Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, May 12, 2020
1:00 to 2:00 PM, EST
VIA: GoToMeeting

Invitees
Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
Deb Roby
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
MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
Monthly Meeting Minutes
Tuesday, April 14, 2020
1:00 to 2:00 PM
VIA: GoToMeeting

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
- Ed Broyles
- Pace Callaway (absent)
- Lisa Cullen
- April Edwards
- William Washington
- Kevin Bailey

- Additional FLHSMV members included: Terrence Samuel, Kristin Green, Rachel Graham, Koral Griggs, Scott Tomaszewski, Cathy Thomas, Laura Freeman, Janis Timmons, Elissa Cullen, Aundrea Powell, Judy Johnson, Cheryl Dent, Stacey Bayyari, Craig Benner and Larry Gowen.

- Visitors included: Michelle McGinley and Joseph Weldon from Accenture, Rebekah Bauman from Grant Street, Linda Warren and Beth Allman with the Florida Clerks, Melvin Cox with FCCC, Jessica Lanese with DMS and Carl Ford with J Ford Consulting.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from March 10, 2020. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the March 10, 2020, meeting minutes were approved.

STAKEHOLDER OUTREACH

- Terrence Samuel discussed the recent conference call with Grant Street on third-party cashiering. He also mentioned scheduling remote Sandbox installations and training sessions with other counties.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner presented a Phase I OCM update. Key risks and issues for the team included ORION access (identification of roles, migration of users, process for new users) and the Tax Collector Engagement Plan being late. He stated the plan is currently routing through the approval process. He stated Change Champion Network Connects continued monthly. Engagement meetings continued with all divisions. He stated Change Champion one-on-one meetings began with OCM team. The post go-live amended letter process was approved. He stated OCM has maintained continuity with meetings and momentum with checklists while moving into a virtual environment. The team continued to update Engagement Plans with new schedule dates and training. He stated the Readiness Assessment Survey will close on April 15. The final ORION override/disassociate procedures meeting was held. The team was facilitating monthly meetings to discuss TAC, FSC and SEU phone calls and troubleshooting.
• Mr. Benner stated a risk for the Motorist Services OCM team was ensuring the staff has go-live plans. Bureau chiefs have been working on Implementation Checklists. There have been continued discussions on ORION access. SEU has provided training to LDO trainers, Change Champions and FSC. The team was working on the OCM project transition checklists for Motorist Maintenance, MyDMV Portal, DL Issuance, FR Transition and CDLIS/Citation Processing. Bureau meetings and checklist meetings continued on schedule.
• The OED OCM team continued engagement meetings with directors and their staff.
• Key risks and issues for the DAS OCM team included: MyDMV Portal and VO running simultaneously and the new schedule possibly conflicting with another E-payment project. The team continued with their engagement meetings and established periodic meetings for implementation.
• The FHP OCM team continued with periodic implementation meetings. BCII has raised questions about MyDMV Portal and the need for training prior to access and social media use for access. FHP/BCII continued to participate in Change Champion Network Connect meetings.
• The training and knowledge transfer risk for the ISA OCM team was removed. Developers are receiving training on various new applications and systems. Meetings on knowledge transfer activities continued weekly along with monthly meetings with ISA leadership. The team continued meeting with TAC and MS to discuss handling calls.

FINANCIAL REVIEW
• Janis Timmons presented a Phase I and II financial review. The Phase I budget is $2.3 million with $1.4 million expended. There was a 0 percent variance with approximately $883K in remaining funds. The budget for Phase II is $13.7 million with $5.7 million expended. There was a 0 percent variance with approximately $8 million in remaining funds.

PROJECT UPDATES
• DL Issuance – Joe Weldon stated the team has 41 total performance test scenarios with 40 completed. The CIPS batch scenario is in the process of execution. Security testing is scheduled to begin for all teams in one week. The team completed development and testing of go-live critical change requests. He stated the team and SEU continued to make progress on regression testing which began on April 6.
  o Key implementation activities included:
    ▪ Support vendors – Batch transcripts, DL Penny Vendor and Third-Party Cashiering
    ▪ End to End Testing for DL Notices
    ▪ AAMVA Structural Testing (SSA and VLS 3.2)
    ▪ User set-up scripts
• Motorist Maintenance (MM) and Financial Responsibility (FR) – Scott Tomaszewski stated the team has 24 total performance testing scenarios with 12 completed. Eight test scenarios are pending execution and four are in the process of execution. The 12 completed MM scripts will be run again after two identified bugs and an issue with advanced search are resolved. He stated performance testing was scheduled to be completed by April 17, but the team is trending behind. The team completed development and testing of go-live critical change requests. Regression testing began on April 6. Issue 31 regarding availability of external resources to address blocks in regression testing was closed.
  o Key implementation activities included:
    ▪ 99% of the insurance company Book of Business file loads have been submitted – 273 of 275 insurance companies have submitted. The two remaining companies are scheduled to have their files submitted by April 17.
    ▪ Final regression testing in April/May 2020
  o Key dependencies/assumptions 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

Informatica changes – Dependencies on pending changes supporting MM and FR regression testing

- MyDMV Portal – Aundrea Powell stated the team completed performance testing as well as development and testing of their go-live critical change requests. The team began regression testing on April 6.
  - Key implementation activities included:
    - MyDMV Portal 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 included:
    - Informatica Testing Dependencies (VO Regression Test specifically)
    - WRAPs/change requests are for critical exceptions only

- CDLIS/Citation Processing (CP) – Ms. Powell stated the team completed performance testing and began regression testing on April 6. The team completed development of go-live critical change requests and plans to have testing completed by April 10.
  - Key implementation activities included:
    - Continued AAMVA Structural Testing for 5.3.3 Compliance
      - The team is currently in round 2 of testing
    - Preparation to deploy code to production following change request development and testing
    - Final regression testing in April/May 2020
  - Key dependencies/assumptions included:
    - Certification from AAMVA on 5.3.3

- Renewal Notification – Ms. Powell stated the team completed development and testing of the go-live critical change requests and performance testing. The team began regression testing on April 6.
  - Key dependencies/assumptions included:
    - Planet Press stability
    - No further changes to DL Notices

- Informatica – Cheryln Dent stated the team has 183 total tables to sync with 54 Core tables started and 8 completed. SEU was 40% complete with Core testing and fully completed MS2DL (Push/Pull one-way) testing. The non-Core bi-directional workflows are scheduled to be deployed into STAGE by May 1 and into Production by July 24. Deployment of Core workflows to STAGE (error handling integrated) is scheduled to be completed by May 18. She stated the date for deployment of the Core workflows into Production has not been determined. DHSMV has reached out to Plante Moran to provide additional assistance with the Core Mappings. The 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 risks and issues for the team included:
    - Issue 135 – Informatica schedule impacts based on new timelines
  - Key activities included:
• ISA and SEU Informatica testing
• Seed testing
• Plante Moran has started working on the error handling solution and the non-Core mapping development. They will submit in May and have until July to complete the work.
  o Key dependencies/assumptions included:
    • Natasha White will continue with testing and validation.
    • Kevin Gray will continue with Seed testing and validation and will be able to obtain additional internal resources to assist with the Seeding validations. He is currently 5% complete.

COMMUNICATION UPDATE
• Koral Griggs stated the Phase I letters will be posted to One Drive soon. She also presented an overview of the Phase I Communications Plan.

Q&A
• Lisa Cullen asked if the delay in the new equipment rollout due to COVID-19 will affect the team?
• Terrence Samuel stated he will have to discuss with the team which offices have been equipment refreshed and potentially adjust the rollout schedule.

ADJOURNMENT
• Mr. Samuel adjourned the meeting at approximately 1:35 p.m.
• The next Advisory Board Meeting for Phase I is scheduled for May 12, 2020.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

<table>
<thead>
<tr>
<th>Handout</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM Advisory Board Agenda</td>
<td>1</td>
</tr>
<tr>
<td>MM Advisory Board Monthly Meeting Minutes (3/10/20)</td>
<td>4</td>
</tr>
<tr>
<td>OCM Update Report</td>
<td>7</td>
</tr>
<tr>
<td>MM Phase I Financial Review</td>
<td>7</td>
</tr>
<tr>
<td>Phase I Team Updates – State of the State</td>
<td>7</td>
</tr>
<tr>
<td>Phase I Communications Plan</td>
<td>6</td>
</tr>
</tbody>
</table>
FLHSMV OCM Team Summary – Phase I

Tasks In Progress
- Tax Collector Engagement Plan is in approval process
- Updating Engagement Plans
- Change Readiness Assessment Survey final report and power point is being developed
- Facilitating meetings on TAC, FSC, SEU phone calls and troubleshooting - meeting monthly

Key Risks and Issues
- Tax Collector Engagement Plan is late
- ORION Access (identification of roles, migration of users, process for new users)
- Change Readiness Survey final report not complete

SUMMARY & HIGHLIGHTS
- Change Champion Network Connects continue monthly – first all virtual meeting went well
- Completed CCNC monthly survey (separate slide)
- Engagement meetings continue with all divisions
- Change Readiness Survey complete – final report being finalized by LDO (initial draft review completed April 24)

Planning
- Engagement Plans

Implement Change
- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate
- Readiness Survey
- Pilot Feedback

Report: May 7, 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
• SEU one day training for change champions delayed due to COVID-19

Key Risks and Issues
• Ensuring staff has “go-live” plans
• Tax Collector Engagement Plan is late

SUMMARY & HIGHLIGHTS
• Over-ride/Disassociate process approved by Deputy Director Deb Roby on April 7
• Continuing discussions on ORION Access
• Letter change process communicated and distributed to Bureaus and being incorporated into a MS procedure

Report: May 7, 2020
**OED OCM Summary – Phase I**

**Tasks In Progress**
- Engagement meetings with Directors and staff
- Facilitating meeting with BAR and OMM regarding GOBI/ORION (hearing schedule database system)

**Key Risks and Issues**
- No identified Risks or Issues at this time

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

Report: May 7, 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

SUMMARY & HIGHLIGHTS
- Continue periodic meetings for implementation

Tasks In Progress
- Continuing engagement meetings

Report: May 7, 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
- Continue periodic meetings for implementation

### Tasks In Progress
- FHP/BCII participating in Change Champion Network Connect meetings
- Setting up a demo for BCII

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**Planning**
- Engagement Plans

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

**Measure & Evaluate**

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Report: May 7, 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: May 7, 2020
Change Champion Network Connect

CCNC Summary

- 51 of 55 change champions participated in meeting
- 93% participation in CCNC
- 21 of 51 change champions at meeting participated in survey
- 41% survey participation rate
- First virtual CCNC
- Next meeting – May 15

What did you find helpful or informative?
- Updates
- Training Schedule
- Timeline
- Change Readiness

What were your overall thoughts?
- General Positivity
- Detailed and Informative
- Structured
- Easy to Follow

What topics would you like to discuss next meeting?
- Timeline
- Specifics on How Topics Will Impact their Bureau
- Further Updates
- Outreach

Report: May 7, 2020
Motorist Modernization
Financials

MAY 7, 2020
# Phase I
## Total Project
LBR Requests - Updated

<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>2014-2015</td>
<td>$ 2,500,000</td>
<td>$ 1,514,762</td>
<td>$ 619,186</td>
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<td>$ 5,468,933</td>
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<td>2017-2018</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>
<td>$ 6,976,720</td>
<td>$ 479,280</td>
<td>$ 80,000</td>
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<tr>
<td>2019-2020</td>
<td>$ 2,323,620</td>
<td>$ 2,303,620</td>
<td></td>
<td>$ 20,000</td>
<td>$ -</td>
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<tr>
<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 April 2020

**BUDGET:** $2,323,620

- **Contracted Services:** $2,303,620
- **Expense (Software, Travel):** $20,000

**ACTUALS:** $1,600,000

- **Contracted Services:** $1.6M
- **Expense (Software, Travel):** $0

Remaining: $360K
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<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 (April 2020)</td>
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<tr>
<td>Fiscal Year</td>
<td>Total Request</td>
<td>Contracted Services</td>
<td>IV&amp;V Services</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
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<td>2017-2018</td>
<td>$4,132,180</td>
<td>$3,575,240</td>
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<td>2018-2019</td>
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<td>$4,455,960</td>
<td>$423,240</td>
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<td>2019-2020</td>
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<td>$9,715,960</td>
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<td>2020-2021</td>
<td>$9,877,400</td>
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<td>2021-2022</td>
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<td>2022-2023</td>
<td>$4,408,260</td>
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<td><strong>Total</strong></td>
<td><strong>$44,574,480</strong></td>
<td><strong>$35,833,340</strong></td>
<td><strong>$2,473,390</strong></td>
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Budget and Actuals: Current Fiscal Year through April 2020

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

- $3,570,000
- $33,000
- $423,240
- $9,715,960

**ACTUALS: $6,289,972**

- $5.90M
- $352K
- $0
- $33K

- **Contracted Services**
- **IV&V Services**
- **Expense (Software, Travel)**
- **OCO**
<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>$13,742,200</td>
<td></td>
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</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$6,289,972</td>
<td>$6,289,972</td>
<td>0.00%</td>
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<td>Month to Date (April 2020)</td>
<td>$586,078</td>
<td>$568,078</td>
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<tr>
<td>Remaining Funds</td>
<td>$7,452,228</td>
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Motorist Modernization
Phase I – May 12, 2020

STATE OF THE STATE
DL Issuance Team Summary

**Team Profile**
- # User Stories: 971
- # Developers: 3
  - [1.25 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: 1
- Successfully Completed: 40

**Security Testing Status**
- Started

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

**Security Testing Status**
- Started

**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 Risks and Issues**
- None at this time

**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: 23*
- Pending Execution: 1
- In Process of Execution: 0
- Successfully Completed: 23
- Note: Transcripts will require writing scripts to test MM

**Security Testing Status**
- Not Started

**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 - Completion by 5/8/20

**Key Implementation Activities**
- Final regression testing April/May 2020.

**Key Risks and Issues**

**Key Dependencies/Assumptions**
- WRAPs/CRs are for critical exceptions only
- Informatica Changes – Coordinated efforts between teams and vendor are completed per revised schedule.
MyDMV Portal Team Summary

Team Profile
# User Stories: 773
# Developers: ½ FTE
# Testers: 2

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, estimated completion 5/8/20

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
• Implementation Dependency Prep

Key Dependencies/Assumptions
• Informatica Testing Dependencies
  • VO Regression Test Specifically
• WRAPs/CRs critical exceptions only

Key Risks and Issues
• None at this time
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 - **Done**

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

Regression Prep – In Progress - **Done**
Regression Testing – Started - 4/6/20 as planned, estimated completion 5/8/20

Key Implementation Activities
- Continued AAMVA Structural Testing for 5.3.3 Compliance
- PDPS Testing with AAMVA
- Implementation Dependency Prep
- Final regression testing April/May 2020
- Approved CR after Regression

Key Dependencies/Assumptions
- Certification from AAMVA on 5.3.3
- WRAPs/CRs critical exceptions only

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, estimated completion 5/8/20

**Key Implementation Activities**
- Regression Testing
- Performance Issue with Email
- Implementation Dependency Prep

**Key Dependencies/Assumptions**
- Printing stability (DB, Print Mgr, Planet Press)
- No further changes to DL Notices

**Key Risks and Issues**
- None at this time
Informatica Team Summary

**Team Profile**
- # Developers: 2 full-time, 2 part-time (FLHSMV)
- # of Plante Moran Developers: 7 full-time
- # Testers: 10 FTEs

**Testing Summary**
- # Tables to sync: 183 (Core and non-Core)
- # Tables Started: 54 (Core)
- # Tables Completed: 13 (Core)

**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 5/5/2020**
- non-Core bi-directional workflows ready for Production – **02/15/2020 7/17/2020**

**Key Risks and Issues**
- Issue 135 – Informatica schedule impacts based on new timelines
- **Update:** Plante Moran is assisting with the bug fixes for the Core Mappings. Informatica team has received the error handling solution and will begin integrating it into core mappings. Validation testing is in progress.

**Key Informatica Activities**
- ISA and SEU Informatica testing
- Seed validation testing
- Plante Moran has started working on bug fixes for the Core mappings
- SEU to begin non-Core testing on 5/6-5/12

**Key Dependencies & Assumptions**
- Natasha White will continue with testing
- Kevin Gray will continue with Seed testing and validation and Kevin will be able to get additional resources to assist with the Seeding validations
- Technical support from OMM (Risk has been submitted to recognize impact and mitigation)

**Stakeholder Testing Status**
- # Tables for Validation: 91
- # Tables started: 27
- # Table validation approved: 12
- Performance Management Office validation complete – 10%