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  
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
  o Financial Review
  o Project Updates
  o 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
  
  o Stephen Boley   DHSMV
  o Steve Burch     DHSMV
  o Lt. Jason Britt DHSMV
  o Diane Buck      DHSMV
  o Jay Levenstein  DHSMV
  o Lisa Cullen     Florida Tax Collectors
  o Sherri Smith    Florida Tax Collectors
  o Sgt. Derek Joseph Law Enforcement (absent)

  • Additional DHSMV members present included – Terrence Samuel, Kristin Green, Koral Griggs, Cathy Thomas, CherylIn 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.
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.
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
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 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

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

Risk state of the MM Program (Phase II)

Program governance
Benefit realization and sustainability

- As of 14 May 2019
- G3
- G2
- G1

Business case integrity
Scope management
Human resource management
Quality management
Risk management
Communications management

- P1
- P2
- P3
- P4
- P5
- P6
- P7
- P8
- P9

Project management
Processes, controls, and predictability

- T1
- T2
- T3
- T4
- T5
- T6
- T7
- T8
- T9

Technical solution
Requirements development, quality, and transition

- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

Risk state with trending

Program governance
- G3
- G2
- G1
- G4
- G5
- G6
- G7
- G8
- G9

Technical solution
- T1
- T2
- T3
- T4
- T5
- T6
- T7
- T8
- T9

- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
- Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.
- Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.
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

<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 currently behind schedule.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► The schedule performance index (SPI) is 0.945</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► 19 of 1,446 total tasks (1.31%) contained in the project schedule are late.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>► 13 of 249 total tasks (1.20%) 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 II) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.</td>
</tr>
<tr>
<td>What are the project’s future risks?</td>
<td>Unknown</td>
<td>The MM Program Team has resolved all open deficiencies 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 resolved all open deficiencies 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

- 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.

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.
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
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.
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

<table>
<thead>
<tr>
<th>Deficiency</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
## Process improvement recommendations

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Progress update / resolution</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>► 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.</td>
<td>► 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</td>
<td>► In-progress</td>
</tr>
</tbody>
</table>
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 – Jul 2018 (IVV-302AG)</td>
<td>08/14/2018</td>
<td>08/29/2018</td>
<td>08/29/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Aug 2018 (IVV-302AH)</td>
<td>09/17/2018</td>
<td>10/02/2018</td>
<td>10/01/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Sep 2018 (IVV-302AI)</td>
<td>10/18/2018</td>
<td>11/02/2018</td>
<td>11/02/2018</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Nov 2018 (IVV-302AK)</td>
<td>12/14/2018</td>
<td>01/04/2019</td>
<td>01/04/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Dec 2018 (IVV-302AL)</td>
<td>01/15/2019</td>
<td>01/30/2019</td>
<td>01/31/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Jan 2019 (IVV-302AM)</td>
<td>02/14/2019</td>
<td>02/26/2019</td>
<td>3/12/2019</td>
<td>Complete</td>
</tr>
<tr>
<td>MAR – Feb 2019 (IVV-302AN)</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-302AQ)</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-302AR)</td>
<td>06/14/2019</td>
<td>06/28/2019</td>
<td></td>
<td>Future</td>
</tr>
</tbody>
</table>
Supporting information

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

### Supporting information

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deficiencies addressed</td>
<td>► There are no open IV&amp;V deficiencies.</td>
</tr>
<tr>
<td>New deficiencies</td>
<td>► No new deficiencies identified since the last report.</td>
</tr>
<tr>
<td>Risk ratings</td>
<td>► No risk rating changes since the last report.</td>
</tr>
<tr>
<td>Maturity ratings</td>
<td>► No maturity rating changes since the last report.</td>
</tr>
<tr>
<td>Interviews conducted</td>
<td>► No interviews conducted since last report</td>
</tr>
<tr>
<td>Artifacts received</td>
<td>► Numerous artifacts received.</td>
</tr>
</tbody>
</table>

MMP2-IVV-312AQ Apr Status v2.0 Final - 20190528
Open deficiencies

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

### Supporting information

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.

<table>
<thead>
<tr>
<th>WBS</th>
<th>Title</th>
<th>Completion date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Original</td>
</tr>
<tr>
<td>3.4.10</td>
<td>Obtain Validated Requirements Approval and Signoff</td>
<td>07/30/19</td>
</tr>
<tr>
<td>3.5.14.5</td>
<td>Development Complete</td>
<td>12/03/21</td>
</tr>
<tr>
<td>3.5.15.5</td>
<td>Testing Complete</td>
<td>07/29/22</td>
</tr>
<tr>
<td>3.5.18.5</td>
<td>Decision Point - Ready to Pilot</td>
<td>08/19/22</td>
</tr>
<tr>
<td>3.5.18.7</td>
<td>Decision Point - Move to Production (Roll out)</td>
<td>11/07/22</td>
</tr>
<tr>
<td>3.5.18.12</td>
<td>Statewide Implementation Complete</td>
<td>06/05/23</td>
</tr>
<tr>
<td>3.7</td>
<td>Execution and Monitoring &amp; Control Phase Complete</td>
<td>06/12/23</td>
</tr>
<tr>
<td>4.5</td>
<td>Closeout Phase Complete</td>
<td>06/29/23</td>
</tr>
<tr>
<td>5</td>
<td>Project Complete</td>
<td>07/19/23</td>
</tr>
</tbody>
</table>

- Planned – Planned completion date (should be the same as scheduled).
- Forecast – Based on ES calculations and the current SPI.
- 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

<table>
<thead>
<tr>
<th>Overall Quality – Entire Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-May-19</td>
</tr>
<tr>
<td>8-May-19</td>
</tr>
<tr>
<td>26-Apr-19</td>
</tr>
<tr>
<td>18-Apr-19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Indicators</th>
<th>Schedule Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic schedule</td>
<td>93.5</td>
</tr>
<tr>
<td>Critical path</td>
<td>99.9</td>
</tr>
<tr>
<td>Resource allocation</td>
<td>99.1</td>
</tr>
<tr>
<td>Task durations</td>
<td>93.4</td>
</tr>
<tr>
<td>Schedule baseline</td>
<td>100.0</td>
</tr>
<tr>
<td>On time tasks</td>
<td>98.7</td>
</tr>
<tr>
<td>Summary tasks</td>
<td>100.0</td>
</tr>
<tr>
<td>Milestone tasks</td>
<td>96.4</td>
</tr>
<tr>
<td>Normal tasks</td>
<td>94.4</td>
</tr>
<tr>
<td>Resources</td>
<td>99.1</td>
</tr>
</tbody>
</table>

- 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: 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

Key Indicators

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

Schedule Parameters

- 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 budget
Total project funding

Total project budget versus actual expenditures

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Budget</th>
<th>Total Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-17</td>
<td>$0</td>
<td>$0</td>
</tr>
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<td>Aug-17</td>
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<td>Sep-17</td>
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<td>Nov-17</td>
<td>$4,000</td>
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<td>Dec-17</td>
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<td>Jan-18</td>
<td>$6,000</td>
<td>$6,000</td>
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<tr>
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<td>$7,000</td>
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<tr>
<td>Mar-18</td>
<td>$8,000</td>
<td>$8,000</td>
</tr>
</tbody>
</table>

Thousands
Project budget
Contract staff funding

Total contract staff budget versus actual expenditures

- Total contracted staff - budget
- Total contracted staff - actual
- Cumulative total contracted staff - budget
- Cumulative total contracted staff - actual
Project budget
OCO funding

Supporting information

Total OCO budget versus actual expenditures

Thousands

<table>
<thead>
<tr>
<th>Month</th>
<th>Total OCO - budget</th>
<th>Total OCO - actual</th>
<th>Cumulative total OCO - budget</th>
<th>Cumulative total OCO - actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-17</td>
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<td>Apr-18</td>
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<td>May-18</td>
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<td>Apr-19</td>
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</tr>
</tbody>
</table>
Project budget
Other items funding

Supporting information

Total other items budget versus actual expenditures

Thousands

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

Supporting information

Total IV&V services budget versus actual expenditures

Thousands

$0
$100
$200
$300
$400
$500
$600
$700
$800

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

Total IV&V services - budget
Total IV&V services - actual
Cumulative total IV&V services - budget
Cumulative total IV&V services - actual
Project budget
Budget and actual distribution

Supporting information

Budget distribution

- DHSMV staff
- Contracted staff
- Expense
- OCO
- Other items
- IV&V

Actual distribution

- DHSMV staff
- Contracted staff
- Expense
- OCO
- Other items
- IV&V

DHSMV staff
$0
0%

Contracted staff
$8,360,262
88%

Expense
$304,230
3%

OCO
$29,258
1%

Other items
$0
0%

IV&V
$780,430
8%

DHSMV staff
$0
0%

Contracted staff
$6,718,566
89%

Expense
$155,445
2%

OCO
$21,458
0%

Other items
$0
0%

IV&V
$674,620
9%
<table>
<thead>
<tr>
<th>Team</th>
<th>Item #</th>
<th>Description</th>
<th>Submit Date</th>
<th>Decision Needed By Date</th>
<th>Impact</th>
<th>DEC Recommendation</th>
<th>AB Date</th>
<th>ESC Decision/Notes</th>
<th>Status</th>
<th>Close Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>POR</td>
<td>8</td>
<td>Request to allow the issuance of permanent decals for tribal registrations.</td>
<td>11/20/2018</td>
<td>12/6/2019</td>
<td>Decisions made after the first iteration due date will result in a change request.</td>
<td>11/11/2018 Update</td>
<td>Board suggested that we ask the tribes if they are interested in permanent decals.</td>
<td>POR</td>
<td>Under review</td>
<td>6/6/2019</td>
</tr>
<tr>
<td>POR</td>
<td>11</td>
<td>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.</td>
<td>01/09/2019</td>
<td>02/07/2019 Update</td>
<td>This item will be added to the legal opinion document.</td>
<td>02/25/2019 Update</td>
<td>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.</td>
<td>POR</td>
<td>Under review</td>
<td>6/6/2019</td>
</tr>
<tr>
<td>Team</td>
<td>Item #</td>
<td>Description</td>
<td>Submit Date</td>
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<td>Close Date</td>
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<tr>
<td>POR</td>
<td>11</td>
<td>Continued…</td>
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<td></td>
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<td>Meeting held with Robert Kynoch to discuss issuance of permanent plates for tribes.</td>
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<td>6/6/2019</td>
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<td>The department will move forward with seeking legislation to allow for the issuance of permanent plates.</td>
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<tr>
<td>DSERV</td>
<td>5</td>
<td>The Dealer Services Team would like a decision on how they should proceed with documenting</td>
<td>5/8/2019</td>
<td>5/23/2019</td>
<td></td>
<td></td>
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<td></td>
<td>Under Review</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>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.</td>
<td></td>
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<td></td>
<td>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.</td>
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<td>Robert Kynoch will get back with ESC on this decision.</td>
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</tbody>
</table>
# 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>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>$2,500,000</td>
<td>$1,514,762</td>
<td>$619,186</td>
<td>$61,478</td>
<td>-</td>
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<tr>
<td>2015-2016</td>
<td>$6,362,609</td>
<td>$5,468,933</td>
<td>$479,280</td>
<td>$382,501</td>
<td>$31,895</td>
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<tr>
<td>2017-2018</td>
<td>$9,857,775</td>
<td>$8,506,720</td>
<td>$479,280</td>
<td>$865,000</td>
<td>$6,775</td>
</tr>
<tr>
<td>2018-2019</td>
<td>$7,536,000</td>
<td>$6,976,720</td>
<td>$479,280</td>
<td>$80,000</td>
<td>-</td>
</tr>
<tr>
<td>2019-2020</td>
<td>$2,323,620</td>
<td>$2,303,620</td>
<td></td>
<td>$20,000</td>
<td>-</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$37,329,355</strong></td>
<td><strong>$32,678,267</strong></td>
<td><strong>$2,536,306</strong></td>
<td><strong>$1,745,667</strong></td>
<td><strong>$64,541</strong></td>
</tr>
</tbody>
</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):** $802K
- **OCO:** $15K

Remaining:
- **Contracted Services:** $80,000
- **IV&V Services:** $479,280
- **Expense (Software, Travel):** $360K

---

**Budget and Actuals: Current Fiscal Year through May 2019**
<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2018-2019 Total Funding</td>
<td>$7,536,000</td>
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<tr>
<td>Fiscal Year to Date</td>
<td>$6,614,360</td>
<td>$6,614,360</td>
<td>0%</td>
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<tr>
<td>Month to Date (May 2019)</td>
<td>$414,273</td>
<td>$414,273</td>
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<tr>
<td>Remaining Funds</td>
<td>$921,640</td>
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<tr>
<td>Fiscal Year</td>
<td>Total Request</td>
<td>Contracted Services</td>
<td>IV&amp;V Services</td>
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<td>---------------</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$4,132,180</td>
<td>$3,575,240</td>
<td>$357,190</td>
</tr>
<tr>
<td>2018-2019</td>
<td>$5,037,000</td>
<td>$4,455,960</td>
<td>$423,240</td>
</tr>
<tr>
<td>2019-2020</td>
<td>$13,742,200</td>
<td>$9,715,960</td>
<td>$423,240</td>
</tr>
<tr>
<td>2020-2021</td>
<td>$7,619,700*</td>
<td>$6,915,960</td>
<td>$423,240</td>
</tr>
<tr>
<td>2021-2022</td>
<td>$6,036,700*</td>
<td>$5,580,460</td>
<td>$423,240</td>
</tr>
<tr>
<td>2022-2023</td>
<td>$2,906,700*</td>
<td>$2,479,460</td>
<td>$423,240</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$39,474,480</strong>*</td>
<td><strong>$32,723,040</strong></td>
<td><strong>$2,473,390</strong></td>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through March 2019

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

- **Contracted Services:** $4,255,960
- **IV&V Services:** $423,240
- **Expense (Software, Travel):** $7,800
- **OCO:** $150,000

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

- **Contracted Services:** $3.2M
- **IV&V Services:** $35K
- **Expense (Software, Travel):** $150K
- **OCO:** $8K

- Remaining: $1.2M, $387K, $150K, $8K
## Budget and Actuals

### Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2018-2019 Total Funding</td>
<td>$5,037,000</td>
<td>$3,602,227</td>
<td>0%</td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$3,602,227</td>
<td>$3,602,227</td>
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<tr>
<td>Month to Date (May 2019)</td>
<td>$198,970</td>
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<tr>
<td>Remaining Funds</td>
<td>$1,434,773</td>
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</tbody>
</table>
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

| Risk 103 – CM | Craig Benner | IF a long-term owner isn’t identified for LETTERS, THEN there is a chance that letters will not maintain consistency due to changes after OMM Phase I Go-Live. | Low | Mitigation:  
MAY: Identify an owner.  
6/6/19: Owners for letters have been identified. MS will own all letters except BAR. OGC will own BAR letters. A working group within MS will be set up to address the process to maintain consistency of letters post go-live. |
|---|---|---|---|---|
| Risk 104 – CM | Craig Benner | IF a new business process and training is NOT developed for CSC to deal with the new MyDMV Portal log-on process, THEN CSC may have difficulty with MyDMV Portal customer override and disassociation process. | Low | Mitigation:  
MAY: OCM has scheduled a discussion on 5/16 to establish a process for customer identity verification in general to avoid identity fraud and determine/confirm the area that will be responsible for this new process.  
5/16/19: Established working group to address issue.  
6/6/19: A working group began meeting the week of 6/3. |
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*
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?
Motorist Modernization - Phase II Traffic Light Report
Current Stage: Requirements Validation
As of May 31, 2019

<table>
<thead>
<tr>
<th>Team 1 - Dealer License</th>
<th>Team 2 - Portal/Fleet</th>
<th>Team 3 - IFTA/IRP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increment 3 - Dealer Licensing</td>
<td>Increment 2 - Parking Permits, Titles, Dealer Services, High Speed, eCommerce, Kiosk, Electronic Title &amp; Registration</td>
<td>Increment 2 - COTS Integration Design</td>
</tr>
<tr>
<td>Due Date: 5/28/2019</td>
<td>Due Date: 5/24/2019</td>
<td>Due Date: 5/17/2019</td>
</tr>
<tr>
<td>% Complete: 100%</td>
<td>% Complete: 100%</td>
<td>% Complete: 100%</td>
</tr>
<tr>
<td>Action Items: Green</td>
<td>Action Items: Green</td>
<td>Action Items: Green</td>
</tr>
<tr>
<td>Legacy Code: Red</td>
<td>Legacy Code: Yellow</td>
<td>Legacy Code: N/A</td>
</tr>
<tr>
<td>Estimation: Green</td>
<td>Estimation: Green</td>
<td>Estimation: Green</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Team 4 - Titles</th>
<th>Team 5 - Registrations</th>
<th>Team 6 - Globals/Batch/Inventory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increment 3 - Salvage, Batch (ELT, Batch Title Print, etc.), Title Imaging, Reporting, Admin</td>
<td>Increment 3 - Dealer, Reg Stops, Parking Permits, Reports</td>
<td>Increment 3 - Admin (Admin, Batch)</td>
</tr>
<tr>
<td>Due Date: 6/4/2019</td>
<td>Due Date: 6/11/2019</td>
<td>Due Date: 5/28/2019</td>
</tr>
<tr>
<td>% Complete: 100%</td>
<td>% Complete: 99%</td>
<td>% Complete: 100%</td>
</tr>
<tr>
<td>Action Items: Green</td>
<td>Action Items: Green</td>
<td>Action Items: Green</td>
</tr>
<tr>
<td>Legacy Code: Red</td>
<td>Legacy Code: Red</td>
<td>Legacy Code: Red</td>
</tr>
<tr>
<td>Estimation: Green</td>
<td>Estimation: Green</td>
<td>Estimation: Green</td>
</tr>
</tbody>
</table>

% Complete: % complete of requirements validation for current Increment
Action Items: % of overdue team action items
Legacy Code: % of as-is processes scheduled to be documented for the Increment
Estimation: % of completed user stories with overdue estimations

Due Date: 5/28/2019
Due Date: 5/24/2019
Due Date: 5/17/2019
Due Date: 6/4/2019
Due Date: 6/11/2019
Due Date: 5/28/2019
% Complete: 100%
% Complete: 100%
% Complete: 100%
% Complete: 99%
% Complete: 100%
% Complete: 100%
Action Items: Green
Action Items: Green
Action Items: Green
Action Items: Green
Action Items: Green
Action Items: Green
Legacy Code: Red
Legacy Code: Yellow
Legacy Code: Red
Legacy Code: Red
Legacy Code: Red
Legacy Code: Red
Estimation: Green
Estimation: Green
Estimation: Green
Estimation: Green
Estimation: Green
Estimation: Green
< 10% overdue
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### Motorist Modernization Phase II Communications Plan

This plan covers March - August 2019

#### 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>April 16, 2019</td>
<td>Phase II All-Hands Meeting</td>
<td>Internal/External</td>
<td>Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.</td>
<td>OMM Team, FLHSMV Staff Members and Tax Collector SMEs</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Nathan Johnson</td>
</tr>
<tr>
<td>April 16 - 18, 2019</td>
<td>Phase II Tax Collector/Dealer Services Subject Matter Experts Visit</td>
<td>Internal/External</td>
<td>Meetings for Phase II project teams with Tax Collector and Dealer Services SMEs present.</td>
<td>OMM Team and Tax Collector/Dealer Services SMEs</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Catherine Thomas, Jessica Espinoza and Felecia Ford</td>
</tr>
<tr>
<td>May 2019</td>
<td>Phase II Training Needs Assessment Survey</td>
<td>Internal</td>
<td>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.</td>
<td>FLHSMV Division Leaders</td>
<td>Electronic Communication</td>
<td>Amy Gendusa and OCM Team</td>
</tr>
<tr>
<td>May 2019</td>
<td>Phase II Training Needs Assessment Survey</td>
<td>External</td>
<td>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.</td>
<td>Tax Collectors and License Plate Agents</td>
<td>Electronic Communication</td>
<td>Amy Gendusa and OCM Team</td>
</tr>
<tr>
<td>June 2019</td>
<td>Phase II Training Needs Assessment Survey Review</td>
<td>Internal/External</td>
<td>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.</td>
<td>FLHSMV Division Leaders, Tax Collectors and License Plate Agents</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</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>
<tr>
<td>Late July 2019</td>
<td>Phase II All-Hands Meeting</td>
<td>Internal/External</td>
<td>Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.</td>
<td>OMM Team, FLHSMV Staff Members and Tax Collector SMEs</td>
<td>Face-to-Face Meeting/Conference Call</td>
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<td>Catherine Thomas, Jessica Espinoza and Felecia Ford</td>
</tr>
</tbody>
</table>
## 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**

<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>
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</thead>
<tbody>
<tr>
<td><strong>Training</strong></td>
<td></td>
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<td></td>
<td><strong>Communications</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Date/Frequency</strong></td>
<td><strong>Title</strong></td>
<td><strong>Category</strong></td>
<td><strong>Description</strong></td>
<td><strong>Audience</strong></td>
<td><strong>Vehicle</strong></td>
<td><strong>Owner(s)</strong></td>
</tr>
<tr>
<td><strong>Bi-Weekly</strong></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><strong>Monthly</strong></td>
<td>Phase II Advisory Board</td>
<td>Internal/External</td>
<td>Monthly meeting open to the public to present updates, information and changes to the Phase II 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><strong>Weekly</strong></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><strong>Weekly</strong></td>
<td>Phase II 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 II 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><strong>Weekly</strong></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><strong>Weekly</strong></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><strong>As Necessary</strong></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, Conference Call, Electronic Communication</td>
<td>Koral Griggs, Terrence Samuel, Senior Business Analysts</td>
</tr>
<tr>
<td><strong>Bi-Weekly</strong></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.</td>
<td>FLHSMV Communications Team</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
</tr>
<tr>
<td><strong>Monthly</strong></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><strong>Quarterly</strong></td>
<td>ORION Hub Newsletter</td>
<td>External/Internal</td>
<td>Quarterly newsletter consisting of various articles related to the Motorist Modernization Program 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><strong>Quarterly</strong></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>Koral Griggs</td>
</tr>
<tr>
<td>Frequency</td>
<td>Communication</td>
<td>Target Audience</td>
<td>Purpose</td>
<td>Contact Person(s)</td>
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<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.</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, Citizens</td>
<td>Website</td>
<td>Koral Griggs and FLHSMV Web Team</td>
</tr>
<tr>
<td>As Necessary</td>
<td>PartnerNet/SafetyNet Webpages</td>
<td>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>
</tr>
<tr>
<td>March 4-6, 2019</td>
<td>Phase II Focus Groups</td>
<td>External</td>
<td>Held focus group meetings with tax collectors for Portal/Fleet, Titles and Registrations, and Inventory/Globals in Titusville.</td>
<td>Tax Collectors Focus Group Members</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel, Catherine Thomas, Judy Johnson and Jessica Espinoza</td>
</tr>
<tr>
<td>March 6, 2019</td>
<td>Motor Vehicle Fraud Mitigation Working Group</td>
<td>Internal</td>
<td>Discussed the status of upcoming WRAPS and provided updates for Motorist Modernization Phase I and Phase II.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Catherine Thomas</td>
</tr>
<tr>
<td>March 26, 2019</td>
<td>Kiosk Functionality Meeting</td>
<td>External</td>
<td>Held a conference call with Tax Collectors to discuss kiosk functionality in Phase II and at Tax Collector offices.</td>
<td>Tax Collectors</td>
<td>Conference Call</td>
<td>Terrence Samuel, Judy Johnson, Kristin Green, Chad Hutchinson, Robert Kynoch and Desi Tatilian</td>
</tr>
<tr>
<td>March 29, 2019</td>
<td>PRIDE Meeting</td>
<td>Internal/External</td>
<td>Discussed next steps with vendor for creating a webservice and process improvements.</td>
<td>PRIDE and FLHSMV Staff</td>
<td>Conference Call</td>
<td>Terrence Samuel and Jessica Espinoza</td>
</tr>
<tr>
<td>April 1, 2019</td>
<td>Motor Vehicle Fraud Mitigation Working Group</td>
<td>Internal</td>
<td>Discussed the status of upcoming WRAPS and provide updates for Motorist Modernization Phase I and Phase II.</td>
<td>FLHSMV Staff</td>
<td>Face-to-Face Meeting</td>
<td>Catherine Thomas</td>
</tr>
<tr>
<td>Date</td>
<td>Event Type</td>
<td>Description</td>
<td>Group Members</td>
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<tr>
<td>May 1, 2019</td>
<td>IT Coalition Meeting</td>
<td>Provided updates on Motorist Modernization Phase I to the IT Coalition and various Tax Collector members in Tampa.</td>
<td>IT Coalition Face-to-Face Meeting Terrence Samuel, Judy Johnson and Chad Hutchinson</td>
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</tr>
<tr>
<td>May 14, 2019</td>
<td>Industry Focus Group</td>
<td>Held a focus group meeting with various members and leaders of the industry to discuss Phase II Motorist Modernization efforts.</td>
<td>Industry Focus Group Members Face-to-Face Meeting/Conference Call Terrence Samuel, Koral Griggs and Jessica Espinoza</td>
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<tr>
<td>May 20 -24, 2019</td>
<td>IFTA/IRP Visits in Alabama and South Carolina</td>
<td>Traveled to Alabama and South Carolina and met with DMV leaders to discuss IFTA/IRP system functionalities.</td>
<td>IFTA/IRP Team Face-to-Face Meeting Kristin Green, Laura Freeman, Chad Hutchinson and Judy Johnson</td>
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</tr>
<tr>
<td>June 10, 2019</td>
<td>Department of Revenue Tax Collector Training</td>
<td>Provide a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.</td>
<td>Tax Collectors Face-to-Face Meeting Terrence Samuel</td>
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</tr>
<tr>
<td>Late July 2019</td>
<td>Visit to Texas DMV</td>
<td>Discuss modernization process with Texas DMV regarding their customer portal.</td>
<td>OMM Leadership Face-to-Face Meeting Terrence Samuel</td>
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</tbody>
</table>