Motorist Modernization Advisory Board – Phase I Monthly Meeting  
Tuesday, February 11, 2020  
1:00 to 2:00 PM, EST  
Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees
Deb Roby
Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
William Washington
Lisa Cullen

Representing
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

• Roll Call
• Welcome
• Review and Approval of Last Meeting Minutes
• Stakeholder Outreach Update
• MM Phase I Program Update
  o OCM Update
  o Financial Review
  o Project Updates
• Communications Update
• Q&A
• Adjourn
WELCOME AND INTRODUCTIONS
• The meeting was called to order at 1:00 p.m. Terrence Samuel began the meeting by welcoming the attendees and proceeded with the roll call of board members.

Advisory Board members present included:
  o Deb Roby (phone)
  o Ed Broyles
  o Pace Callaway (absent)
  o Lisa Cullen
  o April Edwards
  o William Washington (phone)
  o Kevin Bailey

• Additional FLHSMV members present included: Terrence Samuel, Jessica Espinoza, Cathy Thomas, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Craig Benner, CherylN Dent, Elissa Cullen, Koral Griggs, Judy Johnson, Rachel Graham, Chad Hutchinson and Janis Timmons.

• Visitors included: Carl Ford from J Ford Consulting, Scott Lunsford from the Florida Tax Collectors, Michelle McGinley from Accenture, and Joe Weldon from Accenture

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES
• Rachel Graham reviewed the meeting minutes from December 10, 2019. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the December 10, 2019, meeting minutes were approved.

STAKEHOLDER OUTREACH
• There was no stakeholder outreach update at the meeting.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE
• Craig Benner stated the team continued the various engagement plans. The Change Champion Kick-Off meeting was held in December. The next Change Champion meeting is scheduled for January 28, 2020. He stated the team completed and released the SharePoint site. He further stated the Engagement Plan meetings with MS, ISA, DAS, and OED were completed with additional follow-up meetings in the future.

FINANCIAL REVIEW
• Janis Timmons presented a Phase I and II financial review. The Phase I budget for fiscal year of 2019-2020 is $2.3 million with $1 million expended. There was a 0% variance with approximately $1.2 million in remaining funds. The budget for Phase II for fiscal year 2019-2020 is $13.7 million with $3.9 million expended. There was a 0% variance with approximately $9.8 million in remaining funds.
**PROJECT UPDATES**

- **Informatica** – Cheryl Dent stated the team missed the forecasted key dates for the deployment of the Push/Pull replacement into production and the deployment of the remaining bi-directional workflows to STAGE. Key dependencies and assumptions for the team included: Natasha White continuing to assist with Push/Pull replacement testing and validation and Kevin Gray continuing to assist with Seed Testing and validation. Key risks and issues for the team included: Informatica schedule impacts based on new timelines (Issue 135). She stated that the team planned to work with Plante Moran to determine if they can assist with completing the remaining Informatica tasks. Once that is determined the team will work to define new timelines for Informatica STAGE and PROD deployments.

- **DL Issuance** – Joe Weldon stated the team was working on 44 performance test scenarios with all tests developed. He stated 24 have successfully been completed so far. The team finished all UAT test scenarios.
  - Key implementation activities included:
    - Support Vendors
      - Batch Transcripts
      - DL Penny Vendor
    - End-to-End Testing for DL Notices
    - AAMVA Structural Testing
    - User set-up scripts
  - Key risks and issues for the team included:
    - Issue 59 – Batch Vendors
    - Issue 129 – Informatica Impact on UAT
  - The team completed sprint development and testing as well as UAT.

- **Motorist Maintenance (MM) and Financial Responsibility (FR)** – Scott Tomaszewski stated the team was working on 24 total performance test scenarios with 21 developed and 15 pending execution. The team continued to mitigate bugs. Key dependencies for the team included: delaying any additional environment setup tasks pulling development leads away from change request work needed for go-live, data supporting MM-Transaction Application panels are made available and accessible and database tables and legislative WRAPS due prior to go-live should be handled by exception only.
  - Key risks and issues for the team included:
    - Issue 31 – Availability of external resources to address change request and egression testing work
    - The team completed sprint development and testing as well as UAT.
    - Cathy Thomas stated GEICO completed their Book of Business reload on January 10 and Progressive was scheduled to complete their Book of Business on January 17.

- **MyDMV Portal** – Aundrea Powell stated the team was working on 15 total performance test scenarios. All 15 are developed and 3 are pending execution. There are 12 in the process of execution. The team continued to mitigate bugs. Key dependencies for the team included: Informatica testing (specifically the VO Regression Test) and WRAPs/change requests for critical exceptions only. There were no risks or issues to report. The team completed all sprint development, sprint testing and UAT.
  - Key implementation activities for the team included:
    - MyDMV Portal Dependency Updates
    - User Guide Documentation (in review by Communication)
    - Support LDO CSC Hands-on Training Development
    - Additional ADA enhancements
• CDLIS/CP – Ms. Powell stated the team was working on 19 performance test scenarios with 18 developed and two successfully completed. Key dependencies for the team included: BizTalk skilled resources for development and testing. There were no risks or issues to report. The team completed sprint development, sprint testing and UAT.
  o Key implementation activities for the team included:
    ▪ Continued AAMVA Structural Testing for 5.3.3 Compliance
    ▪ Preparation to deploy code to production following change request development and testing
    ▪ Final regression testing in early 2020
• Renewal Notification – Ms. Powell stated the team completed UAT and was still working on performance testing. She stated the team was working on four total performance test scenarios with three completed. Key implementation activities for the team included: end-to-end testing for DL notices (receipt of the printed letters). There were no risks or issues to report.
  o Key Dependencies /Assumptions
    ▪ Planet Press stability
    ▪ No further changes to DL Notices
• Key Milestone Dates – Michelle McGinley presented the current status dates for Phase I. She stated the Informatica Go-Lives has yet to be determined. The Change Request development/testing are mostly on target with CP/CDLIS development/testing and MM development/testing running late. Ms. McGinley stated performance testing is trending late for some teams. A start date has not been established for SEU regression testing, yet. She stated both security testing and training readiness are on target. The Pilot Implementation, Statewide Rollout, and Phase I Closeout are all dependent on successful SEU regression testing and Informatica Go-Lives.

COMMUNICATION UPDATE
• There was no communication update for this meeting.

Q&A
• Lisa Cullen asked Craig Benner if there was anything the Organizational Change Management team needed help with.
• Mr. Benner responded by stating the team plans to reach out to her soon.

ADJOURNMENT
• Mr. Samuel adjourned the meeting at approximately 1:32 p.m.
• The next Advisory Board Meeting for Phase I is scheduled for February 11, 2020.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Agenda 1 Page
MM Advisory Board Monthly Meeting Minutes (12/10/19) 4 Pages
OCM Update Report 2 Pages
MM Phase I Financial Review 7 Pages
MM Phase I State-of-the-State Presentation 7 Pages
FLHSMV OCM Team Summary – Phase I

Tasks In Progress
• Developing Tax Collector Engagement Plan
• Developing Readiness Assessment Questions for March 2020
• Developing Pilot Survey Questions
• Facilitating meetings on ORION over-ride/disassociate procedures
• Facilitating meetings on TAC, FSC, SEU phone calls and troubleshooting
• Developing Letter Change Control Process
• Creating Transition Checklists

Key Risks and Issues
• Tax Collector Engagement Plan
• Pending questions on ORION Access

SUMMARY & HIGHLIGHTS
• ISA Knowledge Transfer Plan approved and weekly meetings taking place
• Continued meetings with bureaus on change management implementation checklists

Planning
- Engagement Plans

Implement Change
- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate
- Readiness Survey

Report: February 2020
FLHSMV OCM Team Summary – Phase II

Tasks In Progress
- Drafting OCM schedule
- Identifying Risks and Issues

Key Risks and Issues
- Lack of SMEs on OCM Team

SUMMARY & HIGHLIGHTS
- Met with Accenture on Lesson Learned for Phase I

Strategy

Planning
- Engagement Plans
- Change Champion Kickoff

Implement Change
- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate
- Readiness Survey

Report: February 2020
Motorist Modernization Financials

FEBRUARY 11, 2020
## Phase I
### Total Project
#### LBR Requests - Updated

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense (Software, Travel, etc.)</th>
<th>OCO</th>
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<tr>
<td>2014-2015</td>
<td>$2,500,000</td>
<td>$1,514,762</td>
<td>$619,186</td>
<td>$61,478</td>
<td>$-</td>
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<td>2015-2016</td>
<td>$6,362,609</td>
<td>$5,468,933</td>
<td>$479,280</td>
<td>$382,501</td>
<td>$31,895</td>
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<td>2017-2018</td>
<td>$9,857,775</td>
<td>$8,506,720</td>
<td>$479,280</td>
<td>$865,000</td>
<td>$6,775</td>
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<td>2018-2019</td>
<td>$7,536,000</td>
<td>$6,976,720</td>
<td>$479,280</td>
<td>$80,000</td>
<td>$-</td>
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<tr>
<td>2019-2020</td>
<td>$2,323,620</td>
<td>$2,303,620</td>
<td></td>
<td>$20,000</td>
<td>$-</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$37,329,355</strong></td>
<td><strong>$32,678,267</strong></td>
<td><strong>$2,536,306</strong></td>
<td><strong>$1,745,667</strong></td>
<td><strong>$64,541</strong></td>
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</table>
Budget and Actuals: Current Fiscal Year through January 2020

Budget: $2,323,620

- $20,000
- $2,303,620

Contracted Services

Expense (Software, Travel)

Actuals: $1,120,000

- $1.12M
- $0

Remaining: $360K
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<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
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<tr>
<td>Fiscal Year 2019-2020</td>
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<tr>
<td>Total Funding</td>
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<td></td>
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<tr>
<td>Fiscal Year to Date</td>
<td>$1,120,000</td>
<td>$1,120,000</td>
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<tr>
<td>Month to Date (January 2020)</td>
<td>$160,000</td>
<td>$160,000</td>
<td>0%</td>
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<tr>
<td>Remaining Funds</td>
<td>$1,206,620</td>
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<tr>
<td>Fiscal Year</td>
<td>Total Request</td>
<td>Contracted Services</td>
<td>IV&amp;V Services</td>
</tr>
<tr>
<td>-------------</td>
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<td>---------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$4,132,180</td>
<td>$3,575,240</td>
<td>$357,190</td>
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<td>2018-2019</td>
<td>$5,037,000</td>
<td>$4,455,960</td>
<td>$423,240</td>
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<tr>
<td>2019-2020</td>
<td>$13,742,200</td>
<td>$9,715,960</td>
<td>$423,240</td>
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<tr>
<td>2020-2021</td>
<td>$9,877,400</td>
<td>$7,615,960</td>
<td>$423,240</td>
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<td>2021-2022</td>
<td>$7,377,440</td>
<td>$6,689,200</td>
<td>$423,240</td>
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<td>2022-2023</td>
<td>$4,408,260</td>
<td>$3,781,020</td>
<td>$423,240</td>
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<td><strong>Total</strong></td>
<td><strong>$44,574,480</strong></td>
<td><strong>$35,833,340</strong></td>
<td><strong>$2,473,390</strong></td>
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</table>
Budget and Actuals: Current Fiscal Year through January 2020

BUDGET: $13,742,200

Contracted Services: $3,570,000
IV&V Services: $330,000
Expense (Software, Travel): $423,240
OCO: $9,715,960

ACTUALS: $4,495,738

Contracted Services: $4,2M
IV&V Services: $247K
Expense (Software, Travel): $0
OCO: $33K
Remaining: $0
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<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
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<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$13,742,200</td>
<td>$4,495,738</td>
<td>0.00%</td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$4,495,738</td>
<td>$4,495,738</td>
<td>0.00%</td>
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<tr>
<td>Month to Date (January 2020)</td>
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<td>$595,078</td>
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<tr>
<td>Remaining Funds</td>
<td>$9,246,462</td>
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Motorist Modernization
Phase I – February 11, 2020

STATE OF THE STATE
Informatica Team Summary

**Team Profile**
- # Database tables: 159
- # Developers: 3 full-time, 3 part-time
- # Testers: 5 FTEs

**Testing Summary**
- # Tables to sync: 159
- # Tables Started: 9
- # Tables Completed: 2

SEU Push/Pull Testing Complete (priority): 50%
Non-Push/Pull testing will be prioritized with the start of the Plante Moran effort

**Stakeholder Testing Status**
Performance Management Office – 63%

**Forecasted Key Dates**
- Deployment of Push/Pull Replacement to Production – 12/6/2019 TBD
- Deployment of remaining bi-directional workflow to STAGE – 12/31/2019 TBD
- Deployment of remaining bi-directional workflow to Production – 02/15/2020 (new schedule TBD after contract finalized with PM)

**Key Risks and Issues**
- Issue 135 – Informatica schedule impacts based on new timelines
  **Update:** Plante Moran was onsite January 21-22, 2020 to conduct an assessment of the current status and provide us a more definitive estimate for the deliverables identified. Plante Moran has submitted their proposal to complete the work for the tasks which FLHSMV has requested their help. The proposal is with the IT Financial and Planning Services who are working on the contract.

**Key Informatica Activities**
- ISA and SEU testing
- Seed testing
- Push/Pull Replacement testing and validation
- Plante Moran engagement (January 21-22, 2020)

**Key Dependencies & Assumptions**
- Natasha White will continue with Push/Pull replacement testing and validation
- Kevin Gray will continue with Seed testing and validation
DL Issuance Team Summary

Team Profile
# User Stories: 971
# Developers: 2
[1 FTEs; 1 Cont.]
# Testers: 10 FTEs
(includes Field Testers)

Enterprise Testing Summary
Performance Test Scenarios (Total): 41
Tests Developed: 41
Pending Execution: 3
In Process of Execution: 16
Successfully Completed: 22

Security Testing Status
Not Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done
CR Development - 1/10/2020 – Done
CR Testing – 1/17/2020

Key Risks and Issues
• Issue 59 – Batch Vendors
• Issue 158 – DB Updates Impacting Teams

Key Implementation Activities
• Support Vendors:
  • Batch Transcripts
  • DL Penny Vendor
• End to End Testing for DL Notices
• AAMVA Structural Testing
• User set-up scripts

Key Dependencies/Assumptions
• Purge NOT in scope for Phase I
• Informatica Testing Dependencies
• Successful 2-way sync; Data seed issues resolved
• WRAPs/CRs are for critical exceptions only
MM/FR Team Summary

Team Profile
# User Stories: 611
# Developers: 5
   [3 FTEs; 2 Cont.]
# Testers: 2 FTEs

Enterprise
Testing Summary
Performance Test Scenarios (Total): 24
Tests Developed: 23*
Pending Execution: 14*
In Process of Execution: 0
Successfully Completed: 10
* Counts may be refined after de-duplication

Security Testing Status
Not Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

MM CR Development - Done
Exception with Trans Appl screens.
MM CR Testing – 2/20/2019
Revised Date: 2/28/2020
FR CR Development – Done
FR CR Testing – 2/28/2020

Key Implementation Activities
• Insurance Company Book of Business file loads are at 83% of files as of 2/3/20.
• Final regression testing April/May 2020.

Key Dependencies/Assumptions
• Delaying any additional environment setup tasks pulling our Dev Leads away from CR work needed for Go Live.
• Data supporting MM- Transactions Application panels are made available on accessible database tables.
• WRAPs/CRs are for critical exceptions only – There are 5 additional CRs being considered by the business.

Key Risks and Issues
• Issue 31 - Availability of External Resources to address blocks for CR and Regression testing work.
MyDMV Portal Team Summary

Team Profile
- # User Stories: 773
- # Developers: 1 and 1/2 (1 FTE; 1/2 Cont.)
- # Testers: 3

Testing Summary
- Performance Test Scenarios (Total): 15
- Tests Developed: 15
- Pending Execution: 3
- In Process of Execution: 12
- Successfully Completed: 0

Security Testing Status
- Not Started

Forecasted Key Dates
- Sprint Development – Done
- Sprint Testing – Done
- UAT Completion – Done

MyDMV CR204 Development - 01/17/2020
MyDMV CR204 Testing – 01/17/2020

Key Implementation Activities
- Portal Dependency Updates
- User Guide Documentation (in review by Communications)
- Support LDO CSC Hands on Training Development
- Additional ADA enhancements

Key Dependencies/Assumptions
- Informatica Testing Dependencies
  - VO Regression Test Specifically
- WRAPs/CRs are for critical exceptions only

Key Risks and Issues
- None at this time
Team Profile

# User Stories: 469
# Developers: 4
[3 FTEs; 1 Cont.]
# Testers: 4 FTEs

Testing Summary

Performance Test Scenarios (Total): 19
Tests Developed: 18
Pending Execution: 5
In Process of Execution: 2
Execution Completed: 11

Security Testing Status
Not Started

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

---------------------------------------------
CP/CDLIS CR Development - 01/10/2020
Revised Date: 1/31/2020
CP/CDLIS CR Testing – 01/17/2020
Revised Date: 2/14/2020

Key Implementation Activities

- Continued AAMVA Structural Testing for 5.3.3 Compliance
- Preparation to deploy code to production following CR development & testing
- Final regression testing early 2020

Key Dependencies/Assumptions

- BizTalk skilled resources for development & testing

Key Risks and Issues

- None at this time
Renewal Notification Team Summary

Team Profile
# User Stories: 344
# Developers: 0.3 FTE
# Testers: 1 FTEs

Testing Summary
Performance Test Scenarios (Total): 4
Tests Developed: 4
Pending Execution: 0
In Process of Execution: 1
Successfully Completed: 3

Security Testing Status
Not Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done
Renewal CR Development – Done
Renewal CR Testing – Done

Key Implementation Activities
• End to End Testing for DL Notices (Receipt of the printed letters)

Key Dependencies/Assumptions
• Planet Press stability
• No further changes to DL Notices

Key Risks and Issues
• None at this time
ORION TRAIN-THE-TRAINER
Hands-on training for change champions and Bureau of Credentialing Services lab leads to provide practice, information and materials to assist in their roles.
December 2019—April 2020

LIVE ORION DEMOS
ORION overviews, updates and demos. To attend demos, look for upcoming Lunch & Learn events.
February—April 2020

ORION AND MYDMV PORTAL HANDS-ON TRAINING
Hands-on sessions with a classroom facilitator using a training environment. ORION sessions are for highly impacted system users. MyDMV Portal sessions are for the Bureau of Customer Service.
April—December 2020

ORION TAX COLLECTOR TRAIN-THE-TRAINER
Hands-on training for the Bureau of Motorist Services Support and Tax Collector trainers to provide practice, information and materials to assist in their roles.
May—June 2020

PHASE I USER GUIDES
Technical handbooks outlining ORION functions and operations to provide guidance on how to use the systems. User guides will be available on PartnerNet.
July 2020

ORION ILEARN TRAINING
Modular online training courses and downloadable job aids demonstrating ORION navigation on how to perform business processes for system users.
May—December 2020

If you have questions about the available training and resources, please email MotoristModernization@flhsmv.gov
<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
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</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Organizational Change Management Core Team Meeting</td>
<td>Internal</td>
<td>Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.</td>
<td>OCM Core Team</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
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<tr>
<td>Bi-Weekly</td>
<td>Organizational Change Management Meeting</td>
<td>Internal</td>
<td>Bi-weekly meetings on Wednesday with the additional members of the OCM team and Accenture to discuss items related to organizational change management.</td>
<td>OCM Team and Accenture</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
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<td>Weekly</td>
<td>Internal Change Control Board</td>
<td>Internal</td>
<td>Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.</td>
<td>Product Owners and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
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<tr>
<td>Bi-Monthly</td>
<td>Change Control Board</td>
<td>Internal</td>
<td>Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.</td>
<td>CCB Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
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<td>Reoccurring</td>
<td>Engagement Plan Meetings</td>
<td>Internal</td>
<td>Continued meetings with divisions and bureaus to discuss the engagement plans and checklists developed for the Division of Motorist Services, Division of Administrative Service, Office of the Executive Director, Information Systems Administration and Florida Highway Patrol.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization User Guides</td>
<td>Internal/External</td>
<td>Meetings occurring throughout the month providing content for the Motorist Modernization User Guides related to Driver License Issuance, Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS, Citation Processing, Motorist Maintenance and Financial Responsibility).</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Face-to-Face Meeting/Conference Call/Electronic Communication</td>
<td>Koral Griggs and Project Managers</td>
</tr>
<tr>
<td>November 13, 2019</td>
<td>Change Champion Kickoff Meeting</td>
<td>Internal</td>
<td>Face-to-face notification to Change Champions of their selection and a series of meetings to prepare Change Champions for questions and inquiries regarding the Motorist Modernization Program.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting/Electronic Communication</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>November 22, 2019</td>
<td>Change Champion Kickoff Survey</td>
<td>Internal</td>
<td>Distributed a survey to members who attended the Change Champion Kickoff to receive feedback and insight. The survey closes December 6, 2019.</td>
<td>OCM Core Team</td>
<td>Electronic Communication</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Date/Frequency</td>
<td>Title</td>
<td>Category</td>
<td>Description</td>
<td>Audience</td>
<td>Vehicle</td>
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<tr>
<td>December 17, 2019</td>
<td>Change Champion Network Connect Meeting</td>
<td>Internal</td>
<td>First official Change Champion meeting following the kickoff.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>February 21, 2020</td>
<td>Change Champion Network Connect Meeting</td>
<td>Internal</td>
<td>Monthly meeting to provide updates and host discussions with the FLHSMV Change Champions regarding Phase I Motorist Modernization.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>February - April 2020</td>
<td>Motorist Modernization Resources</td>
<td>Internal/External</td>
<td>Developing strategic materials, including posters, bulletin boards, quick facts and tear sheet to assist change champions in communicating about Motorist Modernization.</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Printed Materials/Electronic Communication</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>March 2020</td>
<td>Organizational Readiness Survey</td>
<td>Internal/External</td>
<td>Distribution of an assessment from the OCM team to internal and external members to identify readiness regarding the Motorist Modernization Program.</td>
<td>OCM Core Team and FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>February - May 2020</td>
<td>Tax Collector Engagement Plan</td>
<td>Internal/External</td>
<td>Document to provide information to Tax Collectors about Motorist Modernization changes. Includes training curricula and other pertinent information for Tax Collectors to review prior to go-live.</td>
<td>OCM Core Team</td>
<td>Electronic Communication</td>
<td>Craig Benner</td>
</tr>
</tbody>
</table>

**Training**

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>Learning and Development Office Checkpoint Meeting</td>
<td>Curriculum Course Development</td>
<td>Weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Jennifer Ford and Sarah Pope</td>
</tr>
<tr>
<td>Weekly</td>
<td>Learning and Development Office Motorist Modernization Team Checkpoint Meetings</td>
<td>Curriculum Course Development</td>
<td>Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>As Necessary</td>
<td>LDO User Experience Demo</td>
<td>Curriculum Course Development</td>
<td>As training processes are developed and tested, SEU and/or the project teams facilitate a demo for LDO to walk through the training process as it should be communicated to the end user. This demo is the first step in the development process.</td>
<td>LDO, SEU and OMM Team</td>
<td>Face-to-Face Meeting/Recording</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Learning and Development/Office of Motorist Modernization Leadership Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.</td>
<td>LDO and OMM Leadership</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel and Jennifer Ford</td>
</tr>
<tr>
<td>February 2020</td>
<td>Training and Resources Poster</td>
<td>Internal</td>
<td>Poster created by the Learning and Development Office to provide additional information on training and resources being offered by LDO, SEU, and other trainers.</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Jennifer Ford</td>
</tr>
</tbody>
</table>
## Communications

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-Weekly</td>
<td>Executive Steering Committee Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.</td>
<td>ESC Leadership Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Monthly</td>
<td>Phase I Advisory Board</td>
<td>Internal/External</td>
<td>Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.</td>
<td>Advisory Board Voting Members and OMM Team</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Modernization Internal Team Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program.</td>
<td>OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Phase I Accenture Weekly Status Meeting</td>
<td>Internal/External</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young, AST and OMM team members.</td>
<td>OMM Team, Ernst and Young and AST</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Accenture Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Modernization Weekly Leadership Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.</td>
<td>Executive Leadership</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>IV&amp;V Weekly Status Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.</td>
<td>OMM Leadership, AST, Ernst and Young, and Contract Manager</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green</td>
</tr>
<tr>
<td>As Necessary</td>
<td>Focus Group Meetings</td>
<td>Stakeholder Outreach</td>
<td>Meetings to provide information or obtain feedback on the Motorist Modernization initiative.</td>
<td>Various Stakeholders</td>
<td>Face-to-Face Meeting/Conference Call/Electronic Communication</td>
<td>Koral Griggs, Terrence Samuel, Senior Business Analysts</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Communications Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting with the FLHSMV Communication team to discuss communications within the agency and the Office of Motorist Modernization, in addition to MyDMV Portal marketing.</td>
<td>FLHSMV Communications Team</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs and Aaron Keller</td>
</tr>
<tr>
<td>Frequency</td>
<td>Activity</td>
<td>Recipients</td>
<td>Internal/External</td>
<td>Content Description</td>
<td>Contributors</td>
<td>Method of Communication</td>
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<tr>
<td>As Necessary</td>
<td>MoMo You Know</td>
<td>Internal</td>
<td></td>
<td>When requested, an email containing updates related to the Motorist Modernization project, including “need to know,” encouragement, upcoming tasks, etc.</td>
<td>Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
</tr>
<tr>
<td>Monthly</td>
<td>ORION Hub Newsletter</td>
<td>External/Internal</td>
<td>Monthly newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
<td>Executive Leadership and Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Motorist Services Intersection Newsletter</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
<td></td>
<td>Electronic Communication</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Services News Wheel</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.</td>
<td>Executive Leadership and Motorist Modernization Program Members</td>
<td></td>
<td>Electronic Communication</td>
</tr>
<tr>
<td>Monthly</td>
<td>ORION Star</td>
<td>Internal</td>
<td>Monthly award presented to a Motorist Modernization team member who has gone &quot;above and beyond&quot; for the sake of the project and the team.</td>
<td></td>
<td></td>
<td>Electronic Communication</td>
</tr>
<tr>
<td>Monthly</td>
<td>Legislative Governance Status Report</td>
<td>External</td>
<td>Monthly status report to provide updates related to the Motorist Modernization Program.</td>
<td>Various Stakeholders</td>
<td></td>
<td>Electronic Communication</td>
</tr>
<tr>
<td>As Necessary</td>
<td>FLHSMV Governor's Weekly Report</td>
<td>External</td>
<td>Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.</td>
<td>Florida Governor</td>
<td></td>
<td>Electronic Communication</td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization Website</td>
<td>Internal/External</td>
<td>Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.</td>
<td>FLHSMV Staff, Tax Collectors and Citizens</td>
<td></td>
<td>Website</td>
</tr>
<tr>
<td>Monthly</td>
<td>Florida Highway Safety AAMVA Testing for CDLIS 5.3.3</td>
<td>Internal/External</td>
<td>Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.</td>
<td>AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team</td>
<td></td>
<td>Conference Call</td>
</tr>
<tr>
<td>As Necessary</td>
<td>PartnerNet/SafetyNet Webpages</td>
<td>Internal/External</td>
<td>Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&amp;V Report and the monthly Tax Collector Status Report.</td>
<td>Tax Collectors and FLHSMV Staff</td>
<td></td>
<td>PartnerNet/SafetyNet</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Financial Responsibility Bi-Weekly Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting with Financial Responsibility team members and the Department of Financial Services to provide updates on the Motorist Modernization Program and the Financial Responsibility project.</td>
<td>Department of Financial Services and FLHSMV Staff</td>
<td></td>
<td>Conference Call</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Phase I Go-Live Implementation Meetings</td>
<td>Internal</td>
<td>Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.</td>
<td>OMM Team</td>
<td></td>
<td>Face-to-Face Meeting</td>
</tr>
<tr>
<td>Date</td>
<td>Event Description</td>
<td>Participants</td>
<td></td>
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<tr>
<td>Monthly</td>
<td>Monitor REAL ID compliance rates statewide prior to</td>
<td>OMM Team</td>
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<tr>
<td></td>
<td>October 1, 2020. Whenever possible, provide stakeholders</td>
<td>Printed Materials/Electronic</td>
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<tr>
<td></td>
<td>with REAL ID materials and reminders to pass along to</td>
<td>Communication/Face-to-Face</td>
<td></td>
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<td></td>
<td>customers. Include report on monthly tax collector</td>
<td>Meeting</td>
<td></td>
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<td></td>
<td>update.</td>
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<tr>
<td>November 6, 2019</td>
<td>AAMVA Team Site Visit</td>
<td>Koral Griggs and FLHSMV</td>
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<tr>
<td></td>
<td>Meeting with the Motorist Modernization team, ISA and</td>
<td>Communications Team</td>
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<td></td>
<td>MS business members to discuss an overview and</td>
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<td>development options for NMVTIS, FLHSMV titling</td>
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<td></td>
<td>processes and modernization plans.</td>
<td></td>
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</tr>
<tr>
<td>February 11 - 13, 2020</td>
<td>Driver License Issuance Sandbox Hands-On ORION Overview</td>
<td>Terrence Samuel, Jessica Espinoza and</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hands-on overview for Brevard County Tax Collectors</td>
<td>Chad Hutchinson</td>
<td></td>
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<tr>
<td></td>
<td>regarding the ORION Driver License Issuance Sandbox.</td>
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</tr>
<tr>
<td>February 18, 2020</td>
<td>Motorist Modernization State of the State Meeting</td>
<td>FLHSMV Staff</td>
<td></td>
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<tr>
<td></td>
<td>Update regarding Phase I activities for all members</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td></td>
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<tr>
<td></td>
<td>involved in Phase I of Motorist Modernization. Updates</td>
<td>Michelle McGinley</td>
<td></td>
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<tr>
<td></td>
<td>presented from each project team regarding development,</td>
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<td></td>
<td>testing, risks and issues.</td>
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<tr>
<td>February 20, 2020</td>
<td>Lunch and Learn</td>
<td>FLHSMV Staff</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Lunch and learn event for attendees to view a</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>demonstration of the ORION Driver License Issuance</td>
<td>Jessica Espinoza and Terrence</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>system.</td>
<td>Samuel</td>
<td></td>
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</tbody>
</table>