



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

Invitees Representing

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

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
 - o Financial Review
 - 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:

- o Deb Roby
- o Ed Broyles
- o Pace Callaway (absent)
- o Lisa Cullen
- o April Edwards
- William Washington
- o 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, Cheryln 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 golive 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.
 - 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.
 - 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.
 - o 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 oneway) 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.
- 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:

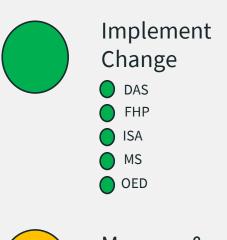
Consolidated in a meeting packet and emailed to members:

MM Advisory Board Agenda	1 Page
MM Advisory Board Monthly Meeting Minutes (3/10/20)	4 Pages
OCM Update Report	7 Pages
MM Phase I Financial Review	7 Pages
Phase I Team Updates – State of the State	7 Pages
Phase I Communications Plan	6 Pages

FLHSMV OCM Team Summary – Phase I







Engagement Plans Measure & **Evaluate Readiness Survey**

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)

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

Report: May 7, 2020

Pilot Feedback

Motorist Services OCM Team Summary – Phase I





- 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

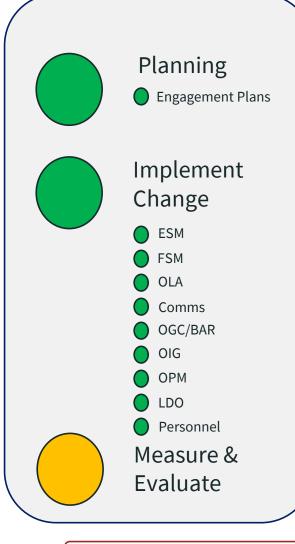
- Over-ride/Disassociate process approved by Deputy Director Deb Roby on April 7
- Continuing discussions on ORION Access
- Letter change process communicated and distributed to Bureaus and being incorporated into a MS procedure

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

OED OCM Summary – Phase I





Key Risks and Issues

No identified Risks or Issues at this time

SUMMARY & HIGHLIGHTS

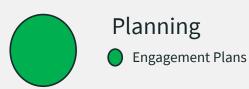
Meetings are being held with each office/area

Tasks In Progress

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

DAS OCM Team Summary – Phase I





- Implement
 Change
 Accounting
 Office Services
 Purchasing &
 Contracts
 Support Services
- Measure & Evaluate

Key Risks and Issues

 Accounting – MyDMV Portal and VO running simultaneously

SUMMARY & HIGHLIGHTS

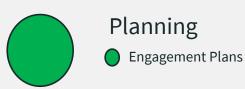
• Continue periodic meetings for implementation

Tasks In Progress

Continuing engagement meetings

FHP OCM Team Summary – Phase I





- 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

• Continue periodic meetings for implementation

Tasks In Progress

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

ISA OCM Team Summary – Phase I





Planning



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

Change Champion Network Connect





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

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



Motorist Modernization Financials

MAY 7, 2020





Phase I **Total Project**

LBR Requests - Updated





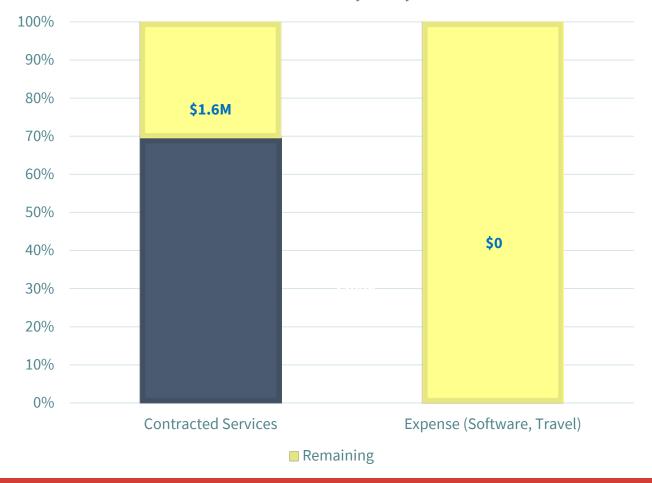








ACTUALS: \$1,600,000



Budget and Actuals: Current Fiscal Year through April 2020





Budget and Actuals

Phase I Overview

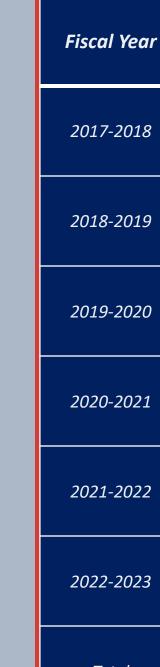


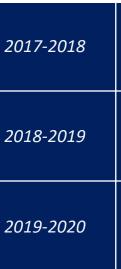


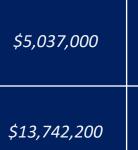


Phase II **Total Project**

LBR Requests





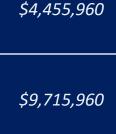


\$9,877,400

\$4,408,260

Total Request

\$4,132,180



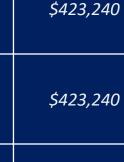
\$7,615,960

\$6,689,200

Contracted

Services

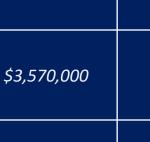
\$3,575,240



IV&V Services

\$357,190





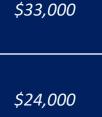
Expense

\$179,850

\$150,000

\$1,814,200

\$232,000



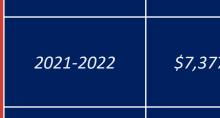
oco

\$19,900

\$7,800







2020-2021

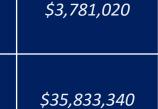
2022-2023



\$33,000



\$44,574,480 Total



\$423,240

\$2,473,390

\$423,240

\$423,240

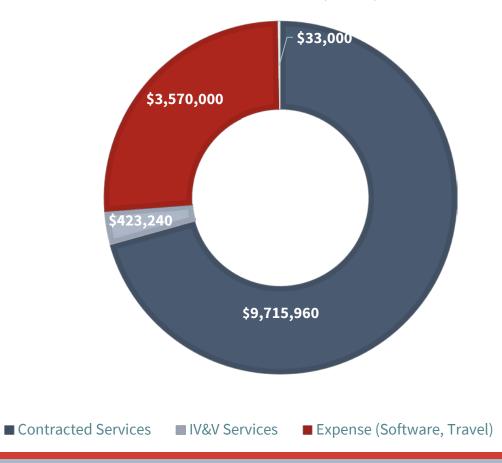
\$200,000

\$6,146,050

\$121,700

\$4,000









Budget and Actuals: Current Fiscal Year through April 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	\$6,289,972	\$6,289,972	0.00%
Month to Date (April 2020)	\$586,078	\$568,078	0.00%
Remaining Funds	\$7,452,228		







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)

<u>Enterprise</u> <u>Testing Summary</u>

Performance Test Scenarios (Total): 41

Tests Developed: 41
Pending Execution: 0
In Process of Execution: 1
Successfully Completed: 40

<u>Security Testing Status</u> 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

- 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

<u>Enterprise</u> <u>Testing Summary</u>

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

<u>Forecasted Key Dates</u>

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 Risks and Issues

- Issue 33 Print service issue in the MM Resolved 4/20/20.
- Issue 34 FR Sanction Panel Performance issues.

Key Implementation Activities

- Insurance Company Book of Business file loads are completed (4/29/20 275 out of 275).
- Final regression testing April/May 2020.

- 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

<u>Enterprise</u> <u>Testing Summary</u>

Performance Test Scenarios (Total): 15

Tests Developed: 15
Pending Execution:0
In Process of Execution: 0
Successfully Completed: 15
DONE

<u>Security Testing Status</u> 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 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
- Implementation Dependency Prep

- Informatica Testing Dependencies
 - VO Regression Test Specifically
- WRAPs/CRs critical exceptions only





CDLIS/CP Team Summary

<u>Team Profile</u>

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

<u>Enterprise</u> <u>Testing Summary</u>

Performance Test Scenarios (Total): 19

Tests Developed: 19
Pending Execution: 0
In Process of Execution: 0
Execution Completed: 19
DONE

<u>Security Testing Status</u> 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**

<u>Key Risks and Issues</u>

• None at this time

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

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





Renewal Notification Team Summary

<u>Team Profile</u>

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

<u>Enterprise</u> <u>Testing Summary</u>

Performance Test Scenarios (Total): 4

Tests Developed: 4
Pending Execution: 0
In Process of Execution: 0
Successfully Completed: 4
DONE

<u>Security Testing Status</u> Not Started

<u>Forecasted Key Dates</u>

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 Risks and Issues

None at this time

Key Implementation Activities

- Regression Testing
- Performance Issue with Email
- Implementation Dependency Prep

- Printing stability (DB, Print Mgr, Planet Press)
- No further changes to DL Notices





Informatica Team Summary

Team Profile

Developers: 2 full-time, 2 parttime (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)

SEU Core Testing Complete (priority): 45% MS2DL (P/P one-way) testing 100% Complete

<u>Stakeholder Testing Status</u>

Tables for Validation: 91 # Tables started: 27 # Table validation approved: 12 Performance Management Office validation complete – 10%

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 $-\frac{12/31/2019}{5/5/2020}$ non-Core bi-directional workflows ready for Production $-\frac{02/15/2020}{7/17/2020}$

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 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.

- 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)



