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

Representing
DHSMV
DHSMV
DHSMV
DHSMV
Florida Court Clerks & Comptrollers
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
  - Financial Review
  - Project Updates
  - OCM Update
- Communications Update
- Q&A
- Adjourn
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:
  o Deb Roby (absent)
  o Ed Broyles
  o Pace Callaway (absent)
  o April Edwards
  o Lisa Cullen
  o William Washington
  o 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.
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
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
General IV&V overview

- 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

Overall IV&V risk state: Green
Overall risk state and trending

**Risk state of the MM Program (Phase I)**

- **Program governance**
  - Benefit realization and sustainability
- **Technical solution**
- **Project management**
  - Processes, controls, and predictability
- **Risk state with trending**

**Indicators**:
- Red indicates 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.
- Yellow indicates the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
- Green indicates the area being assessed did not have significant issues to report. Continued monitoring should be performed.
- Grey indicates the area being assessed has incomplete information available for a conclusive finding or is not applicable.

As of 14 May 2019.

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**Risk state with trending**

- **Program governance**
- **Technical solution**
- **Project management**

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**Scope management**
- Business case integrity
- Decision framework
- Time management
- Human resource management
- Procurement management
- Quality management
- Risk management
- Communications management

**Cost management**
- Governance effectiveness
- Requirements engineering and design
- Security and controls
- Integration management
- Data management
- Testing and validation
- Cutover and support

**Performance management**
- Capabilities and maturity
- Performance management
- Benefits design and realization

**Compliance and regulatory**
- Methodology and development
- Business continuity and disaster recovery
- Sustainability model

**Governance effectiveness**
- Methodology and development
- Benefits design and realization
- Sustainability model

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**As of 14 May 2019**

**Program governance**

- Program governance
- Technical solution
- Project management

**Risk state with trending**

- Program governance
- Technical solution
- Project management

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**Overall risk state and trending**

- MMP1-IVV-203BY Apr Status v2.0 Final - 20190528
Overall 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.
# Key indicators

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

Recommendation Status versus Priority

Overall Status of Recommendations

Recommendation Status by Deficiency

Recommendation Priority by Deficiency
Overall performance

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.

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

Project performance

- **Ahead of schedule and underspent**
- **Ahead of schedule and overspent**
- **Behind schedule and underspent**
- **Behind schedule and overspent**
Overall performance (continued)

- 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.

- 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.
Overall performance (continued)

- 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
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.
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

Supporting information

- 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.
Project schedule quality

Entire schedule: 11/01/2013 to 07/14/2020

Supporting information

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

Supporting information

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

Key Indicators

- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation – Resource assignments

Schedule Parameters

- Task durations – Task durations other than 8 to 80 hours
- Baseline – Full baseline defined for all tasks
- On time tasks – Tasks that are not late
### Open deficiencies and actions

<table>
<thead>
<tr>
<th>Deficiency</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMP1-IVV-203BY Apr Status v2.0 Final</td>
<td></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Planned draft</th>
<th>Planned final</th>
<th>Actual final</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAR – Aug 2018 (IVV-302BQ)</td>
<td>09/17/2018</td>
<td>10/02/2018</td>
<td>09/29/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Sep 2018 (IVV-302BR)</td>
<td>10/18/2018</td>
<td>11/02/2018</td>
<td>10/30/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Nov 2018 (IVV-302BT)</td>
<td>12/14/2018</td>
<td>01/03/2019</td>
<td>01/03/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Dec 2018 (IVV-302BU)</td>
<td>01/15/2019</td>
<td>01/30/2019</td>
<td>01/27/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Jan 2019 (IVV-302BV)</td>
<td>02/14/2019</td>
<td>03/01/2019</td>
<td>03/12/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Feb 2019 (IVV-302BW)</td>
<td>03/14/2019</td>
<td>03/29/2019</td>
<td>03/27/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Apr 2019 (IVV-302BY)</td>
<td>05/14/2019</td>
<td>05/29/2019</td>
<td>05/28/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – May 2019 (IVV-302BZ)</td>
<td>06/14/2019</td>
<td>07/01/2019</td>
<td></td>
<td>Future task</td>
</tr>
<tr>
<td>MAR – Jun 2019 (IVV-303CA)</td>
<td>07/15/2019</td>
<td>07/30/2019</td>
<td></td>
<td>Future task</td>
</tr>
</tbody>
</table>
# Summary of changes

**Supporting information**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deficiencies addressed</strong></td>
<td>► There are no open IV&amp;V deficiencies.</td>
</tr>
<tr>
<td><strong>New process improvement</strong></td>
<td>► No new process improvements identified since the last report.</td>
</tr>
<tr>
<td><strong>New deficiencies</strong></td>
<td>► No new deficiencies identified since the last report.</td>
</tr>
<tr>
<td><strong>Risk ratings</strong></td>
<td>► No risk rating changes since the last report.</td>
</tr>
<tr>
<td><strong>Maturity ratings</strong></td>
<td>► No maturity rating changes since the last report.</td>
</tr>
<tr>
<td><strong>Interviews conducted</strong></td>
<td>► No interviews conducted since the last report</td>
</tr>
<tr>
<td><strong>Artifacts received</strong></td>
<td>► Numerous artifacts received.</td>
</tr>
</tbody>
</table>
The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

<table>
<thead>
<tr>
<th>Areas and implications</th>
<th>Recommendations</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Project milestones

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

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**
Project budget
Total project funding

Supporting information

Total project budget versus actual expenditures

Thousands

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
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Nov-16
Dec-16
Jan-17
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Jun-18
July-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19
Mar-19
April-19

Total budget
Total actual
Cumulative total budget
Cumulative total actual
Project budget
DHSMV staff funding

Supporting information

Total DHSMV staff budget versus actual expenditures

Thousands

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
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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
Project budget
Expense funding

Total expense budget versus actual expenditures

Thousands

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
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Feb-17
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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 expense - budget
Total expense - actual
Cumulative total expense - budget
Cumulative total expense - actual
Project budget
OCO funding

Total OCO budget versus actual expenditures

Thousands

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
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Jul-18
Aug-18
Sep-18
Oct-18
Nov-18
Dec-18
Jan-19
Feb-19
Mar-19
Apr-19

Total OCO - budget
Total OCO - actual
Cumulative total OCO - budget
Cumulative total OCO - actual
Project budget
IV&V services funding

Supporting information

Total IV&V services budget versus actual expenditures

Thousands

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<td>$473,500</td>
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</tbody>
</table>
Project budget
Budget and actual distribution

Supporting information

**Budget distribution**
- DHSMV staff: $0, 0%
- Contracted staff: $2,057,026, 8%
- Expense: $1,144,181, 4%
- OCO: $89,545, 0%
- Other items: $62,101, 0%

**Actual distribution**
- DHSMV staff: $0, 0%
- Contracted staff: $23,816,978, 88%
- Expense: $1,136,367, 4%
- OCO: $84,875, 0%
- Other items: $62,101, 0%

IV&V:
- Budget: $2,057,026, 8%
- Actual: $2,057,026, 8%
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## Phase I
### Total Project
LBR Requests - Updated

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense (Software, Travel, etc.)</th>
<th>OCO</th>
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</thead>
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<td>$ 32,678,267</td>
<td>$ 2,536,306</td>
<td>$ 1,745,667</td>
<td>$ 64,541</td>
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</table>
Budget and Actuals: Current Fiscal Year through May 2019

BUDGET: $7,536,000

- Contracted Services: $5.95M
- IV&V Services: $119K
- Expense (Software, Travel): $286K
- OCO: $15K

ACTUALS: $6,614,360

- Contracted Services: $802K
- IV&V Services: $360K
- Expense (Software, Travel): $301K
- OCO: $15K

Remaining

$80,000

$479,280

$6,976,720
## Budget and Actuals

### Phase I Overview

<table>
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<th>Actuals to Date</th>
<th>Variance</th>
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### Phase II
### Total Project

LBR Requests Updated

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<th>IV&amp;V Services</th>
<th>Expense</th>
<th>OCO</th>
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<td><strong>$4,176,350</strong></td>
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Budget and Actuals: Current Fiscal Year through March 2019

**Budget: $5,037,000**

- **Contracted Services:** $423,240
- **IV&V Services:** $150,000
- **Expense (Software, Travel):** $7,800

**Actuals: $3,602,227**

- **Contracted Services:** $1.2M
- **IV&V Services:** $35K
- **Expense (Software, Travel):** $387K
- **OCO:** $150K
- **Remaining:** $8K
## Budget and Actuals

**Overview**

<table>
<thead>
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<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
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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

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<th>SEU Execution Only</th>
<th>6/6</th>
<th>Last ESC</th>
<th>Delta</th>
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### 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

**Areas of Investigation**

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<th>Areas</th>
<th>Hours</th>
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<td>Password Reset</td>
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<td>PMCR-614 - Definition of eligibility determination based on open Sanctions</td>
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<td>PMCR-622 - Auto-add E - No Manual Transmission equipped CMV</td>
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**Business Actions**

- Development
- Testing
- Technical Debt

**Forecasted Key Dates**

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

**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
**Team Profile**

- User Stories: 611
- Developers: 6* (3 FTEs; 3 Cont.)
- Testers: 2 FTEs (2 PT)

**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**

<table>
<thead>
<tr>
<th>SEU Execution Only</th>
<th>6/6</th>
<th>Last ESC</th>
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<tbody>
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<tr>
<td>Scripts to be developed</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Scripts pending execution</td>
<td>3</td>
<td>10</td>
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</tr>
<tr>
<td>Scripts being executed</td>
<td>29</td>
<td>17</td>
<td>12</td>
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<tr>
<td>Scripts completed</td>
<td>0</td>
<td>2</td>
<td>-2</td>
</tr>
</tbody>
</table>

*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.
**MM/FR Team Summary**

### Pending Change Request

**Areas of Investigation**

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORION Changes supporting Accounting Needs</td>
<td>175</td>
</tr>
<tr>
<td>UAT Bug - Sanction and Letter generation for businesses</td>
<td>112</td>
</tr>
</tbody>
</table>

### 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.**
# Team Profile

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

# MyDMV Portal Team Summary

## 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**

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

* 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

Pending Change Request Areas of Investigation

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 Table

<table>
<thead>
<tr>
<th></th>
<th>6/6</th>
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<tbody>
<tr>
<td>Total UAT Test Scenarios</td>
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<tr>
<td>Scripts to be developed</td>
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<tr>
<td>Scripts pending execution</td>
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<td>Scripts being executed</td>
<td>16</td>
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<tr>
<td>Scripts completed</td>
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<td>8</td>
<td>7</td>
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#### Security Testing Status Table

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<th>Delta</th>
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<tr>
<td>UAT Critical</td>
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<td>1</td>
<td>0</td>
</tr>
<tr>
<td>UAT High</td>
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<td>1</td>
<td>-1</td>
</tr>
<tr>
<td>UAT Medium</td>
<td>8</td>
<td>6</td>
<td>2</td>
</tr>
</tbody>
</table>

* Regression bugs moved to track under UAT

### Key Risks and Issues
- Developer/Resources – Dependency for SEU
- Flat File execution tasks
- CP letters Sprint bugs assigned to CP

### Key Dependencies/Assumptions
- Letters – UAT Testing
CDLIS/CP Team Summary

Pending Change Request Areas of Investigation

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
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<tbody>
<tr>
<td>AAMVA Structural Testing</td>
<td>No Change</td>
</tr>
<tr>
<td>WRAP-3192/3805 Development</td>
<td>TBD</td>
</tr>
<tr>
<td>WRAP-3101</td>
<td>38</td>
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<tr>
<td>Youthful Offender Process</td>
<td>84</td>
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</table>

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

Forecasted Key Dates
- Sprint Development – Done
- Sprint Testing – Done
- UAT Completion – 5/10/2019
- Revised Target – TBD
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

### Key Dependencies/Assumptions
- End to End Testing for DL Notices

### Key Risks and Issues
No specific risks or issues at this time.

---

**Testing Summary**

<table>
<thead>
<tr>
<th></th>
<th>6/6</th>
<th>Last ESC</th>
<th>Delta</th>
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<tbody>
<tr>
<td><strong>SEU Execution Only</strong></td>
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<td></td>
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<tr>
<td>Total UAT Test Scenarios</td>
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<td>Scripts to be developed</td>
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<table>
<thead>
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<th></th>
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<tr>
<td><strong>UAT</strong></td>
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<tr>
<td>UAT Critical</td>
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<td>0</td>
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</tr>
<tr>
<td>UAT High</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>UAT Medium</td>
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* Regression bugs moved to track under UAT
Renewal Notification Team Summary

Pending Change Request Areas of Investigation

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Areas</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>DL -&gt; MV one-way mappings to STAGE (Complete)</td>
<td>4/29/2019</td>
</tr>
<tr>
<td>DL -&gt; MV core tables one-way synchronization (15 – 20 tables)</td>
<td>8/9/2019</td>
</tr>
<tr>
<td>All tables – bi-directional</td>
<td>10/18/2019</td>
</tr>
</tbody>
</table>

**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

Pending Change Request
Areas of Investigation

<table>
<thead>
<tr>
<th>Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

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

ADVISORY BOARD – JUNE 2019
OCM Team Summary

**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

<table>
<thead>
<tr>
<th>#</th>
<th>Risk</th>
<th>CM</th>
<th>Description</th>
<th>Mitigation</th>
<th>Date</th>
</tr>
</thead>
</table>
| 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. | **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**. | **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. |            |
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.
Questions?
### Organizational Change Management

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Organizational Change Management Core Team Meeting</td>
<td>Internal</td>
<td>Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.</td>
<td>OCM Core Team</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Weekly</td>
<td>Internal Change Control Board</td>
<td>Internal</td>
<td>Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.</td>
<td>Product Owners and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Bi-Monthly</td>
<td>Change Control Board</td>
<td>Internal</td>
<td>Bi-monthly meetings to discuss, review and approve change requests related to system development and scheduling.</td>
<td>CCB Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization User Guides</td>
<td>Internal/External</td>
<td>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).</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Face-to-Face Meeting/Conference Call/Electronic Communication</td>
<td>Koral Griggs and Project Managers</td>
</tr>
<tr>
<td>February - July 2019</td>
<td>Engagement Planning</td>
<td>Internal</td>
<td>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.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>OCM Team</td>
</tr>
<tr>
<td>May 15, 2019</td>
<td>Gartner Culture Hacking Workshop</td>
<td>Internal/External</td>
<td>Department members participated in a &quot;culture hacking&quot; workshop and presentation led by the OCM team and members of Gartner.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>OCM Team</td>
</tr>
<tr>
<td>July - August 2019</td>
<td>Motorist Modernization Resources</td>
<td>Internal/External</td>
<td>Developing strategic materials, including posters, bulletin boards, quick facts and an informational video to assist change champions in communicating about Motorist Modernization.</td>
<td>FLHSMV Staff and Tax Collectors</td>
<td>Printed Materials/Electronic Communication</td>
<td>Alexis Bakofsky</td>
</tr>
<tr>
<td>June 2019</td>
<td>Motorist Modernization SharePoint Site</td>
<td>Internal</td>
<td>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.</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Alexis Bakofsky and Koral Griggs</td>
</tr>
</tbody>
</table>

### Training

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
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**Motorist Modernization Phase I Communications Plan**

This plan covers March - August 2019
<table>
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<tr>
<th>Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-Weekly</td>
<td>Learning and Development Office Checkpoint Meeting</td>
<td>Bi-Weekly</td>
<td>Bi-weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Jennifer Ford and Sarah Pope</td>
</tr>
<tr>
<td>Weekly</td>
<td>Learning and Development Office Motorist Modernization Team Checkpoint Meetings</td>
<td>Curriculum Course Development</td>
<td>Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>As Necessary</td>
<td>LDO User Experience Demo</td>
<td>Curriculum Course Development</td>
<td>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.</td>
<td>LDO, SEU and OMM Team</td>
<td>Face-to-Face Meeting/Recording</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Learning and Development/Office of Motorist Modernization Leadership Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.</td>
<td>LDO and OMM Leadership</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel and Jennifer Ford</td>
</tr>
</tbody>
</table>

### Communications

<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bi-Weekly</td>
<td>Executive Steering Committee Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.</td>
<td>ESC Leadership Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Monthly</td>
<td>Phase I Advisory Board</td>
<td>Internal/External</td>
<td>Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.</td>
<td>Advisory Board Voting Members and OMM Team</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Modernization Internal Team Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program.</td>
<td>OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Phase I Accenture Weekly Status Meeting</td>
<td>Internal/External</td>
<td>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.</td>
<td>OMM Team, Ernst and Young and AST</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Accenture Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Modernization Weekly Leadership Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.</td>
<td>Executive Leadership</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
</tr>
<tr>
<td>Weekly</td>
<td>IV&amp;V Weekly Status Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.</td>
<td>OMM Leadership, AST, Ernst and Young, and Contract Manager</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green</td>
</tr>
<tr>
<td>As Necessary</td>
<td>Focus Group Meetings</td>
<td>Stakeholder Outreach</td>
<td>Meetings to provide information or obtain feedback on the Motorist Modernization initiative.</td>
<td>Various Stakeholders</td>
<td>Face-to-Face Meeting Call/Electronic Communication</td>
<td>Koral Griggs, Terrence Samuel, Senior Business Analysts</td>
</tr>
<tr>
<td>Frequency</td>
<td>Communications Activity</td>
<td>Access</td>
<td>Description</td>
<td>Participants</td>
<td>Communication Type</td>
<td>Internal</td>
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<tr>
<td>Bi-Weekly</td>
<td>Communications Meeting</td>
<td>Internal</td>
<td>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.</td>
<td>FLHSMV Communications Team</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>Monthly</td>
<td>MoMo You Know</td>
<td>Internal</td>
<td>When requested, a monthly email containing updates related to the Motorist Modernization project, including &quot;need to knows,&quot; encouragement, upcoming tasks, etc.</td>
<td>Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>Quarterly</td>
<td>ORION Hub Newsletter</td>
<td>External/Internal</td>
<td>Quarterly newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>Quarterly</td>
<td>ISA Bits and Bytes</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for ISA's quarterly newsletter, when requested.</td>
<td>FLHSMV Staff</td>
<td>Electronic Communication</td>
<td>Brooke Stone</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Motorist Services Intersection Newsletter</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
<td>Electronic Communication</td>
<td>Rick Burnham</td>
</tr>
<tr>
<td>Weekly</td>
<td>Motorist Services News Wheel</td>
<td>Internal</td>
<td>Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.</td>
<td>Motorist Services</td>
<td>Electronic Communication</td>
<td>Rick Burnham</td>
</tr>
<tr>
<td>Monthly</td>
<td>ORION Star</td>
<td>Internal</td>
<td>Monthly award presented to a Motorist Modernization team member who has gone &quot;above and beyond&quot; for the sake of the project and the team.</td>
<td>Executive Leadership and Motorist Modernization Program Members</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>Monthly</td>
<td>Legislative Governance Status Report</td>
<td>External</td>
<td>Monthly status report to provide updates related to the Motorist Modernization Program.</td>
<td>Various Stakeholders</td>
<td>Electronic Communication</td>
<td>Accenture Team</td>
</tr>
<tr>
<td>As Necessary</td>
<td>FLHSMV Governor's Weekly Report</td>
<td>External</td>
<td>Contribution of content for the Governor's Weekly Report, as necessary.</td>
<td>Florida Governor</td>
<td>Electronic Communication</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization Website</td>
<td>Internal/External</td>
<td>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.</td>
<td>FLHSMV Staff, Tax Collectors and Citizens</td>
<td>Website</td>
<td>Koral Griggs and FLHSMV Web Team</td>
</tr>
<tr>
<td>Monthly</td>
<td>Florida Highway Safety AAMVA Testing for CDLIS 5.3.3</td>
<td>Internal/External</td>
<td>Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.</td>
<td>AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team</td>
<td>Conference Call</td>
<td>Kristin Green and Sonia Nelson</td>
</tr>
<tr>
<td>As Necessary</td>
<td>PartnerNet/SafetyNet Webpages</td>
<td>Internal/External</td>
<td>Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary, including the monthly IV&amp;V Report and the monthly Tax Collector Status Report.</td>
<td>Tax Collectors and FLHSMV Staff</td>
<td>PartnerNet/SafetyNet</td>
<td>Koral Griggs</td>
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<tr>
<td>Date</td>
<td>Event Description</td>
<td>Location</td>
<td>Meeting Type</td>
<td>Facilitator/Speakers</td>
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<tr>
<td>Bi-Weekly</td>
<td>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</td>
<td>Internal</td>
<td>Conference Call</td>
<td>Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves</td>
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<tr>
<td>Bi-Weekly</td>
<td>Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.</td>
<td>Internal</td>
<td>Conference Call</td>
<td>OMM Team</td>
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<tr>
<td>March 6, 2019</td>
<td>Discussed the status of upcoming WRAPS and provided updates for Motorist Modernization Phase I and Phase II.</td>
<td>Internal</td>
<td>Face-to-Face Meeting</td>
<td>Michelle McGinley</td>
<td></td>
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<tr>
<td>March 22, 2019</td>
<td>Meeting to provide a final review and opportunity for changes from all members involved in the Phase I letters review prior to development.</td>
<td>Internal</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
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<tr>
<td>April 1, 2019</td>
<td>Discussed the status of upcoming WRAPS and provide updates for Motorist Modernization Phase I and Phase II.</td>
<td>Internal</td>
<td>Face-to-Face Meeting</td>
<td>Catherine Thomas</td>
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<tr>
<td>May 1, 2019</td>
<td>Provide updates on Motorist Modernization Phase I to the IT Coalition and various Tax Collector members in Tampa.</td>
<td>Internal/External</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel, Judy Johnson and Chad Hutchinson</td>
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<tr>
<td>June - August 2019</td>
<td>Host a series of focus groups for usability testing on the MyDMV Portal for various customer stakeholders.</td>
<td>Internal/External</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
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<tr>
<td>June 10, 2019</td>
<td>Provide a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.</td>
<td>Internal/External</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel</td>
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</tbody>
</table>