



Motorist Modernization Advisory Board – Phase II Meeting Tuesday, March 10, 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
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
- Communications Update
- Q&A
- Adjourn





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

WELCOME AND INTRODUCTIONS

The meeting was called to order at 2:30 p.m. Kristin Green 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**

FLHSMV (phone) Diane Buck

 Jay Levenstein **FLHSMV**

 Lisa Cullen Florida Tax Collectors (phone) Sherri Smith Florida Tax Collectors (phone) Sqt. Derek Joseph Law Enforcement (phone)

 Steve Burch **FLHSMV** Stephen Boley **FLHSMV**

- Additional FLHSMV members present included Kristin Green, Cathy Thomas, Stacey Bayyari, Felecia Ford, Rachel Graham, Laura Freeman, Judy Johnson, Koral Griggs and Janis Timmons.
- Visitors present included Alyene Calvo and Gary Didio with Ernst & Young. Nathan Johnson, and Michelle McGinley from Accenture. Andrew Bell and Denise Smith from Florida Auto Tag Agencies, Carl Ford from J Ford Consulting, and Glenn Turner from Motorist Services Consulting, LLC.

REVIEW OF MEETING MINUTES

Rachel Graham reviewed the meeting minutes from January 14, 2020. No corrections were identified. A motion to approve the minutes was accepted by the board members and the January 14, 2020, 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 (SPI) was .966. 16 of 1,446 total tasks were late. The program completion date is projected to be 261.1 days late.
- Gary Didio added to Ms. Calvo's update by stating even though the project is in the established parameters for SPI and CPI he was concerned about the projected late days

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 \$1.1 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.

PHASE II PROJECT UPDATE

- Kristin Green discussed the Phase I schedule impacting Phase II.
- Nathan Johnson stated all teams were continuing with development. He stated the team is now moving into Milestone B. Mr. Johnson further stated that Milestone A was focused on setting up the initial technical environments and framework for motor vehicle issuance application within the ORION system and building the framework of the original title transaction. He continues by stating that Milestone B will be focused on what Milestone A started with including some advance search features, customer summaries, registration summaries, and record summaries. As well as, finishing out the original title transaction. He continued by stating the Portal/Fleet team has started development.
 - Lisa Cullen asked if the things the team has programmed has been completely reverse engineered from Oracle.
 - Mr. Johnson stated the team is not going to begin working on anything new until the legacy system rules have been reverse engineered and totally addressed.

PHASE II POLICY & DECISION REVIEW

- TITLE Displaying FEIN on ORION Screens Cathy Thomas stated the Title, Registration and Globals team are requesting guidance on displaying the FEIN on ORION screens. OMM has created a standard for FEIN and it is 99-9999999 (an FLHSMV suffix is added after where applicable). The business is requesting the FEIN 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. The team is modernizing the system and wants to apply the correct standards going forward. This field is used by several systems. The Advisory Board's recommendation was to display the FEIN the way the IRS displays it, which is following the standard that was created by OMM.
 - Jay Levenstein and Lisa Cullen agreed.
 - o Sherri Smith asked if it was displayed the same across the board?
 - Carl Ford also asked if it was display-only?
 - Judy Johnson confirmed.

COMMUNICATIONS UPDATE

Koral Griggs presented an overview of the Phase II Communications Plan.

Q&A

- Glenn Turner asked if the new system is going to be faster in the transfer of information from the insurance company to the databases?
- Judy Johnson stated currently in MyDMV Portal a sanction will be cleared in real time if the insurance information is received for a customer.
- Mr. Turner asked if it would be possible to speed up the process in the kiosks?





- Ms. Johnson responded by stating there is a list of new kiosk transactions, which is a list of proposed functionalities that have not been accepted or approved, yet.
- Mr. Turner also asked if a customer would be able to pay a fine and clear the fine in the kiosk?
- Ms. Johnson stated currently there is a batch process. Her understanding is that this is a
 possibility.
- Stephen Boley suggested speaking with Desi Tatilian on this.
- Ms. Cullen stated what Glenn Turner understood was correct. She stated she processes toll stops through Grant Street and manually goes into FRVIS and clears the toll stop.

ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 2:54 p.m.
- The next Advisory Board Phase II Meeting is scheduled for March 10, 2020.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

1 Page
3 Pages
30 Pages
2 Pages
7 Pages
1 Page
3 Pages

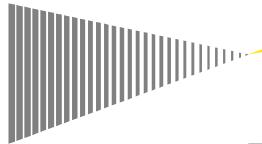
Motorist Modernization Program Phase II (MMP2)

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

Independent verification and validation (IV&V)
Monthly Assessment Report Summary

January 2020

02 March 2020





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 January 2020



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
- No new process improvement recommendations identified since the last report

The MMP2 Program is within established schedule performance thresholds

- The SPI is 0.965 and the overall trend is *increasing*
- 13 of 1,446 total tasks (0.90%) contained in the project schedule are late
- 1 of 63 total tasks (1.59%) for the current period are late
- SV is currently -1,290.8 hours and the overall trend is decreasing
- TSPI is 1.039 and the overall trend is decreasing

The MMP2 Program is within established cost performance thresholds

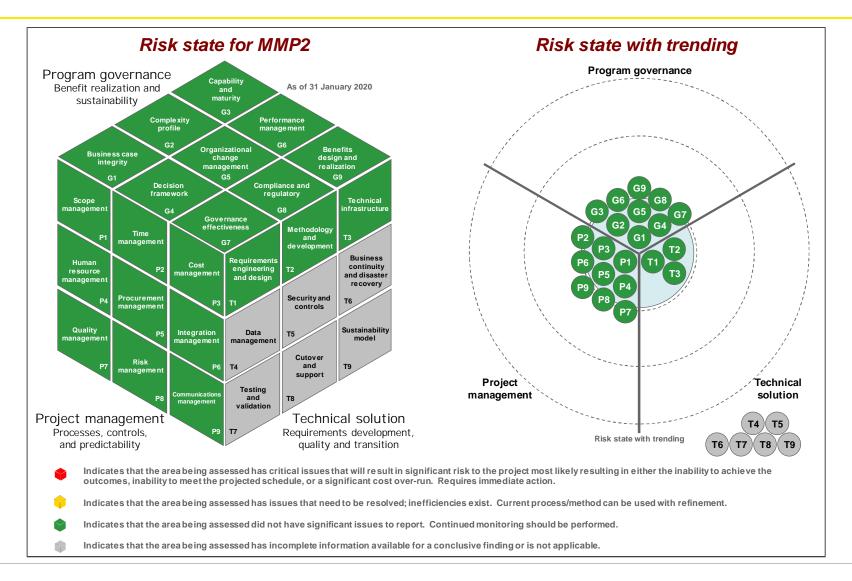
- The CPI is 1.000 and the overall trend is steady
- The Program is currently on budget based on provided budget and spending information

The MMP2 Program is behind schedule

- The Program completion date is forecast to be 15 March 2024, 241.0 days late
- Future milestones are projected to be completed behind schedule
- The overall trend for time the project is behind schedule is decreasing

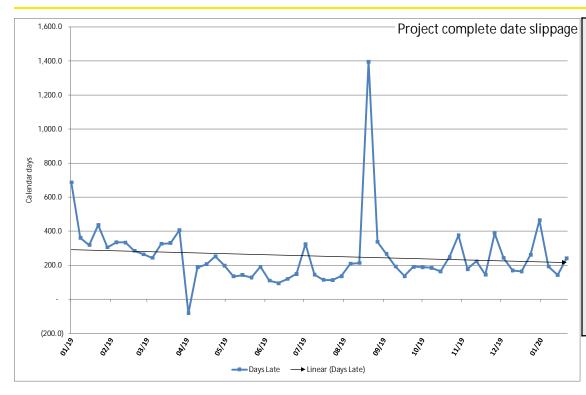


Overall risk state and trending





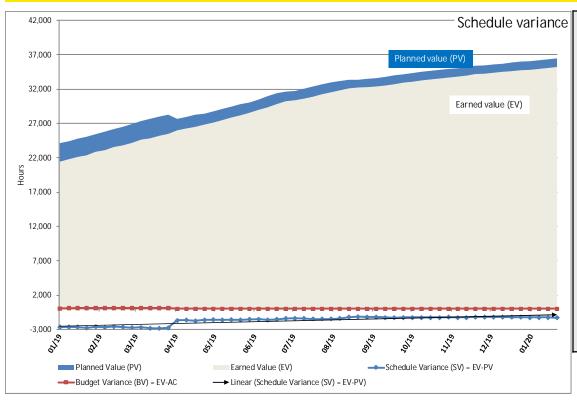
Project complete date slippage



- 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 15 March 2024, 241.0 days late.
 - The overall trend for time the project is behind schedule is decreasing.
- Conclusions:
 - The MMP2 Program is behind schedule.



Schedule variance

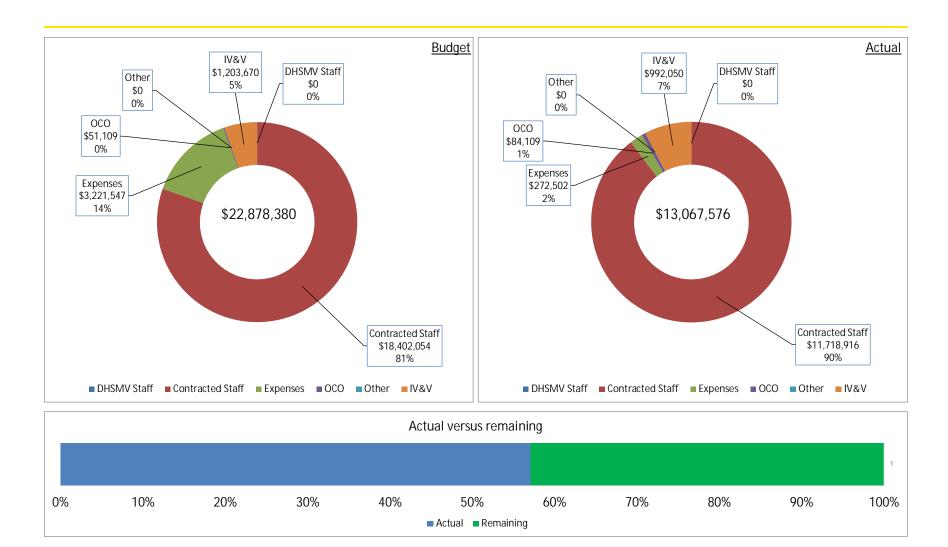


- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
 - Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
 - The total amount of work not completed as scheduled is 1,290.8 hours.
 - The total amount 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	No new process improvement recommendations identified since the last report
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	03/02/2020	► Complete
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		

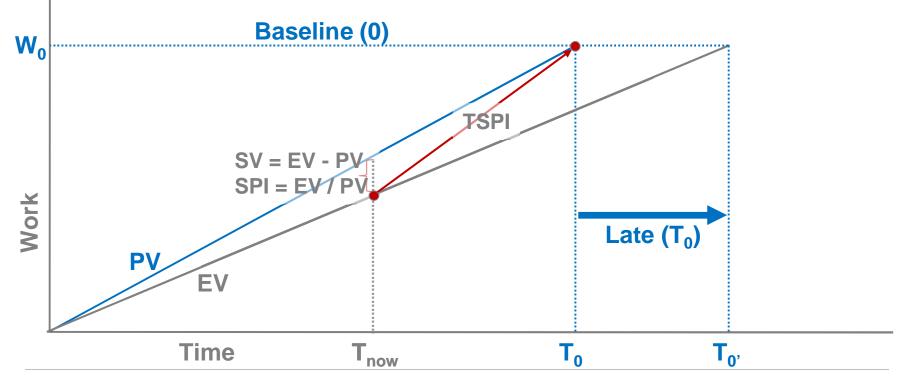


- ▶ EVM basics
- Key indicators
- IV&V ratings summary
- Status of key deficiency recommendations
- Open deficiencies and recommendations
- Process improvement recommendations
- Schedule and cost performance
- Project milestone dates
- ▶ Late tasks
- Project schedule quality
- Project budget



EVM basics

- PV Planned Value work scheduled to be accomplished (hours)
- EV Earned Value value of the work performed (hours)
- SV Schedule Variance difference between EV and PV (+/- hours)
- SPI Schedule Performance Index a measure of schedule efficiency (ratio)
- TSPI To complete SPI required future schedule efficiency (ratio)



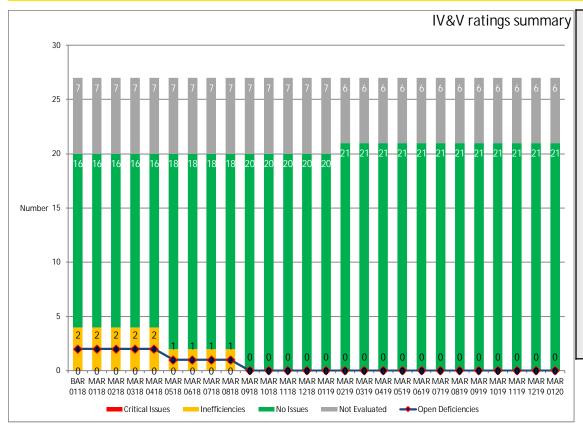
Key indicators

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 completion date is forecast to be 15 March 2024, 241.0 days <i>late</i> The SPI is 0.965 and the overall trend is <i>increasing</i>. 13 of 1,446 total tasks (0.90%) contained in the project schedule are late. SV is currently -1,290.8 hours and the overall trend is <i>decreasing</i>. TSPI is 1.039 and the overall trend is <i>decreasing</i>.
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 <i>steady</i>. 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.

EY

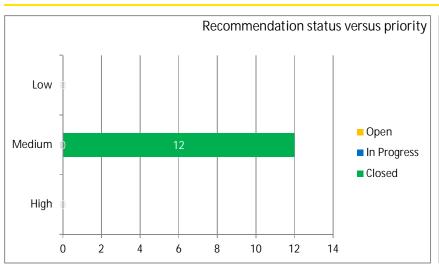
IV&V ratings summary

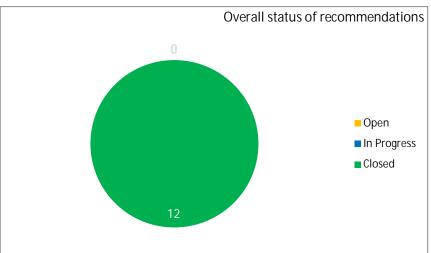


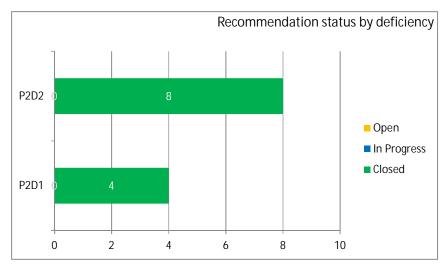
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
 - Red (critical issues): 0
 - Amber (issues):
 - Green (no issues): 21
 - Gray (not evaluated): 6
- Open deficiencies: 0
- Conclusions:
 - The MMP2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

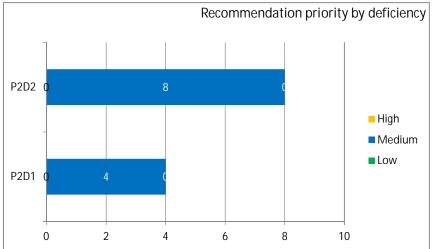


Status of key deficiency recommendations











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

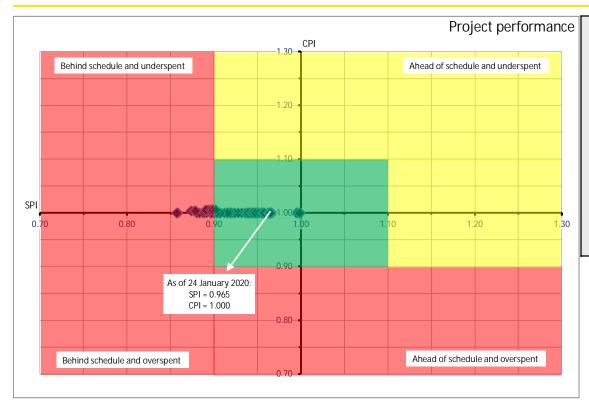


Process improvement recommendations

Recommendation	Progress update / resolution	Status
 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



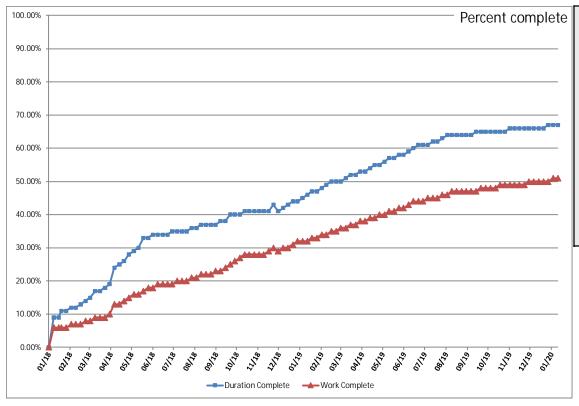
- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
 - Schedule and cost performance are within established thresholds.
- Conclusions:
 - The Program is behind schedule but within established performance thresholds.

- ▶ 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-oftolerance 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 have been increasing since the beginning of the project.
- Conclusions:
 - None.

Red line is work percent complete



Blue line is duration 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				
WDS	Title	Original	Scheduled	Planned	Forecast	Actual
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	Unable to forecast	
3.5.15.6	Development Complete	12/03/21	12/03/21	12/03/21	05/21/22	
3.5.16.5	Testing Complete	07/29/22	07/29/22	07/29/22	02/12/23	
3.5.19.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	03/07/23	
3.5.19.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	06/05/23	
3.5.19.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	01/26/24	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	02/03/24	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	02/22/24	
5	Project Complete	07/19/23	07/19/23	07/19/23	03/15/24	

- 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
- 7. Unable to forecast past milestone dates

Late 241.0 days



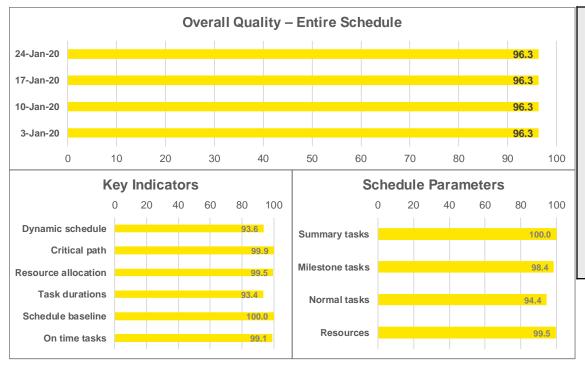
Late tasks

Percentage of late tasks 2.00% 1.50% 0.50% Description of the tasks of tasks of the tasks of tasks of the tasks of tasks

- 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:
- Conclusions:
 - The total number of tasks designated as late is 0.90% of the total number of tasks.
 - The overall trend for the number of late tasks is decreasing.



Project schedule quality MMP2 schedule



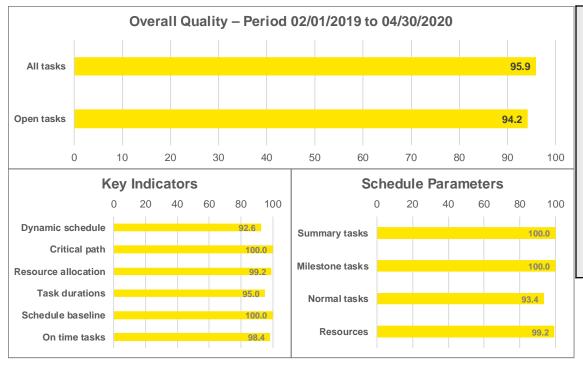
- This chart shows the quality of the project schedule within each of the following areas:
 - Overall quality with trending
 - Key indicators
 - Schedule parameters
- Summary:
 - Overall quality: 96.3
- Conclusions:
 - Overall schedule quality is consistent and excellent

- 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
1	90 or greater
27	Between 75 and 90
→	Between 60 and 75
2	Between 45 and 60
•	Less than 45



Project schedule quality MMP2 period



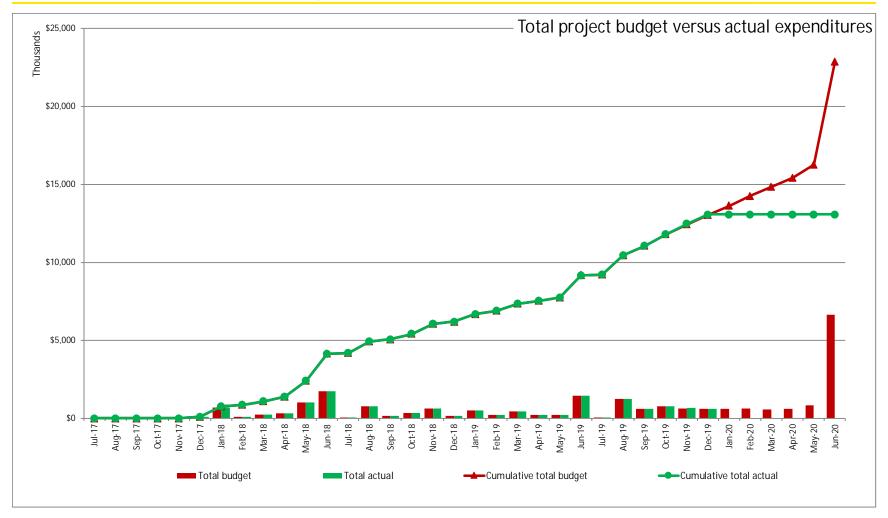
- This chart shows the quality of the project schedule within each of the following areas:
 - Overall quality with trending
 - Key indicators
 - Schedule parameters
- Summary:
 - Overall quality: 95.9
- Conclusions:
 - Overall schedule quality is consistent and excellent

- 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
1	90 or greater
27	Between 75 and 90
→	Between 60 and 75
2	Between 45 and 60
•	Less than 45

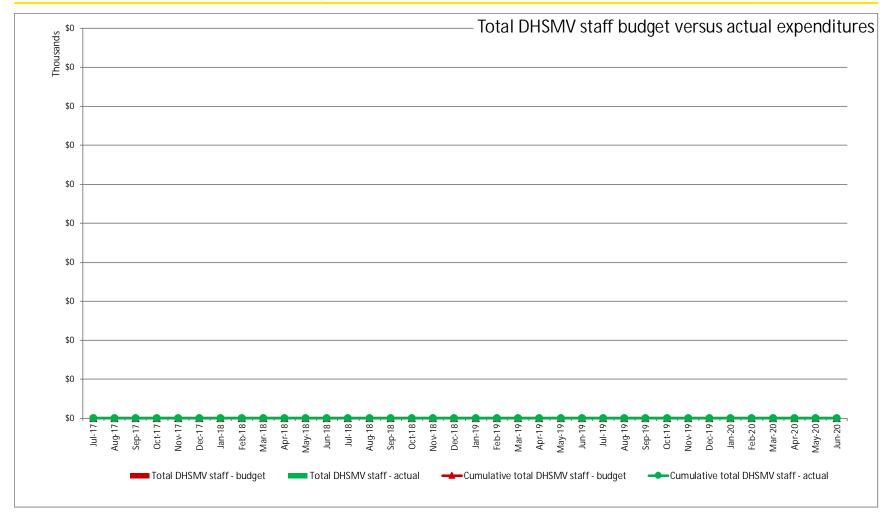


Project budget Total project funding



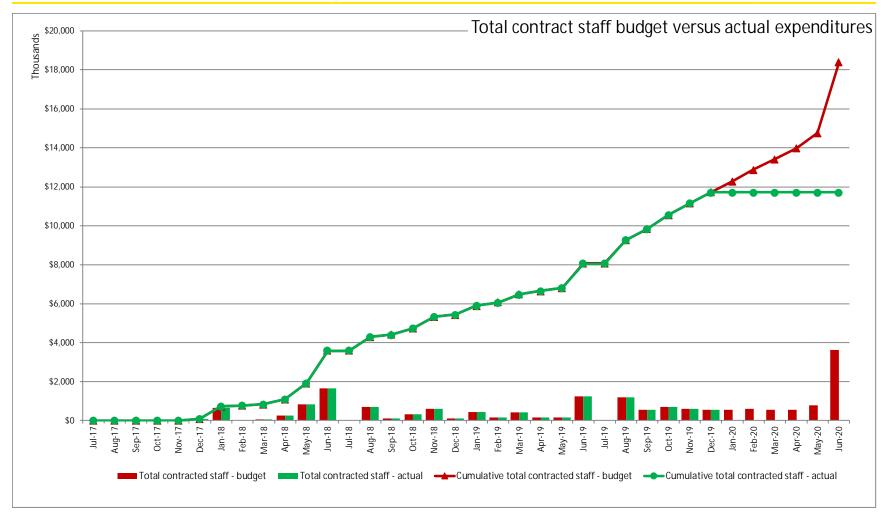


Project budget DHSMV staff funding



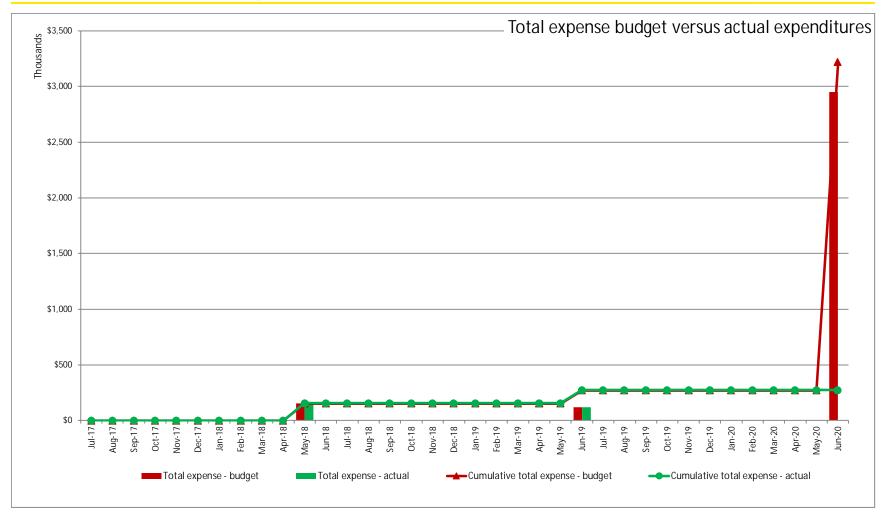


Project budgetContract staff funding



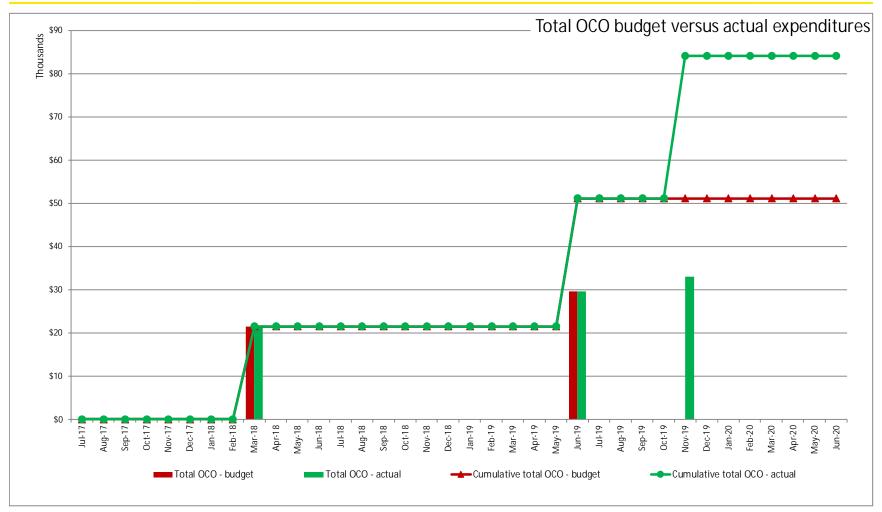


Project budget Expense funding



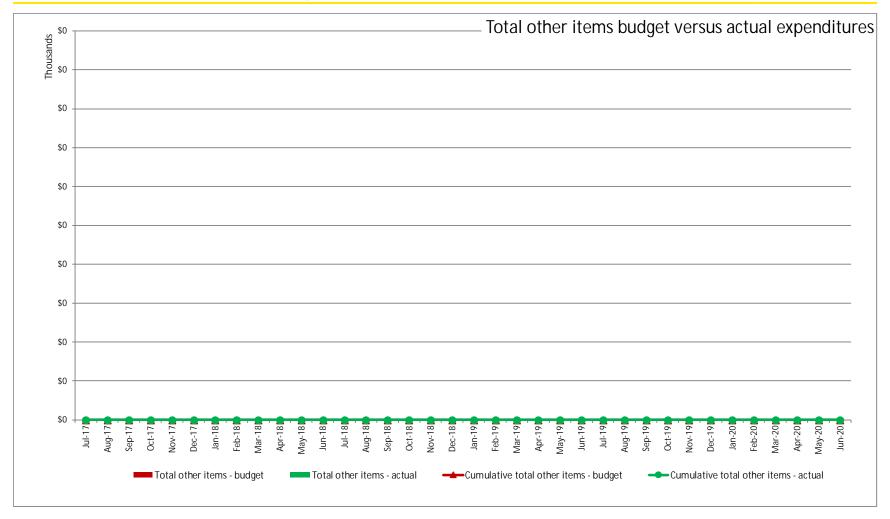


Project budget OCO funding



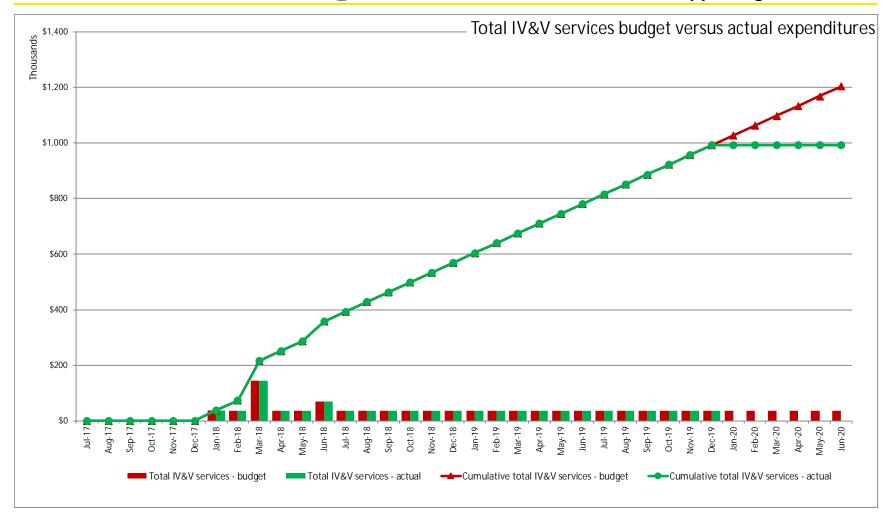


Project budget Other items funding





Project budget IV&V services funding





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Motorist Modernization Financials

MARCH 5, 2020





Phase I **Total Project**

LBR Requests - Updated

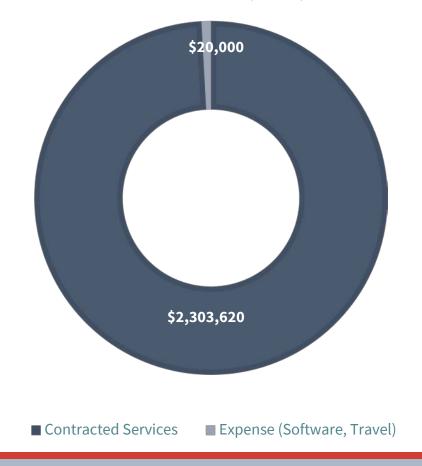




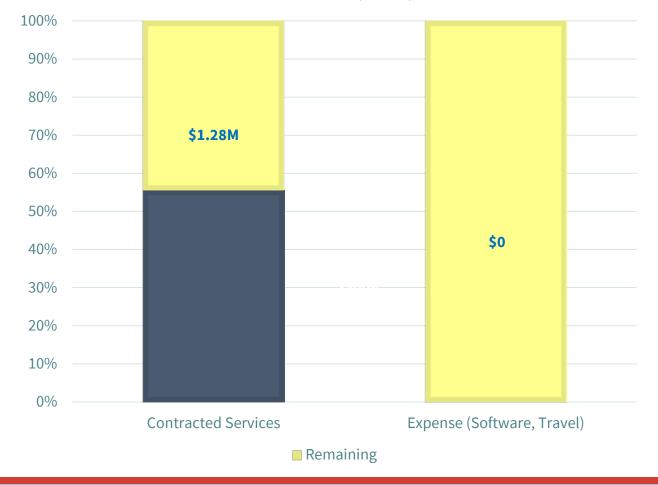








ACTUALS: \$1,280,000



Budget and Actuals: Current Fiscal Year through February 2020





Budget and Actuals

Phase I Overview

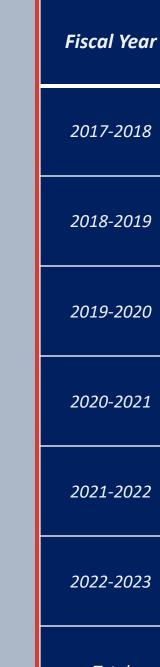


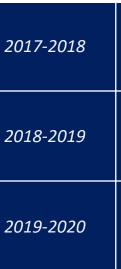


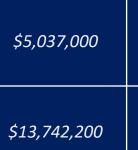


Phase II **Total Project**

LBR Requests





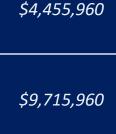


\$9,877,400

\$4,408,260

Total Request

\$4,132,180



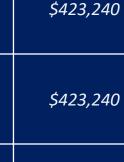
\$7,615,960

\$6,689,200

Contracted

Services

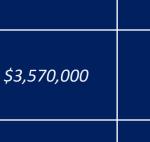
\$3,575,240



IV&V Services

\$357,190





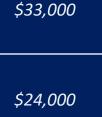
Expense

\$179,850

\$150,000

\$1,814,200

\$232,000



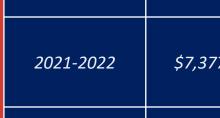
oco

\$19,900

\$7,800







2020-2021

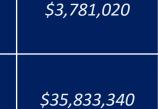
2022-2023



\$33,000



\$44,574,480 Total



\$423,240

\$2,473,390

\$423,240

\$423,240

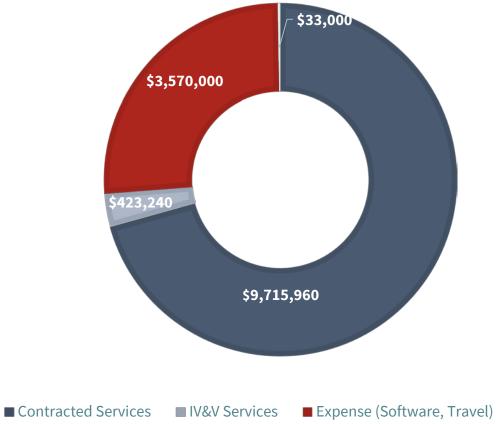
\$200,000

\$6,146,050

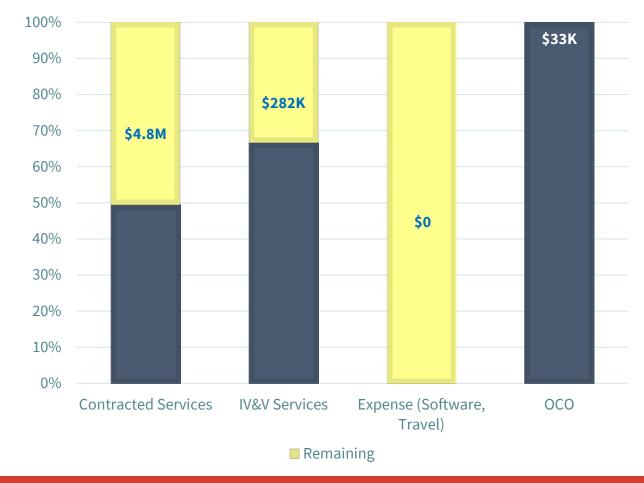
\$121,700

\$4,000









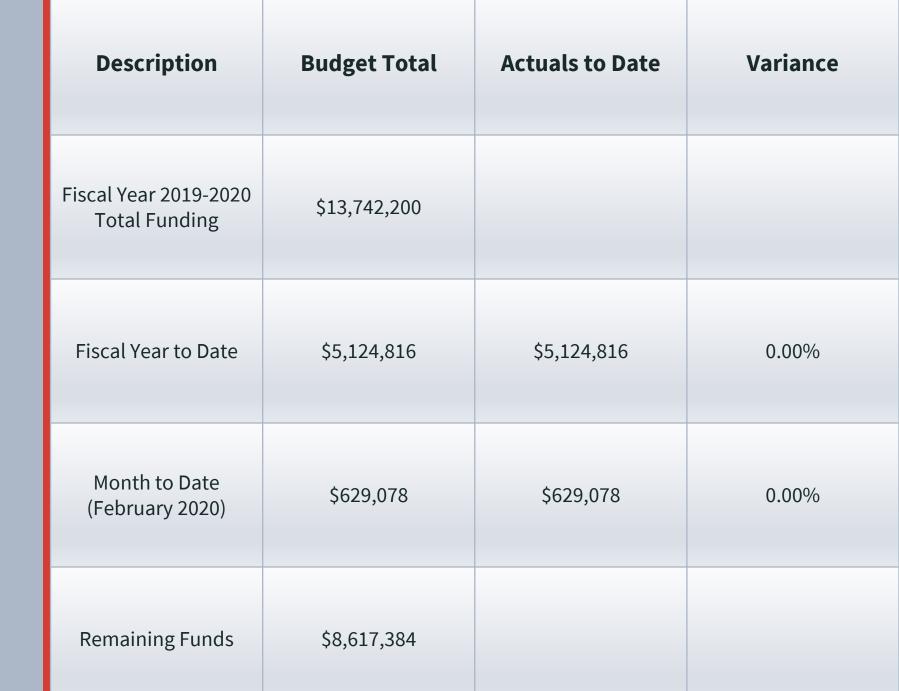
Budget and Actuals: Current Fiscal Year through February 2020





Budget and Actuals

Overview







Phase II - Milestone B (Jan 22 - Apr 30 2020) as of 2/25/2020

Team A - T&R Issuance



Current Activity: Development: Testing: **Business Actions:** Technical Debt: Backlog Health:

Sprint 7
Red
Red
Green
Green
Yellow

	#stories	est dev hrs	
Not Started	58	1,172	63.7%
Refinement	12	36	13.2%
Development	6	104	6.6%
Testing	10	92	11.0%
Done	2	40	2.2%
Blocked	3	40	3.3%
Total	01	1 /19/	

IFTA/IRP



Current Activity: Development: Testing: **Business Actions: Technical Debt: Backlog Health:**

N/A	
N/A	

	#stories	est dev hrs	
Not Started	-	-	-
Refinement	-	-	-
Development	-	-	-
Testing	-	-	-
Done	-	-	-
Blocked	-	-	-
Total:	_	_	

Development - Application Development (current sprint)

Green: Remaining sprint work can be completed within capacity

Red: Remaining sprint work cannot be completed within capacity

Testing – Application Testing (current sprint)

Green: Remaining sprint work can be completed within capacity

Red: Remaining sprint work cannot be completed within capacity

Business Actions – Dependencies on the business (requirements clarification, decisions, etc.)

Green: input from the business is not blocking team progress

Yellow: input from the business is taking longer than expected; no delays

Red: delays in input from the business has caused work to be late

Team B - MV Globals



Current Activity:	Sprint 7
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Red

	#stories	est dev hrs	
Not Started	65	788	65.0%
Refinement	4	56	4.0%
Development	6	80	6.0%
Testing	3	36	3.0%
Done	16	188	16.0%
Blocked	6	52	6.0%
Total:	100	1,200	

Enterprise



Current Activity:	Sprint 7
Development:	Green
Testing:	Green
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

	#stories	est dev hrs	
Not Started	3	n/a	-
Refinement	-	n/a	-
Development	5	n/a	-
Testing	-	n/a	-
Done	4	n/a	-
Blocked	-	n/a	-
Total:	12	-	

Portal/Fleet



Current Activity: Sprint 2 Development: Red Testing: Red **Business Actions:** Green Technical Debt: Green Backlog Health: Red

	#stories	est dev hrs	
Not Started	1	8	7.7%
Refinement	2	8	15.4%
Development	-	48	0.0%
Testing	6	72	46.2%
Done	4	40	30.8%
Blocked	-	-	0.0%
Total:	13	176	

SUMMARY - ALL TEAMS



Development: Testing: **Business Actions:** Technical Debt: Backlog Health:

Red

Red

Green

Green

Red

	#stories	est dev hrs	
Not Started	124	1,968	60.8%
Refinement	18	100	8.8%
Development	12	232	5.9%
Testing	19	200	9.3%
Done	22	268	10.8%
Blocked	9	92	4.4%
Total:	204	2,860	

Technical Debt - Dependencies on infrastructure and associated processes (data model, enterprise code,

Green: Tech dependencies not impacting schedule

Yellow: Some delays in tech dependencies, not impacting schedule

Red: delays in tech dependencies have impacted schedule

Backlog Health – Refinement of user stories ahead of development sprints

Green: > 2 sprints worth of user stories refined

Yellow: < 2 sprints worth of user stories refined (>1)

Red: < 1 sprint worth of user stories refined

Percentages(%): by count of user stories for this Milestone

legacy changes, etc.)