



Motorist Modernization Advisory Board – Phase I Monthly Meeting Tuesday, June 9, 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, May 12, 2020 1:00 to 2:00 PM

VIA: GoToMeeting

WELCOME AND INTRODUCTIONS

• The meeting was called to order at 1:00 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
- Lisa Cullen (absent)
- April Edwards
- William Washington
- o Kevin Bailey
- Additional FLHSMV members included: Terrence Samuel, Kristin Green, Rachel Graham, Koral Griggs, Scott Tomaszewski, Laura Freeman, Cathy Thomas, Jessica Espinoza, Craig Benner, Aundrea Powell, Chad Hutchinson, Cheryln Dent, Judy Johnson, Tiffany Elkins, Felecia Ford, Scott Lindsay, Janis Timmons, Dana Morales and Stacey Bayyari.
- Visitors included: Michelle McGinley and Joseph Weldon from Accenture, Rebekah Bauman from Grant Street, Katherine Carmack, Gary Axtell, Ron LaFace, Peggy Ball, Jeremy Kryszan, Beth Allman and Melvin Cox with Florida Clerks, Carl Ford with J Ford Consulting, Michelle Seitzmeir with Civitek Solutions and Elizabeth Spicer.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

 Rachel Graham reviewed the meeting minutes from April 14, 2020. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the April 14, 2020, meeting minutes were approved.

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), the Change Readiness Survey final report and PowerPoint were being finalized by LDO and the Tax Collector Engagement Plan was late. He stated the Tax Collector Engagement Plan was approved by the ESC on May 7 and the electronic version is currently routing for signage. He stated Change Champion Network Connect meetings continued monthly. Engagement meetings continued with all divisions. The team continued to update Engagement Plans with new schedule dates and training. 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.
 There have been continued discussions on ORION access. The over-ride/disassociate process was
 approved on April 7. The letter change process was distributed to bureaus and was being incorporated
 into a MS procedure. They continued meetings with TAC to discuss phone call flows. The team worked
 on OCM project transition checklists for MM, MyDMV Portal, DL Issuance, CP/CDLIS and FR





Transition. Bureau meetings and checklists meetings continued. He stated the SEU one day training for the Change Champions has been delayed due to COVID-19.

- The OED OCM team continued engagement meetings with directors and their staff as well as meeting with BAR and OMM regarding the GOBI/ORION hearing schedule database system.
- Key risks and issues for the DAS OCM team included: MyDMV Portal and VO running simultaneously.
 The team continued with their engagement meetings and periodic meetings for implementation.
- The FHP OCM team continued with periodic implementation meetings. He stated the team was working
 on scheduling a demo for MyDMV Portal with BCII. BCII has raised questions about MyDMV Portal and
 the need for training prior to access and social media use for access.
- For the ISA OCM team, developers continued to receive training on various new applications and systems. The training and knowledge transfer risk was removed. 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.
- Mr. Benner presented a high-level summary of the first virtual Change Champion Network Connect meeting. 51 of 55 Change Champions participated with a 41% survey participation rate. The next meeting is scheduled for May 15.

STAKEHOLDER OUTREACH

- Terrence Samuel stated the team has been working with Putnam County on third-party cashiering. The
 team had a recent conference call with Orange County and their CIO to discuss scheduling an overview
 of the Sandbox and associated transactions. They will be the first county the team will work with on this.
 He stated there have been requests from Charlotte County, Duval County and St. Johns County for a
 Sandbox overview as well. LDO has been working on the iLearn Sandbox training and they will begin
 facilitating that soon.
- He also mentioned we will continue with performance testing as soon as we are able to resume traveling.

FINANCIAL REVIEW

• Janis Timmons presented a Phase I and II financial review. The Phase I budget is \$2.3 million with \$1.6 million expended. There was a 0 percent variance with approximately \$723K in remaining funds. The budget for Phase II is \$13.7 million with \$6.3 million expended. There was a 0 percent variance with approximately \$7.4 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 and will be completed after regression testing. Security testing is in progress. He stated the team planned to complete regression testing by May 8; however, it will most likely not be completed until early next week due to dependencies on printing of the renewal notices. He stated the team was also supporting work on the Sandbox and deployment preparation. The team has been conducting knowledge transfer sessions with ISA concentrating on DL batch with 10 of 11 sessions completed. The last session is scheduled for tomorrow, May 13.
 - 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) The team began casual testing of SSOLV this week.
 - User set-up scripts





- Motorist Maintenance (MM) and Financial Responsibility (FR) Scott Tomaszewski stated the team has 23 total performance testing scenarios with one test scenario pending execution until after regression testing. Regression testing is scheduled to be completed by May 8; however, the team is trending approximately two weeks behind. He stated the team has been working on Sandbox train-the-trainer with LDO. The team has also been preparing for go-live deployment and will begin developing knowledge transfer training modules after regression testing.
 - o Key risks and issues for the team included:
 - Issue 34 FR Sanction Panel Performance Issues: The team has 9 MM bugs and 19 FR bugs. 14 of these bugs are registered to the sanction maintenance page and associated panels. These are a high priority for the team.
 - Key implementation activities included:
 - Insurance company Book of Business file loads are completed.
 - Final regression testing in May 2020
- MyDMV Portal Aundrea Powell stated the team completed performance testing and began security testing. The team planned to complete regression testing by May 8; however, the team has three open stories, one of them being an external dependency on MM regarding printing the withdraw parental consent cancellation letter.
 - o 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
 - Implementation dependency preparation
 - Key dependencies/assumptions included:
 - Informatica Testing Dependencies (VO Regression Test specifically)
 - WRAPs/change requests are for critical exceptions only
- CDLIS/CP Ms. Powell stated the team completed performance testing. The team plans to complete
 regression testing by May 8; however, the team has two open stories involving printing and viewing the
 bar codes on the letters. There is currently a slow turnaround for receiving printed letters from the
 vendor.
 - Key implementation activities included:
 - Continued AAMVA Structural Testing for 5.3.3 Compliance
 - PDPS Testing with AAMVA
 - Implementation dependency preparation
 - Final regression testing in May 2020
 - Approved change request after regression (WRAP 5351)
 - Key dependencies/assumptions included:
 - Certification from AAMVA on 5.3.3 The team received certification, but they need to clarify if the 5.3.2 certification satisfies 5.3.3.
 - WRAPs/change requests are for critical exceptions only
- Renewal Notification Ms. Powell stated performance testing was completed, but the team has experienced print performance issues with the renewal notices and the email service. The team planned to complete regression testing by May 8; however, this has been delayed due to the print performance issues.
 - o Key dependencies/assumptions included:
 - Printing stability (Planet Press, DB, Printing Manager)





- No further changes to DL Notices
- Key implementation activities included:
 - Regression testing
 - Implementation dependency preparation
 - Performance issue with email
- Informatica Cheryln Dent stated the team has 183 total tables to sync with 54 Core tables started and 13 completed. SEU was 45% complete with Core testing and fully completed MS2DL (Push/Pull oneway) testing. SEU stated they plan to have UAT testing of the Core workflows completed in October; however, Plante Moran plans to have UAT testing of the non-Core workflows completed by July 3. All mappings for Core and non-Core are now ready for testing in the STAGE environment. Deployment of the Core mappings to STAGE (error handling integrated) is scheduled for May 18. Deployment of the Core mappings to Production has not been determined, yet. The non-Core bi-directional workflows were deployed to STAGE today and will be ready for Production on July 17.
 - o 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 validation testing
 - Plante Moran has started working on bug fixes for the Core mappings
 - SEU began non-Core testing on May 12
 - Key dependencies/assumptions included:
 - Natasha White will continue with testing non-Core mappings on the backend.
 - Kevin Gray will continue with Seed testing and validation and will be able to obtain additional resources to assist with the Seeding validations. He is approximately 10% completed and plans to complete testing by mid-July.
 - Technical support from OMM (risk has been submitted to recognize impact and mitigation)

COMMUNICATION UPDATE

There was no communications update at the meeting.

Q&A

There were no questions or concerns from members present.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 1:35 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for June 9, 2020.





Note: Handouts at this meeting included:

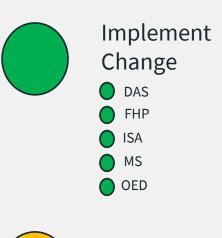
Consolidated in a meeting packet and emailed to members:

MM Advisory Board Agenda	1 Page
MM Advisory Board Monthly Meeting Minutes (4/14/20)	4 Pages
OCM Update Report	7 Pages
MM Phase I Financial Review	7 Pages
Phase I Team Updates – State of the State	7 Pages

FLHSMV OCM Team Summary – Phase I









Key Risks and Issues

- Tax Collector Engagement Plan is late
- ORION Access (identification of roles, migration of users, process for new users)
- If Business Units are not aware of new process changes prior to ORION training and rollout, the modernized MM Ph I may not reach its full potential in efficiencies, there could be user frustration and/or an impact on customer service

SUMMARY & HIGHLIGHTS

- Meetings with Division Leads regarding Readiness Survey results
- Change Champion Network Connects continue monthly
- Engagement meetings continue with all divisions

Tasks In Progress

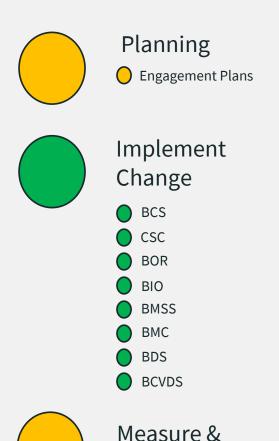
- Updating Engagement Plans
- Analyzing Change Readiness
 Assessment Survey and preparing key change intervention recommendations
- Working with OMM
 Communications Consultant
 & LDO on Tax Collector and
 Stakeholder Readiness
 Assessment
- Working on post-pilot assessment

Report: June 9, 2020

Pilot Feedback

Motorist Services OCM Team Summary – Phase I





Key Risks and Issues

- Ensuring staff has "go-live" plans
- Tax Collector Engagement Plan is late

SUMMARY & HIGHLIGHTS

Continuing discussions on ORION Access

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

Report: June 9, 2020

Evaluate

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
- Participating in meetings 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







Measure & Evaluate

Key Risks and Issues

No identified Risks or Issues at this time

SUMMARY & HIGHLIGHTS

• Continue periodic meetings for implementation

Tasks In Progress

 MyDMV Portal demo for BCII was scheduled for June 2. (posted-poned)

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

Knowledge Transfer activities and resources

SUMMARY & HIGHLIGHTS

 Developers are getting training on various new apps and systems

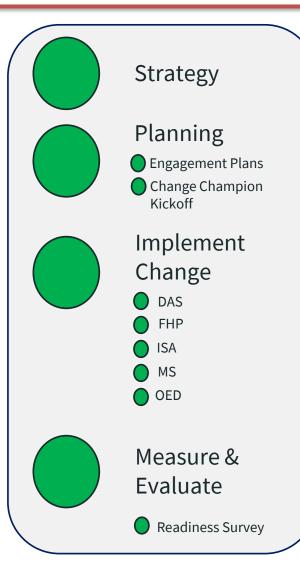
Tasks In Progress

- Meetings on Knowledge Transfer activities weekly
- Meeting with TAC and MS to discuss handling calls
- Continuing monthly meetings with ISA leadership
- Reviewed Deliverable 63 (Knowledge Transfer)
- OCM assisting OMM in Knowledge Transfer sessions

 setting up additional
 sessions for Batch Jobs
 (FR/MM and MyDMV Portal)

FLHSMV OCM Team Summary – Phase II





Key Risks and Issues

No identified Risks or Issues at this time

SUMMARY & HIGHLIGHTS

- Submitted to OMM Leadership:
 - Draft Phase II schedule
 - OCM Roadmap
 - Strategic Framework
 - OCM Team Roles

Tasks In Progress

- Working with Accenture on DED 16 (Increment 5) - OCM Comprehensive Review
- Draft Phase II Schedule currently being added into Project
- Identifying initial risks and issues and reporting mechanisms



Motorist Modernization Financials

MAY 7, 2020





Phase I **Total Project**

LBR Requests - Updated

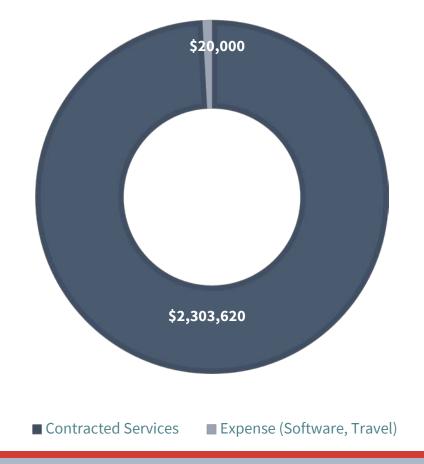




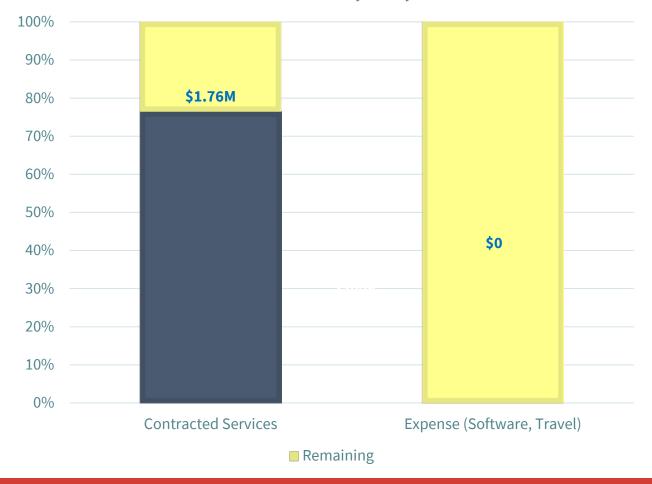








ACTUALS: \$1,760,000



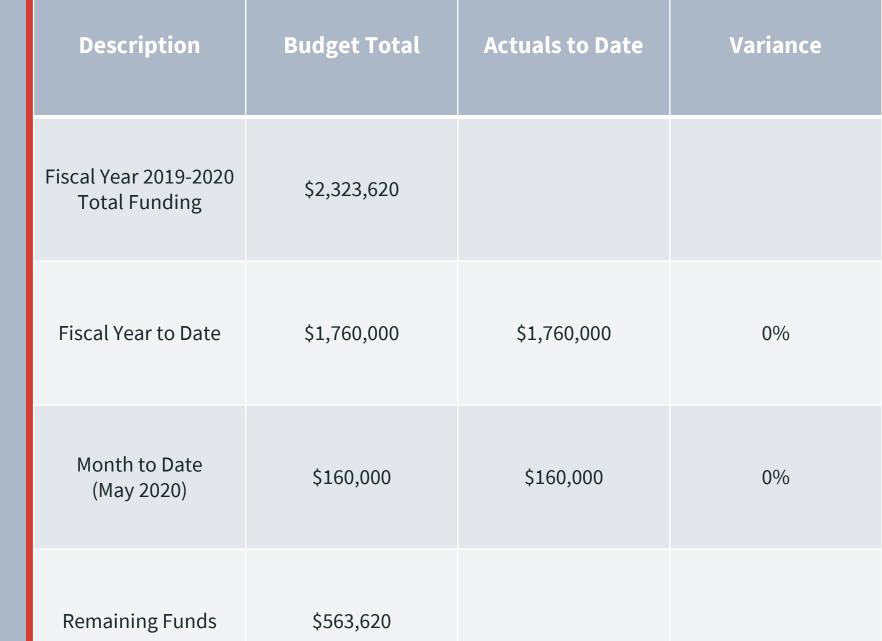
Budget and Actuals: Current Fiscal Year through May 2020





Budget and Actuals

Phase I Overview



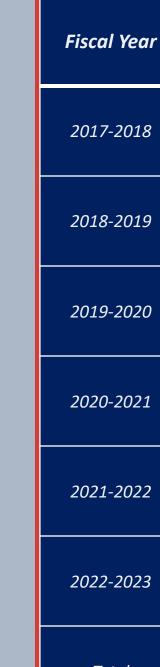


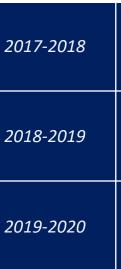


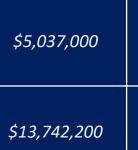


Phase II **Total Project**

LBR Requests





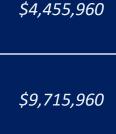


\$9,877,400

\$4,408,260

Total Request

\$4,132,180



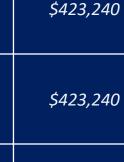
\$7,615,960

\$6,689,200

Contracted

Services

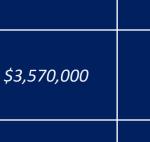
\$3,575,240



IV&V Services

\$357,190





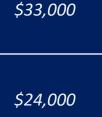
Expense

\$179,850

\$150,000

\$1,814,200

\$232,000



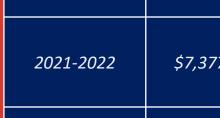
oco

\$19,900

\$7,800







2020-2021

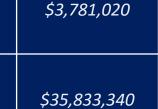
2022-2023



\$33,000



\$44,574,480 Total



\$423,240

\$2,473,390

\$423,240

\$423,240

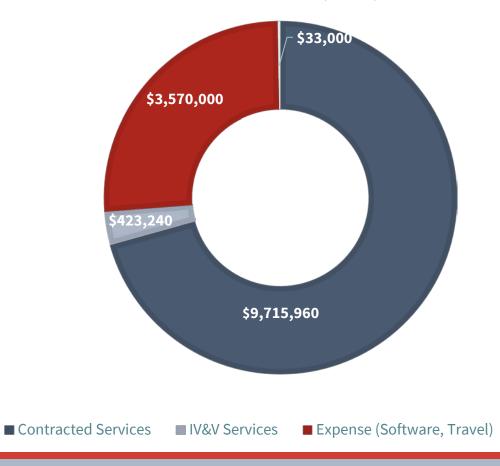
\$200,000

\$6,146,050

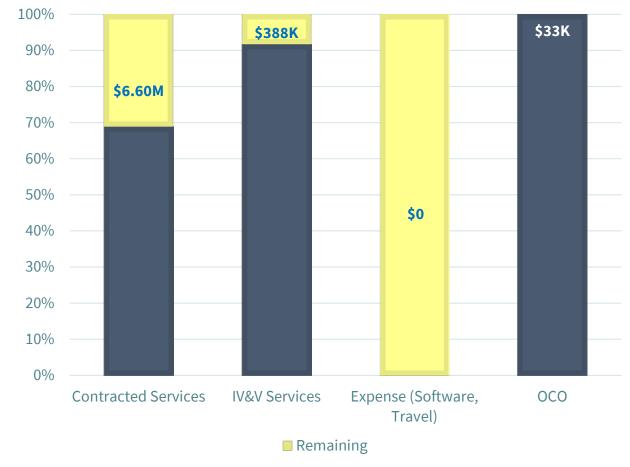
\$121,700

\$4,000









Budget and Actuals: Current Fiscal Year through May 2020





Budget and Actuals

Overview









Motorist Modernization Phase I – June 9, 2020

STATE OF THE STATE







DL Issuance Team Summary

<u>Team Profile</u>

User Stories: 971 # Developers: 2.5 [1.25 FTEs; 1.25 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 - 5/8/2020; **revised target end of 6/5/2020**CR210 - 7/2/2020 - In Progress

Key Risks and Issues

 Issue 164 - Renewal Regression Bug Fix Priority impacting CIPS Mail-in Testing

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 (targeted for Informatica Project's End-to-End Testing)
- 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: Transcript 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 - 5/8/2020; revised
target end of 5/22/2020 for MM; 5/29/2020
for Financial Responsibility

Key Risks and Issues

- Issue 34 FR Sanction Panel Performance issues.
- Issue 35 Specialized resource needed to assist Bulk Transcript PDF bug.

Key Implementation Activities

- Final regression testing April/May 2020.
- Knowledge Transfer May 2020.

- WRAPs/CRs are for critical exceptions only – will impact Go-Live.
- Informatica Testing Dependencies (targeted for Informatica Project's End-to-End Testing)





MyDMV Portal Team Summary

<u>Team Profile</u>

User Stories: 773 # Developers: ½ FTE # Testers: 1

<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> Started

Forecasted Key Dates

Sprint – **Done**UAT Completion – **Done**

Previous MyDMV CR - Done

Deployment Script (- Done

Regression Prep – In Progress – **Done**Regression Testing – 5/8/2020; **target is 6/5/2020 but outside dependencies**

CR210 – 7/2/2020 – In Progress

Key Risks and Issues

Business letter removal process

Key Implementation Activities

- Portal Core Dependency Updates
- User Guide Documentation (in review by Communications)
- Support LDO CSC Hands on Training Development
- Regression Testing Finalized with prints from CIPS
- Implementation Dependency Prep
- KT for Batch Jobs

- Informatica Testing Dependencies (targeted for Informatica Project's End-to-End Testing)
- 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

Security Testing Status

Not Started

Forecasted Key Dates

Sprint **Done**UAT Completion – **Done**

CP/CDLIS CR - Done

Deployment Script - Done

Regression Testing – 5/8/2020; **2 scripts are** currently blocked; no revised target date

CR210 – 7/2/2020 – In Progress

<u>Key Risks and Issues</u>

- Risk #16 Due to Production Demands on the vendor, turn around time is estimated at about 3 days. T
- Risk #17 AAMVA new testing tool, impacting AAMVA's response time

Key Implementation Activities

- Continued AAMVA Structural Testing for 5.3.3 Compliance
- PDPS Testing with AAMVA
- Implementation Dependency Prep
- Finalizing regression testing
- Approved CR after Regression
- KT for Batch Jobs

- Certification from AAMVA on 5.3.2 received, approval of CDLIS and PDPS
- 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 - 5/8/2020; **2 scripts are** currently blocked; no revised target date

Key Risks and Issues

None at this time

Key Implementation Activities

- Finalizing Regression Testing
- Performance with Email
- Performance with Printing Notices
- Implementation Dependency Prep
- KT for Batch Jobs

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



