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	Representing
Stephen Boley	FLHSMV
Lt. Jason Britt	FLHSMV
Diane Buck	FLHSMV
Jay Levenstein	FLHSMV
Steve Burch	FLHSMV
Lisa Cullen	Florida Tax Collectors
Sherri Smith	Florida Tax Collectors
Sgt. Derek Joseph	Law Enforcement
TBD	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

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, January 14, 2020
2:30 to 4:00 PM
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

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

o Lt. Jason Britt	FLHSMV (phone)
o Diane Buck	FLHSMV (absent)
o Jay Levenstein	FLHSMV
o Lisa Cullen	Florida Tax Collectors
o Sherri Smith	Florida Tax Collectors (phone)
o Sgt. Derek Joseph	Law Enforcement
o Steve Burch	FLHSMV
o 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

Motorist Modernization Program Phase II (MMP2)

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

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

December 2019

31 January 2020

EY

Building a better working world

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

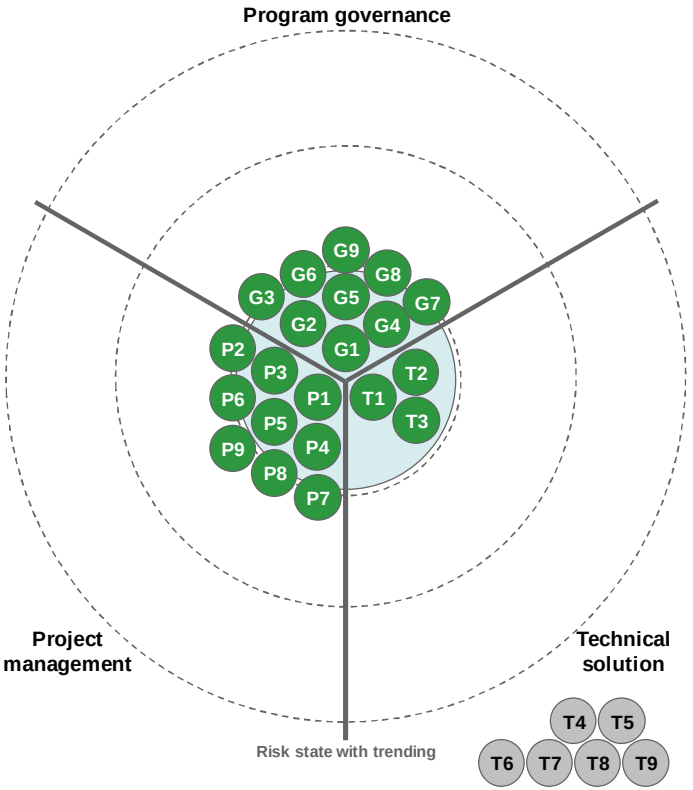
Overall IV&V risk state:	Green

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

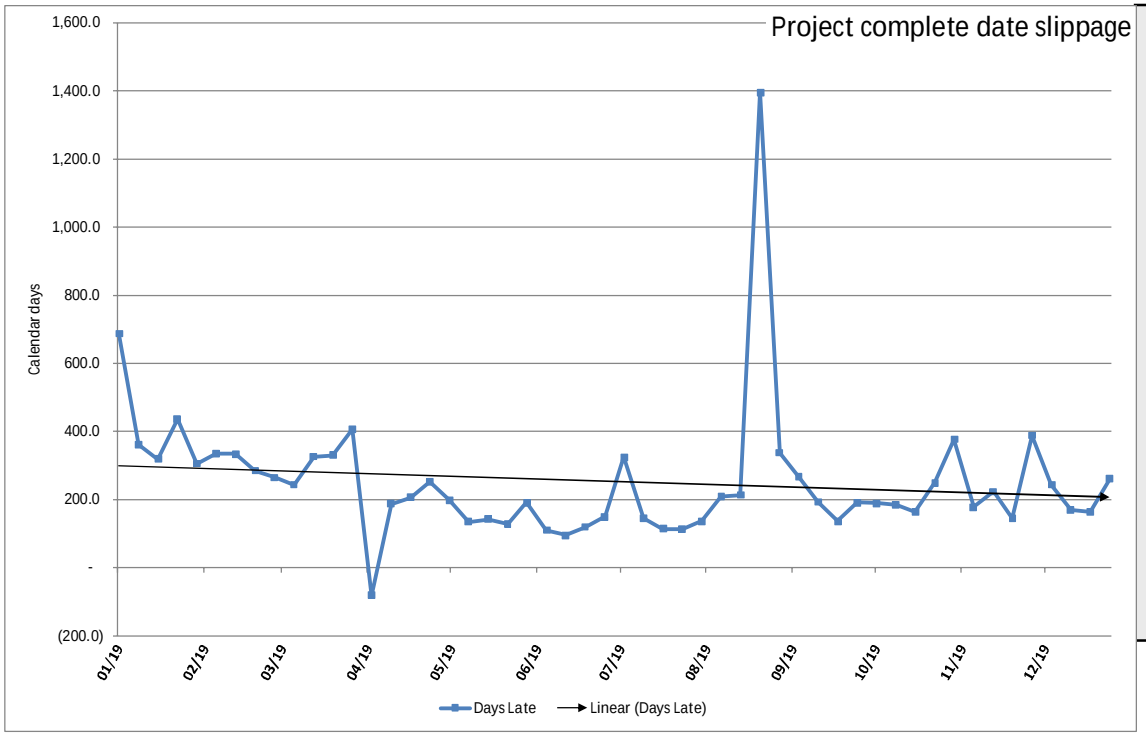
Risk state for MMP2

Risk state with trending



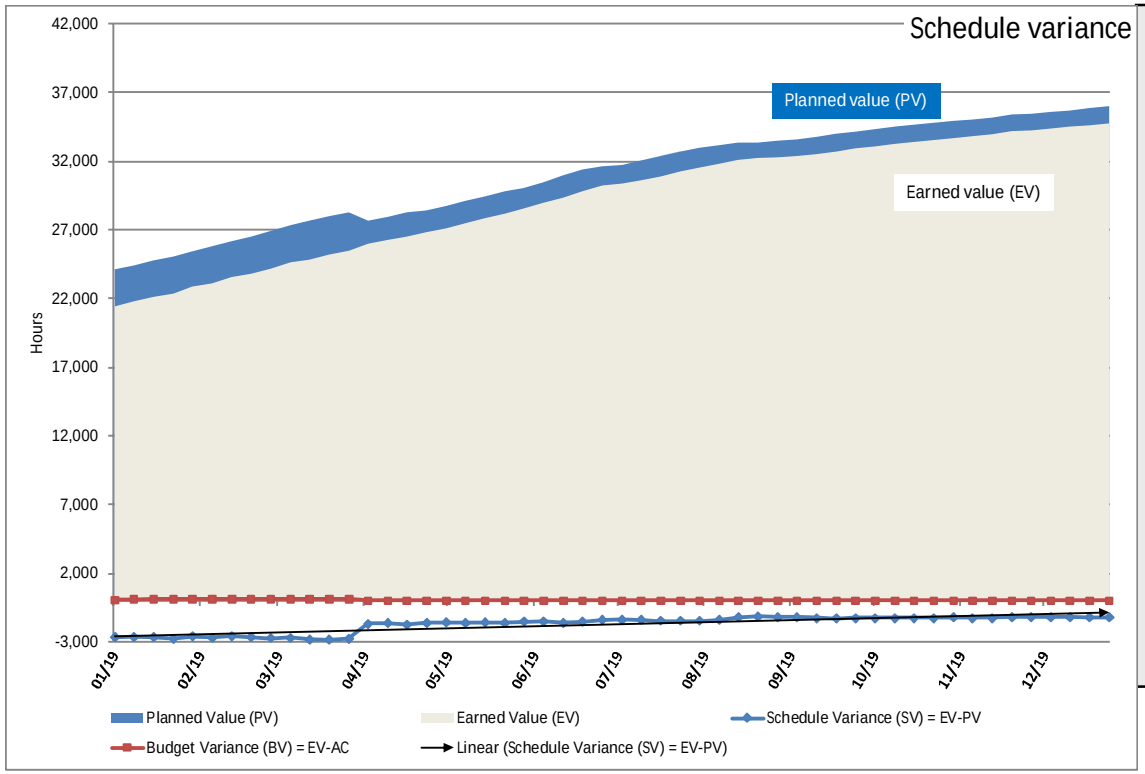
- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that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

Project complete date slippage



- 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.

Schedule variance

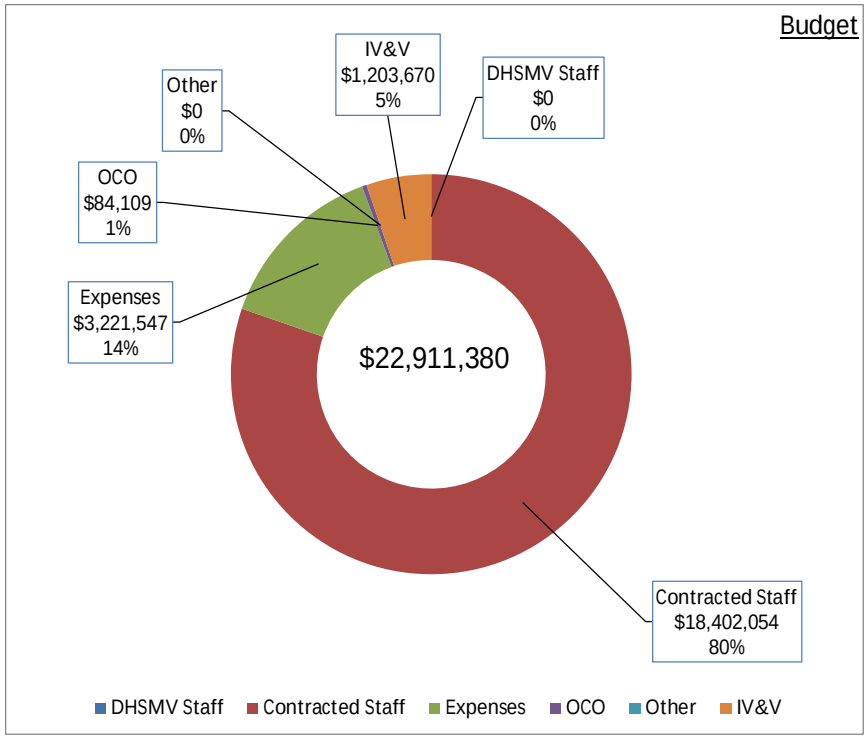


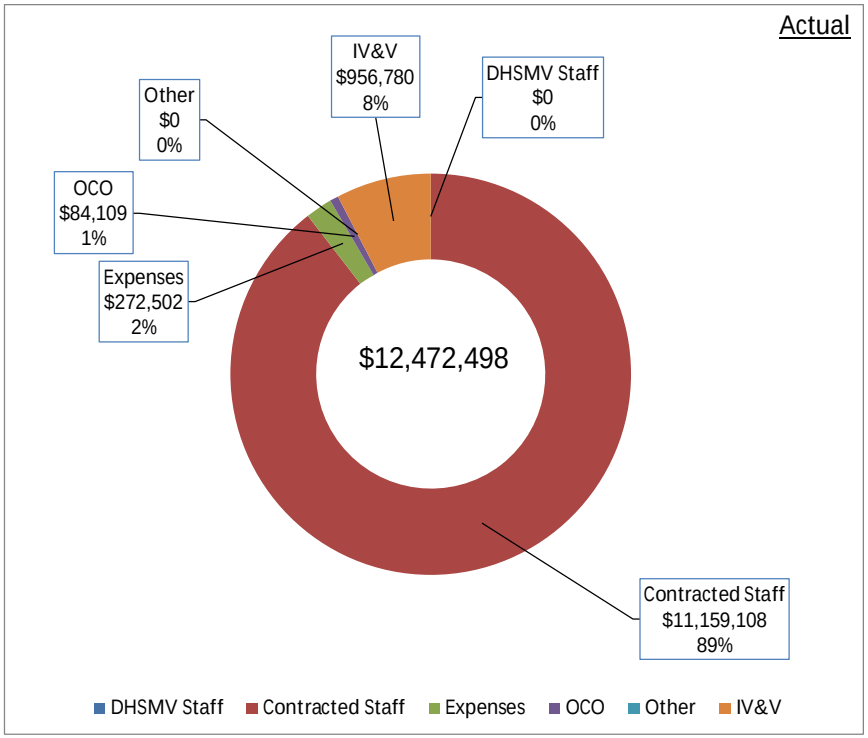
- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
  - The total amount of work not completed as scheduled is 1,240.4 hours.
  - The total amount of work not completed is ***decreasing***.
- Conclusions:
  - The MMP2 Program is behind schedule.

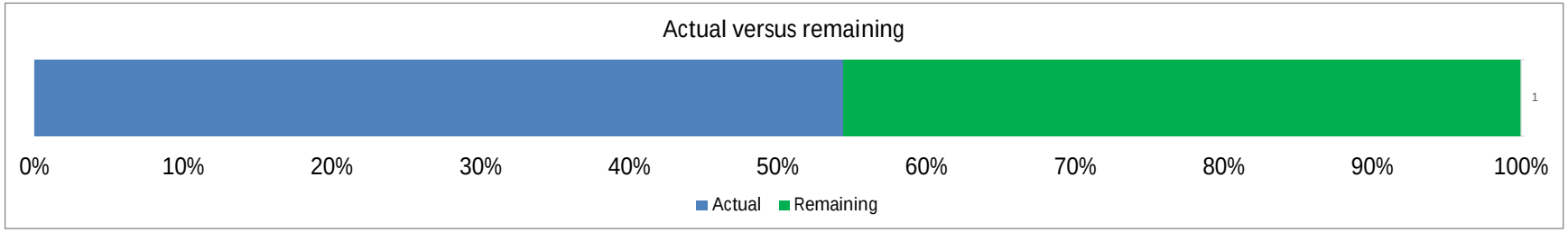
- Blue area indicates the cumulative PV as of the current reporting period.
- Grey area indicates the cumulative EV as of the current reporting period.

- PV is the work scheduled to be accomplished.
- EV is the value of the work actually performed.

Project budget







Summary of changes

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies
New deficiencies	► No new deficiencies identified since the last report
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:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jul 2019 (IVV-302AS)	08/14/2019	08/29/2019	08/29/2019	▸ Complete
MAR – Aug 2019 (IVV-302AT)	09/16/2019	10/01/2019	10/01/2019	▸ Complete
MAR – Sep 2019 (IVV-302AU)	10/14/2019	10/29/2019	10/28/2019	▸ Complete
MAR – Oct 2019 (IVV-302AV)	11/14/2019	12/03/2019	11/29/2019	▸ Complete
MAR – Nov 2019 (IVV-302AW)	12/13/2019	12/31/2019	12/30/2019	▸ Complete
MAR – Dec 2019 (IVV-302AX)	01/15/2020	01/31/2020	01/31/2020	▸ Complete
MAR – Jan 2020 (IVV-302AY)	02/14/2020	03/02/2020		
MAR – Feb 2020 (IVV-302AZ)	03/13/2020	03/30/2020		
MAR – Mar 2020 (IVV-302BA)	04/14/2020	04/29/2020		
MAR – Apr 2020 (IVV-302BB)	05/14/2020	06/01/2020		
MAR – May 2020 (IVV-302BC)	06/12/2020	06/29/2020		
MAR – Jun 2020 (IVV-302BD)	07/15/2020	07/30/2020		

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

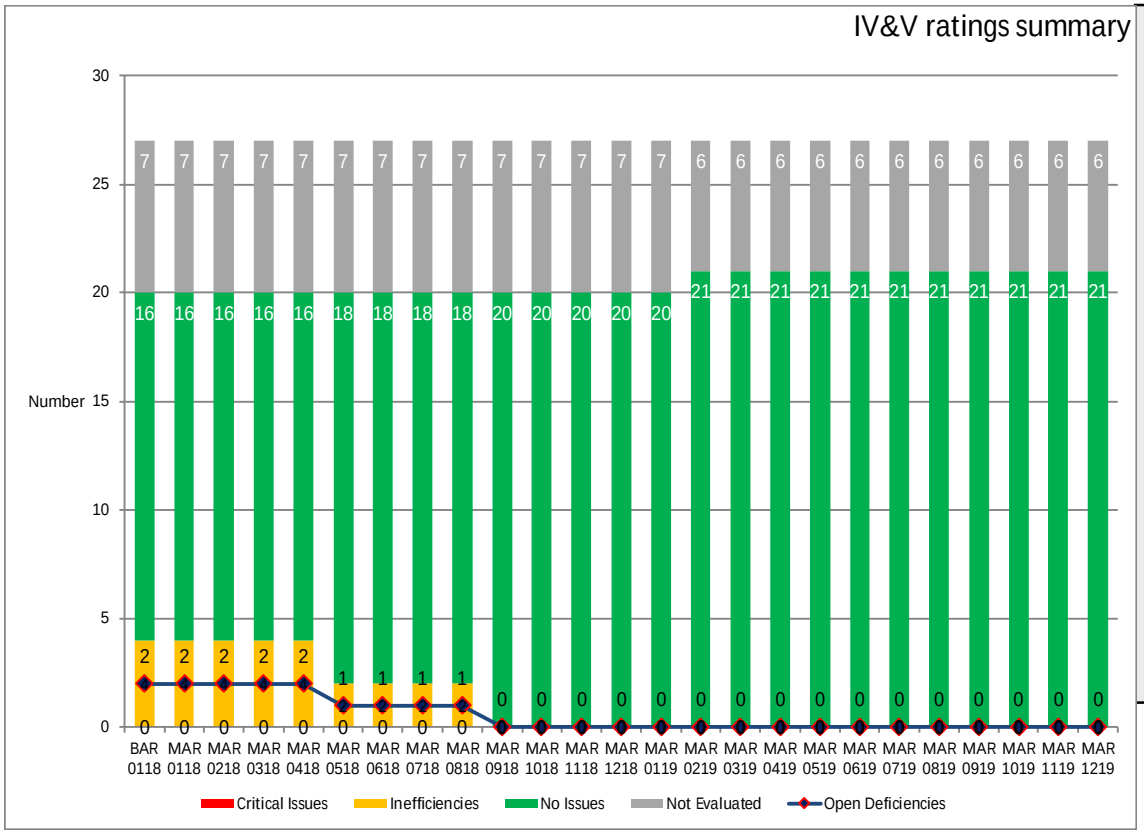
Key indicators

Supporting information

Indicator	Value	Comment
Is the project approach sound?	Yes	► The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	► 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 1.035 and the overall trend is ***decreasing***.
Is the project on budget?	Yes	► 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.
Is scope being managed so there is no scope creep?	Yes	► 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. ► Additional change requests are reviewed and approved based on the established change management process.
What are the project's future risks?	Unknown	► The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are the project's risks increasing or decreasing?	Steady	► The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	► New and emerging technologies were considered in the Feasibility Study. ► None have an adverse effect on the project's technological assumptions.

IV&V ratings summary

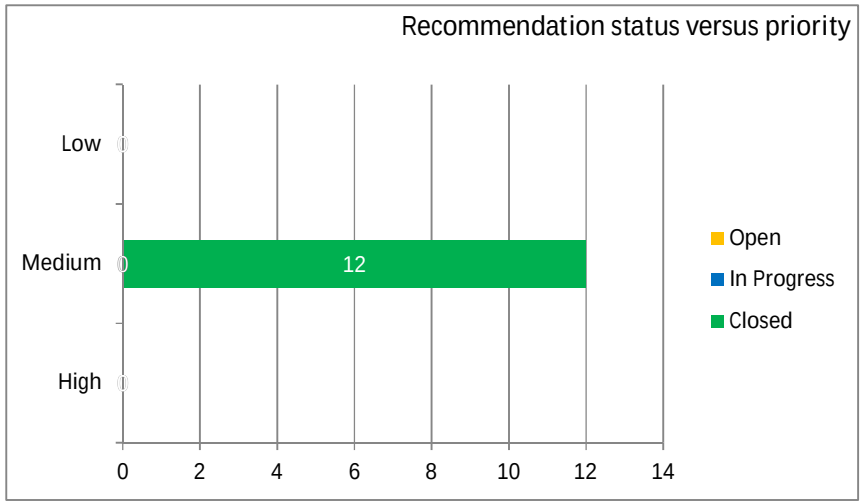
Supporting information

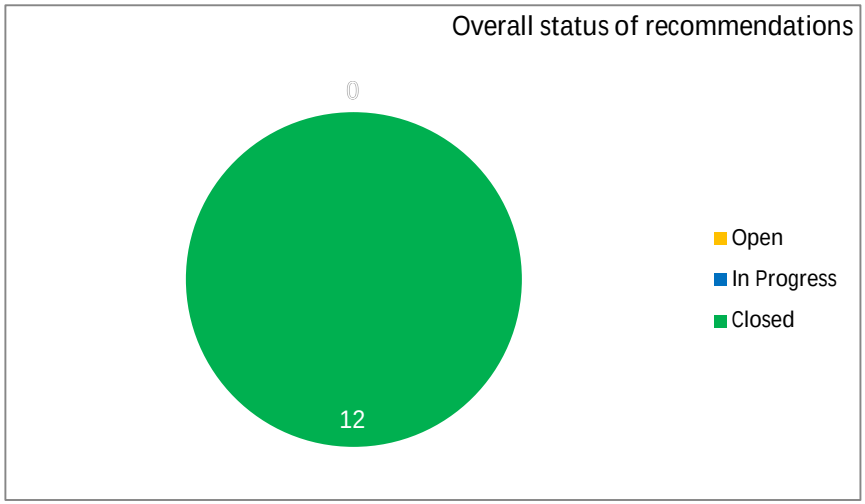


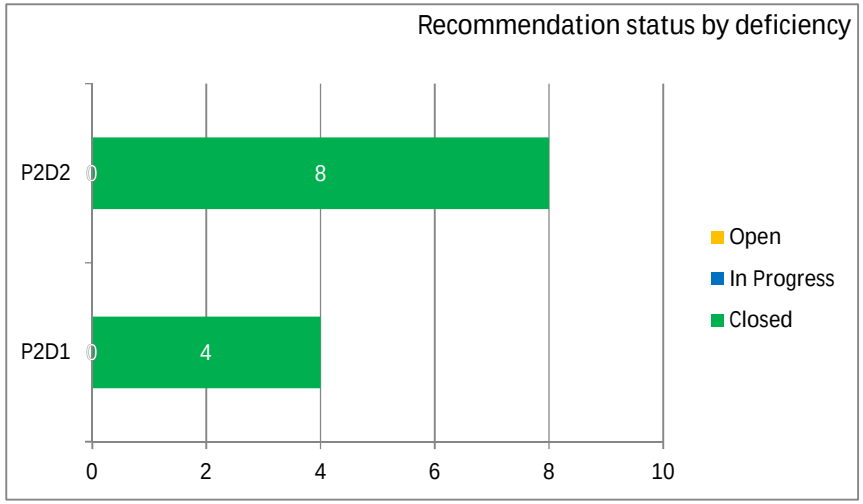
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 21
  - Gray (not evaluated): 6
- Open deficiencies: 0
- Conclusions:
  - The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.

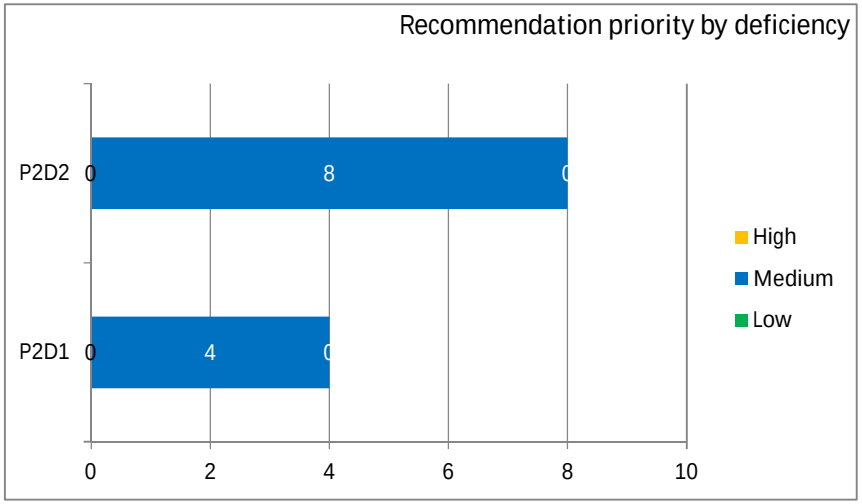
Status of key deficiency recommendations

Supporting information









Open deficiencies and actions

Supporting information

Deficiency	Actions taken
▸ None	

The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team

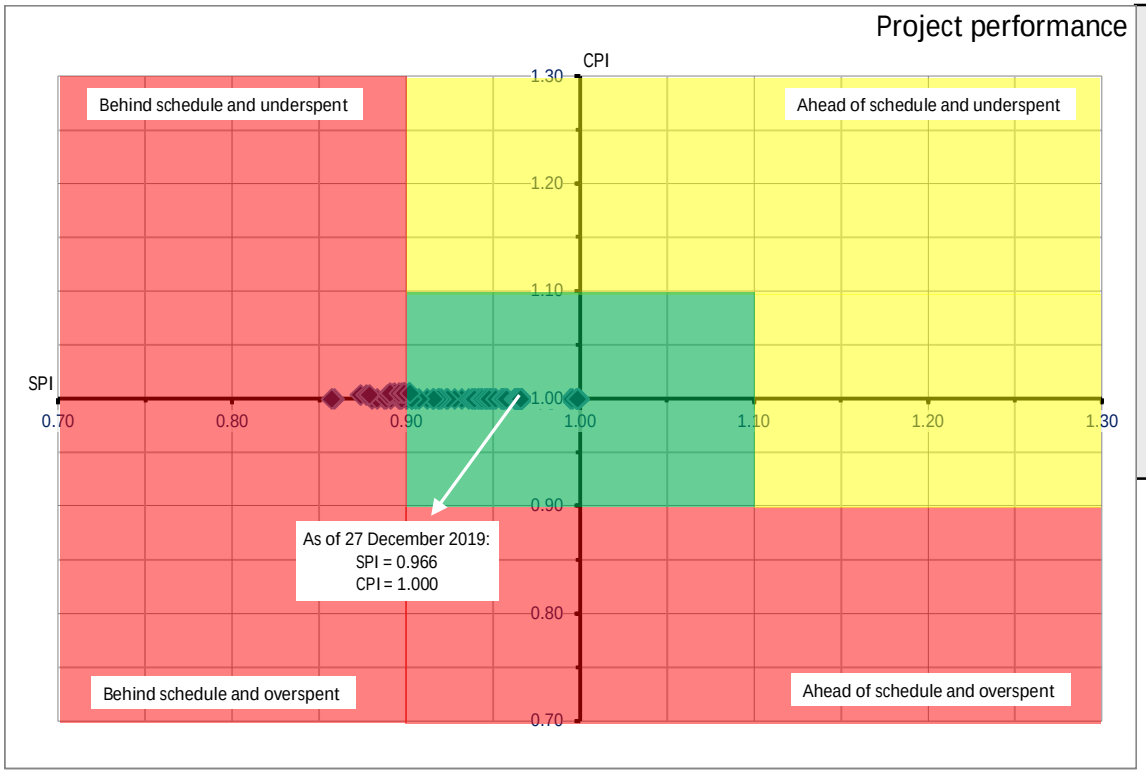
Process improvement recommendations

Supporting information

Recommendation	Progress update / resolution	Status
▸ P2D1 – UNIFACE level of effort ▸ The program team should perform a 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.	▸ The program team is continuing to analyze the remaining UNIFACE tasks to determine appropriate changes to the MMP2 Program Schedule.	▸ Closed
▸ P2D1 – Lack of training ▸ Provide role-specific training to individuals assigned to a team.	▸ IV&V (MAR – December 2019) ▸ Process improvement opened	▸ Open
▸ P2D1 – Role confusion ▸ Fully define each role and associated responsibilities within a team. ▸ Enforce the defined team structure and hold team members accountable to perform their assigned duties.	▸ IV&V (MAR – December 2019) ▸ Process improvement opened	▸ Open
▸ P2D1 – Reverse engineering not complete ▸ Complete reverse engineering prior to grooming user stories.	▸ IV&V (MAR – December 2019) ▸ Process improvement opened	▸ Open

Schedule and cost performance

Supporting information

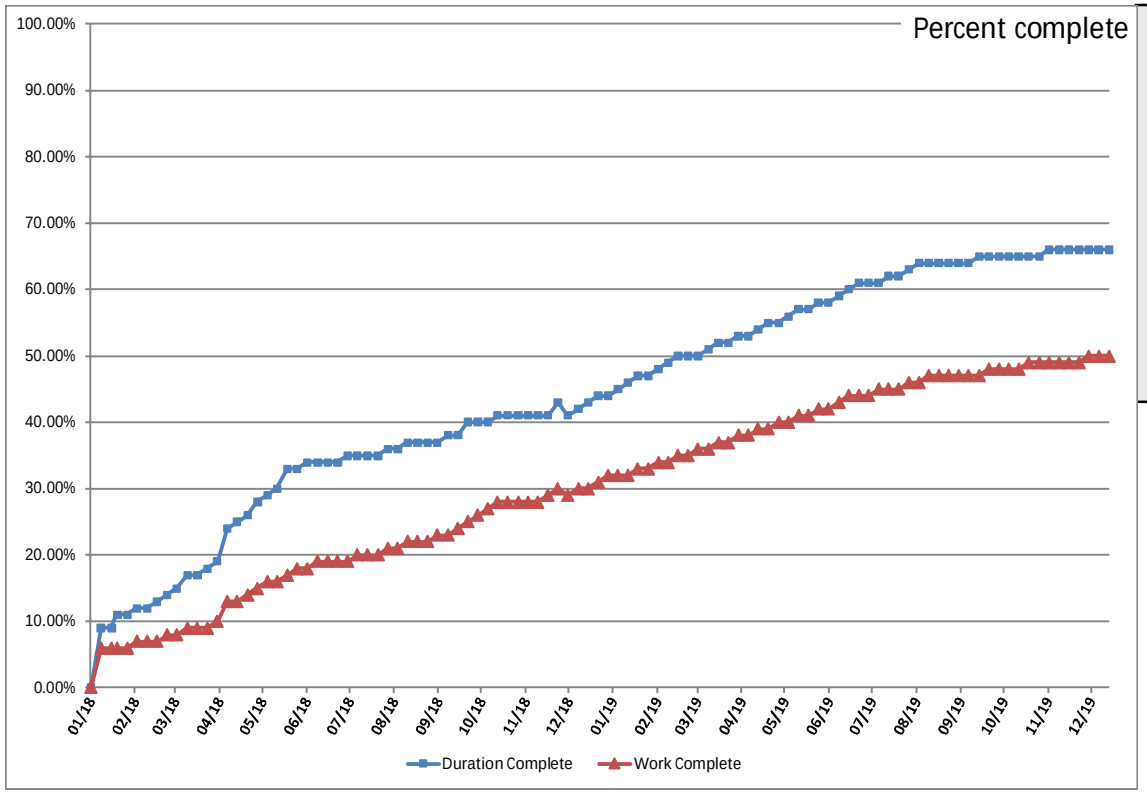


- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - Schedule and cost performance are within established thresholds.
- Conclusions:
  - The Program is behind schedule but within established performance thresholds.

- 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.

Schedule and cost performance (continued)

Supporting information

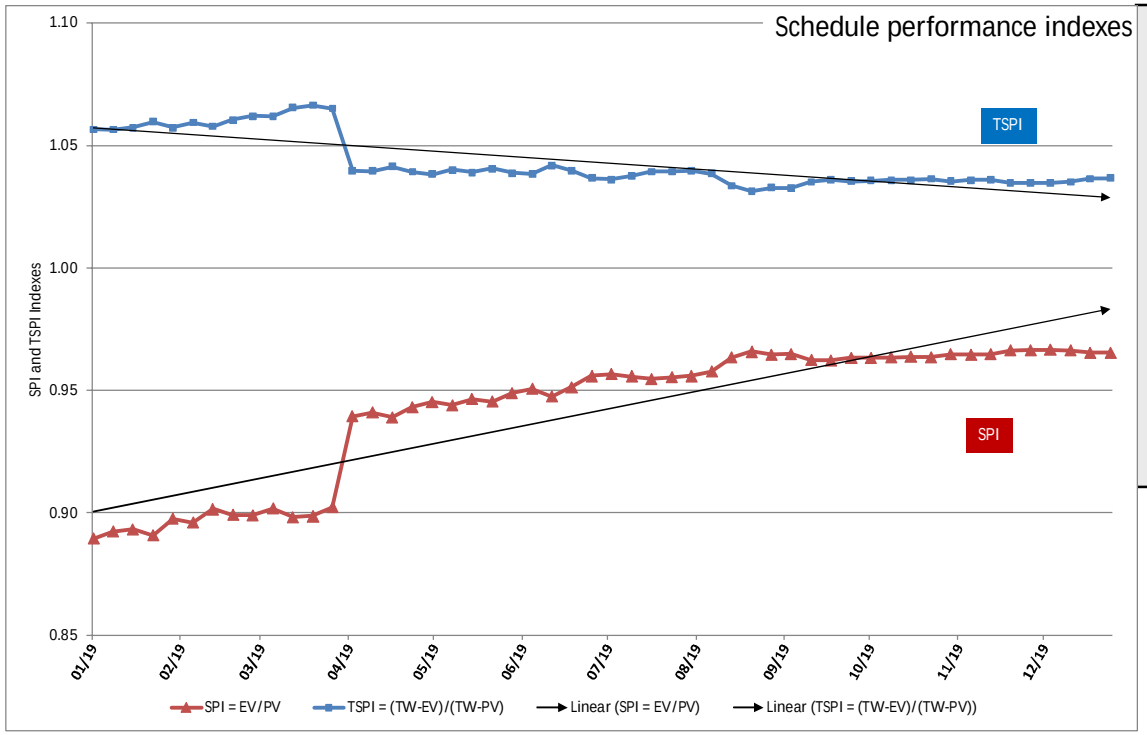


- This chart shows the percent complete for duration and work for the project.
- Summary:
  - Duration and work complete has been increasing since the beginning of the project.
- Conclusions:
  - None.

- Blue line is duration percent complete.
- Red line is work percent complete

Schedule and cost performance (continued)

Supporting information



- 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.

- Blue line is TSPI
- Red line is SPI

- TSPI is the future schedule efficiency required to complete the project as scheduled

Project milestone dates

Supporting information

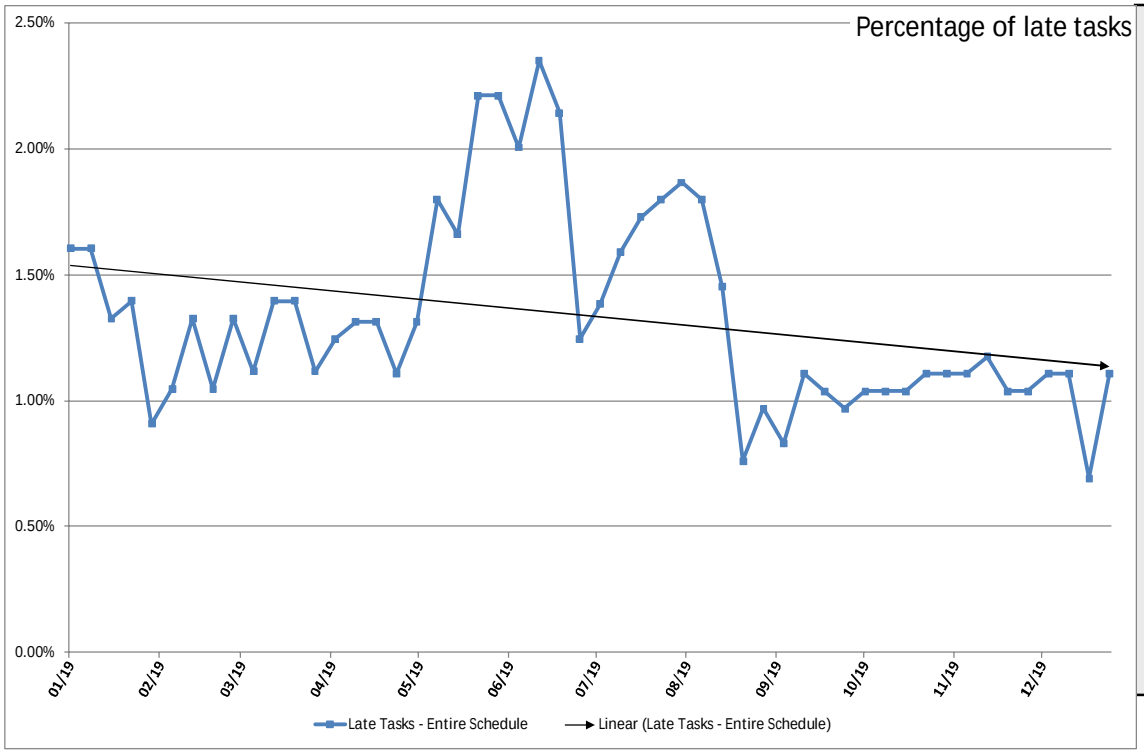
WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	10/10/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	06/04/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	02/28/23	
3.5.18.5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

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

Late	**261.1 days**

Late tasks

Supporting information

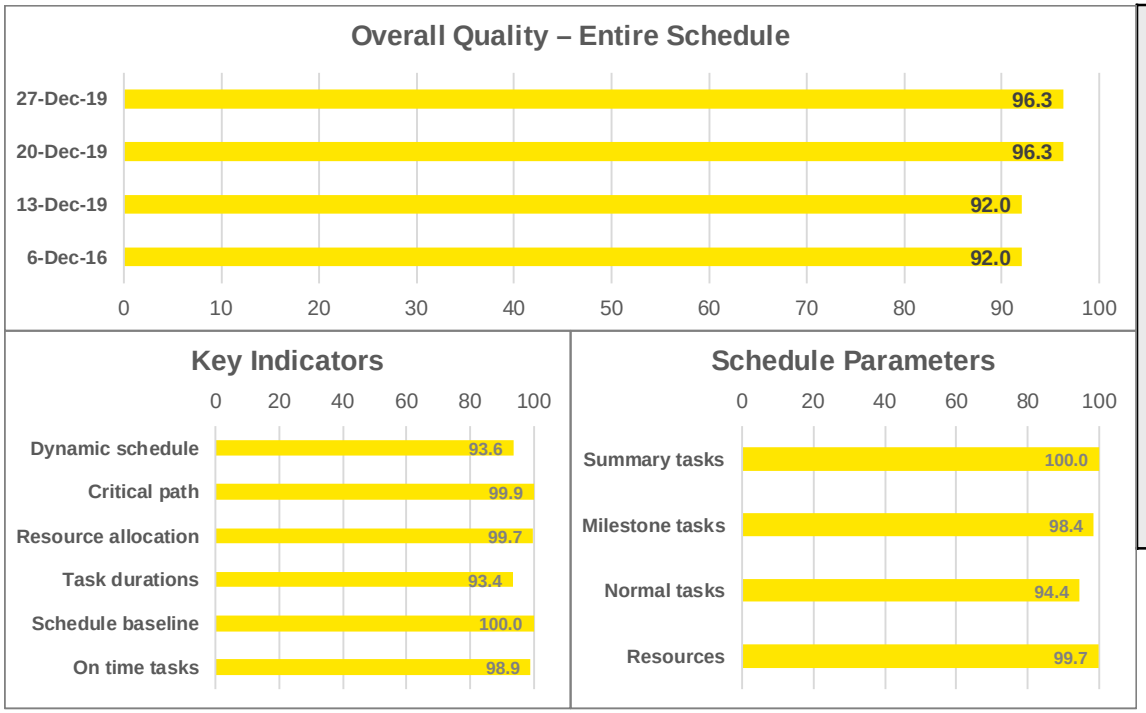


- This chart shows the the percentage of tasks that are late for the entire schedule.
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,446
  - Total tasks late: 16
- 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

Supporting information



- 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

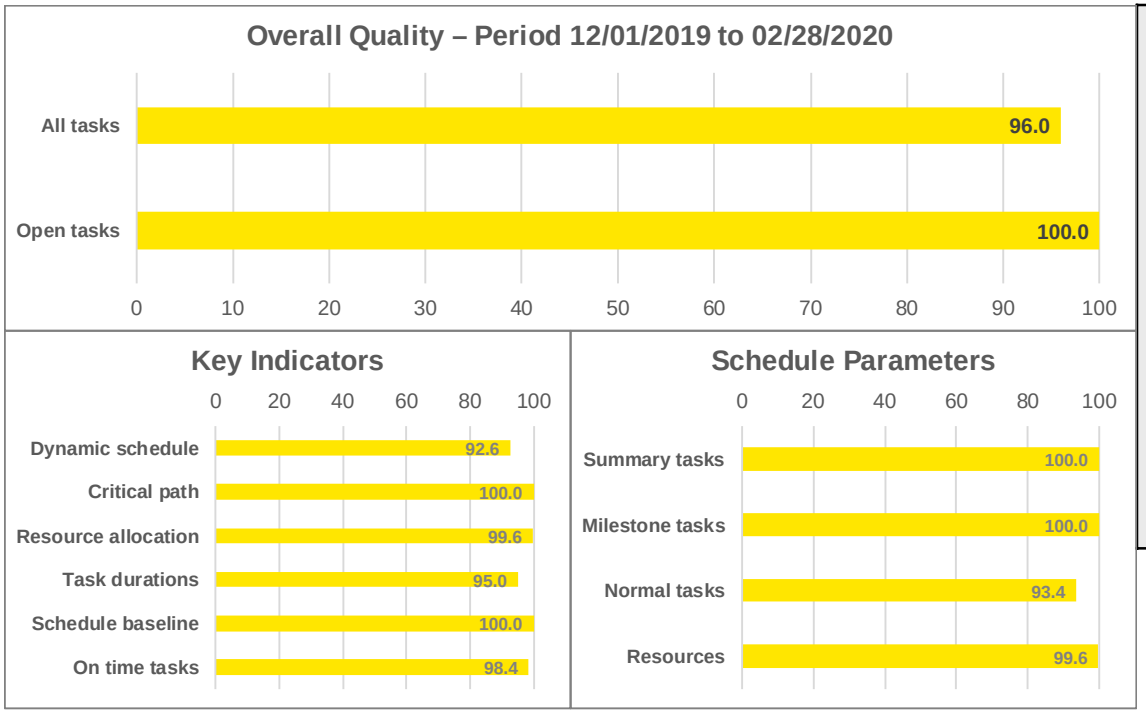
- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation –Resource assignments

- Task durations – Task durations other that 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

Supporting information



- 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

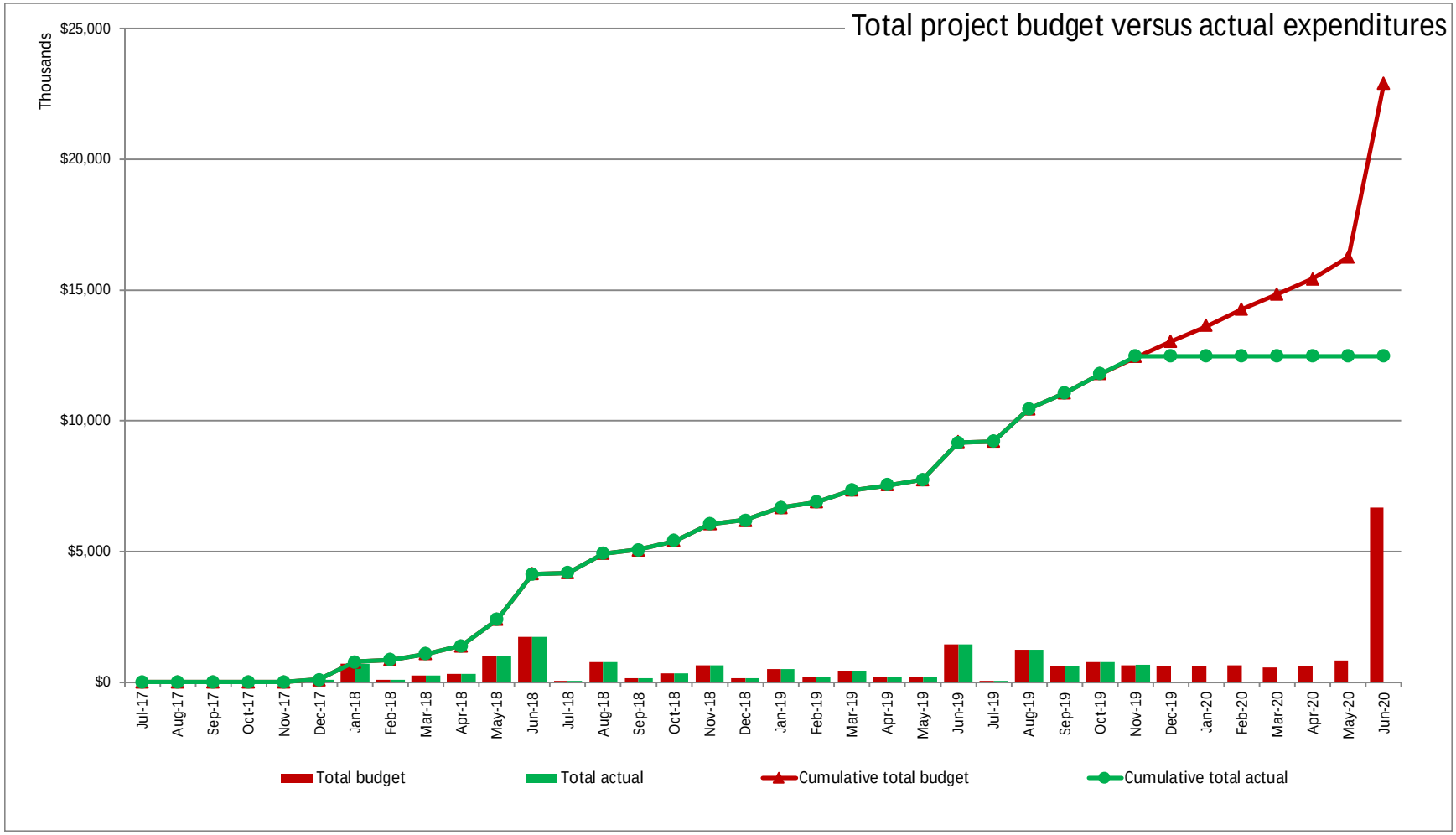
- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation –Resource assignments

- Task durations – Task durations other that 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

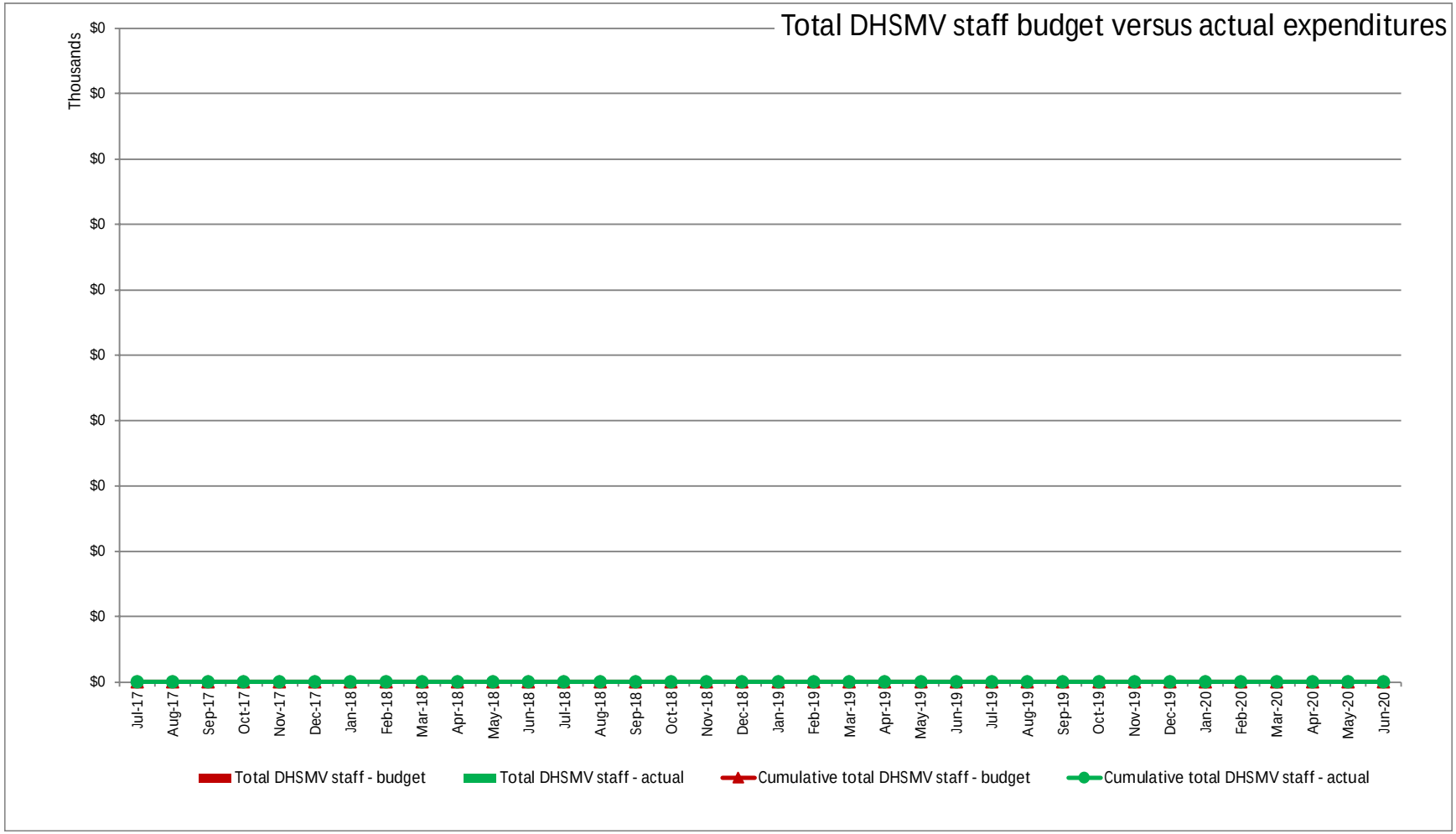
Project budget
Total project funding

Supporting information



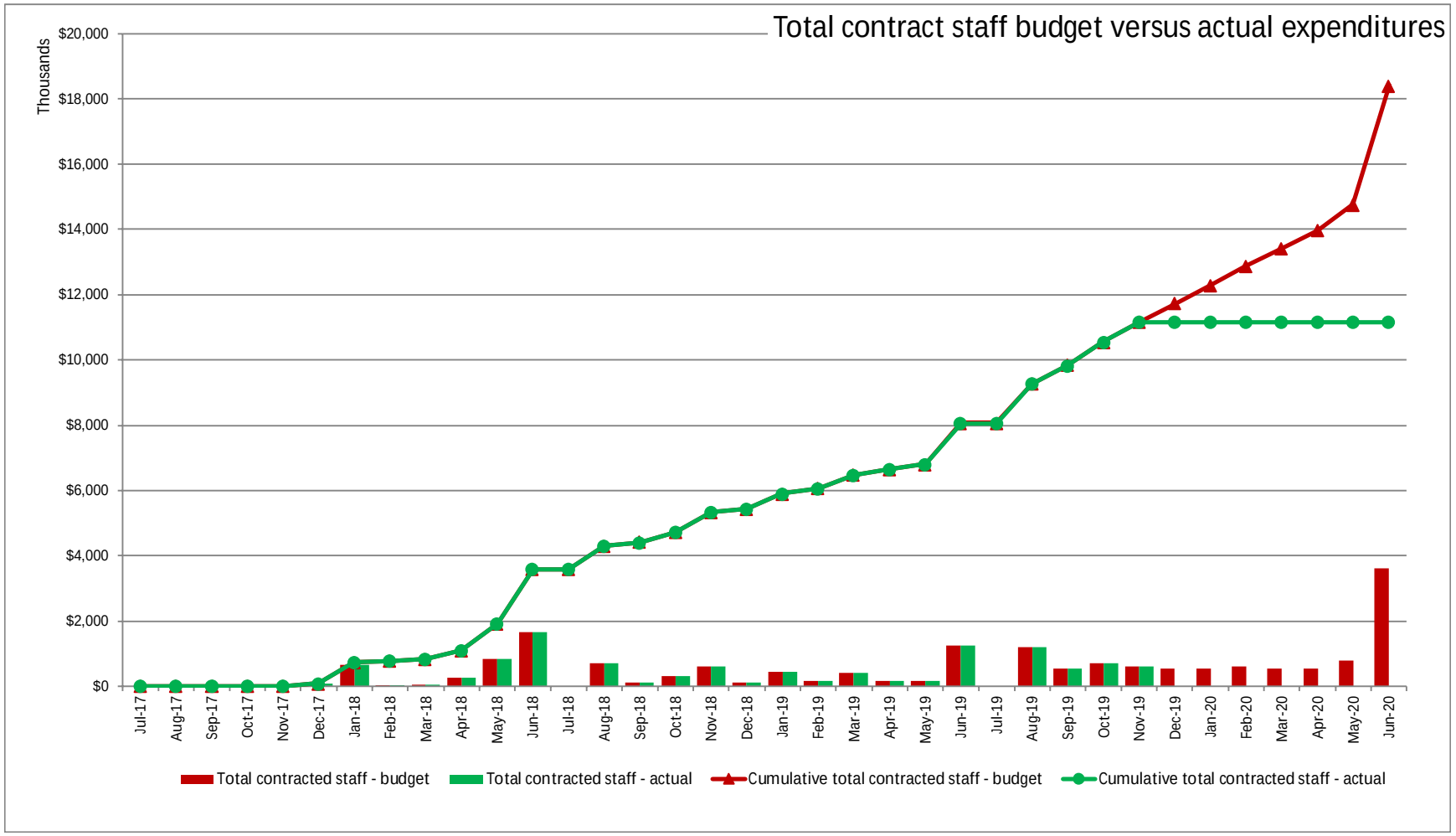
Project budget
DHSMV staff funding

Supporting information



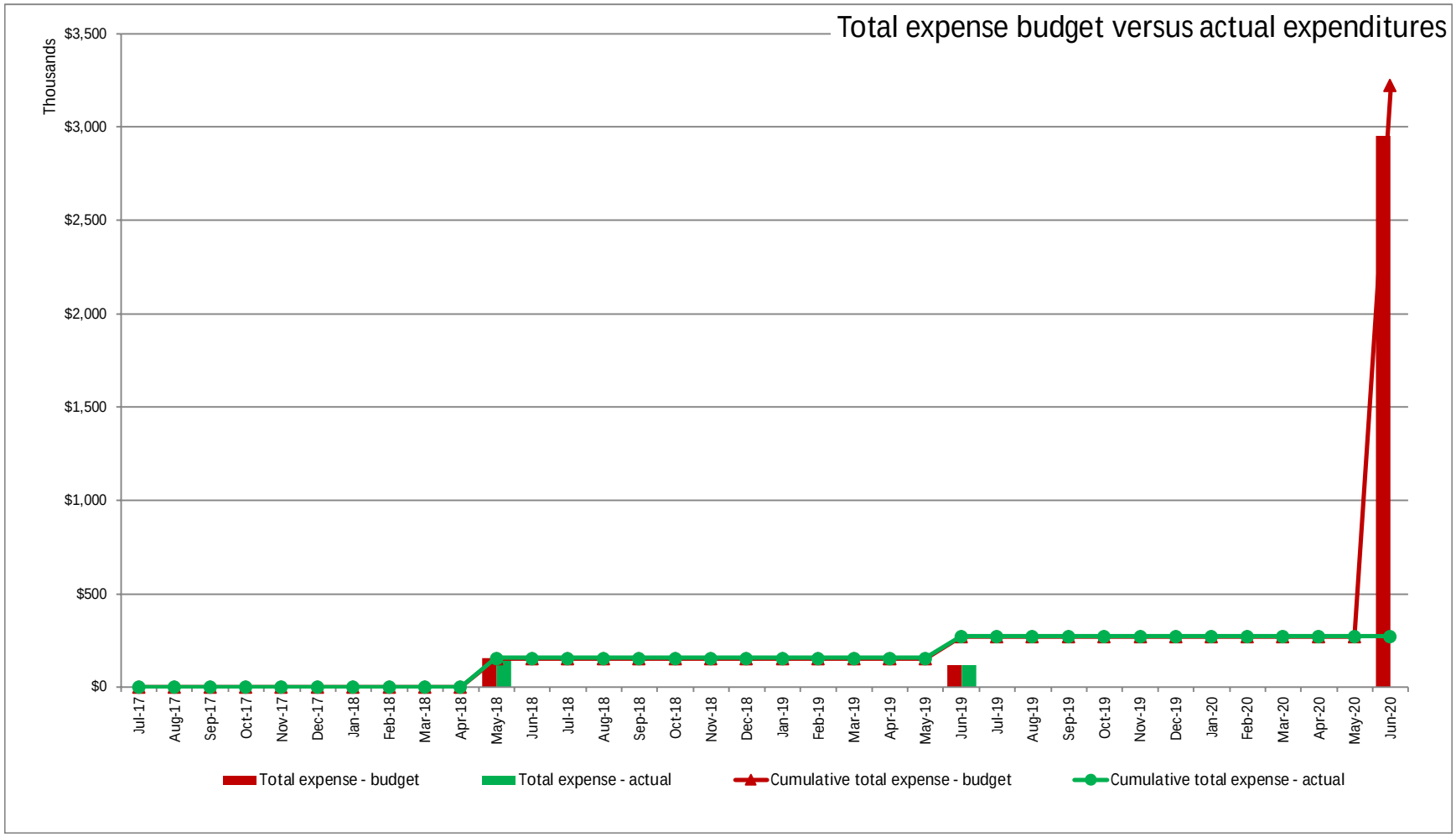
Project budget
Contract staff funding

Supporting information



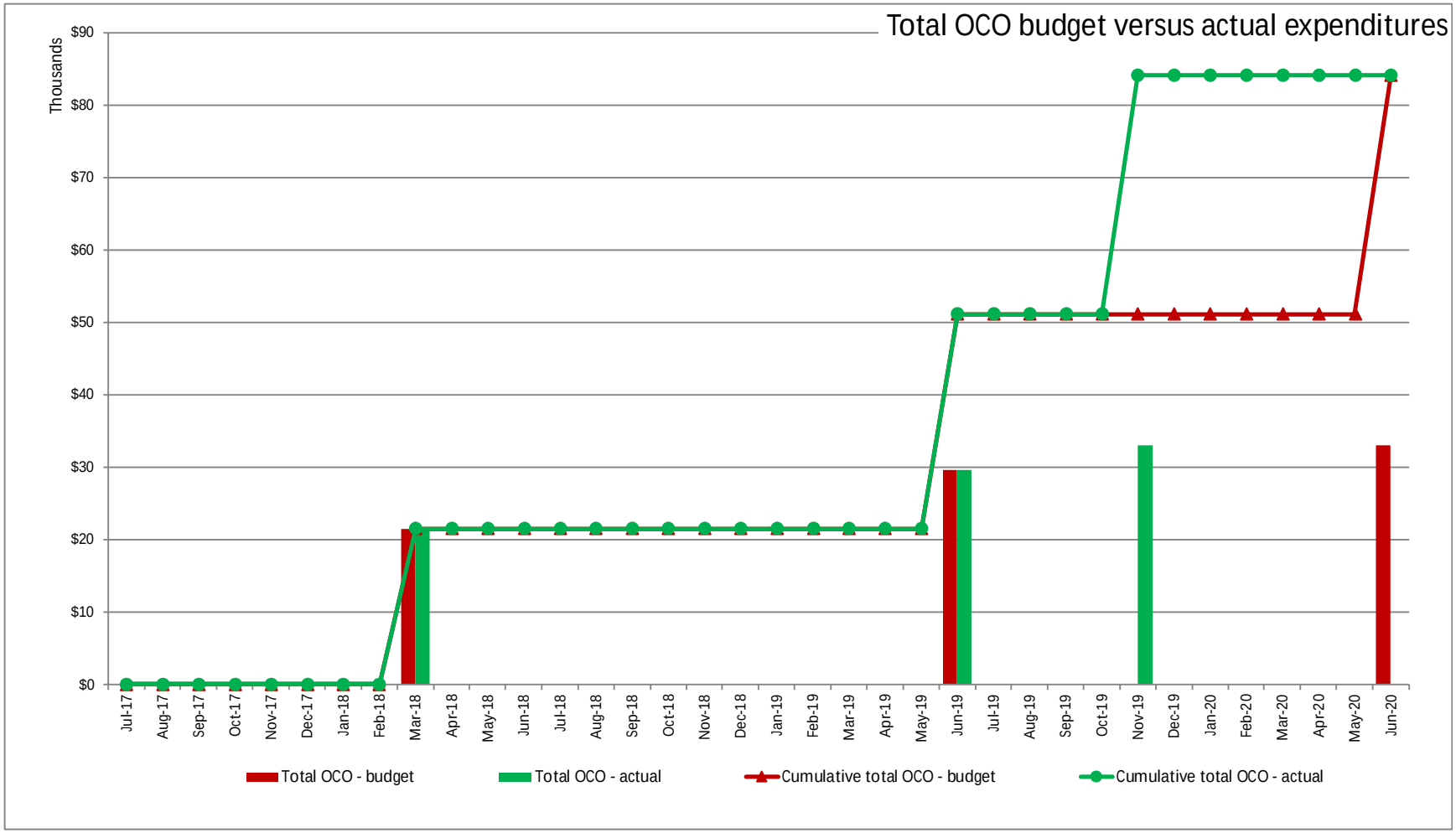
Project budget
Expense funding

Supporting information



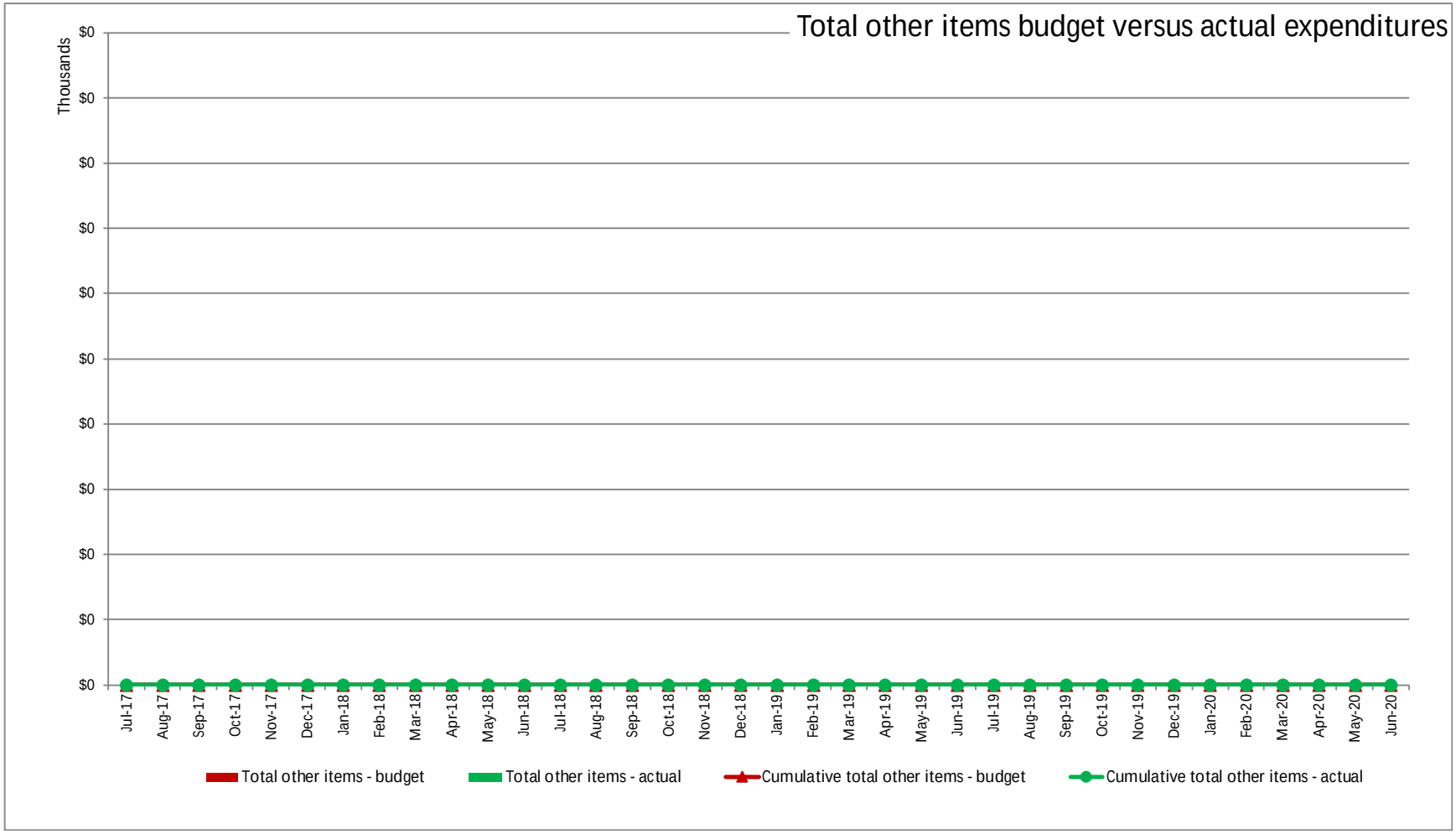
Project budget
OCO funding

Supporting information



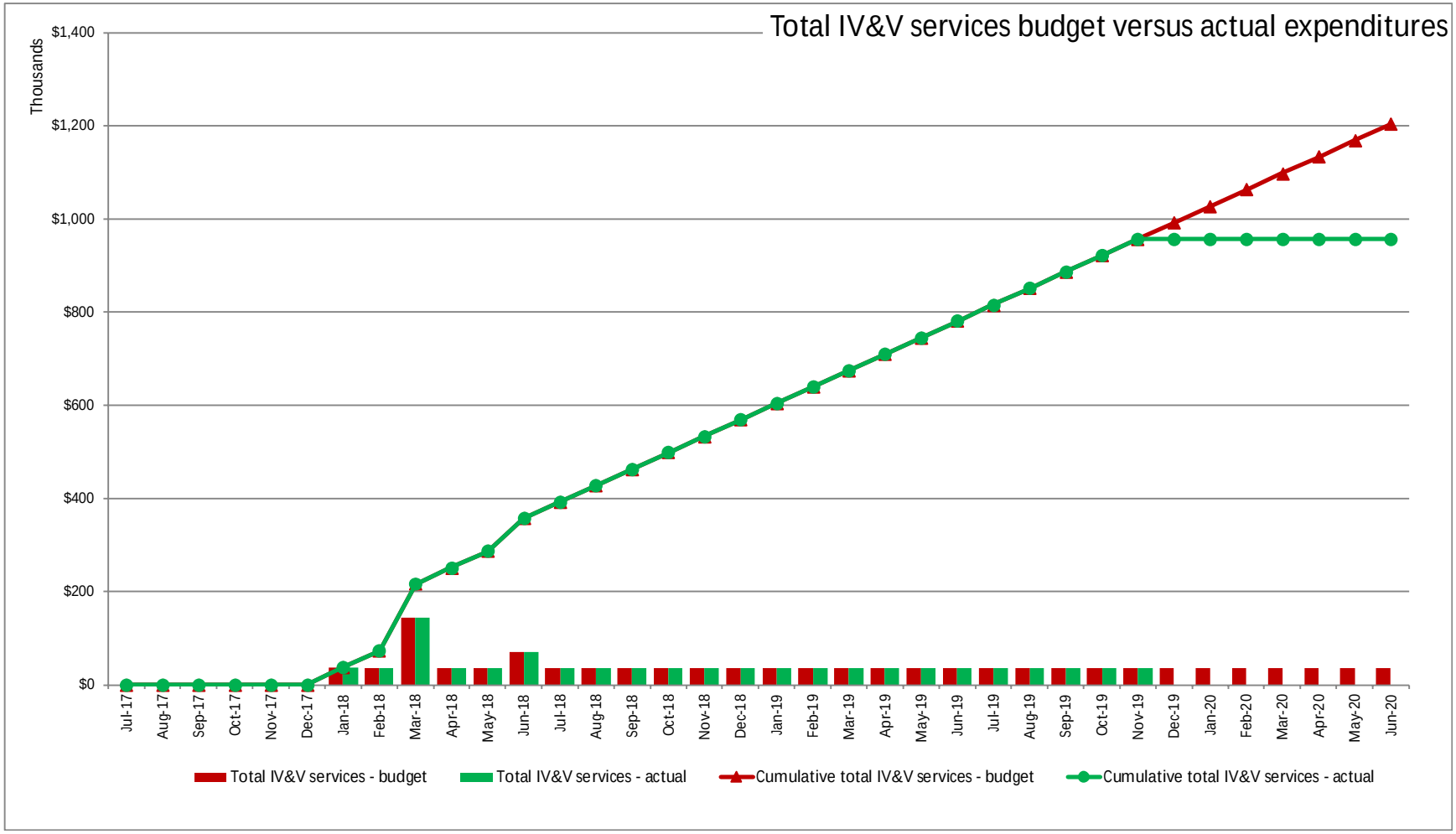
Project budget
Other items funding

Supporting information



Project budget
IV&V services funding

Supporting information



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0911-1106924

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FLHSMV OCM Team Summary – Phase I

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Planning

- Engagement Plans

Implement Change

- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate

- Readiness Survey

Report: February 2020

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*

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

FLHSMV OCM Team Summary – Phase II

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

- Strategy
- Planning
  - Engagement Plans
  - Change Champion Kickoff
- Implement Change
  - DAS
  - FHP
  - ISA
  - MS
  - OED
- Measure & Evaluate
  - Readiness Survey

Key Risks and Issues

- *Lack of SMEs on OCM Team*

SUMMARY & HIGHLIGHTS

- *Met with Accenture on Lesson Learned for Phase I*

Tasks In Progress

- Drafting OCM schedule
- Identifying Risks and Issues

Report: February 2020

Motorist Modernization Financials

FEBRUARY 11, 2020

A SAFER FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

HIGHWAY PATROL

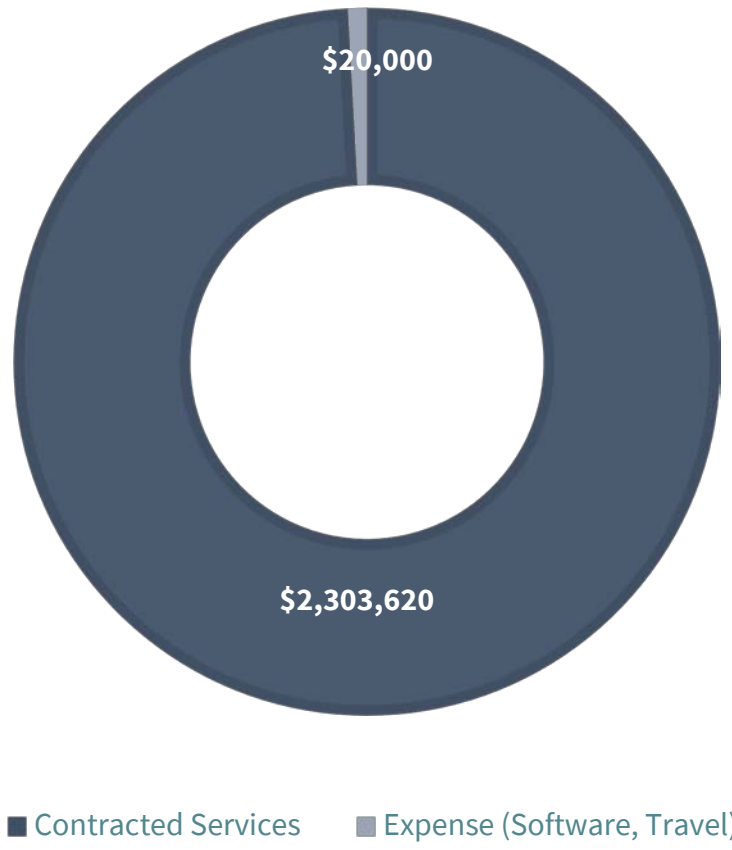
ORION ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Phase I
Total Project

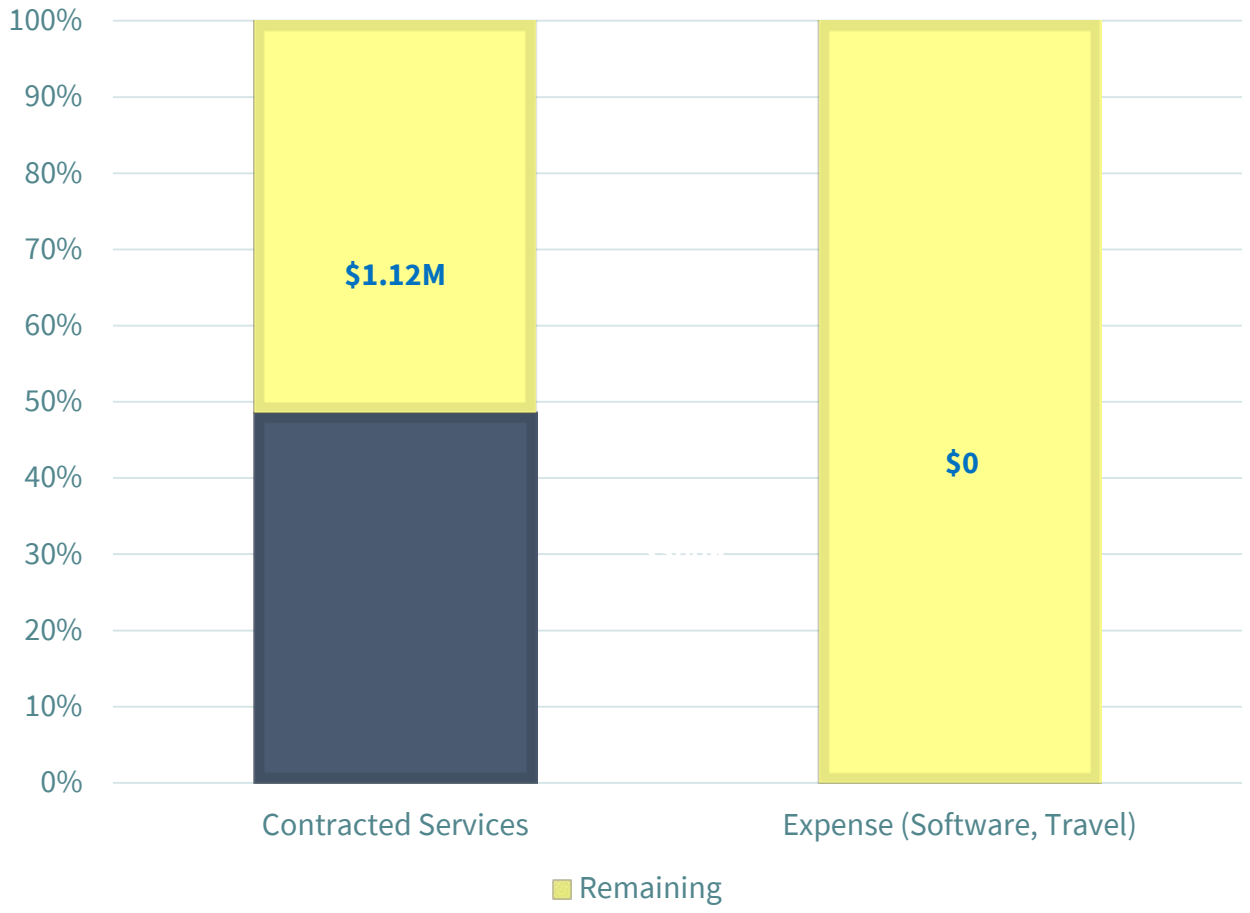
LBR Requests - Updated

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

BUDGET: $2,323,620



ACTUALS: $1,120,000



Budget and Actuals: Current Fiscal Year through January 2020

Budget and Actuals

Phase I Overview

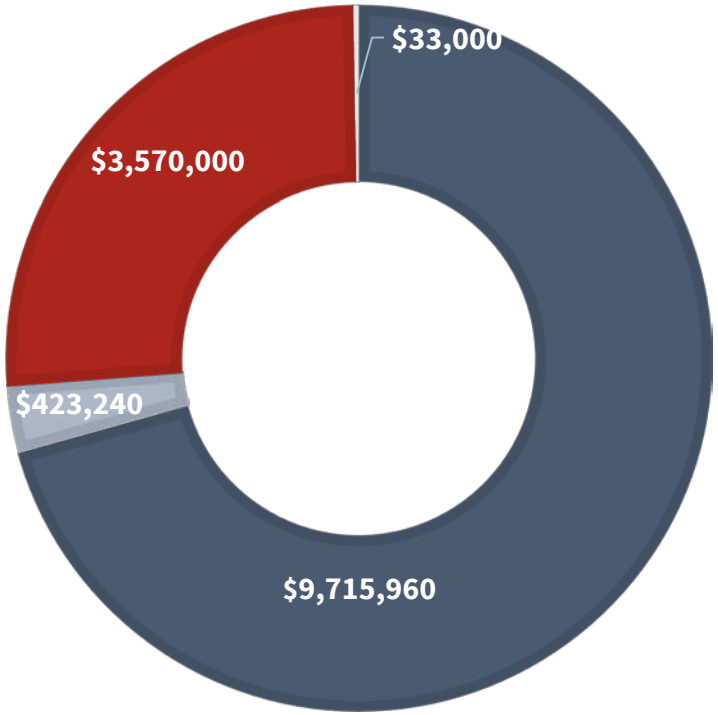
Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	$2,323,620		
Fiscal Year to Date	$1,120,000	$1,120,000	0%
Month to Date (January 2020)	$160,000	$160,000	0%
Remaining Funds	$1,206,620		

Phase II Total Project

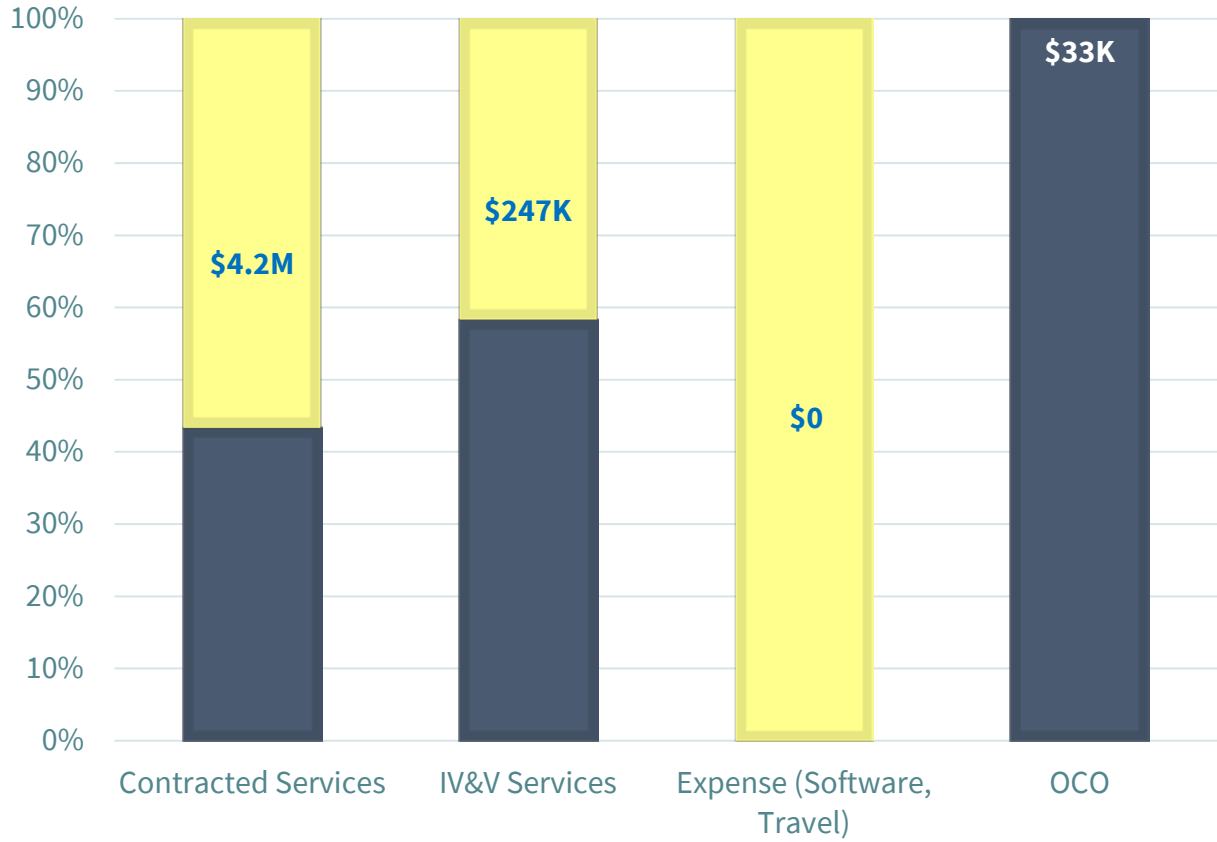
LBR Requests

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	OCO
2017-2018	$4,132,180	$3,575,240	$357,190	$179,850	$19,900
2018-2019	$5,037,000	$4,455,960	$423,240	$150,000	$7,800
2019-2020	$13,742,200	$9,715,960	$423,240	$3,570,000	$33,000
2020-2021	$9,877,400	$7,615,960	$423,240	$1,814,200	$24,000
2021-2022	$7,377,440	$6,689,200	$423,240	$232,000	$33,000
2022-2023	$4,408,260	$3,781,020	$423,240	$200,000	$4,000
Total	$44,574,480	$35,833,340	$2,473,390	$6,146,050	$121,700

BUDGET: $13,742,200



ACTUALS: $4,495,738



Contracted Services | IV&V Services | Expense (Software, Travel) | OCO | Remaining

Budget and Actuals: Current Fiscal Year through January 2020

Budget and Actuals

Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	$13,742,200		
Fiscal Year to Date	$4,495,738	$4,495,738	0.00%
Month to Date (January 2020)	$595,078	$595,078	0.00%
Remaining Funds	$9,246,462		

Office of Motorist Modernization
Phase II - Decision Log

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
DSERV	5	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.	5/8/2019	5/23/2019	The Registration team would need an answer to include this process in their requirements validations. Allowing the Tax Collectors to complete this task would save the dealer a trip to the regional office.	The AB supported the suggestion to provide the dealers the capability to cancel dealer plates. Lisa Cullen supported the recommendation.	6/11/2019	**6/6/2019 Update** Robert Kynoch will get back with ESC on this decision.	Under Review	
REG	1	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.	7/2/2019	7/31/2019	This would provide better customer service and would save the department the mail fees to send these out to the customer. Approximately 10 are currently mailed out per day.	The Advisory Board agrees it would be good customer service to offer the decals in the Tax Collectors office.	7/9/2019	**7/12/2019 Update** The ESC approved this request.	Closed	7/12/2019
TITLE		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.	2/10/2020	2/28/2020	If we do not update the format, ORION will continue to display the FEIN field incorrect.		2/11/2020			

Motorist Modernization Phase II Communications Plan

This plan covers November 2019 - April 2020

Organizational Change Management

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
January 15, 2020	Phase II All-Hands Meeting	Internal/External	Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.	OMM Team, FLHSMV Staff Members and Tax Collector SMEs	Face-to-Face Meeting/Conference Call	Nathan Johnson
February - April 2020	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and tear sheet to assist change champions in communicating about Motorist Modernization.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Koral Griggs
April 2020	Phase II All-Hands Meeting	Internal/External	Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.	OMM Team, FLHSMV Staff Members and Tax Collector SMEs	Face-to-Face Meeting/Conference Call	Nathan Johnson

Training

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)

Communications

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Executive Steering Committee Meeting	Internal	Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.	ESC Leadership Members and OMM Team	Face-to-Face Meeting	OMM Team
Monthly	Phase II Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase II Advisory Board.	Advisory Board Voting Members and OMM Team	Face-to-Face Meeting/Conference Call	OMM Team
Weekly	Motorist Modernization Internal Team Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program.	OMM Team	Face-to-Face Meeting	OMM Team
Weekly	Phase II Accenture Weekly Status Meeting	Internal/External	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.	OMM Team, Ernst and Young and AST	Face-to-Face Meeting/Conference Call	Accenture Team
Weekly	Motorist Modernization Weekly Leadership Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.	Executive Leadership	Face-to-Face Meeting	OMM Team
Weekly	IV&V Weekly Status Meeting	Internal	Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.	OMM Leadership, AST, Ernst and Young, and Contract Manager	Face-to-Face Meeting	Kristin Green

As Necessary	Focus Group Meetings	Stakeholder Outreach	Meetings to provide information or obtain feedback on the Motorist Modernization initiative.	Various Stakeholders	Face-to-Face Meeting, Conference Call, Electronic Communication	Koral Griggs, Terrence Samuel, Senior Business Analysts
Bi-Weekly	Communications Meeting	Internal	Bi-weekly meeting with the FLHSMV Communications team to discuss communications within the agency and the Office of Motorist Modernization.	FLHSMV Communications Team	Face-to-Face Meeting	Koral Griggs and Aaron Keller
Monthly	MoMo You Know	Internal	When requested, a monthly email containing updates related to the Motorist Modernization project, including "need to knows," encouragement, upcoming tasks, etc.	Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Monthly	ORION Hub Newsletter	External/Internal	Monthly newsletter consisting of various articles related to the Motorist Modernization Program and written by Motorist Modernization team members.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Koral Griggs
Quarterly	ISA Bits and Bytes	Internal	Provide Motorist Modernization content for ISA's quarterly newsletter when requested.	FLHSMV Staff	Electronic Communication	Kristine Monroe
Quarterly	Motorist Services Intersection Newsletter	Internal	Provide Motorist Modernization content for the Motorist Services Intersection Newsletter when requested.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Rick Burnham
Weekly	Motorist Services News Wheel	Internal	Provide Motorist Modernization content for the Motorist Services News Wheel.	Motorist Services	Electronic Communication	Rick Burnham
Monthly	ORION Star	Internal	Monthly award presented to a Motorist Modernization team member who has gone "above and beyond" for the sake of the project and the team.	Executive Leadership and Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Monthly	Legislative Governance Status Report	External	Monthly status report to provide updates related to the Motorist Modernization Program.	Various Stakeholders	Electronic Communication	Accenture Team
As Necessary	FLHSMV Governor's Weekly Report	External	Contribution of content for the Governor's Weekly Report, as necessary.	Florida Governor	Electronic Communication	Koral Griggs
Monthly	Motorist Modernization Website	Internal/External	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.	FLHSMV Staff, Tax Collectors, Citizens	Website	Koral Griggs and FLHSMV Web Team
As Necessary	PartnerNet/SafetyNet Webpages	External	Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&V Report and the monthly Tax Collector Status Report.	Tax Collectors and FLHSMV Staff	PartnerNet/SafetyNet	Koral Griggs

November 6, 2019	AAMVA Team Site Visit	Internal/External	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.	AAMVA	Face-to-Face Meeting	Terrence Samuel, Catherine Thomas, Judy Johnson, Chad Hutchinson and Nathan Johnson
November 18, 2019	License Plate Agencies Meeting	Internal/External	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.	License Plate Agencies	Face-to-Face Meeting/Conference Call	Terrence Samuel, Chad Hutchinson, Catherine Thomas, Judy Johnson, Jessica Espinoza and Jeff Marsey