

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, April 9, 2024
2:30 to 4:00 PM
VIA: Microsoft Teams

Invitees

Stephen Boley
Capt. Jason Britt
Brett Saunders
Dawn Gunter
Mike Alexander
Scott Lunsford
Sherri Smith
Sgt. Derek Joseph
TBD

Representing

FLHSMV
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Tax Collectors
Florida Tax Collectors
Law Enforcement
Law Enforcement

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- IV&V Update
- MM Phase II Program Update
 - Financial Review
 - Phase II Pilot/Implementation Readiness
- Stakeholder Outreach Update
- Q&A
- Adjourn

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, March 12, 2024
2:30 to 4:00 PM
VIA: Microsoft Teams

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 2:30 p.m. Kristin Green began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

Advisory Board Phase II members included:

- Capt. Jason Britt
 - Brett Saunders
 - Dawn Gunter (*absent*)
 - Scott Lunsford
 - Sherri Smith
 - Sgt. Derek Joseph (*absent*)
 - Mike Alexander
 - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, David Arthmann, Elise Batchelor, Stacey Bayyari, Ryan Butler, Jessica Espinoza, Laura Freeman, Kristin Green, Chad Hutchinson, Judy Johnson, Patricia Joseph, Pavel Machado, Ann Naiman, Kelsey Parten, Aundrea Powell, Rachel Ramos, Doane Rohr, Jonathan Sanford, Corrine Taylor, Cathy Thomas, and Scott Tomaszewski.
 - Visitors included – Joseph Weldon from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, and Maurice Bounds with Florida Digital Service also attended. Joshua Price also attended.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from February 13, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the February 13, 2024, meeting minutes were approved.

PHASE II IV&V UPDATE

- Alyene Calvo presented an overview of the IV&V report for Phase II. The current risk state was amber and there was one open deficiency to report. Project risks are increasing due to continued resource challenges with development and testing staff. Additional monitoring of staffing capacity was put in place by FLHSMV. The agency hiring freeze remains in effect. The project is currently tracking approximately 51.8 days behind schedule. She stated they will investigate and monitor this spike in the number of days trending late. The project is tracking on budget. Change Requests continue to follow the established change management process.

PHASE II PROJECT UPDATE

- Joseph Weldon presented an overview of the ORION Releases:
 - Release 1 – Motor Vehicle Issuance (MVI) Inquiry – The pilot went live in October 2023 and then statewide on November 8, 2023.
 - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
 - Release 2 – ORION Pilot – Spring 2024
 - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices (TBD)
 - Release 3 – International Fuel Tax Agreement (IFTA)/International Registration Plan (IRP) – June 2024
 - Celtic IFTA/IRP COTS Product and associated ORION updates
 - Release 4 – ORION Statewide – January – June 2025
 - All core MVI and Global functionality
 - Release 5 – Motor Vehicle MyDMV Portal – Spring 2025
 - Motor vehicle functionality additions to MyDMV Portal
 - Release 6 – Batch, Back-Office – June 2025
 - Remaining ORION back-office functionality and Phase II batch functionality
- Mr. Weldon then discussed the Release 2 schedule and the below list of Pilot sites.
 - Group 1 Pilot Sites (April 4, 2024):
 - Direct Mail – 68-86
 - SEU – 85-14
 - MV Stops Group – 68-87
 - Group 2 Pilot Sites:
 - April 23 – Hillsborough – 31-01/K77
 - May 7 – Manatee – 15-06/M71
 - May 14 – Brevard – 19-02/H71
 - Group 3 Pilot Sites:
 - Suwannee – 31-01/D73
 - Escambia – 09-03/A76
 - Saint Johns – 20-01/F71
 - Pasco – 28-05/L72
 - Volusia – 08-02
 - Leon – 13-03/B70
- Mr. Weldon presented a status update for the Phase II project teams:
 - Titles & Registration (T&R) Team: The team was trending behind approximately 12 weeks on their planned work. They continued to focus on Release 2a bugs and Change Requests, enterprise performance testing, and branching 2a code. Tax Collector offices in Hillsborough, Brevard, and Manatee Counties are fully engaged in testing efforts and were able to work through a significant backlog of bugs. User Acceptance Testing (UAT) is trending late as the team continues to work through roles and third party cashiering. Training is delayed as well due to staffing impacts.
 - MV Globals Team: The team is trending approximately 20 weeks behind on planned work. They continued to focus on 2a bugs, end-of-day reports, enterprise performance testing, and preparation for branching 2a code.

Office of Motorist Modernization

- Portal/Fleet Team: The team is also trending 20 weeks behind due to a lack of resources.
- IFTA/IRP Team: The team continued to work on critical bugs reported by the vendor during UAT. They have 24 stories remaining to complete UAT.
- Risks and issues impacting the teams included:
 - Staffing vacancies – 4 Developer, 11 SEU, 14 CVDS, 8 LDO vacancies
 - National Motor Vehicle Title Information System (NMVTIS) Structured Testing – Change Request 44 recognized proposed scope change for Release 2a because of dependency on NMVTIS web service for ORION.
- Mr. Weldon discussed the below critical path for Release 2:
 - Development – The teams completed development and testing for 2a release. A code freeze is planned for this week.
 - UAT – This is trending late as the team is working on closing bugs, testing with third party cashier vendors, and end-to-end distribution testing with accounting.
 - Third Party Cashier Vendors – Grant Street and CCRS are both currently testing in Stage. A meeting was held on March 5, 2024, to discuss testing expectations and to provide the cashing specs.
 - Security Testing
 - Performance Testing
 - Training – Vacancies may impact training delivery.
 - Knowledge Transfer with ISA for Support – Competing priorities are impacting resource availability to complete knowledge transfer.
 - User Guides – Release 2a user guides are with Legal for final review.
- Release 2 – ORION Pilot – Critical Path for NMVTIS:
 - NMVTIS Reload – Completed
 - Initial Extract Brand & Title
 - Discrepancy Files from AAMVA
 - NMVTIS Web Service Integration – Completed
 - EFS
 - FRVIS
 - NMVTIS Structural Testing (Original plan – January 2024 – March 2024)
 - EFS/FRVIS – January 22 – April 12 (trending approximately 2 weeks behind)
 - ORION – April 15 – May 31
- Release 2 – ORION Pilot – Critical Path – ISA:
 - WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS – In test
 - WRAP 8186: OMM Phase II - ECM MVSCAN EFS
 - WRAP 8148: USDOT Number - OMM Phase II – March 2, 2024
 - WRAP 8154: Database Change - OMM Phase II FRVIS – In test
 - Legislative WRAPS – Not critical to Pilot but will impact resources and priorities.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Elise Batchelor stated in preparation and support for Release 2, the Organizational Change Management (OCM) team will continue to:
 - Hold Change Champion Network Connects with 78 Change Champions and conduct Engagement meetings with FLHSMV divisions and bureaus

- ORION demos
- Phase II schedule updates
- Training and communications updates
- Q&A
 - Assist with Phase II Tax Collector testing
 - Provide information/answer questions via OCM@flhsmv.gov
 - Update the OCM SharePoint and PartnerNet pages
 - Create Phase II Pilot and Go-Live inventory checklists
 - Conduct Pilot Assessments for readiness with offices as they onboard
- The next Change Champion Network Connect is scheduled for March 19, 2024.

STAKEHOLDER OUTREACH

- Judy Johnson stated from February 26 – 28, 2024, team members visited the Tax Collector offices in Brevard, Manatee, and Hillsborough Counties to discuss Pilot readiness. The team provided Phase II program updates including OCM updates and discussed pilot participant expectations and training activities. They also set up ORION printers, and reviewed outstanding bugs, enhancements, and transactions that have not been UAT-approved.
- Ms. Green stated a meeting was held on March 5, 2024, with the pilot counties and their third party cashiering vendors to discuss the Pilot schedule, testing timeline, certification process, and cashiering specs. On March 21, 2024, another third party cashiering meeting will be held with the additional Tax Collectors and their vendors and license plates agencies and their associated vendors.

Q&A

- Joshua Price asked for an update on TSA acceptance of Florida Smart ID at airports.
- Chad Hutchinson stated the team is currently going through a procurement process with the mobile DL solution so the TSA acceptance will be slightly delayed.

ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 2:55 p.m.
- The next Advisory Board Phase II Meeting is scheduled for April 9, 2024.

Note: The below handouts were consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (2/13/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project Updates – Key Enablers	9 Pages

Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor
Vehicles (FLHSMV)

Independent Verification and Validation (IV&V)
Advisory Board Presentation

09 April 2024



Building a better
working world

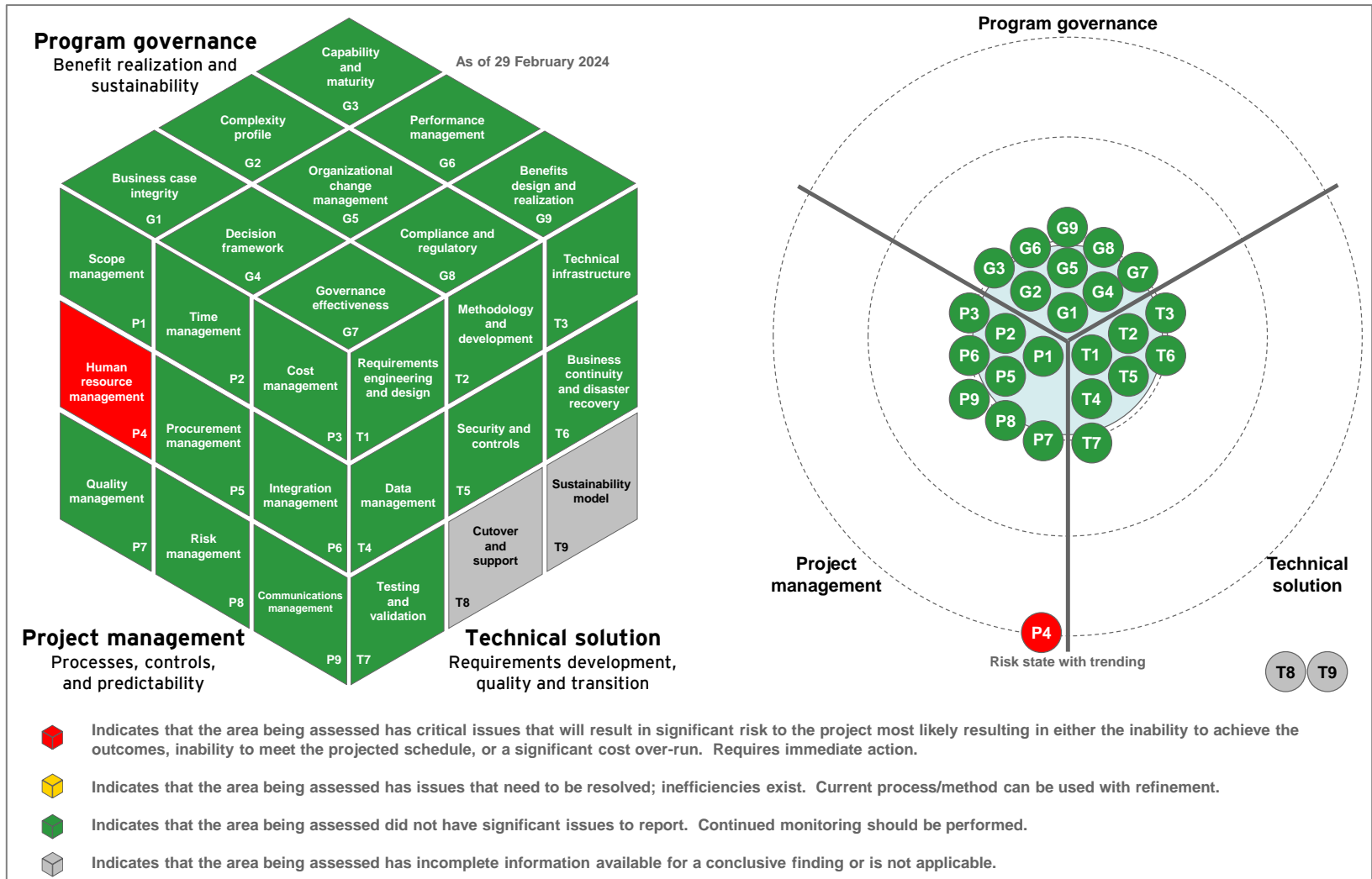
Topics for discussion

- ▶ General IV&V overview
- ▶ Overall risk state and trending

General IV&V overview

	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Risks increasing ➔	<ul style="list-style-type: none"> Overall project risk state is red – critical issues IV&V has one open deficiency for the project
	Is the project on time?	Trending late ➔	<ul style="list-style-type: none"> Project is tracking ~11.0 days behind schedule IV&V independently assessed the schedule using industry standard measures
	Is the project on budget?	Yes ➔	<ul style="list-style-type: none"> Project is tracking on budget IV&V independently assessed budget based on budget and spend data provided
	Is project scope being managed?	Yes ➔	<ul style="list-style-type: none"> Project scope is managed; Change Requests follow the established change management process IV&V reviews the change management process
	Are risks being managed?	Risks increasing ➔	<ul style="list-style-type: none"> Project risks are increasing due to continued resource challenges with development and testing staff Recommendations made to consider adjustment to implementation timeline, or removal/deferral of scope

Overall risk state and trending



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FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



FLORIDA
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BUCKLE UP



Financial Update Motorist Modernization



Phase II LBR Requests

Fiscal Year	Total Request	Contractual Services	IV&V Services	Expenses	OCO
2017-2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018-2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019-2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021-2022	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000
2022-2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
2023-2024	\$9,993,740	\$8,883,765	\$299,975	\$810,000	\$0
*2024-2025	\$13,199,608	\$11,860,648	\$299,975	\$1,038,985	\$0
**Phase II TOTAL	\$76,472,148	\$63,734,673	\$3,073,340	\$9,549,435	\$114,700

*LBR submitted to the Governor's Office of Policy and Budget for approval

**Phase II Totals if FY 24/25 LBR approved

Phase II Fiscal Year 2023-2024 Spend Plan Summary

❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$6,500,000
• IFTA/IRP/Audit (Celtic Cross Holdings – HSMV-0286-20)	\$855,000
• Enterprise Content Management (Next Phase Solutions – HSMV-0293-20)	\$500,043
• Credential Service Provider/Mobile Driver License (mDL) (Thales – HSMV-0315-20)	\$400,000
• Staff Augmentation	\$615,000
• Contractual Services - Other	<u>\$13,722</u>
	\$8,883,765

❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23) **\$299,975**

❖ **Expense** **\$810,000**

❖ **Total Budget** **\$9,993,740**

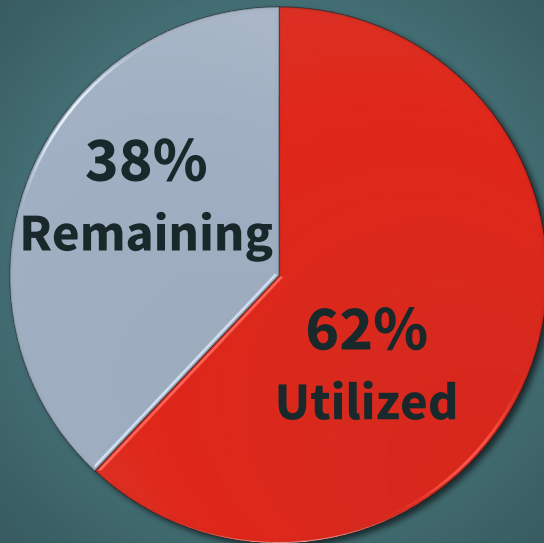
Phase II Fiscal Year 2023-2024 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
March 2024 Expenditures		\$637,778	\$633,774	0%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$6,938,264	\$6,924,373	0%
Remaining Funds	\$3,108,670			

Utilized and Remaining Budget

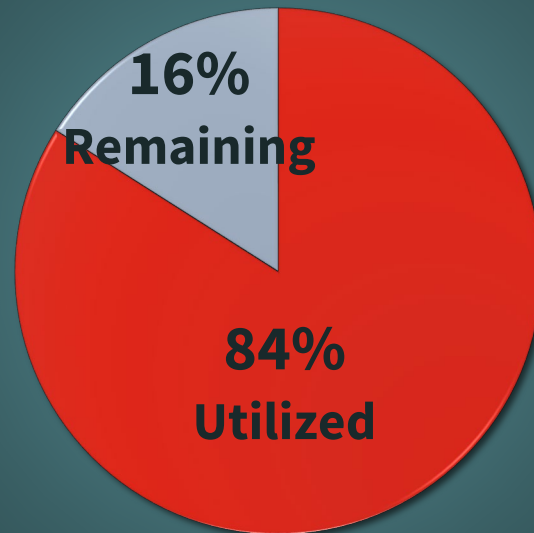
as of
March 31, 2024

Contractual Services



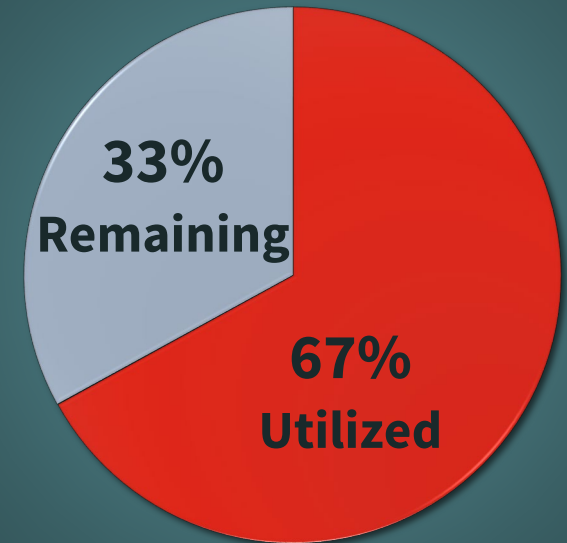
■ Utilized ■ Remaining

Expense



■ Utilized ■ Remaining ■

IV&V



■ Utilized ■ Remaining



FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



Florida DRIVER LICENSE
 ID# D123-456-83
 DRIVER
 FLORIDA SAMPLE
 2900 APALACHEE PKWY
 TALLAHASSEE, FL 32399
 DOB: 10/10/1983 15 SEX: M
 16 EXP: 10/10/2025 18 HGT: 6
 12 REST: A 9h END: A
 41 ISS: 08/21/2017
 Florida Sample Dr

Florida LEARNER'S LICENSE
 CLASS E
 DOB: 08/06/2003
 EXP: 08/06/2025
 REST: NONE
 UNDER 21 UNTIL: 08/06/2024
 ISS: 08/21/2017
 SAFE DRIVER

Florida IDENTIFICATION CARD
 ID# D123-456-87-789-0
 DRIVER
 FLORIDA SAMPLE
 2900 APALACHEE PKWY
 TALLAHASSEE, FL 32399
 DOB: 08/28/1987 15 SEX: M
 EXP: 09/28/2025 18 HGT: 5-08"
 ISS: 08/21/2017
 VETERAN DONOR

FLORIDA
ARRIVE ALIVE
BUCKLE UP



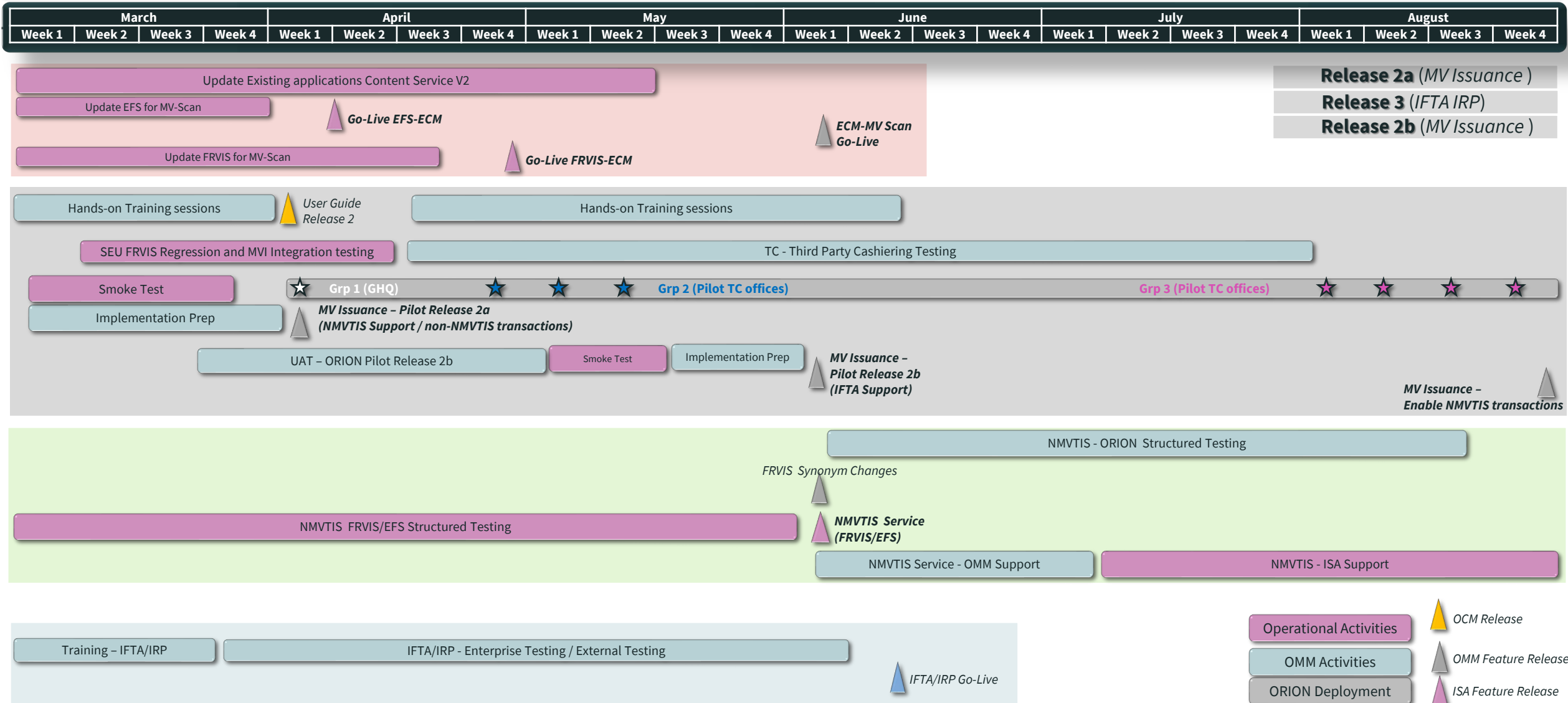
Motorist Modernization Phase II Advisory Board

APRIL 9, 2024

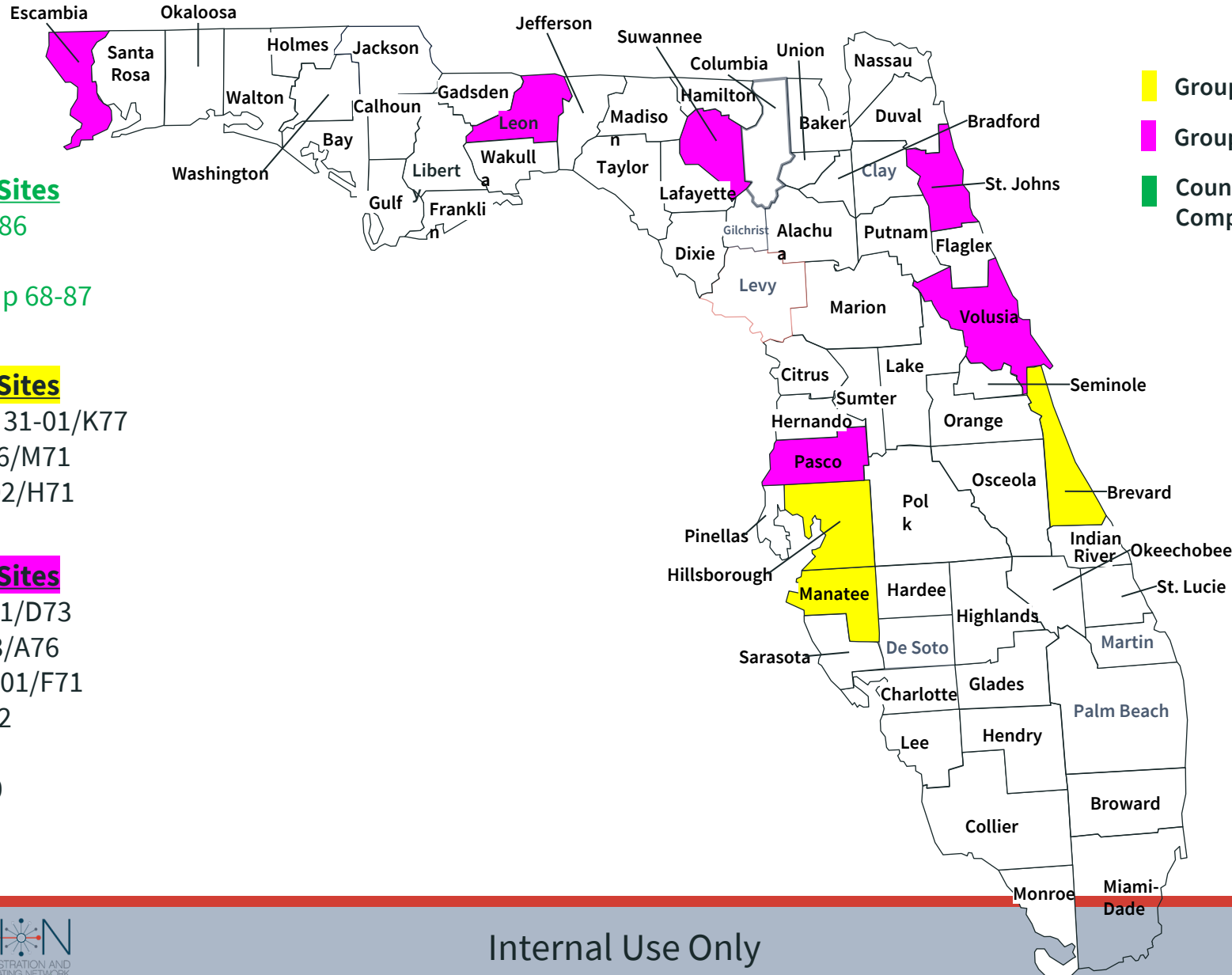
ORION Releases

- **Release 1 – Motor Vehicle Issuance Inquiry – *Oct 2023***
 - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
- **Release 2 - ORION Pilot – *Apr 2024***
 - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
- **Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP) – *June 2024***
 - Celtic IFTA/IRP COTS Product and associated ORION updates
- **Release 4 - ORION Statewide – *Jan – Jun 2025***
 - All core MVI and Global functionality
- **Release 5 – Motor Vehicle MyDMV Portal – *Spring 2025***
 - Motor vehicle functionality additions to MyDMV Portal
- **Release 6 - Batch, Back-Office – *Jun 2025***
 - Remaining ORION back-office functionality and Phase II batch functionality

Phase II Implementation – Schedule and Approach – Release 2-3



Pilot Offices



- Group 2 Pilot Site Counties
- Group 3 Pilot Site Counties
- County Pilot Site Implementation Complete

Group 1 Pilot Sites

- 4 Apr – Direct Mail 68-86
- 4 Apr – SEU 85-14
- 4 Apr – MV Stops Group 68-87

Group 2 Pilot Sites

- 23 Apr – Hillsborough 31-01/K77
- 7 May – Manatee 15-06/M71
- 14 May – Brevard 19-02/H71

Group 3 Pilot Sites

- TBD – Suwannee 31-01/D73
- TBD – Escambia 09-03/A76
- TBD – Saint Johns 20-01/F71
- TBD – Pasco 28-05/L72
- TBD – Volusia 08-02
- TBD – Leon 13-03/B70

Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
Titles & Registration	Total: 102 functional areas Build Complete: 73 Build In Progress: 7 Build Late: 10					
MV Globals	Total: 54 functional areas Build Complete: 36 Build In Progress: 5 Build Late: 9					
Portal/Fleet	Total: 43 functional areas Build Complete: 25 Build In Progress: 3 Build Late: 8					
IFTA/IRP	Total: 27 functional areas Build Complete: 27 Build In Progress: 0 Build Late: 0					

Risks & Issues Impacting Teams & Remediation

- ***Staffing Vacancies (4 Developer Vacancies, 11 SEU Vacancies, 15 CVDS Vacancies, 9 LDO Vacancies) – Hiring freeze thru FY23***
- ***National Motor Vehicle Title Information System (NMVTIS) Structured Testing – CR 44 recognized proposed scope change for Release 2a because of dependency on NMVTIS web service for ORION; Currently 3 weeks behind schedule***

Release 2 – ORION Pilot – Critical Path

- **Development**
- **User Acceptance Testing**
- **Third Party Cashier Vendors**
- **Security Testing**
- **Performance Testing**
- **Training**
- **Knowledge Transfer with ISA for Support**
- **User Guides**

Release 2 – ORION Pilot – Critical Path - NMVTIS

- **NMVTIS Reload**

- **Initial Extract Brand & Title**

- **Discrepancy Files from American Association of Motor Vehicle Administrators (AAMVA)**

- **NMVTIS Web Service Integration**

- **Electronic Filing System (EFS)**

- **Florida Real-Time Vehicle Information System (FRVIS)**

- **NMVTIS Structural Testing (Original Plan - Jan 2024 – Mar 2024)**

- **EFS/FRVIS (22 Jan 24 – 12 Apr 24) – 3 Weeks Behind Schedule**

- **ORION (15 Apr 2024 – 31 May 24) – Impacted by EFS/FRVIS Testing**

Release 2 – ORION Pilot – Critical Path - ISA

- **WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS – Test 3/25**
- **WRAP 8186: OMM Phase II - ECM MVSCAN EFS – Developing & Testing**
- **WRAP 8148: USDOT Number - OMM Phase II – In Production (Pilot - 3/20)**
- **WRAP 8154: Database Change - OMM Phase II FRVIS – In Production (Pilot - 3/20)**
- **Legislative WRAPS – not critical to Pilot but, will impact resources and priorities**

ORION Pilot Release 2 – Organizational Change Management (OCM)

In preparation and support for Release 2, the OCM team will:

- Hold **Change Champion Network Connects** with 78 Change Champions and conduct **Engagement Meetings** with FLHSMV divisions and bureaus
 - ORION demos
 - Phase II schedule updates
 - Training and Communication updates
 - Q & A
- Assist with Phase II **Tax Collector office testing**
- Provide information/answer questions via **OCM@flhsmv.gov**
- Update the **OCM SharePoint and PartnerNet** pages
- Create Phase II Pilot and Go-Live **inventory checklists**
- Assist with the creation of the **support/troubleshooting workflow**
- Conduct **Pilot Assessments** for readiness with offices as they onboard