open	8/24/2015	Currently Virtual Office only provides Spanish and English.	8/24/2015	We will focus on English and Spanish for now.	Closed
POR20	8/24/2015	Rule for Fee Waiver for 100% Veteran	Should the Agency propose a Legislative change to exclude the waiver of DUI reinstatement fee even if 100% disabled?	Pat Porter/ Alan Busenbark	Open		Was that the intent to exclude Veterans from DUIs as well.			Closed
POR21	8/24/2015	Mailing and Residential Addresses	Should out of country addresses be allowed for mailing, residential and ship to addresses in MyDMV or Field?		Open		Currently out of country is not allowed for Residential and Mailing addresses in Virtual Office or FDLIS.		ESC agrees with recommendation. See attachment: Motorist Modernization Phase I - Mailing and Residential Address	Closed
POR22	8/28/2015	Pending Sanctions	If a customer has a **pending** sanction, should we allow them to renew or replace their current license online? If so, should we establish a time frame to prevent them from purchasing a license right before the suspension goes into effect?		Closed		Boyd and Deb agreed to allow the issuance, but make the cut off point 10 days prior to the sanction effective date. We have to make certain the customer is made aware and it's very clear they have the pending sanction. 10 days out should avoid us having to credit back money since the license should print within 10 days of the purchase. If within 10 days, we would provide a message "you must visit an office to renew or replace your license". ***There is one exception: CDL Med Cert Disqualifications - No CDL issuance if pending. Their option would be to downgrade to Class E at no cost if applicable. Med Cert Disqualifications prevent the CDL driver from driving a CMV once placed on the record.			Closed
POR23	8/26/2015	Minor ID Cards	Do we want a 5 to 14 yr. old to renew ID online or go in person? Currently we only allow 8 yr. ID card renewals on line. Not 4 yr. id cards for those under 15.		Open		Alan B said DL Renewals will allow 5 to 14 yr. old ID cards to renew by convenience method. 10/13/15 Update - - Linda Fugate was concerned about the photo of the child take at the time he/she is 5 and the changes that can occur in their appearance during this time period. - Deb Roby stated that this is no different than a teenager who gets their license at 16 and would not be required to take another photo until they are 32 years old. - It was also stated that this population is usually for kids with medical issues.		11/19 Update - ESC agrees with recommendation. Do not allow online renewal issuances for minors.	Closed

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
POR24	1/12/2016	Transcripts	Currently if a transcript request is received in the mail for a driver license record and the driver license record is not found, the customer does not receive a refund unless the amount sent is greater than $10.00 or the customer requests a refund for the amount exceeding the $2.00 not found fee. The MIX process currently charges $2.00 for all not found record request. The portal team is requesting that we do not charge the $2.00 fee for "Other Driver License Request" when the driver license / social security number entered is not found. We will however charge this fee for Bulk driver license record request.		New Item				**01/28/2016 Update -** **AI -** Add to legal opinion document and review statute.	Update
DL01	6/10/2015	DL Issuance	Allow examiners to print Hazmat extension letter locally. *Original Request: System should be able to print hazmat temporary letter instead of calling help desk.*	Deb Roby	Recommendation made	8/24/2015	Advisory Recommendation: Planned - Extensions may be printed as replacements with "HazMat until MM/DD/YYYY" on the card. CDLIS Help Desk Recommendation: 1. Designate 2-3 Hazmat certified users per office (more hazmat specific training). 2. Add prompts to ensure successful submission/payment and a checkbox for Veterans who are entitled to a no-fee Hazmat endorsement. 09/18 Update - 1. Issuance reason: a) Application/Examiner Error (inaccurate prints, veteran no fee issues, etc...) b) Delayed processing time at TSA 2. Process: CDL Help Desk generates letters manually on as need basis. Staff uses the CDL driver's data to draft letters that are specific to the driver's case. 3. Average: 15-20 Hazmat extension letters are issued per week. 4. Other States: Pending more information 12/08 Advisory Board Update: Linda Fugate mentioned that one of her recent calls to field support took 28 minutes to resolve. She would like to know if it would be possible to contact the CDL Helpdesk directly to cut down on call time.		Will there be a fee or no fee? AI - Do we have legal authority to extend Hazmat? *(Added to Legal Opinion Document)* 11/19 Update - ESC Recommendation - CDL Helpdesk will continue to be the only section to generate/issue hazmat endorsement extensions. AI - Follow up meeting with Peter Stoumbelis and Richard Mechlin to discuss legal authority to extend Hazmat. 12/22 Update - Pending Legal Opinion and additional stats. ESC Q: How many days is the permit issued for? A: Permits (Hazmat Extensions) are issued for 90 days. Stat Request: How often are drivers denied by TSA after a permit has been issued? Stat Update: Less than 1% **01/28/2016 Update -** ESC recommends changing Hazmat Extension (Temporary Permit) to be issued for 60-Days. **AI -** Provide a copy of an extension letter for review with legal.	Update
DL02	6/10/2015	DL Issuance	Show expiration date of FR cases on eligibility screen.	Deb Roby	Closed	8/24/2015	Recommendation: Planned - We will re-write and include more thorough information on the FR instruction sheets.	8/24/2015	ESC agrees with recommendation.	Closed
DL03	6/10/2015	DL Issuance	Change page name from CDL Information to CDL Medical Record in Add/Modify.	Deb Roby	Closed	8/24/2015	Recommendation: Planned - Going forward, we will use the proper name for this page and all related functionality (CDL Med Certification)	8/24/2015	ESC agrees with recommendation.	Closed

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
DL04	6/10/2015	DL Issuance	FDLIS should launch DAVID automatically, in order to allow QA to produce a report.	Deb Roby	Closed		Recommendation: A link to DAVID will be added in the system for easy access - Login and verification will still be required to access DAVID.	8/24/2015	AI - Boyd would like to know what "scoring report" is. Is this a QA function? Team will verify this. What is the DAVID access for?

9/15 Update - This is referencing the need to launch DAVID when performing QA through FDLIS. The QA staff is required to perform audits on individuals and each user is scored on percentage of transaction accuracy.
*** A requirement to provide a quick link for HazMat fingerprints was previously identified and will satisfy the need for QA as well.

11/19 Update - ESC recommends that this item should be closed for now. The recommendation temporarily meets the requirement.
Note: Chad mentioned that Security Token Service (STS) could possibly be extended to DAVID so that users do not have to sign in again.
AI - Add to tech list. | Closed |
| DL05 | 6/10/2015 | DL Issuance | The Motor Voter application should allow users to enter a partial address in the previous address field. *Original Request: The system should allow partial previous addresses to be entered. Even a previous city, state or county will help.* | Deb Roby & Maureen Johnson | Recommendation made | 8/24/2015 | Recommendation: Planned - Street address will be optional but previous State will be required. | | Diana/Terry will verify that DOS signs off on this. AI- Add to the DOS Open Item list and have DOS sign off on this. (Next meeting: 12/03)
12/03 Update -
DOS Agrees with recommendation. A Department of State - Focus Group document has been produced to track decisions.
01/28/16 Update -
ESC agrees with recommendation.
AI - Obtain DOS sign off on this decision and close item. | Update |
| DL06 | 6/10/2015 | DL Issuance | The system should recognize third party payment types so that the reports can display actual payment type instead of "TC Other" *Original Request: System to recognize all tender types used in 3rd Party Systems so that fees don't report as TC Other on our FDLIS reports.* | Deb Roby | Closed | 8/24/2015 | Recommendation: Not Planned - All TCs don't use the same 3rd party vendor but the department will look into a better solution.

Advisory Board Recommendation: Create office setting that will save payment types for TCs with Third Party Cashiers as TC Cash, TC Credit Card, TC Check, etc... | 8/24/2015 | ESC agrees with recommendation. | Closed |
| DL07 | 6/10/2015 | DL Issuance | Record information of the person requesting transcript if it's not requested by the record holder. *Original Request: List who wants the transcript (Individual or other).* | Deb Roby | Recommendation made | 8/24/2015 | Recommendation: Not planned - Field personnel are only allowed to sell transcripts to the record holder. | 1/28/2016 | AI - Need to review the statute and see if it's related to DL. If statute says we're ok doing it, then we need to see if what Maureen does is similar.
(Added to Legal Opinion Document - 11/18)
12/22 Update - (This is related to POR10 - Both DL and Portal will follow the same requirements)
AI - Send Peter a copy of the form used by BOR.
01/14/16 Update -
Form has been sent. Copies will be provided during the next meeting.
01/28/16 Update -
Use GovQA requirements and close item. | Closed |
| DL08 | 6/10/2015 | DL Issuance | When it gets close to the end of the 60 day limit, *could there be* a proposed issuance date so we can extend their issuance date as needed? | Deb Roby | Closed | 8/24/2015 | Recommendation: Not planned - issuance date is dependent on USCIS approval and the information cannot currently be updated in real time. | 8/24/2015 | ESC agrees with recommendation. | Closed |
| DL09 | 6/10/2015 | DL Issuance | User I.D./Examiner I.D. needs to be addressed. *Intent: Correct information in the reports to display the correct Examiner ID for the purpose of reporting productivity.* | Deb Roby | Closed | 8/24/2015 | Recommendation: Planned - We will plan to display the information for both, the examiner/agent who owns the transaction and for the cashier. | 8/24/2015 | ESC agrees with recommendation. | Closed |

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
DL10	6/10/2015	DL Issuance	Pre-fill Motor Voter information from information previously entered in FDLIS application.		Recommendation made	8/24/2015	Recommendation: Planned - The information saved will only be valid for the same day so that users do not have to type the information in again in the event that a transaction is voided.	1/28/2016	ESC agrees with recommendation. AI- Add to the DOS Open Item list and have DOS sign off on this. *(Next meeting: 12/03)* 12/03 Update - DOS Agrees with recommendation. A Department of State - Focus Group document has been produced to track decisions. **01/28/16 Update -** ESC agrees with recommendation. Close item.	Closed
DL11	6/10/2015	DL Issuance	Move Motor Voter to the beginning of the application process.	Deb Roby & Maureen Johnson	Recommendation made	8/24/2015	Recommendation: Page order has been adjusted to improve workflow for users. If the customer is not eligible, the Motor Votor page will not be displayed.	1/28/2016	AI- Add to the DOS Open Item list and have DOS sign off on this. *(Next meeting: 12/03)* 12/03 Update - DOS Agrees with recommendation. A Department of State - Focus Group document has been produced to track decisions. **01/28/16 Update -** ESC agrees with recommendation. Close item and follow SB 1016 for any changes.	Closed
DL12	6/10/2015	DL Issuance	*Include an option for out of state voters in the Motor Voter form.*	*Deb Roby, Maureen Johnson and Department of State Recommendation*	*Closed*		*Recommendation: The system should only require the previous state. Include an OOS section in the Motor Voter page for all Original transactions.* **** Same as DL05* Combine***	*8/24/2015*	*ESC agrees with the recommendation.* *AI- Add to the DOS Open Item list and have DOS sign off on this. (Next meeting: 12/03)*	*Require additional information*
DL13	6/10/2015	DL Issuance	Motor Voter application receipt should print in multiple languages.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: We will offer any language offered by DOS/Sup of Election so that verbiage is consistent with approved application.	8/24/2015	ESC agrees with recommendation.	Closed
DL14	6/10/2015	DL Issuance	Questions regarding Sample Ballots should only be asked from the Motor Voter application form.	Deb Roby & Maureen Johnson	Closed		Recommendation: Add button to copy email address from the previous page, where the email address for receiving department information is provided/ Add verbiage to inform customer that email addresses submitted for sample ballot are not protected.	8/24/2015	ESC agrees with the recommendation. AI - Need to see if it's a required part of motor voter. *(Added to Legal Opinion Document):* *Yes, per 97.05(2)(e).* Stats Requested. Stats Update - 2,408 customers signed up to receive sample ballots between 8/1/2015 -9/1/2015.	Closed
DL15	6/10/2015	DL Issuance	Screening questions regarding convictions should not be retrieved by FDLIS from the online application.	Deb Roby & Maureen Johnson	Recommendation made	8/24/2015	Needs further discussion. Waiting on TC Survey. 9/15 Update - This is referring to the statutory question: "Have you ever been adjudged by a court of law to be mentally incapacitated, suffering from any mental disorder or disease?" Note: This question appears two times during a DL transaction (in respect to driving and in respect to voting). When a customer fills out the online application, the question is automatically answered for the customer in both places. 11/10 Update - - Deb Roby mentioned that Manatee County still uses the online application - Linda will follow up with Manatee County. Only a small number of Tax Collectors responded to the survey, but those who answered said they do not use the Online Application. In addition, one county also referenced the requirement to ask the questions again even if the customer completed the application. 12/08 Advisory Board Update - No additional TCs have responded to the survey. Advisory Board recommends removing the Online Application.	1/28/2016	AI - Linda wanted to survey the tax collectors. She's going back to ask them. She believes they are not using it. Members agreed to wait until we find out what Linda says. **01/28/16 Update -** ESC agrees with the recommendation. Remove online application and close item.	Closed
DL16	6/10/2015	DL Issuance	Require the user to select a party on all New and Change/Update transactions.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: Customers will be required to select party for all transactions with motor voter changes or updates. We suggest the ability to display the party affiliation information on the sig pad	8/24/2015	ESC agrees with recommendation.	Closed

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
DL17	6/10/2015	DL Issuance	Email address should be verified so that bad email addresses can't be entered.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: The department will look into an automated method to validate email address.	8/24/2015	ESC agrees with recommendation.	Closed
DL18	9/15/2015	DL Issuance	Transcripts should retain the true Original Issuance date.	Advisory Board/ Deb Roby, Maureen Johnson and Natasha White	Closed		Recommendation: Fix bug that replaces Original Issuance date without creating a new issuance type.	10/15/2015	AI - Submit WRAP to fix this before MoMo.	Closed
DL19	9/18/2015	DL Issuance	Require CDLIS check on Class E transactions (Org, Rnw & Rpl).		Closed			10/15/2015	ESC - If the user receives a "Not Eligible" response: <u>Class E Original Issuance</u> Service up: No issuance allowed Service down: No override allowed <u>Class E Renewal Issuance</u> Service up: Only 90-Day permit can be issued Service down: No override allowed <u>Class E Replacement Issuance</u> Service up: Only 90-Day permit can be issued Service down: No override allowed <u>Class E Temporary Class E Permit</u> Check not required

AI - What will the impact be if we increase the load for AAMVA Checks? 9/30 Update - Based on stats and current load for Class E Issuances, the team suggests waiting for state-to-state to be implemented. (AAMVA Tracking spreadsheet has been updated)

10/09 Update - If SSN does not verify, should the system disable the ability to issue Temporary Permits? ESC - Allow Rnw & Rpl Class E Only (No CDL) | Closed |
| DL20 | 9/29/2015 | DL Issuance | Can voided application info be reused on the same day? Will this be an auditing issue? | | Closed | | DL Issuance Team suggests getting a legal opinion.

9/30 Update: Add prompt to make sure all necessary changes have been made and require new signature under oath and oath acknowledgement during Transaction Review. | 10/15/2015 | AI - Research legal requirement.

The ESC agrees with the recommendation. *(Add prompt for reason - similar to no fee replacements)* | Closed |
| DL21 | 10/9/2015 | DL Issuance | Currently, customer's must pay for 'Exams - Not Paid' in order to attain an FDLE Letter. Should this requirement continue to be enforced? | | | | The reason the customer is charged is because the "Exam Only" option is the only way to print the letter.

Advisory Board Recommendation: Do not charge. Our priority is to make sure the customer has the most up-to-date address information submitted for safety purposes. | 10/15/2015 | ESC agrees with the recommendation. | Closed |
| DL22 | 10/9/2015 | DL Issuance | Should a letter be sent out for confirmation when a customer adds emergency contact information? | | | | Should the customer be allowed to use someone else's information as their ECI without their consent?

Advisory Board Recommendation: Do not send out a letter. This would increase cost for the department. Is there a legal requirement? | 10/15/2015 | ESC agrees with the recommendation. | Closed |
| DL23 | 1/11/2016 | DL Issuance | DHSMV should have access to the Motor Voter data so that we know what updates truly need to take place. Currently, we only have the customer's word to go by and they are sometimes mistaken about their current voter registration status. Perhaps a standalone online voter registration system could be used outside of the DL issuance system. | | New Item | | 01/12/16 Advisory Board Update - The Advisory Board would like to wait until we have a legal opinion from both DOS and DHSMV before making a recommendation. AI - Add this item to the Legal Opinion Document. | | 01/28/16 Update - Pending DOS and DHSMV legal opinion. | 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
REN01	9/11/2015	School Bus Renewals	Will we allow school bus drivers to renew CDL by convenience method?	Boyd Dickerson-Walden, Deb Roby	Recommendation made	9/17/2015	Boyd, Deb agreed we will allow CDL school bus convenience renewal options (online and mail) . On line will be the electronic signature indicating they are school bus driver, may want to have a box they check indicating still employed as school bus driver. We will NOT renew CDL Hazmat by convenience method. Advisory Board Recommendation: Use the information provided by DOE to determine which CDL Bus Drivers are eligible for the discount.		ESC - There is a file sent to NW Reg. (DOE) AI - Meet with Maureen to find out who runs this file and do we ever get a response when we send it? 12/01 Update - Tim Wolff: The data from DOE for the bus driver transcripts runs every Monday starting at 8:05 PM through the following jobs: (Received from DOE) $DTR001J , $DTR010J, $DTR020J (Transmit to DOE) $DTR097J **12/22 Update -** **AI -** Does DOE remove individuals that are no longer employed? If so, How often is this information updated?	Require additional information
REN02	9/18/2015	Customer Stops	The Statute was changed to allow a Customer Stop for Bad Check to prevent future transaction for the customer; however the Department's policy has not been changed. Will there be a change to the Department's policy to reflect the change to the statute?		Recommendation made	10/13/2015	10/13 Update - Linda Fugate stated that she would like to notify the customer of the stop on the renewal notice so that they would not have to issue a refund to customers who may not be eligible at the time of processing the renewal. 10/13 Update - Advisory Board Recommendation: Implement the policy to reflect the changes in the statutes. (This means the insufficient funds system needs to go into production) This also brought about the following requests: Allow clearance online and in the DL Field offices	1/28/2016	AI - Check if the customer stop (bad check) is already in the renewal notice file that is sent to produce the notice. Answer: Yes Has the statute change been implemented in the process? Answer: Yes AI - Review the Advisory Board request with ESC **01/28/16 Update -** ESC agrees with recommendation. *Note:* Do not include transcripts and voluntary contributions.	Closed

Legend

Advisory Board Status	Executive Steering Committee Status
New Item - New item has been added to the decision log for recommendation	**New Item -** New item has been added to the decision log for review
Recommendation made - Advisory board has made a recommendation to the ESC	**Open -** No decision has been made after initial review
Update - Additional information has been updated for review	**Close -** Decision has been made
Require additional information - Advisory board requires additional stats or information to make a recommendation	**Update -** Additional information has been updated for review
	Require additional information - ESC requires additional stats or information to make a decision

General Information

Project Name	Motorist Modernization Phase I
Change Requested By	Joe Weldon, DL Issuance Project Manager
Business Owner	Robert Kynoch
Date Requested	1/11/2016

Change Request Information (completed by the requestor)

Description:

This CR would move the functional area "Clearance – Batch Processing" from Deliverable 36 (2nd Increment) to Deliverable 37 (3rd Increment). The rationale for this request is to allow the team to incorporate the recent feedback provided through the requirement validation and test case creation processes without starting a new functional area for increment #2.

The work for the "Clearance – Batch Processing" functional area would be completed during the available time during the review of Deliverable 36 and the start of Increment 3 user stories. As such, the overall project schedule would <u>not</u> be extended with the approval of this change order.

An approval of this CR does not require a contractual amendment.

36.	Financial Responsibility Validated Requirements (Increment 2): This deliverable contains the validated requirements (outlined in RVT1) for the following functional area modules:
	  • Clearance – Non-Insurance
	  • Clearance – Releasor
	  • Clearance – Batch Processing
	  • Clearance – Field App

Alternatives: No alternative solutions were identified.

Classification Critical : ☐   Medium : ☒   Low : ☐

Impact Analysis (completed by ISA)

Change Request #	08
Specific Requirements Definition:	
Completed by:	

Impact on Schedule:

No overall impact to schedule. Involves moving a task to coincide with slack time in the project schedule.

Current schedule

WBS	% Complete	Task Name	Duration	Start	Finish	Status	Predecessors
7.2.1	38%	Complete Requirement Validation for Financial Responsibility	202 days	8/17/15	6/10/16	Late	
7.2.1.7	50%	Complete Req Validation - Clearance - Batch Processing	35 days	11/16/15	1/14/16	Late	1555
7.2.1.9	6%	Create & Review Deliverable 36 - Financial Responsibility Validated Requirements (Increment 2)	45 days	12/1/15	2/11/16	On Schedule	
7.2.1.9.2	0%	Create Deliverable 36	3 days	1/21/16	1/25/16	Future Task	1557
7.2.1.9.3	0%	Submit Deliverable 36	1 day	1/26/16	1/26/16	Future Task	1560
7.2.1.9.4	0%	Review Deliverable 36 - Cycle 1	5 days	1/27/16	2/2/16	Future Task	1561
7.2.1.9.5	0%	Update Deliverable 36 - Cycle 1	3 days	2/3/16	2/5/16	Future Task	1562
7.2.1.9.6	0%	Review Deliverable 36 - Cycle 2	3 days	2/8/16	2/10/16	Future Task	1563
7.2.1.9.7	0%	Accept Deliverable 36	1 day	2/11/16	2/11/16	Future Task	1564
7.2.1.10	0%	Deliverable 36 - Financial Responsibility Validated Requirements (Increment 2)	0 days	2/11/16	2/11/16	Future Task	1565
7.2.1.11	0%	Complete Req Validation - XML	27 days	2/12/16	3/21/16	Future Task	1565

Proposed schedule change:

WBS	% Complete	Task Name	Duration	Start	Finish	Status	Predecessors
7.2.1.8	6%	Create & Review Deliverable 36 - Financial Responsibility Validated Requirements (Increment 2)	45 days	12/1/15	2/11/16	On Schedule	
7.2.1.8.2	0%	Create Deliverable 36	3 days	1/21/16	1/25/16	Future Task	1556
7.2.1.8.3	0%	Submit Deliverable 36	1 day	1/26/16	1/26/16	Future Task	1559
7.2.1.8.4	0%	Review Deliverable 36 - Cycle 1	5 days	1/27/16	2/2/16	Future Task	1560
7.2.1.8.5	0%	Update Deliverable 36 - Cycle 1	3 days	2/3/16	2/5/16	Future Task	1561
7.2.1.8.6	0%	Review Deliverable 36 - Cycle 2	3 days	2/8/16	2/10/16	Future Task	1562
7.2.1.8.7	0%	Accept Deliverable 36	1 day	2/11/16	2/11/16	Future Task	1563
7.2.1.9	0%	Deliverable 36 - Financial Responsibility Validated Requirements (Increment 2)	0 days	2/11/16	2/11/16	Future Task	1564
7.2.1.10	50%	Complete Req Validation - Clearance - Batch Processing	54 days	11/16/15	2/11/16	On Schedule	1555SS
7.2.1.11	0%	Complete Req Validation - XML	27 days	2/12/16	3/21/16	Future Task	1564

Completed by: Joe Weldon

Impact on Cost: No Impact

Impact on Resources: No Impact

Resource Requirements		Work Effort (Hours)	Cost
		N/A	N/A
		N/A	N/A
	Total	N/A	N/A

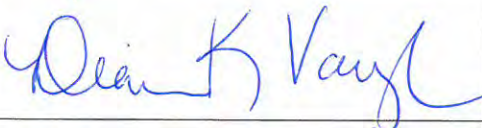| Alternatives to the Requested Change: |
| --- |
| Completed by: |
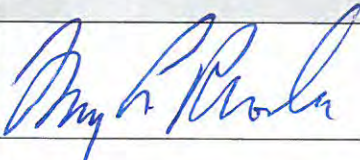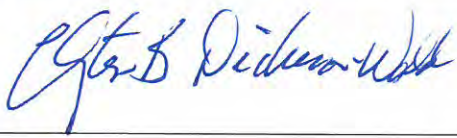
Outcome

Decision: ☑ Approve ☐ Reject ☐ Defer

Comments:

Executive Steering Committee Member	Signature	Date
Terry Rhodes Executive Director, DHSMV	*[signature]*	1/28/16
Diana Vaughn Deputy Executive Director, DHSMV	*[signature]*	1/28/16
Robert Kynoch Director of Motorist Services, DHSMV	*[signature]*	1/28/16
Boyd Dickerson-Walden Chief Information Officer, DHSMV	*[signature]*	1/28/16
Felecia Ford Chief, Bureau of Administrative Review DHSMV	*[signature]*	1/28/16

General Information

Project Name	Motorist Modernization Phase I
Change Requested By	Joe Weldon, DL Issuance Project Manager
Business Owner	Robert Kynoch
Date Requested	1/19/2015

Change Request Information (completed by the requestor)

Description:

This CR is requesting the addition of a new task in the program schedule to account for updates to previously approved Citations Processing requirements.

While reviewing the Ignition Interlock Device (IID) Requirements Functional Area the week of 4 January 2016, the Citation Processing Requirement Validation Team identified the need for an additional Correspondence Code and Letter in the Driver School Completion Process. The Driver School Completion Process was completed and delivered in Increment 1.

Please refer to the proposed MM Phase I program schedule excerpt.

Alternatives: No alternative solutions were identified.

Classification Critical : ☐   Medium : ☐   Low : ☒

Impact Analysis (completed by ISA)

Change Request #	09

Specific Requirements Definition:

Completed by:

Impact on Schedule: No overall impact to the end date of the schedule. Revised requirements would be completed concurrently with planned requirement grooming activities.

Completed by: Joe Weldon

Impact on Cost: No impact.

Completed by:

Impact on Resources: No impact.

Completed by:

Resource Requirements	Work Effort (Hours)	Cost
	N/A	N/A
	N/A	N/A
Total	N/A	N/A

Alternatives to the Requested Change:

Completed by:

MM Phase I program schedule excerpt

1) Add an additional task to account for updates to approved functional areas that would be included in the final requirement validation deliverable:

WBS	% Complete	Change Request	Task Name	Duration	Start	Finish	Status	Predecessors
7.2.3.51	0%		Complete Req Validation - HD - Inbound CSOR	11 days	5/9/16	5/24/16	Future Task	1706
7.2.3.52	0%	CR09	Complete Updates to Approved Requirements for Deliverable 38 - Citation Processing & CDLIS Validated Requirements (Increment 3)	10 days	5/9/16	5/23/16	Future Task	1707SS
7.2.3.53	0%		**Create & Review Deliverable 40 - Citation Processing & CDLIS Validated Requirements (Increment 3)**	54 days	3/31/16	6/15/16	**Future Task**	
7.2.3.53.1	0%		Construct Deliverable 40 Citation Processing & CDLIS Validated Requirements DED	1 day	3/31/16	3/31/16	Future Task	1685FS+29 days
7.2.3.53.2	0%		Create Deliverable 40	2 days	5/24/16	5/26/16	Future Task	1707
7.2.3.53.3	0%		Submit Deliverable 40	1 day	5/27/16	5/27/16	Future Task	1711
7.2.3.53.4	0%		Review Deliverable 40 - Cycle 1	5 days	5/31/16	6/6/16	Future Task	1712
7.2.3.53.5	0%		Update Deliverable 40 - Cycle 1	3 days	6/7/16	6/9/16	Future Task	1713
7.2.3.53.6	0%		Review Deliverable 40 - Cycle 2	3 days	6/10/16	6/14/16	Future Task	1714
7.2.3.53.7	0%		Accept Deliverable 40	1 day	6/15/16	6/15/16	Future Task	1715
7.2.3.54	0%		Deliverable 40 - Citation Processing & CDLIS Validated Requirements (Increment 3)	0 days	6/15/16	6/15/16	Future Task	1716

Outcome

Decision: ☑ Approve   ☐ Reject   ☐ Defer

Comments:

| Approvers	Signature	Date
Terrence Samuel Motorist Modernization Program Director, DHSMV	*[signature]*	1-28-16

Communications and Organizational Change Management Update

Organizational Change Management Update

◆ **Focus Groups**

❖ Department of State January 11

❖ Florida Tax Collectors January 20

❖ Clerks of Court Focus Group meeting first week in February

❖ Bureau of Administrative Review Workshop follow-up meeting TBD

ORION
ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES
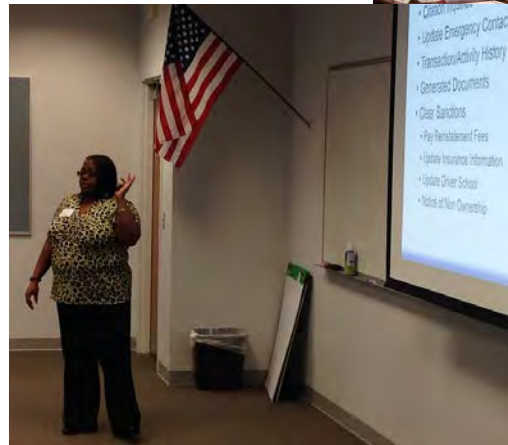
Organizational Change Management Update

◆ **PRIORITY Deliverable #22–Training and Performance Support Strategy**

❖ Training Needs Assessment Questionnaire

❖ Deliverable Due on February 11

❖ Training Needs & Objectives

❖ Training Curriculum

❖ Training Delivery Strategy

❖ Performance Support Strategy

Communications Update

◆ DHSMV Connections

◆ Information Systems Administration Quarterly Newsletter

◆ Office of Motorist Modernization Quarterly Newsletter

◆ Motorist Services' Emphasis on Motorist Modernization

Advisory Board Meeting Notes

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