Motorist Modernization Advisory Board – Phase II Meeting  
Tuesday, February 11, 2020  
2:30 to 4:00 PM  
Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399

**Invitees**  
Stephen Boley  
Lt. Jason Britt  
Diane Buck  
Jay Levenstein  
Steve Burch  
Lisa Cullen  
Sherri Smith  
Sgt. Derek Joseph  
TBD

**Representing**  
FLHSMV  
FLHSMV  
FLHSMV  
FLHSMV  
Florida Tax Collectors  
Florida Tax Collectors  
Law Enforcement  
Law Enforcement

**Agenda**

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

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

  - Advisory Board Phase II members included:
    - Lt. Jason Britt, FLHSMV (phone)
    - Diane Buck, FLHSMV (absent)
    - Jay Levenstein, FLHSMV
    - Lisa Cullen, Florida Tax Collectors
    - Sherri Smith, Florida Tax Collectors (phone)
    - Sgt. Derek Joseph, Law Enforcement
    - Steve Burch, FLHSMV
    - Stephen Boley, FLHSMV

- Additional FLHSMV members present included – Terrence Samuel, Cathy Thomas, Jessica Espinoza, Elissa Cullen, Craig Benner, Rachel Graham, Chad Hutchinson, Laura Freeman, Koral Griggs and Janis Timmons.

- Visitors present included – Alyene Calvo and Gary Didio with Ernst & Young. Nathan Johnson, Nathan Brown, and Michelle McGinley from Accenture. Andrew Bell and Denise Smith from Florida Auto Tag Agencies, Carl Ford from J Ford Consulting and Scott Lunsford with the Florida Tax Collectors also attended.

REVIEW OF MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from December 10, 2019. No corrections were identified. A motion to approve the minutes was accepted by the board members and the December 10, 2019, meeting minutes were approved.

IV&V UPDATE

- Alyene Calvo presented an IV&V update for Phase II. The overall risk state was green. There were no open deficiencies to report and no new facets were reviewed. The Schedule Performance Index was .966. 15 of 1,446 total tasks were late. The program completion date is projected to be 145.8 days late.

STAKEHOLDER OUTREACH

- There was no stakeholder outreach for this meeting.

FINANCIAL REVIEW

- Janis Timmons presented a Phase I and II financial review. The Phase I budget for fiscal year 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.

**PHASE II PROJECT UPDATE**

- Nathan Johnson stated all teams were continuing with development. They are working on the core original title and registration transactions within the new motor vehicle issuance module inside ORION, core inquiries and summaries, detailed vehicle records, etc. He stated the team plans to have an All-Hands meeting which will allow the team to begin planning for the next quarter and perform a demo. Mr. Johnson also stated the MyDMV Portal development for Phase II will begin in January 2020.

- Terrence Samuel stated the schedule for Phase I has been revised. This would in turn push back Phase II. Mr. Samuel stated the team plans to further involve product owners in the demos. Thus, they will have a better understanding of the system being created.

**COMMUNICATIONS UPDATE**

- There was no communications update for this meeting.

**KEY MILESTONE DATES**

- Michelle McGinley presented the current status dates for Phase I. She stated the Informatica Go-Lives are still 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. SEU Regression testing still does not have a definite start date. She stated both security testing and training readiness are on target. She stated the Pilot Implementation, Statewide Rollout, and Phase I Closeout are all dependent upon successful SEU regression testing and Informatica Go-Lives.

**Q&A**

- Craig Benner asked Mr. Samuel if the team is also asking for contingencies?

- Michelle McGinley explained how the team is looking at effort and trying to apply contingencies. She further stated the team is potentially looking at breaking up the work into smaller sections.

- Mr. Samuel added that what the team originally understood has changed and the process has changed.

- Andrew Bell asked what is the anticipated timeline for Titles and Registration and the start date of Phase III?

- Mr. Samuel explained the anticipated date for Titles and Registration still falls under 2023 and the team is looking to start the requirements for Phase III in 2022.

- Lisa Cullen asked if some of the title and registration capabilities will still be accessible to Tax Collectors?

- Judy Johnson confirmed.

- Carl Ford asked when we would be able to discuss the commercial title and functionality?
• Mr. Samuel and Judy Johnson stated they have not had the chance to have meetings based on this topic, yet.

ADJOURNMENT
• Mr. Samuel adjourned the meeting at approximately 3:01 p.m.
• The next Advisory Board Phase II Meeting is scheduled for February 11, 2020.

Note: Handouts at this meeting included:
Consolidated in a meeting packet and emailed to members:
- MM Advisory Board Phase II Agenda 1 Page
- MM Advisory Board Phase II Meeting Minutes (12/10/19) 2 Pages
- MM Phase II IV&V Update 30 Pages
- MM Phase I/II Financials 7 Pages
Topics for discussion

- General IV&V overview
- Overall risk state and trending
- Project complete date slippage
- Schedule variance
- Project budget
- Summary of changes
- Upcoming IV&V activities
- Supporting information

*Data contained in this MAR is as of 31 December 2019*
**General IV&V overview**

**Overall IV&V risk state:** Green

- **There are no open IV&V deficiencies**
  - No additional facets reviewed since the last report
  - No new deficiencies identified since the last report

- **The MMP2 Program is within established schedule performance thresholds**
  - The SPI is 0.966 and the overall trend is *increasing*
  - 16 of 1,446 total tasks (1.11%) contained in the project schedule are late
  - 1 of 63 total tasks (1.59%) for the current period are late
  - SV is currently -1,240.4 hours and the overall trend is *decreasing*
  - TSPI is 1.037 and the overall trend is *decreasing*

- **The MMP2 Program is within established cost performance thresholds**
  - The CPI is 1.000 and the overall trend is *steady*
  - The Program is currently on budget based on provided budget and spending information

- **The MMP2 Program is behind schedule**
  - The Program completion date is forecast to be 05 April 2024, 261.1 days late
  - Future milestones are projected to be completed behind schedule
  - The overall trend for time the project is behind schedule is *decreasing*
Overall risk state and trending

**Risk state for MMP2**

- **Program governance**
  - Benefit realization and sustainability
- **Project management**
  - Processes, controls, and predictability
- **Technical solution**
  - Requirements development, quality, and transition

**Risk state with trending**

- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
- Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.
- Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

As of 31 December 2019
This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).

Summary:
- The Program completion date is forecast to be 05 April 2024, 261.1 days late.
- The overall trend for time the project is behind schedule is decreasing.

Conclusions:
- The MMP2 Program is behind schedule.
This chart shows the cumulative planned value (PV) and earned value (EV) for the project.

Summary:
- Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
- The total amount of work not completed as scheduled is 1,240.4 hours.
- The total amount of work not completed is decreasing.

Conclusions:
- The MMP2 Program is behind schedule.

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

$22,911,380

DHSMV Staff

Contracted Staff

Expenses

OCO

Other

IV&V

$0

$0

$3,221,547

$84,109

$0

$1,203,670

5%

80%

14%

1%

0%

$18,402,054

80%

$22,911,380

Budget

$12,472,498

DHSMV Staff

Contracted Staff

Expenses

OCO

Other

IV&V

$0

$0

$272,502

$84,109

$0

$956,780

2%

1%

0%

8%

89%

$11,159,108

Actual

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Actual versus remaining

Actual

Remaining
## Summary of changes

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deficiencies addressed</td>
<td>► There are no open IV&amp;V deficiencies</td>
</tr>
<tr>
<td>New deficiencies</td>
<td>► No new deficiencies identified since the last report</td>
</tr>
</tbody>
</table>
| New process improvements| ► P2I2 – Lack of training  
► P2I3 – Role confusion  
► P2I4 – Reverse engineering not complete                                    |
| Maturity ratings       | ► No maturity rating changes since the last report                           |
| Interviews conducted  | ► No interviews conducted since last report                                 |
| Artifacts received    | ► Numerous artifacts received                                                |
Upcoming IV&V activities

- Participate in IV&V and Program meetings
- Review draft and final MMP2 Program materials provided to the IV&V Team
- Conduct interviews as required
- Schedule of immediate IV&V deliverables is as follows:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Planned draft</th>
<th>Planned final</th>
<th>Actual final</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAR – Aug 2019 (IVV-302AT)</td>
<td>09/16/2019</td>
<td>10/01/2019</td>
<td>10/01/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Dec 2019 (IVV-302AX)</td>
<td>01/15/2020</td>
<td>01/31/2020</td>
<td>01/31/2020</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Jan 2020 (IVV-302AY)</td>
<td>02/14/2020</td>
<td>03/02/2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – Feb 2020 (IVV-302AZ)</td>
<td>03/13/2020</td>
<td>03/30/2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – Mar 2020 (IVV-302BA)</td>
<td>04/14/2020</td>
<td>04/29/2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – Apr 2020 (IVV-302BB)</td>
<td>05/14/2020</td>
<td>06/01/2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – May 2020 (IVV-302BC)</td>
<td>06/12/2020</td>
<td>06/29/2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – Jun 2020 (IVV-302BD)</td>
<td>07/15/2020</td>
<td>07/30/2020</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Supporting information

- Key indicators
- IV&V ratings summary
- Status of key deficiency recommendations
- Open deficiencies and recommendations
- Process improvement recommendations
- Schedule and cost performance
- Project milestone dates
- Late tasks
- Project schedule quality
- Project budget
## Key indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the project approach sound?</td>
<td>Yes</td>
<td>The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.</td>
</tr>
<tr>
<td>Is the project on time?</td>
<td>No</td>
<td>The MMP2 Program is within established schedule performance thresholds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► The SPI is 0.966 and the overall trend is increasing.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► 16 of 1,446 total tasks (1.11%) contained in the project schedule are late.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► 1 of 63 total tasks (1.59%) for the current period are late.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► SV is currently -1,240.4 hours and the overall trend is decreasing.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► TSPI is 1.035 and the overall trend is decreasing.</td>
</tr>
<tr>
<td>Is the project on budget?</td>
<td>Yes</td>
<td>The MMP2 Program is within established cost performance thresholds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► The CPI is 1.000 and the overall trend is steady.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► The Program is currently on budget based on provided budget and spending information.</td>
</tr>
<tr>
<td>Is scope being managed so there is no scope creep?</td>
<td>Yes</td>
<td>The work being completed as part of the MMP2 Program is within the scope of the project as defined in the Schedule IV-B Feasibility Study.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► Additional change requests are reviewed and approved based on the established change management process.</td>
</tr>
<tr>
<td>What are the project's future risks?</td>
<td>Unknown</td>
<td>The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&amp;V team.</td>
</tr>
<tr>
<td>Are the project’s risks increasing or decreasing?</td>
<td>Steady</td>
<td>The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&amp;V team.</td>
</tr>
<tr>
<td>Are there new or emerging technological solutions that will affect the project's technology assumptions?</td>
<td>No</td>
<td>New and emerging technologies were considered in the Feasibility Study.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► None have an adverse effect on the project’s technological assumptions.</td>
</tr>
</tbody>
</table>
IV&V ratings summary

This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.

- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 21
  - Gray (not evaluated): 6
  - Open deficiencies: 0

Conclusions:
- The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Status of key deficiency recommendations

Recommendation status versus priority

- Low
- Medium
- High

Recommendation status by deficiency

- P2D2
- P2D1

Recommendation priority by deficiency

- High
- Medium
- Low

Overall status of recommendations

- Open
- In Progress
- Closed
Open deficiencies and actions

<table>
<thead>
<tr>
<th>Deficiency</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
## Process improvement recommendations

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Progress update / resolution</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>► P2D1 – UNIFACE level of effort</td>
<td>► The program team is continuing to analyze the remaining UNIFACE tasks to determine appropriate changes to the MMP2 Program Schedule.</td>
<td>► Closed</td>
</tr>
<tr>
<td>► Provide level of effort analysis on the remaining Uniface task and update the MM Program Schedule to provide an accurate reflection of the remaining work, allocated resources, and adjusted timeline.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>► P2D1 – Lack of training</td>
<td>► IV&amp;V (MAR – December 2019)</td>
<td>► Open</td>
</tr>
<tr>
<td>► Provide role-specific training to individuals assigned to a team.</td>
<td>► Process improvement opened</td>
<td></td>
</tr>
<tr>
<td>► P2D1 – Role confusion</td>
<td>► IV&amp;V (MAR – December 2019)</td>
<td>► Open</td>
</tr>
<tr>
<td>► Fully define each role and associated responsibilities within a team.</td>
<td>► Process improvement opened</td>
<td></td>
</tr>
<tr>
<td>► Enforce the defined team structure and hold team members accountable to perform their assigned duties.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>► P2D1 – Reverse engineering not complete</td>
<td>► IV&amp;V (MAR – December 2019)</td>
<td>► Open</td>
</tr>
<tr>
<td>► Complete reverse engineering prior to grooming user stories.</td>
<td>► Process improvement opened</td>
<td></td>
</tr>
</tbody>
</table>

### Supporting information
Schedule and cost performance

Supporting information

- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- **Summary:**
  - Schedule and cost performance are within established thresholds.
- **Conclusions:**
  - The Program is behind schedule but within established performance thresholds.

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

As of 27 December 2019:
- SPI = 0.966
- CPI = 1.000
Schedule and cost performance (continued)

This chart shows the percent complete for duration and work for the project.

Summary:
- Duration and work complete has been increasing since the beginning of the project.

Conclusions:
- None.

Blue line is duration percent complete.
Red line is work percent complete
Schedule and cost performance
(continued)

This chart shows the TSPI and SPI indexes and associated trends.

Summary:
- The overall SPI trend is increasing.
- The overall TSPI trend is decreasing.

Conclusions:
- Future required schedule efficiency is becoming in-line with the planned schedule.

This chart shows the TSPI and SPI indexes and associated trends.

- Blue line is TSPI
- Red line is SPI
- TSPI is the future schedule efficiency required to complete the project as scheduled
# Project milestone dates

<table>
<thead>
<tr>
<th>WBS</th>
<th>Title</th>
<th>Original</th>
<th>Scheduled</th>
<th>Planned</th>
<th>Forecast</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4.10</td>
<td>Obtain Validated Requirements Approval and Signoff</td>
<td>07/30/19</td>
<td>07/30/19</td>
<td>07/30/19</td>
<td>10/10/19</td>
<td></td>
</tr>
<tr>
<td>3.5.14.5</td>
<td>Development Complete</td>
<td>12/03/21</td>
<td>12/03/21</td>
<td>12/03/21</td>
<td>06/04/22</td>
<td></td>
</tr>
<tr>
<td>3.5.15.5</td>
<td>Testing Complete</td>
<td>07/29/22</td>
<td>07/29/22</td>
<td>07/29/22</td>
<td>02/28/23</td>
<td></td>
</tr>
<tr>
<td>3.5.18.5</td>
<td>Decision Point - Ready to Pilot</td>
<td>08/19/22</td>
<td>08/19/22</td>
<td>08/19/22</td>
<td>03/24/23</td>
<td></td>
</tr>
<tr>
<td>3.5.18.7</td>
<td>Decision Point - Move to Production (Rollout)</td>
<td>11/07/22</td>
<td>11/07/22</td>
<td>11/07/22</td>
<td>06/22/23</td>
<td></td>
</tr>
<tr>
<td>3.5.18.12</td>
<td>Statewide Implementation Complete</td>
<td>06/05/23</td>
<td>06/05/23</td>
<td>06/05/23</td>
<td>02/15/24</td>
<td></td>
</tr>
<tr>
<td>3.7</td>
<td>Execution and Monitoring &amp; Control Phase Complete</td>
<td>06/12/23</td>
<td>06/12/23</td>
<td>06/12/23</td>
<td>02/23/24</td>
<td></td>
</tr>
<tr>
<td>4.5</td>
<td>Closeout Phase Complete</td>
<td>06/29/23</td>
<td>06/29/23</td>
<td>06/29/23</td>
<td>03/13/24</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Project Complete</td>
<td>07/19/23</td>
<td>07/19/23</td>
<td>07/19/23</td>
<td>04/05/24</td>
<td></td>
</tr>
</tbody>
</table>

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1. Items highlighted are either currently late or projected to be late.
2. Original – Original contract completion date.
3. Scheduled – Scheduled completion date based on the latest schedule baseline.
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations and the current SPI.
6. Actual – The actual completion date

**Supporting information**

Late: 261.1 days
Late tasks

Supporting information

- This chart shows the percentage of tasks that are late for the entire schedule.
- A task is automatically designated as "late" if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,446
  - Total tasks late: 16
- Conclusions:
  - The total number of tasks designated as late is 1.11% of the total number of tasks.
  - The overall trend for the number of late tasks is decreasing.
Project schedule quality
MMP2 schedule

This chart shows the quality of the project schedule within each of the following areas:
- Overall quality with trending
- Key indicators
- Schedule parameters

Summary:
- Overall quality: 96.3

Conclusions:
- Overall schedule quality is consistent and excellent

<table>
<thead>
<tr>
<th>Key Indicators</th>
<th>Schedule Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic schedule</td>
<td>Summary tasks</td>
</tr>
<tr>
<td>Critical path</td>
<td>Milestone tasks</td>
</tr>
<tr>
<td>Resource allocation</td>
<td>Normal tasks</td>
</tr>
<tr>
<td>Task durations</td>
<td>Resources</td>
</tr>
<tr>
<td>Schedule baseline</td>
<td></td>
</tr>
<tr>
<td>On time tasks</td>
<td></td>
</tr>
</tbody>
</table>

- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation – Resource assignments
- Task durations – Task durations other than 8 to 80 hours
- Baseline – Full baseline defined for all tasks
- On time tasks – Tasks that are not late

Quality Value
- 90 or greater
- Between 75 and 90
- Between 60 and 75
- Between 45 and 60
- Less than 45
Project schedule quality
MMP2 period

This chart shows the quality of the project schedule within each of the following areas:
- Overall quality with trending
- Key indicators
- Schedule parameters

Summary:
- Overall quality: 96.0

Conclusions:
- Overall schedule quality is consistent and excellent

### Key Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Quality Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic schedule</td>
<td>92.6</td>
</tr>
<tr>
<td>Critical path</td>
<td>100.0</td>
</tr>
<tr>
<td>Resource allocation</td>
<td>99.9</td>
</tr>
<tr>
<td>Task durations</td>
<td>95.0</td>
</tr>
<tr>
<td>Schedule baseline</td>
<td>100.0</td>
</tr>
<tr>
<td>On time tasks</td>
<td>99.4</td>
</tr>
</tbody>
</table>

### Schedule Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Quality Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary tasks</td>
<td>100.0</td>
</tr>
<tr>
<td>Milestone tasks</td>
<td>100.0</td>
</tr>
<tr>
<td>Normal tasks</td>
<td>93.4</td>
</tr>
<tr>
<td>Resources</td>
<td>99.6</td>
</tr>
</tbody>
</table>

- **Dynamic schedule** – Task dependencies and constraints
- **Critical path** – Task dependencies
- **Resource allocation** – Resource assignments
- **Task durations** – Task durations other than 8 to 80 hours
- **Baseline** – Full baseline defined for all tasks
- **On time tasks** – Tasks that are not late

### Quality Value

- 90 or greater
- Between 75 and 90
- Between 60 and 75
- Between 45 and 60
- Less than 45
Project budget
Total project funding

Total project budget versus actual expenditures

Thousands

Total budget
Total actual
Cumulative total budget
Cumulative total actual

July-17  August-17  September-17  October-17
November-17  December-17  January-18  February-18
March-18  April-18  May-18  June-18
July-18  August-18  September-18  October-18
November-18  December-18  January-19  February-19
March-19  April-19  May-19  June-19
July-19  August-19  September-19  October-19
November-19  December-19  January-20  February-20
March-20  April-20  May-20  June-20

Page 23
MMP2-IVV-312AY Dec Status v2.0 Final - 20200131
Project budget
DHSMV staff funding

Supporting information

Total DHSMV staff budget versus actual expenditures

Thousands

Total DHSMV staff - budget
Total DHSMV staff - actual
Cumulative total DHSMV staff - budget
Cumulative total DHSMV staff - actual
Project budget
Contract staff funding

Supporting information

Total contract staff budget versus actual expenditures

Thousands

- Total contracted staff - budget
- Total contracted staff - actual
- Cumulative total contracted staff - budget
- Cumulative total contracted staff - actual
Project budget
Expense funding

Total expense budget versus actual expenditures

Thousands

-0 500 1,000 1,500 2,000 2,500 3,000 3,500


- Total expense - budget
- Total expense - actual
- Cumulative total expense - budget
- Cumulative total expense - actual
Project budget
OCO funding

Supporting information

Total OCO budget versus actual expenditures

Thousands

Total OCO - budget
Total OCO - actual
Cumulative total OCO - budget
Cumulative total OCO - actual

Project budget
IV&V services funding

Supporting information

Total IV&V services budget versus actual expenditures
About Ernst & Young

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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

Key Risks and Issues
• Lack of SMEs on OCM Team

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

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

Report: February 2020
Motorist Modernization Financials

FEBRUARY 11, 2020
<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>
</tr>
</thead>
<tbody>
<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>
</tr>
<tr>
<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>
</tr>
<tr>
<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>
</tr>
<tr>
<td>2018-2019</td>
<td>$7,536,000</td>
<td>$6,976,720</td>
<td>$479,280</td>
<td>$80,000</td>
<td>$-</td>
</tr>
<tr>
<td>2019-2020</td>
<td>$2,323,620</td>
<td>$2,303,620</td>
<td></td>
<td>$20,000</td>
<td>$-</td>
</tr>
<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>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through January 2020

- **Budget:** $2,323,620
- **Actuals:** $1,120,000

**Contracted Services**
- **Budget:** $2,303,620
- **Actuals:** $1,120,000

**Expense (Software, Travel)**
- **Budget:** $20,000
- **Actuals:** $0

0% - 100%
## Budget and Actuals

### Phase I Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$2,323,620</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$1,120,000</td>
<td>$1,120,000</td>
<td>0%</td>
</tr>
<tr>
<td>Month to Date (January 2020)</td>
<td>$160,000</td>
<td>$160,000</td>
<td>0%</td>
</tr>
<tr>
<td>Remaining Funds</td>
<td>$1,206,620</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year</td>
<td>Total Request</td>
<td>Contracted Services</td>
<td>IV&amp;V Services</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>---------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$4,132,180</td>
<td>$3,575,240</td>
<td>$357,190</td>
</tr>
<tr>
<td>2018-2019</td>
<td>$5,037,000</td>
<td>$4,455,960</td>
<td>$423,240</td>
</tr>
<tr>
<td>2019-2020</td>
<td>$13,742,200</td>
<td>$9,715,960</td>
<td>$423,240</td>
</tr>
<tr>
<td>2020-2021</td>
<td>$9,877,400</td>
<td>$7,615,960</td>
<td>$423,240</td>
</tr>
<tr>
<td>2021-2022</td>
<td>$7,377,440</td>
<td>$6,689,200</td>
<td>$423,240</td>
</tr>
<tr>
<td>2022-2023</td>
<td>$4,408,260</td>
<td>$3,781,020</td>
<td>$423,240</td>
</tr>
<tr>
<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>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through January 2020

BUDGET: $13,742,200

- Contracted Services: $423,240
- IV&V Services: $3,570,000
- Expense (Software, Travel): $33,000
- OCO: $9,715,960

ACTUALS: $4,495,738

- Contracted Services: $4.2M
- IV&V Services: $247K
- Expense (Software, Travel): $0
- OCO: $33K

Remaining
<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$13,742,200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$4,495,738</td>
<td>$4,495,738</td>
<td>0.00%</td>
</tr>
<tr>
<td>Month to Date (January 2020)</td>
<td>$595,078</td>
<td>$595,078</td>
<td>0.00%</td>
</tr>
<tr>
<td>Remaining Funds</td>
<td>$9,246,462</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Dealer Services Team

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Submit Date</th>
<th>Decision Needed By Date</th>
<th>Impact</th>
<th>Recommendation</th>
<th>AB Date</th>
<th>ESC Decision/Notes</th>
<th>Status</th>
<th>Close Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>The Dealer Services Team is requesting a decision on allowing the Tax Collectors to have the capability to cancel dealer plates if the dealer is surrendering the cancelled plate, or in the case of cancelling a stolen plate, ensuring a proper police report was provided. At a minimum, a scanned copy of the plate or report must be associated with the transaction and available for review in ORION. This request came from the Bureau Chief.</td>
<td>5/8/2019</td>
<td>5/23/2019</td>
<td>The AB supported the suggestion to provide the dealers the capability to cancel dealer plates. Lisa Cullen supported the recommendation.</td>
<td>6/11/2019</td>
<td>Robert Kynoch will get back with ESC on this decision.</td>
<td>Under Review</td>
<td>6/11/2019</td>
<td></td>
</tr>
</tbody>
</table>

### Registration Team

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Submit Date</th>
<th>Decision Needed By Date</th>
<th>Impact</th>
<th>Recommendation</th>
<th>AB Date</th>
<th>ESC Decision/Notes</th>
<th>Status</th>
<th>Close Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Registration team would like to request that the Tax Collectors office be able to provide the Antique Vessel decals from their office. Currently, the TC office corrects the reg use to “EA” and then the customer has to mail the request to Tallahassee to receive the decal. The decals could be requested through inventory, similar to the color decals for vessels and mobile homes. The department has an extensive amount of these decals on hand.</td>
<td>7/2/2019</td>
<td>7/31/2019</td>
<td>The Advisory Board agrees it would be good customer service to offer the decals in the Tax Collectors office.</td>
<td>7/9/2019</td>
<td>The ESC approved this request.</td>
<td>Closed</td>
<td>7/12/2019</td>
<td></td>
</tr>
</tbody>
</table>

### Title, Registration and Globals Team

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Submit Date</th>
<th>Decision Needed By Date</th>
<th>Impact</th>
<th>Recommendation</th>
<th>AB Date</th>
<th>ESC Decision/Notes</th>
<th>Status</th>
<th>Close Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Title, Registration and Globals team would like your guidance on displaying the FEIN on our ORION screens. OMM has created a Standard for FEIN and it is 99-9999999 (a HSMV suffix is added after that where applicable). The business wants the FEIN to continue to display as it currently displays in FRVIS, which is 9999999-99. This does not follow the FEIN format under the IRS website, Sunbiz, etc. We are modernizing the system and would like to apply the correct standards going forward. This field is used by several systems.</td>
<td>2/10/2020</td>
<td>2/28/2020</td>
<td>If we do not update the format, ORION will continue to display the FEIN field incorrect.</td>
<td>2/11/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Organizational Change Management

<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>January 15, 2020</td>
<td>Phase II All-Hands Meeting</td>
<td>Internal/External</td>
<td>Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.</td>
<td>OMM Team, FLHSMV Staff Members and Tax Collector SMEs</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Nathan Johnson</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>April 2020</td>
<td>Phase II All-Hands Meeting</td>
<td>Internal/External</td>
<td>Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.</td>
<td>OMM Team, FLHSMV Staff Members and Tax Collector SMEs</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Nathan Johnson</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>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 II Advisory Board</td>
<td>Internal/External</td>
<td>Monthly meeting open to the public to present updates, information and changes to the Phase II 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 II 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 II 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>
</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>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>Frequency</td>
<td>Type</td>
<td>Focus Area</td>
<td>Purpose</td>
<td>Stakeholders</td>
<td>Communication model</td>
<td>Owner/Contact</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------</td>
<td>--------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>------------------------</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 Communications team to discuss communications within the agency and the Office of Motorist Modernization.</td>
<td>FLHSMV Communications Team</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs and Aaron Keller</td>
</tr>
<tr>
<td>Monthly</td>
<td>MoMo You Know</td>
<td>Internal</td>
<td>When requested, a monthly email containing updates related to the Motorist Modernization project, including “need to knows,” encouragement, upcoming tasks, etc.</td>
<td>Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
<td>Koral Griggs</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 Program and written by Motorist Modernization team members.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>Quarterly</td>
<td>ISA Bits and Bytes</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for ISA's quarterly newsletter when requested.</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Kristine Monroe</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>Electronic Communication</td>
<td>Rick Burnham</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.</td>
<td>Motorist Services</td>
<td>Electronic Communication</td>
<td>Rick Burnham</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 “above and beyond” for the sake of the project and the team.</td>
<td>Executive Leadership and Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
<td>Koral Griggs</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>Electronic Communication</td>
<td>Accenture Team</td>
</tr>
<tr>
<td>As Necessary</td>
<td>FLHSMV Governor's Weekly Report</td>
<td>External</td>
<td>Contribution of content for the Governor's Weekly Report, as necessary.</td>
<td>Florida Governor</td>
<td>Electronic Communication</td>
<td>Koral Griggs</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, Citizens</td>
<td>Website</td>
<td>Koral Griggs and FLHSMV Web Team</td>
</tr>
<tr>
<td>As Necessary</td>
<td>PartnerNet/SafetyNet Webpages</td>
<td>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>PartnerNet/SafetyNet</td>
<td>Koral Griggs</td>
</tr>
</tbody>
</table>
### November 6, 2019
**AAMVA Team Site Visit**
- **Location**: Internal/External
- **Details**: Meeting with the Motorist Modernization team, ISA and MS business members to discuss an overview and development options for NMVTIS, FLHSMV titling processes and modernization plans.

**Attendees**: AAMVA
**Type**: Face-to-Face Meeting
**Participants**: Terrence Samuel, Catherine Thomas, Judy Johnson, Chad Hutchinson and Nathan Johnson

### November 18, 2019
**License Plate Agencies Meeting**
- **Location**: Internal/External
- **Details**: LPA meeting held in Miami and attended by several License Plate Agencies to provide an update on Phase II and discuss several enhancements for the new Motor Vehicle Issuance system. Other topics of discussion included Kiosk, Bulk Transactions and Third-Party Cashiering.

**Attendees**: License Plate Agencies
**Type**: Face-to-Face Meeting/Conference Call
**Participants**: Terrence Samuel, Chad Hutchinson, Catherine Thomas, Judy Johnson, Jessica Espinoza and Jeff Marsey