

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, June 11, 2019**  
**2:30 to 4:00 PM**  
**Neil Kirkman Building, Conference Room B-202**  
**2900 Apalachee Parkway, Tallahassee Florida 32399**

**Invitees**

Stephen Boley  
Lt. Jason Britt  
Diane Buck  
Jay Levenstein  
Steve Burch  
Lisa Cullen  
Sherri Smith  
Sgt. Derek Joseph  
TBD

**Representing**

DHSMV  
DHSMV  
DHSMV  
DHSMV  
DHSMV  
Florida Tax Collectors  
Florida Tax Collectors  
Law Enforcement  
Law Enforcement

**Agenda**

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- IV&V Update
- Stakeholder Outreach Update
- Policy and Decisions Review
- MM Phase II Program Update
  - Financial Review
  - Project Updates
  - OCM Update
- Communications Update
- Q&A
- Adjourn

**Motorist Modernization Advisory Board – Phase II Meeting**

**Tuesday, April 9, 2019**

**2:30 to 4:00 PM**

**Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399**

**WELCOME AND INTRODUCTIONS**

- The meeting was called to order at 2:30 p.m. Terrence Samuel began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

Advisory Board Phase II members included

- |                     |                          |
|---------------------|--------------------------|
| ○ Stephen Boley     | DHSMV                    |
| ○ Steve Burch       | DHSMV                    |
| ○ Lt. Jason Britt   | DHSMV                    |
| ○ Diane Buck        | DHSMV                    |
| ○ Jay Levenstein    | DHSMV                    |
| ○ Lisa Cullen       | Florida Tax Collectors   |
| ○ Sherri Smith      | Florida Tax Collectors   |
| ○ Sgt. Derek Joseph | Law Enforcement (absent) |

- Additional DHSMV members present included – Terrence Samuel, Kristin Green, Koral Griggs, Cathy Thomas, Cheryl Dent, Jessica Espinoza, Craig Benner, Felecia Ford and Laura Freeman.
- Visitors present included – Alyene Calvo from Ernst & Young, and Nathan Johnson from Accenture. Andrew Bell from Florida Auto Tag Agencies, Robert Priselac with Title Tech. and Michael Samaan with ADD attended. Adrian Espich, Aaron Frisbee and Carole Jean Jordan from Florida Tax Collectors attended. Scott Lindsay also attended. Carl Ford attended via phone.

**REVIEW OF MEETING MINUTES**

- Rachel Graham reviewed the meeting minutes from March 12, 2019. No corrections 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 an IV&V update for Phase II. The overall risk state was green. There were no open deficiencies to report. The Schedule Performance Index was .899. The technical infrastructure facet was reviewed last month. The program completion date is projected to be 265.1 days late and the Schedule Quality Score was 96.1.

**STAKEHOLDER OUTREACH**

- Koral Griggs stated the Industry Focus Group Meeting has been rescheduled for May 14, 2019 in Orlando, Florida. She stated a calendar invite will be sent to all industry members soon.

## **POLICY & DECISION REVIEW**

- POR04 – Casual Title Transfers via MyDMV Portal – Cathy Thomas stated this item would be deferred to a later phase.
- POR07 – Request to Allow Biennial Registrations on Tribal Registrations – Ms. Thomas stated the team received approval by the ESC to offer biennial registration for the tribes.
- POR08 – Request to Allow the Issuance of Permanent Decals for Tribal Registrations – Ms. Thomas stated legal is continuing to review statutes for this item.
- POR09 – Current Fleet Maintenance Process – Ms. Thomas stated this item was discussed with Robert Kynoch. He stated he would like to enforce the minimum standard upon entry to the fleet program. For example, if a fleet company should fall 50 vehicles below the required minimum, correspondence would be sent to the company notifying of the requirement and the need to switch to regular plates. Upon renewal, if the fleet company does not meet the minimum requirement, they will not be allowed to renew their fleet plates. She stated this item was still under review as the minimum number of vehicles is not enforced in statute.
- POR10 – Parking Permit Eligibility – Ms. Thomas stated the ESC approved adding validation rules to enforce the number of permits allowed based on the number of vehicles owned/registered.
- POR11 – Permanent Plates for Tribes – Ms. Thomas stated legal is continuing to review statutes for this item.
- POR12 – Duplicate Registration – Ms. Thomas stated if a customer requests a duplicate registration on MyDMV Portal, which he/she can print on demand, should the department follow through and send a duplicate registration by mail? The team is concerned if a customer prints the duplicate registration on colored or lined paper, will that cause an issue with law enforcement? The ESC recommended simply adding verbiage to instruct the customer to print on white paper.
- POR13 – Primary Parking Permit Renewal Prior to Renewal Period – Ms. Thomas stated currently, if a customer requires renewal prior to the renewal period, the current parking permit is canceled with “revoke” as the reason and a new one is issued. Should the department create a reason\proof of need to renew the parking permit early and allow the renewal to process without cancelling and issuing a new parking permit? The ESC requested stats as to how often this occurs.
- TLE 3 – Use of Signature Pad for Motor Vehicle Transactions Instead of DL Only Transactions – Ms. Thomas stated the ESC advised the team to proceed with using the signature pad for motor vehicle transactions. She stated this item would now be closed.
- TLE 4 – Where to Display the Vehicle “Model” Information – Ms. Thomas stated the team recommended to close this item. After further discussion, the team would only like to add the model to the title application. VINtelligence prepopulates the model in ORION. The ESC also agreed this item could be closed.
  - Sherri Smith asked if VINtelligence is currently working in EFS.
  - Ms. Thomas stated that was her understanding from the Title team.
  - Ms. Smith asked if we are seeing any errors in EFS with the pre-population by VINtelligence.
  - Ms. Thomas stated she would gather information on this and report back.

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- Carl Ford asked if error rates with pre-population by VINtelligence was discussed with the ESC.
- Ms. Thomas stated the ESC wanted to obtain stats within a period of time as to how many errors were being made by manually keying information to see if we should prepopulate instead. For fraud reasons, law enforcement wanted the counter clerks to physically check the customer's documents rather than letting the system prepopulate.
- Mr. Ford asked how the entities who do the over-the-counter processing become part of this discussion.
- Terrence Samuel stated he would discuss this with the ESC.
- Jessica Espinoza stated after the trial period with prepopulating information in VINtelligence is complete, the team plans to present this data and discuss with the focus groups. Then the recommendations by the focus groups would be discussed with the ESC and Advisory Board.

**FINANCIAL REVIEW**

- Kristin Green 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.

**PHASE II PROJECT UPDATE**

- Nathan Johnson stated the Dealer License team is working on dealer licensing and rebuilt inspections for Increment 3. The Portal/Fleet team is working on parking permits, titles, dealer services, salvage, high speed, eCommerce, kiosk, mobile DL, electronic title and registration in Increment 2 by May 24, 2019. The IFTA/IRP team is working on the COTS integration design in Increment 2. The Title team is working on salvage, batch (ELT, batch title print, etc.), title imaging and reporting for Increment 3. The Registrations team is working on stops, parking permits and reports in Increment 3. The Globals/Batch/Inventory team is working on admin and batch processes in Increment 3.
  - Lisa Cullen expressed concerns with Uniface.
  - Terrence Samuel stated the team has been working on obtaining additional Uniface resources.
  - Jessica Espinoza stated the team met with PRIDE recently to discuss developing a webservice with them, along with process improvements for shipping, barcoding and range assignment.
  - Mr. Samuel stated another meeting would be scheduled to visit PRIDE on-site.

**COMMUNICATIONS UPDATE**

- Koral Griggs presented an overview of the Phase II communications plan previously approved by the ESC.

**Q&A**

- Lisa Cullen asked if we obtained the information we needed from the recent kiosk meeting.
- Terrence Samuel confirmed. He also stated the tax collector SME's will be on-site next week. He stated these meetings have been very productive for the team.

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- Andrew Bell asked what the team hopes to accomplish with the new inventory management system with PRIDE, and if we would perform more frequent deliveries than just once a month, as it is now?
- Jessica Espinoza stated the team has not yet decided on the shipment frequency. They are working on obtaining a quote from PRIDE for this. She stated the team hopes to accomplish a more efficient process with the webservice, and process improvement for shipping with barcoding.

**ADJOURNMENT**

- Mr. Samuel adjourned the meeting at approximately 3:02 p.m.
- The next Advisory Board Phase II Meeting is scheduled for June 11, 2019.

**Note: Handouts at this meeting included:**

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (3/12/19)	5 Pages
MM Phase II IV&V Update	31 Pages
MM Phase II Decision Log	4 Pages
MM Phase I/II Financials	7 Pages
Phase II Traffic Light Report	1 Page
Phase II Communication Plan	4 Pages

# Motorist Modernization Program (Phase II)

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



Building a better  
working world

# Topics for discussion

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- ▶ 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 slippage
- ▶ Open deficiencies and actions
- ▶ Process improvement recommendations
- ▶ Upcoming IV&V activities
- ▶ Supporting information
  - ▶ Summary of changes
  - ▶ Open deficiencies
  - ▶ Project milestones
  - ▶ Late tasks
  - ▶ Project schedule quality
  - ▶ Project budget

Data contained in this MAR is as of 14 May 2019

# General IV&V overview

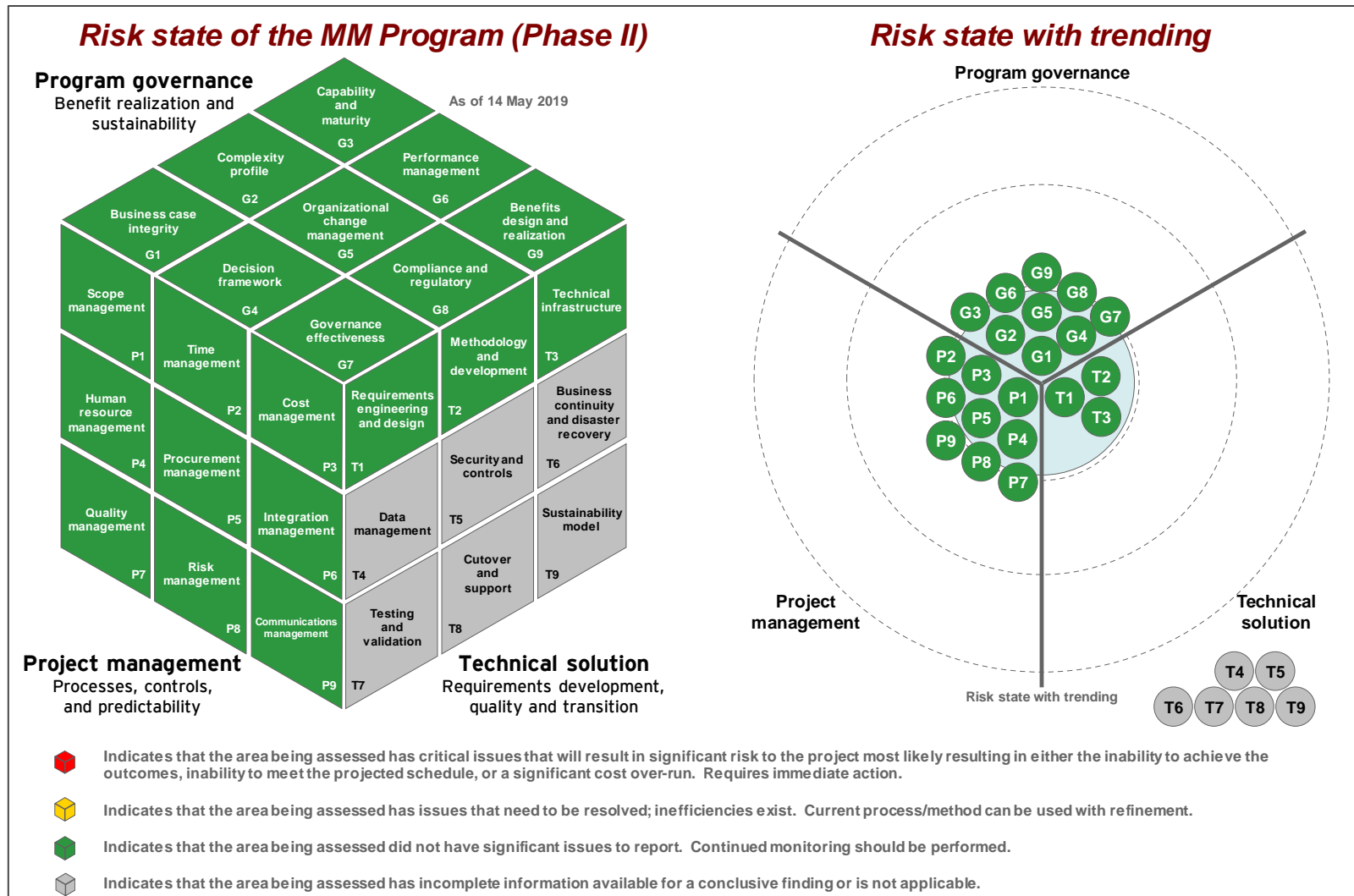
**Overall IV&V risk state:**

**Green**

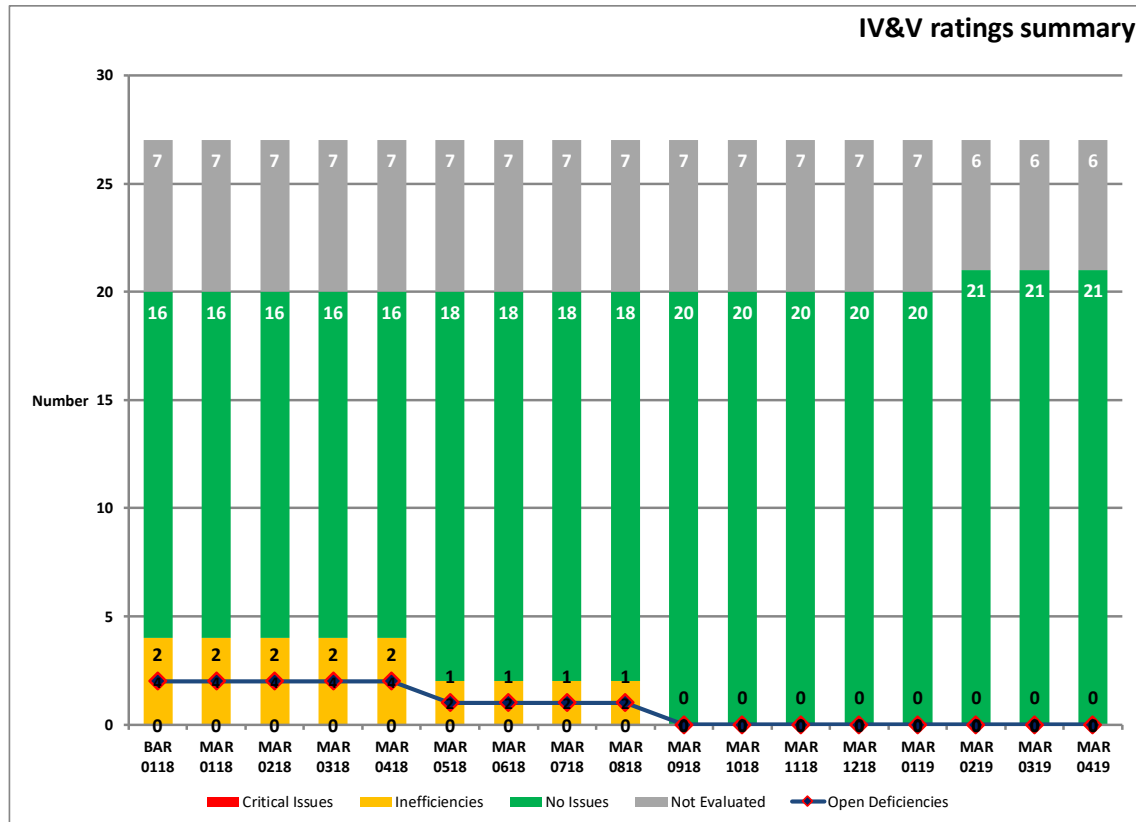
- ▶ There are no open IV&V deficiencies
  - ▶ No additional facets reviewed since the last report
  - ▶ No new deficiencies identified since the last report
- ▶ The Program is within established schedule performance thresholds
  - ▶ The schedule performance index (SPI) is 0.945
  - ▶ 19 of 1,446 total tasks (1.31%) contained in the project schedule are late
  - ▶ 13 of 249 total tasks (1.20%) 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
  - ▶ The program completion date is forecast to be 02 February 2024, 198.2 days late
  - ▶ Future milestones are projected to be completed behind schedule
  - ▶ The amount of time the project is behind schedule is decreasing



# Overall risk state and trending



# IV&V ratings summary

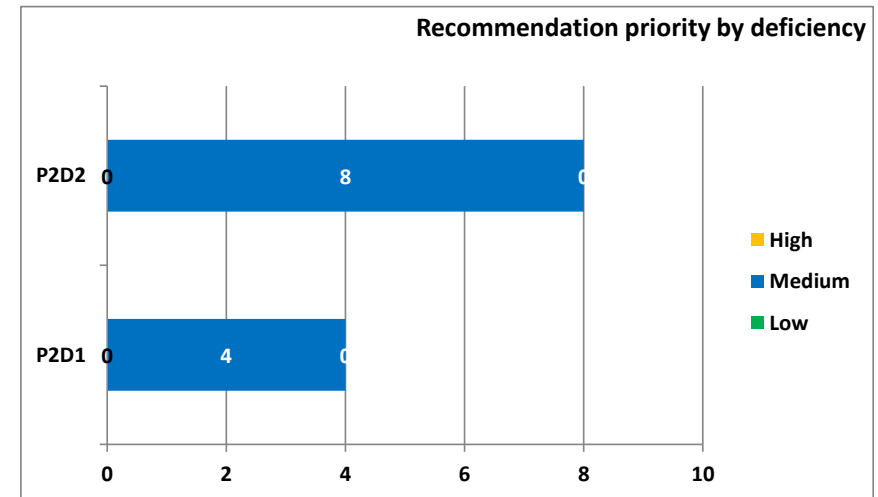
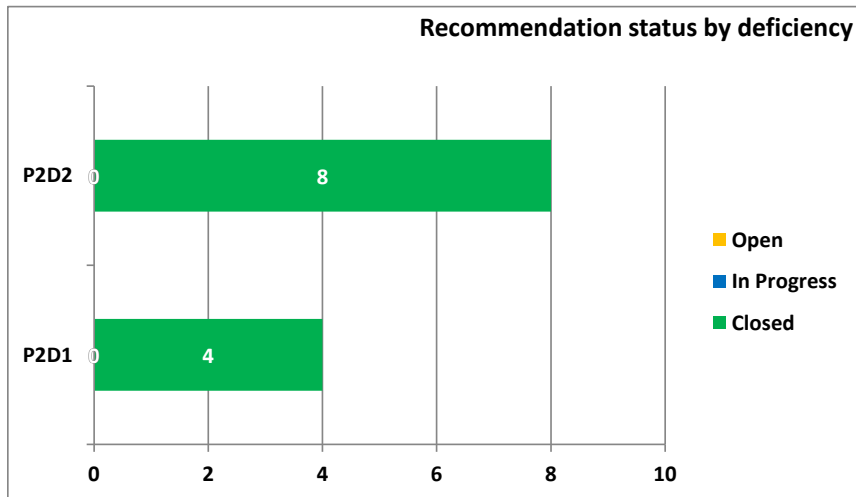
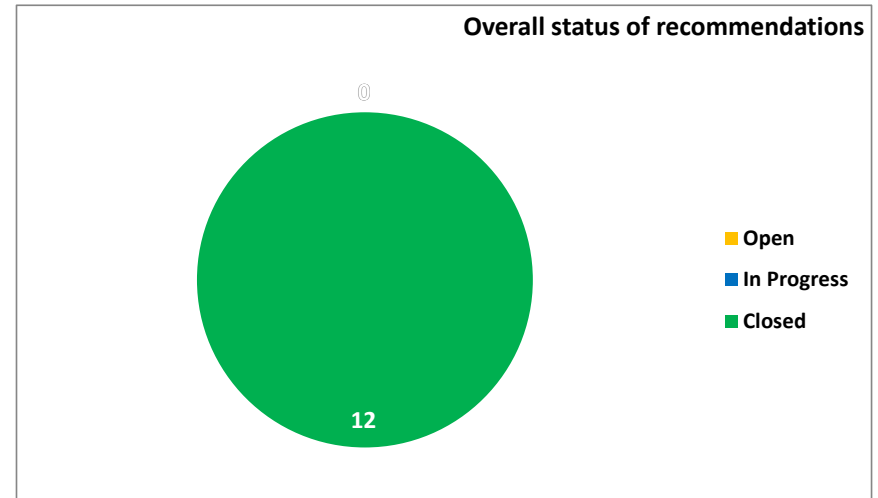
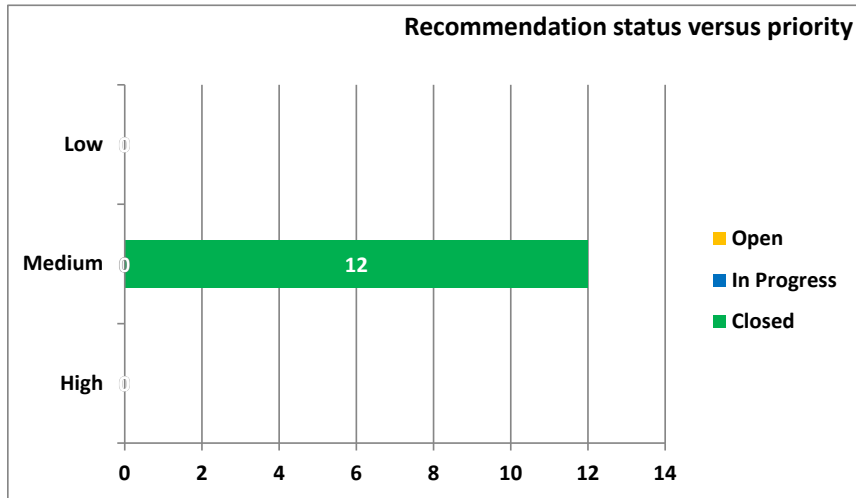


- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 21
  - Gray (not evaluated): 6
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has resolved all open deficiencies identified by the IV&V Team.

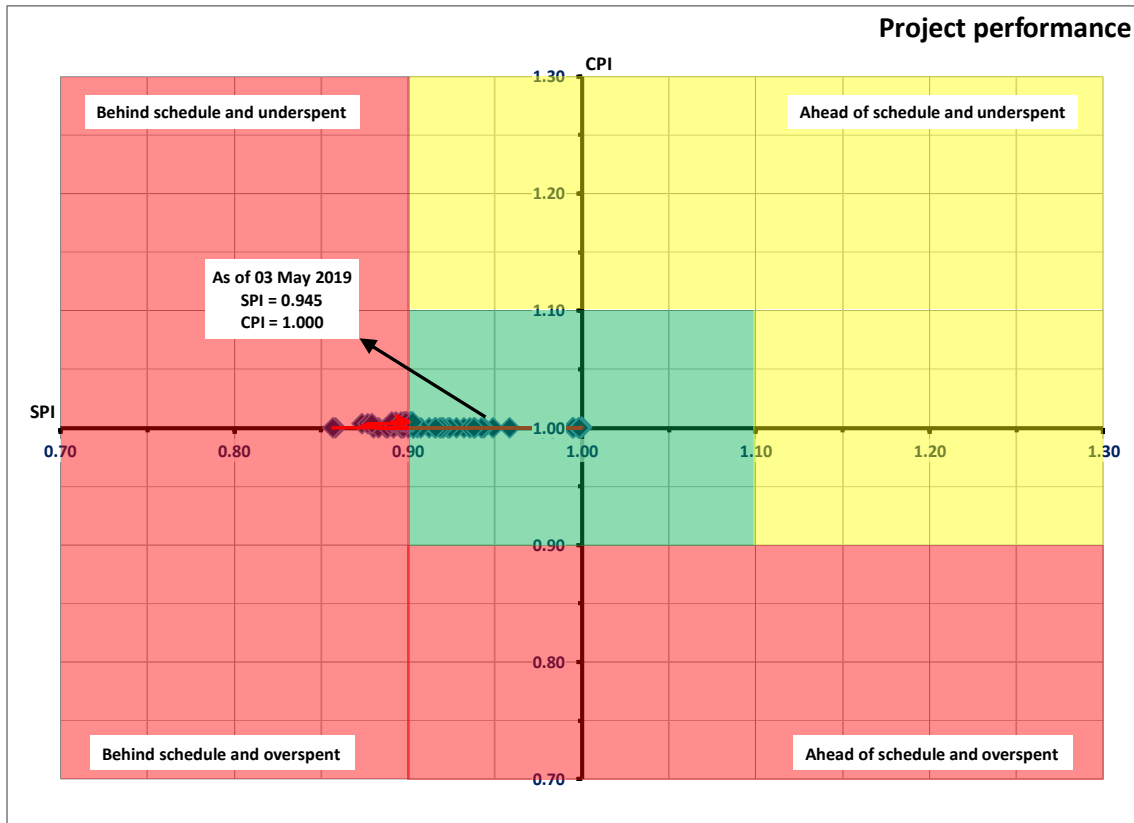
# Key indicators

Indicator	Value	Comment
Is the project approach sound?	Yes	<ul style="list-style-type: none"> <li>▶ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.</li> </ul>
Is the project on time?	No	<ul style="list-style-type: none"> <li>▶ The Program is currently behind schedule.</li> <li>▶ The schedule performance index (SPI) is 0.945</li> <li>▶ 19 of 1,446 total tasks (1.31%) contained in the project schedule are late.</li> <li>▶ 13 of 249 total tasks (1.20%) for the current period are late.</li> </ul>
Is the project on budget?	Yes	<ul style="list-style-type: none"> <li>▶ The Program is within established cost performance thresholds.</li> <li>▶ The cost performance index (CPI) is 1.000.</li> <li>▶ The Program is currently on budget based on provided budget and spending information.</li> </ul>
Is scope being managed so there is no scope creep?	Yes	<ul style="list-style-type: none"> <li>▶ The work being completed as part of the MM Program (Phase II) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.</li> </ul>
What are the project's future risks?	Unknown	<ul style="list-style-type: none"> <li>▶ The MM Program Team has resolved all open deficiencies identified by the IV&amp;V Team.</li> </ul>
Are the project's risks increasing or decreasing?	Steady	<ul style="list-style-type: none"> <li>▶ The MM Program Team has resolved all open deficiencies identified by the IV&amp;V Team.</li> </ul>
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	<ul style="list-style-type: none"> <li>▶ New and emerging technologies were considered in the Feasibility Study.</li> <li>▶ None have an adverse effect on the project's technological assumptions.</li> </ul>

# Status of key deficiency recommendations



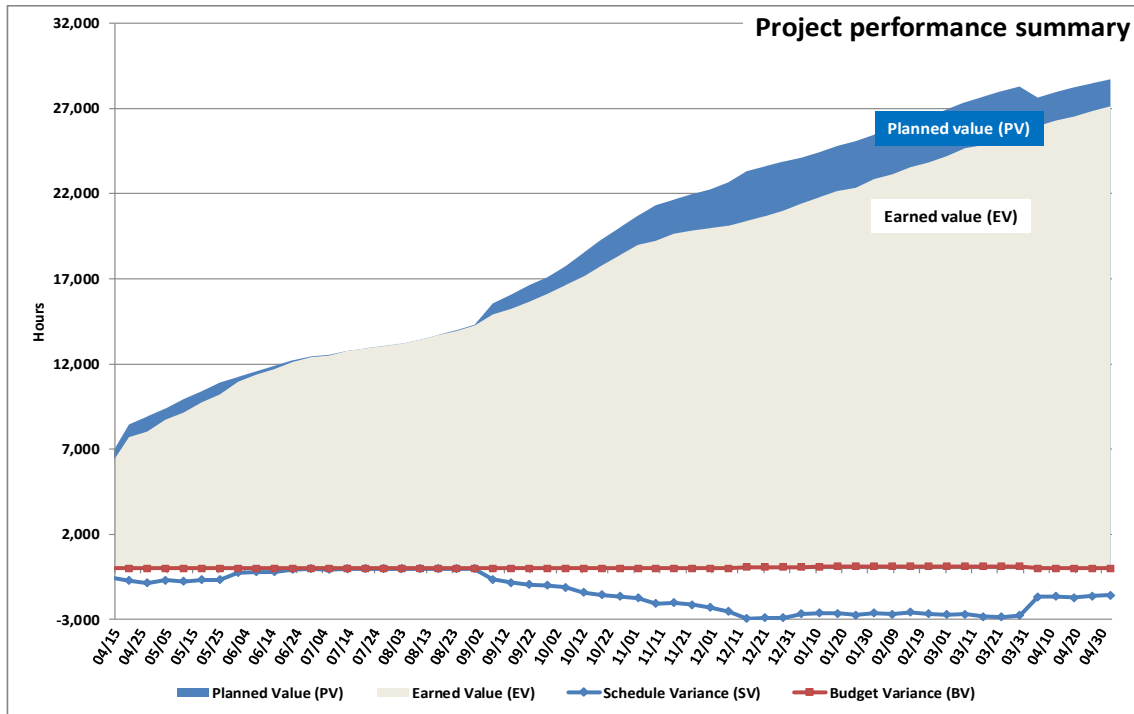
# Overall performance



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

# Overall performance (continued)

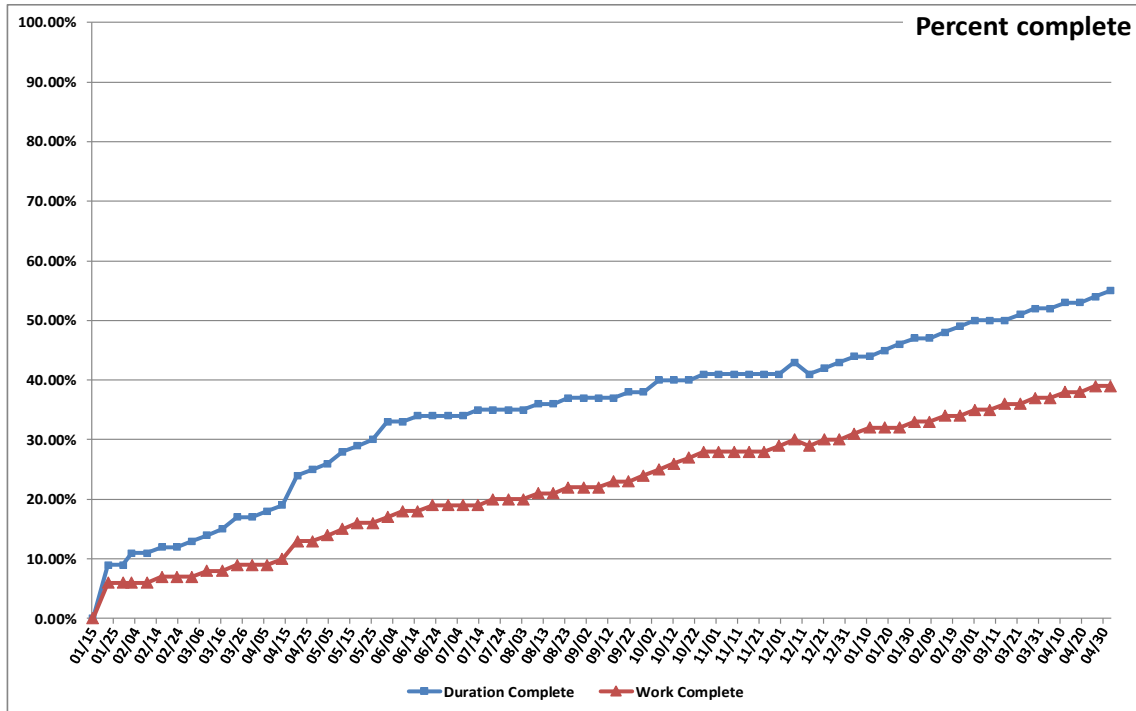


- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed.
  - The total amount of work not completed as scheduled is 1,572.9 hours.
- Conclusions:
  - The Program is 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.

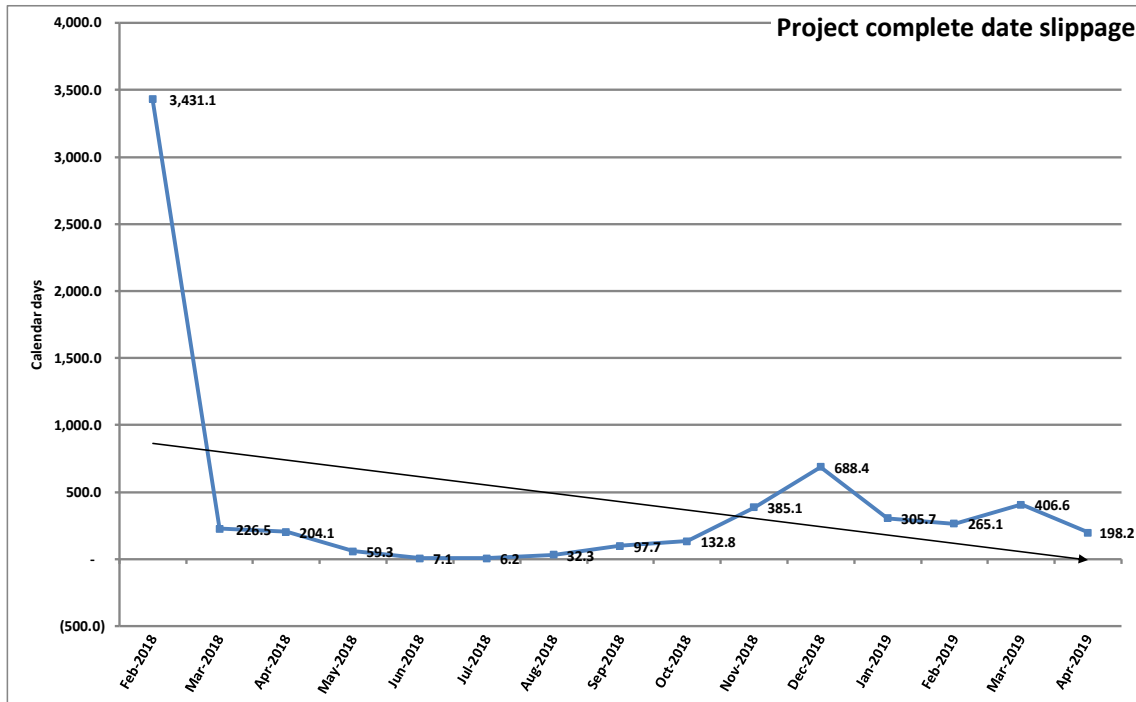
# Overall performance (continued)



- This chart shows the percent complete for duration and work for the project.
- Summary:
  - Duration and work complete has been increasing since the beginning of the project.
- Conclusions:
  - None.

- ▶ Blue line is duration percent complete.
- ▶ Red line is work percent complete

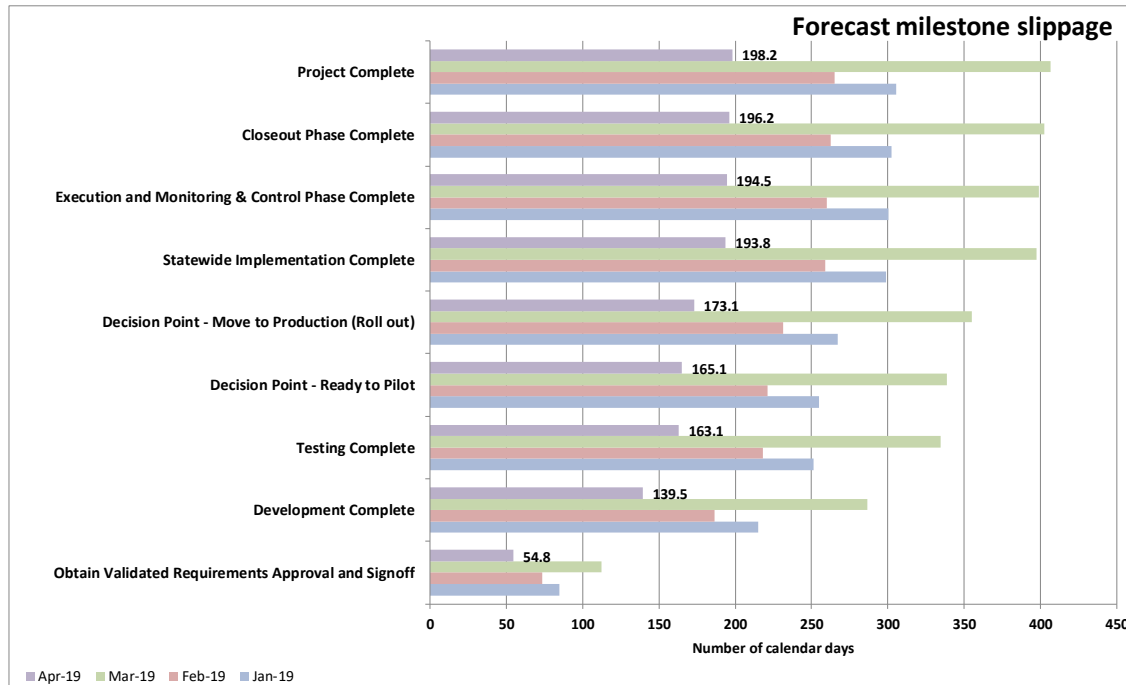
# Project complete date slippage



- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
  - The program is behind schedule.
- Conclusions:
  - The program completion date is forecast to be 02 February 2024, 198.2 days late.
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is increasing.



# Forecast milestone completion



- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - The program is behind schedule.
- Conclusions:
  - The program completion date is forecast to be 02 February 2024, 198.2 days late.
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is decreasing.

# Open deficiencies and actions

Deficiency	Actions taken
▶ None	

# Process improvement recommendations

Recommendation	Progress update / resolution	Status
<ul style="list-style-type: none"><li>▶ The program team should perform a level of effort analysis on the remaining Uniface task and update the MM Program Schedule to provide an accurate reflection of the remaining work, allocated resources, and adjusted timeline.</li></ul>	<ul style="list-style-type: none"><li>▶ DHSMV acknowledges this recommendation from IV&amp;V. We are in the process of drafting a change request to address the Uniface tasks currently in the schedule. The current tasks in the schedule were created with the available information at the time (CR03), but through additional progressive elaboration new tasks have been identified and refined that more accurately reflect the Uniface effort and resources. The change request will be presented to ESC for approval to update the Phase II schedule</li></ul>	<ul style="list-style-type: none"><li>▶ In-progress</li></ul>

# 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-302AG)	08/14/2018	08/29/2018	08/29/2018	▶ Complete
MAR – Aug 2018 (IVV-302AH)	09/17/2018	10/02/2018	10/01/2018	▶ Complete
MAR – Sep 2018 (IVV-302AI)	10/18/2018	11/02/2018	11/02/2018	▶ Complete
MAR – Oct 2018 (IVV-302AJ)	11/14/2018	11/29/2018	11/30/2018	▶ Complete
MAR – Nov 2018 (IVV-302AK)	12/14/2018	01/04/2019	01/04/2019	▶ Complete
MAR – Dec 2018 (IVV-302AL)	01/15/2019	01/30/2019	01/31/2019	▶ Complete
MAR – Jan 2019 (IVV-302AM)	02/14/2019	02/26/2019	3/12/2019	▶ Complete
MAR – Feb 2019 (IVV-302AN)	03/14/2019	03/29/2019	03/27/2019	▶ Complete
MAR – Mar 2019 (IVV-302AP)	04/12/2019	04/29/2019	04/29/2019	▶ Complete
MAR – Apr 2019 (IVV-302AQ)	05/14/2019	05/29/2019	05/28/2019	▶ Complete
MAR – May 2019 (IVV-302AR)	06/14/2019	06/28/2019		▶ Future
MAR – Jun 2019 (IVV-302AS)	07/15/2019	07/29/2019		▶ Future

# Supporting information

- ▶ Summary of changes
- ▶ Open deficiencies
- ▶ Project milestones
- ▶ Late tasks
- ▶ Project schedule quality
- ▶ Project budget

# Summary of changes

## *Supporting information*

Item	Description
Deficiencies addressed	▶ There are no open IV&V deficiencies.
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 last report
Artifacts received	▶ Numerous artifacts received.

# Open deficiencies

*Supporting information*

Areas and implications	Recommendations	Actions taken
None		

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

# Project milestones

## Supporting information

WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	09/22/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	04/21/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	01/08/22	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	01/31/23	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	04/29/23	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	12/15/23	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	12/23/23	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	01/11/24	
5	Project Complete	07/19/23	07/19/23	07/19/23	02/02/24	

1. Items highlighted are either currently late or projected to be late.
2. Original – Original contract completion date.
3. Scheduled – Scheduled completion date based on the latest schedule baseline.

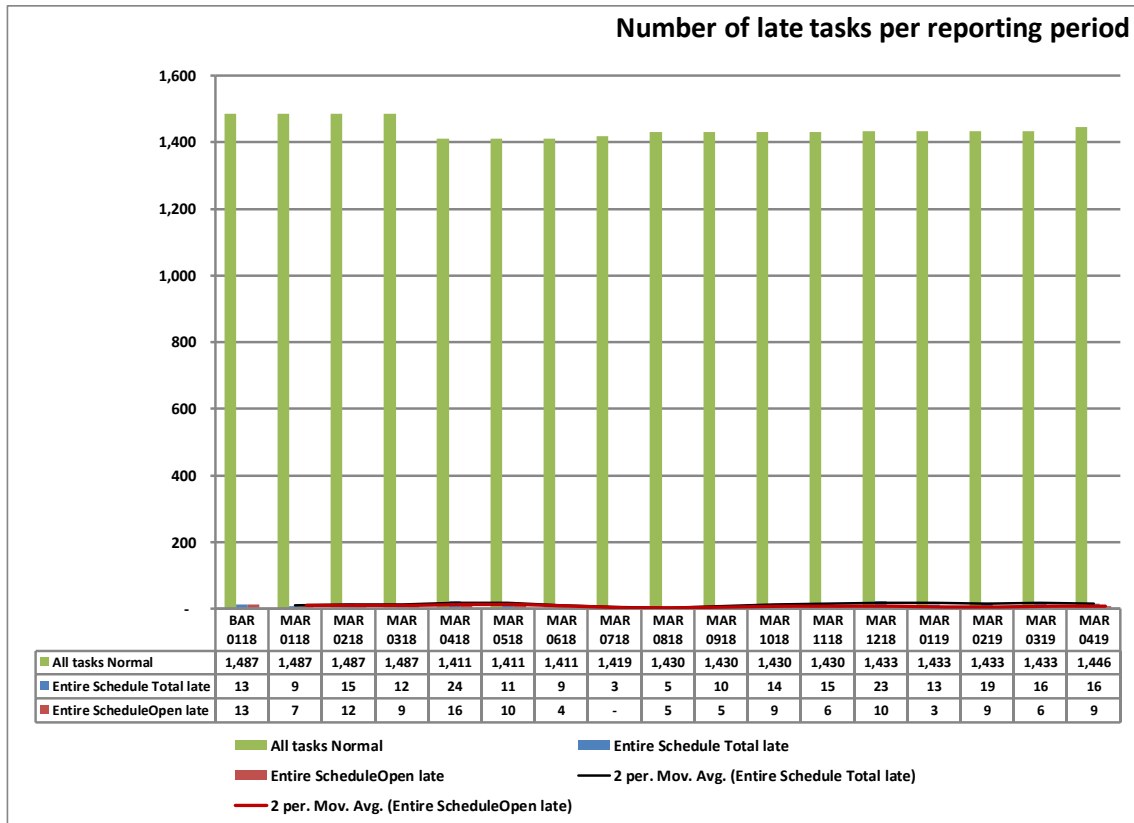
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations and the current SPI.
6. Actual – The actual completion date

Late



# Late tasks

## Supporting information

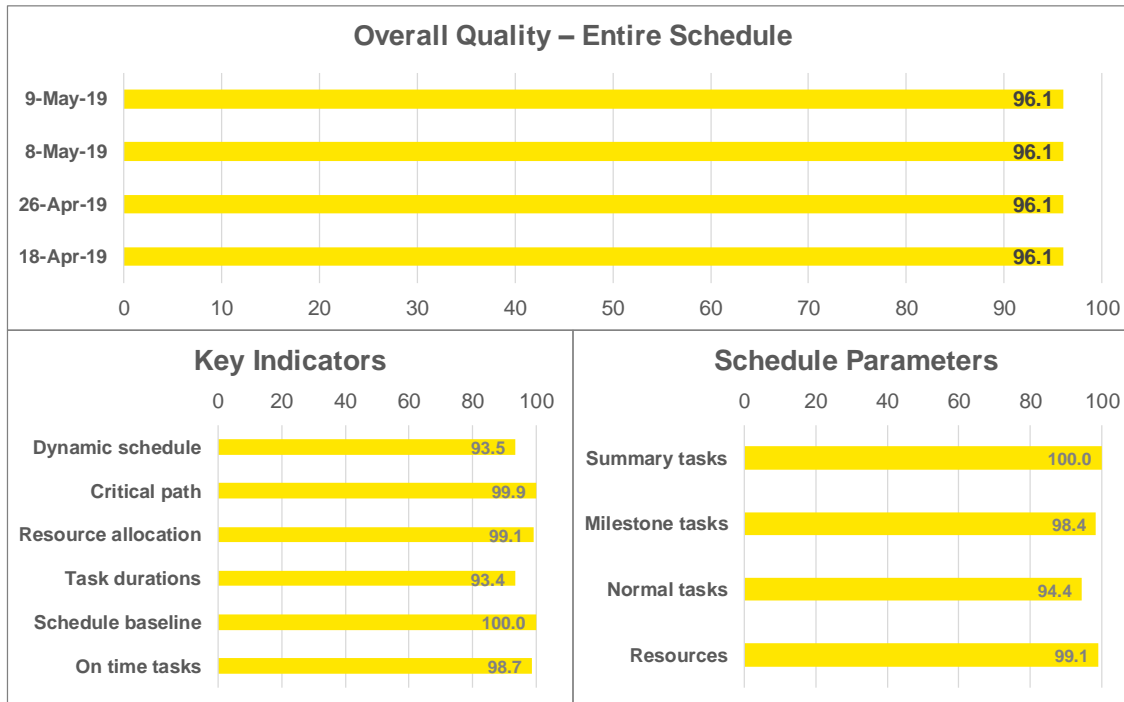


- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,446
  - Total tasks late: 19
  - Total open tasks late: 13
- Conclusions:
  - The total number of tasks designated as late is 1.31% of the total number of tasks.

# Project schedule quality

Entire schedule: 9/19/2016 to 7/19/2023

## 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: 96.1

- **Conclusions:**

- Overall schedule quality is consistent and excellent

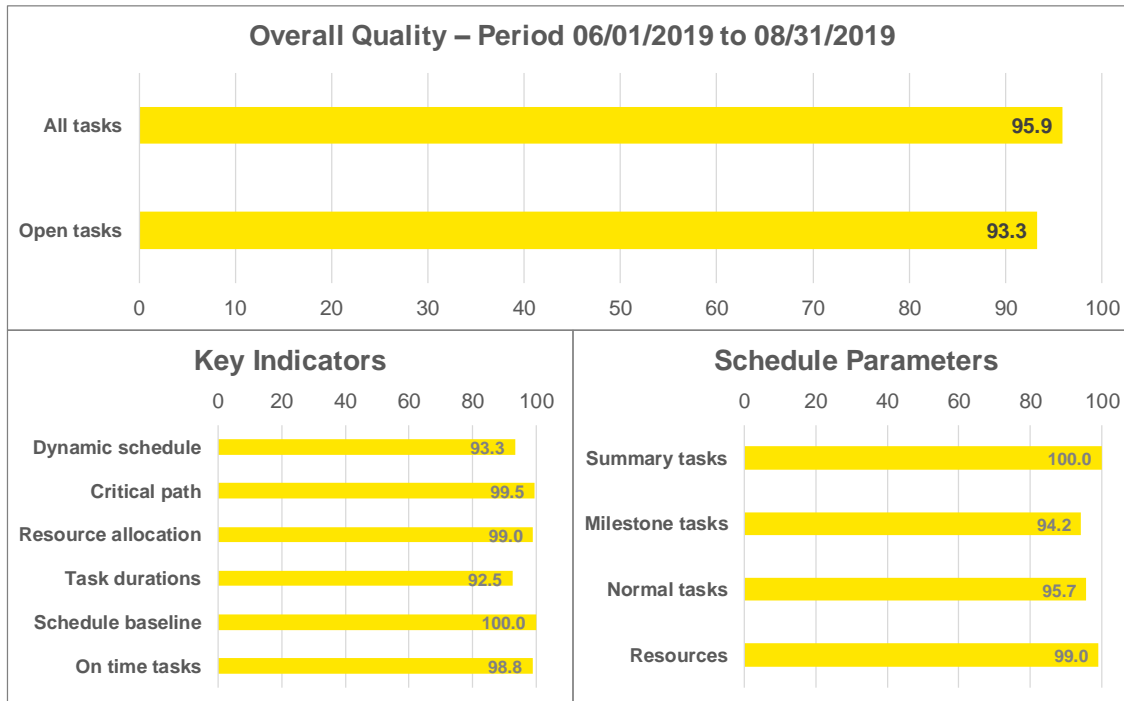
- ▶ Dynamic schedule – Task dependencies and constraints
- ▶ Critical path – Task dependencies
- ▶ Resource allocation – Resource assignments

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

# Project schedule quality

## Period: 06/01/2019 to 08/31/2019

### 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: 95.9
- Conclusions:
  - Overall schedule quality is consistent and excellent

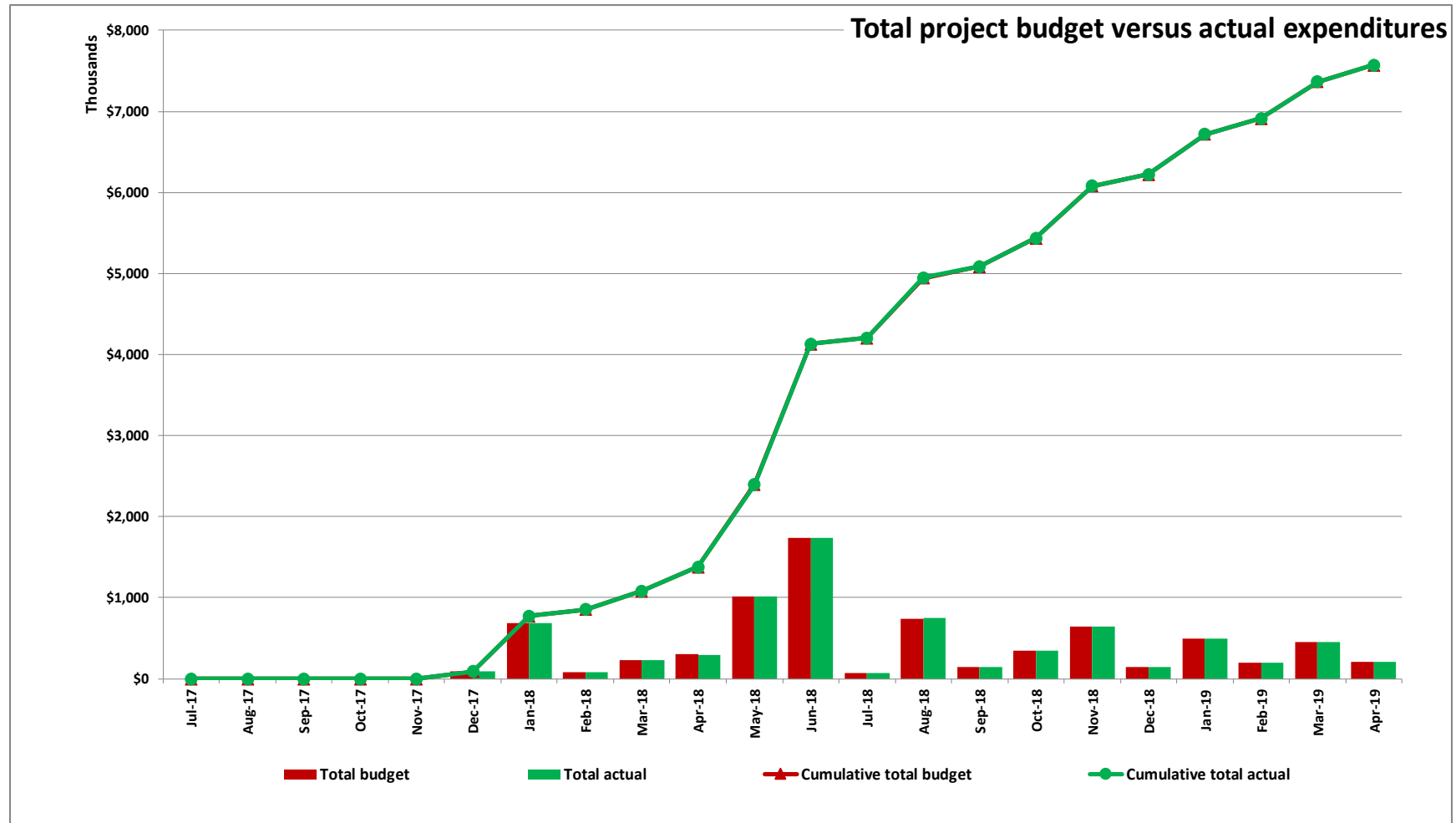
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- ▶ Critical path – Task dependencies
- ▶ Resource allocation – Resource assignments

- ▶ 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

# Project budget

## Total project funding

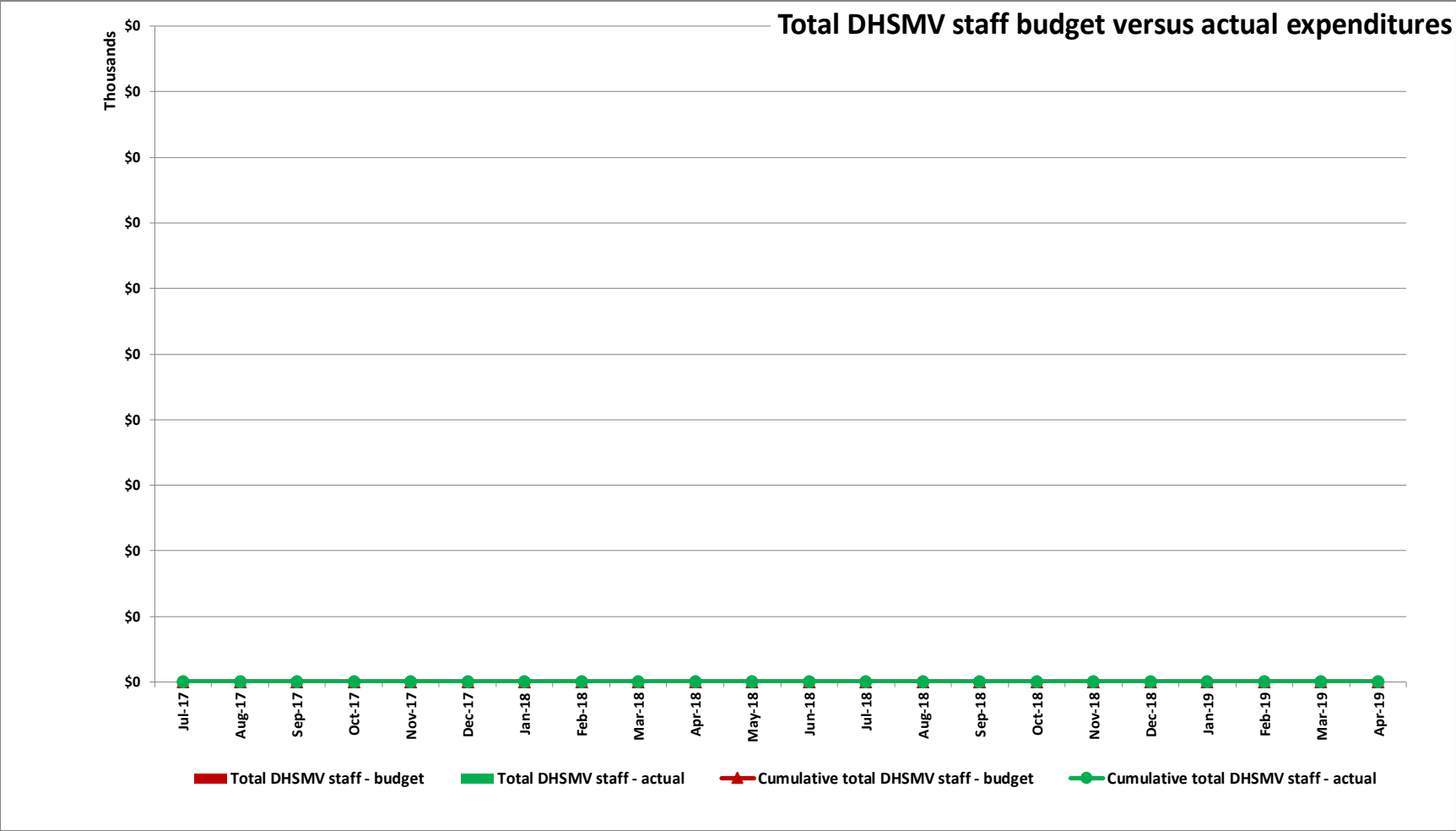
Supporting information



# Project budget

## DHSMV staff funding

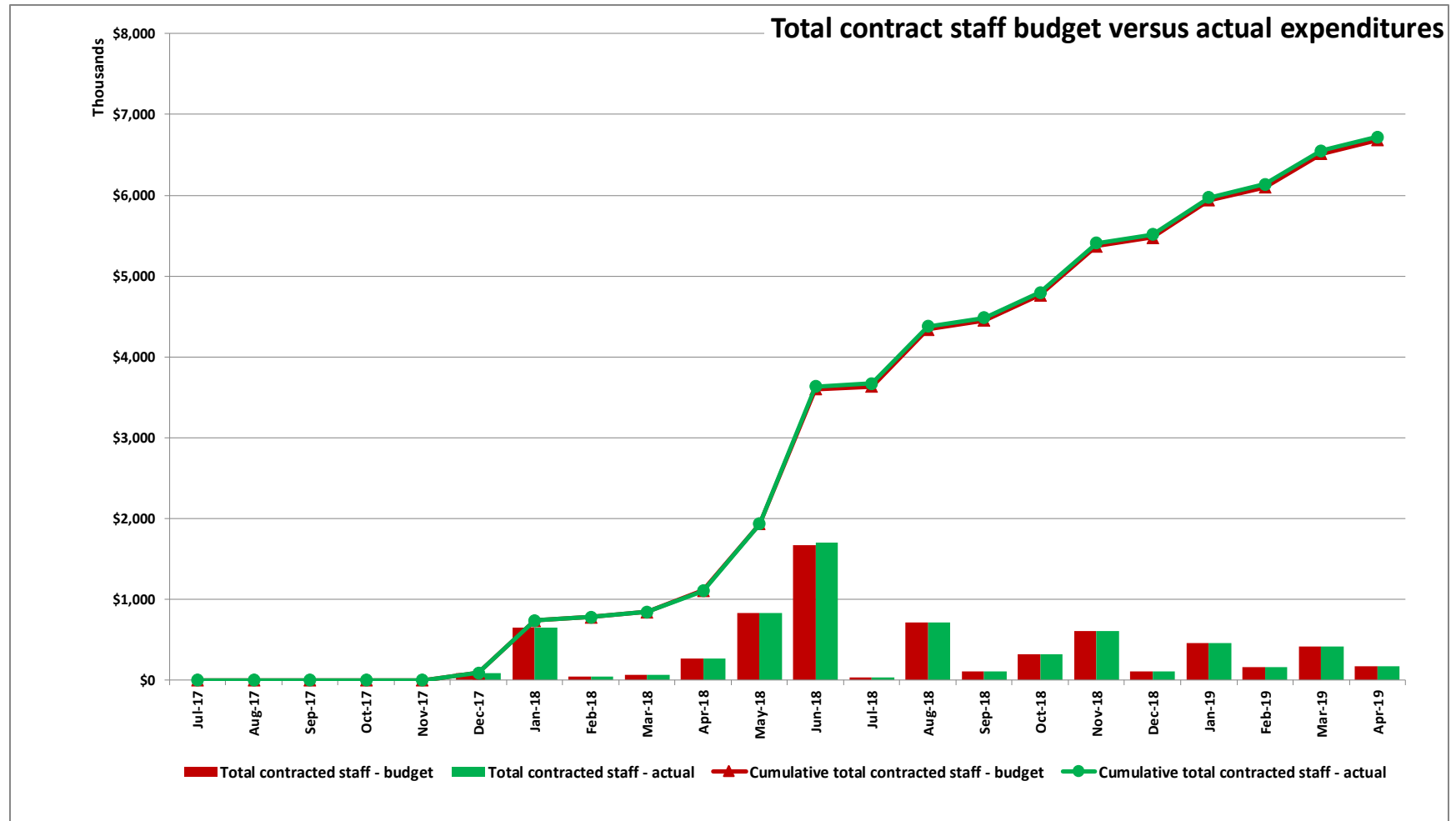
Supporting information



# Project budget

## Contract staff funding

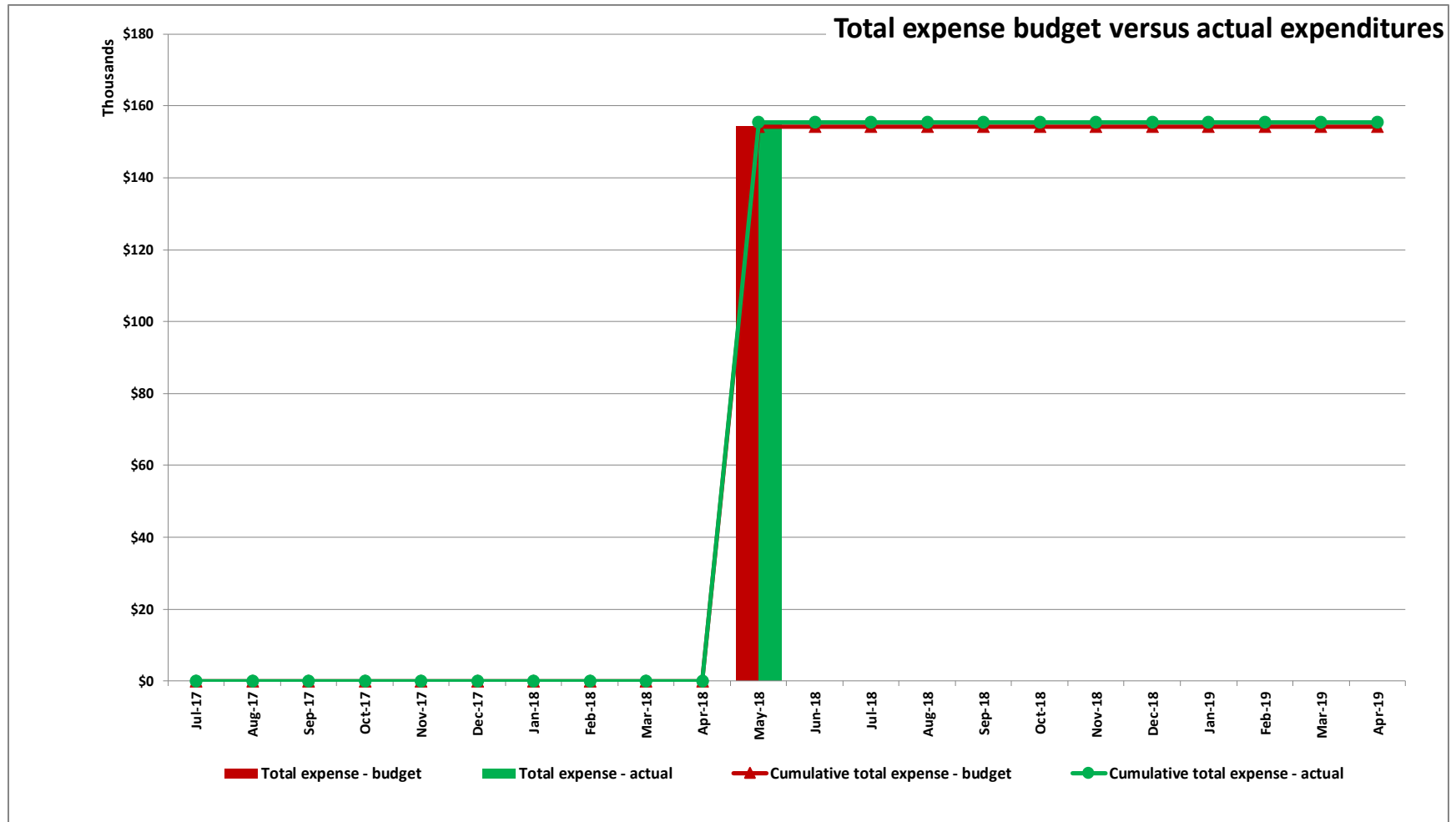
Supporting information



# Project budget

## Expense funding

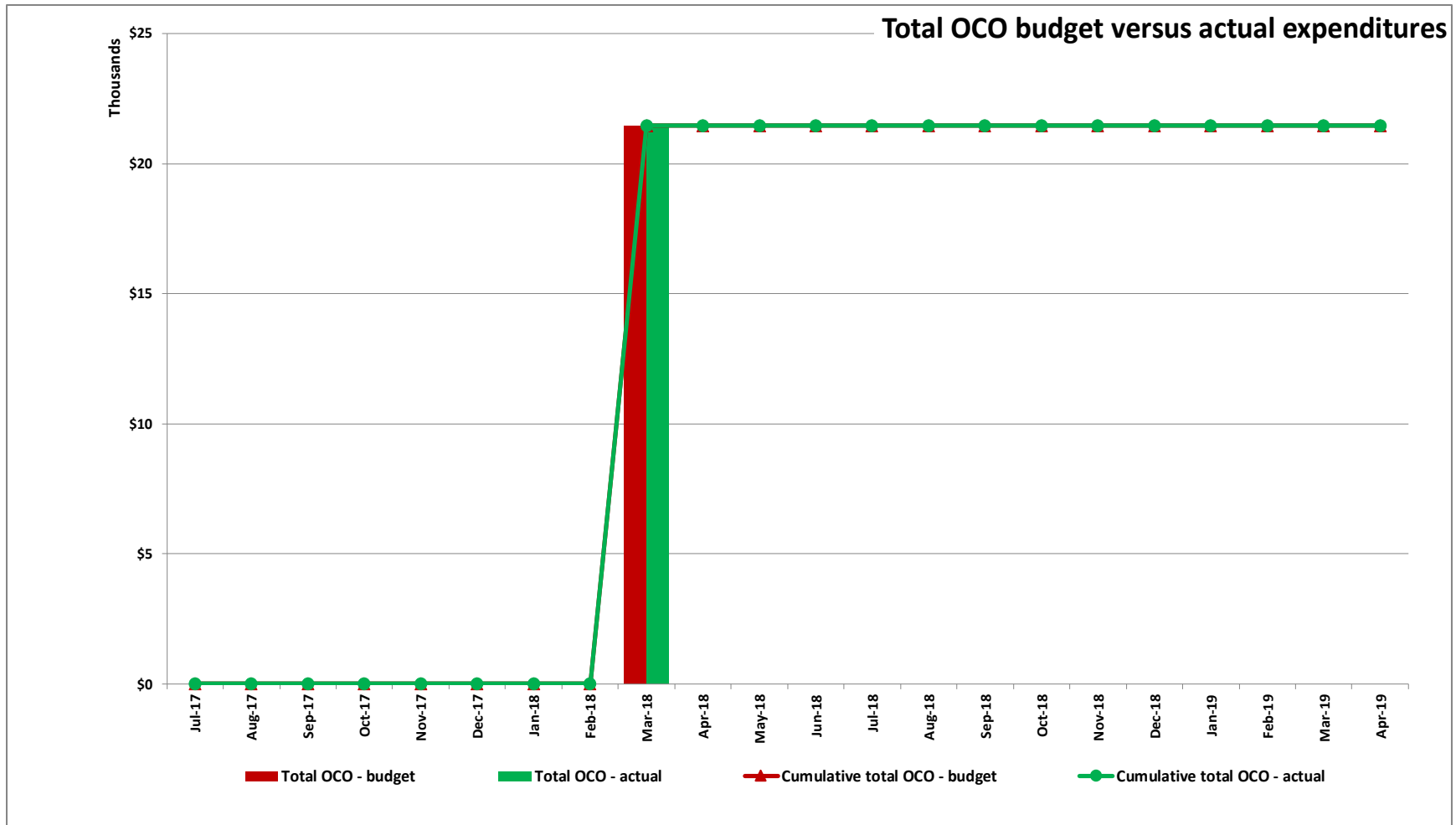
*Supporting information*



# Project budget

## OCO funding

*Supporting information*





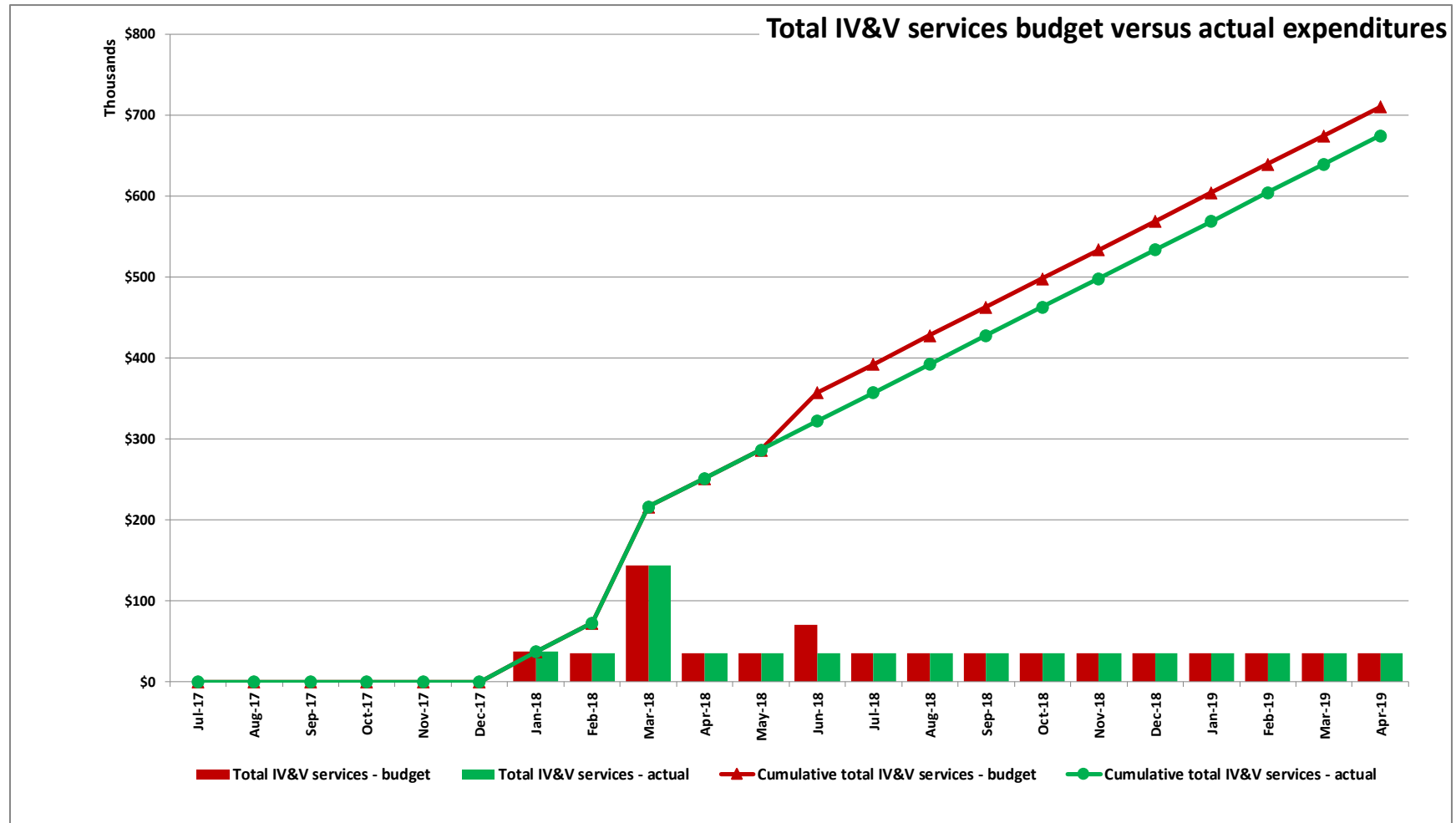
## Supporting information



# Project budget

## IV&V services funding

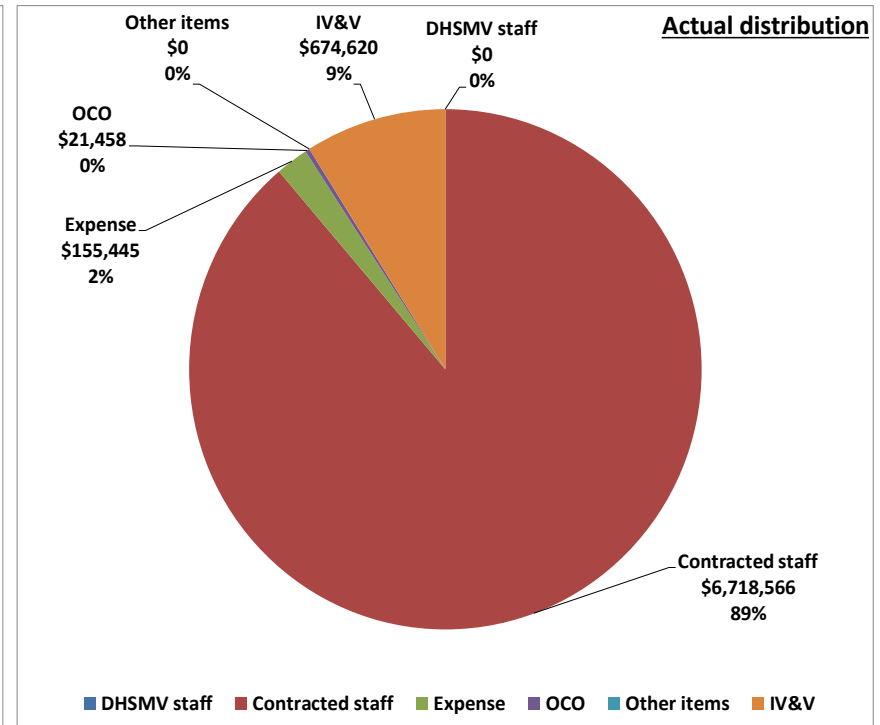
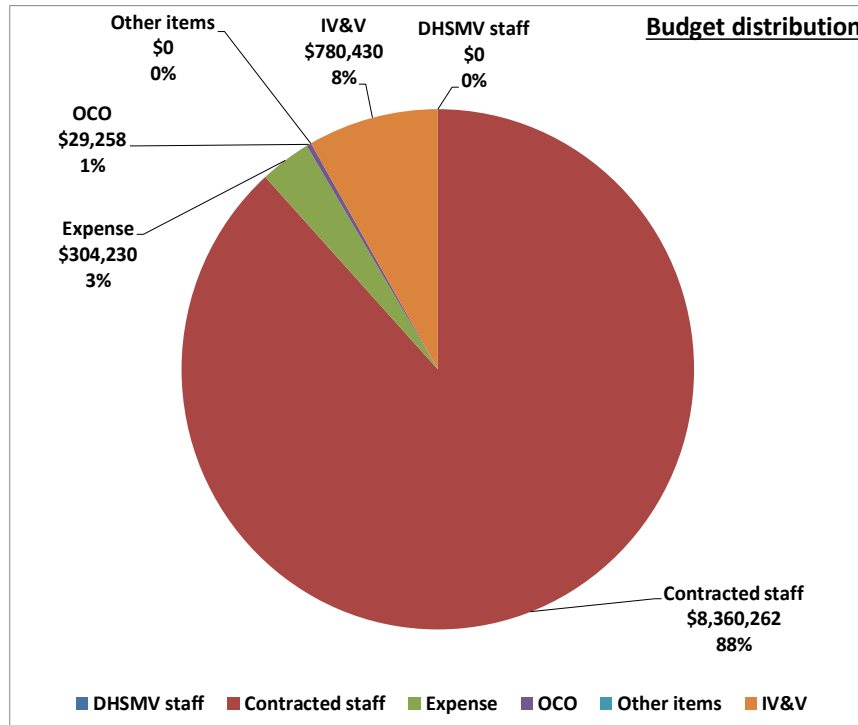
Supporting information



# Project budget

## Budget and actual distribution

*Supporting information*



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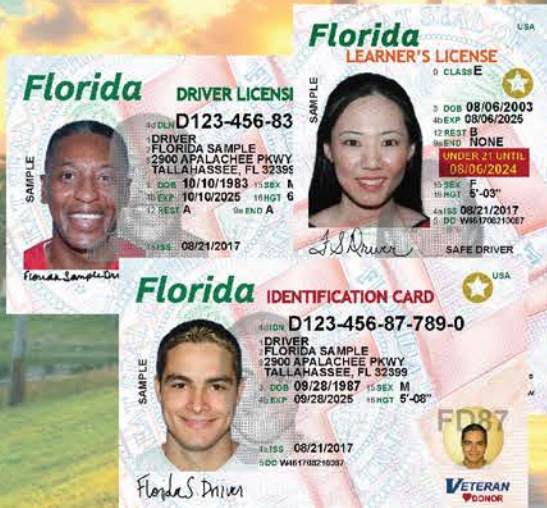
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Office of Motorist Modernization  
Phase II - Decision Log

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	8	Request to allow the issuance of permanent decals for tribal registrations.	11/20/2018	12/6/2019	Decisions made after the first iteration due date will result in a change request.	<b>12/11/2018 Update</b> Board suggested that we ask the tribes if they are interested in permanent decals.	12/11/2018	<b>12/13/2018 Update</b> ESC agrees, provided the statute allows.  <b>5/7/2019 Update</b> Meeting held with Robert Kynoch to discuss issuance of permanent plates for tribes.  <b>6/6/2019 Update</b> The department will move forward with seeking legislation to allow for the issuance of permanent plates.	Under review	6/6/2019
POR	11	The team would like to see if we can get a legislative change on this statute (320.0841). I think if they would take out the wording of "each year," we should be able to issue a permanent plate to the Indian tribes. It is costing the department money to renew the current plates and then we mail them to the tribes overnight at our cost. There is no cost to the tribal members to renew their plates.	1/9/2019					<b>2/7/2019 Update</b> This item will be added to the legal opinion document.  <b>2/25/2019 Update</b> Paula talked to Jean with the Seminole Tribe, he stated that they will be alright with the government plates being permanent plates, but the tribal plates should still be renewed. I mentioned to him about the fleet plates and how they work, he said he would be alright with renewing the tribal plates like the fleet plates. He loves the idea of having the Portal to be able to renew the plates in.  <b>3/8/2019 Update</b> Isable from the Miccosukee tribe stated via email notification "After careful review and consideration, the Business Council has decided to go with the permanent License Plate."	Under review	6/6/2019

Office of Motorist Modernization  
Phase II - Decision Log

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	11	Continued...						<b>5/7/2019 Update</b> Meeting held with Robert Kynoch to discuss issuance of permanent plates for tribes.  <b>6/6/2019 Update</b> The department will move forward with seeking legislation to allow for the issuance of permanent plates.	Under review	6/6/2019
DSERV	5	The Dealer Services Team is requesting a decision on allowing the Tax Collectors to have the capability to cancel dealer plates if the dealer is surrendering the cancelled plate, or in the case of cancelling a stolen plate, ensuring a proper police report was provided. At a minimum, a scanned copy of the plate or report must be associated with the transaction and available for review in ORION. This request came from the Bureau Chief.	5/8/2019	5/23/2019	The Registration team would need an answer to include this process in their requirements validations. Allowing the Tax Collectors to complete this task would save the dealer a trip to the regional office.			<b>6/6/2019 Update</b> Robert Kynoch will get back with ESC on this decision.	Under Review	



# Motorist Modernization Financials

JUNE 11, 2019



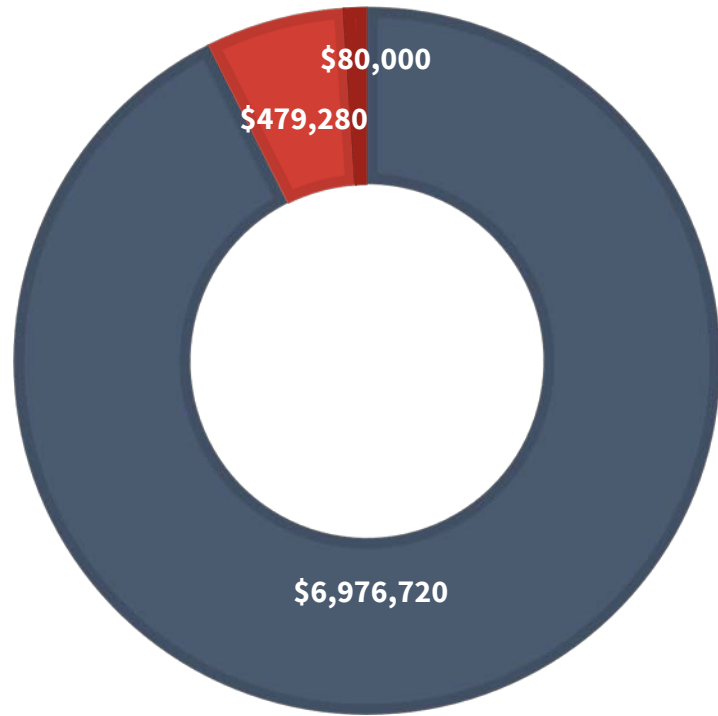
# Phase I Total Project

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

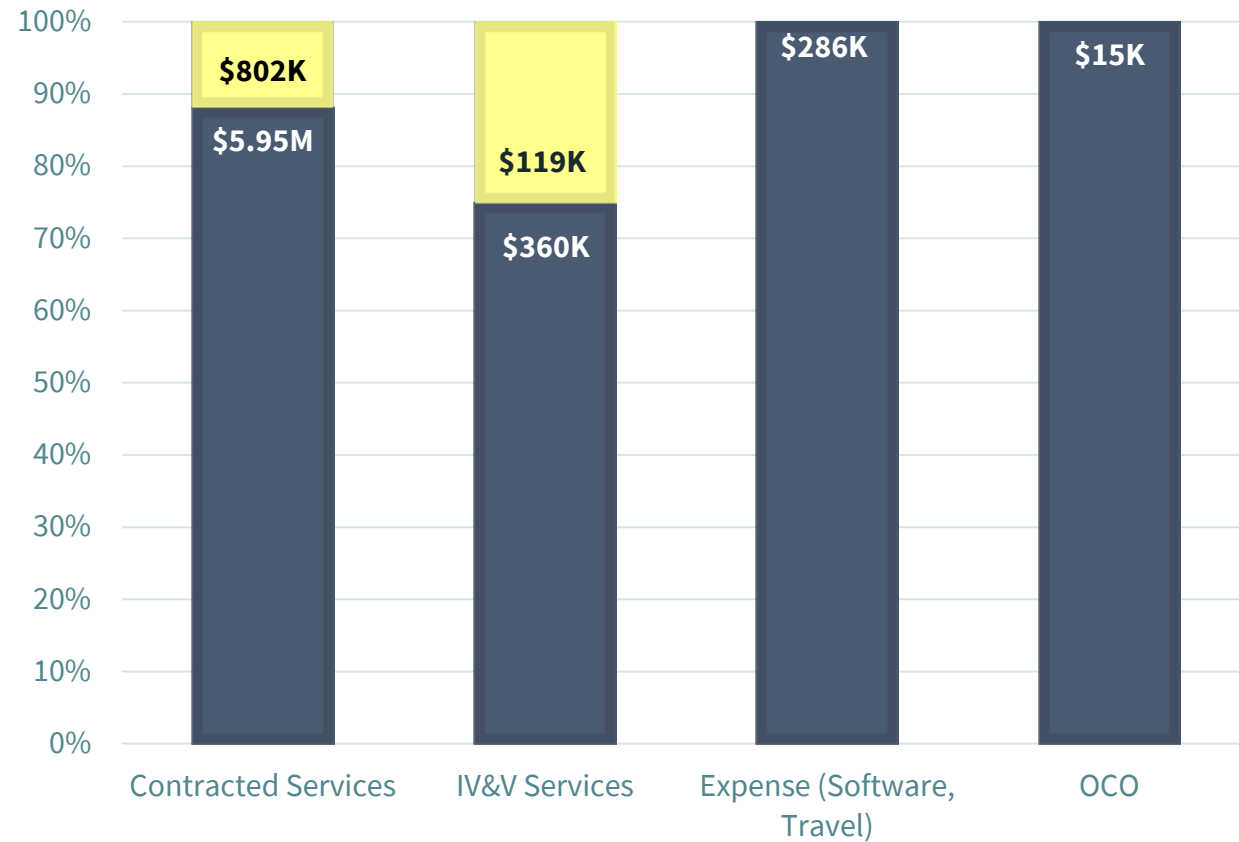


**BUDGET: \$7,536,000**



■ Contracted Services ■ IV&V Services ■ Expense (Software, Travel)

**ACTUALS: \$6,614,360**



■ Remaining

*Budget and Actuals: Current Fiscal Year through May 2019*

# Budget and Actuals

## Phase I Overview

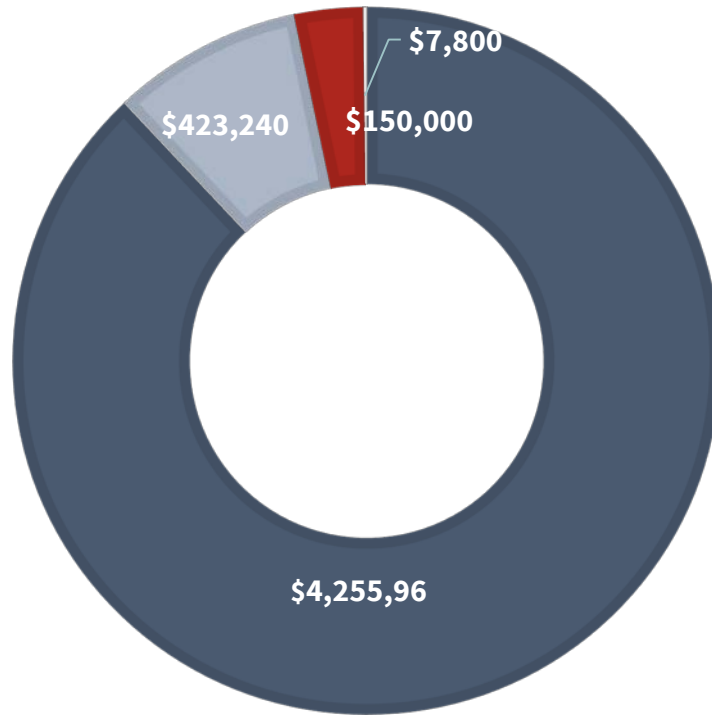
Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2018-2019 Total Funding	\$7,536,000		
Fiscal Year to Date	\$6,614,360	\$6,614,360	0%
Month to Date (May 2019)	\$414,273	\$414,273	0%
Remaining Funds	\$921,640		

# Phase II Total Project

LBR Requests Updated

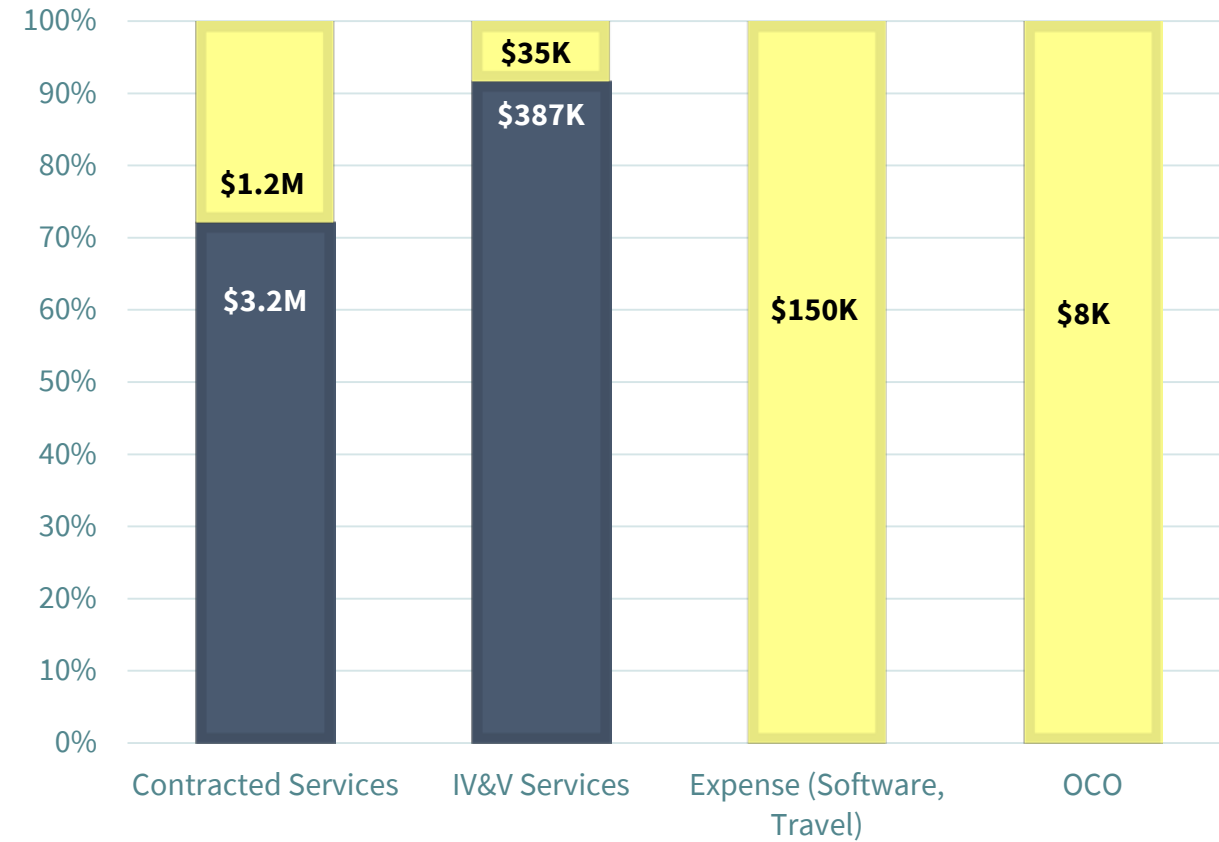
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	OCO
2017-2018	\$ 4,132,180	\$ 3,575,240	\$ 357,190	\$ 179,850	\$ 19,900
2018-2019	\$ 5,037,000	\$ 4,455,960	\$ 423,240	\$ 150,000	\$ 7,800
2019-2020	\$ 13,742,200	\$ 9,715,960	\$ 423,240	\$ 3,570,000	\$ 33,000
2020-2021	\$ 7,619,700*	\$ 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**



■ Contracted Services ■ IV&V Services ■ Expense (Software, Travel) ■ OCO

**ACTUALS: \$3,602,227**



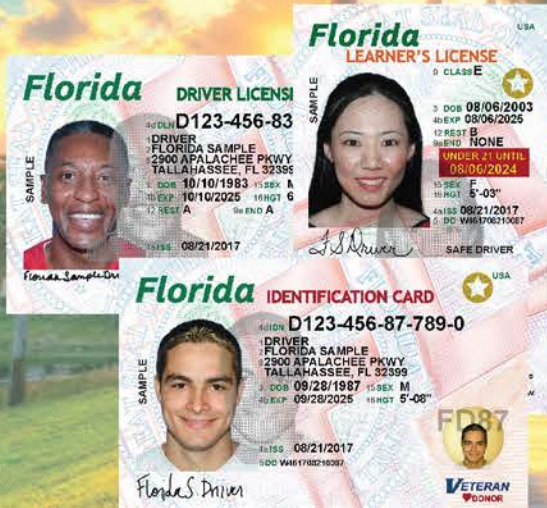
■ Remaining

*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		

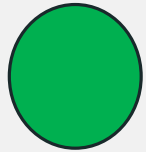


# OCM Report

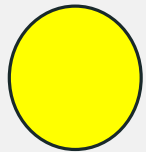
ADVISORY BOARD – JUNE 2019



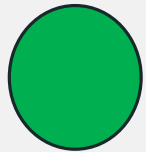




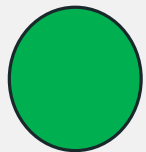
Strategy



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 <b>LETTERS</b> , THEN there is a chance that letters will not maintain consistency due to changes after OMM Phase I Go-Live.	Low	<p><b>Mitigation:</b>  <b>MAY:</b> Identify an owner.</p> <p><b>6/6/19:</b> 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.</p>
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 <b>MyDMV Portal customer override and disassociation process</b> .	Low	<p><b>Mitigation:</b>  <b>MAY:</b> 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.</p> <p><b>5/16/19:</b> Established working group to address issue.</p> <p><b>6/6/19:</b> A working group began meeting the week of 6/3.</p>



# 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.

# Questions?







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## Motorist Modernization - Phase II Traffic Light Report

Current Stage: Requirements Validation

As of May 31, 2019

<div>  <p><b>Team 1 - Dealer License</b></p> <p><b>Increment 3 - Dealer Licensing</b></p> <p>Due Date: 5/28/2019 % Complete: 100%</p> <p>Action Items: Green Legacy Code: Red Estimation: Green</p> </div>	<div>  <p><b>Team 2 - Portal/Fleet</b></p> <p><b>Increment 2 -Parking Permits, Titles, Dealer Services, High Speed, eCommerce, Kiosk, Electronic Title &amp; Registration</b></p> <p>Due Date: 5/24/2019 % Complete: 100%</p> <p>Action Items: Green Legacy Code: Yellow Estimation: Green</p> </div>	<div>  <p><b>Team 3 - IFTA/IRP</b></p> <p><b>Increment 2 - COTS Integration Design</b></p> <p>Due Date: 5/17/2019 % Complete: 100%</p> <p>Action Items: Green Legacy Code: N/A Estimation: Green</p> </div>
<div>  <p><b>Team 4 - Titles</b></p> <p><b>Increment 3 - Salvage, Batch (ELT, Batch Title Print, etc.), Title Imaging, Reporting, Admin</b></p> <p>Due Date: 6/4/2019 % Complete: 100%</p> <p>Action Items: Green Legacy Code: Red Estimation: Green</p> </div>	<div>  <p><b>Team 5 - Registrations</b></p> <p><b>Increment 3 - Dealer, Reg Stops , Parking Permits, Reports</b></p> <p>Due Date: 6/11/2019 % Complete: 99%</p> <p>Action Items: Green Legacy Code: Red Estimation: Green</p> </div>	<div>  <p><b>Team 6 - Globals/Batch/Inventory</b></p> <p><b>Increment 3 - Admin (Admin, Batch)</b></p> <p>Due Date: 5/28/2019 % Complete: 100%</p> <p>Action Items: Green Legacy Code: Red Estimation: Green</p> </div>
<div> <p><b>% Complete:</b> % complete of requirements validation for current Increment</p> <p><b>Action Items:</b> % of overdue team action items</p> <p><b>Legacy Code:</b> % of as-is processes scheduled to be documented for the Increment</p> <p><b>Estimation:</b> % of completed user stories with overdue estimations</p> </div>		

Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue
Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue
Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue
Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue

Motorist Modernization Phase II Communications Plan						
This plan covers March - August 2019						
Organizational Change Management						
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
April 16, 2019	Phase II All-Hands Meeting	Internal/External	Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.	OMM Team, FLHSMV Staff Members and Tax Collector SMEs	Face-to-Face Meeting/Conference Call	Nathan Johnson
April 16 - 18, 2019	Phase II Tax Collector/Dealer Services Subject Matter Experts Visit	Internal/External	Meetings for Phase II project teams with Tax Collector and Dealer Services SMEs present.	OMM Team and Tax Collector/Dealer Services SMEs	Face-to-Face Meeting/Conference Call	Catherine Thomas, Jessica Espinoza and Felecia Ford
May 2019	Phase II Training Needs Assessment Survey	Internal	Questionnaire to identify an estimated number of department members requiring training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today. Results will assist in aligning Phase II system/process changes with the number of impacted members and outlining high-level training needs for each group.	FLHSMV Division Leaders	Electronic Communication	Amy Gendusa and OCM Team
May 2019	Phase II Training Needs Assessment Survey	External	Questionnaire to identify an estimated number of Tax Collectors and LPAs requiring training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today. Results will assist in aligning Phase II system/process changes with the impacted audience and outlining high-level training needs for the group.	Tax Collectors and License Plate Agents	Electronic Communication	Amy Gendusa and OCM Team
June 2019	Phase II Training Needs Assessment Survey Review	Internal/External	OCM team will review survey results regarding training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today.	FLHSMV Division Leaders, Tax Collectors and License Plate Agents	Face-to-Face Meeting	Craig Benner
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
Late July 2019	Phase II All-Hands Meeting	Internal/External	Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.	OMM Team, FLHSMV Staff Members and Tax Collector SMEs	Face-to-Face Meeting/Conference Call	Nathan Johnson
Late July 2019	Phase II Tax Collector/Dealer Services Subject Matter Experts Visit	Internal/External	Meetings for Phase II project teams with Tax Collector and Dealer Services SMEs present.	OMM Team and Tax Collector/Dealer Services SMEs	Face-to-Face Meeting/Conference Call	Catherine Thomas, Jessica Espinoza and Felecia Ford

July - August 2019	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and an informational video about the Motorist Modernization Program.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Alexis Bakofsky
<b>Training</b>						
<b>Date/Frequency</b>	<b>Title</b>	<b>Category</b>	<b>Description</b>	<b>Audience</b>	<b>Vehicle</b>	<b>Owner(s)</b>
<b>Communications</b>						
<b>Date/Frequency</b>	<b>Title</b>	<b>Category</b>	<b>Description</b>	<b>Audience</b>	<b>Vehicle</b>	<b>Owner(s)</b>
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 II Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase II 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 II 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 II 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.	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 Program 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	Koral Griggs

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.	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, Citizens	Website	Koral Griggs and FLHSMV Web Team
As Necessary	PartnerNet/SafetyNet Webpages	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
March 4-6, 2019	Phase II Focus Groups	External	Held focus group meetings with tax collectors for Portal/Fleet, Titles and Registrations, and Inventory/Globals in Titusville.	Tax Collectors Focus Group Members	Face-to-Face Meeting	Terrence Samuel, Catherine Thomas, Judy Johnson and Jessica Espinoza
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 26, 2019	Kiosk Functionality Meeting	External	Held a conference call with Tax Collectors to discuss kiosk functionality in Phase II and at Tax Collector offices.	Tax Collectors	Conference Call	Terrence Samuel, Judy Johnson, Kristin Green, Chad Hutchinson, Robert Kynoch and Desi Tatilian
March 29, 2019	PRIDE Meeting	Internal/External	Discussed next steps with vendor for creating a webservice and process improvements.	PRIDE and FLHSMV Staff	Conference Call	Terrence Samuel and Jessica Espinoza
April 1, 2019	Motor Vehicle Fraud Mitigation Working Group	Internal	Discussed 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	Provided 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
May 14, 2019	Industry Focus Group	External	Held a focus group meeting with various members and leaders of the industry to discuss Phase II Motorist Modernization efforts.	Industry Focus Group Members	Face-to-Face Meeting/Conference Call	Terrence Samuel, Koral Griggs and Jessica Espinoza
May 20 -24, 2019	IFTA/IRP Visits in Alabama and South Carolina	External	Traveled to Alabama and South Carolina and met with DMV leaders to discuss IFTA/IRP system functionalities.	IFTA/IRP Team	Face-to-Face Meeting	Kristin Green, Laura Freeman, Chad Hutchinson and Judy Johnson
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
Late July 2019	Visit to Texas DMV	Internal/External	Discuss modernization process with Texas DMV regarding their customer portal.	OMM Leadership	Face-to-Face Meeting	Terrence Samuel