

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
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
 - OCM Update
 - Financial Review
 - Project Updates
- Communications Update
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
Monthly Meeting Minutes
Tuesday, March 10, 2020
1:00 to 2:00 PM
Kirkman Building Conference Room B-202

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, Cheryl 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

Office of Motorist Modernization

- 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.
 - 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.
 - 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

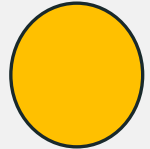
- Mr. Samuel adjourned the meeting at approximately 1:35 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for April 14, 2020.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

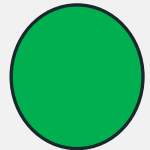
MM Advisory Board Agenda	1 Page
MM Advisory Board Monthly Meeting Minutes (02/11/20)	4 Pages
OCM Update Report	7 Pages
MM Phase I Financial Review	7 Pages
Phase I Team Updates – State of the State	7 Pages

FLHSMV OCM Team Summary – Phase I



Planning

- Engagement Plans



Implement Change

- DAS
- FHP
- ISA
- MS
- OED



Measure & Evaluate

- Readiness Survey
- Pilot Feedback

Key Risks and Issues

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

SUMMARY & HIGHLIGHTS

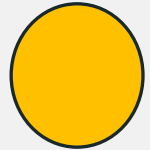
- *Change Champion Network Connect monthly meetings continue*
- *Engagement meetings continue with all divisions*
- *Post Go Live Amended Letter process is approved*
- *OCM has maintained continuity with meetings and momentum with checklists while moving into a virtual environment*
- *Change Champion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

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- meeting monthly

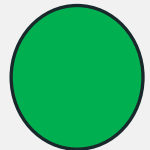
Report: April 14, 2020

Motorist Services OCM Team Summary – Phase I



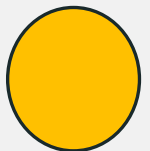
Planning

- Engagement Plans



Implement Change

- BCS
- CSC
- BOR
- BIO
- BMSS
- BMC
- BDS
- BCVDS



Measure & Evaluate

Key Risks and Issues

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

SUMMARY & HIGHLIGHTS

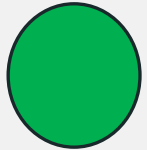
- *Meetings with bureaus are going well. Chiefs are engaging and working on Implementation Checklists*
- *Continuing discussions on ORION Access*
- *SEU has provided training to LDO trainers, Change Champions and FSC*

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

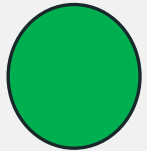
Report: April 14, 2020

OED OCM Summary – Phase I



Planning

- Engagement Plans



Implement Change

- ESM
- FSM
- OLA
- Comms
- OGC/BAR
- OIG
- OPM
- LDO
- Personnel



Measure & Evaluate

Key Risks and Issues

- *No identified Risks or Issues at this time*

SUMMARY & HIGHLIGHTS

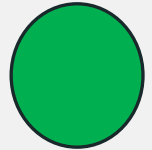
- *Meetings are being held with each office/area*

Tasks In Progress

- Engagement meetings with Directors and their staff

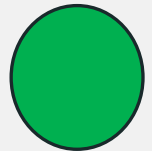
Report: April 14, 2020

DAS OCM Team Summary – Phase I



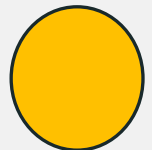
Planning

- Engagement Plans



Implement Change

- Accounting
- Office Services
- Purchasing & Contracts
- Support Services



Measure & Evaluate

Key Risks and Issues

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

SUMMARY & HIGHLIGHTS

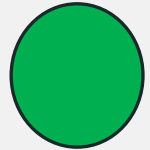
- *Established periodic meetings for implementation*

Tasks In Progress

- Continuing engagement meetings

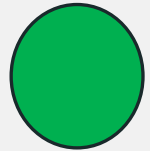
Report: April 14, 2020

FHP OCM Team Summary – Phase I



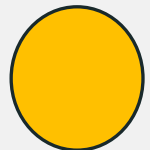
Planning

- Engagement Plans



Implement Change

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



Measure & Evaluate

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

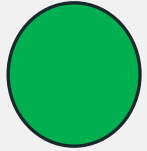
- *Established periodic meetings for implementation*

Tasks In Progress

- FHP/BCII participating in Change Champion Network Connect meetings

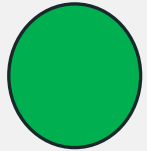
Report: April 14, 2020

ISA OCM Team Summary – Phase I



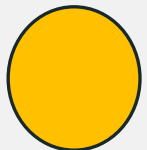
Planning

- Engagement Plans
- Knowledge Transfer Plan



Implement Change

- Service Dev
- Service Ops
- OMM
- Ent Database Svcs
- CTO/FHP
- Strategic Bsn Ops
- IT Financial & Planning



Measure & Evaluate

Key Risks and Issues

- *No identified Risks or Issues at this time*

SUMMARY & HIGHLIGHTS

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

Tasks In Progress

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

Report: April 14, 2020

FLHSMV OCM Team Summary – Phase II

Strategy

Planning

- Engagement Plans
- Change Champion Kickoff

Implement Change

- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate

- Readiness Survey

Key Risks and Issues

- *No identified Risks or Issues at this time*

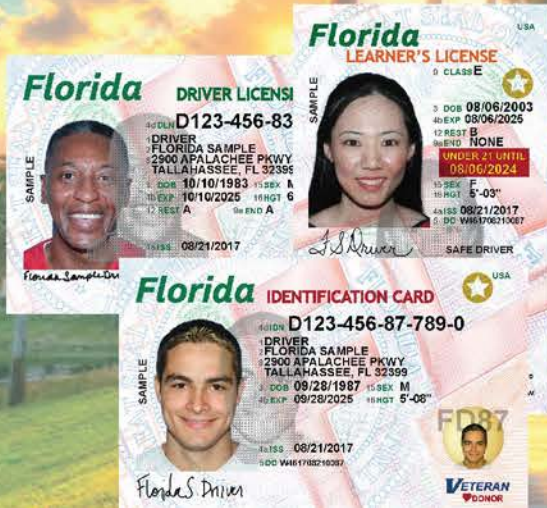
SUMMARY & HIGHLIGHTS

None

Tasks In Progress

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

Report: April 14, 2020



Motorist Modernization Financials

MARCH 30, 2020

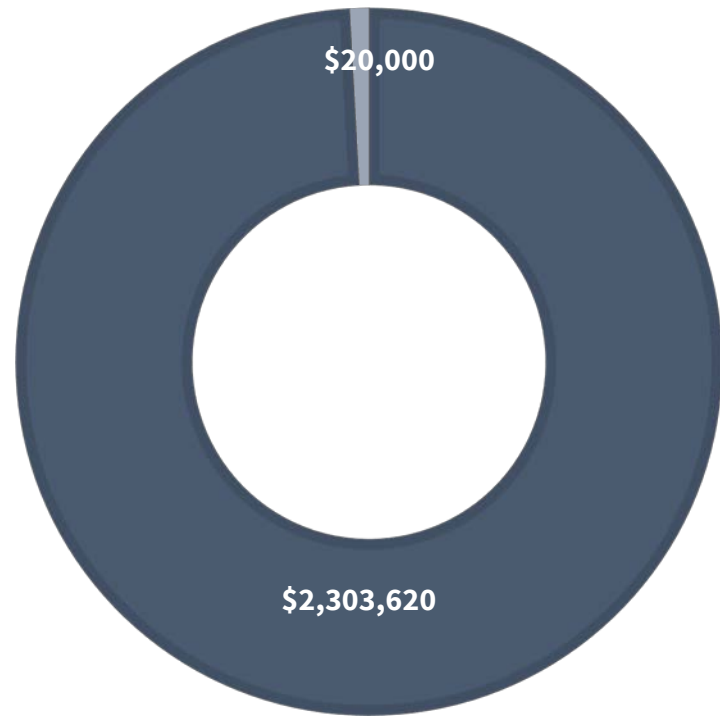


Phase I Total Project

LBR Requests - Updated

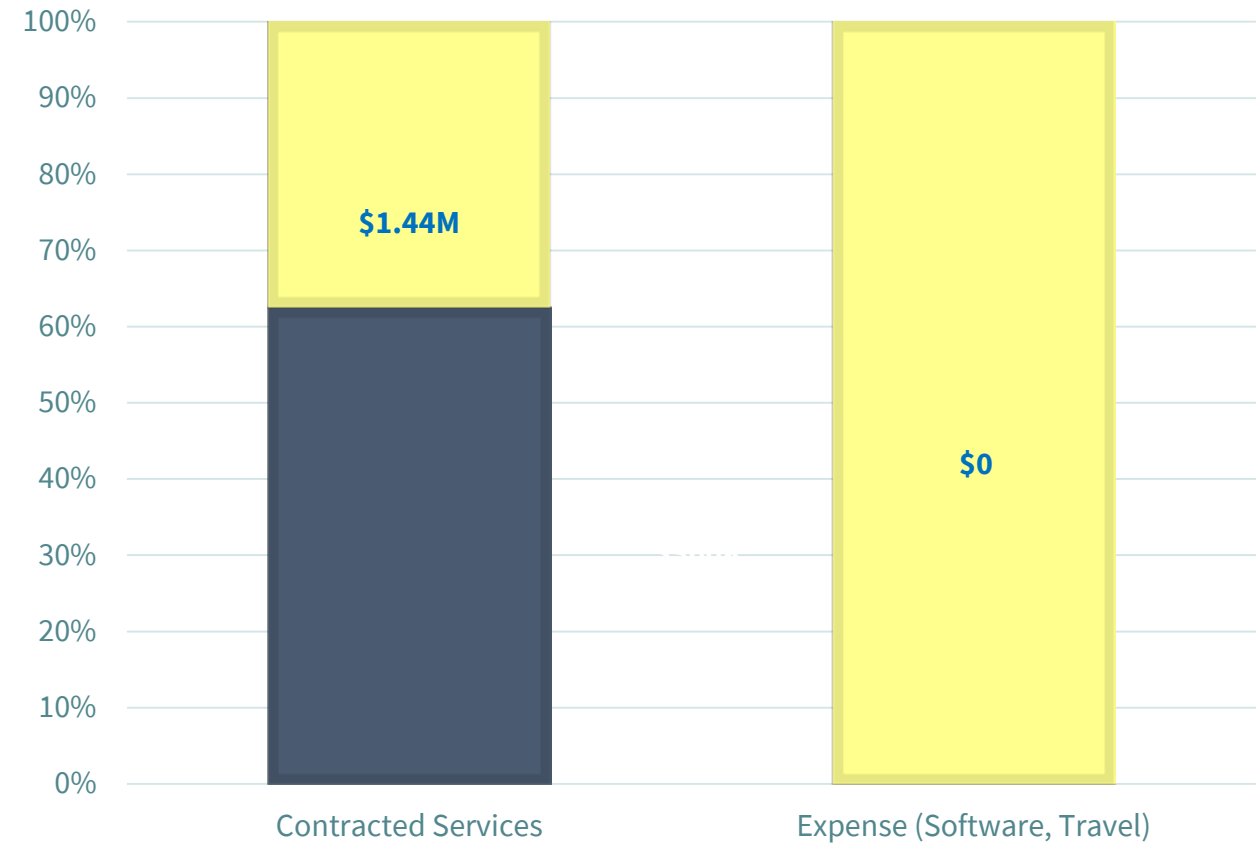
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	\$ 2,500,000	\$ 1,514,762	\$ 619,186	\$ 61,478	\$ -
2015-2016	\$ 6,362,609	\$ 5,468,933	\$ 479,280	\$ 382,501	\$ 31,895
2016-2017	\$ 8,749,351	\$ 7,907,512	\$ 479,280	\$ 336,688	\$ 25,871
2017-2018	\$ 9,857,775	\$ 8,506,720	\$ 479,280	\$ 865,000	\$ 6,775
2018-2019	\$ 7,536,000	\$ 6,976,720	\$ 479,280	\$ 80,000	\$ -
2019-2020	\$ 2,323,620	\$ 2,303,620		\$ 20,000	\$ -
Total	\$ 37,329,355	\$ 32,678,267	\$ 2,536,306	\$ 1,745,667	\$ 64,541

BUDGET: \$2,323,620



■ Contracted Services ■ Expense (Software, Travel)

ACTUALS: \$1,440,000



■ Remaining

Budget and Actuals: Current Fiscal Year through March 2020

Budget and Actuals

Phase I Overview

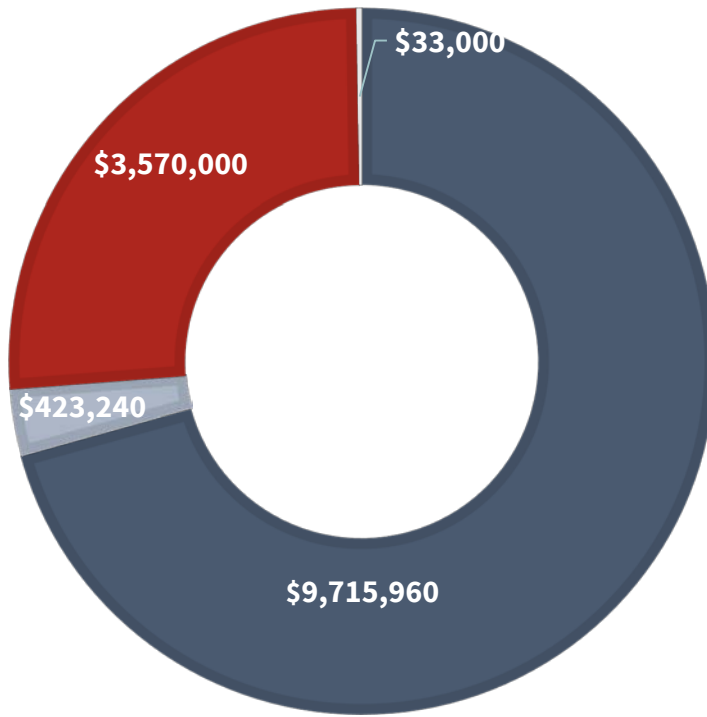
Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$2,323,620		
Fiscal Year to Date	\$1,440,000	\$1,440,000	0%
Month to Date (March 2020)	\$160,000	\$160,000	0%
Remaining Funds	\$883,620		

Phase II Total Project

LBR Requests

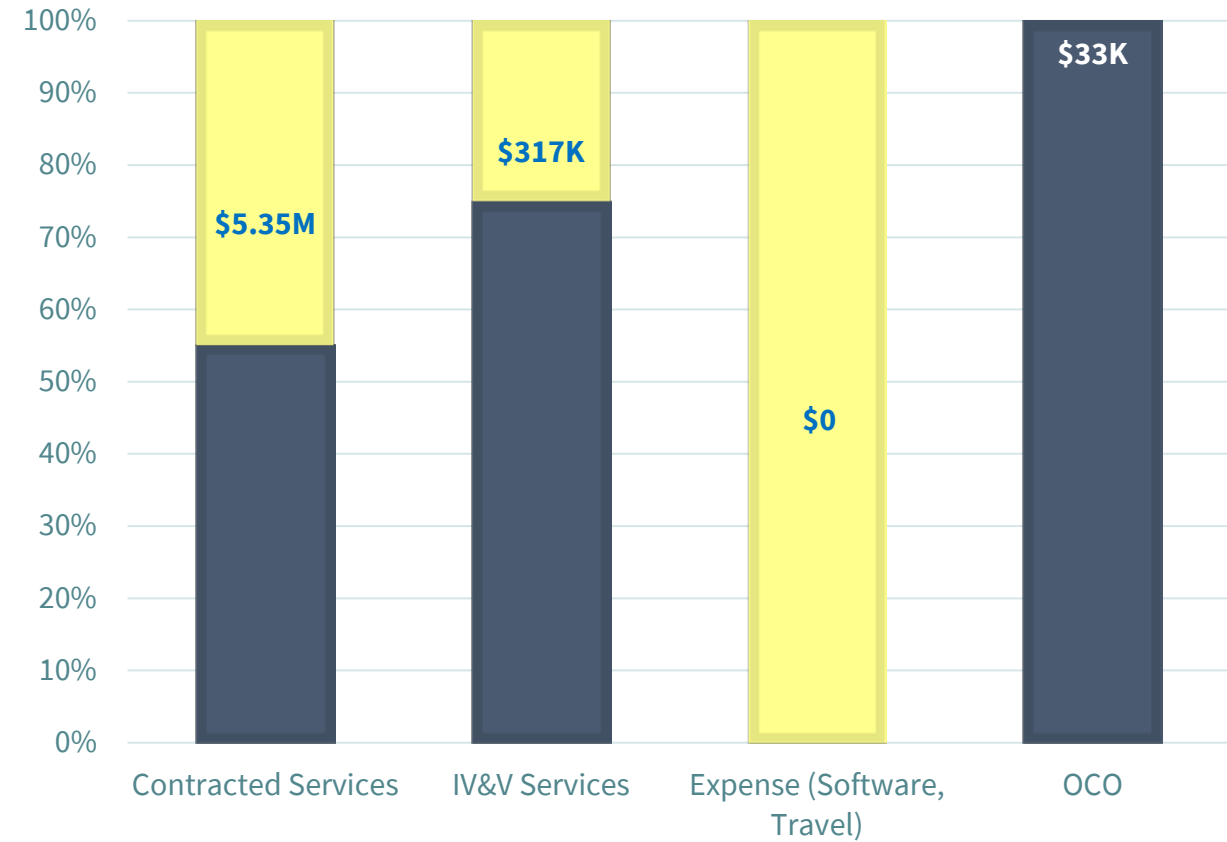
<i>Fiscal Year</i>	<i>Total Request</i>	<i>Contracted Services</i>	<i>IV&V Services</i>	<i>Expense</i>	<i>OCO</i>
2017-2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018-2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019-2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021-2022	\$7,377,440	\$6,689,200	\$423,240	\$232,000	\$33,000
2022-2023	\$4,408,260	\$3,781,020	\$423,240	\$200,000	\$4,000
Total	\$44,574,480	\$35,833,340	\$2,473,390	\$6,146,050	\$121,700

BUDGET: \$13,742,200



■ Contracted Services ■ IV&V Services ■ Expense (Software, Travel) ■ OCO

ACTUALS: \$5,703,894



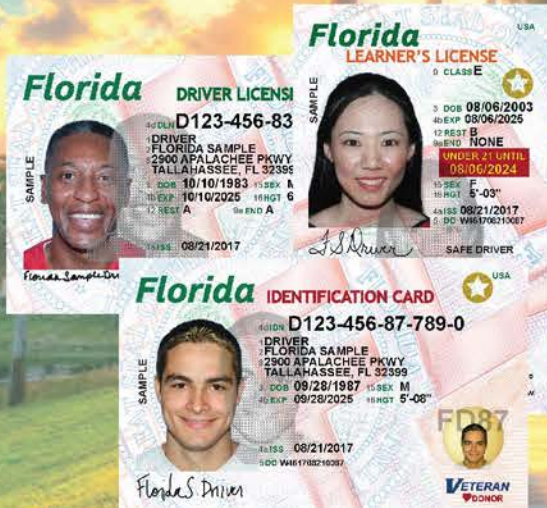
■ Remaining

Budget and Actuals: Current Fiscal Year through March 2020

Budget and Actuals

Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$13,742,200		
Fiscal Year to Date	\$5,703,894	\$5,703,894	0.00%
Month to Date (March 2020)	\$579,078	\$579,078	0.00%
Remaining Funds	\$8,038,306		



Motorist Modernization Phase I – April 14, 2020

STATE OF THE STATE



DL Issuance Team Summary

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 Risks and Issues

- None at this time

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

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 Risks and Issues

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

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 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
*****DONE*****

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 Risks and Issues

- None at this time

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

CDLIS/CP Team Summary

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 Risks and Issues

- None at this time

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

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 Risks and Issues

- None at this time

Key Implementation Activities

- Regression Testing

Key Dependencies/Assumptions

- Planet Press stability
- No further changes to DL Notices

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

Motorist Modernization Phase I Communications Plan

This plan covers January 2020 - June 2020

Organizational Change Management

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Daily	Organizational Change Management Core Team Meeting	Internal	Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.	OCM Core Team	Face-to-Face Meeting	Craig Benner
Bi-Weekly	Organizational Change Management Meeting	Internal	Bi-weekly meetings on Wednesday with the additional members of the OCM team and Accenture to discuss items related to organizational change management.	OCM Team and Accenture	Face-to-Face Meeting	Craig Benner
Weekly	Internal Change Control Board	Internal	Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.	Product Owners and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Bi-Monthly	Change Control Board	Internal	Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.	CCB Members and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Reoccurring	Engagement Plan Meetings	Internal	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.	FLHSMV Staff	Face-to-Face Meeting	Craig Benner
Monthly	Motorist Modernization User Guides	Internal/External	Meetings occurring throughout the month providing content for the Motorist Modernization User Guides related to Driver License Issuance, Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS, Citation Processing, Motorist Maintenance and Financial Responsibility).	FLHSMV Staff and Tax Collectors	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs and Project Managers
February 21, 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	Face-to-Face Meeting	Craig Benner
February - April 2020	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and tear sheet to assist change champions in communicating about Motorist Modernization.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Koral Griggs

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

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						
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Executive Steering Committee Meeting	Internal	Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.	ESC Leadership Members and OMM Team	Face-to-Face Meeting	OMM Team
Monthly	Phase I Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.	Advisory Board Voting Members and OMM Team	Face-to-Face Meeting/Conference Call	OMM Team
Weekly	Motorist Modernization Internal Team Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program.	OMM Team	Face-to-Face Meeting	OMM Team

Weekly	Phase I Accenture Weekly Status Meeting	Internal/External	Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young, AST and OMM team members.	OMM Team, Ernst and Young and AST	Face-to-Face Meeting/Conference Call	Accenture Team
Weekly	Motorist Modernization Weekly Leadership Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.	Executive Leadership	Face-to-Face Meeting	OMM Team
Weekly	IV&V Weekly Status Meeting	Internal	Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.	OMM Leadership, AST, Ernst and Young, and Contract Manager	Face-to-Face Meeting	Kristin Green
As Necessary	Focus Group Meetings	Stakeholder Outreach	Meetings to provide information or obtain feedback on the Motorist Modernization initiative.	Various Stakeholders	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs, Terrence Samuel, Senior Business Analysts
Weekly	Communications Meeting	Internal	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.	FLHSMV Communications Team	Face-to-Face Meeting	Koral Griggs
As Necessary	MoMo You Know	Internal	When requested, an email containing updates related to the Motorist Modernization project, including "need to knows," encouragement, upcoming tasks, etc.	Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Weekly	Motorist Modernization News Bulletin	Internal/External	Weekly news bulletin consisting of various articles and fun facts related to the Motorist Modernization Program.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Koral Griggs
As Necessary	ORION Hub Newsletter	External/Internal	Newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Koral Griggs
Quarterly	Motorist Services Intersection Newsletter	Internal	Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Rick Burnham
Weekly	Motorist Services News Wheel	Internal	Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.	Motorist Services	Electronic Communication	Rick Burnham
Monthly	ORION Star	Internal	Monthly award presented to a Motorist Modernization team member who has gone "above and beyond" for the sake of the project and the team.	Executive Leadership and Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Monthly	Legislative Governance Status Report	External	Monthly status report to provide updates related to the Motorist Modernization Program.	Various Stakeholders	Electronic Communication	Accenture Team

As Necessary	FLHSMV Governor's Weekly Report	External	Contribution of content for the Governor's Weekly Report, as necessary.	Florida Governor	Electronic Communication	Koral Griggs
Monthly	Motorist Modernization Website	Internal/External	Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.	FLHSMV Staff, Tax Collectors and Citizens	Website	Koral Griggs and FLHSMV Web Team
Monthly	Florida Highway Safety AAMVA Testing for CDLIS 5.3.3	Internal/External	Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.	AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team	Conference Call	Kristin Green and Aundrea Andrades
As Necessary	PartnerNet/SafetyNet Webpages	Internal/External	Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&V Report and the monthly Tax Collector Status Report.	Tax Collectors and FLHSMV Staff	PartnerNet/SafetyNet	Koral Griggs
Bi-Weekly	Financial Responsibility Bi-Weekly Meeting	Internal	Bi-weekly meeting with Financial Responsibility team members and the Department of Financial Services to provide updates on the Motorist Modernization Program and the Financial Responsibility project.	Department of Financial Services and FLHSMV Staff	Conference Call	Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves
Bi-Weekly	Phase I Go-Live Implementation Meetings	Internal	Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.	OMM Team	Face-to-Face Meeting	Michelle McGinley
Monthly	REAL ID Compliance	Internal/External	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.	OMM Team	Printed Materials/Electronic Communication/Face-to-Face Meeting	Koral Griggs and FLHSMV Communications Team
February 11 - 13, 2020	Driver License Issuance Sandbox Hands-On ORION Overview	Internal/External	Hands-on overview for Brevard County Tax Collectors regarding the ORION Driver License Issuance Sandbox.	Tax Collectors	Face-to-Face Meeting	Terrence Samuel, Jessica Espinoza and Chad Hutchinson
February 20, 2020	Lunch and Learn	Internal	Lunch and learn event for attendees to view a demonstration of the ORION Driver License Issuance system.	FLHSMV Staff	Face-to-Face Meeting/Conference Call	Jessica Espinoza and Terrence Samuel

TBD	Lunch and Learn	Internal	Lunch and learn event for attendees to view a demonstration of the ORION Motorist Maintenance module.	FLHSMV Staff	Webinar/Conference Call	Laura Freeman and Catherine Thomas
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