Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, June 11, 2019
1:00 to 2:00 PM, EST
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees	Representing
Deb Roby	DHSMV
Ed Broyles	DHSMV
Pace Callaway	DHSMV
April Edwards	DHSMV
Kevin Bailey	DHSMV
William Washington	Florida Court Clerks & Comptrollers
Lisa Cullen	Florida Tax Collectors

Agenda

- Roll Call

- Welcome

- Review and Approval of Last Meeting Minutes

- IV&V Update

- Stakeholder Outreach Update

- Policy and Decisions Review

- MM Phase I Program Update

  o Financial Review

  o Project Updates

  o OCM Update

- Communications Update

- Q&A

- Adjourn

Office of Motorist Modernization

MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
Monthly Meeting Minutes
Tuesday, April 9, 2019
1:00 to 2:00 PM
Kirkman Building Conference Room B-202

WELCOME AND INTRODUCTIONS
- The meeting was called to order at 1:05 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 (absent)
  - Ed Broyles
  - Pace Callaway (absent)
  - April Edwards
  - Lisa Cullen
  - William Washington
  - Kevin Bailey

- Additional DHSMV members present included Terrence Samuel, Kristin Green, Koral Griggs, Cathy Thomas, Jessica Espinoza, Cat Alvarez, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Sonia Nelson, Felecia Ford, Craig Benner and Cheryln Dent.
- Visitors included Alyene Calvo from Ernst & Young, and Joseph Weldon from Accenture.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES
- Rachel Graham reviewed the meeting minutes from March 12, 2019. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the March 12, 2019, meeting minutes were approved.

IV&V UPDATE
- Alyene Calvo presented the IV&V update report for Phase I. The overall risk state was green due to the closure of process improvement within Organizational Change Management. The schedule performance index was .987. The total amount of work not completed as scheduled was 5,083.6 hours. There were currently no open deficiencies and the Schedule Quality Score was at 94.6.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE
- Craig Benner presented an OCM update report. The team was green for strategy, implement change and measure/evaluate and yellow for planning on the Traffic Light Report. The targeted date for completion of the change impact analysis is June 28, 2019. The targeted date for completion of document change engagement activities is July 31, 2019. 90 percent of the Change Champions have been identified, and 90 percent of the meetings with the Bureau Chiefs and business areas have been held.

STAKEHOLDER OUTREACH
- Koral Griggs discussed scheduling the MyDMV Portal Focus Groups between May and July 2019. She stated there would be six different locations throughout the state with 8-10 members in each group. They plan to have the survey results and evaluation back by August 2019.

Motorist Modernization Phase I Advisory Board Meeting

POLICY AND DECISION REVIEW

- There were no policy and decision items to review at the meeting.

FINANCIAL REVIEW

- Janis Timmons presented a Phase I and II financial review. The Phase I budget is $7.5 million with $5.2 million expended as of March 31. There was a 0 percent variance with $1.9 million in remaining funds. The budget for Phase II is $5 million with $3.2 million expended as of March 31. There was a 0 percent variance with $1.8 million in remaining funds. The team is working on finalizing Phase I and Phase II legislative budget requests for 2019 – 2020.

PROJECT UPDATES

- DL Issuance – Joe Weldon stated the team lost one developer. The team completed their sprint development work and continued to work on bugs. He stated there were 912 total hours in functional areas and effort are remaining. He stated the team was scheduled to complete development by March 29, 2019 and testing on April 10, 2019; however, the team was approximately one week behind in completing development and two weeks behind with testing. The team was red for business actions, development and testing and yellow for technical debt on the Traffic Light Report. The team had pending change requests on VLS 3.2, customer stops, admission number change, purge/delete as it reacts to Penny Vendor and password change.
- Motorist Maintenance and Financial Responsibility – Scott Tomaszewski stated UAT and performance testing will be impacted due to the decrease in development resources. There were 290 hours remaining in functional areas and effort remaining, with change requests regarding special services and hit list modifications making up the bulk of those hours.
  - Key risks and issues for the team included:
    - Issue 15 – Timely completion of structural testing
    - Issue 26 – Resource deficit impacting 1Q19 development obligation
    - Pending letter changes
  - The business actions, development and testing were yellow and technical debt was green on the Traffic Light Report. Mr. Tomaszewski stated the forecast completion dates were April 22, 2019 for development and May 1, 2019 for testing; however, the team was approximately two weeks behind. The team had pending change requests on customer stops and admission number change.
- MyDMV Portal – Aundrea Powell stated 28 out of 33 UAT test scenarios have started. The team continued to mitigate bugs. 724 hours in functional areas and effort were remaining. Work on sanctions, transaction updates, military enhancements, hit list and other change requests made up the bulk of those hours. The team completed work on the BAR functionality. The team had dependencies on ORION development assistance and the revised ADA approach potentially impacting MyDMV Portal.
  - Key risks and issues for the team included:
    - Risk 12 - Due to the limited resources, if any unexpected leave is taken, it may impact the current completion date.
  - The team was yellow for business actions, red for development and testing and green for technical debt on the Traffic Light Report. She stated there were pending change requests on changes from the focus group review and customer stops (testing only). The forecast completion dates for the team are April 17, 2019 for development and May 8, 2019 for testing.
- CDLIS/CP – Sonia Nelson stated the team completed all milestone work and change requests contained in the IMS schedule. She stated the team was preparing for performance testing and UAT. She stated there were pending change requests on AAMVA structural testing, customer and vehicle

stops, letters and WRAP 3805 to remedy WRAP 3192 (mismatched offense dates). The team was yellow for business actions, and green for technical debt, development and testing on the Traffic Light Report.

- Renewal Notification – Ms. Nelson stated the team continued work on testing the DL notices. She stated they aim to have this completed by April 12, 2019. There were no pending change requests for the team. The team was green for technical debt, business actions and development and red for testing on the Traffic Light Report.

COMMUNICATION UPDATE
- Koral Griggs presented an overview of the Phase I Communications Plan previously approved by the ESC.

Q&A
- Terrence Samuel reiterated the team will ensure we test and retest, along with users testing in the Sandbox environment, as much as possible before we go-live.
- Lisa Cullen asked when the Sandbox environment would be ready.
- Chad Hutchinson stated they anticipate having the Sandbox environment ready within the next four months. It will be released in Sarasota County first.

ADJOURNMENT
- Mr. Samuel adjourned the meeting at approximately 1:35 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for June 11, 2019.

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 (3/12/19)   4 Pages
OCM Update Report   4 Pages
MM Phase I IV&V Status   32 Pages
MM Phase I Financial Review   7 Pages
MM Phase I State-of-the-State Presentation   11 Pages
Phase I Communication Plan   4 Pages

Motorist Modernization Program (Phase I)

State of Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

April 2019

28 May 2019

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Building a better
working world

Topics for discussion

- ► General IV&V overview
- ► Overall risk state and trending
- ► IV&V ratings summary
- ► Key indicators
- ► Status of key deficiency recommendations
- ► Overall performance
- ► Project complete date slippage
- ► Forecast milestone completion
- ► Late tasks
- ► Project schedule quality
- ► Open deficiencies and actions
- ► Performance improvement recommendations

- ► Supporting information
  - ► Upcoming IV&V activities
  - ► Summary of changes
  - ► Open deficiencies
  - ► Project milestones
  - ► Project budget
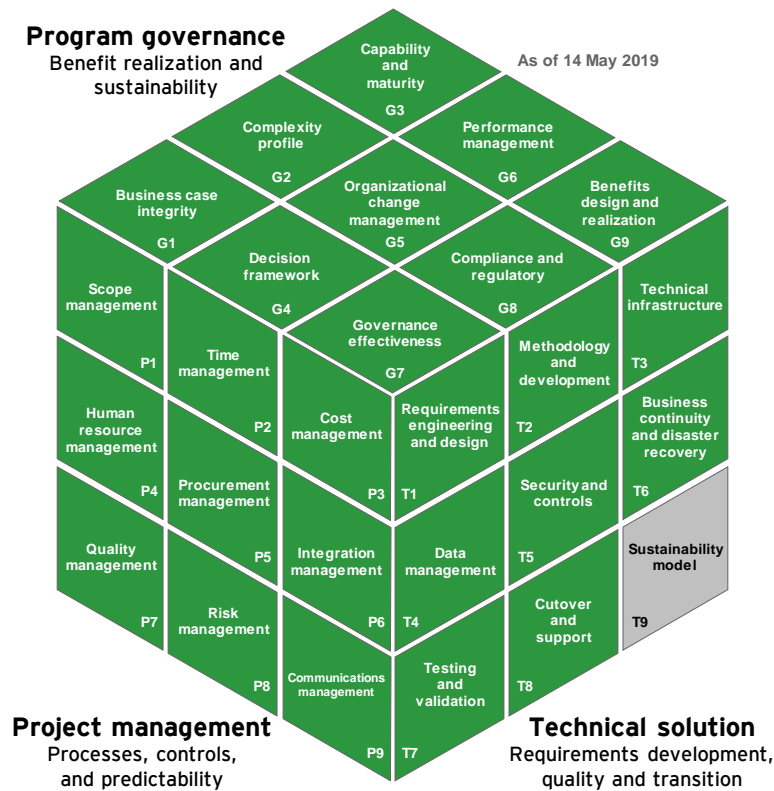
Data contained in this MAR is as of 14 May 2019

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General IV&V overview
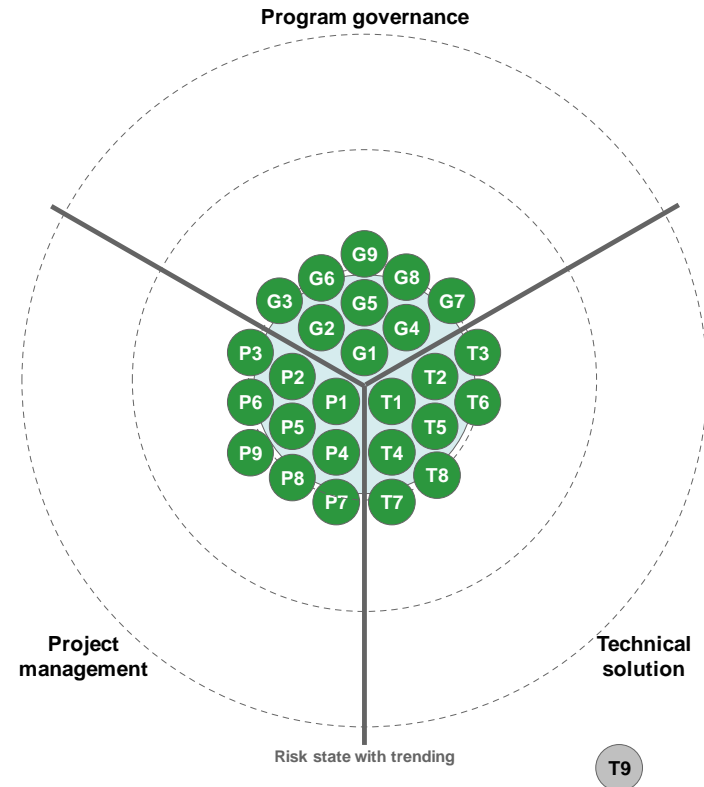
Overall IV&V risk state:	Green

► There are no open IV&V deficiencies.

   ► No additional facets reviews

   ► No new deficiencies identified since the last report

► The Program is within established schedule performance thresholds

   ► The schedule performance index (SPI) is 0.989.

   ► 80 of 2,853 total tasks (2.80%) contained in the project schedule are late.

   ► 28 of 970 total tasks (2.89%) for the current period are late

► The Program is within established cost performance thresholds

   ► The cost performance index (CPI) is 1.000

   ► The Program is currently on budget based on provided budget and spending information

► The Program is behind schedule

   ► Schedule variance is currently -4,325.8 hours.

   ► The amount of time the project is behind schedule is increasing

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Overall risk state and trending

Risk state of the MM Program (Phase I)

Program governance
Benefit realization and sustainability

As of 14 May 2019

Program governance areas:
- Capability and maturity — G3
- Complexity profile — G2
- Performance management — G6
- Business case integrity — G1
- Organizational change management — G5
- Benefits design and realization — G9
- Scope management — P1
- Decision framework — G4
- Compliance and regulatory — G8
- Technical infrastructure — T3
- Time management — P2
- Governance effectiveness — G7
- Methodology and development — T2
- Human resource management — P4
- Cost management — P3
- Requirements engineering and design — T1
- Business continuity and disaster recovery — T6
- Procurement management — P5
- Security and controls — T5
- Quality management — P7
- Integration management — P6
- Data management — T4
- Sustainability model — T9
- Risk management — P8
- Communications management — P9
- Cutover and support — T8
- Testing and validation — T7

Project management
Processes, controls, and predictability

Technical solution
Requirements development, quality and transition

Risk state with trending

Program governance

Project management

Technical solution

Risk state with trending

T9

🔴 Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.

🟡 Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
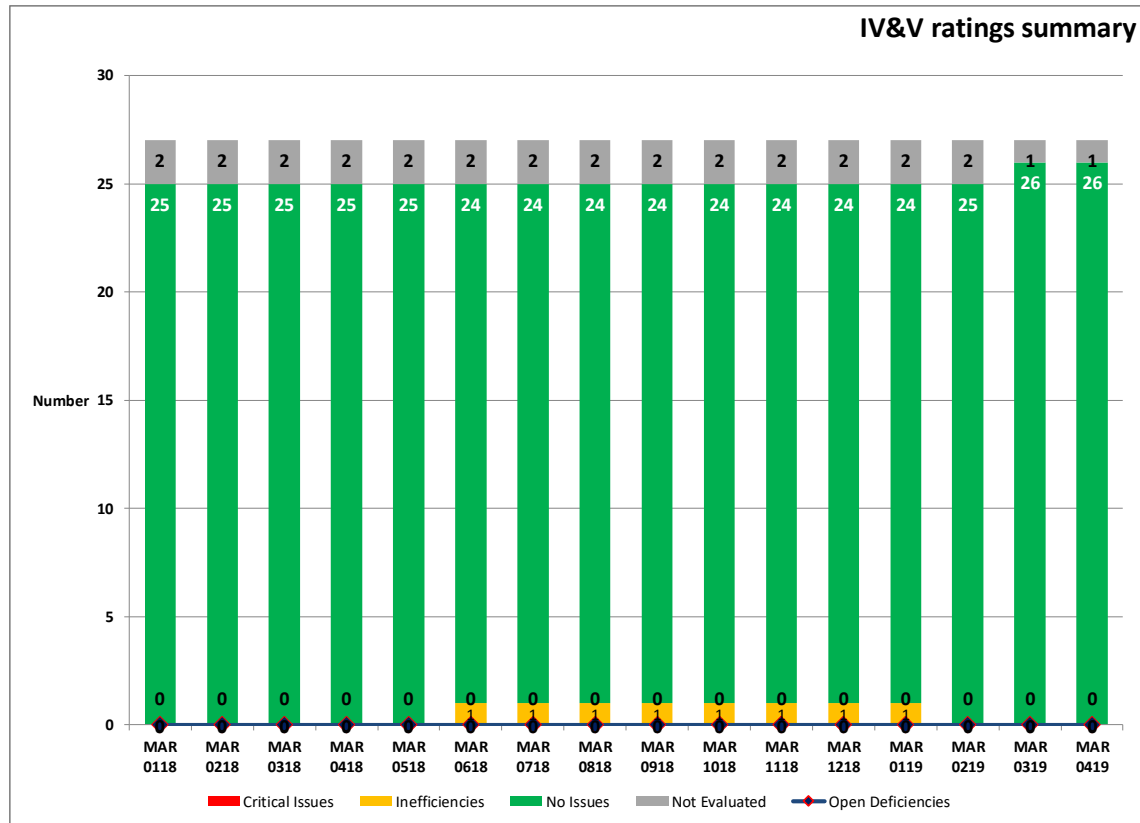
🟢 Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.

⬜ Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

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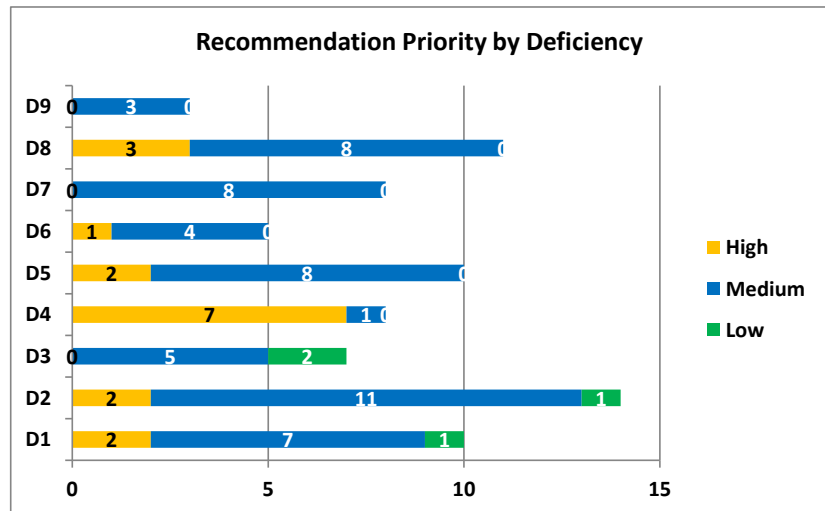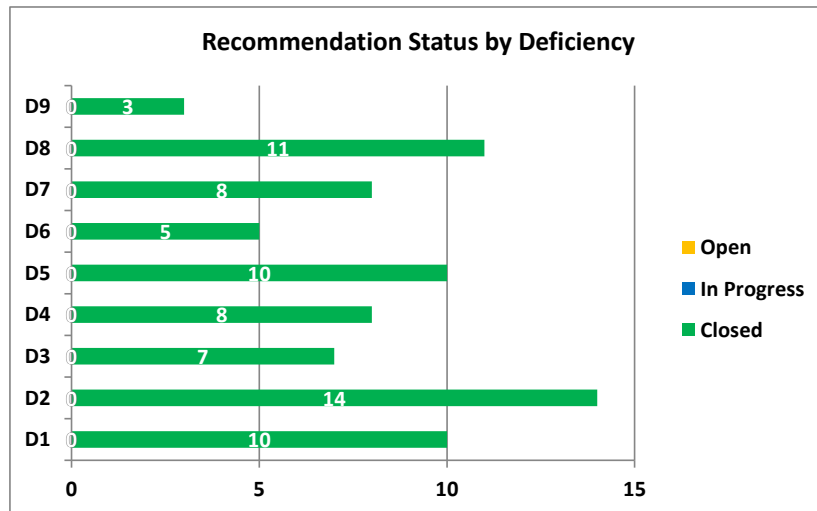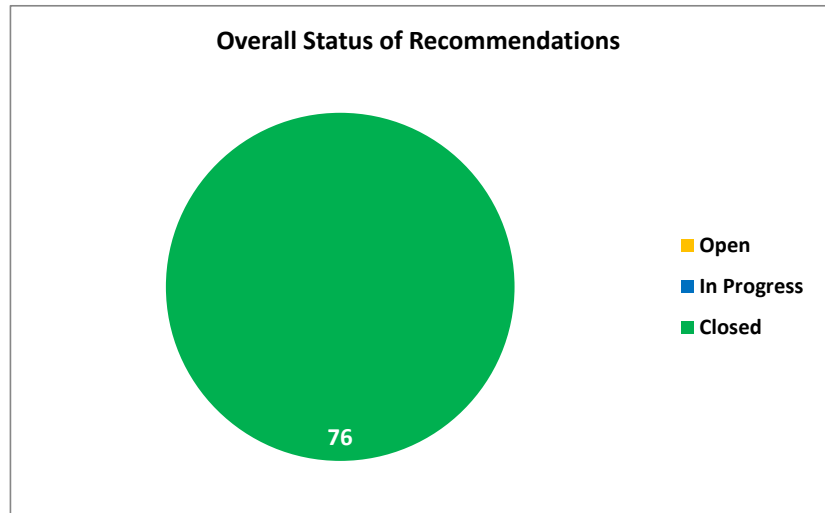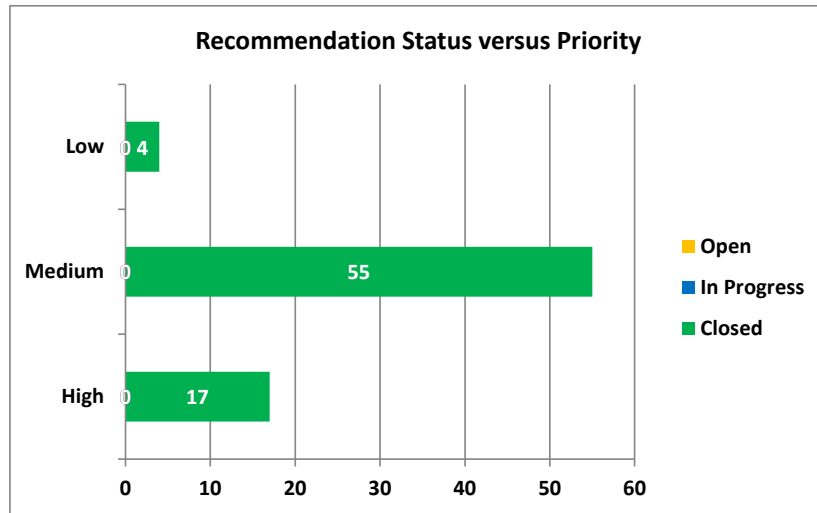# Overall IV&V ratings summary

IV&V ratings summary

- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 26
  - Gray (not evaluated): 1
- Open deficiencies: 0
- Conclusions:
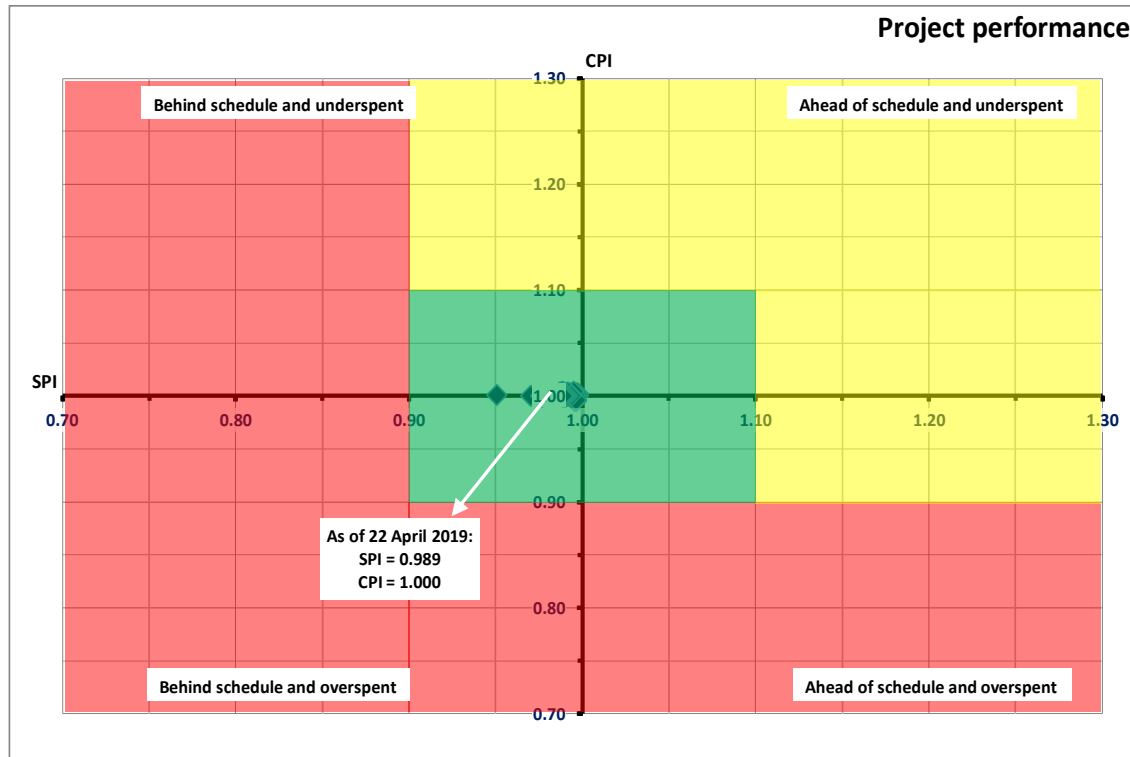 - The MM Program Team has satisfactorily resolved the inefficiencies identified by the IV&V Team.

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Key indicators

| Indicator	Value	Comment
Is the project approach sound?	Yes	▶ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	▶ The Program is within established schedule performance thresholds. 　▶ The schedule performance index (SPI) is 0.989. 　▶ 80 of 2,853 total tasks (2.80%) contained in the project schedule are late. 　▶ 28 of 970 total tasks (2.89%) for the current period are late.
Is the project on budget?	Yes	▶ The Program is within established cost performance thresholds. 　▶ The cost performance index (CPI) is 1.000. 　▶ The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	▶ The work being completed as part of the MM Program (Phase I) is within the scope of the project as defined in the Schedule IV-B Feasibility Study. ▶ Additional change requests are reviewed and approved based on the established change management process.
What are the project's future risks?	Unknown	▶ The MM Program Team has satisfactorily addressed all deficiencies and inefficiencies identified by the IV&V team.
Are the project's risks increasing or decreasing?	Steady	▶ The MM Program Team has satisfactorily addressed all deficiencies and inefficiencies identified by the IV&V team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	▶ New and emerging technologies were considered in the Feasibility Study. ▶ None have an adverse effect on the project's technological assumptions.

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Status of key deficiency recommendations

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Overall performance

Project performance

Behind schedule and underspent

Ahead of schedule and underspent

CPI

SPI

As of 22 April 2019:
SPI = 0.989
CPI = 1.000

Behind schedule and overspent

Ahead of schedule and overspent

- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - Schedule and cost performance are within established thresholds.
- Conclusions:
  - The Program is currently trending behind schedule

► Green area indicates within tolerance of +/- 10% for both SPI and CPI.

► Amber area indicates review is required and corrective actions may be necessary.

► Red area indicates out-of-tolerance and corrective actions are necessary.

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Overall performance
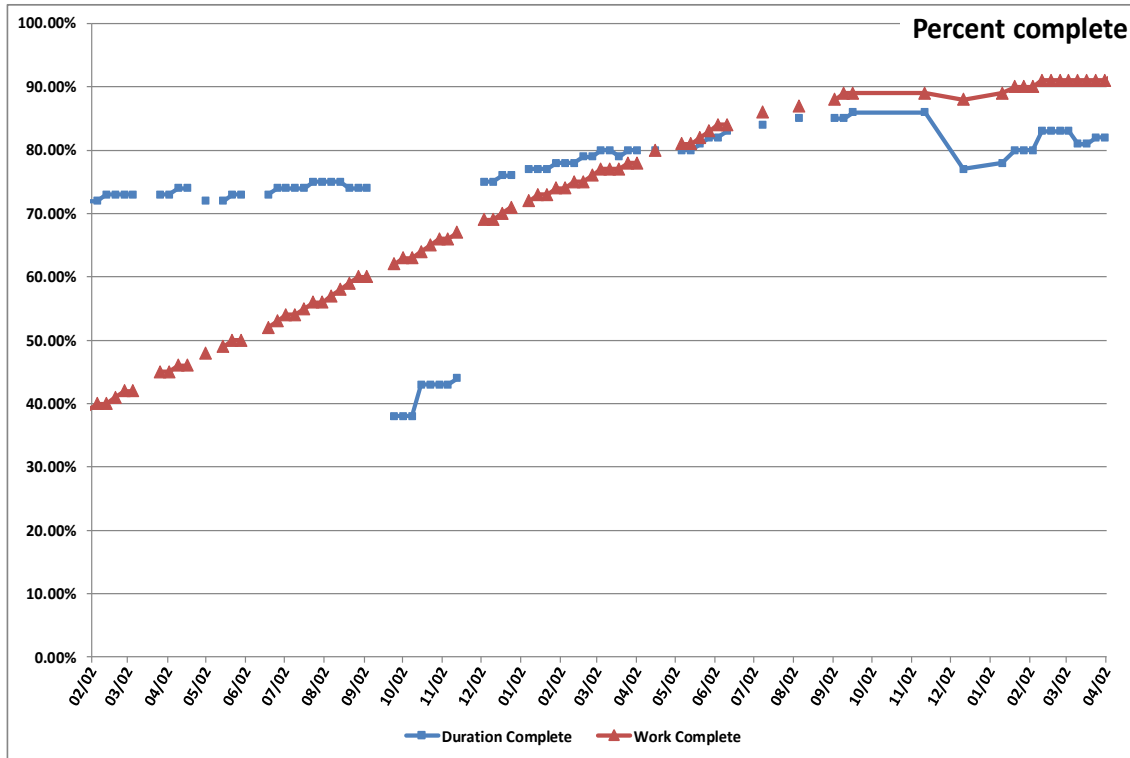## (continued)

Project performance summary
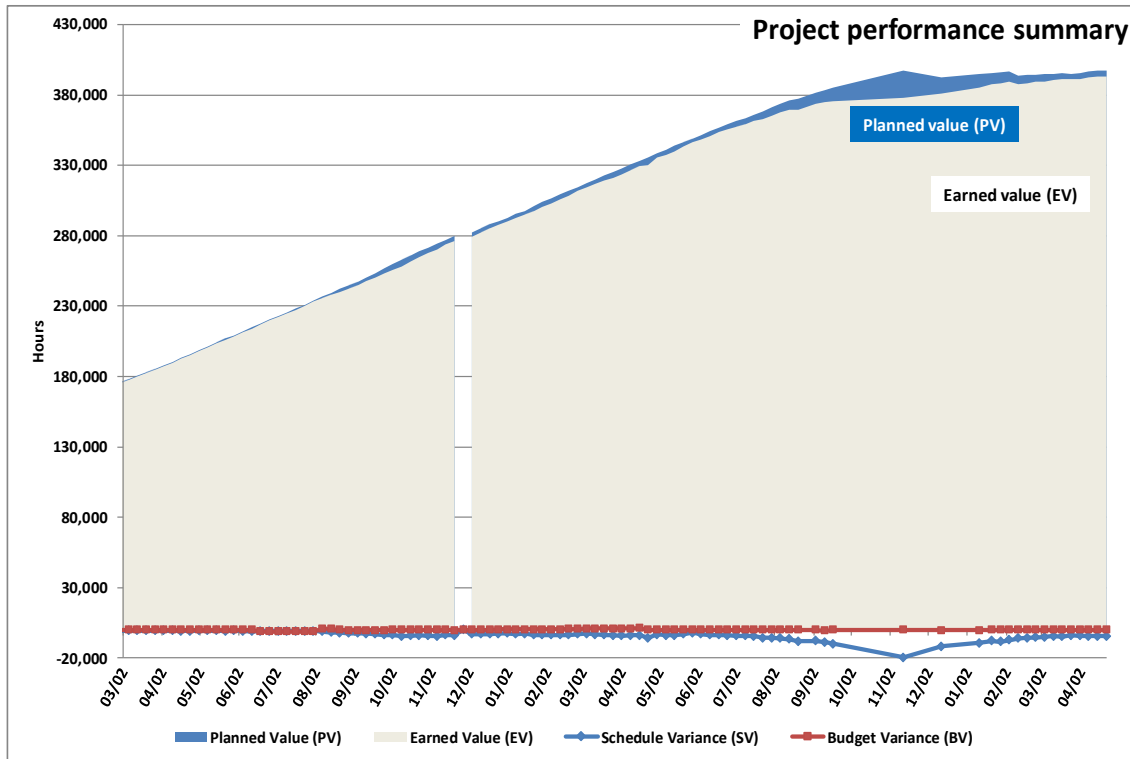
- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
  - The total amount of work not completed as scheduled is 4,325.8 hours.
- Conclusions:
  - The Program is trending behind schedule.

Legend: Planned Value (PV) — Earned Value (EV) — Schedule Variance (SV) — Budget Variance (BV)

► Blue area indicates the cumulative PV as of the current reporting period.

► Grey area indicates the cumulative EV as of the current reporting period.

► PV is the work scheduled to be accomplished.
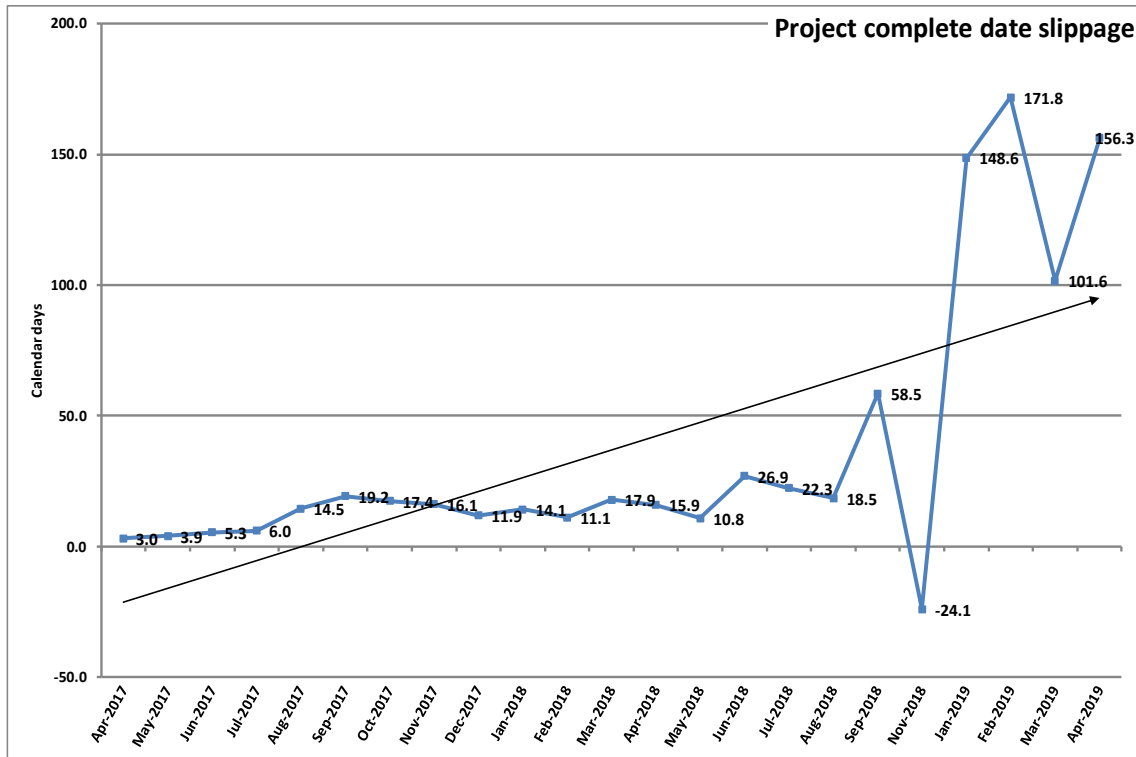
► EV is the value of the work actually performed.

EY

Overall performance
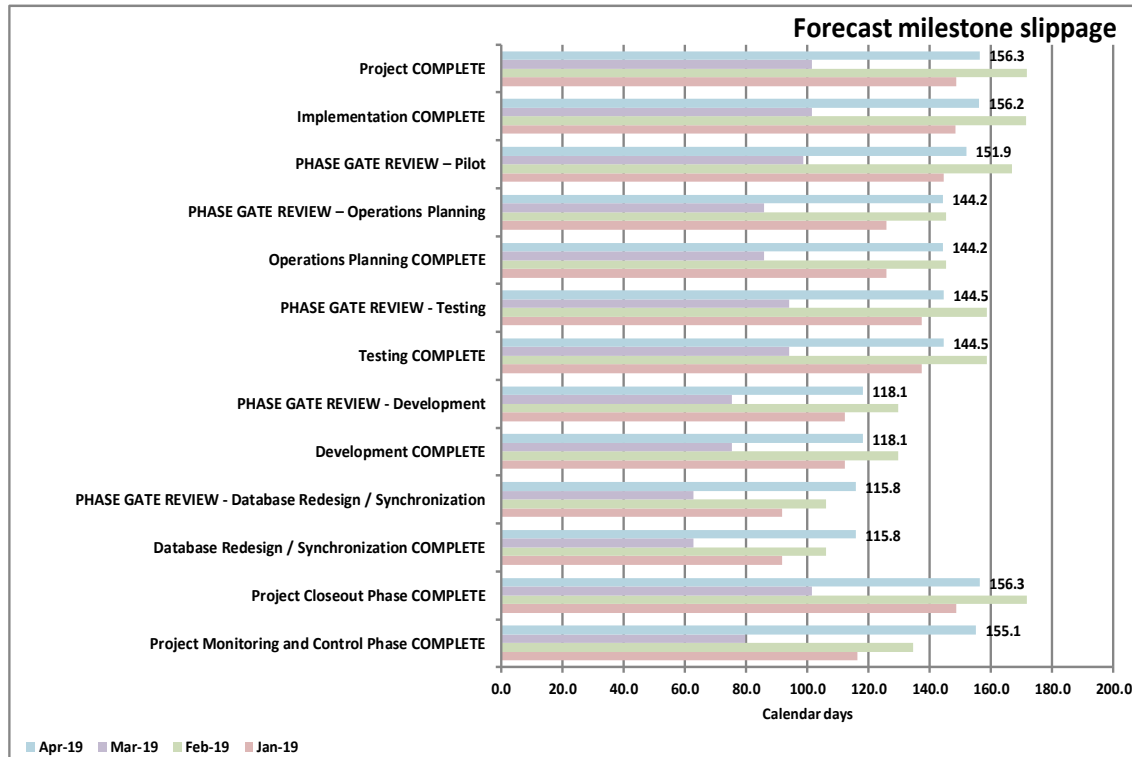## (continued)

Percent complete

- This chart shows the percent complete for duration and work for the project.
- Summary:
  - Duration and work complete has been consistent since the beginning of the project
  - The modification of the schedule due to CR 68 (Informatica) introduced a large number of long duration activities with little work, greatly impacting percent duration complete.
  - The modification of the schedule due to CR 79 (detailed Informatica tasks) reduced the number of long duration activities.
  - The modification of the schedule due to CR 154 (addition of change requests) increased the duration of the schedule.
- Conclusions:
  - None.

► Blue line is duration percent complete.

► Red line is work percent complete

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Project complete date slippage

Project complete date slippage

- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
  - CR154 was approved during the current period to re-baseline the schedule, moving the planned end date from 28 August 2019 to 14 July 2020.
  - The Program is behind schedule.
  - The Program completion date is forecast to be 17 December 2020, 156.3 days late.
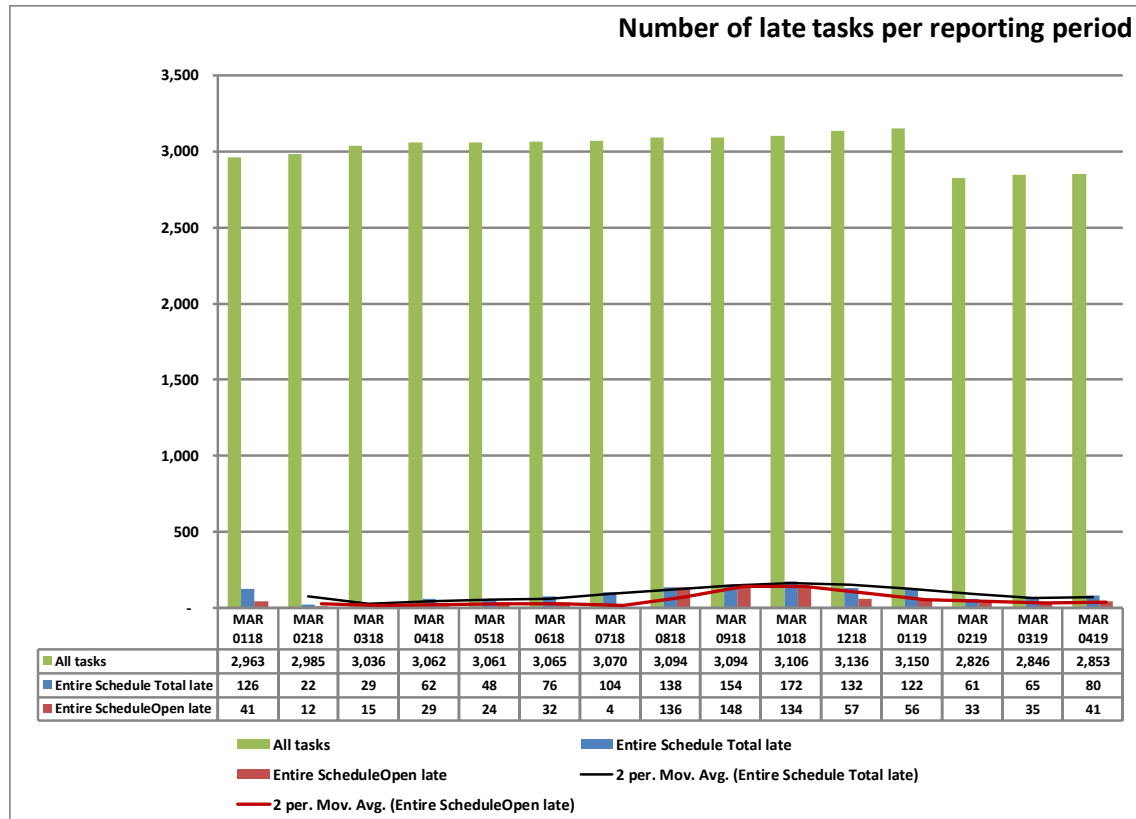- Conclusions:
  - The Program is behind schedule.

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Forecast milestone slippage

Forecast milestone slippage

Milestones (top to bottom):
- Project COMPLETE — 156.3
- Implementation COMPLETE — 156.2
- PHASE GATE REVIEW – Pilot — 151.9
- PHASE GATE REVIEW – Operations Planning — 144.2
- Operations Planning COMPLETE — 144.2
- PHASE GATE REVIEW - Testing — 144.5
- Testing COMPLETE — 144.5
- PHASE GATE REVIEW - Development — 118.1
- Development COMPLETE — 118.1
- PHASE GATE REVIEW - Database Redesign / Synchronization — 115.8
- Database Redesign / Synchronization COMPLETE — 115.8
- Project Closeout Phase COMPLETE — 156.3
- Project Monitoring and Control Phase COMPLETE — 155.1

X-axis: Calendar days (0.0 to 200.0)

Legend: Apr-19, Mar-19, Feb-19, Jan-19

- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - CR154 was approved during the current period to re-baseline the schedule, moving the planned end date from 28 August 2019 to 14 July 2020.
  - The Program completion date is forecast to be 17 December 2020, 156.3 days late.
- Conclusions:
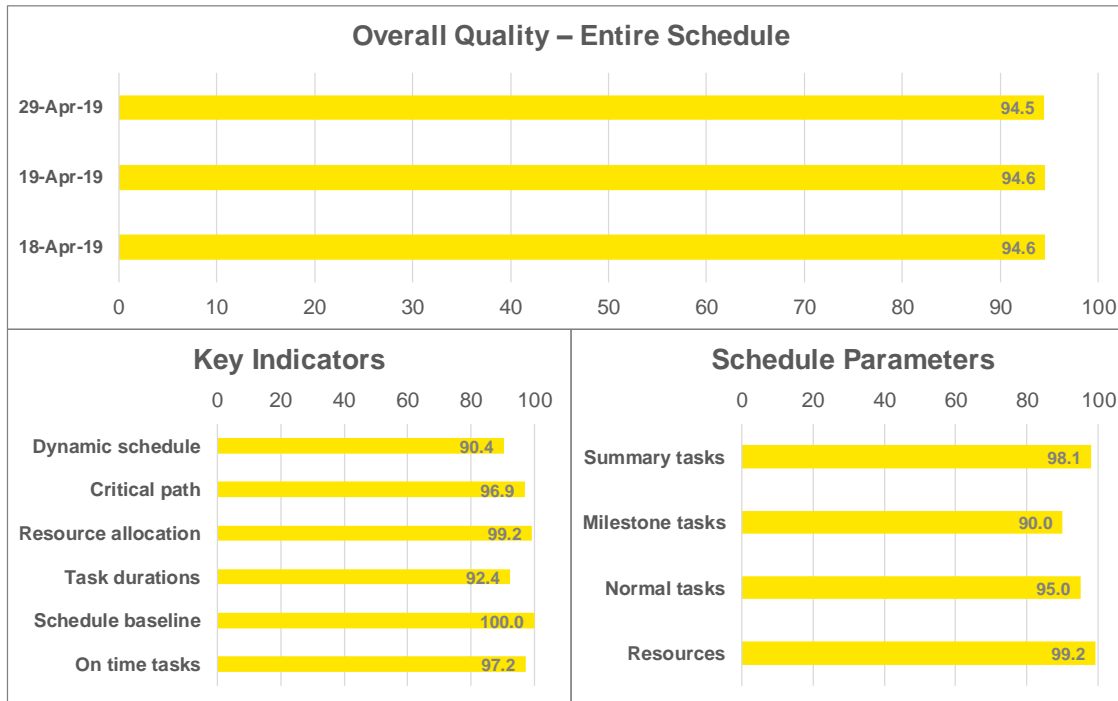 - The Program is behind schedule.

Late tasks

Number of late tasks per reporting period

	MAR 0118	MAR 0218	MAR 0318	MAR 0418	MAR 0518	MAR 0618	MAR 0718	MAR 0818	MAR 0918	MAR 1018	MAR 1218	MAR 0119	MAR 0219	MAR 0319	MAR 0419
All tasks	2,963	2,985	3,036	3,062	3,061	3,065	3,070	3,094	3,094	3,106	3,136	3,150	2,826	2,846	2,853
Entire Schedule Total late	126	22	29	62	48	76	104	138	154	172	132	122	61	65	80
Entire ScheduleOpen late	41	12	15	29	24	32	4	136	148	134	57	56	33	35	41

- All tasks
- Entire Schedule Total late
- Entire ScheduleOpen late
- 2 per. Mov. Avg. (Entire Schedule Total late)
- 2 per. Mov. Avg. (Entire ScheduleOpen late)

- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as "late" if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 2,853
  - Total tasks late: 80
  - Total open tasks late: 41
- Conclusions:
  - The total number of tasks designated as late is 2.80% of the total number of tasks.

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Project schedule quality
Entire schedule: 11/01/2013 to 07/14/2020
Supporting information

Overall Quality – Entire Schedule

Date	Value
29-Apr-19	94.5
19-Apr-19	94.6
18-Apr-19	94.6

(scale: 0 10 20 30 40 50 60 70 80 90 100)

Key Indicators

(scale: 0 20 40 60 80 100)

Indicator	Value
Dynamic schedule	90.4
Critical path	96.9
Resource allocation	99.2
Task durations	92.4
Schedule baseline	100.0
On time tasks	97.2

Schedule Parameters

(scale: 0 20 40 60 80 100)

Parameter	Value
Summary tasks	98.1
Milestone tasks	90.0
Normal tasks	95.0
Resources	99.2

- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 94.5
- Conclusions:
  - Overall schedule quality is consistent and excellent

► Dynamic schedule – Task dependencies and constraints

► Critical path – Task dependencies

► Resource allocation –Resource assignments

► Task durations – Task durations other that 8 to 80 hours

► Baseline – Full baseline defined for all tasks

► On time tasks – Tasks that are not late

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Project schedule quality
Period: 05/01/2019 to 07/31/2019
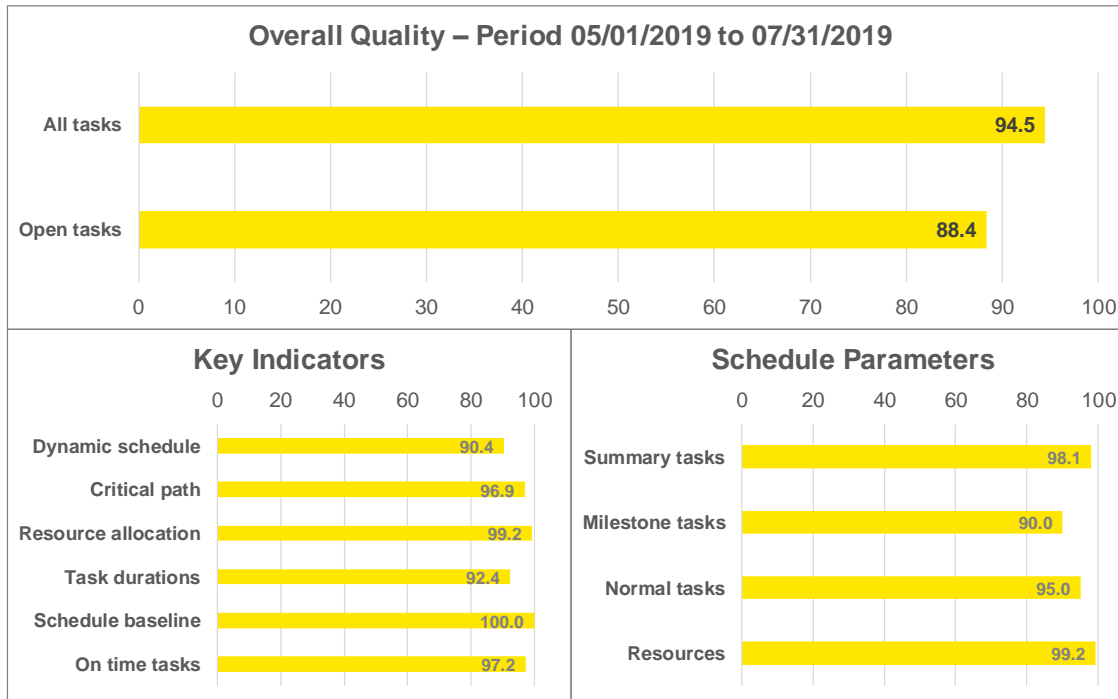
Overall Quality – Period 05/01/2019 to 07/31/2019

All tasks	94.5
Open tasks	88.4

0 10 20 30 40 50 60 70 80 90 100

Key Indicators

0 20 40 60 80 100

Dynamic schedule	90.4
Critical path	96.9
Resource allocation	99.2
Task durations	92.4
Schedule baseline	100.0
On time tasks	97.2

Schedule Parameters

0 20 40 60 80 100

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► Dynamic schedule – Task dependencies and constraints

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► Resource allocation –Resource assignments

► Task durations – Task durations other that 8 to 80 hours

► Baseline – Full baseline defined for all tasks

► On time tasks – Tasks that are not late

Open deficiencies and actions

Deficiency	Actions taken

The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

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Supporting information

- ► Upcoming IV&V activities
- ► Summary of changes
- ► Open deficiencies
- ► Project milestones
- ► Project budget

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Upcoming IV&V activities

► Participate in IV&V and Program meetings

► Review draft and final MM Program materials provided to the IV&V Team

► Conduct interviews as required

► Schedule of immediate IV&V deliverables is as follows:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jul 2018 (IVV-302BP)	08/14/2018	08/29/2018	08/29/2018	► Complete
MAR – Aug 2018 (IVV-302BQ)	09/17/2018	10/02/2018	09/29/2018	► Complete
MAR – Sep 2018 (IVV-302BR)	10/18/2018	11/02/2018	10/30/2018	► Complete
MAR – Oct 2018 (IVV-302BS)	11/14/2018	11/30/2018	11/30/2018	► Complete
MAR – Nov 2018 (IVV-302BT)	12/14/2018	01/03/2019	01/03/2019	► Complete
MAR – Dec 2018 (IVV-302BU)	01/15/2019	01/30/2019	01/27/2019	► Complete
MAR – Jan 2019 (IVV-302BV)	02/14/2019	03/01/2019	03/12/2019	► Complete
MAR – Feb 2019 (IVV-302BW)	03/14/2019	03/29/2019	03/27/2019	► Complete
MAR – Mar 2019 (IVV-302BX)	04/12/2019	04/29/2019	04/29/2019	► Complete
MAR – Apr 2019 (IVV-302BY)	05/14/2019	05/29/2019	05/28/2019	► Complete
MAR – May 2019 (IVV-302BZ)	06/14/2019	07/01/2019		► Future task
MAR – Jun 2019 (IVV-303CA)	07/15/2019	07/30/2019		► Future task

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Summary of changes

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies.
New process improvement	► No new process improvements identified since the last report.
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► No risk rating changes since the last report.
Maturity ratings	► No maturity rating changes since the last report.
Interviews conducted	► No interviews conducted since the last report
Artifacts received	► Numerous artifacts received.

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Open deficiencies

Areas and implications	Recommendations	Actions taken
None		

The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

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Project milestones

WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
1.3.12	Project Monitoring and Control Phase COMPLETE	06/28/2019	06/28/2019	07/01/2020	12/03/2020	
1.4.8	Project Closeout Phase COMPLETE	06/28/2019	04/07/2020	07/14/2020	12/17/2020	
8.2	Database Redesign / Synchronization COMPLETE	05/01/2018	09/07/2018	04/12/2019	08/05/2019	
8.4	PHASE GATE REVIEW - Database Redesign / Synchronization	06/20/2018	09/07/2018	04/12/2019	08/05/2019	
8.5.12	Development COMPLETE	05/25/2018	03/01/2019	05/08/2019	09/03/2019	
8.6	PHASE GATE REVIEW - Development	07/27/2018	03/01/2019	05/08/2019	09/03/2019	
8.7.5	Testing COMPLETE	02/20/2019	11/25/2019	03/03/2020	07/25/2020	
8.7.7	PHASE GATE REVIEW – Testing	04/22/2019	11/25/2019	03/03/2020	07/25/2020	
8.8.4	Operations Planning COMPLETE	03/02/2018	10/16/2019	02/28/2020	07/21/2020	
8.8.5	PHASE GATE REVIEW – Operations Planning	07/20/2018	10/16/2019	02/28/2020	07/21/2020	
8.9.3.5	PHASE GATE REVIEW - Pilot	07/15/2018	02/20/2020	05/26/2020	10/24/2020	
8.9.5	Implementation COMPLETE	06/27/2019	04/06/2020	07/13/2020	12/16/2020	
8.10	Project COMPLETE	06/28/2019	04/07/2020	07/14/2020	12/17/2020	

1. Items highlighted are either currently late or projected to be late.
2. Original – Original contract completion date.
3. Scheduled – Based on schedule baseline.
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations SPI.
6. Actual – The actual completion date

Late	

EY

Project budget
Total project funding

Total project budget versus actual expenditures

Legend: Total budget, Total actual, Cumulative total budget, Cumulative total actual

MMP1-IVV-203BY Apr Status v2.0 Final - 20190528

EY

Project budget
DHSMV staff funding

Total DHSMV staff budget versus actual expenditures

Thousands

$0
$0
$0
$0
$0
$0
$0
$0
$0
$0

Prior, Jul-15, Aug-15, Sep-15, Oct-15, Nov-15, Dec-15, Jan-16, Feb-16, Mar-16, Apr-16, May-16, Jun-16, Jul-16, Aug-16, Sep-16, Oct-16, Nov-16, Dec-16, Jan-17, Feb-17, Mar-17, Apr-17, May-17, Jun-17, Jul-17, Aug-17, Sep-17, Oct-17, Nov-17, Dec-17, Jan-18, Feb-18, Mar-18, Apr-18, May-18, Jun-18, Jul-18, Aug-18, Sep-18, Oct-18, Nov-18, Dec-18, Jan-19, Feb-19, Mar-19, Apr-19

Total DHSMV staff - budget   Total DHSMV staff - actual   Cumulative total DHSMV staff - budget   Cumulative total DHSMV staff - actual

MMP1-IVV-203BY Apr Status v2.0 Final - 20190528

EY

Project budget
Contract staff funding

Total contract staff budget versus actual expenditures

Legend:
- Total contracted staff - budget
- Total contracted staff - actual
- Cumulative total contracted staff - budget
- Cumulative total contracted staff - actual

MMP1-IVV-203BY Apr Status v2.0 Final - 20190528

EY
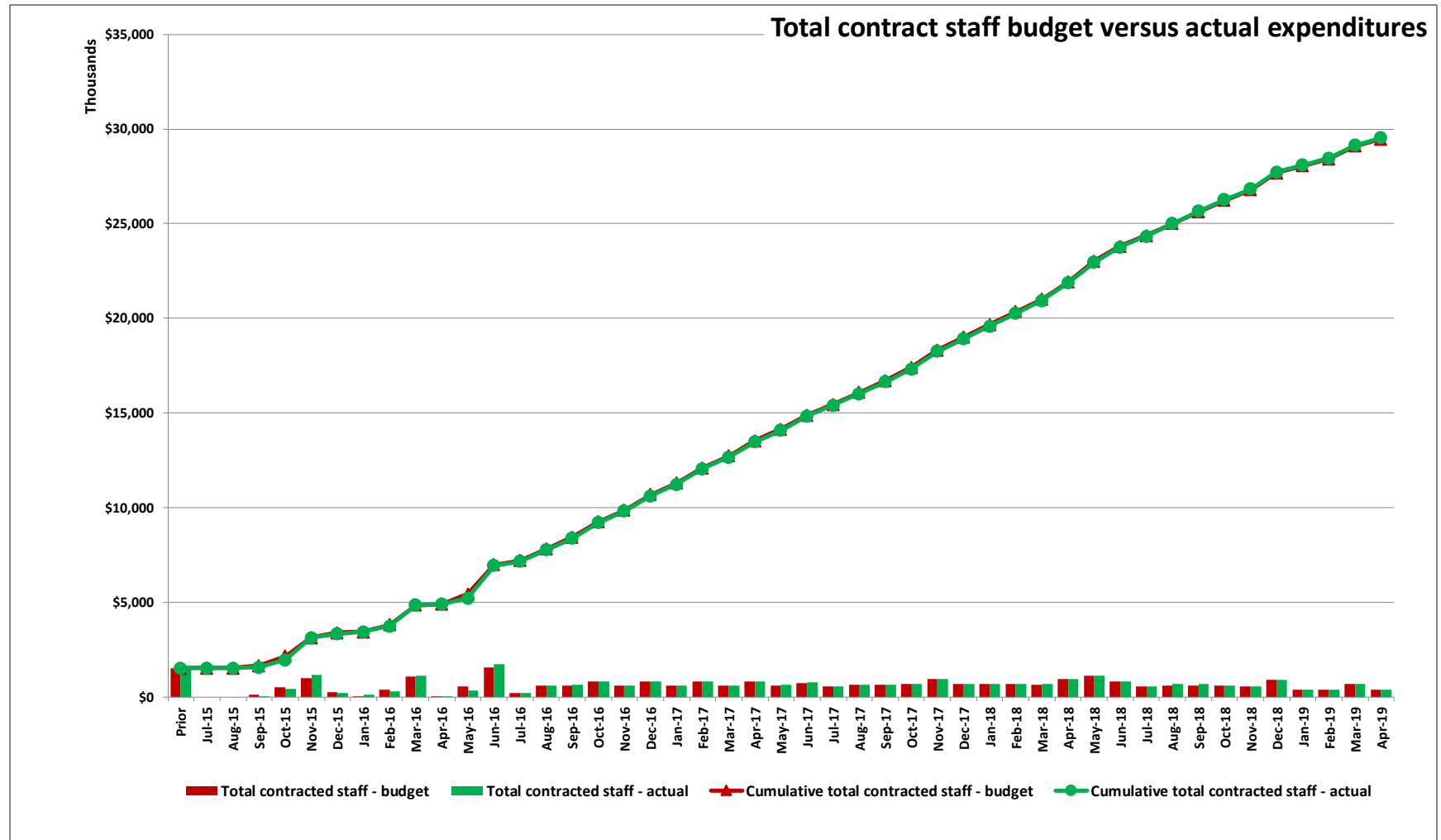
Project budget
Expense funding

Total expense budget versus actual expenditures

Legend: Total expense - budget | Total expense - actual | Cumulative total expense - budget | Cumulative total expense - actual

MMP1-IVV-203BY Apr Status v2.0 Final - 20190528

EY
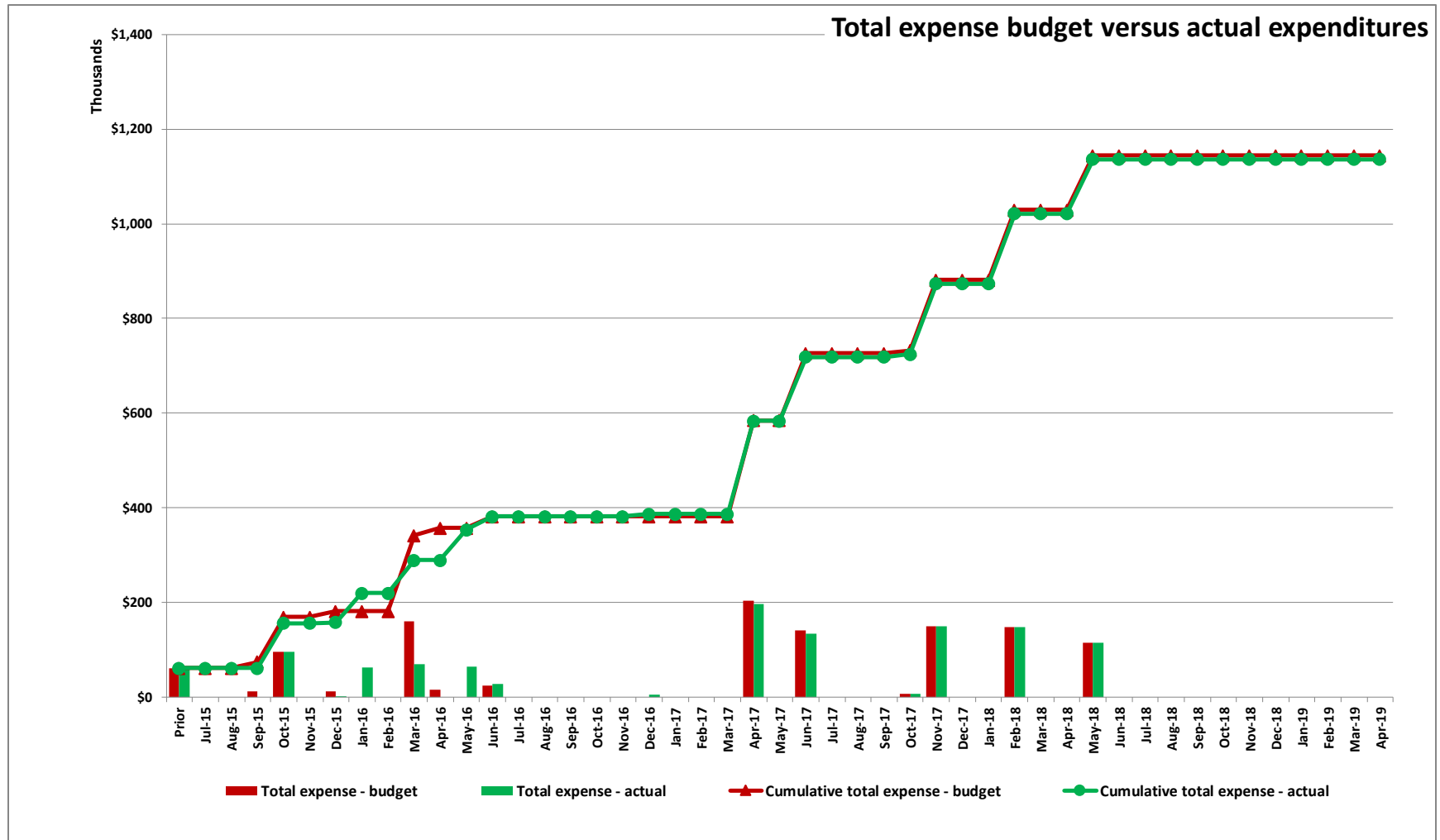
Project budget
OCO funding

Total OCO budget versus actual expenditures

Legend: Total OCO - budget | Total OCO - actual | Cumulative total OCO - budget | Cumulative total OCO - actual

EY
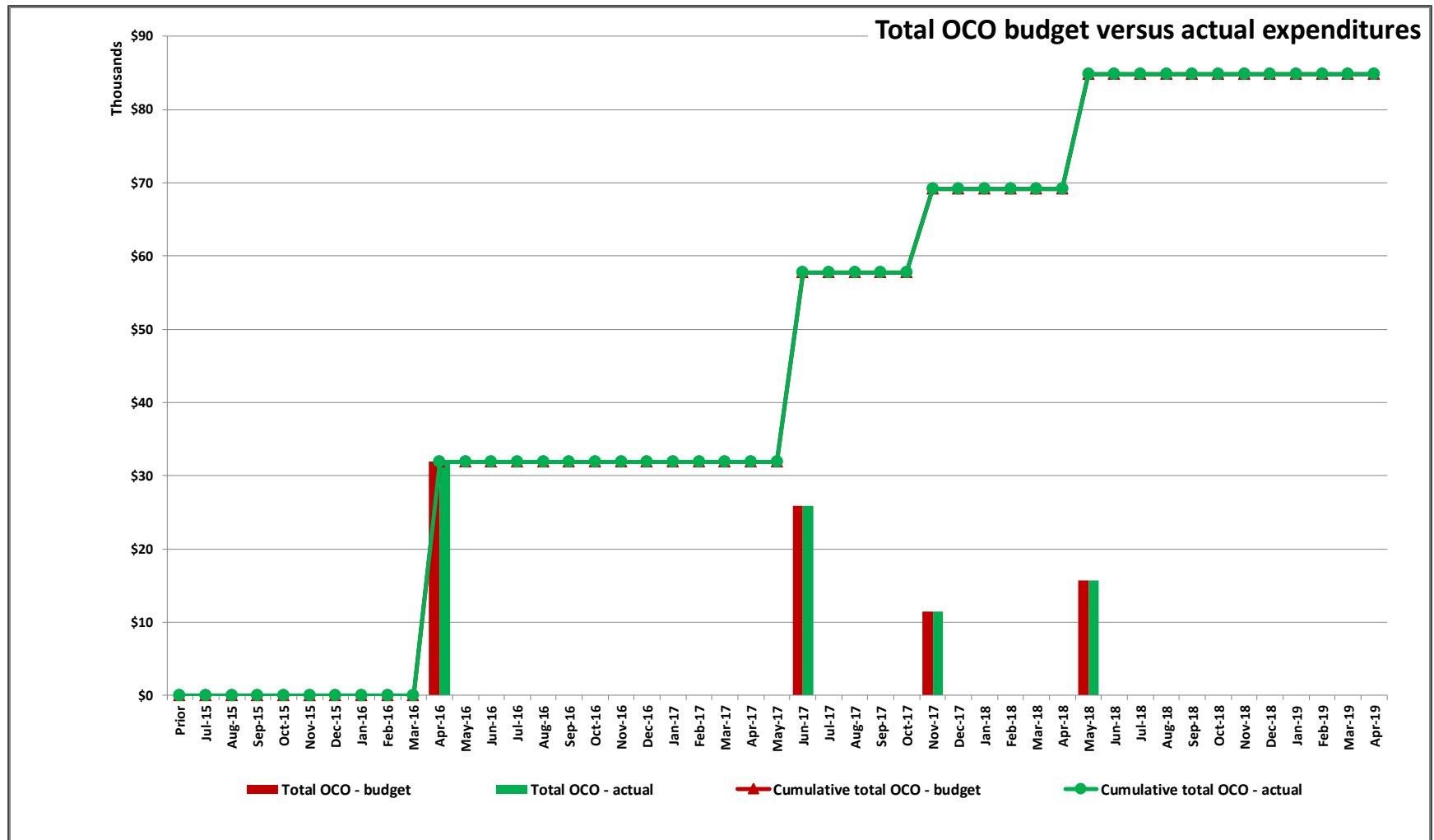
Project budget
Other items funding

Total other items budget versus actual expenditures

Legend: Total other items - budget | Total other items - actual | Cumulative total other items - budget | Cumulative total other items - actual

MMP1-IVV-203BY Apr Status v2.0 Final - 20190528

EY
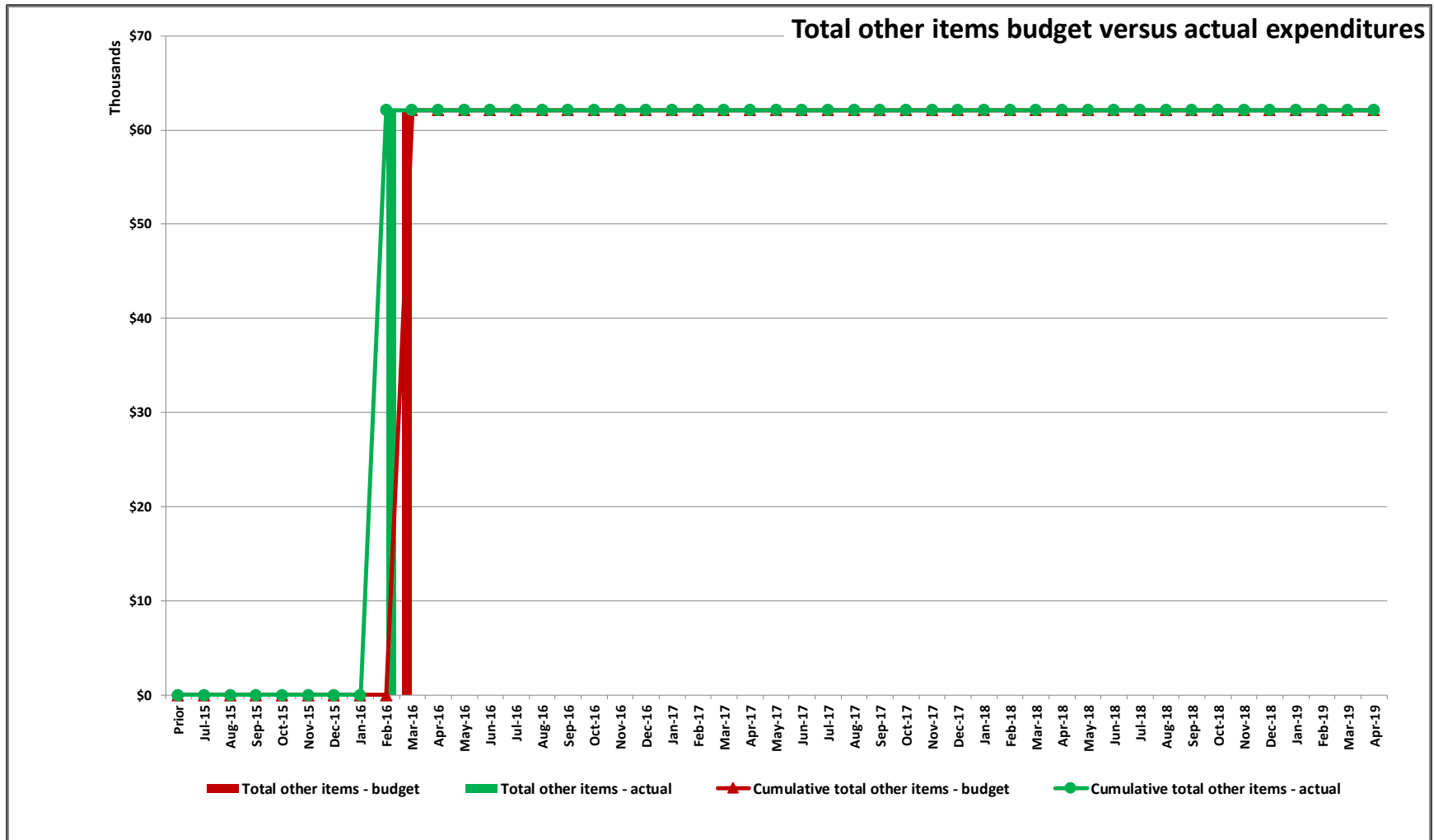
Project budget
IV&V services funding

Total IV&V services budget versus actual expenditures

Legend:
- ■ Total IV&V services - budget
- ■ Total IV&V services - actual
- ▲ Cumulative total IV&V services - budget
- ● Cumulative total IV&V services - actual

MMP1-IVV-203BY Apr Status v2.0 Final - 20190528

EY
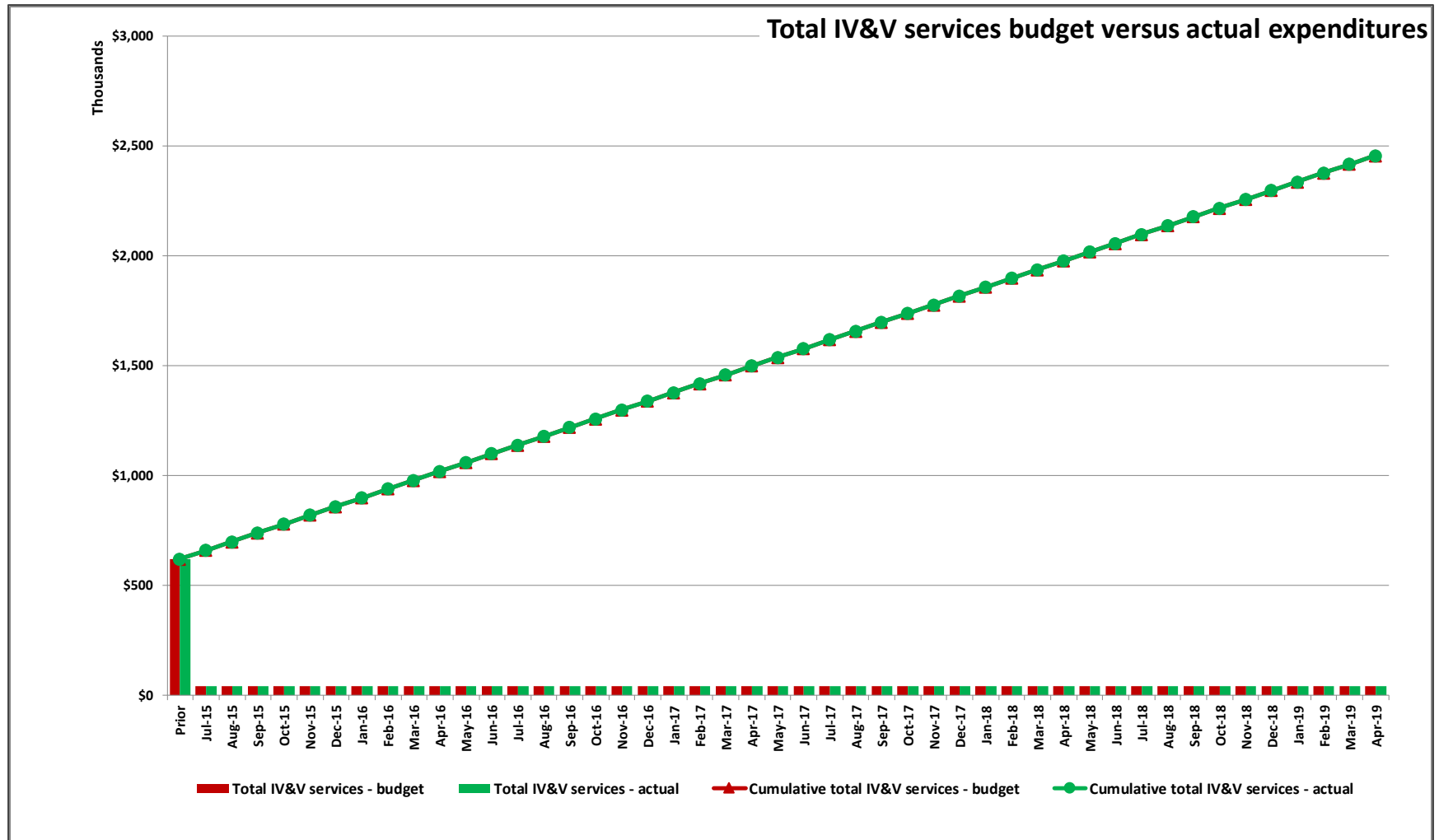
Project budget
Budget and actual distribution

Budget distribution

- Other items $62,101 0%
- IV&V $2,057,026 8%
- DHSMV staff $0 0%
- OCO $89,545 0%
- Expense $1,144,181 4%
- Contracted staff $23,816,978 88%

Legend: ■ DHSMV staff ■ Contracted staff ■ Expense ■ OCO ■ Other items ■ IV&V

Actual distribution

- Other items $62,101 0%
- IV&V $2,057,026 8%
- DHSMV staff $0 0%
- OCO $84,875 0%
- Expense $1,136,367 4%
- Contracted staff $23,764,070 88%

Legend: ■ DHSMV staff ■ Contracted staff ■ Expense ■ OCO ■ Other items ■ IV&V

Phase I
Total Project

LBR Requests - Updated

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	$ 2,500,000	$ 1,514,762	$ 619,186	$ 61,478	$ -
2015-2016	$ 6,362,609	$ 5,468,933	$ 479,280	$ 382,501	$ 31,895
2016-2017	$ 8,749,351	$ 7,907,512	$ 479,280	$ 336,688	$ 25,871
2017-2018	$ 9,857,775	$ 8,506,720	$ 479,280	$ 865,000	$ 6,775
2018-2019	$ 7,536,000	$ 6,976,720	$ 479,280	$ 80,000	$ -
2019-2020	$ 2,323,620	$ 2,303,620		$ 20,000	$ -
Total	$ 37,329,355	$ 32,678,267	$ 2,536,306	$ 1,745,667	$ 64,541

BUDGET: $7,536,000

- $80,000
- $479,280
- $6,976,720
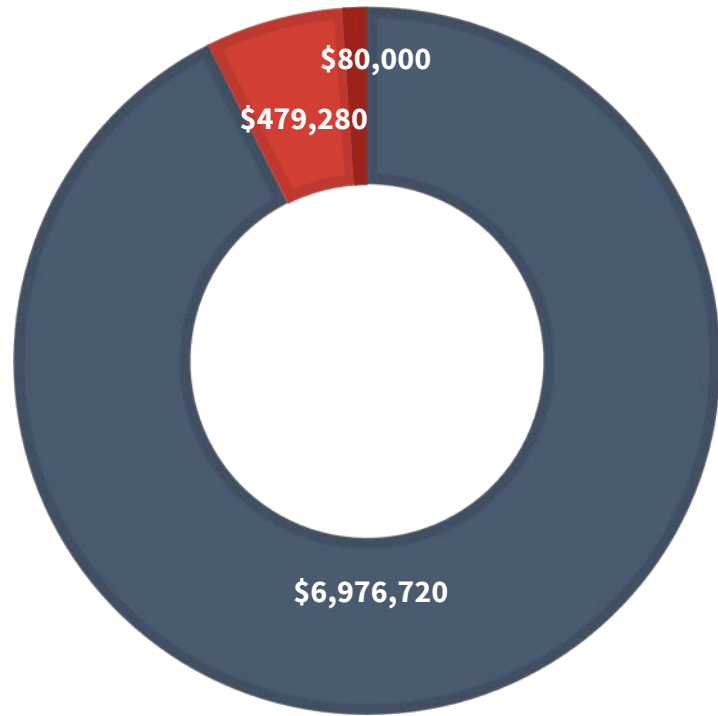
Legend: ■ Contracted Services ■ IV&V Services ■ Expense (Software, Travel)

ACTUALS: $6,614,360

	Contracted Services	IV&V Services	Expense (Software, Travel)	OCO
Remaining	$802K	$119K	$286K	$15K
Actual	$5.95M	$360K		
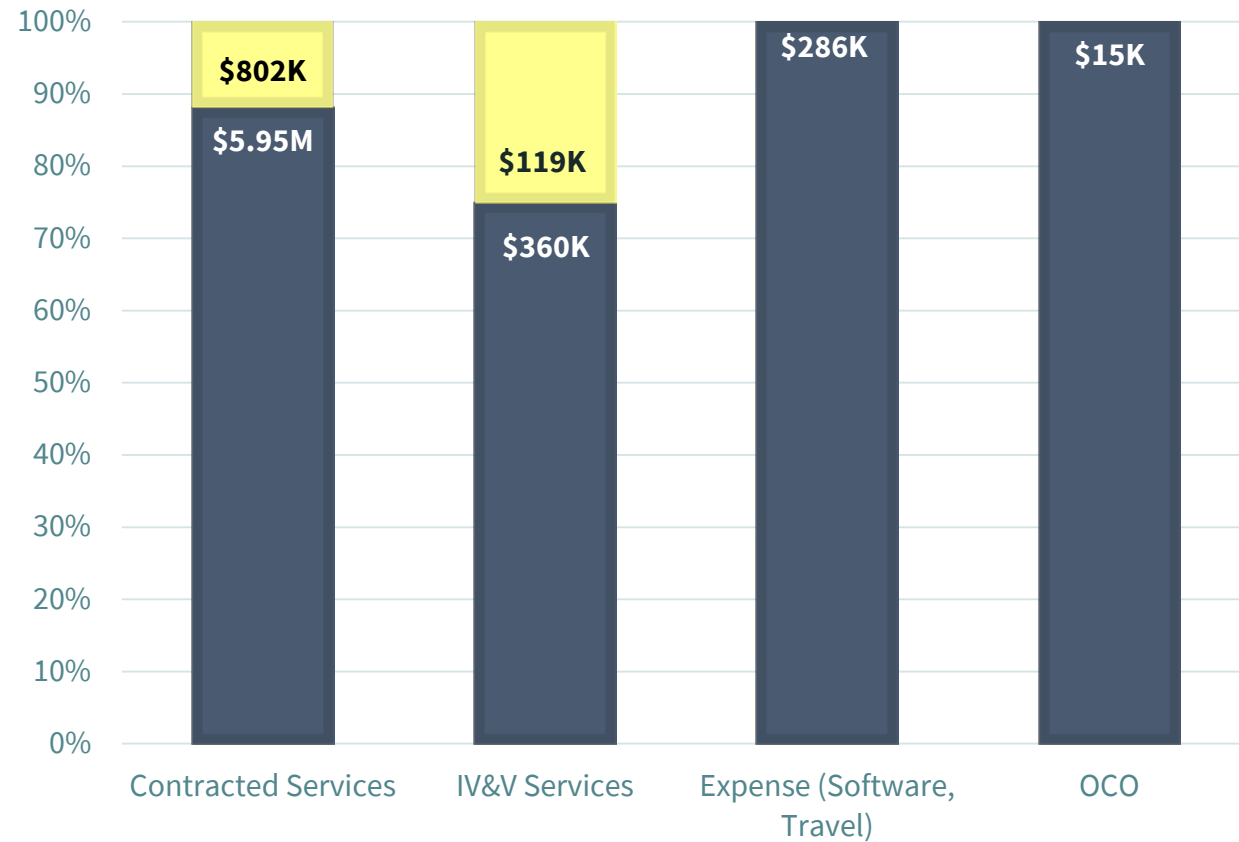
Legend: ■ Remaining

Budget and Actuals: Current Fiscal Year through May 2019

Budget and Actuals

Phase I Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2018-2019 Total Funding	$7,536,000		
Fiscal Year to Date	$6,614,360	$6,614,360	0%
Month to Date (May 2019)	$414,273	$414,273	0%
Remaining Funds	$921,640		

Phase II
Total Project

LBR Requests Updated

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	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	$ 7,619,700*	$ 6,915,960	$ 423,240	$ 276,500	$ 4,000
2021-2022	$ 6,036,700*	$ 5,580,460	$ 423,240		$ 33,000
2022-2023	$ 2,906,700*	$ 2,479,460	$ 423,240		$ 4,000
Total	$ 39,474,480*	$ 32,723,040	$ 2,473,390	$ 4,176,350	$ 101,700

BUDGET: $5,037,000

- $7,800
- $150,000
- $423,240
- $4,255,96

ACTUALS: $3,602,227

Legend:
- Contracted Services
- IV&V Services
- Expense (Software, Travel)
- OCO
- Remaining

Stacked bar values:
- Contracted Services: $3.2M / $1.2M
- IV&V Services: $387K / $35K
- Expense (Software, Travel): $150K
- OCO: $8K

Budget and Actuals: Current Fiscal Year through March 2019

Budget and Actuals

Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2018-2019 Total Funding	$5,037,000		
Fiscal Year to Date	$3,602,227	$3,602,227	0%
Month to Date (May 2019)	$198,970	$198,970	0%
Remaining Funds	$1,434,773		

Motorist Modernization – Phase I – June 11, 2019

STATE OF THE STATE

DL Issuance Team Summary

Team Profile

User Stories: 971
Developers: 9
[2 FTEs; 7 Cont.]
Testers: 2.5 FTEs

Enterprise Testing Summary

Performance Test Scenarios (Total): 39

Tests Developed: 39
Pending Execution: 39
In Process of Execution: 0
Successfully Completed: 0

Security Testing Status

Not Started

Testing Summary

SEU Execution Only	6/6	Last ESC	Delta
Total UAT Test Scenarios	58	56	2
Scripts to be developed	6	10	-4
Scripts pending execution	14	9	5
Scripts being executed	31	30	1
Scripts completed	7	7	0

	6/6	Last ESC	Delta
Sprint Critical	0	0	0
Sprint High	0	1	-1
Sprint Medium	0	4	-4
UAT Critical	1	4	-3
UAT High	24	40	-16
UAT Medium	28	48	-20

Key Dependencies/Assumptions

- Purge NOT in scope for DL Issuance Phase I
- UAT/Informatica Testing Dependencies
  - Migrate remaining apps (issue open)
  - Successful 2-way sync
  - Data seed issues resolved
- WRAPs/CRs are for critical exceptions only

Key Risks and Issues

- Issue 39 – Short 2 FTE Developers
- Issue 59 – Batch Vendors
- Issue 105 – Batch Transcript Testing
- Issue 121 – Waiver for VLS 3.2
- Issue 129 – Informatica Impact on UAT

DL Issuance Team Summary
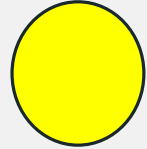
Business Actions
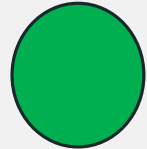
Development
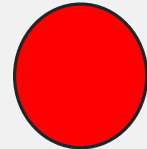
Testing
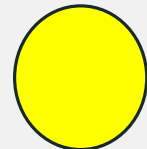
Technical Debt

Areas	Hours
CR TBD - VLS 3.2 (Includes Admission # Change)	TBD
Purge/Delete	TBD
Password Reset	TBD
PMCR-614 - Definition of eligibility determination based on open Sanctions	TBD
PMCR-622 - Auto-add E - No Manual Transmission equipped CMV	TBD

Key Implementation Activities

- *Technical Debt – develop code to "convert" FDLIS roles/operations to ORION roles/role sets*
- *Support vendor 3rd party cashiering testing*
- *DL Office ID to MV Office ID conversion*
- *Support Batch Testing*
  - *Novitex DL Renewal Notices*
  - *Batch Transcripts*
  - *Penny Vendor*

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – 4/10/2019
Revised target – 6/7/2019
UAT Completion – 6/5/2019

MM/FR Team Summary

Enterprise
Testing Summary

Performance Test
Scenarios (Total): 24*(31)

Tests Developed: 9*
Pending Execution: 0
In Process of Execution : 0
Successfully Completed: 0

Security Testing Status

Not Started

Testing Summary

SEU Execution Only	6/6	Last ESC	Delta
Total UAT Test Scenarios	32	30	2
Scripts to be developed	0	0	0
Scripts pending execution	3	10	-7
Scripts being executed	29	17	12
Scripts completed	0	2	-2

	6/6	Last ESC	Delta
UAT Critical	20	14	6
UAT High	41	30	11
UAT Medium	76	49	27

* Regression bugs moved to track under UAT

Key Dependencies/Assumptions

- Quick UAT bug triage and resolution to blocking bugs
- WRAPs/CRs are for critical exceptions only
- Stability in enterprise services while UAT bugs and performance issues are being fixed.

Key Risks and Issues

- Issue 15 – Timely completion of structural testing.
- Risk 28 – Reduced number of Developer and SEU resources impacting UAT schedule.
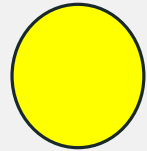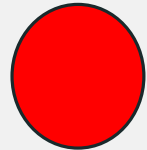
FLHSMV

ORION
ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

MM/FR Team Summary

🟡 Business Actions
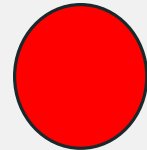
🔴 Development

🔴 Testing
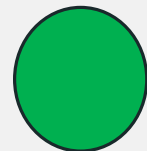
🟢 Technical Debt

Pending Change Request Areas of Investigation

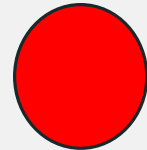| Areas	Hours
ORION Changes supporting Accounting Needs	175
UAT Bug - Sanction and Letter generation for businesses	112

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – 7/18/2019

Key Implementation Activities

- *Technical Debt – Update Book of Business Reload Routine*
  - *Development of this CR targeted to be completed by 5/23/2019.*
  - *Vendor testing of this CR is targeted to commence 6/1/2019 and run through 7/8/2019.*

- *Continued support of XML structural testing. [1.5 Developers]*

- *Issue mitigation testing with "core vendors" (e.g., 80% of policies) targeted between October 2019 and January 2020.*

MyDMV Portal Team Summary

Team Profile

User Stories: 773
Developers: 2
[1 FTE; 1 Cont.]
Testers: 1.5 FTEs (2.5 on UAT)

Testing Summary

Performance Test Scenarios (Total):   15

Tests Developed: 8
Pending Execution: 0
In Process of Execution : 0
Successfully Completed: 0

Security Testing Status

Not Started

Testing Summary

SEU Execution Only	6/6	Last ESC	Delta
Total UAT Test Scenarios	33	33	0
Scripts to be developed	0	0	0
Scripts pending execution	2	2	0
Scripts being executed	11	11	0
Scripts completed	20	20	0
	6/6	Last ESC	Delta
Sprint Critical	1	1	0
Sprint High	11	7	4
Sprint Medium	14	17	-3
UAT Critical	5	5	0
UAT High	7	6	1
UAT Medium	10	10	0

* Regression bugs moved to track under UAT

Key Dependencies/Assumptions

- Informatica Testing Dependencies
  - VO Regression Test Specifically
- WRAPs/CRs are for critical exceptions only
- CRs from the Focus Group findings and UAT
- Revised ADA approach will determine impact on MyDMV Portal

Key Risks and Issues

- Risk 13 – The revised dates for completing CR172 and CR190 is 6/21/2019. If testing for UAT is not performed in parallel with the remaining testing and the UAT scheduled completion date is extended, then the pilot go-live could be impacted.
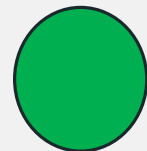
MyDMV Portal Team Summary
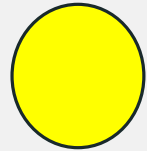
🟡 Business Actions
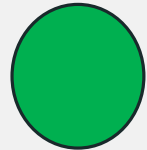
🟢 Development

🔴 Testing

🟢 Technical Debt

Pending Change Request Areas of Investigation

Areas	Hours

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – 5/8/2019
*Revised Target – 6/21/2019*
UAT Completion – 7/3/2019

Key Implementation Activities

- Coordination of external Focus Group, planned between June 2019 – August 2019

- End-to-end testing with second BOA merchant account (including reconciliation with accounting)

- Effort to promote Salesforce to PROD in early 2020

CDLIS/CP Team Summary

Team Profile

User Stories: 469
Developers: 2
[1 FTEs; 1 Cont.]
Testers: 2 FTEs

Testing Summary

Performance Test
Scenarios (Total): 21

Tests Developed: 7
Pending Execution: 21
In Process of Execution : 0
Successfully Completed: 0

Security Testing Status
Not Started

Testing Summary

SEU Execution Only	6/6	Last ESC	Delta
Total UAT Test Scenarios	87	87	0
Scripts to be developed	0	0	0
Scripts pending execution	56	61	-5
Scripts being executed	16	18	-2
Scripts completed	15	8	7

	6/6	Last ESC	Delta
UAT Critical	1	1	0
UAT High	0	1	-1
UAT Medium	8	6	2

* Regression bugs moved to track under UAT

Key Dependencies/Assumptions

- Letters – UAT Testing

Key Risks and Issues

Developer/Resources – Dependency for SEU
Flat File execution tasks
CP letters Sprint bugs assigned to CP
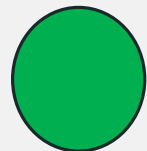
CDLIS/CP Team Summary
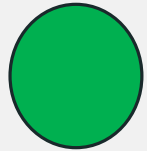
Business Actions
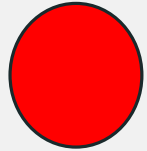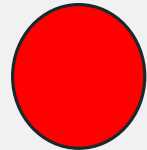
Development

Testing

Technical Debt

Pending Change Request Areas of Investigation

Areas	Hours
AAMVA Structural Testing	No Change
WRAP-3192/3805 Development	TBD
WRAP-3101	38
Youthful Offender Process	84

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – 5/10/2019
Revised Target – TBD

Key Implementation Activities

- PROD Implementation of Drivers School for FCCC
- Processing Flat Files for UAT
- CP Letters Sprints – SEU and DEV
- Coordination of AAMVA Structural Testing Efforts

Renewal Notification Team Summary

Team Profile

 # User Stories: 344
 # Developers: 0.3 FTE
 # Testers: 3 FTEs
(1 on UAT)

Testing Summary

Performance Test Scenarios (Total): 15

Tests Developed: 3
Pending Execution: 2
In Process of Execution : 1
Successfully Completed: 0

Security Testing Status

Not Started

Testing Summary

SEU Execution Only	6/6	Last ESC	Delta
Total UAT Test Scenarios	14	17	-3
Scripts to be developed	0	0	0
Scripts pending execution	1	1	0
Scripts being executed	3	6	-3
Scripts completed	10	10	0

	6/6	Last ESC	Delta
UAT Critical	0	0	0
UAT High	0	0	0
UAT Medium	0	5	-5

* Regression bugs moved to track under UAT

Key Dependencies/Assumptions

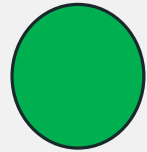- End to End Testing for DL Notices

Key Risks and Issues

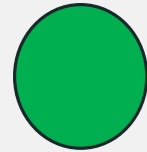*No specific risks or issues at this time.*
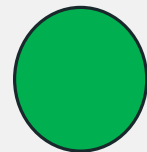
Renewal Notification Team Summary
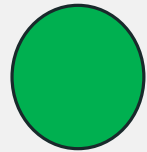
- Business Actions
- Development
- Testing
- Technical Debt

Pending Change Request Areas of Investigation

Areas	Hours
N/A	

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – 4/19/2019
Revised Target – TBD

Key Implementation Activities

- Email Performance Testing
- Prep for UAT

Informatica Team Summary

Team Profile
Database tables: 200
Developers: 2 full-time, 3 part-time
Testers: 6 FTEs

Testing Summary
Tables to sync: 200
Tables Started: 16
Tables Completed: 0
Open Bugs by

UAT Critical: 50
UAT High: 47
UAT Medium: 99

Deployment Dates and Stabilization

| Areas	Dates
DL -> MV one-way mappings to STAGE (Complete)	4/29/2019
DL -> MV core tables one-way synchronization (15 – 20 tables)	8/9/2019
All tables – bi-directional	10/18/2019
Informatica Stabilization	11/4/2019 - 3/2/2020

Key Dependencies & Assumptions

- Lead Informatica developer able to focus on Informatica
- New Supermap approach resolves parent/child issues
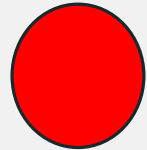- Rewrite Seed/Load scripts(TBD)

Key Risks and Issues

- Issue 129 – Informatica Impact on UAT
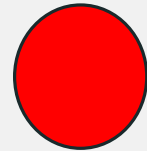- *Update:* Informatica team is meeting to develop timelines for the remaining bi-directional workflows.
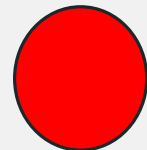
Informatica Team Summary
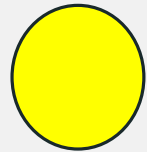
- 🟡 Business Actions
- 🔴 Development
- 🔴 Testing
- 🔴 Technical Debt

Pending Change Request Areas of Investigation

Areas	Hours
N/A	

*These PENDING CHANGE REQUESTS have **not** been accounted for in the CURRENT FORECAST date*
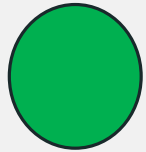
Current Forecast
Development of core bi-directional workflows (MV->DL) – TBD
Test core workflow s– TBD
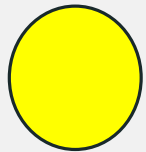*Development of remaining workflows (DL->MV & MV->DL) – TBD*

OCM Report

OCM Team Summary

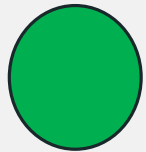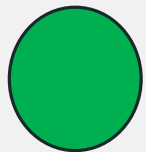- Strategy
- Planning
- Implement Change
- Measure & Evaluate

Tasks In Progress

- Holding Meetings with Business Areas – completed
- Engagement Plans for:
  - ISA – 50%
  - OED – 10%
  - DAS – 10%
  - MS – 10%
  - FHP – 10%
  - Task due (07/31/19)
- Create the ISA knowledge transfer plan 60% and development to operations transition checklist: due – (07/31/19)
- Identify Change Champions: due – (12/05/18)

Key Risks and Issues

- *Reluctance from stakeholders for adopting changes*
- *OCM resource constraints*
- *Letters currently do not have an owner for the process of making changes after go live (owners identified/no process yet)*
- *MyDMV Portal – Override/Disassociate process – Risk 104 next slide*

Upcoming Milestones

- *Document Change Engagement Activities – (07/31/19)*
- *TASK – SharePoint Page – goal to complete June 30 (sent to OMM leadership for review June 5)*
- *Change Champion Kick-off – 60% (due 5/31) scheduled for September*

Report: June 06, 2019

OCM New Risks and Issues

103	Risk 103 – CM	Craig Benner		IF a long-term owner isn't identified for **LETTERS**, THEN there is a chance that letters will not maintain consistency due to changes after OMM Phase I Go-Live.	Low	**Mitigation**: **MAY**: Identify an owner. **6/6/19**: Owners for letters have been identified. MS will own all letters except BAR. OGC will own BAR letters. A working group within MS will be set up to address the process to maintain consistency of letters post go-live.
104	Risk 104 – CM	Craig Benner		IF a new business process and training is NOT developed for CSC to deal with the new MyDMV Portal log-on process, THEN CSC may have difficulty with **MyDMV Portal customer override and disassociation process**.	Low	**Mitigation**: **MAY**: OCM has scheduled a discussion on 5/16 to establish a process for customer identity verification in general to avoid identity fraud and determine/confirm the area that will be responsible for this new process. **5/16/19:** Established working group to address issue. **6/6/19:** A working group began meeting the week of 6/3.

Organizational Change Management

Phase I

Phase I Schedule Feedback

Milestone Tasks

- Fixed dates and no predecessor (9) – Tied to milestones in OMM schedule
- E.g. Start: #3 is first line of project linked to OMM
- For example – #70 is User Guide – linked to OMM schedule
- Also, #4 (Determine OCM Scope and Strategy) Completed so not changing past

Normal Tasks

- 42 tasks over 160 hours

Resources

- 3 resources over 100%
- 3 over-allocated resources
- *OCM Team – reviewed it and reallocated multiple resources*

Organizational Change Management

Phase II

Phase II Knowledge Survey

Notable results

Tax Collector Survey:

71% indicate that staff are located in multiple offices across their county.

67% do not have onsite, dedicated computer training labs.

FLHSMV Survey:

50% (12) of responding bureaus have staff located outside of the Kirkman building.

8 of these 12 bureaus do not have computer training labs.

FLHSMV
FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

Questions?

Motorist Modernization Phase I Communications Plan

This plan covers March - August 2019

Organizational Change Management

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Daily	Organizational Change Management Core Team Meeting	Internal	Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.	OCM Core Team	Face-to-Face Meeting	Craig Benner
Weekly	Internal Change Control Board	Internal	Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.	Product Owners and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Bi-Monthly	Change Control Board	Internal	Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.	CCB Members and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Monthly	Motorist Modernization User Guides	Internal/External	Meetings occurring throughout the month providing content for the Motorist Modernization User Guides related to Driver License Issuance, Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS, Citation Processing, Motorist Maintenance and Financial Responsibility).	FLHSMV Staff and Tax Collectors	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs and Project Managers
February - July 2019	Engagement Planning	Internal	Meetings with all divisions to provide area-specific survey results and discuss targeted impacts to their area for Phase I. Discussion items from the meetings will be incorporated into strategic engagement plans for each program area.	FLHSMV Staff	Face-to-Face Meeting	OCM Team
May 15, 2019	Gartner Culture Hacking Workshop	Internal/External	Department members participated in a "culture hacking" workshop and presentation led by the OCM team and members of Gartner.	FLHSMV Staff	Face-to-Face Meeting	OCM Team
July - August 2019	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and an informational video to assist change champions in communicating about Motorist Modernization.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Alexis Bakofsky
June 2019	Motorist Modernization SharePoint Site	Internal	Implement high level SharePoint site for all members to learn more about the Motorist Modernization Program and become a resource and reference for the department.	FLHSMV Staff	Electronic Communication	Alexis Bakofsky and Koral Griggs

Training

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Learning and Development Office Checkpoint Meeting	Curriculum Course Development	Bi-Weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.	LDO Members and OMM Team	Face-to-Face Meeting	Jennifer Ford and Sarah Pope
Weekly	Learning and Development Office Motorist Modernization Team Checkpoint Meetings	Curriculum Course Development	Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.	LDO Members and OMM Team	Face-to-Face Meeting	Sarah Pope and LDO Designers
As Necessary	LDO User Experience Demo	Curriculum Course Development	As training processes are developed and tested, SEU and/or the project teams facilitate a demo for LDO to walk through the training process as it should be communicated to the end user. This demo is the first step in the development process.	LDO, SEU and OMM Team	Face-to-Face Meeting/Recording	Sarah Pope and LDO Designers
Bi-Weekly	Learning and Development/Office of Motorist Modernization Leadership Meeting	Internal	Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.	LDO and OMM Leadership	Face-to-Face Meeting	Terrence Samuel and Jennifer Ford

Communications

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Executive Steering Committee Meeting	Internal	Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.	ESC Leadership Members and OMM Team	Face-to-Face Meeting	OMM Team
Monthly	Phase I Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.	Advisory Board Voting Members and OMM Team	Face-to-Face Meeting/Conference Call	OMM Team
Weekly	Motorist Modernization Internal Team Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program.	OMM Team	Face-to-Face Meeting	OMM Team
Weekly	Phase I Accenture Weekly Status Meeting	Internal/External	Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young, AST and OMM team members.	OMM Team, Ernst and Young and AST	Face-to-Face Meeting/Conference Call	Accenture Team
Weekly	Motorist Modernization Weekly Leadership Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.	Executive Leadership	Face-to-Face Meeting	OMM Team
Weekly	IV&V Weekly Status Meeting	Internal	Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.	OMM Leadership, AST, Ernst and Young, and Contract Manager	Face-to-Face Meeting	Kristin Green
As Necessary	Focus Group Meetings	Stakeholder Outreach	Meetings to provide information or obtain feedback on the Motorist Modernization initiative.	Various Stakeholders	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs, Terrence Samuel, Senior Business Analysts

Bi-Weekly	Communications Meeting	Internal	Bi-weekly meeting with Alexis Bakofsky, Beth Frady, Rick Burnham and Craig Benner to discuss communications within the agency and the Office of Motorist Modernization, in addition to MyDMV Portal marketing.	FLHSMV Communications Team	Face-to-Face Meeting	Koral Griggs
Monthly	MoMo You Know	Internal	When requested, a monthly email containing updates related to the Motorist Modernization project, including "need to knows," encouragement, upcoming tasks, etc.	Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Quarterly	ORION Hub Newsletter	External/Internal	Quarterly newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Koral Griggs
Quarterly	ISA Bits and Bytes	Internal	Provide Motorist Modernization content for ISA's quarterly newsletter, when requested.	FLHSMV Staff	Electronic Communication	Brooke Stone
Quarterly	Motorist Services Intersection Newsletter	Internal	Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Rick Burnham
Weekly	Motorist Services News Wheel	Internal	Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.	Motorist Services	Electronic Communication	Rick Burnham
Monthly	ORION Star	Internal	Monthly award presented to a Motorist Modernization team member who has gone "above and beyond" for the sake of the project and the team.	Executive Leadership and Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Monthly	Legislative Governance Status Report	External	Monthly status report to provide updates related to the Motorist Modernization Program.	Various Stakeholders	Electronic Communication	Accenture Team
As Necessary	FLHSMV Governor's Weekly Report	External	Contribution of content for the Governor's Weekly Report, as necessary.	Florida Governor	Electronic Communication	Koral Griggs
Monthly	Motorist Modernization Website	Internal/External	Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.	FLHSMV Staff, Tax Collectors and Citizens	Website	Koral Griggs and FLHSMV Web Team
Monthly	Florida Highway Safety AAMVA Testing for CDLIS 5.3.3	Internal/External	Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.	AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team	Conference Call	Kristin Green and Sonia Nelson
As Necessary	PartnerNet/SafetyNet Webpages	Internal/External	Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&V Report and the monthly Tax Collector Status Report.	Tax Collectors and FLHSMV Staff	PartnerNet/SafetyNet	Koral Griggs

Bi-Weekly	Financial Responsibility Bi-Weekly Meeting	Internal	Bi-weekly meeting with Financial Responsibility team members and the Department of Financial Services to provide updates on the Motorist Modernization Program and the Financial Responsibility project.	Department of Financial Services and FLHSMV Staff	Conference Call	Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves
Bi-Weekly	Phase I Go-Live Implementation Meetings	Internal	Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.	OMM Team	Face-to-Face Meeting	Michelle McGinley
March 6, 2019	Motor Vehicle Fraud Mitigation Working Group	Internal	Discussed the status of upcoming WRAPS and provided updates for Motorist Modernization Phase I and Phase II.	FLHSMV Staff	Face-to-Face Meeting	Catherine Thomas
March 22, 2019	All Hands Letters Meeting	Internal	Meeting to provide a final review and opportunity for changes from all members involved in the Phase I letters review prior to development.	FLHSMV Staff	Face-to-Face Meeting	Koral Griggs
April 1, 2019	Motor Vehicle Fraud Mitigation Working Group	Internal	Discuss the status of upcoming WRAPS and provide updates for Motorist Modernization Phase I and Phase II.	FLHSMV Staff	Face-to-Face Meeting	Catherine Thomas
May 1, 2019	IT Coalition Meeting	Internal/External	Provide updates on Motorist Modernization Phase I to the IT Coalition and various Tax Collector members in Tampa.	IT Coalition	Face-to-Face Meeting	Terrence Samuel, Judy Johnson and Chad Hutchinson
June - August 2019	MyDMV Portal Focus Groups	Internal/External	Host a series of focus groups for usability testing on the MyDMV Portal for various customer stakeholders.	Various Stakeholders	Face-to-Face Meeting	Koral Griggs
June 10, 2019	Department of Revenue Tax Collector Training	Internal/External	Provide a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.	Tax Collectors	Face-to-Face Meeting	Terrence Samuel