

Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, March 10, 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
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

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

MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
Monthly Meeting Minutes
Tuesday, February 11, 2020
1:00 to 2:00 PM
Kirkman Building Conference Room B-202

WELCOME AND INTRODUCTIONS

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

Advisory Board members present included:

- Deb Roby (phone)
 - Ed Broyles (absent)
 - Pace Callaway (phone)
 - Lisa Cullen (phone)
 - April Edwards (phone)
 - William Washington (absent)
 - Kevin Bailey (phone)
- Additional FLHSMV members present included: Kristin Green, Terrence Samuel, Cathy Thomas, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Cheryln Dent, Elissa Cullen, Koral Griggs, Judy Johnson, Rachel Graham, Stacey Bayyari, Julie Larsen, Felecia Ford, Scott Lindsay and Janis Timmons.
 - Visitors included: Carl Ford from J Ford Consulting, Glenn Turner from Motorist Services Consulting, LLC., Michelle McGinley from Accenture, and Joe Weldon from Accenture

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from January 14, 2020. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the January 14, 2020, meeting minutes were approved.

STAKEHOLDER OUTREACH

- There was no stakeholder outreach update at the meeting.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Julie Larsen stated the team is continuing to work on the Tax Collector Engagement Plan, while all the other engagement plans have been approved. She further stated the team is continuing to review the various implementation changes with the different areas related to Phase I. Ms. Larsen also stated the ISA Knowledge Transfer Plan has been approved and the team is continuing to work on having those meetings.

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 \$1.1 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 \$4.5 million expended. There was a 0% variance with approximately \$9.2 million in remaining funds.

PROJECT UPDATES

- Informatica – Cheryl Dent stated the team is currently working on fixing and resolving bugs in relation to Push/Pull. She stated the team met with Plante Moran to assess the effort to complete non-Core development and for an error handling solution. Ms. Dent further stated Plante Moran submitted their proposal to complete the work FLHSMV requested. The team is still waiting as the proposal is being worked on with the IT Financial and Planning Services. 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).
- DL Issuance – Joe Weldon stated the team was working on 41 performance test scenarios with all tests developed. He stated 22 have successfully been completed so far. Mr. Weldon further stated the team has completed all development and testing for the change requests.
 - 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 158 – DB Updates Impacting Teams
 - The team completed sprint development and testing as well as UAT.
 - Lisa Cullen asked Mr. Weldon if the team already had the AAMVA Structural Testing set up with them?
 - Mr. Weldon responded by stating that the team has a schedule in place with them. He stated they are working on determining a date and once decided, they will get an official structural testing plan to include the test data.
- Motorist Maintenance (MM) and Financial Responsibility (FR) – Scott Tomaszewski stated the team was working on 24 total performance test scenarios with 23 developed and 14 pending execution. The team continued to work on change request testing and development. 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 WRAPs/change requests are for critical exceptions only. There are five additional change requests being considered by the business.
 - Key risks and issues for the team included:
 - Issue 31 – Availability of external resources to address change request and regression testing work
 - The team completed sprint development and testing as well as UAT.
- 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 work on change request testing and development. Key dependencies for the team included: Informatica testing (specifically the VO Regression Test) and WRAPs/change requests for

Office of Motorist Modernization

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 11 successfully completed. Key dependencies for the team included: BizTalk skilled resources for development and testing. The team still needs to work on CP/CDLS change request development and testing at this time. There were no risks or issues to report. The team completed sprint development, sprint testing and UAT.
 - 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 all testing and is finalizing end-to-end 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.
 - Key Dependencies /Assumptions
 - Planet Press stability
 - No further changes to DL Notices

COMMUNICATION UPDATE

- Koral Griggs presented the Phase I Communications Plan and timeline poster.

CASHIERING UPDATE

- Terrence Samuel presented an update on the cashiering testing status. Mr. Samuel stated that it appeared three vendors have not started. He stated the team will reach out to the counties associated with these vendors.

Q&A

- Glenn Turner asked a question in relation to the tax collectors' ability to clear a toll or insurance.
- Michelle McGinley stated this could be discussed further in the Phase II meeting.

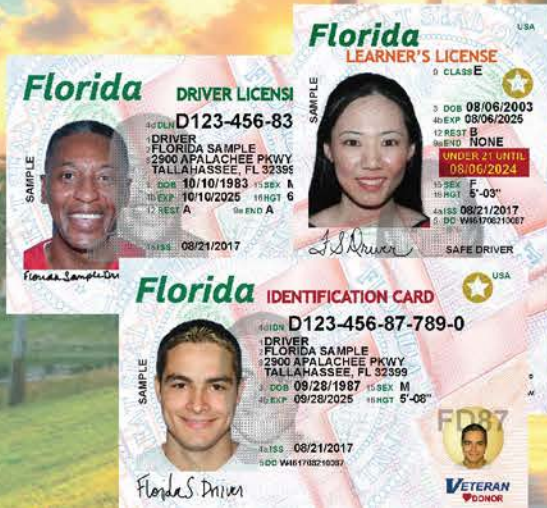
ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 1:23 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for March 10, 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 (01/14/20)	3 Pages
OCM Update Report	2 Pages
MM Phase I Financial Review	7 Pages
Phase I Team Updates – State of the State	7 Pages
Phase I Communications Plan and Timeline Poster	6 Pages



Motorist Modernization Financials

MARCH 5, 2020

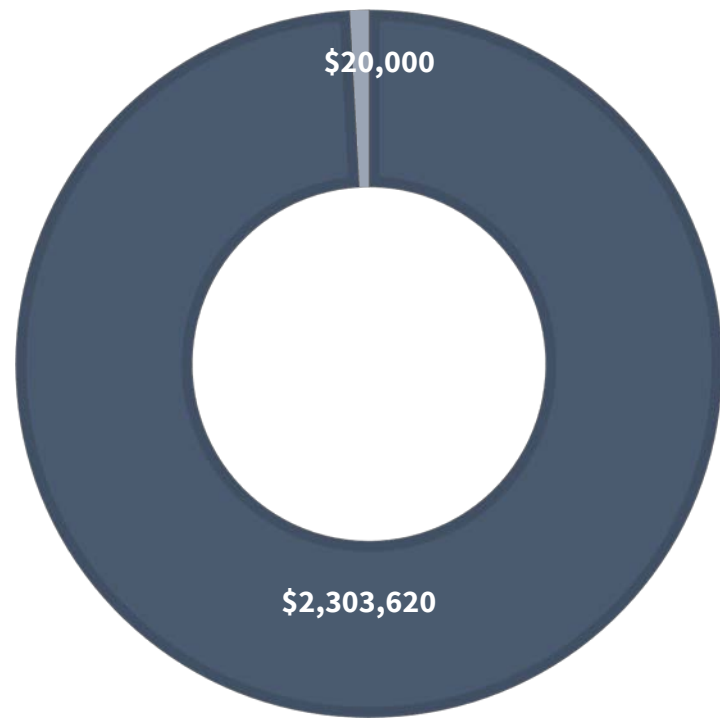


Phase I Total Project

LBR Requests - Updated

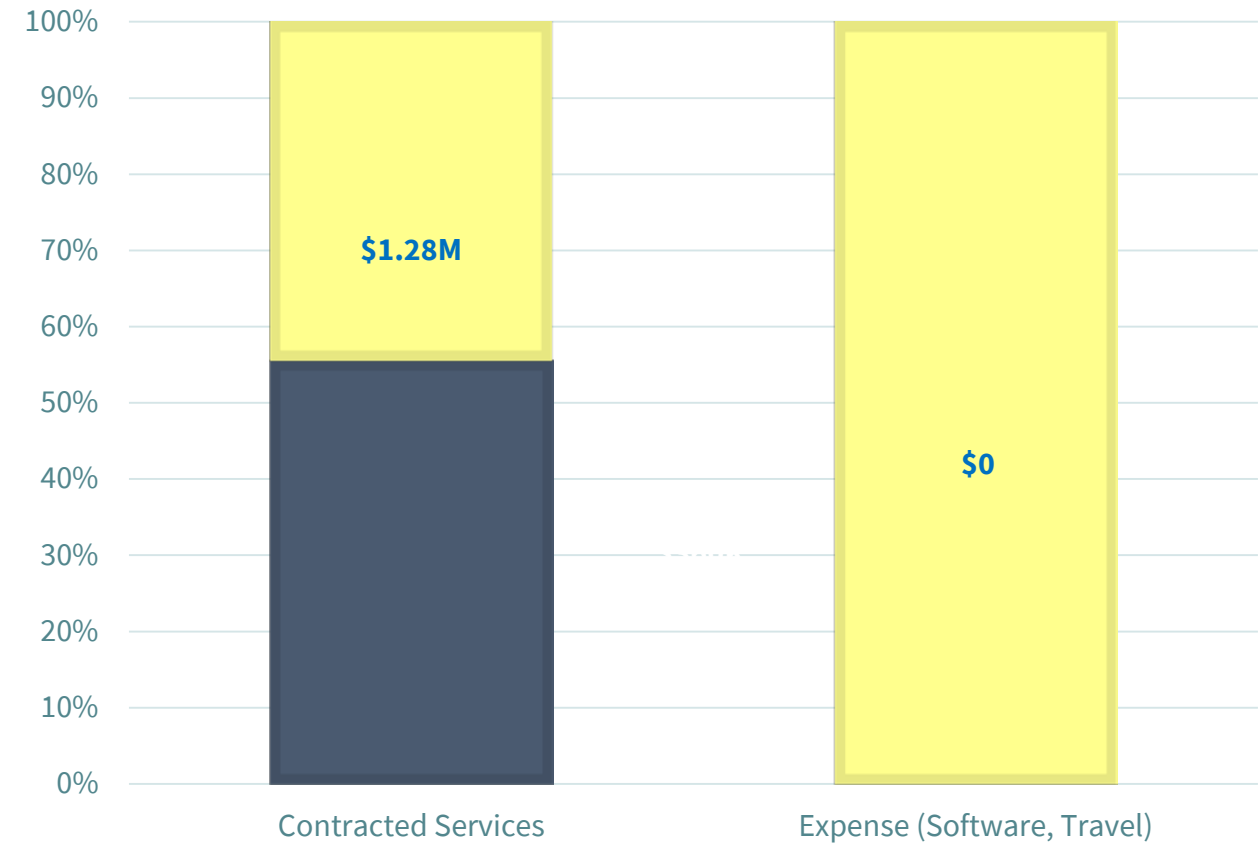
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	\$ 2,500,000	\$ 1,514,762	\$ 619,186	\$ 61,478	\$ -
2015-2016	\$ 6,362,609	\$ 5,468,933	\$ 479,280	\$ 382,501	\$ 31,895
2016-2017	\$ 8,749,351	\$ 7,907,512	\$ 479,280	\$ 336,688	\$ 25,871
2017-2018	\$ 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



■ Contracted Services ■ Expense (Software, Travel)

ACTUALS: \$1,280,000



■ Remaining

Budget and Actuals: Current Fiscal Year through February 2020

Budget and Actuals

Phase I Overview

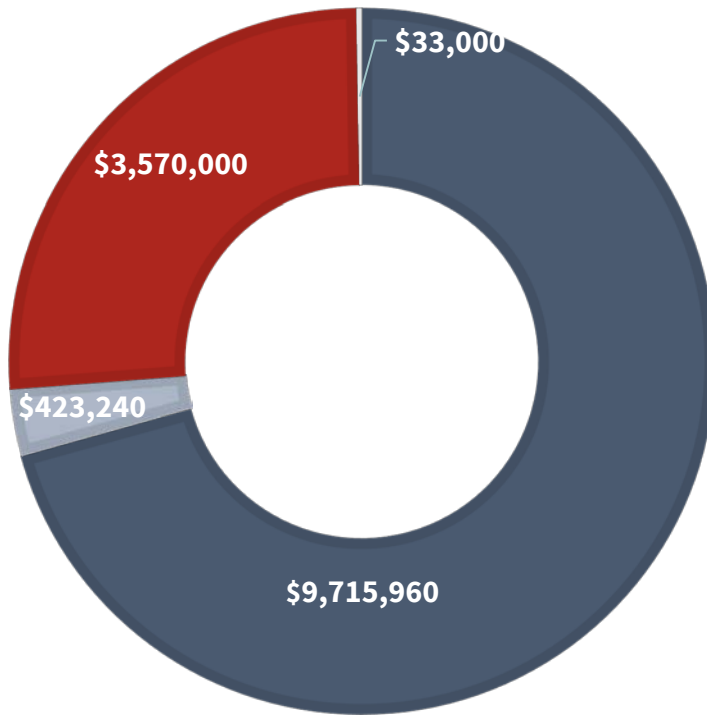
Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$2,323,620		
Fiscal Year to Date	\$1,280,000	\$1,280,000	0%
Month to Date (February 2020)	\$160,000	\$160,000	0%
Remaining Funds	\$1,043,620		

Phase II Total Project

LBR Requests

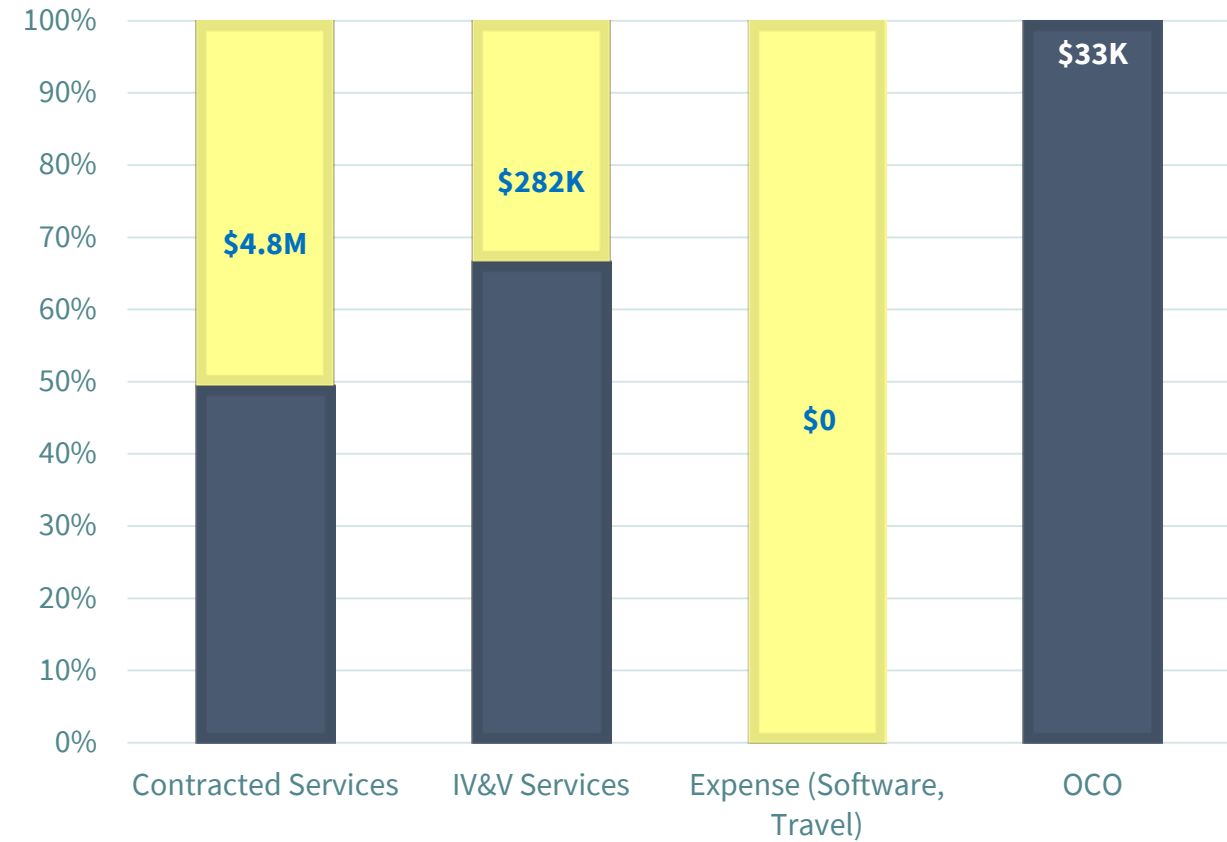
<i>Fiscal Year</i>	<i>Total Request</i>	<i>Contracted Services</i>	<i>IV&V Services</i>	<i>Expense</i>	<i>OCO</i>
2017-2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018-2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019-2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021-2022	\$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



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

ACTUALS: \$5,124,816



■ Remaining

Budget and Actuals: Current Fiscal Year through February 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	\$5,124,816	\$5,124,816	0.00%
Month to Date (February 2020)	\$629,078	\$629,078	0.00%
Remaining Funds	\$8,617,384		

FLHSMV OCM Team Summary – Phase I

Planning

- Engagement Plans
- Knowledge Transfer Plan

Implement Change

- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate

- Readiness Survey
- Pilot Survey

Key Risks and Issues

- Tax Collector Engagement Plan is late*
- ORION Access (identification of roles, migration of users, process for new users)*

SUMMARY & HIGHLIGHTS

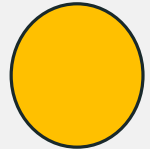
- Change Champion Network Connect monthly meetings continue*
- Engagement meetings continue with all divisions*
- Knowledge Transfer Plan was approved on January 28th - meetings held weekly with Accenture and ISA*
- Change Champions are being invited to engagement meetings*

Tasks In Progress

- Tax Collector Engagement Plan
- Updating Engagement Plans with new schedule dates and training
- Readiness Assessment Survey planned for March
- ORION associate/disassociate procedures are being routed for approval
- Facilitating meetings on TAC, FSC, SEU phone calls and troubleshooting
- Developed process for reviewing Change Champion questions and answers and posted on SharePoint
- Developed Letter Change Process Flow
- Developing implementation checklists for transition of systems

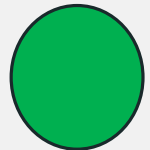
Report: March 5, 2020

Motorist Services OCM Team Summary (Phase I)



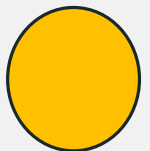
Planning

- Engagement Plans



Implement Change

- BCS
- CSC
- BOR
- BIO
- BMSS
- BMC
- BDS
- BCVDS



Measure & Evaluate

Key Risks and Issues

- Ensuring staff has “go-live” plans
- Tax Collector Engagement Plan is late
- CSC Leadership continuity - Portal Access, Disassociate, Staffing considerations

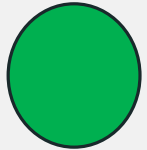
SUMMARY & HIGHLIGHTS

- Meetings with bureaus are going well. Chiefs are engaging and working on Implementation Checklists
- Continuing discussions on ORION Access
- OCM project transition checklists for MM, MyDMV, DL Issuance, FR Transition, and CP_CDLIS

Tasks In Progress

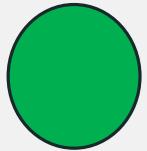
- MyDMV Portal access meetings continue
- Continued meetings with TAC to discuss phone call flows
- FSC and Change Champions are getting DL Issuance and Motorist Maintenance training from SEU members
- Drafting Tax Collector Engagement Plan

Report: March 5, 2020



Planning

- Engagement Plans



Implement Change

- ESM
- FSM
- OLA
- Comms
- OGC/BAR
- OIG
- OPM
- LDO
- Personnel



Measure & Evaluate

Key Risks and Issues

- *None identified*

SUMMARY & HIGHLIGHTS

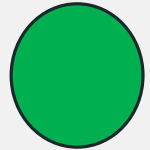
- *Meetings are being held with each office/area*
- *OCM/OMM has re-established biweekly meetings with Office of Communications, OMM Communications Consultant and MS Communications Consultant on communication and marketing*

Tasks In Progress

- Engagement meetings with Directors and their staff

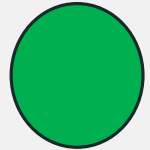
Report: March 5, 2020

DAS OCM Team Summary



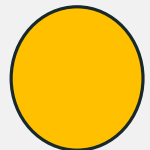
Planning

- Engagement Plans



Implement Change

- Accounting
- Office Services
- Purchasing & Contracts
- Support Services



Measure & Evaluate

Key Risks and Issues

- *Accounting – MyDMV Portal and VO running simultaneously*
- *New schedule and conflicts with other E-payment project*

SUMMARY & HIGHLIGHTS

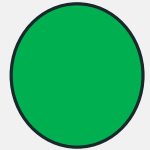
- *Established periodic meetings for implementation*

Tasks In Progress

- Continuing engagement meetings

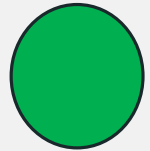
Report: March 5, 2020

FHP OCM Team Summary



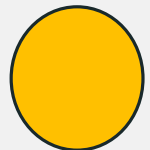
Planning

- Engagement Plans



Implement Change

- Policy & Procedures
- Training
- Awareness/Comm
- Staffing Considerations



Measure & Evaluate

Key Risks and Issues

- *BCII has raised questions about MyDMV Portal*

SUMMARY & HIGHLIGHTS

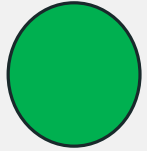
- *Established periodic meetings for implementation*

Tasks In Progress

- FHP/BCII participating in Change Champion Network Connect meetings

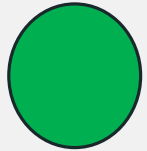
Report: March 5, 2020

ISA OCM Team Summary



Planning

- Engagement Plans
- Knowledge Transfer Plan



Implement Change

- Service Dev
- Service Ops
- OMM
- Ent Database Svcs
- CTO/FHP
- Strategic Bsn Ops
- IT Financial & Planning



Measure & Evaluate

Key Risks and Issues

- *Training and knowledge transfer activities*

SUMMARY & HIGHLIGHTS

- *ISA Knowledge Transfer Plan was approved on January 28th*
- *Developers are getting training on various new apps and systems*
- *Members are attending implementation meetings*

Tasks In Progress

- Meeting on Knowledge Transfer Plan implementation
- Meeting with TAC and MS to discuss handling calls
- Continuing monthly meetings with ISA leadership

Report: March 5, 2020

FLHSMV OCM Team Summary – Phase II

Strategy

Planning

- Engagement Plans
- Change Champion Kickoff

Implement Change

- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate

- Readiness Survey

Key Risks and Issues

- *No identified Risks of Issues at this time*

Tasks In Progress

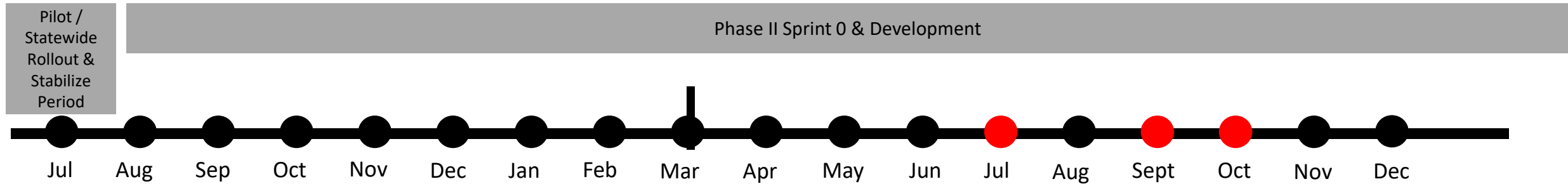
- Drafting OCM schedule
- Identifying Risks and Issues
- Drafted Lessons Learned on Phase I schedule to develop Phase II schedule (Accenture facilitated)

SUMMARY & HIGHLIGHTS

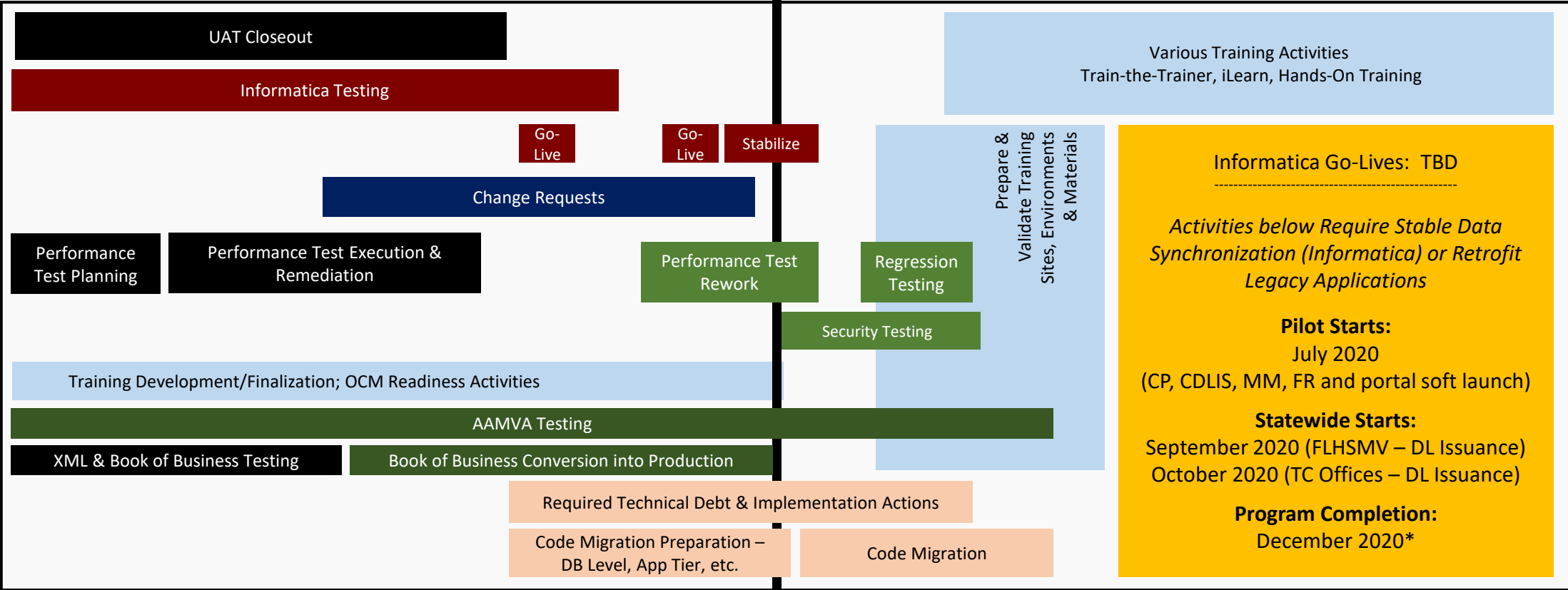
None

Report: March 5, 2020

Original Planned



Projected State (thru CR207)



Informatica Go-Lives: TBD

Activities below Require Stable Data Synchronization (Informatica) or Retrofit Legacy Applications

Pilot Starts:
July 2020
(CP, CDLIS, MM, FR and portal soft launch)

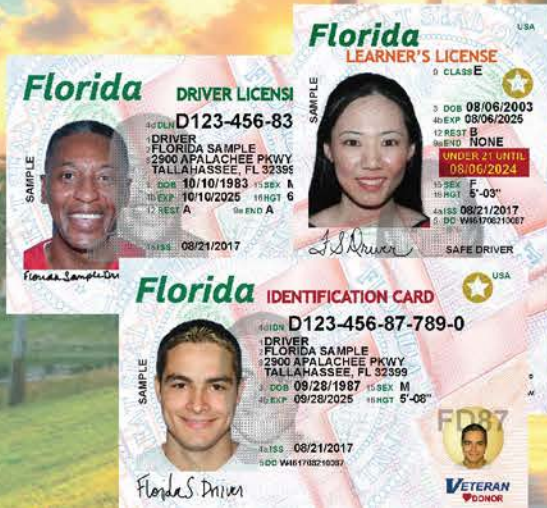
Statewide Starts:
September 2020 (FLHSMV – DL Issuance)
October 2020 (TC Offices – DL Issuance)

Program Completion:
December 2020*

Phase II Sprint 0

Phase II Development

* Phase I funding ends June 2020



Motorist Modernization Phase I – March 10, 2020

STATE OF THE STATE



Informatica Team Summary

Team Profile

Database tables: 159
Developers: 3 full-time, 2 part-time
Testers: 8 FTEs

Testing Summary

Tables to sync: 159
Tables Started: 10
Tables Completed: 5

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 non Core bi-directional workflows to STAGE – ~~12/31/2019~~ **5/1/2020**

Deployment of non Core bi-directional workflows to Production – ~~02/15/2020~~ **7/17/2020**

Key Risks and Issues

- Issue 135 – Informatica schedule impacts based on new timelines
Update: Plante Moran PO has been issued and they have submitted the timeline to complete the non Core and error handling effort.

Key Informatica Activities

- ISA and SEU testing
- Seed testing
- Push/Pull Replacement testing and validation
- Plante Moran contract review in progress

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: 2.5
[1.25 FTEs; 1.25 Cont.]
Testers: 10 FTEs
(includes Field Testers)

Enterprise Testing Summary

Performance Test Scenarios
(Total): 41

Tests Developed: 41
Pending Execution: 1
In Process of Execution: 2
Successfully Completed: 38

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 – **Done**

Deployment Script (Construct) - **Done**
Deployment Script (Test) - **Done**
Regression Prep – done by late-March

Key Risks and Issues

- Issue 59 – Batch Vendors

Key Implementation Activities

- Support Vendors:
 - Batch Transcripts
 - DL Penny Vendor
 - 3rd Party Cashiering
- End to End Testing for DL Notices
- AAMVA Structural Testing (SSA & VLS)
- 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: 24
Pending Execution: 14
In Process of Execution: 0
Successfully Completed: 10

Security Testing Status

Not Started

Forecasted Key Dates

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

MM CR Development - **Done**
MM CR Testing - **Done**
Exception testing of Trans Appl screens.
FR CR Development - **Done**
FR CR Testing – 3/30/2020
Delays in Testing CR#198 – SD Reports

Regression Prep – done by late-March

Key Risks and Issues

- None at this time

Key Implementation Activities

- Insurance Company Book of Business file loads are at 96% of files as of 3/6/2020.
- 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.
- WRAPs/CRs are for critical exceptions only
- Informatica Changes – Dependencies on pending changes supporting MM and FR regression testing.

MyDMV Portal Team Summary

Team Profile

User Stories: 773
Developers: ½ FTE
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 CR Development - **Done**
MyDMV CR Testing – **3/11/2020**

Deployment Script (Construct) - **Done**
Deployment Script (Test) - **Done**

Regression Prep – done by late-March

Key Risks and Issues

- None at this time

Key Implementation Activities

- Portal Dependency Updates
- User Guide Documentation (in review by Communications)
- Support LDO CSC Hands on Training Development
- Additional ADA enhancements
- Final regression testing April-May 2020

Key Dependencies/Assumptions

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

CDLIS/CP Team Summary

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: 3
In Process of Execution : 0
Execution Completed: 15

Security Testing Status

Not Started

Forecasted Key Dates

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

CP/CDLIS CR Development - **Done**
CP/CDLIS CR Testing – **2/14/2020**
Revised Date: XX/XX/XXXX

Deployment Script (Construct) – **Done**
Deployment Script (Test) – **Done**

Regression Prep – done by late-March

Key Risks and Issues

- None at this time

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 April-May 2020

Key Dependencies/Assumptions

- BizTalk skilled resources for development & testing
- WRAPs/CRs are for critical exceptions only

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**

Deployment Script (Construct) – **Done**
Deployment Script (Test) – **Done**

Regression Prep – done by late-March

Key Implementation Activities

- End to End Testing for DL Notices (Receipt of the printed letters)
- Final regression testing April-May 2020.

Key Dependencies/Assumptions

- No further changes to DL Notices

Key Risks and Issues

- None at this time