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

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

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

Agenda

• Roll Call
• Welcome
• Review and Approval of Last Meeting Minutes
• IV&V Update
• Stakeholder Outreach Update
• MM Phase II Program Update
  o Financial Review
  o Project Updates
• Communications Update
• Q&A
• Adjourn
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


- 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

  **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

  **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.
  - 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

  **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
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

**Overall IV&V risk state:** Green

### 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
- Scope management
- Business case integrity
- Business continuity and disaster recovery
- Governance effectiveness
- Decision framework
- Compliance and regulatory
- Methodology and development
- Business case integrity
- Organizational change management
- Performance management
- Benefits design and realization
- Technical infrastructure
- Sustainability model
- Integration management
- Data management
- Cutover and support
- Cost management
- Testing and validation
- Risk management
- Integration management
- Data management
- Cutover and support
- Quality management
- Procurement management
- Project management
- Processes, controls, and predictability
- Human resource management
- Procurement management
- P1
- P2
- P3
- P4
- P5
- P6
- P7
- P8
- P9
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9
- T1
- T2
- T3
- T4
- T5
- T6
- T7
- T8
- T9
- G3
- G2
- G5
- G4
- G7
- G8
- G9
- P3
- P2
- P1
- T1
- T2
- T3
- T4
- T5
- T6
- P7
- P8
- P9
- T7
- T8
- T9
- G3
- G2
- G5
- G4
- G7
- G8
- G9
- P3
- P2
- P1
- T1
- T2
- T3
- T4
- T5
- T6
- P7
- P8
- P9
- T7
- T8
- T9

As of 31 March 2022

Risk state with trending

- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
- Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.
- Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.
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.
IV&V ratings summary

Supporting information

- 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

**Supporting information**

<table>
<thead>
<tr>
<th>There are no open deficiencies</th>
</tr>
</thead>
</table>

There are no open deficiencies
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Financial Update
Motorist Modernization
## Phase II LBR Requests

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

- Contracted Services: 51%
- IV&V Services: 29%
- Expenses: 20%
- OCO: 10%
## Phase II Fiscal Year 2021-2022
### Spend Plan Summary

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


Phase II Expenditures by Month

![Phase II Expenditures by Month](image-url)
## Phase II Budget v. Actuals

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>BUDGET TOTAL</th>
<th>BUDGET TO DATE</th>
<th>ACTUALS TO DATE</th>
<th>VARIANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year to Date</td>
<td>$10,496,280</td>
<td>$5,227,002</td>
<td>$5,227,002</td>
<td>0%</td>
</tr>
<tr>
<td>Month to Date (April 2022)</td>
<td>$3,825,368</td>
<td>$827,307</td>
<td>$827,307</td>
<td>0%</td>
</tr>
<tr>
<td>Remaining Funds</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Portal/Fleet Team
**Milestone:** I (04/28/2022)  
**Not Started:** Green  
**Refinement:** Green  
**Testing:** Yellow  
**Done:** Green  
**Blocked:** Green  
**Technical Debt:** Green  
**Backlog Health:** Green  

### Development
- **Not Started:** 686 (4.5%)  
- **Refinement:** 3 (0.0%)  
- **Testing:** 2 (0.0%)  
- **Done:** 7 (0.0%)  
- **Blocked:** 1 (0.0%)  

### IFTA/IRP
- **Not Started:** 0 (0.0%)  
- **Refinement:** 0 (0.0%)  
- **Testing:** 0 (0.0%)  
- **Done:** 0 (0.0%)  
- **Blocked:** 0 (0.0%)  

### Motorist Modernization
**Milestone:** I (04/27/2022)  
**Not Started:** Red  
**Refinement:** Yellow  
**Testing:** Green  
**Done:** Green  
**Blocked:** Green  
**Technical Debt:** Green  
**Backlog Health:** Green  

### Team A - T&R Issuance
**Milestone:** I (04/27/2022)  
**Not Started:** Red  
**Refinement:** Red  
**Testing:** Red  
**Done:** Red  
**Blocked:** Red  
**Technical Debt:** Red  
**Backlog Health:** Red  

### Team B - MV Globals
**Milestone:** I (04/27/2022)  
**Not Started:** Green  
**Refinement:** Green  
**Testing:** Green  
**Done:** Green  
**Blocked:** Green  
**Technical Debt:** Green  
**Backlog Health:** Green  

### Enterprise Team
**Milestone:** I (04/27/2022)  
**Not Started:** Green  
**Refinement:** Green  
**Testing:** Green  
**Done:** Green  
**Blocked:** Green  
**Technical Debt:** Green  
**Backlog Health:** Green  

### Florida Smart ID
**Milestone:** C (Feb 2022)  
**Not Started:** Yellow  
**Refinement:** Yellow  
**Testing:** Yellow  
**Done:** Yellow  
**Blocked:** Yellow  
**Technical Debt:** Yellow  
**Backlog Health:** Yellow  

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**Motorist Modernization Phase II – Weekly Status Report Page 1 of 1**
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
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