Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, May 10, 2022
2:30 to 4:00 PM
VIA: Microsoft Teams

Invitees	Representing
Stephen Boley	FLHSMV
Capt. Jason Britt	FLHSMV
Brett Saunders	FLHSMV
Jay Levenstein	FLHSMV
Steve Burch	FLHSMV
Scott Lunsford	Florida Tax Collectors
Sherri Smith	Florida Tax Collectors
Sgt. Derek Joseph	Law Enforcement
TBD	Law Enforcement

Agenda

- Roll Call

- Welcome

- Review and Approval of Last Meeting Minutes

- IV&V Update

- Stakeholder Outreach Update

- MM Phase II Program Update

    o Financial Review

    o Project Updates

- Communications Update

- Q&A

- Adjourn

Office of Motorist Modernization

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, April 12, 2022
2:30 to 4:00 PM
VIA: Microsoft Teams

WELCOME AND INTRODUCTIONS

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

  Advisory Board Phase II members included:

  - Capt. Jason Britt
  - Brett Saunders
  - Jay Levenstein
  - Scott Lunsford
  - Sherri Smith
  - Sgt. Derek Joseph
  - Steve Burch
  - Stephen Boley

- Additional FLHSMV members included – Kristin Green, Rachel Graham, Catherine Alvarez, Michael Anderson, Elise Batchelor, Jessica Espinoza, Laura Freeman, Chad Hutchinson, Judy Johnson, Pavel Machado, Jennifer Miller, Judy Moats, Ann Naiman, Aundrea Powell, Cathy Thomas, and Scott Tomaszewski.
- Visitors included – Joseph Weldon and Michelle McGinley from Accenture, Margie France with Ernst & Young, Lisa Cullen with the Florida Tax Collectors, and Melissa Primm with Grant Street attended. Joshua Price also attended.

REVIEW OF MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from March 8, 2022. No corrections were identified. A motion to approve the minutes was accepted by the board members and the March 8, 2022, meeting minutes were approved.

PHASE II IV&V UPDATE

- Margie France presented an overview of the IV&V report for Phase II. The current risk state was green. There were no open deficiencies to report. The open deficiency concerning the lack of an integrated resource pool was closed due to the new project baseline that was established on February 11, 2022, because of Change Request 19. The schedule performance index was 1.000. 3 of 1,736 total tasks contained in the project schedule were late. The program completion date was forecasted to be 11 days late.

PHASE II PROJECT UPDATE

- Joseph Weldon stated Team A (Title and Registration) finished Sprint 37 today and began working on their HIP Sprint for Milestone J. The team completed development for Milestone I stories. The team continued to test Milestone I stories including title cancellation. The team continued to work on development for Milestone J including original parking permit

and re-create registration. The team is also working on refinement for renewal parking permits. The team continued to meet with AAMVA to define the NMVTIS interface and related stories. SEU is also working on mark title sold as a separate iteration under Team C.

- Jennifer Miller stated Team B (MV Globals) continued to work on stories for Milestones I and J and will closeout Sprint 37 today as well. The team is trending behind on Milestone I stories related to the electronic filing system (EFS) return plates. The team has been impacted by requirement questions which, in turn, has caused the backlog to remain behind. The team continued to work with internal Subject Matter Experts and external stakeholders regarding open refinement questions. For Milestone J, the team has been working on stories related to office management, maintenance, and correspondence. The Communications Team completed review of the correspondence on demand letters.
- Scott Tomaszewski stated for the IFTA/IRP team, Deliverable 15 (Development Completion software Milestone – IFTA release) was completed. The team is in review cycle 2 for Deliverable 17 (Final Legacy Data Mapping to COTS – Iteration 1). IRP Issuance stories are slotted to be completed and submitted to Celtic during Sprint 19 on May 17. The team addressed three bug fixes reported by Celtic and 5 of the 8 committed stories for Sprint 18.
  - Key risks and issues for the team included:
    - Risk 111 – Cross-team dependency
  - Important activities for the team included:
    - Continue Celtic support while they address IFTA bugs, completing end-to-end testing, and IRP service endpoint development.
    - Complete VOID workflow and refinement.
    - Business/SEU continued testing of IFTA code in the COTS solution – FLMCS.
- Mr. Weldon stated the Florida Smart ID (FSID) team had a production release on April 11, 2022, that included manual entry of barcode information (Change Request 11) and major critical defects.
  - Important activities for the team included:
    - Phase 2 – February 28, 2022, Go Live
      - Remote Enrollment
      - Move to GovCloud
      - Broadcast Messages
    - Phase 3 – August 2022
      - Registration/Insurance
      - Online Authentication
      - Verifier Registration
      - Additional FSID Use Cases
  - Risks and issues for the team included:
    - Issue 42 – Risk 94 Realized – FSID Onboarding Trending Late
    - Issue 62 – FSID Phase 3 Delayed Start
- Catherine Alvarez presented an overview for the Enterprise Content Management (ECM) Day 1 team and Jennifer Miller presented for the ECM Day 2 team. Ms. Alvarez stated the team will continue to monitor SEU production smoke testing to ensure it does not exceed the planned 72 hours.
  - Day 1 Important activities for the team included:

- - Daily Production conversion jobs run at 6 p.m.
  - Go-Live date after data center migration
    - Data Center Stability April 15 – May 26, 2022
    - Pilot/SEU Verification May 25 – June 3, 2022
    - Statewide Implementation on June 3, 2022
  - o Day 2 Important activities for the team included:
    - Completed MVScan Taxonomy/discovery of data elements needed for FRVIS retrieval on April 5, 2022
    - Completed MVScan source to target mappings on April 5, 2022
    - Preparing sample documents to support conversion build/implement conversion
  - o Risks and issues for the team included:
    - Risk 101 – If NPS cannot quickly configure new documents to be added to the ECM as they are identified and refined by the Phase II Team, then it could impact the schedule as the team waits for implementation of the new document in the ECM.
- Aundrea Powell stated the MyDMV Portal/Fleet team was working in Milestone J, Sprint 32. They continued to develop and test Milestones I (stops request) and J (personalized plates) stories. The team completed development of all Milestone I stories. A key dependency for the team is to review if there will be any new features approved and any features that can be deployed earlier than the approved release schedule. The team finalized all specialty plate refinement and is preparing to refine parking permits to work alongside Team A. The team will start testing MyDMV Portal BAR modifications (WRAP 5717) during the next HIP Sprint.
  - o Important activities for the team included:
    - Continue testing Renewal Notification Change Request changes – TBD
    - Brainstorm new features to add to MyDMV Portal Release and gathering status on the transactions
    - Creating Change Request for Wrap 7945 for landing page verbiage update on convenience fee charges
  - o Risks and issues for the team included:
    - Issue 15 – One developer position currently open; onboarding a new developer during Sprint 32.

COMMUNICATIONS UPDATE
- Ann Naiman stated the forward-facing website and launch plan for FSID were completed and are updated as needed. The team continued to present to stakeholders regularly. FSID letters are currently working through the approval process.

Q&A
- There were no questions or concerns from members present.

ADJOURNMENT
- Ms. Green adjourned the meeting at approximately 2:50 p.m.
- The next Advisory Board Phase II Meeting is scheduled for May 10, 2022.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (3/8/22)	4 Pages
Phase II IV&V Update	31 Pages
Phase II Traffic Light Report	1 Page
Phase II Project Updates – State of the State	5 Pages

Motorist Modernization Program Phase II (MMP2)

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

Independent Verification and Validation (IV&V)

Advisory Board Meeting Presentation

10 May 2022

EY
Building a better
working world

Topics for discussion

► General IV&V overview

► Overall risk state and trending

► Project complete date slippage

► IV&V ratings summary

► Open deficiencies and actions

Data contained in this MAR is as of 31 March 2022 (March 2022 Monthly Assessment Report)

General IV&V overview

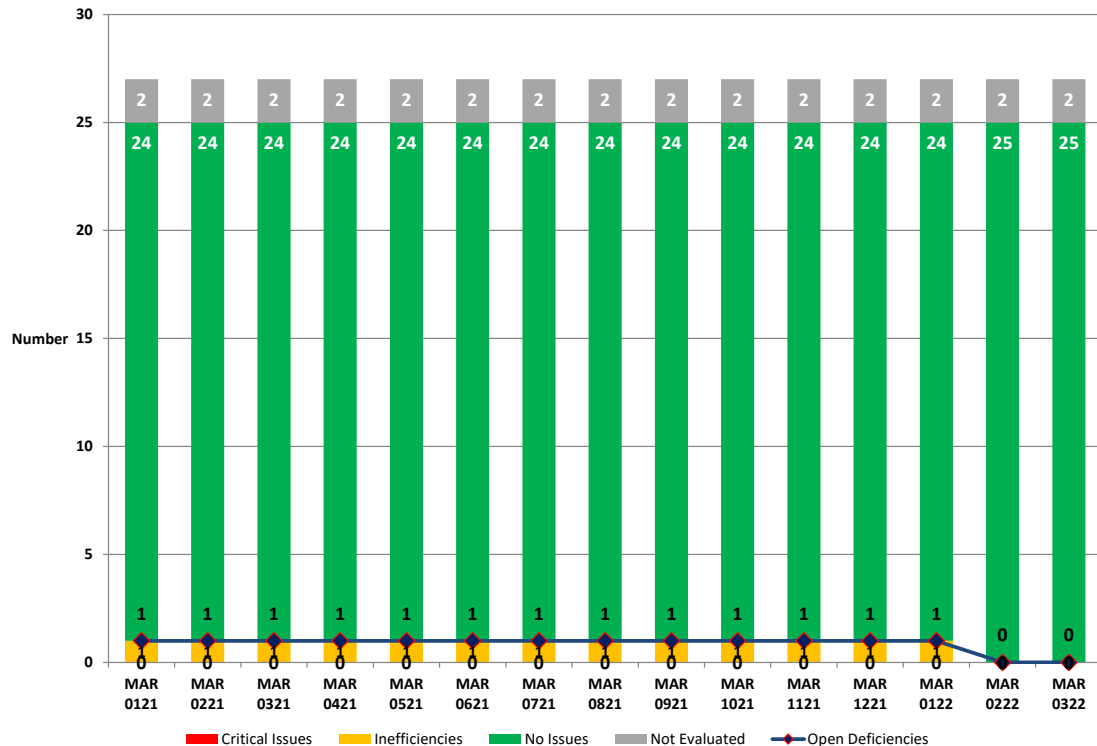| IV&V risk state	• The overall IV&V risk state for the project is Green (no issues). • There are no open IV&V deficiencies.
The MMP2 Project is within established schedule performance thresholds	• The SPI is 0.997 and the four-week moving average is *not improving*. • 5 of 1,736 total tasks (0.29%) contained in the project schedule are late. • SV is currently -179.7 hours. • TSPI is 1.005 and the four-week moving average is *not improving*.
The MMP2 Project is within established cost performance thresholds	• The CPI is 1.000 and the four-week moving average is *steady*. • CV is currently -0.0 hours. • The Project is currently on budget based on provided budget and spending information.
The MMP2 Project is behind schedule	• The Project completion date is forecast to be 20 June 2025, 11 days late. • Future milestones are projected to be completed behind schedule. • The four-week moving average is *not improving*..

Overall risk state and trending

Risk state for MMP2

Program governance
Benefit realization and sustainability

As of 31 March 2022

Project management
Processes, controls, and predictability

Technical solution
Requirements development, quality and transition

Risk state with trending

Program governance

Project management

Technical solution

Risk state with trending

T8 T9

- 🟥 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.

MMP2-IVV-AB Slide Presentation – 20220510

EY

Project complete date slippage

Project complete date slippage

- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
  - The Project completion date is forecast to be 20 June 2025, 11 days late.
- Conclusions:
  - The four-week moving average is *not improving*.
  - The MMP2 Project is behind schedule

Based on data loaded into the Phase II Master Schedule

Project Complete • • • ➤ 4 week moving average (days late)

IV&V ratings summary

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):   25
  - Gray (not evaluated):   2
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has satisfactorily addressed all open deficiencies identified by the IV&V Team.

Open deficiencies and actions

There are no open deficiencies

There are no open deficiencies

MMP2-IVV-AB Slide Presentation – 20220510

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Financial Update Motorist Modernization

Phase II LBR Requests

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expenses	OCO
2017-2018	$4,132,180	$3,575,240	$357,190	$179,850	$19,900
2018-2019	$5,037,000	$4,455,960	$423,240	$150,000	$7,800
2019-2020	$13,742,200	$9,715,960	$423,240	$3,570,000	$33,000
2020-2021	$9,877,400	$7,615,960	$423,240	$1,814,200	$24,000
2021-2022	**$10,496,280**	**$9,138,340**	**$423,240**	**$904,700**	**$30,000**
2022-2023	$9,993,740	$8,488,800	$423,240	$1,081,700	$0
2023-2024	$9,046,840	$7,541,900	$423,240	$1,081,700	$0
TOTAL	**$62,325,640**	**$50,532,160**	**$2,896,630**	**$8,782,150**	**$114,700**

FLHSMV ORION ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK
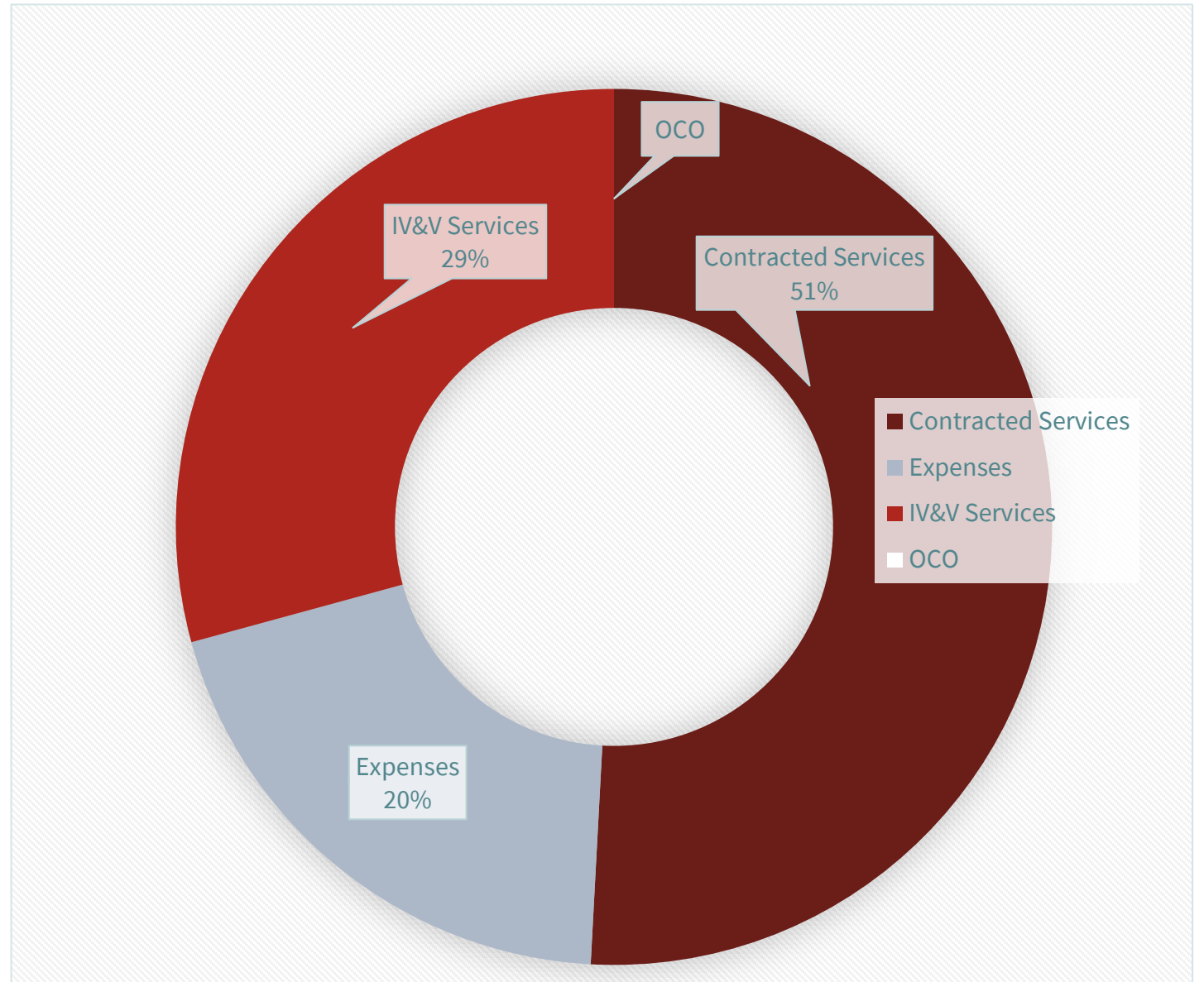
Phase II Fiscal Year 2021-2022 Spend Plan Summary

Support Services (Accenture RFP-033-17)	$ 7,013,000
IV&V CS (Ernst & Young RFQ-026-17)	$ 423,240
IFTA/IRP/Audit (Celtic Cross Holdings - ITN-071-19)	$ 733,333
ECM (Next Phase Solutions - RFQ-007-20)	$ 124,285
CSP/mDL (Thales - RFQ-078-19)	$ 400,000
Contracted Services - Staff Aug	$ 736,000
Other Contracted Services	$ 131,722
Expense	$ 904,700
OCO	$ 30,000
Total Budget	**$ 10,496,280**

Phase II Expenditures by Month

Phase II Budget v. Actuals

DESCRIPTION	BUDGET TOTAL	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	$10,496,280	$5,227,002	$5,227,002	0%
Month to Date (April 2022)		$827,307	$827,307	0%
Remaining Funds	$3,825,368			

Phase II - Stoplight Report - as of 05/06/2022

Team A - T&R Issuance
Current Sprint: Sprint 38 (*Ends 05/17/2022*)

Milestone:	I (01/18/2022)	J (04/26/2022)	Full Backlog
Development:	Green	Red	Yellow
Testing:	Red	Red	Red
Business Actions:	Green	Green	Green
Technical Debt:	Green	Green	Green
Backlog Health:	Green	Red	Yellow

	#stories	est dev hrs	%	#stories	est dev hrs	%	#stories	est dev hrs	%
Not Started	-	-	0.0%	111	1,002	30.8%	1,701	17,196	66.5%
Refinement	-		0.0%	50	302	13.9%	59	442	2.3%
Development	-		0.0%	16	248	4.4%	19	248	0.7%
Testing	272	1,635	73.5%	145	614	40.3%	419	2,253	16.4%
Done	98	496	26.5%	7	40	1.9%	325	3,696	12.7%
Blocked	-	-	0.0%	31	421	8.6%	34	453	1.3%
Total	370	2,131		360	2,627		2,557	24,288	

Portal/Fleet Team
Current Sprint: Sprint 33 (*Ends 05/19/2022*)

Milestone:	I (01/20/2022)	J (04/28/2022)	Full Backlog
Development:	Green	Red	Red
Testing:	Red	Red	Red
Business Actions:	Green	Yellow	Green
Technical Debt:	Green	Green	Green
Backlog Health:	Yellow	Yellow	Yellow

	#stories	est dev hrs	%	#stories	est dev hrs	%	#stories	est dev hrs	%
Not Started	-	-	0.0%	-	-	0.0%	686	5,436	71.2%
Refinement	-		0.0%	3	32	13.6%	9	80	0.9%
Development	-		0.0%	2	8	9.1%	3	8	0.3%
Testing	3	12	10.3%	4	36	18.2%	7	48	0.7%
Done	25	200	86.2%	13	172	59.1%	257	1,430	26.7%
Blocked	1		3.4%	-	-	0.0%	1		0.1%
Total	29	212		22	248		963	7,002	

Team B - MV Globals
Current Sprint: Sprint 38 (*Ends 05/18/2022*)

Milestone:	I (01/19/2022)	J (04/26/2022)	Full Backlog
Development:	Red	Red	Red
Testing:	Red	Green	Red
Business Actions:	Green	Green	Green
Technical Debt:	Green	Green	Green
Backlog Health:	Red	Red	Red

	#stories	est dev hrs	%	#stories	est dev hrs	%	#stories	est dev hrs	%
Not Started	-	-	0.0%	5	56	15.6%	689	8,968	65.7%
Refinement	5	104	20.0%	11	192	34.4%	21	392	2.0%
Development	3	48	12.0%	-		0.0%	7		0.7%
Testing	-		0.0%	3	64	9.4%	1	64	0.3%
Done	16	320	64.0%	13	336	40.6%	328	4,540	31.3%
Blocked	1	24	4.0%	-	-	0.0%	1	24	0.1%
Total	25	496		32	648		1,049	13,988	

IFTA/IRP
Current Sprint: Sprint 19 (*Ends 05/17/2022*)

Milestone:	E (04/26/22)	F (06/28/2022)	Full Backlog
Development:	Green	Yellow	Green
Testing:	Green	Green	Green
Business Actions:	Green	Green	Green
Technical Debt:	Green	Green	Green
Backlog Health:	Green	Green	Green

	#stories	est dev hrs	%	#stories	est dev hrs	%	#stories	est dev hrs	%
Not Started	-	-	0.0%	30	511	65.2%	70	1,352	29.8%
Refinement	-		0.0%	6	350	13.0%	9	483	3.8%
Development	-		0.0%	3	192	6.5%	5	192	2.1%
Testing	-		0.0%	6	384	13.0%	23	426	9.8%
Done	24	772	100.0%	1	29	2.2%	128	2,310	54.5%
Blocked	-	-	0.0%	-	-	0.0%	-	-	0.0%
Total	24	772		46	1,466		235	4,763	

Enterprise Team
Current Sprint: Sprint 38 (*Ends 05/17/2022*)

Milestone:	Milestone I	Milestone J	Full Backlog
Development:	Green	Green	Green
Testing:	Green	Green	Green
Business Actions:	Green	Green	Green
Technical Debt:	Green	Green	Green
Backlog Health:	Green	Green	Green

	#stories	est dev hrs		#stories	est dev hrs		#stories	est dev hrs	
Not Started	-	n/a	-	1	n/a	-	66	n/a	64.7%
Refinement	-	n/a	-	-	n/a	-	-	n/a	0.0%
Development	-	n/a	-	3	n/a	-	6	n/a	5.9%
Testing	-	n/a	-	-	n/a	-	1	n/a	1.0%
Done	-	n/a	-	-	n/a	-	28	n/a	27.5%
Blocked	-	n/a	-	-	n/a	-	1	n/a	1.0%
Total	-	-		4	-		102	-	

Florida Smart ID
Current Sprint: Phase II - Sprint 18 - Production Support (*Ends 05/24/2022*)

Milestone:	C (Feb 2022)	D (Aug 2022)	Full Backlog
Development:	Red *	Yellow *	Green
Testing:	Red *	Yellow *	Green
Business Actions:	Green	Green	Green
Technical Debt:	Green	Green	Green
Backlog Health:	Green	Green	Green

	#stories	orig dev est	%	#stories	orig dev est	%	#stories	orig dev est	%
Not Started	-		0.0%	-		0.0%	-		0.0%
Refinement	-		0.0%	4		66.7%	4		3.4%
Development	-		0.0%	2		33.3%	2		1.7%
Testing	-		0.0%	-		0.0%	-		0.0%
Done	23		92.0%	-		0.0%	109		93.2%
Blocked	2		8.0%	-		0.0%	2		1.7%
Total	25	-		6	-		117	-	

Motorist Modernization
Phase II – May 10, 2022

STATE OF THE STATE

IFTA / IRP Project Update

Key Dates, Activities Milestones

Contract Signed – **06/2020 to Celtic**

Deliverables in next 30-60 Days & Status

- D17: Final Legacy Data Mapping to COTS - Iteration 1 – 03/31/2022 **04/22/2022**
- D16: Configuration Completion Software Milestone - Iteration 1 – 05/11/2022
- D19: Key Performance Measures Criteria Report - Iteration 1 – **06/02/2022**

Important Activities – May

- Developers continue Celtic support and continue IRP service endpoint development.
- Complete VOID workflow and refinement.
- Business/SEU continue testing of IFTA code in the COTS solution - FLMCS.

Key Dependencies/Assumptions

- Dependent enterprise core services being stable and available ahead of IFTA/IPR planned development.
- Managing impacts to project development due to Blueprint upgrade and environment migration efforts.

IFTA/IRP Specific Risks & Issues – Program Level

- P2 – Risk #111 – Cross-team Dependency

Team Profile
User Stories: 559*
Developers: 2.5 *
Testers: 3*
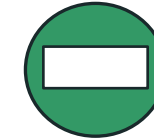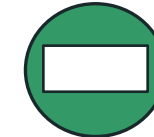
- Business Actions
- COTS Configuration
- ORION Integration
- Data Conversion
- Scope / Schedule
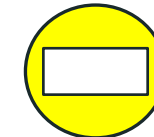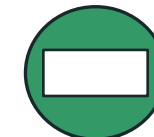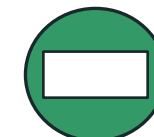
Florida Smart ID Project Update

Key Dates, Activities Milestones

Contract Signed – **06/2020 to Thales**

Deliverables in next 30-60 Days & Status
- Onboarding Additional mDL Vendors – *04/12/2021 – 06/11/2021*

Important Activities

- Release 3 and 4 – Aug 2022:
  - Registration/Insurance
  - Online Authentication
  - Verifier Registration
  - Additional FSID Use Cases

Key Dependencies/Assumptions

- Keep initial release meaningful, but sized for "success" given short timeline
- Other vendors are dependent upon Thales Remote Enrollment updates

mDL Specific Risks & Issues – Program Level

- *Issue 42 - Risk 94 FSID Onboarding Realized*
- *Issue 62 - FSID Release 3 Delayed Start*

Team Profile
User Stories: 106
Developers: .5
Testers: 2+
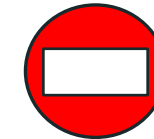
Business Actions
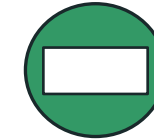
Florida SMART ID Configuration
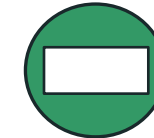
FLHSMV Integration
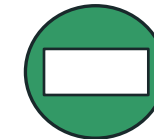
Security / Technology
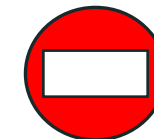
Scope / Schedule

Enterprise Content Management (ECM) Project Update

Key Dates, Activities Milestones

- Contract Signed – **OnBase Software; 06/2020 to Next Phase Solutions**

Day 1 - Important Activities – May

- Implementation and Support planning in progress
- Go-Live Date after data center migration
  - Change Control submission by 5/20
  - TRB NLT 5/23, CAB NLT 5/25
  - Data Center Stability 4/15 – 5/26
  - Pilot/SEU Verification 5/25 – 6/3
  - Statewide Implementation 6/3

Day 2 - Important Activities – May

- Preparing sample documents to support conversion build/implement conversion
- Conducting proof of concept to use Azure Cloud as long-term storage solution

Key Dependencies/Assumptions

- Keep initial release meaningful, but sized for "success" given short timeline
- SEU production smoke testing doesn't exceed the planned 72 hours

ECM Specific Risks & Issues – Program Level

Risk 101 – IF NPS can't quickly configure new documents to be added to the ECM as they are identified and refined by the Phase II Team, THEN it could impact the schedule as the team waits for implementation of the new document in the ECM. (Opened 8/17/21)

Risk 109 – If support for the OnBase COTS system isn't identified for internal staff and training received prior to Go-Live, then any OnBase support will need to be leveraged against the current vendor, NPS, and could incur additional cost for FLHSMV. (Opened 5/02/22)
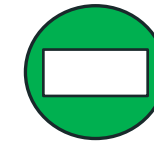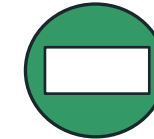
Team Profile

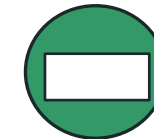# User Stories: N/A
Developers: 2
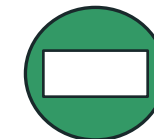# Testers: 3+
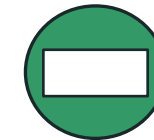
- Business Actions
- ECM Configuration
- ORION Integration
- Security / Technology
- Scope / Schedule

Portal Fleet(MyDMV Portal Phase II)Project Update

Key Dates, Activities Milestones

- *Milestone K Sprint 33*
  - *Developing and Testing Milestone I, J and K Stories*

Important Activities – April

- *Continue testing Renewal Notification CR changes - TBD*

- *Brainstorm on new features to add to MyDMV Portal Release and gathering status on the transactions*

- *Wrap 5717 BAR Modification changes within Portal moved to Production*

Key Dependencies/Assumptions

- *Depends on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.*
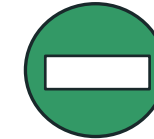
Portal Specific Risks & Issues – Program Level

- *Issue 15 – Have 1 developer positions currently open – team currently have 3 developers*
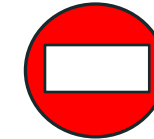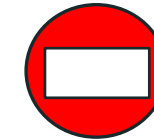
Team Profile
User Stories: 1025
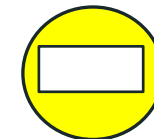# Developers: 3
Testers: 8+
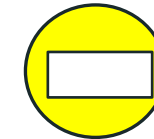
- Business Actions
- Technical Debt
- Development (J, K)
- Testing(I and J)
- Backlog Health