Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, April 14, 2020
1:00 to 2:00 PM, EST
VIA: GoToMeeting

Invitees
Deb Roby
Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
William Washington
Lisa Cullen

Representing
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

• Roll Call
• Welcome
• Review and Approval of Last Meeting Minutes
• Stakeholder Outreach Update
• MM Phase I Program Update
  o OCM Update
  o Financial Review
  o Project Updates
• Communications Update
• Q&A
• Adjourn
WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:02 p.m. Terrence Samuel began the meeting by welcoming the attendees and proceeded with the roll call of board members.

Advisory Board members present included:
  - Deb Roby (phone)
  - Ed Broyles
  - Pace Callaway (phone)
  - Lisa Cullen
  - April Edwards (phone)
  - William Washington (absent)
  - Kevin Bailey (absent)

- Additional FLHSMV members present included: Kristin Green, Terrence Samuel, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Cheryln Dent, Elissa Cullen, Koral Griggs, Chad Hutchinson, Judy Johnson, Rachel Graham, Stacey Bayyari, Felecia Ford, Scott Lindsay, Jessica Espinoza, and Craig Benner.
- Visitors included: Michelle McGinley and Joe Weldon from Accenture, Sylvia Talevich with Young Qualls, and Scott Lunsford with Florida Tax Collectors.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from February 11, 2020. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the February 11, 2020, meeting minutes were approved.

STAKEHOLDER OUTREACH

- Jessica Espinoza stated the team installed the DL issuance sandbox in the Brevard County Tax Collector office. She stated the team received positive feedback.
- Chad Hutchinson explained how the team was doing performance testing externally at Indian Harbor with the use of a tool that emulates how a system will be loaded.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner stated the team is continuing to work on the Tax Collector Engagement Plan, while all the other engagement plans have been approved. Mr. Benner also stated that the Tax Collector Engagement Plan is late. He continued by stating that team finished their internal reviews. The Change Champion Network Connect monthly meetings are set to continue. He also stated that the Knowledge Transfer Plan was approved, with meetings to be held weekly.

FINANCIAL REVIEW

- There was no financial review for this meeting.
PROJECT UPDATES

- Informatica – Cheryl Dent stated the team continued to work on Push/Pull and Core workflows and mapping. She stated the team continued to work with Plante Moran to assess the effort to complete non-Core and error handling effort. Key dependencies and assumptions for the team included: Natasha White continued to assist with Push/Pull replacement testing and validation and Kevin Gray continued to assist with Seed Testing and validation. Key risks and issues for the team included: Informatica schedule impacts based on new timelines (Issue 135). For Issue 136, the Plante Moran PO has been issued and they have submitted the timeline to complete the non-core and error handling effort.

- DL Issuance – Joe Weldon stated the team was working on 41 performance test scenarios with all tests developed. He stated 38 have successfully been completed so far. Mr. Weldon further stated the team has completed all development and testing for the change requests. He continued by stating that the team is now working on Regression preparation to be completed by late March 2020.
  - Key implementation activities included:
    - Support Vendors
      - Batch Transcripts
      - DL Penny Vendor
      - Third-Party Cashiering
    - End-to-End Testing for DL Notices
    - AAMVA Structural Testing
    - User set-up scripts
  - Key risks and issues for the team included:
    - Issue 59 – Batch Vendors
    - The team completed sprint development and testing as well as UAT.

- Motorist Maintenance (MM) and Financial Responsibility (FR) – Scott Tomaszewski stated the team was working on 24 total performance test scenarios with 24 developed and 14 pending execution. The team completed change request testing and development for Motorist Maintenance with the exception of testing Transaction Application screens. Mr. Tomaszewski continued by stating the team completed development for Financial Responsibility and were waiting to complete testing at this time. Key dependencies for the team included: delaying any additional environment setup tasks pulling development leads away from change request work needed for go-live, WRAPs/change requests are for critical exceptions only, and Informatica dependencies on pending changes supporting MM and FR regression testing. The team did not have any key risks and issues currently. The team completed sprint development and testing as well as UAT.

- MyDMV Portal – Aundrea Powell stated the team was working on 15 total performance test scenarios. All 15 were developed with three pending execution. There were 12 in the process of execution. The team continued to work on change request testing. Key dependencies for the team included: Informatica testing (specifically the VO Regression Test) and WRAPs/change requests for critical exceptions only. There were no risks or issues to report. The team completed all sprint development, sprint testing and UAT.
  - Key implementation activities for the team included:
    - MyDMV Portal Dependency Updates
    - User Guide Documentation (in review by Communications)
    - Support LDO CSC Hands-on Training Development
    - Additional ADA enhancements
    - Final regression testing April-May 2020
• CDLIS/CP – Ms. Powell stated the team was working on 19 performance test scenarios with 18 developed and 15 successfully completed. Key dependencies for the team included: BizTalk skilled resources for development and testing and WRAPs/change requests are for critical exceptions only. The team still needed to work on CP/CDLS change request testing at this time. There were no risks or issues to report. The team completed sprint development, sprint testing and UAT.
  o Key implementation activities for the team included:
    ▪ Continued AAMVA Structural Testing for 5.3.3 Compliance
    ▪ Preparation to deploy code to production following change request development and testing
    ▪ Final regression testing in April-May 2020
• Renewal Notification – Ms. Powell stated the team completed all testing and is finalizing end-to-end testing. She stated the team was working on four total performance test scenarios with three completed. Key implementation activities for the team included: end-to-end testing for DL notices (receipt of the printed letters). There were no risks or issues to report.
  o Key Dependencies/Assumptions included:
    • No further changes to DL Notices

COMMUNICATION UPDATE
• There was no communication update for this meeting.

PHASE I & II TIMELINE
• Michelle McGinley presented the timeline for Phase I & II Development. Ms. McGinley stated that the team is working through the performance testing and the teams still have some efforts to work through before regression testing. She continued by stating after regression testing, lots of things begin to come together. Some important dates include: Pilot starting July 2020 for the CP, CDLIS, MM, FR, and portal soft launch, statewide starts to FLHSMV in September 2020 and Tax Collector offices in October 2020, and program completion in December 2020.

Q&A
• Lisa Cullen asked if informatica was still on track.
• Cherlyn Dent stated the team was currently trending behind. She continued by stating that the team was working to make the regression testing deadline.
• Ms. Cullen expressed concern for the Tax Collectors.
• Terrence Samuel stated that the team was trying to see if Plante Moran could revise their dates. He also stated at the previous ESC meeting the team developed a focused list of change requests that are critical to go-live.
• Ms. Dent added that Informatica will begin their engagement with Plante Moran this week.

ADJOURNMENT
• Mr. Samuel adjourned the meeting at approximately 1:35 p.m.
• The next Advisory Board Meeting for Phase I is scheduled for April 14, 2020.
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 (02/11/20) 4 Pages
- OCM Update Report 7 Pages
- MM Phase I Financial Review 7 Pages
- Phase I Team Updates – State of the State 7 Pages
FLHSMV OCM Team Summary – Phase I

**Tasks In Progress**
- Tax Collector Engagement Plan is in approval process
- Updating Engagement Plans with new schedule dates and training
- Readiness Assessment Survey currently underway
- ORION associate/disassociate procedures final meeting postponed due to COVID-19
- Facilitating meetings on TAC, FSC, SEU phone calls and troubleshooting monthly

**Key Risks and Issues**
- Tax Collector Engagement Plan is late
- ORION Access (identification of roles, migration of users, process for new users)

**SUMMARY & HIGHLIGHTS**
- Change Champion Network Connect monthly meetings continue
- Engagement meetings continue with all divisions
- Post Go Live Amended Letter process is approved
- OCM has maintained continuity with meetings and momentum with checklists while moving into a virtual environment
- Change Champion 1-on-1 meetings with OCM team

Report: April 14, 2020
Motorist Services OCM Team Summary – Phase I

Tasks In Progress

- Continued meetings with TAC to discuss phone call flows
- OCM project transition checklists for MM, MyDMV Portal, DL Issuance, FR Transition, and CP_CDLIS
- Bureau meetings and checklist meetings continue on schedule

Key Risks and Issues

- Ensuring staff has “go-live” plans
- Tax Collector Engagement Plan is late

SUMMARY & HIGHLIGHTS

- Meetings with bureaus are going well. Chiefs are engaging and working on Implementation Checklists
- Continuing discussions on ORION Access
- SEU has provided training to LDO trainers, Change Champions and FSC

Report: April 14, 2020
OED OCM Summary – Phase I

Tasks In Progress
• Engagement meetings with Directors and their staff

Key Risks and Issues
• No identified Risks or Issues at this time

SUMMARY & HIGHLIGHTS
• Meetings are being held with each office/area

Report: April 14, 2020
DAS OCM Team Summary – Phase I

Tasks In Progress
- Continuing engagement meetings

Key Risks and Issues
- Accounting – MyDMV Portal and VO running simultaneously
- New schedule may conflict with other E-payment project

SUMMARY & HIGHLIGHTS
- Established periodic meetings for implementation

Report: April 14, 2020
FHP OCM Team Summary – Phase I

Key Risks and Issues
- BCII has raised questions about MyDMV Portal
  - The need for training prior to access
  - Social media use for access

SUMMARY & HIGHLIGHTS
- Established periodic meetings for implementation

Tasks In Progress
- FHP/BCII participating in Change Champion Network Connect meetings

Planning
- Engagement Plans

Implement Change
- Policy & Procedures
- Training
- Awareness/Comm
- Staffing Considerations

Measure & Evaluate

Report: April 14, 2020
ISA OCM Team Summary – Phase I

Key Risks and Issues

- No identified Risks or Issues at this time

Tasks In Progress

- Meetings on Knowledge Transfer activities weekly
- Meeting with TAC and MS to discuss handling calls
- Continuing monthly meetings with ISA leadership

SUMMARY & HIGHLIGHTS

- Developers are getting training on various new apps and systems
- Training and Knowledge Transfer risk removed

Report: April 14, 2020
FLHSMV OCM Team Summary – Phase II

Tasks In Progress

- Drafting OCM schedule
- Identifying Risks and Issues
- Reviewed Accenture DED 17

Key Risks and Issues

- No identified Risks or Issues at this time

SUMMARY & HIGHLIGHTS

None

Report: April 14, 2020
<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense (Software, Travel, etc.)</th>
<th>OCO</th>
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<td>$2,500,000</td>
<td>$1,514,762</td>
<td>$619,186</td>
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<td>$8,506,720</td>
<td>$479,280</td>
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<td>2018-2019</td>
<td>$7,536,000</td>
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<td>$80,000</td>
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<tr>
<td>2019-2020</td>
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<td>$2,303,620</td>
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<td>$20,000</td>
<td>$-</td>
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<td>Total</td>
<td>$37,329,355</td>
<td>$32,678,267</td>
<td>$2,536,306</td>
<td>$1,745,667</td>
<td>$64,541</td>
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Budget and Actuals: Current Fiscal Year through March 2020

BUDGET: $2,323,620

$20,000

$2,303,620

Contracted Services Expense (Software, Travel)

ACTUALS: $1,440,000

$1.44M

$0

Contracted Services

Expense (Software, Travel)

Remaining
## Budget and Actuals

### Phase I Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
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<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$2,323,620</td>
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<tr>
<td>Fiscal Year to Date</td>
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<td>Month to Date (March 2020)</td>
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<td>Remaining Funds</td>
<td>$883,620</td>
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</table>
## Phase II
### Total Project

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<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense</th>
<th>OCO</th>
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</thead>
<tbody>
<tr>
<td>2017-2018</td>
<td>$4,132,180</td>
<td>$3,575,240</td>
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<td>$179,850</td>
<td>$19,900</td>
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<td>2018-2019</td>
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<td>$4,455,960</td>
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<td>$150,000</td>
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<td>2019-2020</td>
<td>$13,742,200</td>
<td>$9,715,960</td>
<td>$423,240</td>
<td>$3,570,000</td>
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<tr>
<td>2020-2021</td>
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<td>$7,615,960</td>
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<td>$24,000</td>
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<td>2021-2022</td>
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<td>$6,689,200</td>
<td>$423,240</td>
<td>$232,000</td>
<td>$33,000</td>
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<td>2022-2023</td>
<td>$4,408,260</td>
<td>$3,781,020</td>
<td>$423,240</td>
<td>$200,000</td>
<td>$4,000</td>
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<td><strong>Total</strong></td>
<td><strong>$44,574,480</strong></td>
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<td><strong>$6,146,050</strong></td>
<td><strong>$121,700</strong></td>
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</table>

LBR Requests
Budget and Actuals: Current Fiscal Year through March 2020

**BUDGET:** $13,742,200

- **Contracted Services:** $423,240
- **IV&V Services:** $3,570,000
- **Expense (Software, Travel):** $33,000
- **OCO:** $9,715,960

**ACTUALS:** $5,703,894

- **Contracted Services:** $5.35M
- **IV&V Services:** $317K
- **Expense (Software, Travel):** $0
- **OCO:** $33K

Remaining
<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
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<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$13,742,200</td>
<td></td>
<td></td>
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<tr>
<td>Fiscal Year to Date</td>
<td>$5,703,894</td>
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<tr>
<td>Remaining Funds</td>
<td>$8,038,306</td>
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</table>
Motorist Modernization 
Phase I – April 14, 2020 
STATE OF THE STATE
**Team Profile**
- **# User Stories:** 971
- **# Developers:** 3.25 (1.50 FTEs; 1.75 Cont.)
- **# Testers:** 10 FTEs (includes Field Testers)

**Enterprise Testing Summary**
- Performance Test Scenarios (Total): 41
- Tests Developed: 41
- Pending Execution: 0
- In Process of Execution: 2
- Successfully Completed: 39

**Security Testing Status**
- Not Started

**Forecasted Key Dates**
- Sprint Development – **Done**
- Sprint Testing – **Done**
- UAT Completion – **Done**
- CR Development - 1/10/2020 – **Done**
- CR Testing – 1/17/2020 – **Done**
- Deployment Script (Construct) - **Done**
- Deployment Script (Test) - **Done**
- Regression Testing – Started - 4/6/20 as planned

**Key Implementation Activities**
- **Support Vendors:**
  - Batch Transcripts
  - DL Penny Vendor
  - 3rd Party Cashiering
- **End to End Testing for DL Notices**
- **AAMVA Structural Testing (SSA & VLS)**
- **User set-up scripts**

**Key Dependencies/Assumptions**
- Purge NOT in scope for Phase I
- Informatica Testing Dependencies
- Successful 2-way sync; Data seed issues resolved
- WRAPs/CRs are for critical exceptions only

**Key Risks and Issues**
- None at this time
MM/FR Team Summary

**Team Profile**
- # User Stories: 611
- # Developers: 5
  - [3 FTEs; 2 Cont.]
- # Testers: 2 FTEs

**Enterprise Testing Summary**
- Performance Test
  - Scenarios (Total): 24
- Tests Developed: 24
- Pending Execution: 8
- In Process of Execution: 4
- Successfully Completed: 12

**Security Testing Status**

**Forecasted Key Dates**
- Sprint Development – **Done**
- Sprint Testing – **Done**
- UAT Completion – **Done**
- MM CR Development – **Done**
- MM CR Testing - **Done**
- FR CR Development - **Done**
- FR CR Testing – 3/30/20 – **Done**
- Regression Prep – **Done**
- Regression Testing - **Started** - 4/6/20 as planned

**Key Implementation Activities**
- Insurance Company Book of Business file loads are at 99% of files as of 4/6/20 – 273 out of 275).
- Final regression testing April/May 2020.

**Key Risks and Issues**
- Issue 31 - Availability of External Resources to address blocks in Regression testing work. – Issue Closed on 4/6/20.

**Key Dependencies/Assumptions**
- Delaying any additional environment setup tasks pulling our Dev Leads away from CR work needed for Go Live.
- WRAPs/CRs are for critical exceptions only
- Informatica Changes – Dependencies on pending changes supporting MM and FR regression testing.
MyDMV Portal Team Summary

Team Profile
# User Stories: 773
# Developers: ½ FTE
# Testers: 3

Enterprise Testing Summary
Performance Test Scenarios (Total): 15
Tests Developed: 15
Pending Execution: 0
In Process of Execution: 0
Successfully Completed: 15

Security Testing Status
Not Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

MyDMV CR Development - Done
MyDMV CR Testing – Done

Deployment Script (Construct) - Done
Deployment Script (Test) - Done

Regression Prep – In Progress – Done
Regression Testing – Started - 4/6/20 as planned

Key Implementation Activities
• Portal Core Dependency Updates
• User Guide Documentation (in review by Communications)
• Support LDO CSC Hands on Training Development
• ADA Updates from Regression Testing
• Regression Testing

Key Dependencies/Assumptions
• Informatica Testing Dependencies
  • VO Regression Test Specifically
• WRAPS/CRs are for critical exceptions only

Key Risks and Issues
• None at this time
Team Profile

# User Stories: 469
# Developers: 4
   [3 FTEs; 1 Cont.]
# Testers: 3 FTEs

Enterprise Testing Summary

Performance Test Scenarios (Total): 19
Tests Developed: 19
Pending Execution: 0
In Process of Execution: 0
Execution Completed: 19

***DONE***

Security Testing Status

Not Started

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

------------------------------------------
CP/CDLIS CR Development - Done
CP/CDLIS CR Testing – 01/17/2020
Revised Date: 04/10/2020

------------------------------------------
Deployment Script (Construct) – Done
Deployment Script (Test) – Done

------------------------------------------
Regression Prep – In Progress - Done
Regression Testing – Started - 4/6/20 as planned

Key Implementation Activities

• Continued AAMVA Structural Testing for 5.3.3 Compliance

• Preparation to deploy code to production following CR development & testing

• Final regression testing April/May 2020

Key Dependencies/Assumptions

• Certification from AAMVA on 5.3.3

Key Risks and Issues

• None at this time
Renewal Notification Team Summary

Team Profile
# User Stories: 344
# Developers: 0.3 FTE
# Testers: 1 FTEs

Enterprise Testing Summary
Performance Test
Scenarios (Total): 4
Tests Developed: 4
Pending Execution: 0
In Process of Execution: 0
Successfully Completed: 4

***DONE***

Security Testing Status
Not Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

Renewal CR Development – Done
Renewal CR Testing – Done

Deployment Script (Construct) – Done
Deployment Script (Test) – Done

Regression Prep – Done
Regression Testing – Started - 4/6/20 as planned

Key Implementation Activities
• Regression Testing

Key Dependencies/Assumptions
• Planet Press stability
• No further changes to DL Notices

Key Risks and Issues
• None at this time
Informatica Team Summary

Team Profile
# Database tables: 159
# Developers: 2 full-time, 2 part-time
# Testers: 8 FTEs

Testing Summary
# Tables to sync: 183 (total)
# Tables Started: 54 (Core)
# Tables Completed: 8 (Core)

SEU Core Testing Complete (priority): 40%
MS2DL testing 100% Complete

Stakeholder Testing Status
Performance Management Office – 5%

Forecasted Key Dates
Deployment of Core to STAGE (error handling integrated) – 5/18/2020
Deployment of Core to Production – 12/6/2019 TBD
Deployment of non Core bi-directional workflows to STAGE – 12/31/2019 5/1/2020
Deployment of non Core bi-directional workflows to Production – 02/15/2020 7/24/2020

Key Risks and Issues
• Issue 135 – Informatica schedule impacts based on new timelines
  Update: DHSMV has reached out to Plante Moran to provide additional assistance with the Core Mappings. Informatica team is working to establish the date when error handling will be integrated into core mappings and bugs resolved. Validation is ready to begin on addresses.

Key Informatica Activities
• ISA and SEU Informatica testing
• Seed testing
• Plante Moran has started working on the Error Handling solution and the non-Core mapping development

Key Dependencies & Assumptions
• Natasha White will continue with testing and validation
• Kevin Gray will continue with Seed testing and validation and Kevin will be able to get additional resources to assist with the Seeding validations
<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Organizational Change Management Core Team Meeting</td>
<td>Internal</td>
<td>Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.</td>
<td>OCM Core Team</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Organizational Change Management Meeting</td>
<td>Internal</td>
<td>Bi-weekly meetings on Wednesday with the additional members of the OCM team and Accenture to discuss items related to organizational change management.</td>
<td>OCM Team and Accenture</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Weekly</td>
<td>Internal Change Control Board</td>
<td>Internal</td>
<td>Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.</td>
<td>Product Owners and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Bi-Monthly</td>
<td>Change Control Board</td>
<td>Internal</td>
<td>Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.</td>
<td>CCB Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Reoccurring</td>
<td>Engagement Plan Meetings</td>
<td>Internal</td>
<td>Continued meetings with divisions and bureaus to discuss the engagement plans and checklists developed for the Division of Motorist Services, Division of Administrative Service, Office of the Executive Director, Information Systems Administration and Florida Highway Patrol.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization User Guides</td>
<td>Internal/External</td>
<td>Meetings occurring throughout the month providing content for the Motorist Modernization User Guides related to Driver License Issuance, Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS, Citation Processing, Motorist Maintenance and Financial Responsibility).</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Face-To-Face Meeting/Conference Call/Electronic Communication</td>
<td>Koral Griggs and Project Managers</td>
</tr>
<tr>
<td>February 21, 2020</td>
<td>Change Champion Network Connect Meeting</td>
<td>Internal</td>
<td>Monthly meeting to provide updates and host discussions with the FLHSMV Change Champions regarding Phase I Motorist Modernization.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>February - April 2020</td>
<td>Motorist Modernization Resources</td>
<td>Internal/External</td>
<td>Developing strategic materials, including posters, bulletin boards, quick facts and tear sheet to assist change champions in communicating about Motorist Modernization.</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Printed Materials/Electronic Communication</td>
<td>Koral Griggs</td>
</tr>
</tbody>
</table>
**March 2020**  
**Organizational Readiness Survey**  
**Internal/External**  
Distribution of an assessment from the OCM team to internal and external members to identify readiness regarding the Motorist Modernization Program.  
**OCM Core Team and FLHSMV Staff**  
**Electronic Communication**  
Craig Benner

**February - May 2020**  
**Tax Collector Engagement Plan**  
**Internal/External**  
Document to provide information to Tax Collectors about Motorist Modernization changes. Includes training curricula and other pertinent information for Tax Collectors to review prior to go-live.  
**OCM Core Team**  
**Electronic Communication**  
Craig Benner

**April 17, 2020**  
**Change Champion Network Connect Meeting**  
**Internal**  
Monthly meeting to provide updates and host discussions with the FLHSMV Change Champions regarding Phase I Motorist Modernization.  
**FLHSMV Staff**  
**Webinar/Conference Call**  
Craig Benner

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>Learning and Development Office Checkpoint Meeting</td>
<td>Internal</td>
<td>Weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Jennifer Ford and Sarah Pope</td>
</tr>
<tr>
<td>Weekly</td>
<td>Learning and Development Office Motorist Modernization Team Checkpoint Meetings</td>
<td>Curriculum Course Development and Reviews</td>
<td>Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>As Necessary</td>
<td>LDO User Experience Demo</td>
<td>Curriculum Course Development</td>
<td>As training processes are developed and tested, SEU and/or the project teams facilitate a demo for LDO to walk through the training process as it should be communicated to the end user. This demo is the first step in the development process.</td>
<td>LDO, SEU and OMM Team</td>
<td>Face-to-Face Meeting/Recording</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Learning and Development/Office of Motorist Modernization Leadership Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.</td>
<td>LDO and OMM Leadership</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel and Jennifer Ford</td>
</tr>
<tr>
<td>February 2020</td>
<td>Training and Resources Poster</td>
<td>Internal</td>
<td>Poster created by the Learning and Development Office to provide additional information on training and resources being offered by LDO, SEU, and other trainers.</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Jennifer Ford</td>
</tr>
<tr>
<td>February 2020</td>
<td>Motorist Modernization SharePoint and PartnerNet Training Page</td>
<td>Internal</td>
<td>Training page created by the Learning and Development Office to provide additional information on training, curricula, timelines and resources related to ORION.</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Jennifer Ford</td>
</tr>
</tbody>
</table>
February 2020
Motorist Modernization Phase I Training for Tax Collectors
Internal/External
Meeting on February 13, 2020 in Brevard County to provide an overview of Phase I training for tax collectors, tax collector train-the-trainer sessions, timeline for training activities, and plan for monthly training updates for tax collectors on training status.

FLHSMV Staff and Tax Collectors
Face-to-Face Meeting
Jennifer Ford

March 11, 2020
Motorist Modernization Phase I Training Meeting for Tax Collectors
External
Meeting on March 11, 2020, in Indian River County to provide an overview of Phase I training for tax collectors, tax collector train-the-trainer sessions, timeline for training activities, and plan for monthly training updates for tax collectors on training status.

Tax Collectors
Face-to-Face Meeting
Jennifer Ford

March 10, 2020
Motorist Modernization Phase I Training Curricula for Tax Collectors
External
Posted electronic flipbook, available on Partnernet Motorist Modernization Training page, providing an overview of iLearn and hands-on Train-the-Trainer sessions that will be available for tax collector agents, supervisors, trainers and identified leads.

Tax Collectors
Printed Materials/Electronic Communication
Jennifer Ford

Monthly
Tax Collector ORION Training Conference Calls
Internal/External
Conference calls to share information about and review upcoming and current tax collector training activities and discuss feedback and questions from ORION hands-on training sessions.

Identified Tax Collectors
Conference Call
Jennifer Ford

Apr-20
iLearn Training Launch Communications
Internal/External
Email communications to TC trainers and identified leads on the May availability of TC iLearn training curricula. Email communications to FLHSMV Change Champions, BMSS, BCS, CSC and OLA to announce the availability of iLearn training in May.

Identified Tax Collectors and FLHSMV Staff
Electronic Communication
Jennifer Ford, Sarah Pope, and Mark Witmer

Communications

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
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</thead>
<tbody>
<tr>
<td>Bi-Weekly</td>
<td>Executive Steering Committee Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.</td>
<td>ESC Leadership Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Monthly</td>
<td>Phase I Advisory Board</td>
<td>Internal/External</td>
<td>Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.</td>
<td>Advisory Board Voting Members and OMM Team</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Modernization Internal Team Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program.</td>
<td>OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Frequency</td>
<td>Event Name</td>
<td>Scope</td>
<td>Description</td>
<td>Responsible Party</td>
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<tr>
<td>Weekly</td>
<td>Phase I Accenture Weekly Status Meeting</td>
<td>Internal/External</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young and OMM team members.</td>
<td>OMM Team, Ernst and Young and AST</td>
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<td>Accenture Team</td>
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<tr>
<td>Weekly</td>
<td>Motorist Modernization Weekly Leadership Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.</td>
<td>Executive Leadership</td>
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<td>OMM Team</td>
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<tr>
<td>Weekly</td>
<td>IV&amp;V Weekly Status Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.</td>
<td>OMM Leadership, AST, Ernst and Young, and Contract Manager</td>
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<td></td>
<td>Kristin Green</td>
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<tr>
<td>As Necessary</td>
<td>Focus Group Meetings</td>
<td>Stakeholder Outreach</td>
<td>Meetings to provide information or obtain feedback on the Motorist Modernization initiative.</td>
<td>Various Stakeholders</td>
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<td>Koral Griggs, Terrence Samuel, Senior Business Analysts</td>
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<tr>
<td>Weekly</td>
<td>Communications Meeting</td>
<td>Internal</td>
<td>Weekly stand down meeting with the FLHSMV Communication Director to discuss communications within the agency and the Office of Motorist Modernization, in addition to MyDMV Portal marketing.</td>
<td>FLHSMV Communications Team</td>
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<td></td>
<td>Koral Griggs</td>
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<tr>
<td>As Necessary</td>
<td>MoMo You Know</td>
<td>Internal</td>
<td>When requested, an email containing updates related to the Motorist Modernization project, including &quot;need to knows,&quot; encouragement, upcoming tasks, etc.</td>
<td>Motorist Modernization Program Members</td>
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<td>Electronic Communication</td>
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<td>Koral Griggs</td>
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<tr>
<td>Weekly</td>
<td>Motorist Modernization News Bulletin</td>
<td>Internal/External</td>
<td>Weekly news bulletin consisting of various articles and fun facts related to the Motorist Modernization Program.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
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<td>Electronic Communication</td>
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<td>Koral Griggs</td>
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<tr>
<td>As Necessary</td>
<td>ORION Hub Newsletter</td>
<td>External/Internal</td>
<td>Newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
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<td>Electronic Communication</td>
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<td>Koral Griggs</td>
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<tr>
<td>Quarterly</td>
<td>Motorist Services Intersection Newsletter</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
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<td>Electronic Communication</td>
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<td>Rick Burnham</td>
<td></td>
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<tr>
<td>Weekly</td>
<td>Motorist Services News Wheel</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.</td>
<td>Motorist Services</td>
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<td>Electronic Communication</td>
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<td></td>
<td>Rick Burnham</td>
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<tr>
<td>Monthly</td>
<td>ORION Star</td>
<td>Internal</td>
<td>Monthly award presented to a Motorist Modernization team member who has gone &quot;above and beyond&quot; for the sake of the project and the team.</td>
<td>Executive Leadership and Motorist Modernization Program Members</td>
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<td>Electronic Communication</td>
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<td></td>
<td>Koral Griggs</td>
<td></td>
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<tr>
<td>Monthly</td>
<td>Legislative Governance Status Report</td>
<td>External</td>
<td>Monthly status report to provide updates related to the Motorist Modernization Program.</td>
<td>Various Stakeholders</td>
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<td></td>
<td>Electronic Communication</td>
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<td>Accenture Team</td>
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<tr>
<td>Frequency</td>
<td>Event Type</td>
<td>Website</td>
<td>Internal/External</td>
<td>Description</td>
<td>Relevant Contacts</td>
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<tr>
<td>Monthly</td>
<td>Motorist Modernization Website</td>
<td>Internal/External</td>
<td>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.</td>
<td>FLHSMV Staff, Tax Collectors and Citizens</td>
<td>Website Koral Griggs and FLHSMV Web Team</td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>Florida Highway Safety AAMVA Testing for CDLIS 5.3.3</td>
<td>Internal/External</td>
<td>Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.</td>
<td>AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team</td>
<td>Conference Call Kristin Green and Aundrea Andrades</td>
<td></td>
</tr>
<tr>
<td>As Necessary</td>
<td>PartnerNet/SafetyNet Webpages</td>
<td>Internal/External</td>
<td>Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&amp;V Report and the monthly Tax Collector Status Report.</td>
<td>Tax Collectors and FLHSMV Staff</td>
<td>PartnerNet/SafetyNet Koral Griggs</td>
<td></td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Financial Responsibility Bi-Weekly Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting with Financial Responsibility team members and the Department of Financial Services to provide updates on the Motorist Modernization Program and the Financial Responsibility project.</td>
<td>Department of Financial Services and FLHSMV Staff</td>
<td>Conference Call Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves</td>
<td></td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Phase I Go-Live Implementation Meetings</td>
<td>Internal</td>
<td>Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.</td>
<td>OMM Team</td>
<td>Face-to-Face Meeting Michelle McGinley</td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>REAL ID Compliance</td>
<td>Internal/External</td>
<td>Monitor REAL ID compliance rates statewide prior to October 1, 2020. Whenever possible, provide stakeholders with REAL ID materials and reminders to pass along to customers. Include report on monthly tax collector update.</td>
<td>OMM Team</td>
<td>Printed Materials/Electronic Communication/Face-to-Face Meeting Koral Griggs and FLHSMV Communications Team</td>
<td></td>
</tr>
<tr>
<td>February 11 - 13, 2020</td>
<td>Driver License Issuance Sandbox Hands-On ORION Overview</td>
<td>Internal/External</td>
<td>Hands-on overview for Brevard County Tax Collectors regarding the ORION Driver License Issuance Sandbox.</td>
<td>Tax Collectors</td>
<td>Face-to-Face Meeting Terrence Samuel, Jessica Espinoza and Chad Hutchinson</td>
<td></td>
</tr>
<tr>
<td>February 20, 2020</td>
<td>Lunch and Learn</td>
<td>Internal</td>
<td>Lunch and learn event for attendees to view a demonstration of the ORION Driver License Issuance system.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting/Conference Call Jessica Espinoza and Terrence Samuel</td>
<td></td>
</tr>
<tr>
<td>TBD</td>
<td>Lunch and Learn</td>
<td>Internal</td>
<td>Lunch and learn event for attendees to view a demonstration of the ORION Motorist Maintenance module.</td>
<td>FLHSMV Staff</td>
<td>Webinar/Conference Call</td>
<td>Laura Freeman and Catherine Thomas</td>
</tr>
</tbody>
</table>