



# 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 DHSMV DHSMV 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





# MOTORIST MODERNIZATION ADVISORY BOARD PHASE I Monthly Meeting Minutes Tuesday, March 12, 2019 1:00 to 2:00 PM Kirkman Building Conference Room B-202

### 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:

- o Deb Roby
- o Ed Broyles (absent)
- o Pace Callaway
- o April Edwards (absent)
- o Lisa Cullen
- o William Washington
- o 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 attend 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.
  - o 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.
  - Kev 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
  - o 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.
  - o 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.
- 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
  - 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
  - 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

# Motorist Modernization Program (Phase I)

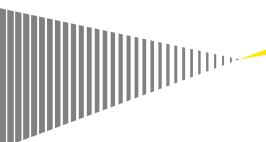
State of Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

February 2019

27 March 2019





## **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**

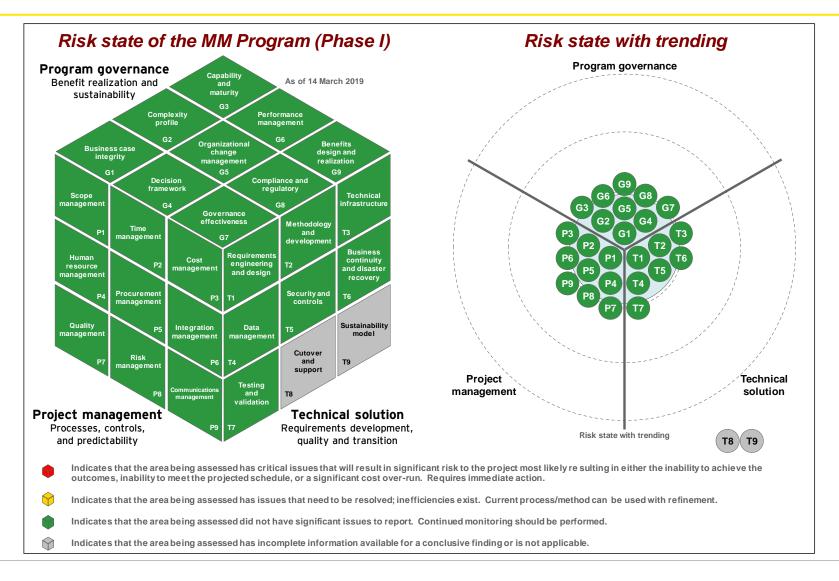
Overall IV&V risk state:

Green

- 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

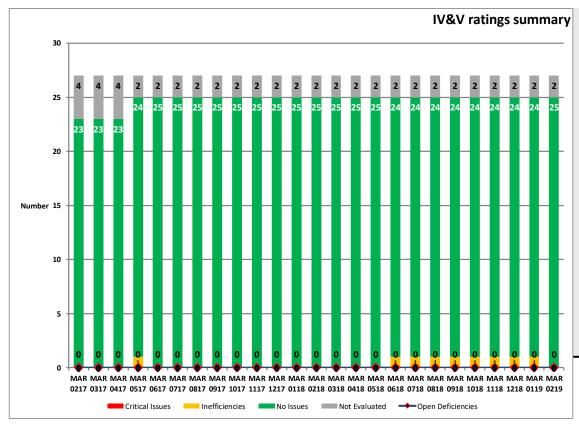


## Overall risk state and trending





## 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):
    - 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.

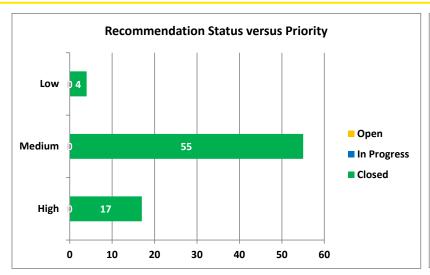


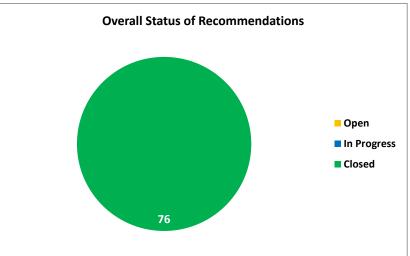
# **Key indicators**

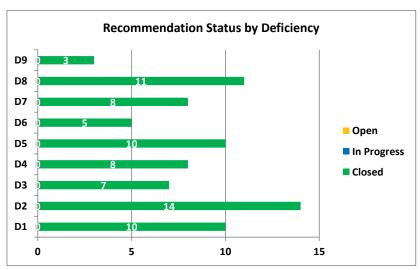
Indicator	Value	Comment
Is the project approach sound?	Yes	The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	<ul> <li>The Program is within established schedule performance thresholds.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

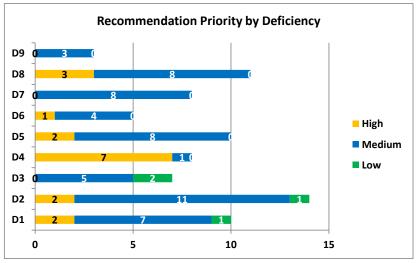


# Status of key deficiency recommendations



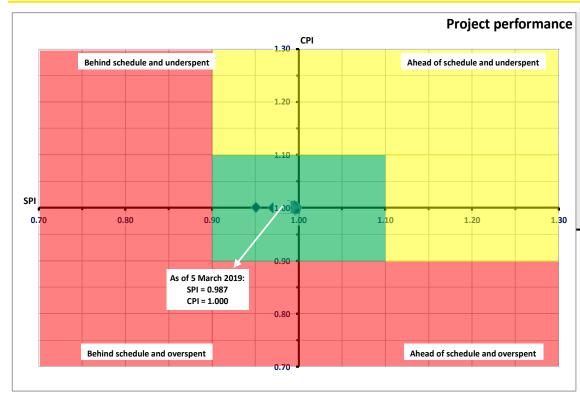








# **Overall performance**



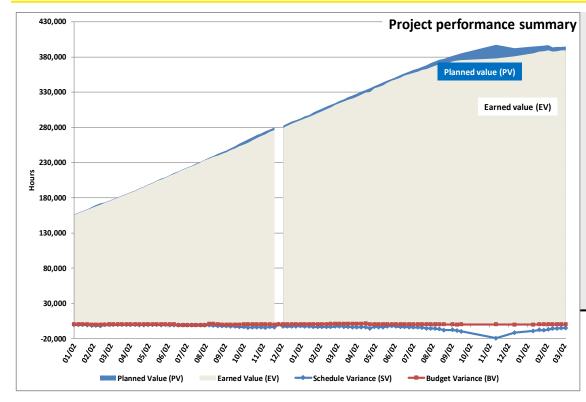
- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
  - Summary:
    - Schedule and cost performance are within established thresholds.
  - Conclusions:
    - The Program is currently trending behind schedule

- 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-oftolerance and corrective actions are necessary.



# Overall performance

## (continued)



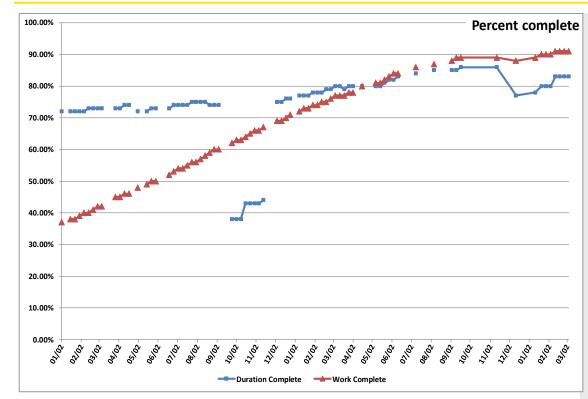
- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
  - The total amount of work not completed as scheduled is 5,083.6 hours.
- Conclusions:
  - 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)



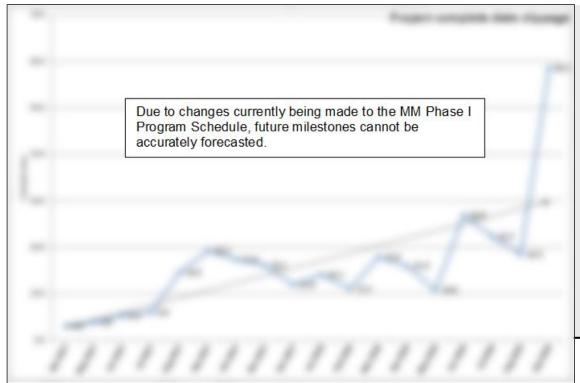
- Blue line is duration percent complete.
- Red line is work percent complete

- Percent complete

  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.



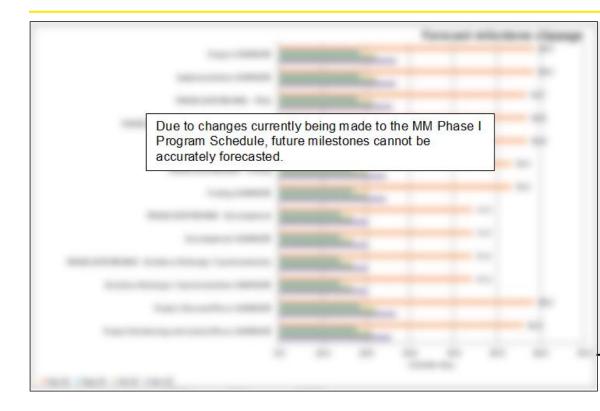
## Project complete date slippage



- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
  - Multiple CRs were approved during the previous period to rebaseline 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.



## Forecast milestone slippage

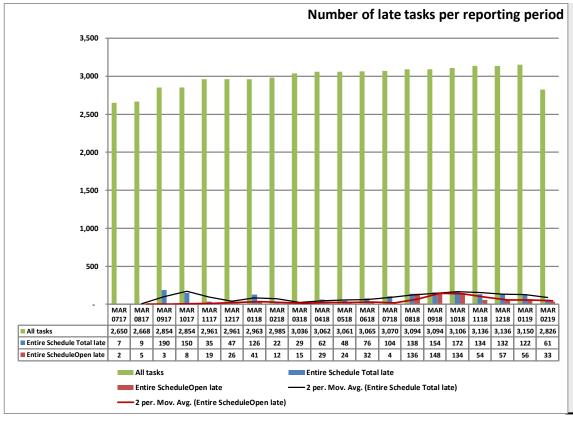


- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - Multiple CRs were approved during the previous period to rebaseline the schedule, moving the planned date from 07 April 2020 to 14 July 2020.
- Conclusions:
  - Due to changes being made to the MM Phase I Program Schedule, future milestones cannot be accurately forecasted.



## Late tasks

### Supporting information



- 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





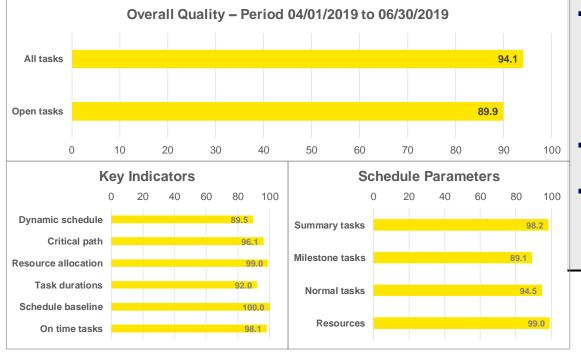
- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 94.6
- Conclusions:
  - Overall schedule quality is consistent and excellent

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

- Task durations Task durations other that 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

- 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



## Open deficiencies and actions

Deficiency	Actions taken

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



# Performance improvement recommendations

Recommendation	Progress update / resolution	Status
➤ Resume periodic updates by the combined OCM Team to the Consolidated Gap Analysis Summary.	<ul> <li>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.</li> <li>Once complete, schedules for periodic reviews of the Consolidated Gap Analysis will be established.</li> </ul>	► 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.	<ul> <li>The OCM Core Team developed the OCM Plan and associated milestones.</li> <li>The OCM Core Team submitted a chance request to incorporate milestones into the MM Phase I Program Schedule.</li> </ul>	► Closed



- 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:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jul 2018 (IVV-302BP)	08/14/2018	08/29/2018	08/29/2018	► Complete
MAR – Aug 2018 (IVV-302BQ)	09/17/2018	10/02/2018	09/29/2018	► Complete
MAR – Sep 2018 (IVV-302BR)	10/18/2018	11/02/2018	10/30/2018	► Complete
MAR - Oct 2018 (IVV-302BS)	11/14/2018	11/30/2018	11/30/2018	► Complete
MAR – Nov 2018 (IVV-302BT)	12/14/2018	01/03/2019	01/03/2019	► Complete
MAR – Dec 2018 (IVV-302BU)	01/15/2019	01/30/2019	01/27/2019	► Complete
MAR – Jan 2019 (IVV-302BV)	02/14/2019	03/01/2019	03/12/2019	► Complete
MAR – Feb 2019 (IVV-302BW)	03/14/2019	03/29/2019	03/27/2019	► Complete
MAR – Mar 2019 (IVV-302BX)	04/12/2019	04/29/2019		► Future task
MAR – Apr 2019 (IVV-302BY)	05/14/2019	05/29/2019		► Future task
MAR – May 2019 (IVV-302BZ)	06/14/2019	07/01/2019		► Future task
MAR – Jun 2019 (IVV-303CA)	07/15/2019	07/30/2019		► Future task



# **Summary of changes**

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies.
New process improvement	▶ No new process improvements identified since the last report.
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► G5 – Organizational change management changed from Amber (issues and inefficiencies) to Green (no issues).
Maturity ratings	No maturity rating changes since the last report.
Interviews conducted	► No interviews conducted since the last report
Artifacts received	Numerous artifacts received.



## Open deficiencies

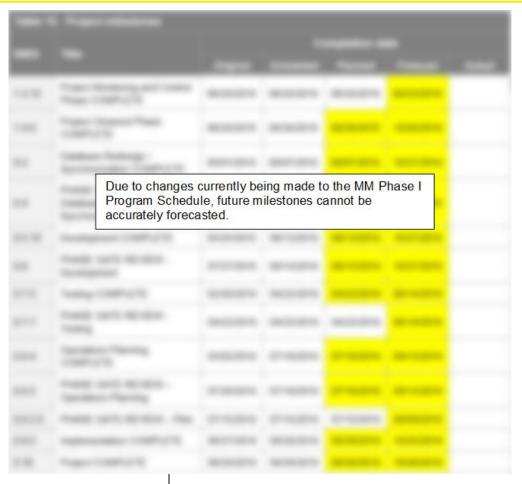
### Supporting information

Areas and implications	Recommendations	Actions taken
None		

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



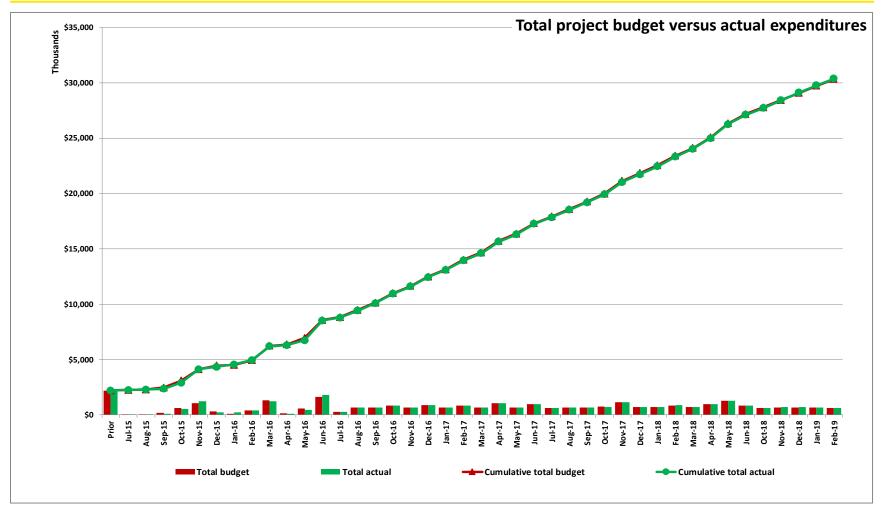
## **Project milestones**



- 1. Items highlighted are either currently late or projected to be late.
- 2. Original Original contract completion date.
- Scheduled Scheduled completion date based on the latest schedule baseline.
- 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

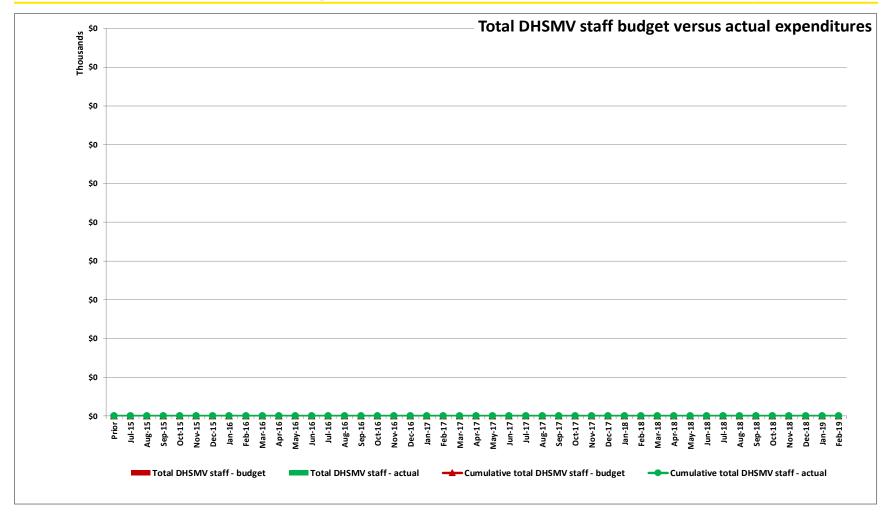


# Project budget Total project funding



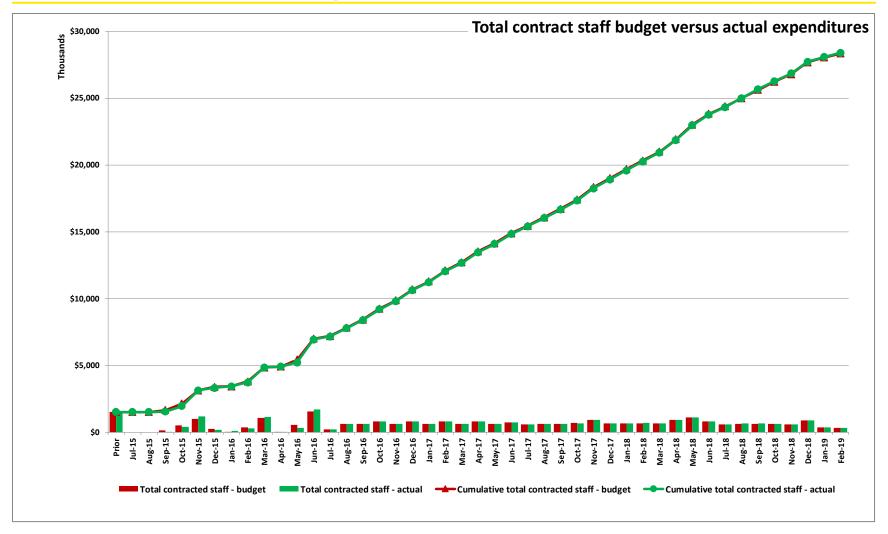


# Project budget DHSMV staff funding



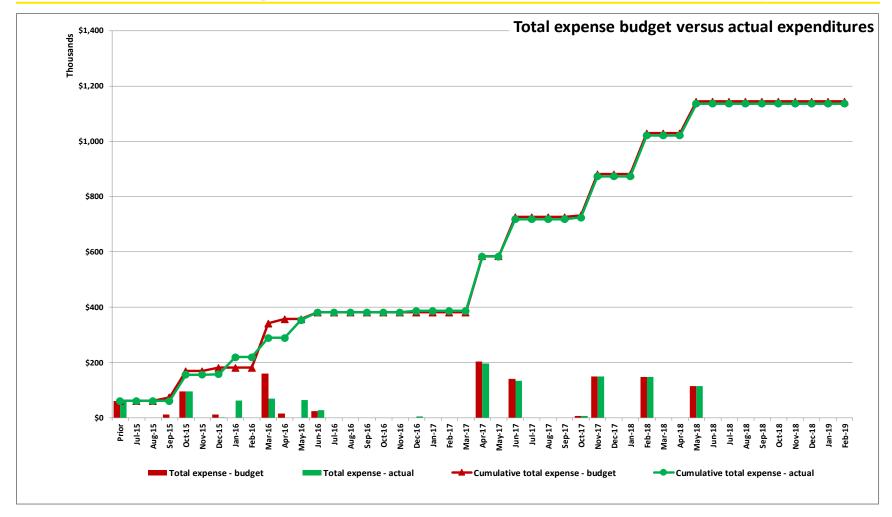


# Project budget Contract staff funding



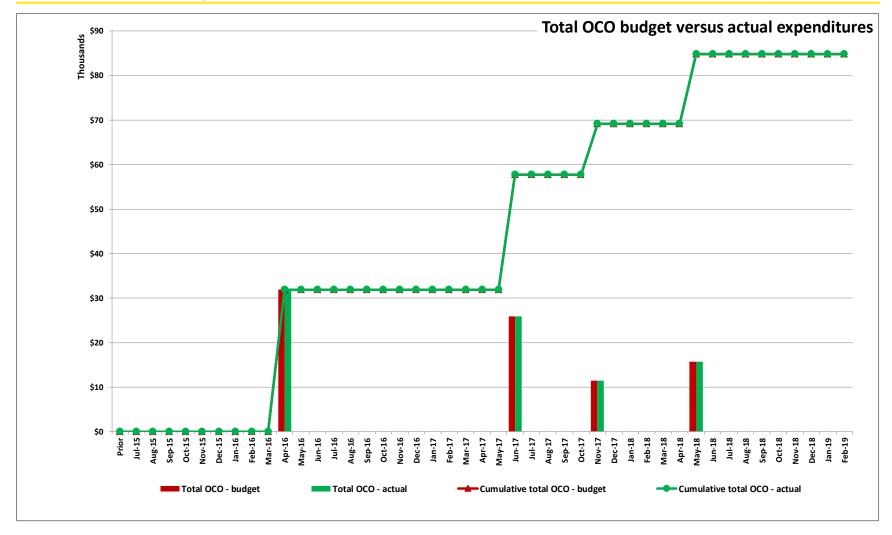


## Project budget Expense funding



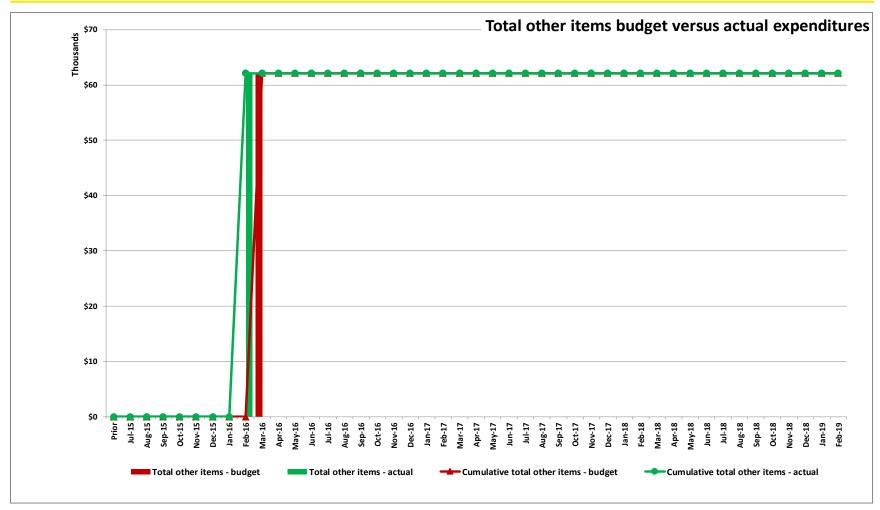


# Project budget OCO funding



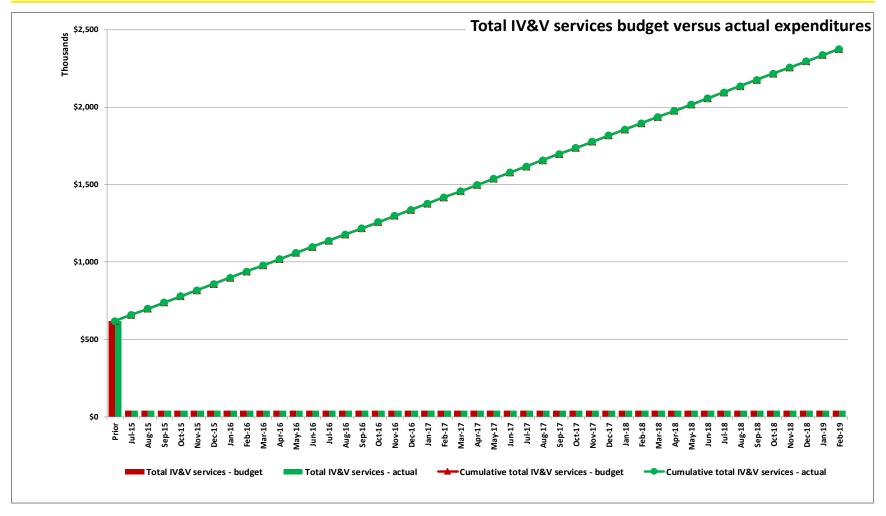


# **Project budget**Other items funding



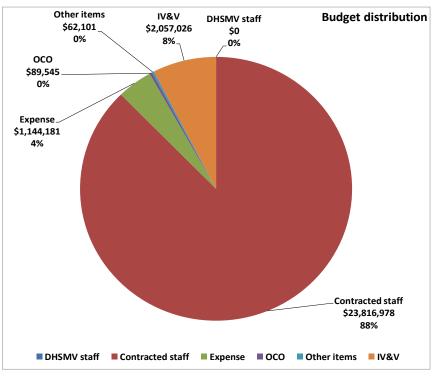


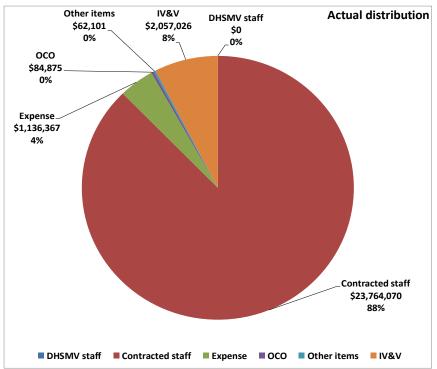
# Project budget IV&V services funding





## Project budget Budget and actual distribution







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# Motorist Modernization – Phase I State of the State



April 9, 2019

# **DL Issuance Team Summary**



#### Team Profile

# User Stories: 925 # Developers: 8 [1 FTEs; 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:

Sprint Hign:	50
Sprint Medium:	44
UAT Critical:	5
UAT High:	12
UAT Medium:	24

# Functional Areas and Effort Remaining

Areas	Hours			
MILESTONES J	260 (76 in Dev)			
TECHNICAL DEBT	126			
CHANGE REQUESTS				
Pending Refinement	0			
In Development	306			
In Testing	220			
Total	912			

#### **Key Dependencies/Assumptions**

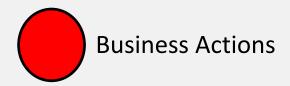
- Requirement questions resolved
- Purge NOT in scope for DL Issuance Phase I
- UAT / Informatica Testing Dependencies
  - Migrate remaining apps (issue open)
  - Successful 2-way sync
  - Data seed issues resolved

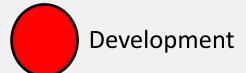
#### Key Risks and Issues

- 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

# **DL Issuance Team Summary**











Pending Change Request Areas of Investigation

Areas	Hours			
CR TBD - VLS 3.2	TBD			
Customer Stops	34			
Admission # Change	25			
Purge/Delete	TBD			
Password Change	TBD			

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**



## <u>Team Profile</u>

# 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 High: 6
Sprint Medium: 35

UAT Critical: 2
UAT High: 5
UAT Medium: 22

Sprint Critical:

# <u>Functional Areas and Effort</u> <u>Remaining</u>

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

#### **Key Dependencies / Assumptions**

Enterprise core code stability

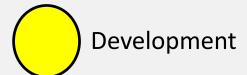
# Key Risks and Issues

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

# **MM/FR Team Summary**











# Pending Change Request Areas of Investigation

Areas	Hours
Customer Stops	113
Admissions # Change - OPS support	TBD

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:1Sprint High:6Sprint Medium:14

UAT Critical: 2
UAT High: 5
UAT Medium: 18

# <u>Functional Areas and Effort</u> <u>Remaining</u>

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

# **Key Dependencies/Assumptions**

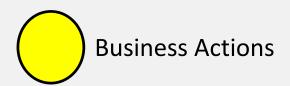
- ORION development assistance (MM application and CR changes by Operations)
- Revised ADA approached will determine impact on MyDMV Portal

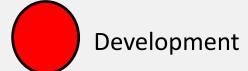
#### Key Risks and Issues

• 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.

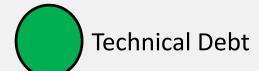
# **MyDMV Portal Team Summary**











Pending Change Request Areas of Investigation

Areas	Hours
Changes from Focus Group review	TBD
Customer Stops – Testing only	20

These PENDING CHANGE
REQUESTS have <u>not</u> 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: Constraint High: Constraint Medium: Constraint Medium

UAT Critical: 2
UAT High: 3
UAT Medium: 5

# <u>Functional Areas and Effort</u> <u>Remaining</u>

Areas	Hours		
MILESTONE	Complete		
TECHNICAL DEBT	Complete		
CHANGE REQUESTS			
- In Development	0		
- In Testing	0		
Total	0		

#### **Key Dependencies/Assumptions**

Letters – UAT Testing

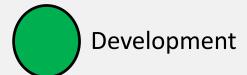
# Key Risks and Issues

- WRAP 3192 Mismatched Offense
- Customer Stops CR for D6, Child Support and Genetic Testing

# **CDLIS/CP Team Summary**











# Pending Change Request Areas of Investigation

Areas	Hours
AAMVA Structural Testing	TBD
WRAP 3192 – Mismatched Offense Dates – FTC Non-Criminal over 7 years (WRAP 3805 to "fix" WRAP 3192 is pending)	TBD
Customer Stop and Vehicle Stop	72
CP Letters	TBD

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

# <u>Functional Areas and Effort</u> <u>Remaining</u>

Areas	Hours				
MILESTONE	Complete				
TECHNICAL DEBT	Complete				
CHANGE REQUESTS					
- Pending Development					
- In Development	0				
- In Testing	60				
Total	60				

#### **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

Areas	Hours
N/A	

These PENDING CHANGE
REQUESTS have <u>not</u> 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**





Strategy



**Planning** 



Implement Change



Measure & Evaluate

#### Tasks In Progress

- Identify ChangeChampions 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

#### <u>Upcoming Milestones</u>

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

Report: April 08, 2019

(Dates) reflect milestone dates

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

18 of 19

MEETINGS HELD

FHP scheduled – 4/8/2019

90%

Meetings will continue through April 9<sup>th</sup>.

Additional meetings and demos are being scheduled as needed.

# **Bureau Chief / Office Meetings**



# Questions?





# Motorist Modernization Financials

**APRIL 4, 2019** 





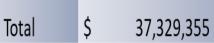
# Phase I **Total Project** LBR Requests - Updated

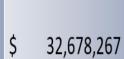
Fiscal Year		Total Request	Co	ntracted Services		IV&V Services	Ex	pense (Software, Travel, etc.)		000
2014-2015	\$	2,500,000	\$	1,514,762	\$	619,186	\$	61,478	\$	-
2015-2016	\$	6,362,609	\$	5,468,933	\$	479,280	\$	382,501	\$	31,895
2016-2017	\$	8,749,351	\$	7,907,512	\$	479,280	\$	336,688	\$	25,871
2017-2018	\$	9,857,775	\$	8,506,720	\$	479,280	\$	865,000	\$	6,775
2018-2019	\$	7,536,000	\$	6,976,720	\$	479,280	\$	80,000	\$	
2010-2013	۲	7,330,000	۲	0,570,720	٧	473,200	۲	00,000	Ą	
2019-2020	\$	2,323,620	\$	2,303,620			\$	20,000	\$	-







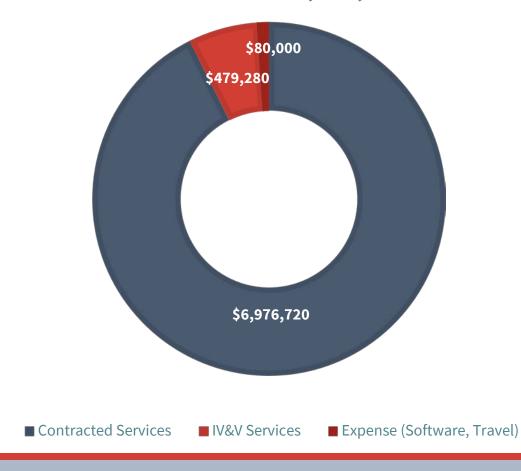




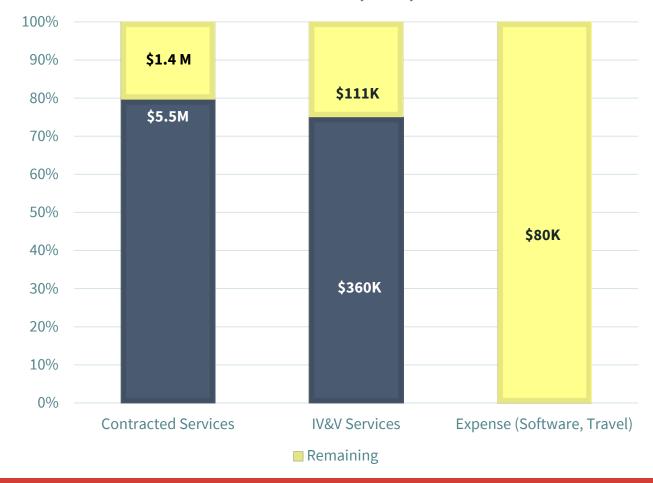
2,536,306

1,745,667 64,541

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



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



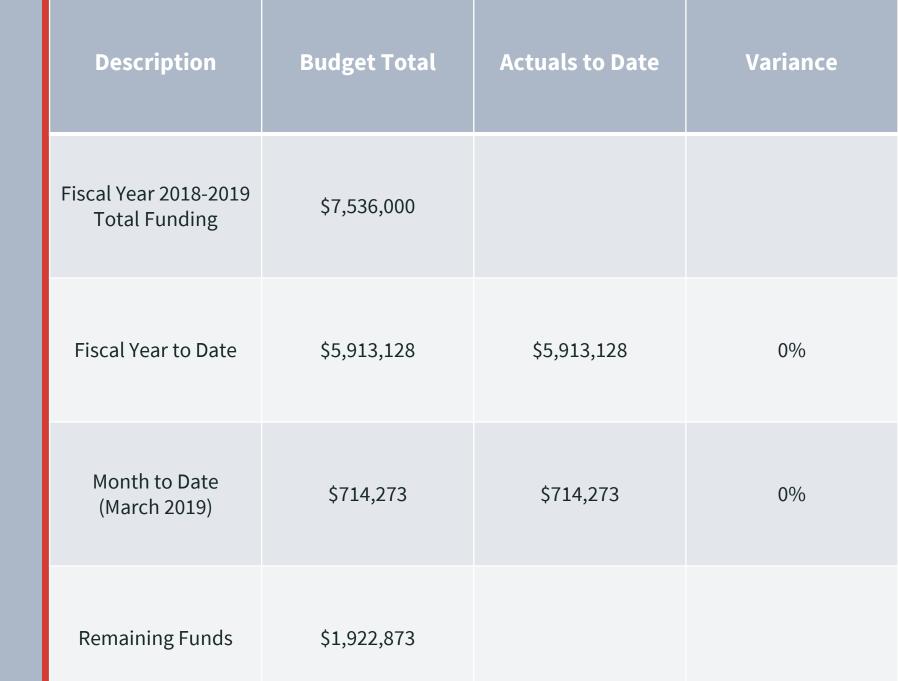
# Budget and Actuals: Current Fiscal Year through March 2019





# Budget and Actuals

Phase I Overview







# Phase II Total Project

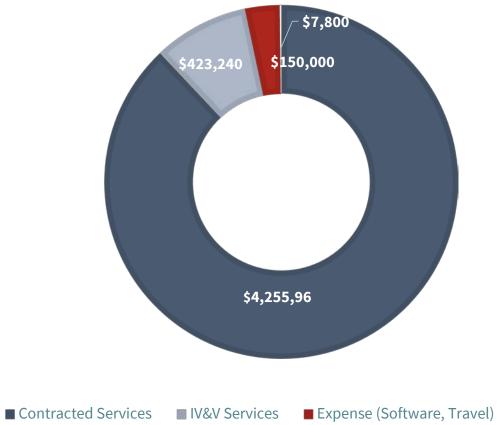
LBR Requests Updated



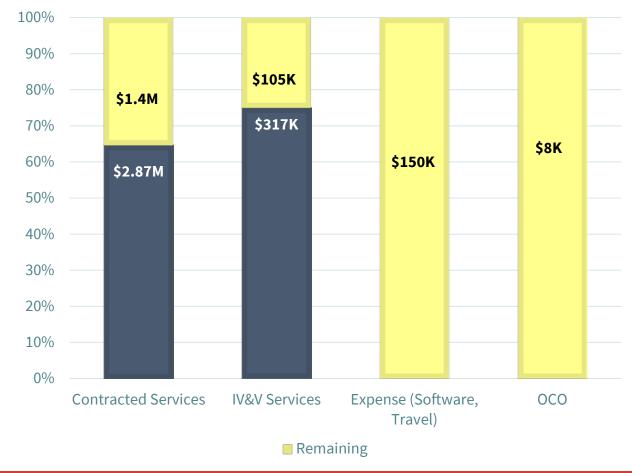












Budget and Actuals: Current Fiscal Year through March 2019





# Budget and Actuals

Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2018-2019 Total Funding	\$5,037,000		
Fiscal Year to Date	\$3,197,287	\$3,197,287	0%
Month to Date (March 2019)	\$448,970	\$448,970	0%
Remaining Funds	\$1,839,713		





#### **Motorist Modernization Phase I Communications Plan**

This plan covers January - June 2019

## Organizational Change Management

Organizational Change Management						
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Daily	Organizational Change Management Core Team Meeting	Internal	Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.	OCM Core Team	Face-to-Face Meeting	Craig Benner
Weekly	Internal Change Control Board	Internal	Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.	Product Owners and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Bi-Monthly	Change Control Board	Internal	Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.	CCB Members and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Monthly	Motorist Modernization User Guides	Internal/External	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).	FLHSMV Staff and Tax Collectors	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs and Project Managers
February - March 2019	Organizational Change Management Survey	Internal	Provided ELT, ESC and all FLHSMV members final responses from the survey, linked from SafetyNet homepage.	FLHSMV Staff	Face-to-Face Meeting/Electronic Communication	OCM Team
February - April 2019	Engagement Planning	Internal	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.	FLHSMV Staff	Face-to-Face Meeting	OCM Team
April 2019	Motorist Modernization SharePoint Site	Internal	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.	FLHSMV Staff	Electronic Communication	Alexis Bakofsky and Koral Griggs
May 2019	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and an informational video to assist change champions in communicating about Motorist Modernization.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Alexis Bakofsky

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							
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)		
Bi-Weekly	Learning and Development Office Checkpoint Meeting	Curriculum Course Development	Bi-Weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.	LDO Members and OMM Team	Face-to-Face Meeting	Jennifer Ford and Sarah Pope		
Weekly	Learning and Development Office Motorist Modernization Team Checkpoint Meetings	Curriculum Course Development	Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.	LDO Members and OMM Team	Face-to-Face Meeting	Sarah Pope and LDO Designers		
As Necessary	LDO User Experience Demo	Curriculum Course Development	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.	LDO, SEU and OMM Team	Face-to-Face Meeting/Recording	Sarah Pope and LDO Designers		
Bi-Weekly	Learning and Development/Office of Motorist Modernization Leadership Meeting	Internal	Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.	LDO and OMM Leadership	Face-to-Face Meeting	Terrence Samuel and Jennifer Ford		
			Communications					
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)		
Bi-Weekly	Executive Steering Committee Meeting	Internal	Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.	ESC Leadership Members and OMM Team	Face-to-Face Meeting	OMM Team		
Monthly	Phase I Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.	Advisory Board Voting Members and OMM Team	Face-to-Face Meeting/Conference Call	OMM Team		
Weekly	Motorist Modernization Internal Team Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program.	OMM Team	Face-to-Face Meeting	OMM Team		
Weekly	Phase I Accenture Weekly Status Meeting	Internal/External	Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young, AST and OMM team members.	OMM Team, Ernst and Young and AST	Face-to-Face Meeting/Conference Call	Accenture Team		
Weekly	Motorist Modernization Weekly Leadership Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.	Executive Leadership	Face-to-Face Meeting	OMM Team		
Weekly	IV&V Weekly Status Meeting	Internal	Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.	OMM Leadership, AST, Ernst and Young, and Contract Manager	Face-to-Face Meeting	Kristin Green		

As Necessary	Focus Group Meetings	Stakeholder Outreach	Meetings to provide information or obtain feedback on the Motorist Modernization initiative.	Various Stakeholders	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs, Terrence Samuel, Senior Business Analysts
Bi-Weekly	Communications Meeting	Internal	Bi-weekly meeting with Alexis Bakofsky, Beth Frady, Rick Burnham and Craig Benner to discuss communications within the agency and the Office of Motorist Modernization, in addition to MyDMV Portal marketing.	FLHSMV Communications Team	Face-to-Face Meeting	Koral Griggs
Monthly	MoMo You Know	Internal	When requested, a monthly email containing updates related to the Motorist Modernization project, including "need to knows," encouragement, upcoming tasks, etc.	Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Quarterly	ORION Hub Newsletter	External/Internal	Quarterly newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Koral Griggs
Quarterly	ISA Bits and Bytes	Internal	Provide Motorist Modernization content for ISA's quarterly newsletter, when requested.	FLHSMV Staff	Electronic Communication	Brooke Stone
Quarterly	Motorist Services Intersection Newsletter	Internal	Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Rick Burnham
Weekly	Motorist Services News Wheel	Internal	Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.	Motorist Services	Electronic Communication	Rick Burnham
Monthly	ORION Star	Internal	Monthly award presented to a Motorist Modernization team member who has gone "above and beyond" for the sake of the project and the team.	Executive Leadership and Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Monthly	Legislative Governance Status Report	External	Monthly status report to provide updates related to the Motorist Modernization Program.	Various Stakeholders	Electronic Communication	Accenture Team
As Necessary	FLHSMV Governor's Weekly Report	External	Contribution of content for the Governor's Weekly Report, as necessary.	Florida Governor	Electronic Communication	Koral Griggs
Monthly	Motorist Modernization Website	Internal/External	Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.	FLHSMV Staff, Tax Collectors and Citizens	Website	Koral Griggs and FLHSMV Web Team
Monthly	Florida Highway Safety AAMVA Testing for CDLIS 5.3.3	Internal/External	Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.	AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team	Conference Call	Kristin Green and Sonia Nelson

As Necessary	PartnerNet/SafetyNet Webpages	Internal/External	Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&V Report and the monthly Tax Collector Status Report.	Tax Collectors and FLHSMV Staff	PartnerNet/SafetyNet	Koral Griggs
Bi-Weekly	Financial Responsibility Bi-Weekly Meeting	Internal	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.	Department of Financial Services and FLHSMV Staff	Conference Call	Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves
Bi-Weekly	Phase I Go-Live Implementation Meetings	Internal	Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.	OMM Team	Face-to-Face Meeting	Michelle McGinley
January 8, 2019	Driver License Issuance Focus Group WebEx	Internal/External	WebEx meeting with the Phase I Driver License Issuance Focus Group to provide updates on the current status of the project.	Driver License Issuance Tax Collector Focus Group	WebEx/Conference Call	Jessica Espinoza
January 10, 2019	Tax Collector Steering Committee Meeting	Internal/External	Steering committee meeting with Tax Collectors to discuss ongoing events and items regarding Motorist Modernization Phase I.	Tax Collectors and FLHSMV Staff	Face-to-Face Meeting/Conference Call	Terrence Samuel
March 6, 2019	Motor Vehicle Fraud Mitigation Working Group	Internal	Discussed the status of upcoming WRAPS and provided updates for Motorist Modernization Phase I and Phase II.	FLHSMV Staff	Face-to-Face Meeting	Catherine Thomas
March 22, 2019	All Hands Letters Meeting	Internal	Meeting to provide a final review and opportunity for changes from all members involved in the Phase I letters review prior to development.	FLHSMV Staff	Face-to-Face Meeting	Koral Griggs
April 1, 2019	Motor Vehicle Fraud Mitigation Working Group	Internal	Discuss the status of upcoming WRAPS and provide updates for Motorist Modernization Phase I and Phase II.	FLHSMV Staff	Face-to-Face Meeting	Catherine Thomas
May 1, 2019	IT Coalition Meeting	Internal/External	Provide updates on Motorist Modernization Phase I to the IT Coalition and various Tax Collector members in Tampa.	IT Coalition	Face-to-Face Meeting	Terrence Samuel, Judy Johnson and Chad Hutchinson
May - June 2019	MyDMV Portal Focus Groups	Internal/External	Host a series of focus groups for usability testing on the MyDMV Portal for various customer stakeholders, including college students, senior community members, etc.	Various Stakeholders	Face-to-Face Meeting	Koral Griggs
June 10, 2019	Department of Revenue Tax Collector Training	Internal/External	Provide a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.	Tax Collectors	Face-to-Face Meeting	Terrence Samuel