Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, April 9, 2019
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
DHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- IV&V Update
- Stakeholder Outreach Update
- Policy and Decisions Review
- MM Phase I Program Update
  - Financial Review
  - Project Updates
  - OCM Update
- Communications Update
- Q&A
- Adjourn
WELCOME AND INTRODUCTIONS
- The meeting was called to order at 1:01 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
- Ed Broyles (absent)
- Pace Callaway
- April Edwards (absent)
- Lisa Cullen
- William Washington
- Kevin Bailey

- Additional DHSMV members present included Kristin Green, Koral Griggs, Cathy Thomas, Jessica Espinoza, Scott Tomaszewski, Chad Hutchinson, Aundrea Andrades, Laura Freeman, Sonia Nelson, Felecia Ford, Judy Johnson and Cheryln Dent. Terrence Samuel also attended via phone.
- Visitors included Alyene Calvo from Ernst & Young, and Joseph Weldon from Accenture. Carl Ford also attended.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES
- Rachel Graham reviewed the meeting minutes from January 8, 2019. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the January 8, 2019, meeting minutes were approved.

IV&V UPDATE
- Alyene Calvo presented the IV&V update report for Phase I. The overall risk state was amber but would soon turn to green due to updates made within Organizational Change Management. The schedule performance index was .982. 122 of 3,150 total tasks were late. Due to changes made to the Phase I Program Schedule, future milestones could not be accurately forecasted. There were currently no open deficiencies and the Schedule Quality Score was at 94.3.

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

POLICY AND DECISION REVIEW
- There were no policy and decision documents to review at the meeting.

PHASE I UPDATED PROJECT SCHEDULE
- Kristin Green presented an updated Phase I Program Schedule per late tasks and including change requests approved through February 2019. The development end date is slated for early May 2019. UAT is scheduled to be completed in early August 2019. The Informatica go-live is scheduled for mid-
July 2019. The pilot implementation is scheduled for late March 2020 and the statewide rollout is scheduled for early June 2020. The new schedule has been reviewed by executive leadership and communicated amongst the department’s other divisions.

FINANCIAL REVIEW

- There was no financial update presented at the meeting.

PROJECT UPDATES

- DL Issuance – Joe Weldon stated 34 out of 52 UAT test scenarios have started. The team continues to work on UAT. He stated 936 hours are remaining in Milestone J with 524 of those hours in development. He stated most of those development hours are related to CIPS and the penny vendor batch program. The team has remaining hours related to their change request regarding sanction clearance. The team is on target to complete development by the end of March and complete testing by the end of April.
  - Key risks and issues for the team included:
    - Risk 92 – Requirement updates
    - Issue 39 – Short two FTE developers
    - Issue 59 – Batch vendors
    - Issue 105 – Batch transcript testing
    - Risk 85 (escalated to Issue 121) – Waiver for VLS 3.2
  - The team was red for business actions, and yellow for development, testing and technical debt on the Traffic Light Report. Mr. Weldon stated pending change requests regarding VLS 3.2 and customer and vehicle stops have not been accounted for in the current forecast completion dates of March 29, 2019 for development and April 10, 2019 for testing.

- Motorist Maintenance and Financial Responsibility – Scott Tomaszewski stated the team is slightly behind with UAT. 17 out of 30 UAT test scenarios have started with 2 completed. The team continued to mitigate critical bugs. The team completed Milestone I. There are 177 hours remaining in functional areas and effort remaining. The team had dependencies on the Enterprise core code stability and continued Data Warehouse assistance on Financial Responsibility reports.
  - Key risks and issues for the team included:
    - Issue 15 – Timely completion of structural testing
    - Issue 26 – Resource deficit impacting 1Q19 development obligation
    - Pending letter changes
  - The business actions were red, and development, testing and technical debt were yellow on the Traffic Light Report. Mr. Tomaszewski stated change requests regarding security deposit report rework, hit list modifications and customer and vehicle stops were approved, and the forecast completion dates are April 22, 2019 for development and May 1, 2019 for testing.

- MyDMV Portal – Aundrea Andrades stated 20 out of 33 UAT test scenarios have been completed. The team continued to mitigate bugs. 935.85 hours in functional areas and development were remaining. The team was working on BAR functionality, sanctions, insurance and non-ownership updates, transaction updates and military in Milestone H. She stated the team continued to work on three change requests, which would possibly be completed this week. The team had dependencies on ORION development assistance in Motorist Maintenance, revisions to change requests and the revised ADA testing approach which may impact the team.
  - Key risks and issues for the team included:
    - Issues 16 and 17 were closed.
• Risk 12 - Due to the limited resources, if any unexpected leave is taken, it may impact the current completion date.
  o The team was yellow for business actions, red for development and testing and green for technical debt on the Traffic Light Report. She stated there are two pending change requests regarding changes from the focus group review and customer and vehicle stops; however, the latter will require testing only. The hit list change request was previously approved. The forecast completion dates for the team are April 17, 2019 for development and May 8, 2019 for testing.
• CDLIS/CP – Sonia Nelson stated the team completed 469 user stories. She stated the team was preparing for structural testing with AAMVA to get CDLIS 5.3.3. certified. Structural testing on the web API driver school is scheduled to roll out in July 2019. She stated two change requests are currently under development. One pending change request on customer and vehicle stops has not been presented to the ESC, yet. 72 out of 140 remaining hours in functional areas are related to the pending development of this change request. She stated the team has dependencies on Novitex regarding letters.
  o Key risks and issues for the team included:
    ▪ Issue 120 – Legal letter review
    ▪ All letters must be approved, and any change requests must be completed before UAT can begin. There are 65 UAT test scenarios that will be tested.
    ▪ WRAP 3192 – Mismatched offense
  o The team was yellow for business actions, and green for technical debt, development and testing on the Traffic Light Report. The team completed development on March 1, 2019 and the forecast completion date for testing is March 13, 2019.
• Renewal Notification – Ms. Nelson stated the team completed 344 user stories. The team completed the motor vehicle portion of renewals and would transition this over to the Operations team by March 28, 2019.
  o Key risks and issues for the team included:
    ▪ DL renewal notice changes
    ▪ Vendor download bugs
  o The team was green for technical debt, yellow for business actions and red for development and testing on the Traffic Light Report. The team’s forecast completion date for development is March 18, 2019 and March 26, 2019 for testing. She stated change requests related to the hit list and amendment to the DL notices were recently approved by the ESC, which caused the forecast completion dates to change.

COMMUNICATION UPDATE
• Kristin Green stated an all-day letter meeting has been scheduled for March 14, 2019.

Q&A
• There were no questions or concerns from members present.

ADJOURNMENT
• Mr. Green adjourned the meeting at approximately 1:30 p.m.
• The next Advisory Board Meeting for Phase I is scheduled for April 9, 2019.
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 (1/8/19): 4 Pages
- MM Phase I IV&V Status: 32 Pages
- MM Phase I Updated Program Schedule: 1 Page
- MM Phase I Financial Review: 7 Pages
- MM Phase I State-of-the-State: 11 Pages
Topics for discussion

- General IV&V overview
- Overall risk state and trending
- IV&V ratings summary
- Key indicators
- Status of key deficiency recommendations
- Overall performance
- Project complete date slippage
- Forecast milestone completion
- Late tasks
- Project schedule quality
- Open deficiencies and actions
- Performance improvement recommendations

Supporting information

- Upcoming IV&V activities
- Summary of changes
- Open deficiencies
- Project milestones
- Project budget

Data contained in this MAR is as of 14 March 2019
General IV&V overview

► There are no open IV&V deficiencies.
  ► No additional facets evaluated
  ► No new deficiencies identified since the last report
  ► One process improvement closed since the last report
► The Program is within established schedule performance thresholds
  ► The schedule performance index (SPI) is 0.987
  ► 61 of 2,826 total tasks (2.16%) contained in the project schedule are late.
  ► 24 of 1,259 total tasks (1.92%) for the current period are late
► The Program is within established cost performance thresholds
  ► The cost performance index (CPI) is 1.000
  ► The Program is currently on budget based on provided budget and spending information
► The Program is behind schedule
  ► Schedule variance is currently -5,083.6 hours.
  ► The amount of time the project is behind schedule is decreasing
Risk state of the MM Program (Phase I)

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 overrun. Requires immediate action.

Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.

Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.

Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

As of 14 March 2019

Program governance
- Benefit realization and sustainability
- Complexity profile
- Organizational change management
- Compliance and regulatory
- Technical infrastructure
- Methodology and development
- Business continuity and disaster recovery
- Sustainability model
- Risk state with trending
- Program governance
- Technical solution
- Project management
- Requirements development, quality and transition
- Technical solution
- Program governance
- Technical solution
- Project management
- Requirements development, quality and transition

Overall risk state and trending
Overall IV&V ratings summary

- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 25
  - Gray (not evaluated): 2
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has satisfactorily resolved the inefficiencies identified by the IV&V Team.
## Key indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the project approach sound?</td>
<td>Yes</td>
<td>The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.</td>
</tr>
<tr>
<td>Is the project on time?</td>
<td>No</td>
<td>The Program is within established schedule performance thresholds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► The schedule performance index (SPI) is 0.987.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► 61 of 2,826 total tasks (2.16%) contained in the project schedule are late.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► 24 of 1,259 total tasks (1.92%) for the current period are late.</td>
</tr>
<tr>
<td>Is the project on budget?</td>
<td>Yes</td>
<td>The Program is within established cost performance thresholds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► The cost performance index (CPI) is 1.000.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► The Program is currently on budget based on provided budget and spending information.</td>
</tr>
<tr>
<td>Is scope being managed so there is no scope creep?</td>
<td>Yes</td>
<td>The work being completed as part of the MM Program (Phase I) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► Additional change requests are reviewed and approved based on the established change management process.</td>
</tr>
<tr>
<td>What are the project’s future risks?</td>
<td>Unknown</td>
<td>The MM Program Team has satisfactorily addressed all deficiencies and inefficiencies identified by the IV&amp;V team.</td>
</tr>
<tr>
<td>Are the project’s risks increasing or decreasing?</td>
<td>Steady</td>
<td>The MM Program Team has satisfactorily addressed all deficiencies and inefficiencies identified by the IV&amp;V team.</td>
</tr>
<tr>
<td>Are there new or emerging technological solutions that will affect the project’s technology assumptions?</td>
<td>No</td>
<td>New and emerging technologies were considered in the Feasibility Study.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>None have an adverse effect on the project’s technological assumptions.</td>
</tr>
</tbody>
</table>
Status of key deficiency recommendations

Recommendation Status versus Priority

<table>
<thead>
<tr>
<th>Priority</th>
<th>Open</th>
<th>In Progress</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Medium</td>
<td>0</td>
<td>55</td>
<td>0</td>
</tr>
<tr>
<td>High</td>
<td>17</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Overall Status of Recommendations

- **Open**: 76
- **In Progress**: 0
- **Closed**: 0

Recommendation Status by Deficiency

<table>
<thead>
<tr>
<th>Deficiency</th>
<th>D9</th>
<th>D8</th>
<th>D7</th>
<th>D6</th>
<th>D5</th>
<th>D4</th>
<th>D3</th>
<th>D2</th>
<th>D1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>In Progress</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closed</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Recommendation Priority by Deficiency

- **High**: 0
- **Medium**: 0
- **Low**: 0
Overall 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 currently trending behind schedule.

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

As of 5 March 2019:
- SPI = 0.987
- CPI = 1.000
Overall performance (continued)

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 5,083.6 hours.

Conclusions:
- The Program is trending 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.
Overall performance
(continued)

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

**Summary:**
- Duration and work complete has been consistent since the beginning of the project.
- The modification of the schedule due to CR 68 (Informatica) introduced a large number of long duration activities with little work, greatly impacting percent duration complete.
- The modification of the schedule due to CR 79 (detailed Informatica tasks) reduced the number of long duration activities.
- The modification of the schedule due to CR 154 (addition of change requests) increased the duration of the schedule.

**Conclusions:**
- None.

- Blue line is duration percent complete.
- Red line is work percent complete.
This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).

Summary:
- Multiple CRs were approved during the previous period to re-baseline the schedule, moving the planned date from 07 April 2020 to 14 July 2020.

Conclusions:
- Due to changes currently being made to the MM Phase I Program Schedule, future milestones cannot be accurately forecasted.
Forecast milestone slippage

This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).

Summary:
- Multiple CRs were approved during the previous period to re-baseline the schedule, moving the planned date from 07 April 2020 to 14 July 2020.

Conclusions:
- Due to changes being made to the MM Phase I Program Schedule, future milestones cannot be accurately forecasted.
This chart shows the number of tasks that are late for each of the IV&V reports for the following:

- Total tasks late.
- Tasks that are open (task completion percentage is greater than 0% and less than 100%).

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: 2,826
- Total tasks late: 61
- Total open tasks late: 33

Conclusions:

- The total number of tasks designated as late is 2.16% of the total number of tasks.
**Project schedule quality**

**Entire schedule: 11/01/2013 to 07/14/2020**

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: 94.6

**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 than 8 to 80 hours
- **Baseline** – Full baseline defined for all tasks
- **On time tasks** – Tasks that are not late
Project schedule quality
Period: 04/01/2019 to 06/30/2019

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: 94.1

Conclusions:
- Overall schedule quality is consistent and excellent

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

Schedule Parameters
- Task durations – Task durations other than 8 to 80 hours
- Baseline – Full baseline defined for all tasks
- On time tasks – Tasks that are not late
# Open deficiencies and actions

<table>
<thead>
<tr>
<th>Deficiency</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
## Performance improvement recommendations

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Progress update / resolution</th>
<th>Status</th>
</tr>
</thead>
</table>
| ► Resume periodic updates by the combined OCM Team to the Consolidated Gap Analysis Summary. | ► Meetings are being held with OMM, Product Owners, and business areas to identify changes and make updates to the Consolidated Gap Analysis. Additionally, LDO is addressing issues relevant to training.  
► Once complete, schedules for periodic reviews of the Consolidated Gap Analysis will be established. | ► Closed |
| ► Develop and periodically update the Implementation Readiness Checklists and Executive Level Summaries to support the OCM activities. | ► The OCM Core Team is developing Implementation Readiness Checklists. Once completed, periodic reviews will be established to support OCM activities. | ► Closed |
| ► Develop and incorporate detailed and sequenced tasks with dependencies and resources in the MM Phase I Program Schedule for all OCM activities in accordance with approved methodology. | ► The OCM Core Team developed the OCM Plan and associated milestones.  
► The OCM Core Team submitted a chance request to incorporate milestones into the MM Phase I Program Schedule. | ► Closed |
Supporting information

- Upcoming IV&V activities
- Summary of changes
- Open deficiencies
- Project milestones
- Project budget
Upcoming IV&V activities

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

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Planned draft</th>
<th>Planned final</th>
<th>Actual final</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAR – Aug 2018 (IVV-302BQ)</td>
<td>09/17/2018</td>
<td>10/02/2018</td>
<td>09/29/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Sep 2018 (IVV-302BR)</td>
<td>10/18/2018</td>
<td>11/02/2018</td>
<td>10/30/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Nov 2018 (IVV-302BT)</td>
<td>12/14/2018</td>
<td>01/03/2019</td>
<td>01/03/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Dec 2018 (IVV-302BU)</td>
<td>01/15/2019</td>
<td>01/30/2019</td>
<td>01/27/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Jan 2019 (IVV-302BV)</td>
<td>02/14/2019</td>
<td>03/01/2019</td>
<td>03/12/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Feb 2019 (IVV-302BW)</td>
<td>03/14/2019</td>
<td>03/29/2019</td>
<td>03/27/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Mar 2019 (IVV-302BX)</td>
<td>04/12/2019</td>
<td>04/29/2019</td>
<td></td>
<td>Future task</td>
</tr>
<tr>
<td>MAR – Apr 2019 (IVV-302BY)</td>
<td>05/14/2019</td>
<td>05/29/2019</td>
<td></td>
<td>Future task</td>
</tr>
<tr>
<td>MAR – May 2019 (IVV-302BZ)</td>
<td>06/14/2019</td>
<td>07/01/2019</td>
<td></td>
<td>Future task</td>
</tr>
<tr>
<td>MAR – Jun 2019 (IVV-303CA)</td>
<td>07/15/2019</td>
<td>07/30/2019</td>
<td></td>
<td>Future task</td>
</tr>
</tbody>
</table>
## Summary of changes

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deficiencies addressed</td>
<td>► There are no open IV&amp;V deficiencies.</td>
</tr>
<tr>
<td>New process improvement</td>
<td>► No new process improvements identified since the last report.</td>
</tr>
<tr>
<td>New deficiencies</td>
<td>► No new deficiencies identified since the last report.</td>
</tr>
<tr>
<td>Risk ratings</td>
<td>► G5 – Organizational change management changed from Amber (issues and inefficiencies) to Green (no issues).</td>
</tr>
<tr>
<td>Maturity ratings</td>
<td>► No maturity rating changes since the last report.</td>
</tr>
<tr>
<td>Interviews conducted</td>
<td>► No interviews conducted since the last report</td>
</tr>
<tr>
<td>Artifacts received</td>
<td>► Numerous artifacts received.</td>
</tr>
</tbody>
</table>
The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

<table>
<thead>
<tr>
<th>Areas and implications</th>
<th>Recommendations</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Project milestones

### Supporting information

Due to changes currently being made to the MM Phase I Program Schedule, future milestones cannot be accurately forecasted.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Items highlighted are either currently late or projected to be late.</td>
</tr>
<tr>
<td>2.</td>
<td>Original – Original contract completion date.</td>
</tr>
<tr>
<td>3.</td>
<td>Scheduled – Scheduled completion date based on the latest schedule baseline.</td>
</tr>
<tr>
<td>4.</td>
<td>Planned – Planned completion date (should be the same as scheduled).</td>
</tr>
<tr>
<td>5.</td>
<td>Forecast – Based on ES calculations and the current SPI.</td>
</tr>
<tr>
<td>6.</td>
<td>Actual – The actual completion date</td>
</tr>
</tbody>
</table>
Total DHSMV staff budget versus actual expenditures

- Prior
- Jul-15
- Aug-15
- Sep-15
- Oct-15
- Nov-15
- Dec-15
- Jan-16
- Feb-16
- Mar-16
- Apr-16
- May-16
- Jun-16
- Jul-16
- Aug-16
- Sep-16
- Oct-16
- Nov-16
- Dec-16
- Jan-17
- Feb-17
- Mar-17
- Apr-17
- May-17
- Jun-17
- Jul-17
- Aug-17
- Sep-17
- Oct-17
- Nov-17
- Dec-17
- Jan-18
- Feb-18
- Mar-18
- Apr-18
- May-18
- Jun-18
- Jul-18
- Aug-18
- Sep-18
- Oct-18
- Nov-18
- Dec-18
- Jan-19
- Feb-19

Thousands

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

Supporting information

Total contract staff budget versus actual expenditures

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18
Jun-18
Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19

Thousands

$0
$5,000
$10,000
$15,000
$20,000
$25,000
$30,000

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

Supporting information

Total expense budget versus actual expenditures

Thousands

$0
$200
$400
$600
$800
$1,000
$1,200
$1,400

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18
Jun-18
Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19

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

Total OCO budget versus actual expenditures

Thousands

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18
Jun-18
Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19

Total OCO - budget
Total OCO - actual
Cumulative total OCO - budget
Cumulative total OCO - actual
Project budget
Other items funding

Supporting information

Total other items budget versus actual expenditures

Thousands

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18
Jun-18
Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19

Total other items - budget
Total other items - actual
Cumulative total other items - budget
Cumulative total other items - actual
Project budget
IV&V services funding

Total IV&V services budget versus actual expenditures

Thousands

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18
Jun-18
Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19

$0
$500
$1,000
$1,500
$2,000
$2,500

Total IV&V services - budget
Total IV&V services - actual
Cumulative total IV&V services - budget
Cumulative total IV&V services - actual

Supporting information
Project budget
Budget and actual distribution

Supporting information

### Budget distribution

- **DHSMV staff**
  - DHSMV staff: $0, 0%

- **Contracted staff**
  - Contracted staff: $23,816,978, 88%

- **Expense**
  - Expense: $1,144,181, 4%

- **OCO**
  - OCO: $89,545, 0%

- **Other items**
  - Other items: $62,101, 0%

- **IV&V**
  - IV&V: $2,057,026, 8%

### Actual distribution

- **DHSMV staff**
  - DHSMV staff: $0, 0%

- **Contracted staff**
  - Contracted staff: $23,764,070, 88%

- **Expense**
  - Expense: $1,136,367, 4%

- **OCO**
  - OCO: $84,875, 0%

- **Other items**
  - Other items: $62,101, 0%

- **IV&V**
  - IV&V: $2,057,026, 8%
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DL Issuance Team Summary

Team Profile
# User Stories: 925
# Developers: 8
[1 FTE; 7 Cont.]
# Testers: 6 FTEs (3 on UAT)

Testing Summary
# UAT Test Scenarios: 52
# Scenarios Started: 34
# Scenarios Pend Dev: 6
# Scenarios Completed: 0
# Open Bugs by
  Sprint Critical: 7
  Sprint High: 50
  Sprint Medium: 44
  UAT Critical: 5
  UAT High: 12
  UAT Medium: 24

Functional Areas and Effort Remaining

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MILESTONES J</td>
<td>260</td>
</tr>
<tr>
<td>(76 in Dev)</td>
<td></td>
</tr>
<tr>
<td>TECHNICAL DEBT</td>
<td>126</td>
</tr>
<tr>
<td>CHANGE REQUESTS</td>
<td></td>
</tr>
<tr>
<td>Pending Refinement</td>
<td>0</td>
</tr>
<tr>
<td>In Development</td>
<td>306</td>
</tr>
<tr>
<td>In Testing</td>
<td>220</td>
</tr>
<tr>
<td>Total</td>
<td>912</td>
</tr>
</tbody>
</table>

Key Dependencies/Assumptions
- Requirement questions resolved
- Purge NOT in scope for DL Issuance Phase I
- UAT / Informatica Testing Dependencies
  - Migrate remaining apps (issue open)
  - Successful 2-way sync
  - Data seed issues resolved

Key Risks and Issues
- Risk 92 – Requirement Updates
- Issue 39 – Short 2 FTE Developers
- Issue 59 – Batch Vendors
- Issue 105 – Batch Transcript Testing
- Issue 121 – Waiver for VLS 3.2
Pending Change Request Areas of Investigation

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR TBD - VLS 3.2</td>
<td>TBD</td>
</tr>
<tr>
<td>Customer Stops</td>
<td>34</td>
</tr>
<tr>
<td>Admission # Change</td>
<td>25</td>
</tr>
<tr>
<td>Purge/Delete</td>
<td>TBD</td>
</tr>
<tr>
<td>Password Change</td>
<td>TBD</td>
</tr>
</tbody>
</table>

These PENDING CHANGE REQUESTS have **not** been accounted for in the **CURRENT FORECAST** date.

Current Forecast
**(including CRs approved thru 4/3)**

Development – 3/29/2019
Test – 4/10/2019
MM/FR Teams Summary

**Team Profile**

- # User Stories: 611
- # Developers: 5.5 (2.5 FTEs; 3 Cont.)
- # Testers: 4 FTEs

**Testing Summary**

- # UAT Test Scenarios: 30
- # Scenarios Started: 17
- # Scenarios Completed: 2
- # Open Bugs by Sprint
  - Critical: 2
  - High: 6
  - Medium: 35
- UAT Critical: 2
- UAT High: 5
- UAT Medium: 22

**Functional Areas and Effort Remaining**

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR158 – AAMVA Offline Queue – Letter to customer</td>
<td>1</td>
</tr>
<tr>
<td>CR174 - MM DL Conv Ren Queue</td>
<td>1</td>
</tr>
<tr>
<td>CR -175 UAT Missed Requirements</td>
<td>2</td>
</tr>
<tr>
<td>CR179 - MM Technical Debt</td>
<td>43</td>
</tr>
<tr>
<td>CR179 Changes for Special Services - (March 2019 Tech Debt)</td>
<td>150</td>
</tr>
<tr>
<td>Hit List Modifications (Tech Debt)</td>
<td>112</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>290</strong></td>
</tr>
</tbody>
</table>

**Key Risks and Issues**

- Issue 15 – Timely completion of structural testing
- Issue 26 – Resource deficit impacting 1Q19 dev obligation

**Key Dependencies / Assumptions**

- Enterprise core code stability
MM/FR Team Summary

**Pending Change Requests**

**Areas of Investigation**

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Stops</td>
<td>113</td>
</tr>
<tr>
<td>Admissions # Change - OPS support</td>
<td>TBD</td>
</tr>
</tbody>
</table>

These PENDING CHANGE REQUESTS have *not* been accounted for in the CURRENT FORECAST date.

**Current Forecast**

*(including CRs approved thru 4/3)*

Development – 4/22/2019

Test – 5/1/2019
MyDMV Portal Team Summary

Team Profile
# User Stories: 754
# Developers: 2
[1 FTE; 1 Cont.]
# Testers: 2.5 FTEs (2.5 on UAT)

Testing Summary
# UAT Test Scenarios: 33
# Scenarios Started: 1(28)
# Scenarios Completed: 2
# Open Bugs by
  - Sprint Critical: 1
  - Sprint High: 6
  - Sprint Medium: 14
  - UAT Critical: 2
  - UAT High: 5
  - UAT Medium: 18

Functional Areas and Effort Remaining

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MILESTONE</td>
<td></td>
</tr>
<tr>
<td>- BAR (21)</td>
<td>0</td>
</tr>
<tr>
<td>- Sanctions (1), Ins, Non-Ownership</td>
<td>CR</td>
</tr>
<tr>
<td>- Trans. Update (7)</td>
<td>43.5 (11 in Dev)</td>
</tr>
<tr>
<td>TECHNICAL DEBT</td>
<td>Pending</td>
</tr>
<tr>
<td>CHANGE REQUESTS</td>
<td></td>
</tr>
<tr>
<td>CR138 – Military Enh.</td>
<td>45 (5 in Dev)</td>
</tr>
<tr>
<td>CR168, CR169, CR173</td>
<td>191 (127 in Dev)</td>
</tr>
<tr>
<td>CR186 – Hitlist Approved on 3/7</td>
<td>72.5 (10 in Dev)</td>
</tr>
<tr>
<td>CR172 - Sanctions</td>
<td>372 (24 in Dev)</td>
</tr>
<tr>
<td>Total</td>
<td>724</td>
</tr>
</tbody>
</table>

Key Risks and Issues
- Risk 12 – Due to the limited resources there’s a risk if any unexpected leave is taken it can throw our current completion forecast behind.

Key Dependencies/Assumptions
- ORION development assistance (MM application and CR changes by Operations)
- Revised ADA approached will determine impact on MyDMV Portal
MyDMV Portal Team Summary

**Pending Change Request Areas of Investigation**

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changes from Focus Group review</td>
<td>TBD</td>
</tr>
<tr>
<td>Customer Stops – Testing only</td>
<td>20</td>
</tr>
</tbody>
</table>

These PENDING CHANGE REQUESTS have **not** been accounted for in the CURRENT FORECAST date.

**Current Forecast**

(including CRs approved thru 4/3/2019)

- Development – 4/17/2019
- Test – 5/8/2019
CDLIS/CP Team Summary

Team Profile
# User Stories: 469
# Developers: 2
   [1 FTEs; 1 Cont.]
# Testers: 4 FTEs

Testing Summary
# UAT Test Scenarios: 65
# Scenarios Started: 1
# Scenarios Completed: 0
# Open Bugs by
Sprint Critical: 0
Sprint High: 0
Sprint Medium: 0
UAT Critical: 2
UAT High: 3
UAT Medium: 5

Functional Areas and Effort Remaining

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MILESTONE</td>
<td>Complete</td>
</tr>
<tr>
<td>TECHNICAL DEBT</td>
<td>Complete</td>
</tr>
<tr>
<td>CHANGE REQUESTS</td>
<td></td>
</tr>
<tr>
<td>- In Development</td>
<td>0</td>
</tr>
<tr>
<td>- In Testing</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
</tr>
</tbody>
</table>

Key Dependencies/Assumptions
- Letters – UAT Testing

Key Risks and Issues
- WRAP 3192 – Mismatched Offense
- Customer Stops CR for D6, Child Support and Genetic Testing
Pending Change Request Areas of Investigation

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAMVA Structural Testing</td>
<td>TBD</td>
</tr>
<tr>
<td>WRAP 3192 – Mismatched Offense Dates – FTC Non-Criminal over 7 years (WRAP 3805 to “fix” WRAP 3192 is pending)</td>
<td>TBD</td>
</tr>
<tr>
<td>Customer Stop and Vehicle Stop</td>
<td>72</td>
</tr>
<tr>
<td>CP Letters</td>
<td>TBD</td>
</tr>
</tbody>
</table>

These PENDING CHANGE REQUESTS have not been accounted for in the CURRENT FORECAST date.

Current Forecast
(including CRs approved thru 4/3/2019)

Development – DONE
Test – DONE
Renewal Notification Team Summary

Team Profile
# User Stories: 344
# Developers: 0.5 FTE
# Testers: 3.5 FTEs (1 on UAT)

Testing Summary
# UAT-DL Test Scenarios: 6
# Scenarios Started: 0
# Scenarios Completed: 0
# Open Bugs by

Sprint Critical: 5
Sprint High: 0
Sprint Medium: 0
UAT Critical: 0
UAT High: 0
UAT Medium: 6

Functional Areas and Effort Remaining

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MILESTONE</td>
<td>Complete</td>
</tr>
<tr>
<td>TECHNICAL DEBT</td>
<td>Complete</td>
</tr>
<tr>
<td>CHANGE REQUESTS</td>
<td></td>
</tr>
<tr>
<td>- Pending Development</td>
<td></td>
</tr>
<tr>
<td>- In Development</td>
<td>0</td>
</tr>
<tr>
<td>- In Testing</td>
<td>60</td>
</tr>
<tr>
<td>Total</td>
<td>60</td>
</tr>
</tbody>
</table>

Key Dependencies & Assumptions
- Continued transition to Operations for MVRN support and WRAPS

Key Risks and Issues
None at this time
Renewal Notification Team Summary

Pending Change Request Areas of Investigation

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

These PENDING CHANGE REQUESTS have **not** been accounted for in the CURRENT FORECAST date.

Current Forecast
(including CRs approved thru 4/3/2019)

- Development – 3/18/2019
- Test – 3/26/2019
OCM Update

ADVISORY BOARD – APRIL 2019
OCM Team Summary

Tasks In Progress

- Identify Change Champions – 90% (12/05/18)
- Assess Current Staffing Knowledge Levels and ID Knowledge Gaps – 90% (03/29/19)
- Holding Meetings with Business Areas – 90% (04/15/19)
- Change Champion Kick-Off – 60% (05/31/19)
- Engagement Plans for Business Areas – 10% (07/31/19)

Key Risks and Issues

- Reluctance from stakeholders for adopting changes
- Stakeholder awareness

Upcoming Milestones

- Change Impact Analysis Complete – (06/28/19)
- Document Change Engagement Activities – (07/31/19)

(Dates) reflect milestone dates

Report: April 08, 2019
Identify solutions and action items previously identified as gaps in the Implementation Readiness Checklist.

Review feedback from meetings to determine best gap solutions for managing change (e.g. training, readiness, policy, communications).

Identify specific responsibilities of change champions based on solutions.

Develop division engagement plans.

Meetings will continue through April 9th. Additional meetings and demos are being scheduled as needed.
Questions?
Motorist Modernization Financials

APRIL 4, 2019
<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense (Software, Travel, etc.)</th>
<th>OCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>$2,500,000</td>
<td>$1,514,762</td>
<td>$619,186</td>
<td>$61,478</td>
<td>$ -</td>
</tr>
<tr>
<td>2015-2016</td>
<td>$6,362,609</td>
<td>$5,468,933</td>
<td>$479,280</td>
<td>$382,501</td>
<td>$31,895</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$9,857,775</td>
<td>$8,506,720</td>
<td>$479,280</td>
<td>$865,000</td>
<td>$6,775</td>
</tr>
<tr>
<td>2018-2019</td>
<td>$7,536,000</td>
<td>$6,976,720</td>
<td>$479,280</td>
<td>$80,000</td>
<td>$ -</td>
</tr>
<tr>
<td>2019-2020</td>
<td>$2,323,620</td>
<td>$2,303,620</td>
<td></td>
<td>$20,000</td>
<td>$ -</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$37,329,355</strong></td>
<td><strong>$32,678,267</strong></td>
<td><strong>$2,536,306</strong></td>
<td><strong>$1,745,667</strong></td>
<td><strong>$64,541</strong></td>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through March 2019

**BUDGET: $7,536,000**

- **Contracted Services:** $5,5M
- **IV&V Services:** $111K
- **Expense (Software, Travel):** $80K

**ACTUALS: $5,198,855**

- **Remaining:** $360K
- **Remaining:** $80K

---

Contracted Services  IV&V Services  Expense (Software, Travel)
Budget and Actuals

Phase I Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2018-2019 Total Funding</td>
<td>$7,536,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$5,913,128</td>
<td>$5,913,128</td>
<td>0%</td>
</tr>
<tr>
<td>Month to Date (March 2019)</td>
<td>$714,273</td>
<td>$714,273</td>
<td>0%</td>
</tr>
<tr>
<td>Remaining Funds</td>
<td>$1,922,873</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Phase II
## Total Project

LBR Requests Updated

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense</th>
<th>OCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-2018</td>
<td>$4,132,180</td>
<td>$3,575,240</td>
<td>$357,190</td>
<td>$179,850</td>
<td>$19,900</td>
</tr>
<tr>
<td>2018-2019</td>
<td>$5,037,000</td>
<td>$4,455,960</td>
<td>$423,240</td>
<td>$150,000</td>
<td>$7,800</td>
</tr>
<tr>
<td>2019-2020</td>
<td>$13,742,200</td>
<td>$9,715,960</td>
<td>$423,240</td>
<td>$3,570,000</td>
<td>$33,000</td>
</tr>
<tr>
<td>2020-2021</td>
<td>$7,619,700*</td>
<td>$6,915,960</td>
<td>$423,240</td>
<td>$276,500</td>
<td>$4,000</td>
</tr>
<tr>
<td>2021-2022</td>
<td>$6,036,700*</td>
<td>$5,580,460</td>
<td>$423,240</td>
<td></td>
<td>$33,000</td>
</tr>
<tr>
<td>2022-2023</td>
<td>$2,906,700*</td>
<td>$2,479,460</td>
<td>$423,240</td>
<td></td>
<td>$4,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$39,474,480</strong>*</td>
<td><strong>$32,723,040</strong></td>
<td><strong>$2,473,390</strong></td>
<td><strong>$4,176,350</strong></td>
<td><strong>$101,700</strong></td>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through March 2019

**Budget:** $5,037,000

- Contracted Services: $4,255,960
- IV&V Services: $7,800
- Expense (Software, Travel): $150,000
- OCO: $423,240

**Actuals:** $3,197,287

- Contracted Services: $1.4M
- IV&V Services: $105K
- Expense (Software, Travel): $317K
- OCO: $150K
- Remaining: $2.87M
- Remaining: $8K
## Budget and Actuals

### Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2018-2019 Total Funding</td>
<td>$5,037,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$3,197,287</td>
<td>$3,197,287</td>
<td>0%</td>
</tr>
<tr>
<td>Month to Date (March 2019)</td>
<td>$448,970</td>
<td>$448,970</td>
<td>0%</td>
</tr>
<tr>
<td>Remaining Funds</td>
<td>$1,839,713</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Organizational Change Management

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Organizational Change Management Core Team Meeting</td>
<td>Internal</td>
<td>Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.</td>
<td>OCM Core Team</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Weekly</td>
<td>Internal Change Control Board</td>
<td>Internal</td>
<td>Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.</td>
<td>Product Owners and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Bi-Monthly</td>
<td>Change Control Board</td>
<td>Internal</td>
<td>Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.</td>
<td>CCB Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization User Guides</td>
<td>Internal/External</td>
<td>Meetings occurring throughout the month providing content for the Motorist Modernization User Guides related to Driver License Issuance, Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS, Citation Processing, Motorist Maintenance and Financial Responsibility).</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Face-to-Face Meeting/Conference Call/Electronic Communication</td>
<td>Koral Griggs and Project Managers</td>
</tr>
<tr>
<td>February - March 2019</td>
<td>Organizational Change Management Survey</td>
<td>Internal</td>
<td>Provided ELT, ESC and all FLHSMV members final responses from the survey, linked from SafetyNet homepage.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting/Electronic Communication</td>
<td>OCM Team</td>
</tr>
<tr>
<td>February - April 2019</td>
<td>Engagement Planning</td>
<td>Internal</td>
<td>Meetings with all divisions to provide area-specific survey results and discuss targeted impacts to their area for Phase I. Discussion items from the meetings will be incorporated into strategic engagement plans for each program area.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>OCM Team</td>
</tr>
<tr>
<td>April 2019</td>
<td>Motorist Modernization SharePoint Site</td>
<td>Internal</td>
<td>Drafting high level SharePoint site for all members to learn more about the Motorist Modernization Program and become a resource and reference for modernization change champions.</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Alexis Bakofsky and Koral Griggs</td>
</tr>
<tr>
<td>May 2019</td>
<td>Motorist Modernization Resources</td>
<td>Internal/External</td>
<td>Developing strategic materials, including posters, bulletin boards, quick facts and an informational video to assist change champions in communicating about Motorist Modernization.</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Printed Materials/Electronic Communication</td>
<td>Alexis Bakofsky</td>
</tr>
</tbody>
</table>

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**Motorist Modernization Phase I Communications Plan**

This plan covers January - June 2019
May 2019 Organizational Change Management Change Champion Kick Off Meeting Internal Kick off meeting to train and educate selected members on the OCM Core Team and throughout the department regarding roles and responsibilities of change champions. FLHSMV Staff and Tax Collectors Face-to-Face Meeting OCM Team

### Training

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

### Communications

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-Weekly</td>
<td>Executive Steering Committee Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.</td>
<td>ESC Leadership Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Monthly</td>
<td>Phase I Advisory Board</td>
<td>Internal/External</td>
<td>Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.</td>
<td>Advisory Board Voting Members and OMM Team</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Modernization Internal Team Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program.</td>
<td>OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Phase I Accenture Weekly Status Meeting</td>
<td>Internal/External</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young, AST and OMM team members.</td>
<td>OMM Team, Ernst and Young and AST</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Accenture Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Modernization Weekly Leadership Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.</td>
<td>Executive Leadership</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>IV&amp;V Weekly Status Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.</td>
<td>OMM Leadership, AST, Ernst and Young, and Contract Manager</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green</td>
</tr>
<tr>
<td>Frequency</td>
<td>Communications Strategy</td>
<td>Target Audience</td>
<td>Communication Type</td>
<td>Contact Person</td>
<td></td>
<td></td>
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<tr>
<td>---------------------------</td>
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</tr>
<tr>
<td>As Necessary</td>
<td>Focus Group Meetings</td>
<td>Stakeholder Outreach</td>
<td>Various Stakeholders</td>
<td>Koral Griggs, Terrence Samuel, Senior Business Analysts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Communications Meeting</td>
<td>Internal</td>
<td>FLHSMV Communications Team</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>MoMo You Know</td>
<td>Internal</td>
<td>Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
<td></td>
</tr>
<tr>
<td>Quarterly</td>
<td>ORION Hub Newsletter</td>
<td>External/Internal</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
<td></td>
</tr>
<tr>
<td>Quarterly</td>
<td>ISA Bits and Bytes</td>
<td>Internal</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Brooke Stone</td>
<td></td>
</tr>
<tr>
<td>Quarterly</td>
<td>Motorist Services Intersection Newsletter</td>
<td>Internal</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
<td>Electronic Communication</td>
<td>Rick Burnham</td>
<td></td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Services News Wheel</td>
<td>Internal</td>
<td>Motorist Services</td>
<td>Electronic Communication</td>
<td>Rick Burnham</td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>ORION Star</td>
<td>Internal</td>
<td>Executive Leadership and Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>Legislative Governance Status Report</td>
<td>External</td>
<td>Various Stakeholders</td>
<td>Electronic Communication</td>
<td>Accenture Team</td>
<td></td>
</tr>
<tr>
<td>As Necessary</td>
<td>FLHSMV Governor's Weekly Report</td>
<td>External</td>
<td>Florida Governor</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization Website</td>
<td>Internal/External</td>
<td>FLHSMV Staff, Tax Collectors and Citizens</td>
<td>Website</td>
<td>Koral Griggs and FLHSMV Web Team</td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>Florida Highway Safety AAMVA Testing for CDLIS 5.3.3</td>
<td>Internal/External</td>
<td>AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team</td>
<td>Conference Call</td>
<td>Kristin Green and Sonia Nelson</td>
<td></td>
</tr>
<tr>
<td>As Necessary</td>
<td>PartnerNet/SafetyNet Webpages</td>
<td>Internal/External</td>
<td>Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&amp;V Report and the monthly Tax Collector Status Report.</td>
<td>Tax Collectors and FLHSMV Staff</td>
<td>PartnerNet/SafetyNet</td>
<td>Koral Griggs</td>
</tr>
<tr>
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</tr>
<tr>
<td>Bi-Weekly</td>
<td>Financial Responsibility Bi-Weekly Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting with Financial Responsibility team members and the Department of Financial Services to provide updates on the Motorist Modernization Program and the Financial Responsibility project.</td>
<td>Department of Financial Services and FLHSMV Staff</td>
<td>Conference Call</td>
<td>Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Phase I Go-Live Implementation Meetings</td>
<td>Internal</td>
<td>Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.</td>
<td>OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Michelle McGinley</td>
</tr>
<tr>
<td>January 8, 2019</td>
<td>Driver License Issuance Focus Group WebEx</td>
<td>Internal/External</td>
<td>WebEx meeting with the Phase I Driver License Issuance Focus Group to provide updates on the current status of the project.</td>
<td>Driver License Issuance Tax Collector Focus Group</td>
<td>WebEx/Conference Call</td>
<td>Jessica Espinoza</td>
</tr>
<tr>
<td>January 10, 2019</td>
<td>Tax Collector Steering Committee Meeting</td>
<td>Internal/External</td>
<td>Steering committee meeting with Tax Collectors to discuss ongoing events and items regarding Motorist Modernization Phase I.</td>
<td>Tax Collectors and FLHSMV Staff</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Terrence Samuel</td>
</tr>
<tr>
<td>March 6, 2019</td>
<td>Motor Vehicle Fraud Mitigation Working Group</td>
<td>Internal</td>
<td>Discussed the status of upcoming WRAPS and provided updates for Motorist Modernization Phase I and Phase II.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Catherine Thomas</td>
</tr>
<tr>
<td>March 22, 2019</td>
<td>All Hands Letters Meeting</td>
<td>Internal</td>
<td>Meeting to provide a final review and opportunity for changes from all members involved in the Phase I letters review prior to development.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>April 1, 2019</td>
<td>Motor Vehicle Fraud Mitigation Working Group</td>
<td>Internal</td>
<td>Discuss the status of upcoming WRAPS and provide updates for Motorist Modernization Phase I and Phase II.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Catherine Thomas</td>
</tr>
<tr>
<td>May 1, 2019</td>
<td>IT Coalition Meeting</td>
<td>Internal/External</td>
<td>Provide updates on Motorist Modernization Phase I to the IT Coalition and various Tax Collector members in Tampa.</td>
<td>IT Coalition</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel, Judy Johnson and Chad Hutchinson</td>
</tr>
<tr>
<td>May - June 2019</td>
<td>MyDMV Portal Focus Groups</td>
<td>Internal/External</td>
<td>Host a series of focus groups for usability testing on the MyDMV Portal for various customer stakeholders, including college students, senior community members, etc.</td>
<td>Various Stakeholders</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>June 10, 2019</td>
<td>Department of Revenue Tax Collector Training</td>
<td>Internal/External</td>
<td>Provide a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.</td>
<td>Tax Collectors</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel</td>
</tr>
</tbody>
</table>