

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, May 14, 2024
2:30 to 4:00 PM
VIA: Microsoft Teams

Invitees

Stephen Boley
Capt. Jason Britt
Brett Saunders
Dawn Gunter
Mike Alexander
Scott Lunsford
Sherri Smith
Sgt. Derek Joseph
TBD

Representing

FLHSMV
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
- MM Phase II Program Update
 - Financial Review
 - Phase II Pilot/Implementation Readiness
- Stakeholder Outreach Update
- Q&A
- Adjourn

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, April 9, 2024
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 (*absent*)
 - Brett Saunders
 - Dawn Gunter
 - Scott Lunsford
 - Sherri Smith
 - Sgt. Derek Joseph
 - Mike Alexander (*absent*)
 - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, Elise Batchelor, Stacey Bayyari, Kristin Green, Chad Hutchinson, Judy Johnson, Patricia Joseph, Pavel Machado, Wendy Mechlin, Judy Moats, Ann Naiman, Kelsey Parten, Aundrea Powell, Rachel Ramos, Jonathan Sanford, Corrine Taylor, and Cathy Thomas.
 - Visitors included – Joseph Weldon from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, and Maurice Bounds with Florida Digital Service also attended.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from March 12, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the March 12, 2024, meeting minutes were approved.

PHASE II IV&V UPDATE

- Alyene Calvo presented an overview of the IV&V report for Phase II. The project continued to track on budget. Change Requests continued to follow the established change management process. The current risk state was red and there was one open deficiency to report. Project risks are increasing due to continued resource challenges with development and testing staff. Recommendations were made to consider adjustment to the implementation timeline, or removal/deferral of scope. The project is currently tracking approximately 11 days behind schedule.
- Kristin Green stated the team is working with Executive Leadership on these recommendations and how to move forward. She mentioned Release 2a is currently not impacted by this finding.

FINANCIAL REVIEW

- Judy Moats presented a Phase II financial review. The Phase II budget for the 2023 – 2024 fiscal year is approximately \$9.9 million. Approximately \$6.9 million was expended as of March 2024 with a less than 1% variance and approximately \$3.1 million in remaining funds. A Legislative Budget Request was submitted for the 2024 – 2025 fiscal year for approval.

PHASE II PROJECT UPDATE

- Joseph Weldon presented an overview of the ORION Releases:
 - Release 1 – Motor Vehicle Issuance (MVI) Inquiry – The pilot went live in October 2023 and then statewide on November 8, 2023.
 - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
 - Release 2 – ORION Pilot – April 2024
 - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
 - Release 3 – International Fuel Tax Agreement (IFTA)/International Registration Plan (IRP) – June 2024
 - Celtic IFTA/IRP COTS Product and associated ORION updates
 - Release 4 – ORION Statewide – January – June 2025
 - All core MVI and Global functionality
 - Release 5 – Motor Vehicle MyDMV Portal – Spring 2025
 - Motor vehicle functionality additions to MyDMV Portal
 - Release 6 – Batch, Back-Office – June 2025
 - Remaining ORION back-office functionality and Phase II batch functionality
- Mr. Weldon then discussed the Release 2 schedule and the below list of Pilot sites:
 - Group 1 Pilot Sites (April 4, 2024):
 - Direct Mail – 68-86
 - SEU – 85-14
 - MV Stops Group – 68-87
 - Group 2 Pilot Sites:
 - April 23 – Hillsborough – 31-01/K77
 - May 7 – Manatee – 15-06/M71
 - May 14 – Brevard – 19-02/H71
 - Group 3 Pilot Sites:
 - Suwannee – 31-01/D73
 - Escambia – 09-03/A76
 - Saint Johns – 20-01/F71
 - Pasco – 28-05/L72
 - Volusia – 08-02
 - Leon – 13-03/B70
- Mr. Weldon presented a status update for the Phase II project teams:
 - Titles & Registration (T&R) Team: The team was trending behind approximately 12 weeks on their planned work. They continued to focus on Release 2a bugs and Change Requests, enterprise performance testing, and preparing for yesterday's production deployment. User Acceptance Testing (UAT) was on target. Tax Collector

Office of Motorist Modernization

- offices in Hillsborough, Brevard, and Manatee Counties were fully engaged in testing efforts. Training is delayed due to staffing impacts.
- MV Globals Team: The team is trending approximately 21 weeks behind on planned work. They continued to focus on 2a, end-of-day reports, enterprise performance testing, and preparation for the production deployment. The team has also been onboarding and testing with the third-party cashier vendors.
 - Portal/Fleet Team: The team is also trending 22 weeks behind. This is due to a lack of resources and prioritization of work dependent upon the T&R team to complete.
 - IFTA/IRP Team: The team is on target for all areas except UAT. They have five stories remaining to complete UAT.
 - Risks and issues impacting the teams included:
 - Staffing vacancies – 4 Developer, 11 SEU, 14 CVDS, 9 LDO vacancies – Hiring freeze through Fiscal Year 2023.
 - National Motor Vehicle Title Information System (NMVTIS) Structured Testing – Change Request 44 recognized proposed scope change for Release 2a because of dependency on NMVTIS web service for ORION. This is currently three weeks behind schedule.
 - Mr. Weldon discussed the below critical path for Release 2:
 - Development
 - UAT
 - Third Party Cashier Vendors – Testing with Grant Street and CCRS was initially delayed. The team is currently preparing them for testing in Stage.
 - Security Testing
 - Performance Testing – A round of performance testing will be conducted for each of the pilot offices.
 - Training – Vacancies may impact training delivery.
 - Knowledge Transfer with ISA for Support – Competing priorities are impacting resource availability to complete knowledge transfer.
 - User Guides
 - Release 2 – ORION Pilot – Critical Path for NMVTIS:
 - NMVTIS Reload – Completed
 - Initial Extract Brand & Title
 - Discrepancy Files from AAMVA
 - NMVTIS Web Service Integration – Completed
 - EFS
 - FRVIS
 - NMVTIS Structural Testing (Original plan – January 2024 – March 2024)
 - EFS/FRVIS – January 22 – April 12 (trending approximately 3 weeks behind)
 - ORION – April 15 – May 31 (impacted by EFS/FRVIS testing)
 - Release 2 – ORION Pilot – Critical Path – ISA:
 - WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS – Test on March 25, 2024
 - WRAP 8186: OMM Phase II - ECM MVSCAN EFS – Developing and testing
 - WRAP 8148: USDOT Number - OMM Phase II – In production (pilot March 20, 2024)
 - WRAP 8154: Database Change - OMM Phase II FRVIS – In production (pilot March 20, 2024)
 - Legislative WRAPS – Not critical to Pilot but will impact resources and priorities.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Elise Batchelor stated in preparation and support for Release 2, the Organizational Change Management (OCM) team will:
 - Hold Change Champion Network Connects with 78 Change Champions and conduct Engagement meetings with FLHSMV divisions and bureaus.
 - ORION demos
 - Phase II schedule updates
 - Training and communications updates
 - Q&A
 - Assist with Phase II Tax Collector office testing
 - Provide information/answer questions via OCM@flhsmv.gov
 - Update the OCM SharePoint and PartnerNet pages
 - Create Phase II Pilot and Go-Live inventory checklists – The inventory office setup checklist has been completed and posted.
 - Assist with creation of the support/troubleshooting workflow – The internal support troubleshooting workflow has been completed.
 - Conduct Pilot Assessments for readiness with offices as they onboard
- The last Change Champion Network Connect was held on March 19, 2024.

STAKEHOLDER OUTREACH

- Ms. Green stated the team met with the IT Coalition on March 28, 2024 to provide an update on the pilot schedule and discuss upcoming performance testing and pilot activities.

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 14, 2024.

Note: The below handouts were consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes 3/12/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project Updates – Key Enablers	9 Pages

Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor
Vehicles (FLHSMV)

Independent Verification and Validation (IV&V)
Advisory Board Presentation

14 May 2024








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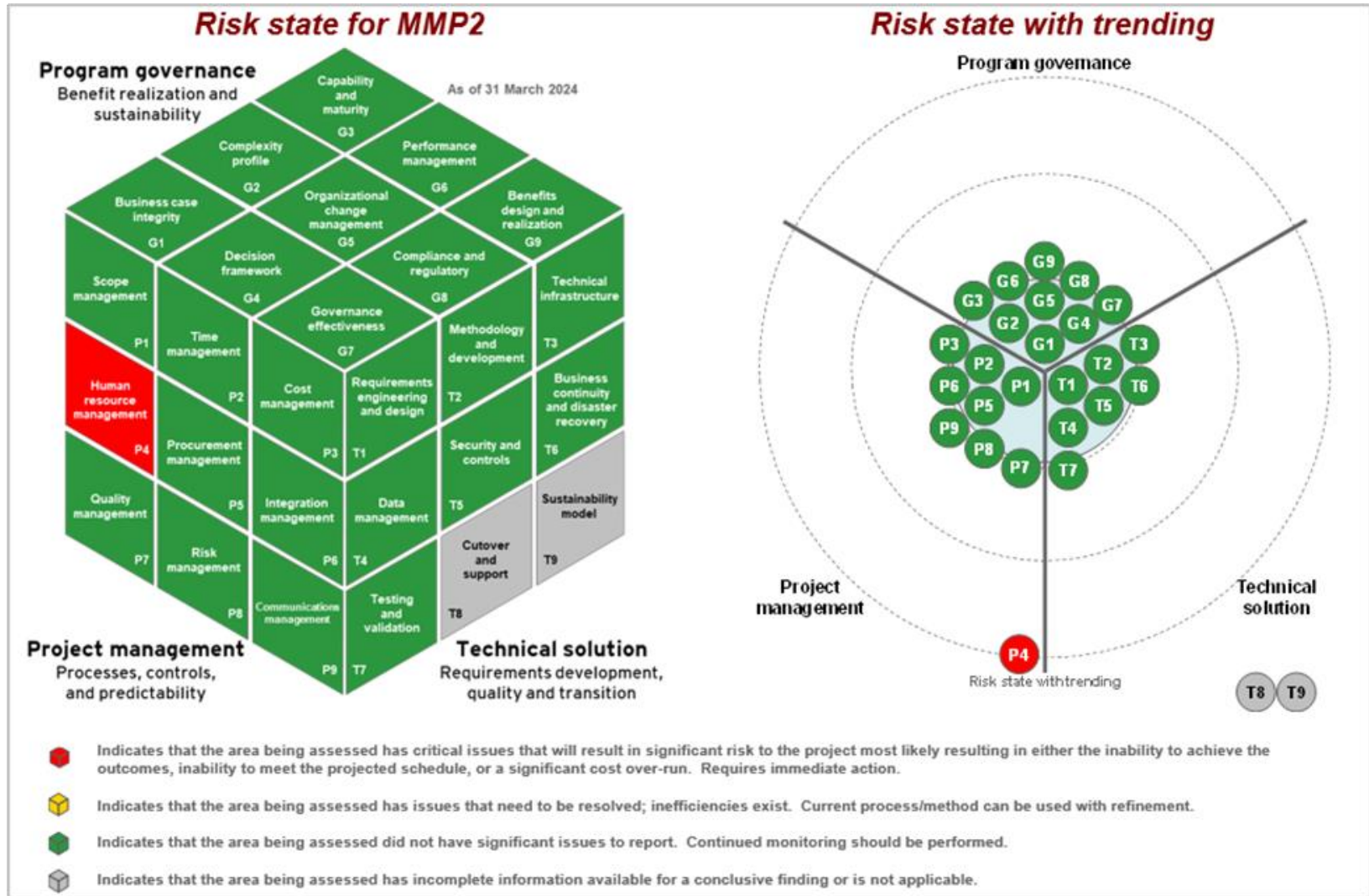
Topics for discussion

- ▶ General IV&V overview
- ▶ Overall risk state and trending

General IV&V overview

	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Risks increasing ➔	<ul style="list-style-type: none"> Overall project risk state is red – critical issues IV&V has one open deficiency for the project
	Is the project on time?	Trending late ➔	<ul style="list-style-type: none"> Project is tracking ~12.1 days behind schedule IV&V independently assessed the schedule using industry standard measures
	Is the project on budget?	Yes ➔	<ul style="list-style-type: none"> Project is tracking on budget IV&V independently assessed budget based on budget and spend data provided
	Is project scope being managed?	Yes ➔	<ul style="list-style-type: none"> Project scope is managed; Change Requests follow the established change management process IV&V reviews the change management process
	Are risks being managed?	Risks increasing ➔	<ul style="list-style-type: none"> Project risks are increasing due to continued resource challenges with development and testing staff Recommendations made to consider adjustment to implementation timeline, or removal/deferral of scope

Overall risk state and trending



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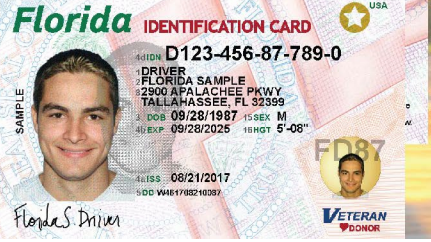


FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



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Financial Update Motorist Modernization

Phase II LBR Requests

Fiscal Year	Total Request	Contractual 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	\$9,993,740	\$8,883,765	\$299,975	\$810,000	\$0
*2024-2025	\$13,199,608	\$11,860,648	\$299,975	\$1,038,985	\$0
**Phase II TOTAL	\$76,472,148	\$63,734,673	\$3,073,340	\$9,549,435	\$114,700

*LBR submitted to the Governor's Office of Policy and Budget for approval

**Phase II Totals if FY 24/25 LBR approved

Phase II Fiscal Year 2023-2024 Spend Plan Summary

❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$6,500,000
• IFTA/IRP/Audit (Celtic Cross Holdings – HSMV-0286-20)	\$855,000
• Enterprise Content Management (Next Phase Solutions – HSMV-0293-20)	\$500,043
• Credential Service Provider/Mobile Driver License (mDL) (Thales – HSMV-0315-20)	\$400,000
• Staff Augmentation	\$615,000
• Contractual Services - Other	<u>\$13,722</u>
	\$8,883,765

❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23) **\$299,975**

❖ **Expense** **\$810,000**

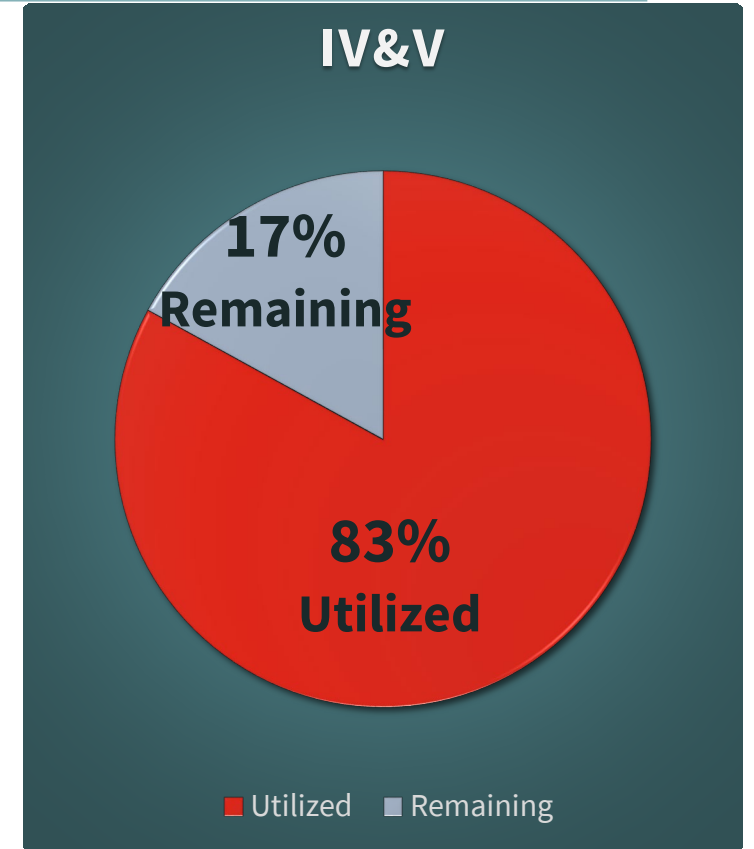
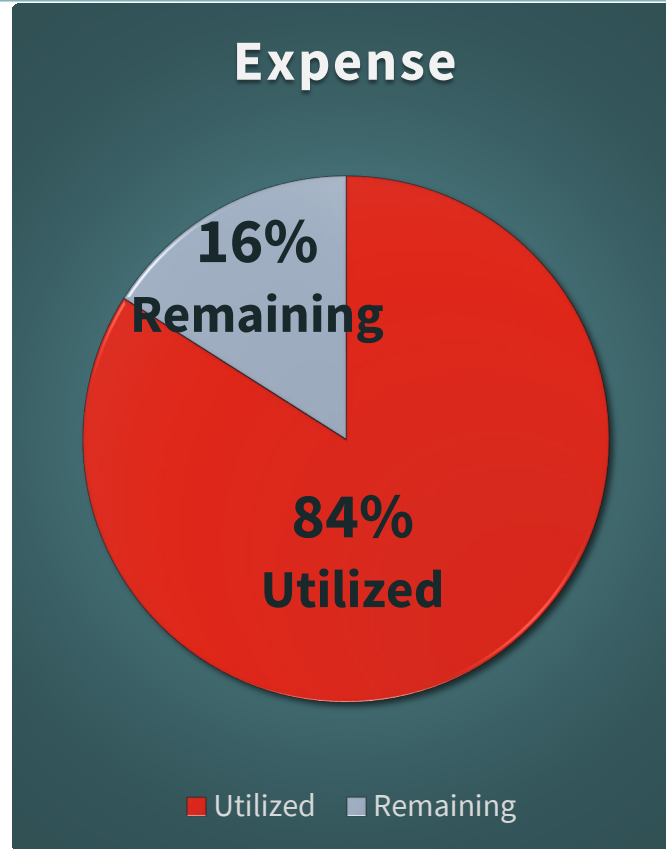
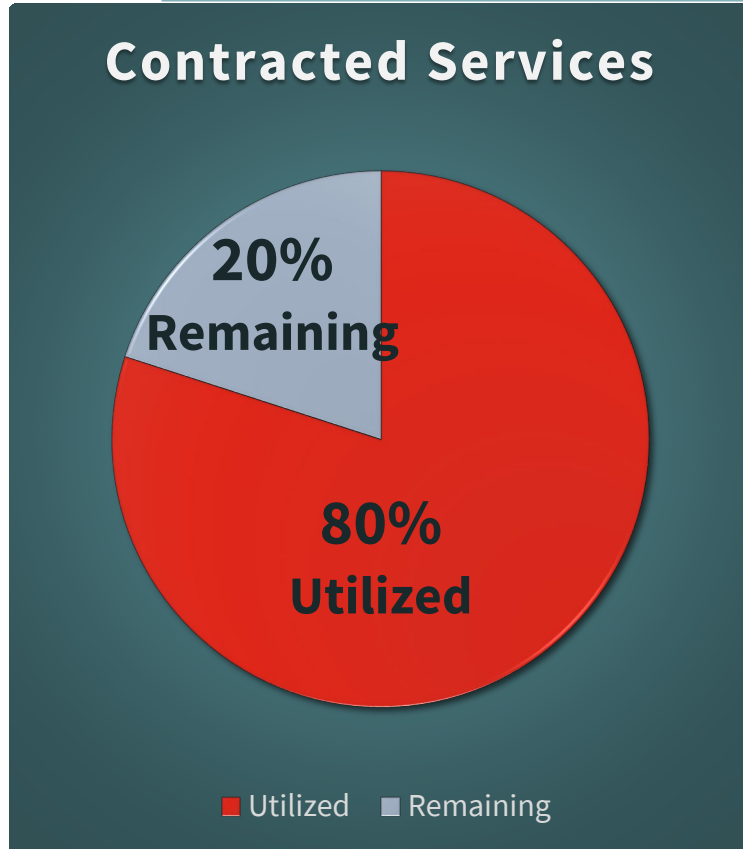
❖ **Total Budget** **\$9,993,740**

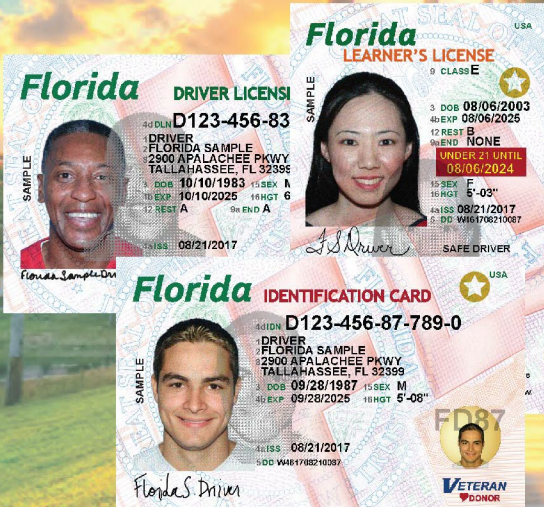
Phase II Fiscal Year 2023-2024 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
April 2024 Expenditures		\$906,261	\$896,648	0%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$7,844,525	\$7,821,021	0%
Remaining Funds	\$2,172,718			

Utilized and Remaining Budget

as of
April 30, 2024





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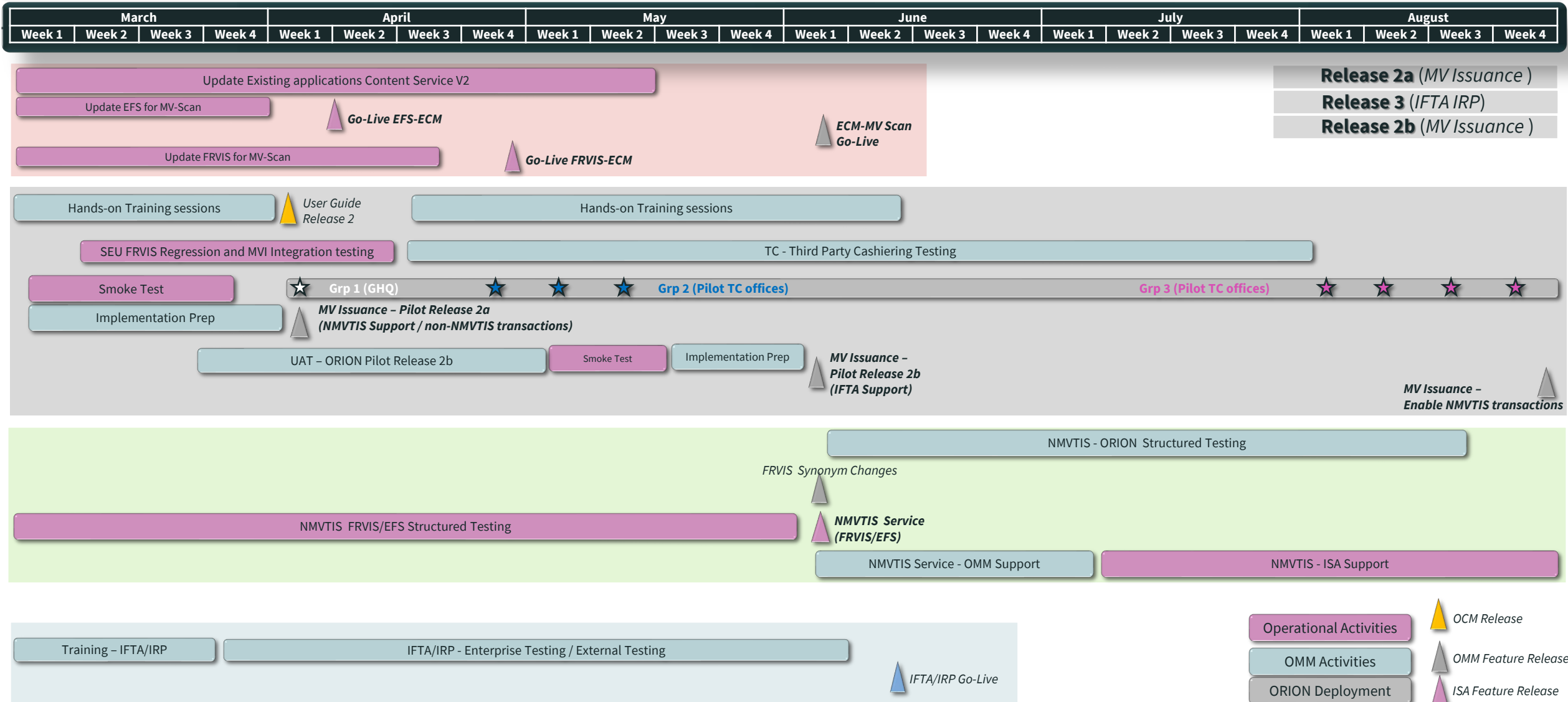
Motorist Modernization Phase II Advisory Board

MAY 14, 2024

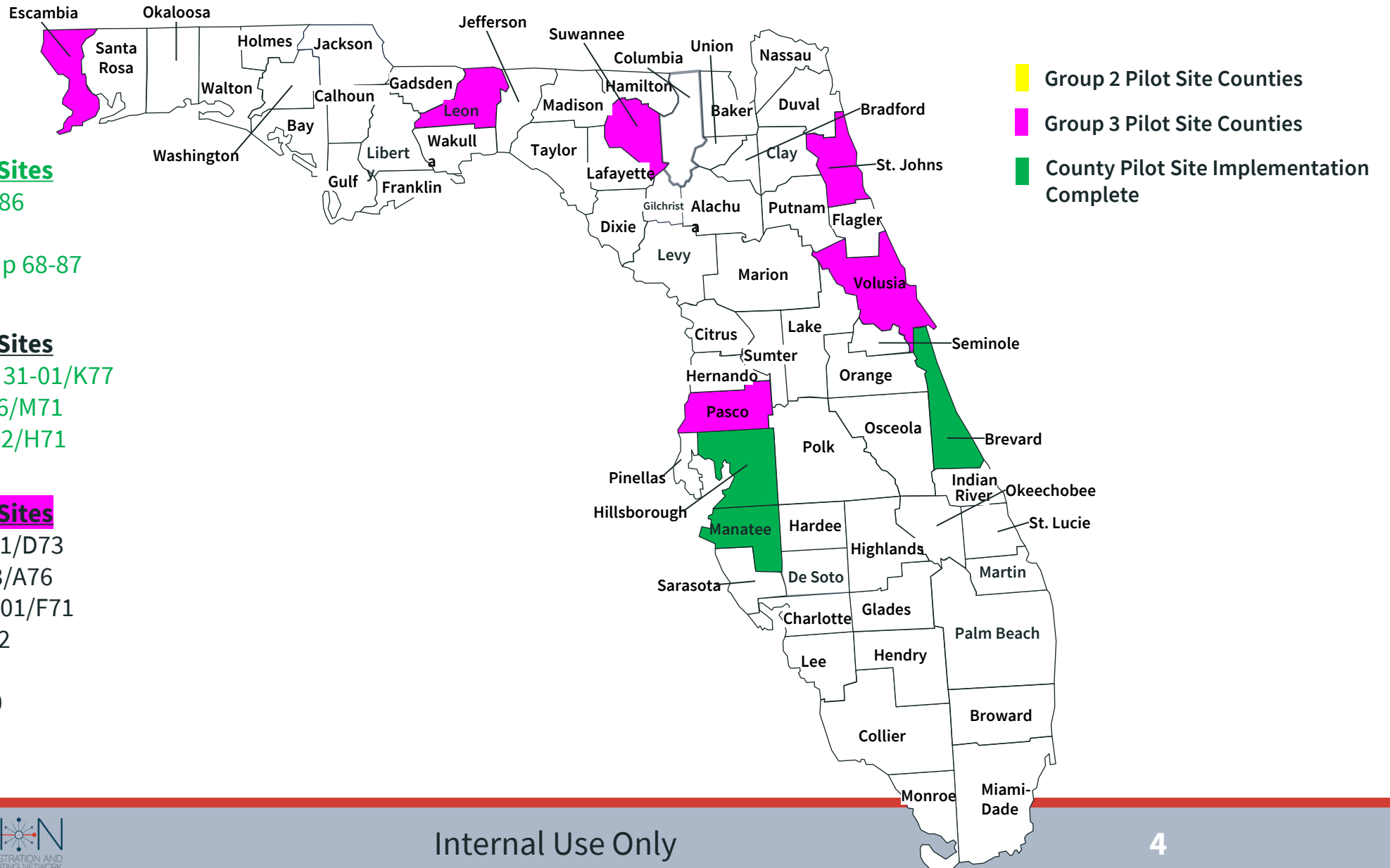
ORION Releases

- **Release 1 – Motor Vehicle Issuance Inquiry – *Oct 2023 - Completed***
 - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
- **Release 2 - ORION Pilot – *Apr 2024 – In Progress***
 - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
- **Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP) – *June 2024***
 - Celtic IFTA/IRP COTS Product and associated ORION updates
- **Release 4 - ORION Statewide – *Jan – Jun 2025***
 - All core MVI and Global functionality
- **Release 5 – Motor Vehicle MyDMV Portal – *Spring 2025***
 - Motor vehicle functionality additions to MyDMV Portal
- **Release 6 - Batch, Back-Office – *Jun 2025***
 - Remaining ORION back-office functionality and Phase II batch functionality

Phase II Implementation – Schedule and Approach – Release 2-3



Pilot Offices



Group 1 Pilot Sites

- 4 Apr – Direct Mail 68-86
- 4 Apr – SEU 85-14
- 4 Apr – MV Stops Group 68-87

Group 2 Pilot Sites

- 23 Apr – Hillsborough 31-01/K77
- 7 May – Manatee 15-06/M71
- 14 May – Brevard 19-02/H71

Group 3 Pilot Sites

- TBD – Suwannee 31-01/D73
- TBD – Escambia 09-03/A76
- TBD – Saint Johns 20-01/F71
- TBD – Pasco 28-05/L72
- TBD – Volusia 08-02
- TBD – Leon 13-03/B70

Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
Titles & Registration	Total: 106 functional areas Build Complete: 76 Build In Progress: 10 Build Late: 10					
MV Globals	Total: 58 functional areas Build Complete: 38 Build In Progress: 4 Build Late: 9					
Portal/Fleet	Total: 42 functional areas Build Complete: 25 Build In Progress: 4 Build Late: 8					
IFTA/IRP	Total: 27 functional areas Build Complete: 27 Build In Progress: 0 Build Late: 0					

Risks & Issues Impacting Teams & Remediation

- **Staffing Vacancies (4 Developer Vacancies, 11 SEU Vacancies, 15 CVDS Vacancies, 9 LDO Vacancies) – Hiring freeze thru FY23**
- **National Motor Vehicle Title Information System (NMVTIS) Structured Testing – CR 44 recognized proposed scope change for Release 2a because of dependency on NMVTIS web service for ORION; Currently 3 weeks behind schedule**

Release 2b – ORION Pilot – Critical Path

- **Development**
- **User Acceptance Testing**
- **Third Party Cashier Vendors**
- **Security Testing**
- **Performance Testing**
- **Training**
- **Knowledge Transfer with ISA for Support**
- **User Guides**

Release 2 – ORION Pilot – Critical Path - NMVTIS

- **NMVTIS Reload**

- **Initial Extract Brand & Title**

- **Discrepancy Files from American Association of Motor Vehicle Administrators (AAMVA)**

- **NMVTIS Web Service Integration**

- **Electronic Filing System (EFS)**

- **Florida Real-Time Vehicle Information System (FRVIS)**

- **NMVTIS Structural Testing (Original Plan - Jan 2024 – Mar 2024)**

- **EFS/FRVIS (22 Jan 24 – 12 Apr 24) – 3 Weeks Behind Schedule**

- **ORION (15 Apr 2024 – 31 May 24) – Impacted by EFS/FRVIS Testing**

Release 2 – ORION Pilot – Critical Path - ISA

- **WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS** – *5/2 Deployed to Production Pilot Sites Q90 & 6801 (In-House Only), 5/9 Prod Other Pilot Sites, 5/23 Prod Statewide*
- **WRAP 8186: OMM Phase II - ECM MVSCAN EFS** – *5/2 Deployed to Production (Statewide), monitoring an issue*
- **WRAP 8148: USDOT Number - OMM Phase II** – *3/28 Deployed to Production (Statewide)*
- **WRAP 8154: Database Change - OMM Phase II FRVIS** – *3/28 Deployed to Production (Statewide), 4/17 Last Bug Fix Deployment*
- **Legislative WRAPS** – *not critical to Pilot but, will impact resources and priorities*

Release 3 – IFTA/IRP Release – Critical Path - ISA

- **WRAP 8113: OMM Phase II -FRVIS - IFTA/IRP refund updates** - *Met 5/7 review the workflow for refunds; Code is deployed to Test Environment; Accounting is waiting on reports to be closed and review the code in the Refund tables*
- **WRAP 8427: Add ICFSONLINE to Shopping Cart** - *Deployed to the Test Environment; SEU will test along with WRAP 8475*
- **WRAP 8475: OMM Phase II Shopping Cart Needed Fields for IFTA/IRP** - *Portal Team and Accounting are finalizing development and test activities; SEU will begin testing along with WRAP 8427*
- **WRAP 8112: OMM Phase II - IRP Inquiry Web Service (Cab Card)** - *Development and UAT are completed; Waiting to be deployed to production*

ORION Pilot Release 2 – Organizational Change Management (OCM)

In preparation and support for Release 2, the OCM team will:

- Hold **Change Champion Network Connects** with 77 Change Champions and conduct **Engagement Meetings** with FLHSMV divisions and bureaus
 - ORION demos
 - Phase II schedule updates
 - Training and Communication updates
 - Q & A
- Assist with Phase II **Tax Collector office testing**
- Provide information/answer questions via **OCM@flhsmv.gov**
- Update the **OCM SharePoint and PartnerNet** pages
- Conduct **Pilot Assessments** for readiness with offices as they onboard