Motorist Modernization Advisory Board Monthly Meeting
April 11, 2017
Neil Kirkman Building, Conference Room B-203
2900 Apalachee Parkway, Tallahassee Florida 32399
1 to 3 p.m., EST

Invitees
Deb Roby
Ed Broyles
Kelley Scott
Carl Forney
April Edwards
Beth Allman
Linda Fugate

Representing
DHSMV
DHSMV
DHSMV
DHSMV
Florida Clerk Courts & 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
  o Status Update and Financial Review
  o Change Request Review
  o Project Updates
• Q&A
• Adjourn
WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:05 pm. Mr. Samuel began the meeting with the Welcome and Introductions. He proceeded with the roll call of the Board Members.

Advisory Board Members present included:
- Beth Allman
- Carl Forney (not present)
- Kelley Scott
- Ed Broyles
- Deb Roby (not present)
- April Edwards
- Linda Fugate (via phone)

- Other DHSMV members present included: Terrence Samuel, Kristin Green, Koral Griggs, Aundrea Andrades, Jessica Espinoza, Laura Freeman, Cathy Thomas, Cheryln Dent, Sonia Nelson, Janis Timmons, Scott Tomaszewski and Kelly Shannon.

- Visitors included: Alyene Calvo from Ernst & Young, Joe Weldon and Michelle McGinley from Accenture.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES FROM FEBRUARY 20, 2017

- Ms. Green reviewed the meeting minutes from February 20, 2017. There were no changes, corrections or revisions from members. A motion to approve the February 20, 2017 minutes was unanimously accepted by the Board Members.

IV&V UPDATE

- Ms. Calvo indicated that there are no open IV&V deficiencies, per the January Monthly Assessment Report (MAR). The schedule performance index is 0.99. The overall program risk state is green. No additional facets were evaluated. An update was provided regarding the gray facets in the cube. They will be reviewing the Controls facet for the April report and the Technical Infrastructure facet in the report that will come out in June. The Program is within established performance thresholds and control parameters.

STAKEHOLDER OUTREACH UPDATE

- Mr. Samuel provided an update on the recent SWFL Coalition meeting in Tampa in which he attended along with other team members. They also visited a few Tax Collector offices. On Monday, they visited the Levy County Tax Collector office (Linda Fugate’s office) and on Tuesday, the presented an update at the SWFL Coalition Meeting. On Wednesday, four
members went on to visit Osceola County and Lake County Tax Collector offices. On Thursday they went to Baker County and returned home. These meetings were focused on preparing for requirement gathering for Phase II. Mr. Samuel indicated that the team cannot start requirement gathering, as approval has not been received from the Legislature. But, this is how the team prepares for gathering, by listening to stakeholder ideas, suggestions, comments and feedback. Mr. Samuel reminded Board Members that the budget request this year was 4.1 million for Phase II, and it was 9.8 million to continue with the second year of Phase I development. The team is making very good progress on Phase I. Motor Vehicles is anticipated to be a larger undertaking than Driver License, as there are several different components that will need to be evaluated and discussed.

- Ms. Thomas gave a brief overview of the meetings held with the Tax Collector offices. They received a lot of feedback and suggestions on registrations, titles, and enhancements for the FRVIS system. The ability to navigate back to previous screens via a sidebar, rather than clicking the “back” button repeatedly was a favorite request among the offices. The biggest concern was FRVIS timing out, and users discovering it after they’ve entered a customer’s information. There was a request for a quick link to access the Driver License Manuals. Suggestions to move screens and other enhancements, ideas and suggestions were shared. Mr. Broyles said that he received nothing but compliments from OMM’s presentation at the SWFL Coalition meeting. The Tax Collectors appreciate the visits and a chance for their voices to be heard.

- On March 30, 2017, the team will be participating in the Tax Collector Quarterly Board Meeting. Director Samuel will be speaking at this meeting.

**POLICY AND DECISION REVIEW**

- **POR31** – Ms. Andrades indicated that currently the department allows customers to request express shipping of their driver license/ID card by furnishing their personal express shipping account number for various providers. It was decided previously by the ESC that the new Portal application will allow expedited shipping for Driver License /ID card issuances. Should we require the customer to provide an account number of should we set a fee amount and bill the department’s account for shipping? Ms. Andrades and her team along with Mr. Collins are to determine what express service options are available and the pricing for each and get back with their findings at the next Advisory Board Meeting.

- **DL26** – Ms. Espinoza indicated that DL26 is for the check validation hardware and services that we have been working on with Bank of America for pricing information. Our Enterprise Architect, Mr. Hutchinson is communicating with BOA for changes and prices. Once changes are finalized, the team will re-discuss for final decision.

- **REN07** – Ms. Nelson indicated that the meeting between Mr. Collins and Novitex occurred on March 8, 2017 and we received a quote for services that is now being evaluated.

- **REN08** – Ms. Nelson stated that this is a new item. REN08 is an agreement that was made to allow the Tax Collectors to provide their URL for their website so that it can be printed on the email reminders. It was decided that this field would be added to the TC Maintenance Screen for them to maintain. The renewal team raised concern with this decision because we would have no control over what was entered however, it would be listed on an email being sent by the department. The team thinks that this field should be maintained by the department.
FINANCIAL REVIEW

- Ms. Timmons reviewed the figures in the February 2017 Spend Plan document. The program is currently a few thousand dollars under budget. The final budget amendment is going to be submitted today and the team will be transferring some dollars from contracted services to OCO.

CHANGE REQUEST REVIEWS

- Ms. Green stated that the team does not have any Level 3 Change Requests to review this month. Ms. Green referred to a spreadsheet titled, “Motorist Modernization Phase I Project Manager Log of Agile Development Related Change Requests”. This spreadsheet represents the Level I and Level II Change requests that have been approved since the last Advisory Board meeting. As stated before, the ESC has the authority to overturn any approved decision made by the Product Owners. The following are the low level change requests that were discussed:
  - PMCR-96 - Mr. Weldon stated that this is a request to make “Ethnicity” a required field for the “Create Customer” button to be enabled. This would eliminate the Examiner forgetting to put this information in when they create the customer and waiting for a validation error. This change request has been cancelled after discussing with Product Owners and team as not only would ethnicity be required, so would height. Another Change Request will have to be submitted.
  - PMCR-97 – Mr. Weldon stated that this is to make selected TLSAE Results “Read Only”. When an Examiner selects results from Check Driver School, make results “Read Only” on the Customer Summary Exam Tab and only allow the Examiner to change by selecting “Clear”. This Change Request was approved by the CCB.
  - PMCR-98 – Ms. Nelson stated that this change request refinement allows us to search for renewal records by renewal month and expiration year and view all renewal notices sent for the registration associated with that renewal month/expiration year combination. This Change Request was approved during our last CCB meeting.
  - PMCR-99 – Ms. Nelson stated that this CR regarding populating MH Registration Stop Details was archived and approved by the Product Owner.
  - PMCR-102 – Mr. Tomaszewski indicated this refinement would allow for the removal of the quick ads hyperlink on the application for the CDL Medical Information under development. This CR was approved by the Product Owner.
  - PMCR – 103 – Ms. Andrades stated that due to PMCR-91 Changing Flow for Shopping Cart, we archived placeholder stories for ID Card (replacement, renewal and original) issuances. This CR was approved by the Product Owner.
  - PMCR-104 – Ms. Andrades stated that in refinement, we determined that we did not need to do NDR/PDPD and CDLIS checks for ID Card Issuance. This CR was archived at the approval of the Product Owner. 16 total hours were returned to Backlog.
  - PMCR -105 – Ms. Andrades stated that this CR was archived during refinement per the Product Owner. 20 total hours were returned to backlog.
  - PMCR-106 and PMCR-107 – Mr. Tomaszewski stated that on February 26, 2017, the Product Owner approved to follow the Blueprint Standards set forth for the documentation of User Stories. Correct Search/Display format for AAMVA – CDLIS screens will be followed in Blueprint. This is for both PMCR-106 and PMCR-107.

PROJECT UPDATE
• Motorist Maintenance – Mr. Tomaszewski indicated that the team is currently in Milestone B/C which ends on March 29, 2017. Included in this Milestone are data tier stories to move existing applications to align with the new data model. The Developers will concentrate on getting the four outstanding User Stories and one technical debt story committed to get Dev Done by our deployment today. Some developers will then shift gears on tackling the remaining bugs in addition to any new bugs reported over the next three weeks. Also, the team will concentrate on FR technical analysis work tasks in preparation for the start of Milestone D FR Insurance Data Exchange. Financial Responsibility pre-planning tasks started on January 26, 2017 and will continue into April 2017, when they start their first Milestone.

• Renewal Notification - Ms. Nelson stated that the team is currently in Milestone B, which ends on April 18, 2017. Included in this Milestone are MH Vendor file and Parking Permit Vendor file attributes. The team is currently in Sprint 2 of 4 of this Milestone. This Sprint (Sprint 10) ends on March 14, 2017. There are a total of 13 stories planned for completion. We anticipate that the team will complete planned Sprint 10 development and testing by the end of the Sprint. For this Milestone, there are a total of 26 stories planned for completion. We anticipate that the team will complete planned Milestone B development and testing by the end of the Milestone.

• DL Issuance – Mr. Weldon indicated that the team has finished Milestone B which focused on continuing work on the Customer Summary Tabs and AAMVA calls to validate a customer’s driving record on February 22, 2017. The team is currently in Milestone C, which ends on May 10, 2017. Included in this Milestone is the functionality to complete an Original ID Issuance as well as base cashiering functionality. Due to dependencies on the Card Print Project, we will not include stories/functionality related to print preview or printing. The Policy and Procedures Working Group is continuing their meetings on a weekly basis via conference calls. There are no project specific risks reported for the current period. There are no Change Requests or Action Items to report at this time. There are two project issues that remain open at this time.
  o Issue 39 - Two vacant development positions for the DL Issuance Team. Two of the three candidates have been fingerprinted.
  o Issue 47 - Currently six Motor Voter stories in the current Sprint are on hold pending direction on how to handle impact of SB72. Need a decision/direction by the end of the Sprint.

• MyDMV Portal – Ms. Andrades stated that the team is currently in Milestone C which ends on April 4, 2017. They are currently in Sprint 10 which ends on March 14, 2017. The team is in the 3rd of 4 Sprints in Milestone C. At this time, development is not on schedule. For Milestone C, there are a total of 78 or 80 stories planned for completion. At this time, we anticipate that the team will complete planned Milestone C development and testing by the end of the Milestone. There are no new risks, Change Requests or action items to report during this time.

Q&A

• There were no questions or concerns from members present.

ADJOURNMENT

• Mr. Samuel requested a motion to adjourn the meeting and the meeting was adjourned at approximately 1:39 p.m.
• The next Advisory Board Meeting is scheduled for Tuesday, April 11, 2017.
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 dated 2/20/17 6 Pages
- MM Phase I Spend Plan for February 2017 1 Page
- MM Phase I Decision Document 2 Pages
- MM Phase I Testing Issues 2 Pages
- MM Phase I PM of Agile Development Related Change Requests 2 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 2016

21 March 2017
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
► Forecast milestone completion
► Open deficiencies and actions
► Performance improvement recommendations
► Upcoming IV&V activities

► Supporting information
► Summary of changes
► Open deficiencies
► Project milestones
► Late tasks
► Project budget

Data contained in this MAR is as of 14 March 2017
General IV&V overview

► There are no open IV&V deficiencies.
► The Program is within established performance thresholds.
  ► The schedule performance index (SPI) is 1.00.
  ► 11 of 2,637 total tasks (0.4%) contained in the project schedule are late.
  ► 4 of 1,125 tasks (0.4%) for the current period are late.
► No additional facets evaluated.
► No new deficiencies identified since the last report.
**Overall risk state and trending**

**Risk state of the MM Program (Phase I)**

**Program governance**
- Benefit realization and sustainability
  - As of 14 March 2017
  - Program governance
    - Business case integrity (G1)
    - Scope management (P1)
    - Human resource management (P4)
    - Quality management (P7)
    - Risk management (P6)
    - Procurement management (P8)
    - Integration management (P5)
    - Communications management (P9)
  - Capability and maturity (G3)
  - Complexity profile (G2)
  - Organizational change management (G5)
  - Performance management (G6)
  - Benefits design and realization (G9)

**Technical solution**
- Requirements development, quality, and transition
  - Testing and validation (T7)
  - Data management (T4)
  - Requirements engineering and design (T2)
  - Methodology and development (T8)
  - Security, BC and DR (T5)
  - Sustainability model (T9)

**Project management**
- Processes, controls, and predictability
  - Time management (P2)
  - Cost management (P3)
  - Integration management (P5)
  - Testing and validation (P8)
  - Requirements engineering and design (P2)

**Risk state with trending**

- 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 over-run. 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.
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): 23
- Gray (not evaluated): 4
- Open deficiencies: 0

Conclusions:
- The MM Program Team has satisfactorily addressed all deficiencies 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>
</tbody>
</table>
| Is the project on time?                                 | Within established parameters | ► The Program is within established performance thresholds.  
► The schedule performance index (SPI) is 1.00.  
► 11 of 2,637 total tasks (0.4%) contained in the project schedule are late.  
► 4 of 1,125 tasks (0.4%) for the current period are late. |
| Is the project on budget?                               | Yes            | ► The Program is currently on budget based on provided budget and spending information.                                             |
| Is scope being managed so there is no scope creep?      | Yes            | ► The work being completed as part of the MM Program (Phase I) is within the scope of the project as defined in the Schedule IV-B Feasibility Study. |
| What are the project’s future risks?                    | Unknown        | ► The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.                                   |
| Are the project’s risks increasing or decreasing?       | Steady         | ► The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.                                   |
| Are there new or emerging technological solutions that will affect the project’s technology assumptions? | No             | ► New and emerging technologies were considered in the Feasibility Study.  
► None have an adverse effect on the project’s technological assumptions. |
Status of key deficiency recommendations

Recommendation Status versus Priority

- Low: 4
- Medium: 55
- High: 17

Overall Status of Recommendations

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

Recommendation Status by Deficiency

Recommendation Priority by Deficiency
Overall performance

This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.

Summary:
None

Conclusions:
The Program is currently on schedule and is within established performance thresholds.

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

As of 27 February 2017:
SPI = 1.00
CPI = 1.00
Overall performance (continued)

This chart shows the cumulative planned value (PV) and earned value (EV) for the project.

Summary:
- None

Conclusions:
- The Program is currently on schedule and is within established performance thresholds.

- 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.
Forecast milestone completion

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

Summary:
- The IV&V Team is refining calculations to determine future milestone completion based on reported EVM data.

Conclusions:
- None

Data is for illustration only and is not representative of the Motorist Modernization Program.
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>

The DHSMV MM Program Team has satisfactorily addressed all performance improvement recommendations identified by the IV&V Team.
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 – Jan 2017 (IVV-302AX)</td>
<td>14 February 2017</td>
<td>01 March 2017</td>
<td>21 February 2017</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Feb 2017 (IVV-302AY)</td>
<td>14 March 2017</td>
<td>29 March 2017</td>
<td></td>
<td>Draft submitted</td>
</tr>
<tr>
<td>MAR – Mar 2017 (IVV-302AZ)</td>
<td>14 April 2017</td>
<td>01 May 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – Apr 2017 (IVV-302BA)</td>
<td>12 May 2017</td>
<td>30 May 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – May 2017 (IVV-302BB)</td>
<td>14 June 2017</td>
<td>29 June 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAR – Jun 2017 (IVV-302BC)</td>
<td>17 July 2017</td>
<td>01 August 2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Supporting information

► Summary of changes
► IV&V ratings summary
► Open deficiencies
► Project milestones
► Late tasks
► Project budget
## Summary of changes

### Deficiencies addressed
- There are no open IV&V deficiencies.

### New deficiencies
- No new deficiencies identified since the last report.

### Risk ratings
- No risk rating changes since the last report.

### Maturity ratings
- No maturity rating changes since the last report.

### Interviews conducted
- No interviews conducted since last report

### Artifacts received
- Numerous artifacts received.

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### Supporting information

<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 deficiencies</td>
<td>No new deficiencies identified since the last report.</td>
</tr>
<tr>
<td>Risk ratings</td>
<td>No risk rating changes since the last report.</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 last report</td>
</tr>
<tr>
<td>Artifacts received</td>
<td>Numerous artifacts received.</td>
</tr>
</tbody>
</table>
Open deficiencies

<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>

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

<table>
<thead>
<tr>
<th>WBS</th>
<th>Title</th>
<th>Original</th>
<th>Scheduled</th>
<th>Planned</th>
<th>Forecast</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.12</td>
<td>Project Monitoring and Control Phase COMPLETE</td>
<td>06/28/2019</td>
<td>07/08/2019</td>
<td>07/09/2019</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>1.4.8</td>
<td>Project Closeout Phase COMPLETE</td>
<td>06/28/2019</td>
<td>08/29/2019</td>
<td>08/29/2019</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>7.5</td>
<td>Requirements Validation and Approval COMPLETE</td>
<td>03/02/2016</td>
<td>06/27/2016</td>
<td>06/27/2016</td>
<td>n/a</td>
<td>06/27/2016</td>
</tr>
<tr>
<td>7.6</td>
<td>PHASE GATE REVIEW - Requirements Validation</td>
<td>06/28/2016</td>
<td>06/27/2016</td>
<td>06/27/2016</td>
<td>n/a</td>
<td>06/27/2016</td>
</tr>
<tr>
<td>8.2</td>
<td>Database Redesign / Synchronization COMPLETE</td>
<td>05/01/2018</td>
<td>06/20/2018</td>
<td>10/17/2018</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>8.4</td>
<td>PHASE GATE REVIEW - Database Redesign / Synchronization</td>
<td>06/20/2018</td>
<td>06/20/2018</td>
<td>10/17/2018</td>
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<td></td>
</tr>
<tr>
<td>8.5.10</td>
<td>Development COMPLETE</td>
<td>05/25/2018</td>
<td>09/13/2018</td>
<td>09/13/2018</td>
<td>n/a</td>
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<tr>
<td>8.6</td>
<td>PHASE GATE REVIEW - Development</td>
<td>07/27/2018</td>
<td>09/13/2018</td>
<td>09/13/2018</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>8.7.5</td>
<td>Testing COMPLETE</td>
<td>02/20/2019</td>
<td>04/22/2019</td>
<td>04/22/2019</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

Additional milestones will be added as the project progresses.

- **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).
- **Forecast** – Based on the current schedule performance index.
- **Actual** – The actual completion date
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: 2,637
- Total tasks late: 11
- Total open tasks late: 2

Conclusions:
- The total number of tasks designated as late is 0.4% of the total number of tasks.
Project budget
Total project funding

Total project 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

Total budget
Total actual
Cumulative total budget
Cumulative total actual
Total DHSMV staff budget versus actual expenditures

Thousands

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

Total expense budget versus actual expenditures

- Total expense - budget
- Total expense - actual
- Cumulative total expense - budget
- Cumulative total expense - actual

Thousands
Project budget
OCO funding

Supporting information

Total OCO budget versus actual expenditures

Thousands


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

- Total other items - budget
- Total other items - actual
- Cumulative total other items - budget
- Cumulative total other items - actual

Thousands
Project budget
Budget and actual distribution

Budget distribution

- DHSMV staff
- Contracted staff
- Expense
- OCO
- Other items
- IV&V

Actual distribution

- DHSMV staff
- Contracted staff
- Expense
- OCO
- Other items
- IV&V
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## Motorist Modernization - Phase I

### FY 2016-2017 Spend Plan

**March 2017**

**Florida Department of Highway Safety and Motor Vehicles**

### Project Cost

| Month | Total Budget | June | Actual | July | Actual | Aug | Actual | Sep | Actual | Oct | Actual | Nov | Actual | Dec | Actual | Jan | Actual | Feb | Actual | Mar | Actual | Apr | Actual | May | Actual | Jun | Actual | Total Project Budget | Total Project Actual | Total Project Variance |
|-------|--------------|------|--------|------|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|----------------|-------------------|----------------------|
| June  | $8,749,351$  | $260,188$ | $260,188$ | $151,579$ | $151,579$ | $393,379$ | $393,379$ | $493,692$ | $493,692$ | $551,041$ | $551,041$ | $556,362$ | $556,362$ | $555,156$ | $555,156$ | $405,416$ | $405,416$ | $493,975$ | $493,975$ | $548,486$ | $548,486$ | $548,486$ | $548,486$ | $548,486$ | $6,094,128$ | $6,084,079$ | $10,049$ |

### Deliverables

- **Update System Specification Documents**: 5,775,000
- **Initial Technical Architecture Documents**: 221,000
- **Renewal Implementation Plan**: 1,000

### Lessons Learned

- **Updated System Specification Documents**: 14,000
- **Updated Technical Architecture Documents**: 200,000

### Expenses

- **Contracted Services**: 70,000
- **Ernst & Young - IV&V Services**: 221,000

### Other Items

- **Total Costs**: 8,749,351
- **Total Amount Spent To Date**: 6,089,508
- **Total Amount Remaining**: 2,659,843

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Florida Department of Highway Safety and Motor Vehicles
General Information

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Motorist Modernization Phase I – Communications/OCM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Requested By</td>
<td>Koral Griggs / Kristin Green</td>
</tr>
<tr>
<td>Project Sponsor</td>
<td>Robert Kynoch</td>
</tr>
<tr>
<td>Date Requested</td>
<td>03/15/2017</td>
</tr>
</tbody>
</table>

Change Request #: 49

Change Request Information (completed by the requestor)

Description: The purpose of this change request is to realign the policy and procedures task in the Integrated Master Schedule (IMS). The task was originally added to the schedule as a placeholder, with full understanding that it would be elaborated as the approach was solidified.

At this time, it is requested that the current task be re-aligned to reflect the activity and schedule of the DL Issuance Policies and Procedures working group. Once the ESC has approved the schedule for remaining Phase I teams, a new, Critical-level change request will be submitted to add associated tasks in the IMS.

Classification: Critical: [ ] Medium: [x] Low: [ ]

Due to the level of classification and isolated impact to the schedule (not on the critical path), minor scope change(s), and/or minimal impact to budget, this change request may be approved by the Program Director in accordance with the MM Phase I Program Management Plan.

Business Need / Justification (completed by the requestor)

Description: Policy and procedure documentation, which outlines the organizational and operational structure of the agency is essential. With new functionality emerging, there are areas within the Department that need to consider new (or changed) tasks for members. It is critical that the resources that support and/or use the modernized applications have adequate documentation available to them ahead of Go-Live.

Impact Analysis (completed by ISA)

Specific Requirements Definition: During the March 2017 Executive Steering Committee meeting, OMM members provided an overview of the approach used by the DL Issuance Team to update the Driver License Operations Manual and develop a Driver License Issuance Module User Guide (presentation attached). Also discussed were the timelines for conducting work group meetings and developing/updating the documentation.

Policy and Procedure Presentat

Completed by: Koral Griggs / Kristin Green
## Impact on Schedule:

### Current IMS:

<table>
<thead>
<tr>
<th>ID</th>
<th>Change Request</th>
<th>% Complete</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>3387</td>
<td></td>
<td>9%</td>
<td>Policies and Procedures</td>
<td>70 days</td>
<td>Tue 6/28/16</td>
<td>Wed 10/5/16</td>
</tr>
<tr>
<td>3388</td>
<td></td>
<td>10%</td>
<td>Update Policies and Procedures</td>
<td>60 days</td>
<td>Tue 6/28/16</td>
<td>Wed 9/21/16</td>
</tr>
<tr>
<td>3389</td>
<td></td>
<td>0%</td>
<td>Review and Acceptance of Policies and Procedures</td>
<td>10 days</td>
<td>Thu 9/22/16</td>
<td>Wed 10/5/16</td>
</tr>
</tbody>
</table>

### Proposed IMS:

<table>
<thead>
<tr>
<th>ID</th>
<th>Change Request</th>
<th>% Complete</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>3388</td>
<td></td>
<td>20%</td>
<td>Update DL Policies and Procedures</td>
<td>488 days</td>
<td>Tue 11/15/16</td>
<td>Mon 10/22/18</td>
</tr>
<tr>
<td>3389</td>
<td></td>
<td>100%</td>
<td>DL - MILESTONE GROUP A</td>
<td>67 days</td>
<td>Tue 11/15/16</td>
<td>Wed 2/22/17</td>
</tr>
<tr>
<td>3390</td>
<td></td>
<td>60%</td>
<td>DL - MILESTONE GROUP B</td>
<td>55 days</td>
<td>Thu 2/23/17</td>
<td>Wed 5/10/17</td>
</tr>
<tr>
<td>3391</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP C</td>
<td>53 days</td>
<td>Thu 5/11/17</td>
<td>Wed 7/26/17</td>
</tr>
<tr>
<td>3392</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP D</td>
<td>59 days</td>
<td>Thu 7/27/17</td>
<td>Wed 10/18/17</td>
</tr>
<tr>
<td>3393</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP E</td>
<td>59 days</td>
<td>Thu 10/19/17</td>
<td>Wed 1/17/18</td>
</tr>
<tr>
<td>3394</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP F</td>
<td>55 days</td>
<td>Thu 1/18/18</td>
<td>Wed 4/4/18</td>
</tr>
<tr>
<td>3395</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP G</td>
<td>39 days</td>
<td>Thu 4/5/18</td>
<td>Wed 5/30/18</td>
</tr>
<tr>
<td>3396</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP H</td>
<td>20 days</td>
<td>Thu 5/31/18</td>
<td>Wed 6/27/18</td>
</tr>
<tr>
<td>3397</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP I</td>
<td>39 days</td>
<td>Thu 6/28/18</td>
<td>Wed 8/22/18</td>
</tr>
<tr>
<td>3398</td>
<td></td>
<td>0%</td>
<td>DL - MILESTONE GROUP J</td>
<td>42 days</td>
<td>Thu 8/23/18</td>
<td>Mon 10/22/18</td>
</tr>
<tr>
<td>3399</td>
<td></td>
<td>0%</td>
<td>Review and Acceptance of Policies and Procedures</td>
<td>10 days</td>
<td>Tue 10/23/18</td>
<td>Mon 11/5/18</td>
</tr>
</tbody>
</table>

The program's Executive Steering Committee supports the team's recommendation to follow the DL Issuance model of establishing separate working groups to update/develop policy and procedure documentation. During preliminary meetings with proposed working group leadership, it was recommended that each working group develop a separate (modular) User Guide. Each working group would also provide adequate representation in the DL Issuance working group to ensure that relevant policies and procedures are incorporated in the DL Operations Manual. Once the plan and schedule have been approved for remaining Phase I teams, corresponding tasks will be added to the IMS. At that time, the Review and Acceptance task will be adjusted based on established dependencies.

Completed by: Kristin Green
Impact on Cost: No impact.

Impact on Resources:

<table>
<thead>
<tr>
<th>Resource Requirements</th>
<th>Work Effort (Hours)</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference attached presentation for time commitments.</td>
<td></td>
<td>$0</td>
</tr>
</tbody>
</table>

Alternatives to the Requested Change: None identified.

Completed by: Koral Griggs / Kristin Green

Outcome

Decision: [ ] Approve  [ ] Reject  [ ] Defer

Comments:

<table>
<thead>
<tr>
<th>Approver</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terrence Samuel</td>
<td></td>
<td>3-30-17</td>
</tr>
<tr>
<td>OMM Director, DHSMV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kristin Green</td>
<td></td>
<td>3-30-17</td>
</tr>
<tr>
<td>OMM Deputy Director, DHSMV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheryl Dent</td>
<td></td>
<td>3-30-17</td>
</tr>
<tr>
<td>OMM Program Manager, DHSMV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joe Weldon</td>
<td></td>
<td>3-30-17</td>
</tr>
<tr>
<td>OMM Project Manager, DHSMV</td>
<td></td>
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### General Information

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Motorist Modernization Phase I</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Requested By</td>
<td>Michelle McGinley</td>
</tr>
<tr>
<td>Project Sponsor</td>
<td>Robert Kynoch</td>
</tr>
<tr>
<td>Date Requested</td>
<td>03/21/2017</td>
</tr>
</tbody>
</table>

### Change Request #

| 50 |

### Change Request Information (completed by the requestor)

**Description:** The purpose of this change request is to align two separate sets of dates within the MM Phase I Integrated Master Schedule (IMS):

1. EDI Dependencies; and
2. LDO Training Plan construction and review dates for the main MM Phase I go-live effort.

**Classification Critical:**

- [ ] High
- [x] Medium
- [ ] Low

*Due to the level of classification (Level III) and potential impact to the scope, schedule, and/or budget, this change request must be reviewed by the Change Control Board and approved by the Executive Steering Committee in accordance with the MM Phase I Program Management Plan.*

### Business Need / Justification (completed by the requestor)

**Description:** The justification for moving these items within the IMS is to reflect input from the EDI project team as well as refinement of the training and development activities based on discussions with LDO leadership.

### Impact Analysis (completed by ISA)

**Specific Requirements Definition:** Not Applicable

Completed by: Michelle McGinley
Impact on Schedule:

The following changes are requested to the Phase I Integrated Master Schedule (IMS).

Previous EDI Dependency

<table>
<thead>
<tr>
<th>Comp (%)</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>Seed MM Phase I Conversion Database</td>
<td>1 day</td>
<td>Mon 1/9/17</td>
<td>Mon 1/9/17</td>
</tr>
<tr>
<td>0%</td>
<td>Seed MM Phase I Training Database</td>
<td>34 days</td>
<td>Mon 4/24/17</td>
<td>Fri 6/9/17</td>
</tr>
<tr>
<td>44%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - FDLIS</td>
<td>684 days</td>
<td>Thu 2/4/16</td>
<td>Wed 10/17/18</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - FRVIS</td>
<td>2 wks</td>
<td>Thu 2/4/16</td>
<td>Wed 2/17/16</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - Motorist Maintenance</td>
<td>2 wks</td>
<td>Thu 2/4/16</td>
<td>Wed 2/17/16</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - Virtual Office (MV/MV)</td>
<td>2 wks</td>
<td>Thu 2/18/16</td>
<td>Wed 3/2/16</td>
</tr>
<tr>
<td>100%</td>
<td>Install and Configure Informatica Toolset (Data Seeding)</td>
<td>30 days</td>
<td>Mon 7/18/16</td>
<td>Fri 8/26/16</td>
</tr>
<tr>
<td>100%</td>
<td>Install and Configure Informatica Toolset (PowerExchange, CDC) for Sych</td>
<td>39 days</td>
<td>Mon 8/29/16</td>
<td>Fri 10/21/16</td>
</tr>
<tr>
<td>100%</td>
<td>Validate CDC Functionality (DLDev2 and MSDev)</td>
<td>5 days</td>
<td>Mon 10/24/16</td>
<td>Fri 10/28/16</td>
</tr>
<tr>
<td>100%</td>
<td>Create initial CDC Mapping (one Customer table)</td>
<td>5 days</td>
<td>Mon 10/31/16</td>
<td>Fri 11/4/16</td>
</tr>
<tr>
<td>50%</td>
<td>Confirm CDC installation configuration</td>
<td>200 days</td>
<td>Mon 10/24/16</td>
<td>Wed 8/9/17</td>
</tr>
<tr>
<td>26%</td>
<td>Create CDC workspace (InfoDevRepository)</td>
<td>309 days</td>
<td>Mon 11/7/16</td>
<td>Thu 2/1/18</td>
</tr>
</tbody>
</table>

Adjusted EDI Dependency (if CR approved), based on EDI Project Schedule version dated 2/10/17.

<table>
<thead>
<tr>
<th>Comp (%)</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>Seed MM Phase I Conversion Database</td>
<td>1 day</td>
<td>Mon 7/3/17</td>
<td>Mon 7/3/17</td>
</tr>
<tr>
<td>0%</td>
<td>Seed MM Phase I Training Database</td>
<td>33 days</td>
<td>Wed 7/5/17</td>
<td>Fri 8/17/17</td>
</tr>
<tr>
<td>0%</td>
<td>Seed MM Phase I Training Database</td>
<td>34 days</td>
<td>Tue 10/17/17</td>
<td>Wed 12/17/17</td>
</tr>
<tr>
<td>45%</td>
<td>Synchronization Process Implementation</td>
<td>564 days</td>
<td>Thu 2/4/16</td>
<td>Fri 4/27/18</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - FDLIS</td>
<td>2 wks</td>
<td>Thu 2/4/16</td>
<td>Wed 2/17/16</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - FRVIS</td>
<td>2 wks</td>
<td>Thu 2/4/16</td>
<td>Wed 2/17/16</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - Motorist Maintenance</td>
<td>2 wks</td>
<td>Thu 2/18/16</td>
<td>Wed 3/2/16</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - Virtual Office (MV/MV)</td>
<td>2 wks</td>
<td>Thu 2/18/16</td>
<td>Wed 3/2/16</td>
</tr>
<tr>
<td>100%</td>
<td>Analyze Systems to determine Impact with To-Be Systh - CIPS (Central Issuance)</td>
<td>2 wks</td>
<td>Thu 2/18/16</td>
<td>Wed 3/2/16</td>
</tr>
<tr>
<td>100%</td>
<td>Install and Configure Informatica Toolset (Data Seeding)</td>
<td>30 days</td>
<td>Mon 7/18/16</td>
<td>Fri 8/26/16</td>
</tr>
<tr>
<td>100%</td>
<td>Install and Configure Informatica Toolset (PowerExchange, CDC) for Sych</td>
<td>39 days</td>
<td>Mon 8/29/16</td>
<td>Fri 10/21/16</td>
</tr>
<tr>
<td>100%</td>
<td>Validate CDC Functionality (DLDev2 and MSDev)</td>
<td>5 days</td>
<td>Mon 10/24/16</td>
<td>Fri 10/28/16</td>
</tr>
<tr>
<td>100%</td>
<td>Create initial CDC Mapping (one Customer table)</td>
<td>5 days</td>
<td>Mon 10/31/16</td>
<td>Fri 11/4/16</td>
</tr>
<tr>
<td>50%</td>
<td>Confirm CDC installation configuration</td>
<td>200 days</td>
<td>Mon 10/24/16</td>
<td>Wed 8/9/17</td>
</tr>
<tr>
<td>26%</td>
<td>Create CDC workspace (InfoDevRepository)</td>
<td>309 days</td>
<td>Mon 11/7/16</td>
<td>Thu 2/1/18</td>
</tr>
</tbody>
</table>

CR50-MM Phase I-EDI And LDO Date Adjustment
## Previous Training Plan Tasks for primary Go-Live

<table>
<thead>
<tr>
<th>% Complete</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>Review and Acceptance of Policies and Procedures</td>
<td>10 days</td>
<td>Thu 9/22/16</td>
<td>Wed 10/5/16</td>
</tr>
<tr>
<td>7%</td>
<td>Training</td>
<td>563 days</td>
<td>Mon 10/3/16</td>
<td>Fri 12/18/18</td>
</tr>
<tr>
<td>15%</td>
<td>Motor Vehicle Renewal Notification (GHQ &amp; TC) Training</td>
<td>445 days</td>
<td>Mon 10/3/16</td>
<td>Tue 11/10/18</td>
</tr>
<tr>
<td>3%</td>
<td>Remaining Phase 1 Rollout Training</td>
<td>498 days</td>
<td>Mon 1/9/17</td>
<td>Fri 12/8/18</td>
</tr>
<tr>
<td>30%</td>
<td>Design - Phase 1 Training Plan</td>
<td>60 days</td>
<td>Mon 1/9/17</td>
<td>Mon 4/3/17</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - Course Development (DHSMV Users)</td>
<td>90 days</td>
<td>Tue 1/17/17</td>
<td>Tue 6/20/17</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - Course Development (Tax Collectors)</td>
<td>90 days</td>
<td>Tue 1/17/17</td>
<td>Tue 6/20/17</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - Quality Assurance (GHQ Courses)</td>
<td>120 days</td>
<td>Mon 7/9/18</td>
<td>Fri 12/8/18</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - Quality Assurance (Tax Collector Course)</td>
<td>120 days</td>
<td>Mon 7/9/18</td>
<td>Fri 12/8/18</td>
</tr>
<tr>
<td>0%</td>
<td>Deployment &amp; Evaluation - Phase I Training</td>
<td>143 days</td>
<td>Tue 4/11/17</td>
<td>Tue 10/31/17</td>
</tr>
</tbody>
</table>

## Adjusted Training Plan Tasks for primary Go-Live (if CR approved)

<table>
<thead>
<tr>
<th>% Complete</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>4%</td>
<td>Training</td>
<td>652 days</td>
<td>Mon 10/3/16</td>
<td>Mon 5/6/19</td>
</tr>
<tr>
<td>15%</td>
<td>Motor Vehicle Renewal Notification (GHQ &amp; TC) Training</td>
<td>445 days</td>
<td>Mon 10/3/16</td>
<td>Tue 11/10/18</td>
</tr>
<tr>
<td>1%</td>
<td>Remaining Phase 1 Rollout Training</td>
<td>587 days</td>
<td>Mon 1/9/17</td>
<td>Mon 5/6/19</td>
</tr>
<tr>
<td>26%</td>
<td>Design/Plan - Phase 1 Training Plan</td>
<td>69 days</td>
<td>Mon 1/9/17</td>
<td>Fri 4/14/17</td>
</tr>
<tr>
<td>0%</td>
<td>Design/Plan - Review Phase 1 Training Plan</td>
<td>33 days</td>
<td>Mon 4/17/17</td>
<td>Thu 6/1/17</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - Phase 1 Course Development - (GHQ Users)</td>
<td>352 days</td>
<td>Mon 7/31/17</td>
<td>Fri 12/21/18</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - Phase 1 Course Development - (Tax Collectors)</td>
<td>352 days</td>
<td>Mon 7/31/17</td>
<td>Fri 12/21/18</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - GHQ Course - Quality Assurance</td>
<td>304 days</td>
<td>Mon 12/11/17</td>
<td>Mon 2/25/19</td>
</tr>
<tr>
<td>0%</td>
<td>Develop - Tax Collector Course - Quality Assurance</td>
<td>304 days</td>
<td>Mon 12/11/17</td>
<td>Mon 2/25/19</td>
</tr>
</tbody>
</table>

Completed by: Michelle McGinley
**Impact on Cost:** No direct impact to Motorist Modernization Phase I budget. This work effort will be performed by resources that are currently engaged in the program.

**Impact on Resources:** See above. The following team members will be needed:

<table>
<thead>
<tr>
<th>Resource Requirements</th>
<th>Work Effort (Hours)</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing Motorist Maintenance database and technical staff.</td>
<td>See schedule duration</td>
<td>N/A</td>
</tr>
<tr>
<td>LDO staff.</td>
<td>See schedule duration</td>
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**Alternatives to the Requested Change:** None identified.

Completed by: Michelle McGinley

**Change Control Board Recommendation**

- **Decision:** ☒ Approve  ☐ Reject  ☐ Defer  ☐ N/A
- **Comments:** Recommendation to approve CR50 unanimously accepted by CCB members on 4/13/17.

**Advisory Board Recommendation**

- **Decision:** ☐ Approve  ☐ Reject  ☐ Defer  ☐ N/A
- **Comments:**

**Executive Steering Committee Decision**

- **Decision:** ☐ Approve  ☐ Reject  ☐ Defer
- **Comments:**

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<tr>
<th>Executive Steering Committee Member</th>
<th>Signature</th>
<th>Date</th>
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<tr>
<td>Terry Rhodes</td>
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<td>Diana Vaughn</td>
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<td>Director of Motorist Services, DHSMV</td>
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<td>Felecia Ford</td>
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<td>Chief, Bureau of Administrative Review, DHSMV</td>
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