



Motorist Modernization

Motorist Modernization Advisory Board – Phase II Monthly Meeting June 12, 2018 Neil Kirkman Building, Conference Room B-202 2900 Apalachee Parkway, Tallahassee Florida 32399

e Parkway, Tallahassee Florida 32399 2:30 – 4:00 p.m., EST

Invitees

Stephen Boley
Lt. Jason Britt
Diane Buck
Jay Levenstein
Trisha Williams
Lisa Cullen
Leticia Torres
Det. Sgt. Ivan Doobrow
TBD
Christie Utt

Representing

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

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
 - Project Updates
- Communications Update
- Q&A
- Adjourn



MOTORIST MODERNIZATION ADVISORY BOARD PHASE II

Monthly Meeting Minutes
Kirkman Building Conference Room B-203
May 8, 2018
2:30 to 4 p.m., EST

WELCOME AND INTRODUCTIONS

• The meeting was called to order at 2:29 p.m. Ms. Kristin Green began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

Advisory Board Phase II members included

Stephen BoleyLt. Jason BrittDHSMV

Diane Buck
 DHSMV (via phone)

Jay LevensteinTrisha WilliamsDHSMV

Lisa Cullen
 Florida Tax Collectors (via phone)

Leticia Torres
 Florida Tax Collectors

Det. Sgt. Ivan Doobrow
 Law Enforcement (via phone)

- Additional DHSMV members present included Terrence Samuel, Kristin Green, Koral Griggs, Chad Hutchinson, Janis Timmons, Felecia Ford, Catherine Thomas, Laura Freeman, Jessica Espinoza, Judy Johnson, Scott Morgan and Cheryln Dent. Patty Turnage and Jonathan Sanford from the Office of the General Counsel also attended.
- Visitors present included Colin Stephens and Alyene Calvo from Ernst & Young. Also, Nathan Johnson and Michelle McGinley from Accenture. Brandon Shelley and Andrew Bell from Florida Auto Tag Agencies were also present.

OVERVIEW OF THE SUNSHINE LAW

- Mr. Paul Vasquez filled in for Christie Utt and presented an overview of the Sunshine Law. Key items included:
 - Open government meetings must be open to the public, reasonable notice of the meetings must be given and meeting minutes must be taken and promptly recorded.
 - Public records extend to electronic communication, as well as written, and shall be made available to copy under reasonable conditions.
 - Public records must be requested in writing and must be disclosed in the original form as kept by the agency. It is not an ongoing requirement to produce records, only if they are available at the time requested.
 - o Confidential information may not be disclosed.
 - Public records do have retention schedules and must be maintained and kept for the period of time designated by the agency.



REVIEW OF MEETING MINUTES

 Ms. Koral Griggs reviewed the meeting minutes from April 10, 2018. One correction was identified. A motion to approve the minutes was accepted by the board members and the April 10, 2018, meeting minutes were approved.

IV&V UPDATE

• Ms. Alyene Calvo presented an overview of the March 2018 report. The risk state was amber with the cube displaying four amber facets and two deficiencies still open. 12 of 1,487 tasks were late, which was less than the 15 late tasks last month. The Scheduling Performance Index was .932. The Cost Performance Index was 1.000. There were not enough EVM data points to accurately calculate future milestone completion dates. The resourcing concerns identified in the baseline report had already been addressed. Due to a change request, tasks were added to the schedule for Phase II from Phase I to link dependencies in key areas. Updates were also made to the resourcing plans. The schedule quality was 96.2.

MOTORIST MODERNIZATION PHASE II UPDATE

 Mr. Terrence Samuel stated the teams were in the requirements gathering process, with the validation process forthcoming.

PROJECT UPDATES

- Mr. Nathan Johnson presented an overview of the Phase II Traffic Light Report. All six teams completed the "as is" system documentation and began work on the process flows, screen mock-ups, user stories and business rules for the new system. The "as is" system documentation, along with suggestions gathered from the Business Analysts, had been documented in the initial GAP analysis report. Three teams have Tax Collector representatives on their teams to cover as business SMEs. These Tax Collector representatives visited on-site recently and many "to be" tasks were completed. The Business rules for Uniface were trending late. An additional Uniface developer was hired, and a third Uniface resource would be brought on to look at these rules. Tasks for the COBOL batch jobs were completed ahead of schedule and were currently under review.
- Dealer Services Ms. Felecia Ford stated the team was working on process flows and mock-ups. The Uniface was approximately 50 percent complete. The team began to update in Blueprint and add user stories. The Business partners were working with the team to identify "to be" processes.
- Title and Registration Ms. Catherine Thomas stated the team was working on "to be" processes and flows, user stories, screen mock-ups and documenting items in Blueprint. There was ample participation from the Tax Collector SMEs in team meetings, which were currently held twice daily.
- IFTA/IRP Ms. Laura Freeman stated the team was meeting twice a week. The team was working on "to be" processes, with 66 user stories and 64 flow charts drafted. 85



percent of the "to be" process flows were completed. The RFI was submitted in February and closed in March. Four demos should be completed by the end of May.

- Mr. Terrence Samuel stated it was being discussed which system we would purchase in the future.
- Globals/Batch Ms. Jessica Espinoza stated 30 percent of the user mock-ups were completed. Ms. Espinoza stated the meeting with the Tax Collector SMEs had been helpful to the team. The team was focusing on reviewing process flows and writing user stories. The team began meeting three times a week.
- Portal/Fleet Ms. Judy Johnson stated the team continues to meet weekly. The team
 wrapped up registration services and parking permit services. The team continued to
 gather information on parking permits and automating the process for the parking permit
 authorization certification form from the doctor. The team continued to work on title
 services to see what information would need to be included in the new MyDMV Portal.
 Ms. Johnson stated the team was currently on schedule to meet the deadline.
 - Mr. Terrence Samuel discussed mobile driver licenses and working with Tax Collectors on having kiosks in the future.

FINANCIAL REVIEW

• Ms. Janis Timmons provided a Phase I and Phase II financials update. The budget for Phase I for the 2017-2018 fiscal year is \$9.8M and \$7.5M for the 2018-2019 fiscal year. As of April 30, 2018, the actual expenditures for Phase I were \$7.7M. 80 percent was expended on contracted services and IV&V and the remaining expenses were less than the previous month. The OCO was fully expended. For Phase II, the budget for the 2017-18 fiscal year is \$4.1M and over \$5M for the 2018-2019 fiscal year. As of April 30, the actual expenditures were \$1.4M. 30 percent was expended on contracted services, 70 percent was expended on IV&V and the remaining expenses were \$44K. The OCO was fully expended. The budget to actual variance for the fiscal year to date is .27 percent. The spend plan for Phase II is on track overall.

POLICY & DECISION REVIEW

- POR02 Fleet Services Ms. Judy Johnson stated the team needs assistance in defining the scope of the fleet services functionality within the Portal. Ms. Johnson stated Sunshine State performs registration and title transactions for entities that have many vehicles. They have a screen scrape technology to automate the fleet plate process. The team wants a better solution for this fleet process. Ms. Johnson stated banks and credit unions want the ability to issue a temporary tag after they repossess a vehicle. Ms. Johnson also discussed leasing companies wanting temporary tags when they drive vehicles out-of-state and back. The team did not get an affirmative decision from the ESC because they wanted more information.
 - Mr. Terrence Samuel asked if the team needed input from the Board members on defining fleet.
 - o Ms. Johnson stated the team needed to define "fleet," as well as get clarification on whether we should offer these services to the banks and credit unions, etc.
 - Lt. Jason Britt asked if the banks and credit unions currently go to the Tax Collectors for temporary tags.
 - Ms. Johnson stated currently the banks would take the paperwork into Tax Collector offices to have it completed.



- Lt. Britt asked how often this occurs throughout the state.
- o Ms. Johnson stated the team currently does not have any numbers.
- Ms. Lisa Cullen stated temporary tags were a frequent transaction between the Tax Collectors and the banks and credit unions. Ms. Cullen was concerned with fraud and asked if a paper tag would be issued to the banks and credit unions.
- Ms. Johnson stated the paper tags would be the same as what is printed through ETR currently.
- Lt. Britt agreed with Ms. Cullen. He asked if we were going to open the doors up to printing temporary tags for personal vehicle sales. He commented that would be a lot of driving back and forth for leasing companies to have to do.
- Ms. Leticia Torres stated the Tax Collectors have a lot of lenders that send customers who are interested in a temporary tag, but do not have all the needed information.
- Ms. Cullen asked if we would want to consider an alternative process with the leasing companies, like statutorily expanding a transporter tag. She stated she would not want us to recreate the ETR system just so others can issue tags.
- Ms. Johnson stated the actual processing of the transactions would not be different than how it is now for EFS/ETR.
- Ms. Cullen asked if it would be better for the banks and credit unions to be able to go onto the ETR system.
- Ms. Johnson stated that would be a possibility and she would discuss with the team further.
- Lt. Britt stated he does not know how much better that would work for the banks and credit unions. He asked if the leasing companies were purchasing directly from the manufacturer.
- Ms. Johnson confirmed.
- Lt. Britt asked how the leasing companies were currently doing business.
- Ms. Johnson stated she was unsure what the companies were currently putting on the vehicles to get them returned. She stated she was unsure how much it would cost and what the companies normally do to get the vehicles shipped back to Florida.
- o Mr. Andrew Bell with Florida Auto Tag Agencies stated they currently have a customer who would be affected by this. He stated there were two ways these types of transactions take place. Mr. Bell stated the first way these transactions occur is the leasing companies purchase a vehicle from a manufacturer, put a temporary tag on from the dealer's license and the vehicle will go straight to who they are leasing it out to. The issue with this is the transaction is never through the dealership directly. Mr. Bell stated the other way these transactions occur is the manufacturer wholesales to their dealer, the dealer issues a temporary tag and then the vehicle is retailed to the rental company. He stated the disadvantage to this is the vehicle appears used according to the finances even though it is new. Mr. Bell stated that due to restrictions, Florida Auto Tag Agencies has to force the companies to go through the wholesale process. Mr. Bell stated having a more formal and inclusive system would make it much easier for compliance purposes.
- Ms. Lisa Cullen stated statutorily, an independent dealer would have to sell the car as used.
- o Mr. Bell stated the issue is the same entity has both a leasing company and a dealer's license, so this topic would only apply to the leasing company aspect.
- o Lt. Britt asked if this was a legislative issue that needed to be addressed.



- Ms. Johnson confirmed.
- Ms. Cullen asked for clarification on the Sunshine State Screen Scrape.
- Ms. Johnson stated that Sunshine State has a system that mimics key strokes of a person typing in the information, and it formats and populates the information on the screen. Ms. Johnson stated that was why they were able to process high volume transactions; however, whenever we make changes to our application, it breaks their system.
- Ms. Cullen asked if we could piggy-back off something we are already doing similar to the kiosks and create a lineated file.
- Ms. Johnson confirmed we could do something like that; however, we would be dealing with real title and registration transactions. She stated we could still leverage the functionality for EFS/ETR.
- Ms. Cullen asked if the number of vehicles that constitute a fleet was statutorily set.
- Ms. Johnson stated she was unsure if it was statutorily set, but it was referenced in the procedures document.
- Ms. Cullen stated we may need to revisit that.
- Ms. Johnson stated another concern with fleet is there has to be identification and markings on the vehicles. She stated some rental car agencies would not qualify because they do not have these markings. Ms. Johnson stated many of those rental car agencies currently use the Sunshine State system.
- Mr. Terrence Samuel stated we would take this feedback to the ESC for further discussion.
- POR03 Motor vehicle record sales (MVRN Report) Ms. Judy Johnson stated DHSMV currently processes these requests manually. Ms. Johnson requested to authorize these reports through the Portal to automate process.
 - o Ms. Lisa Cullen asked who buys these reports.
 - o Ms. Johnson stated she was not sure who end customers are.
 - o Mr. Andrew Bell stated dealers were typically the end users.
 - Lt. Jason Britt asked what information is obtained.
 - Mr. Bell stated a list of VIN numbers.
 - Ms. Johnson stated the report pertains to the history and registration of one specific vehicle.
 - Ms. Cullen stated she could not make a decision on this until there is more information on the reports.
 - Ms. Diane Buck agreed and asked how many reports are completed.
 - Ms. Johnson stated Robert Kynoch should get back to the team with that information.
- POR04/POR05 Ms. Judy Johnson stated both items involve providing title services through the Portal.
 - Ms. Johnson stated POR04 involves a request submitted to the team to allow the seller and buyer to complete and verify all information required for a title transfer online with electronic signatures for processing of title transfers via the Portal.
 - Ms. Johnson stated POR05 involves a request to consider exploring a secure system, which allows a 100 percent online process for transferring titles, and obtaining registrations for two vehicles currently titled in Florida. The team could pair this with the ELT system to ensure the title is free of liens. Ms. Johnson stated it would allow for the uploading of documents and the accepting of payments (credit card or check). This process could set up some type of work



queue on the backend the Tax Collector staff would work with and also send notifications to the vehicle owner as the paperwork is processed and approved. Ms. Johnson stated they may require customers to have a MyDMV Portal account before they could use the system. The customer would also be able to have the resulting title or registration Fed Ex'd to them the next business day. Ms. Johnson stated the system should send a notice to the prior owner or registrant that ownership had been transferred. Ms. Johnson stated she would like to see something similar for the MCOs. The wet e-odometer form would be something the team would need to overcome.

- The team was concerned about the exchange of a title between two people online and not in person. The team brought these issues to the ESC who wanted the team to pursue looking into the efforts to do this online.
 - Ms. Diane Buck asked if this pertains to casual sale.
 - Ms. Johnson confirmed. She stated there is not any limit to what titles could be held electronically. Ms. Johnson stated the team would need suggestions on the issue of a paper title floating around if it is exchanged online.
 - Ms. Cullen asked if the same verification would be used as the MyDMV Portal account to verify the owner of the vehicle.
 - Ms. Johnson stated both users would need Portal accounts or possibly mobile driver licenses.
 - Lt. Britt asked if this would be only for in-state transactions or any state.
 - Ms. Johnson stated this would be for a vehicle titled in Florida and not coming from another state.
 - Ms. Cullen asked how the mobile driver license would come into play.
 - Ms. Johnson stated the mobile driver license would make the identity of the individual more secure.
 - Ms. Cullen asked if they were unsure how to get over the e-odometer signatures.
 - Ms. Johnson confirmed.
 - Mr. Terrence Samuel stated Robert Kynoch was working on this issue.
 - Ms. Cullen stated there were too many unknowns to expend the resources for creating this at the moment.
 - Ms. Leticia Torres asked if a title could be rejected instantly.
 - Ms. Sonia Nelson stated as far as the validity of the sale and transfer is concerned, we would have the same information and required documentation.
 - Ms. Buck stated we need to think about casual sales or transfers falling through for one reason or another. She asked how we would handle registrations and voided transactions online.
 - Mr. Samuel suggested having a joint meeting with the Title and Registration and Portal teams to discuss. The Advisory Board members agreed.
- REG01 For a residential address change on a MV transaction, are we going to force
 the customer to get a replacement DL? Ms. Catherine Thomas stated after ESC
 discussion, a request was made to get statistics from Kevin Gray and Natasha White
 from FDLIS as to how many people change their address on their MV transaction and
 not their address on their driver license at the same time. The team wanted to see what
 the estimated cost would be to send out notifications to the customer versus an email
 notification.



- Lt. Britt stated statutorily you have to have a current address for both motor vehicle and driver license.
- Ms. Thomas confirmed the person has 30 days from the date they moved to get a new license.
- Ms. Cullen asked if we would require both addresses to change at the same time.
- Ms. Thomas stated the Advisory Board agreed with the ESC to let the customer know they have 30 days to change addresses and a notification would be sent.
 She stated the team wanted to know if the notification would be sent via email.
- o Ms. Cullen stated we could require an email address from the customer.
- o Ms. Buck stated she was concerned with customers not receiving these emails.
- Mr. Stephen Boley stated he was not sure if we could legally force them to change both addresses at once.
- Lt. Britt asked if there could be something we could give to a customer who does not have money at the time to change the address.
- Ms. Judy Johnson stated a paper reminder could be printed at the time of the transaction with the email as a reminder.
- Ms. Cullen agreed with Ms. Johnson's idea. She stated sometimes the Tax Collectors get transactions from dealers where the customer had an address change, but the customer is not there for the driver license portion.
- Lt. Britt asked if getting back to the customer on that would be the dealer's responsibility.
- Ms. Cullen stated that was one reason a paper reminder would be helpful, so it could be sent with the registration and title receipts, so the dealer could get back with the customer.
- REG04 Should the system do a NMVTIS check prior to approval of a renewal? Ms.
 Catherine Thomas stated the team wanted to contact AAMVA about this. The team
 wanted to start doing NMVTIS checks on all renewals due to fraud purposes.
 - Ms. Cullen was concerned if AAMVA could handle that kind of traffic and NMVTIS was currently down.
 - Ms. Buck stated unless NMVTIS was down and there was a way to bypass it.
 She agreed with Ms. Cullen and does not want to slow down process.
 - Ms. Cullen stated she thinks this process would catch a lot of fraud but was concerned with the process being slow or completely stopping the system.
 - Ms. Torres asked about catching temporary tags.
 - Ms. Thomas stated the team would have to see what inquiries AAMVA would consider.
 - Mr. Terrence Samuel stated we would bring this back to the Advisory Board once we get information back from AAMVA.
- TLE01 Should the MV Issuance system pre-populate the vehicle information based on data retrieved from VINtelligence? – Ms. Catherine Thomas stated both the Advisory Board and ESC recommended the clerk key information in manually. Ms. Thomas stated a meeting will be set up with the ESC members and the Motor Vehicle Fraud Unit to go over the details of VINtelligence.
- TLE02 Should the Phase II teams investigate providing the ability to transfer a title online? - Ms. Catherine Thomas stated this item would be combined with POR04 and POR05.
- INV01 Decals and GDCs Ms. Jessica Espinoza stated the ESC determined this item would be tabled for now and removed from the decision document.



COMMUNICATIONS UPDATE

There was no communications update at the meeting.

STAKEHOLDER OUTREACH

 Mr. Terrence Samuel discussed the success of the meeting with the Global/Inventory and Title and Registration teams and the Tax Collector SMEs and subject matter experts.

QUESTIONS FROM THE PUBLIC

- Mr. Andrew Bell asked Ms. Thomas if there could be a flag in the system if duplicate information was entered for customer.
 - o Ms. Catherine Thomas confirmed the team was already working on this.
- Mr. Bell asked if the clearing of toll stops would be included in the system.
 - Ms. Judy Johnson believed there was a project occurring involving development of a real-time interface with the toll authorities to be able to send stop information. Ms. Johnson stated the team discussed incorporating these stops within the Portal as well.
 - Ms. Lisa Cullen stated the last time she checked she was waiting on Department of Transportation to complete their testing.

ADJOURMENT

- Mr. Samuel adjourned the meeting at approximately 3:51 p.m.
- The next Advisory Board Phase II Meeting is scheduled for June 12, 2018.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

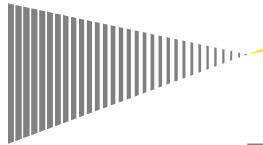
MM Advisory Board Phase II Agenda	1 Pages
MM Advisory Board Phase II Meeting Minutes (11/14/17)	6 Pages
MM Phase II IV&V Project Overview and Update	33 Pages
MM Glossary of Terms	2 Pages
Traffic Light Report	1 Page
MM Phase II Financials	8 Pages
MM Phase II Decision Log	3 Pages

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 2018*

21 May 2018





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
- Forecast milestone completion
- 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 2018



General IV&V overview

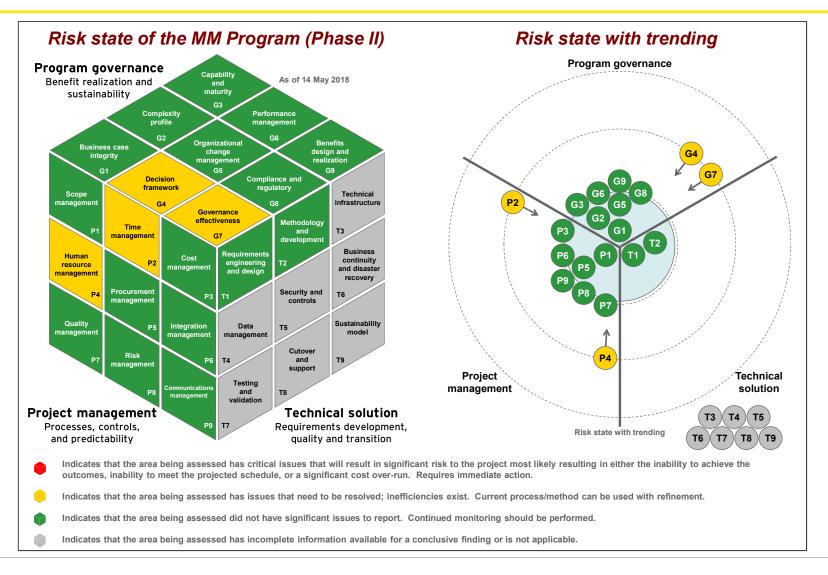
Overall IV&V risk state:

Amber

- ► There are two (2) open IV&V deficiencies.
 - Incomplete program governance
 - Incomplete program management discipline
 - No additional facets evaluated
 - No new deficiencies identified since the last report
- The Program is within established schedule performance thresholds
 - ► The schedule performance index (SPI) is 0.928
 - ▶ 24 of 1,411 total tasks (1.70%) contained in the project schedule are late
 - ▶ 2 of 128 total tasks (1.60%) 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
- Current milestone status is unknown.
 - There are not enough EVM data points to accurately calculate future milestone completion dates.

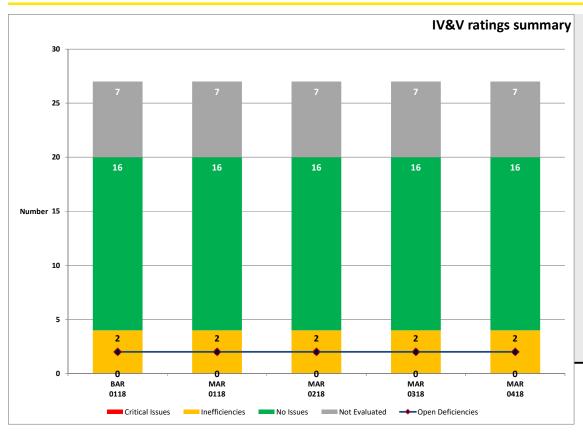


Overall risk state and trending





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):
 - Green (no issues): 16
 - Gray (not evaluated): 7
- Open deficiencies:
- Conclusions:
 - The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.

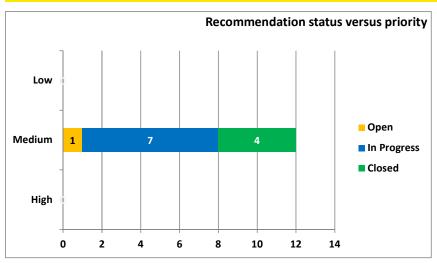


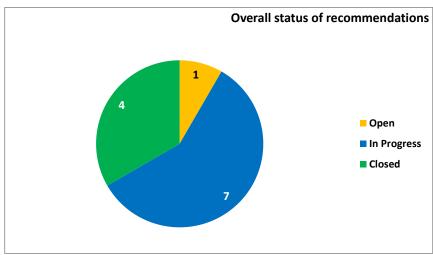
Key indicators

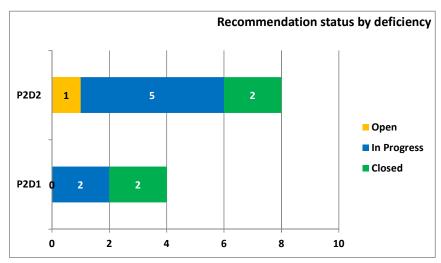
Indicator	Value	Comment
Is the project approach sound?	Yes	► The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	 The Program is currently behind schedule. The schedule performance index (SPI) is 0.928. 24 of 1,411 total tasks (1.70%) contained in the project schedule are late. 2 of 128 total tasks (1.60%) for the current period are late.
Is the project on budget?	Yes	 The Program is within established cost performance thresholds. The cost performance index (CPI) is 1.00. The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	► The work being completed as part of the MM Program (Phase II) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	► The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	► The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	 New and emerging technologies were considered in the Feasibility Study. None have an adverse effect on the project's technological assumptions.

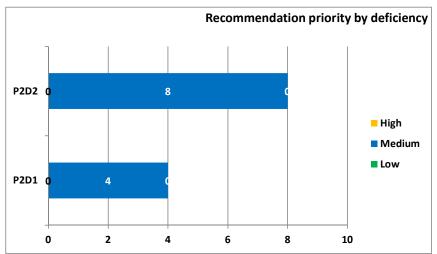


Status of key deficiency recommendations



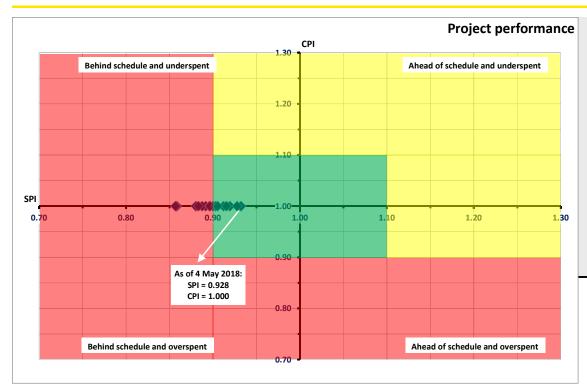








Overall performance

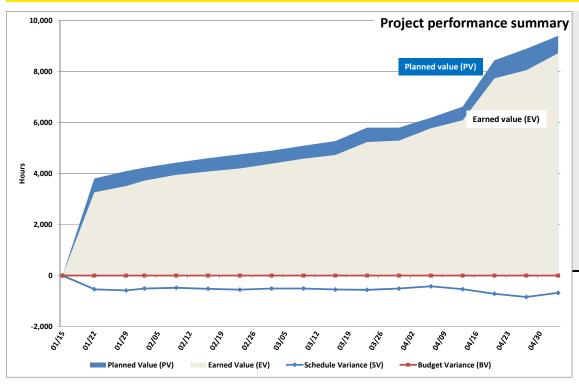


- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
 - Schedule performance is within the established threshold.
 - Cost performance is within the established threshold.
- Conclusions:
 - The Program is currently behind schedule.

- ▶ 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-oftolerance and corrective actions are necessary.



Overall performance (continued)



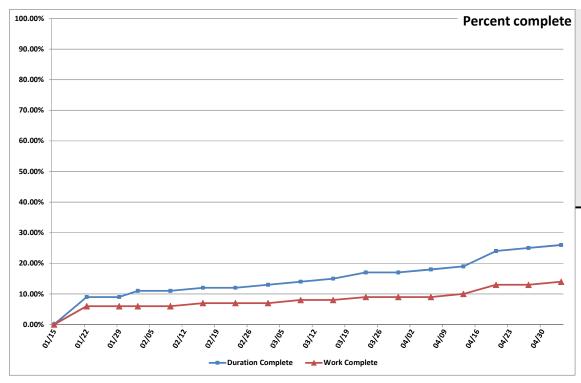
- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
 - Total EV is less than PV, indicating there is scheduled work that is not being completed.
 - The total amount of work not completed as scheduled is 679.4 hours.
- Conclusions:
 - The Program is behind 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)

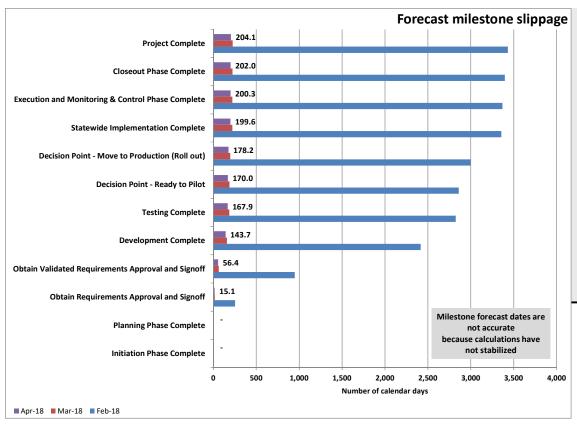


- This chart shows the percent complete for duration and work for the project.
- Summary:
 - Duration and work complete has been increasing since the beginning of the project.
- Conclusions:
 - None.

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



Forecast milestone completion



- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
 - There are not enough EVM data points to accurately calculate future milestone completion dates.
- Conclusions:
 - Milestone forecast dates are not accurate because calculations have not stabilized.



Open deficiencies and actions

Deficiency	Actions taken
▶ P2D1 – Incomplete program governance	 AB Charter has been established. Added inconsistent AB meetings to the program risk register. Identified additional personnel to be assigned to the AB. Conducted April AB meeting and reviewed revised AB Charter. Deputy CIO & PMO currently in the process of revising Tier 3 Charter / Project Charter Template to incorporate prioritization matrix. Regular AB meetings scheduled and conducted. Gartner recommendations for prioritization procedures under review and will be incorporated into the Tier 3 governance procedures.
► P2D2 – Incomplete program management discipline	 Conducting an assessment of time management alternatives. Currently identifying Phase II schedule dependencies. Completed staffing assessment including dependencies. Expanding existing resource management process to manage resource dependencies. Task and resource dependencies identified and being incorporated into the project schedules. Revised PgMP HR management procedures for Phases I and II being reviewed and implemented.



Process improvement recommendations

Recommendation	Progress update / resolution	Status
No process improvement recommendations identified since the last report.		



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 – Jan 2018 (IVV-302AA)	02/14/2018	03/01/2018	02/26/2018	► Complete
MAR – Feb 2018 (IVV-302AB)	03/14/2018	03/29/2018	03/21/2018	► Complete
MAR – Mar 2018 (IVV-302AC)	04/13/2018	04/30/2018	04/20/2018	► Complete
MAR – Apr 2018 (IVV-302AD)	05/14/2018	05/30/2018	05/21/2018	► Complete
MAR – May 2018 (IVV-302AE)	06/14/2018	06/29/2018		
MAR – Jun 2018 (IVV-302AF)	07/16/2018	07/31/2018		



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



Summary of changes

Item	Description
Deficiencies addressed	▶ Individual recommendations have been addressed since the last report.
New deficiencies	▶ No new deficiencies identified since the last report.
Risk ratings	▶ No risk rating changes since the last report
Maturity ratings	▶ No maturity rating changes since the last report
Interviews conducted	▶ No interviews conducted since last report
Artifacts received	▶ Numerous artifacts received.



Open deficiencies

Areas and implications	Recommendations	Actions taken			
P2D1 – Incomplete program governance					
 G4 – Decision framework G7 – Governance Effectiveness Implications: Limited capacity to facilitate timely decision making. Misalignment in project operational decisions to the intended project objectives. Inconsistent decision awareness. 	 Complete the definition of the AB including a regular cadence for meetings. Confirm that all appropriate AB members, delegates, and other requested resources attend all project Board meetings and are involved in all project decisions when necessary. Revise the Tier 3 governance project approval process to include a quantitative impact analysis on the MM Program. The analysis should include impacts on project and operational resources, scope, schedule and budget. Use the quantitative impact analysis to guide the prioritization of projects approved by Tier 3 governance that may impact the MM Program. 	 Closed. Closed. Currently incorporating recommendations from Gartner. Currently incorporating recommendations from Gartner. 			



Open deficiencies (continued)

Areas and implications	Recommendations	Actions taken				
P2D2 – Incomplete program management discipline						
 P2 – Time management P4 – HR management Implications: Masks true situational awareness, thereby negatively impacting project decisions. Unable to establish true visibility and determine forecasting capability in achieving project expectations. Resources required for achieving project objectives are not estimated properly, leading to cost overruns, delayed timelines, and inadequate quality. Leads to inaccurate forecasts for milestone completion across the multiple phases of the program. 	 Revise the existing time management methodology to include an approach for managing the allocation of shared resources for Phase I and Phase II tasks. Use the time management methodology to support the measurement, monitoring and reporting of project status and overall situational awareness of dependencies between Phase I and Phase II. Incorporate all dependencies between Phase I and Phase II tasks into the project schedules. Validate that shared resource allocations are leveled across Phase I and Phase II. Revise the existing Human Resource (HR) management methodology to include an approach for managing the allocation of shared resources for Phase I and Phase II tasks. Use the revised HR management methodology to manage and control project resources. Incorporate Phase I share resource allocations into the Phase II resource plan. Evaluate the current meeting structure and cadence to determine if the meeting schedules between Phase I and Phase II can be optimized. 	 Closed. Incorporating Phase I dependencies into Phase II schedule Incorporating Phase I dependencies into Phase II schedule PgMP HR management procedures for phases I and II being implemented. PgMP HR management procedures for phases I and II being implemented. PgMP HR management procedures for phases I and II being implemented. PgMP HR management procedures for phases I and II being implemented. Under discussion. Closed. 				



Project milestones

Supporting information

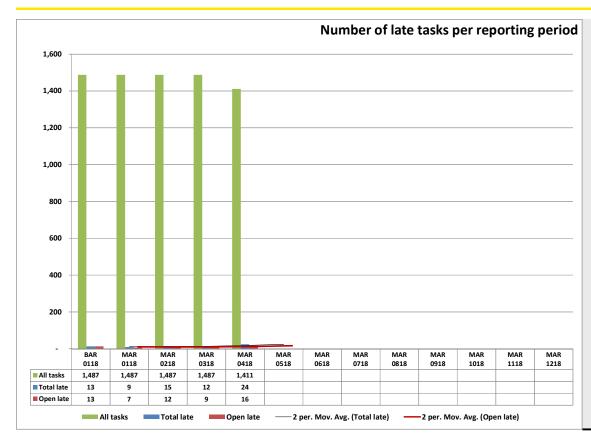
WBS	Title	Completion date				
WDS		Original	Scheduled	Planned	Forecast	Actual
1.4	Initiation Phase Complete	05/24/17	05/24/17	05/24/17	05/24/17	05/24/17
2.1	Planning Phase Complete	12/27/17	12/27/17	12/27/17	12/27/17	12/27/17
3.3.14	Obtain Requirements Approval and Signoff	06/19/18	06/19/18	06/19/18	07/04/18	
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	09/24/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	04/25/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	01/12/23	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	02/05/23	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	05/04/23	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	12/21/23	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	12/29/23	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	01/17/24	
5	Project Complete	07/19/23	07/19/23	07/19/23	02/08/24	

- 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



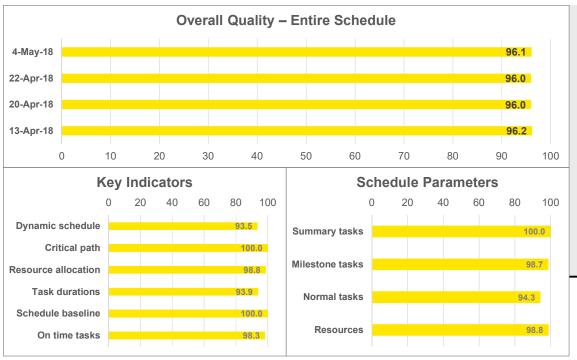
Late tasks



- 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: 1,411
 - Total tasks late: 24
 - Total open tasks late: 16
- Conclusions:
 - The total number of tasks designated as late is 1,70% of the total number of tasks.



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

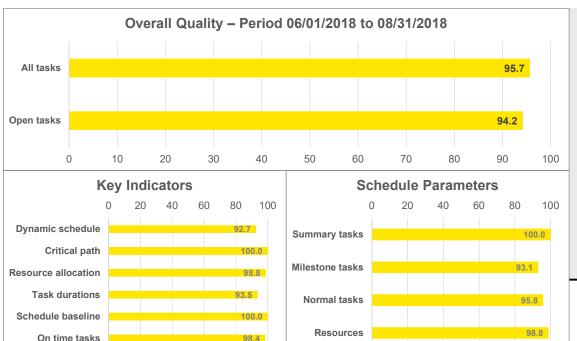


- This chart shows the quality of the project schedule within each of the following areas:
 - Overall quality with trending
 - Key indicators
 - Schedule parameters
- Summary:
 - Overall quality: 96.1
- Conclusions:
 - Overall schedule quality is consistent and excellent

- Dynamic schedule Task dependencies and constraints
- Critical path Task dependencies
- Resource allocation –Resource assignments
- Task durations Task durations other that 8 to 80 hours
- Baseline Full baseline defined for all tasks
- On time tasks Tasks that are not late



Project schedule quality Period: 06/01/2018 to 08/31/2018

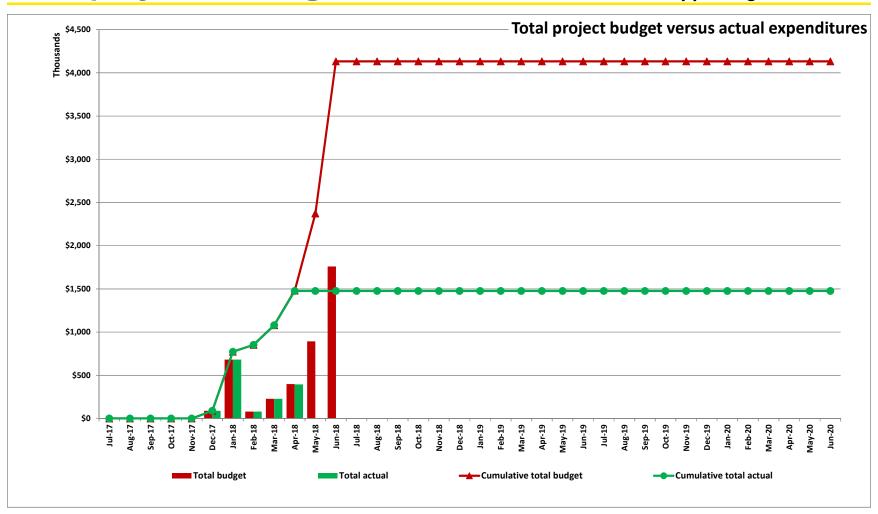


- This chart shows the quality of the project schedule within each of the following areas:
 - Overall quality with trending
 - Key indicators
 - Schedule parameters
- Summary:
 - Overall quality: 95.7
- Conclusions:
 - Overall schedule quality is consistent and excellent

- Dynamic schedule Task dependencies and constraints
- Critical path Task dependencies
- Resource allocation –Resource assignments
- Task durations Task durations other that 8 to 80 hours
- Baseline Full baseline defined for all tasks
- On time tasks Tasks that are not late

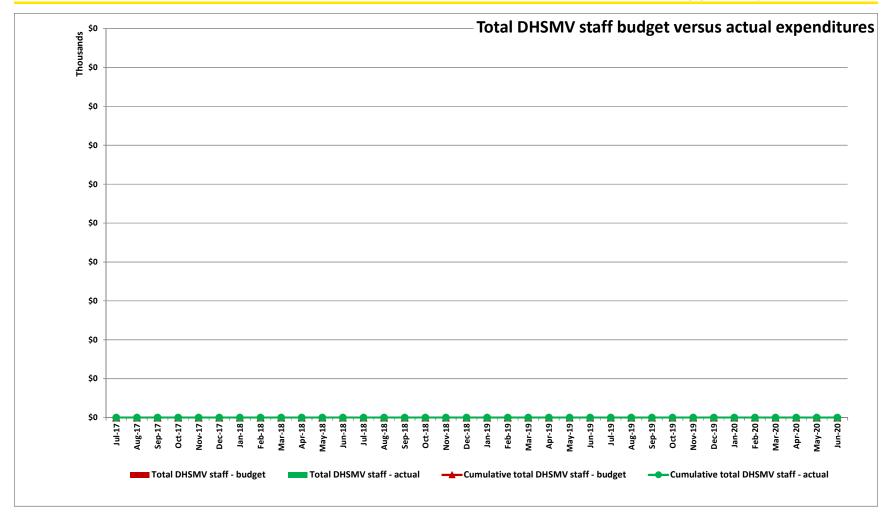


Project budget Total project funding



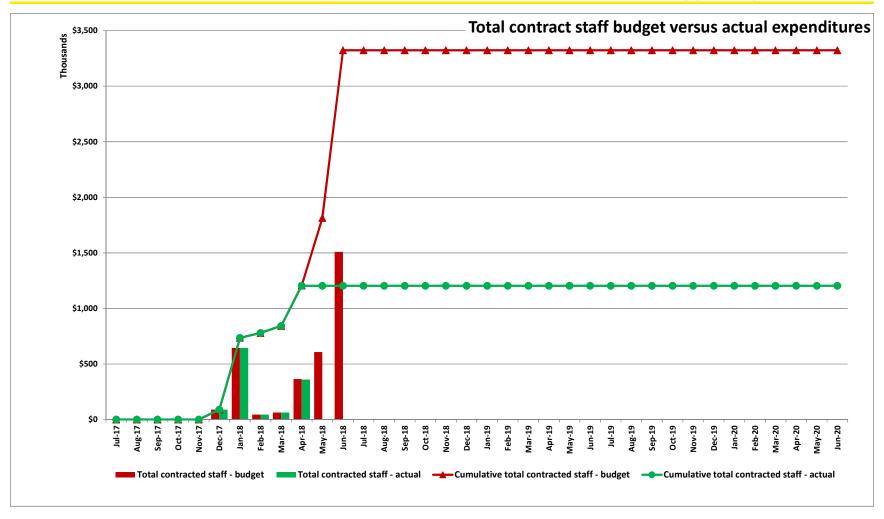


Project budget DHSMV staff funding



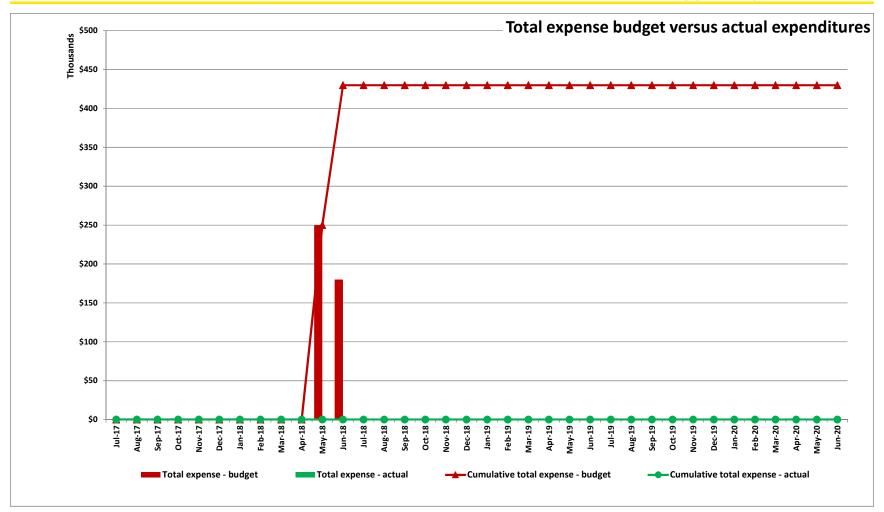


Project budgetContract staff funding



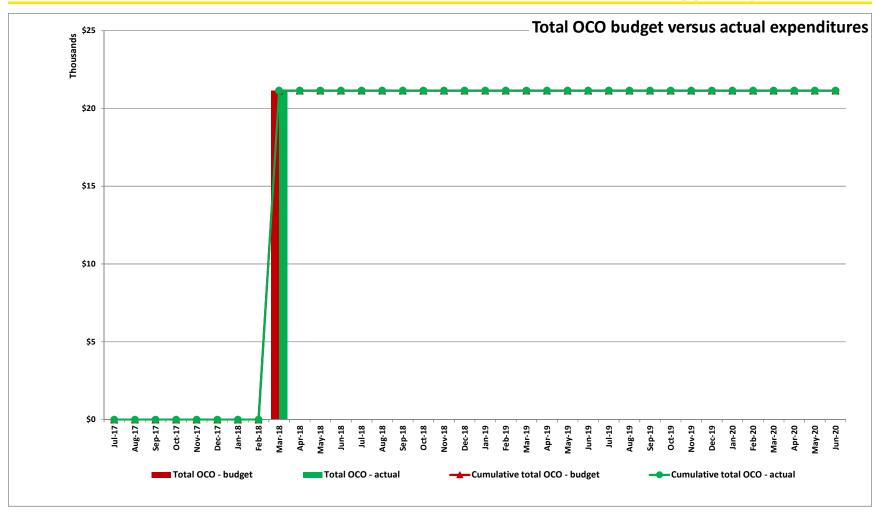


Project budget Expense funding





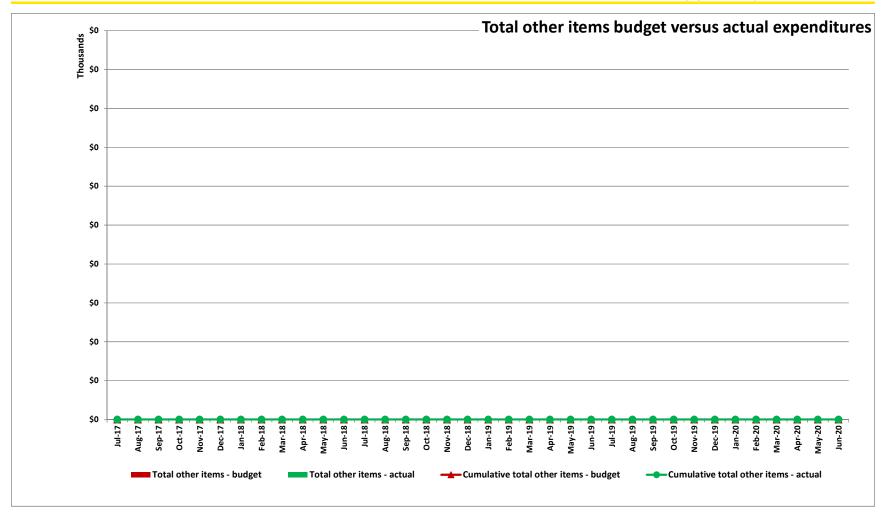
Project budget OCO funding





Project budgetOther items funding

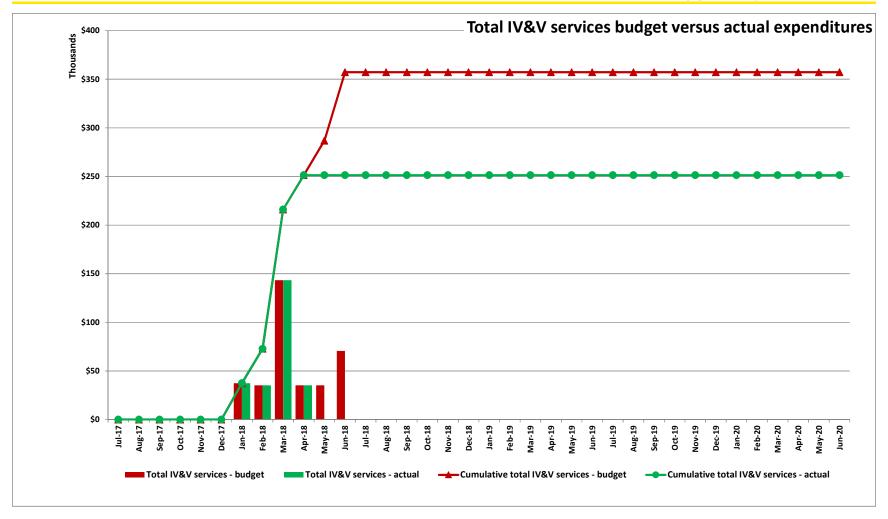
Supporting information





Project budget IV&V services funding

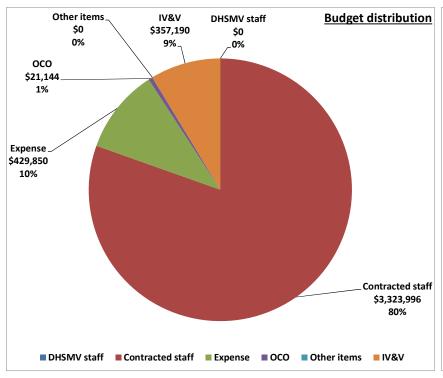
Supporting information

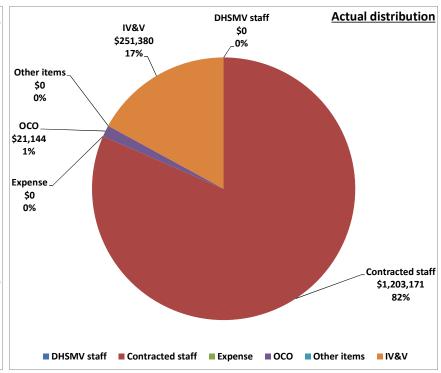




Project budget Budget and actual distribution

Supporting information







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0911-1106924

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Team		Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	POR02	The Portal team needs assistance in defining the scope of the Fleet services functionality within the Portal. There have been several business cases discussed: Sunshine State Screen Scrape Banks/Credit Unions (Temp Tags, Repossions, etc.) Leasing Companies (Temp Tags to pick-up cars)	4/13/2018	5/30/2018	The team will need to schedule a meeting with the stakeholders. Any changes received after 5/30/2018, will not be included in the 6/4/2018, deliverable.			5/2/2018 Update Banks/Credit Unions will not be allowed to issue temporary tags. The team will reach out to Sunshine State and Enterprise to gather more information as it pertains to Bulk Titles and Registrations, permanent decals and Electronic Tags. The team will also reach out to GA to discuss searching by VIN.		
POR	POR03	Motor Vehicle Records Sales: MVR Report History Report (Title, Registration, Plate) Images	4/13/2018	5/30/2018	The team is moving forward based on the discussion with Deepa. Any changes received after 5/30/2018, will not be included in the 6/4/2018, deliverable.			5/2/2018 Update Robert Kynoch will do more research to determine how much effort is involved in the manual process. 05/15/2018 Update I spoke with Deepa Vasudevan in BOR and she stated they process an est. of 1,500 requests per month resulting in 10,000 - 15,000 documents We currently charge the following: .50 for the MVR report \$1.00 per image \$1.00 for History report (Title, Registration, Plate) \$3.00 for Certified They are requested by Lawyers, OOS Dealers, individuals etc.		
POR	POR04	A request was submitted to the Portal team to allow the seller and buyer to complete and verify all information required (odometer) for a title transfer online with electronic signatures for processing of title transfers via the Portal. The team is concerned about insuring the exchange of money and the title certificate.	5/1/2018	5/30/2018	The team is moving forward based on the discussion held during the team meeting and feedback from the product owner. Any changes received after 5/30/2018, will not be included in the 6/4/2018, deliverable.			5/2/2018 Update Diana Vaughn asked the team to reach out to DOR for requirements gathering.		

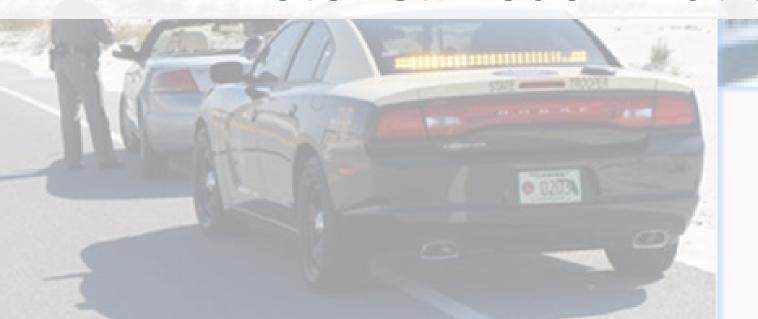
Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	POR05	As we design the new system, let's explore whether we can design a secure	5/1/2018	5/30/2018	The team is moving forward	I I I		5/2/2018 Update		
		system that will allow a 100% online process for transferring titles, and (and			based on the discussion held			The team will move forward with the		
	i	obtaining registrations) for two vehicles that are currently titled in Florida-we			during the team meeting and			processing of allowing casual sales in		
	i	could pair this with our ELT system to ensure the title is free of liens. It would			feedback from the product owner.			the Portal. We will schedule a		İ
	<u>!</u>	allow for the uploading of documents and the accepting of payments (credit			Any changes received after			combined meeting with the Title team.		
	i	card or echeck). This process may set up some type of work queue on the			5/30/2018, will not be included in		! !	5/15/2018 Update		
					} ` · · · · · · · · · · · · · · · · · ·			· •		
		backend that the TC staff would work. It should also send notifications to the			the 6/4/2018, deliverable.			Vehicle must have an electronic title		
		vehicle owner as the paperwork is processed and approved. Maybe we would						Vehicle must be clear of any liens and		
		require someone to have a MyDMV portal account before they could use it.						any stops	İ	
İ		The customer should also have the ability to have the resulting title or						 NMVTIS verification – Florida must be 		i i
	į	registration Fed Exed to them the next business day. It should also send a						current state of title (SOT)		İ
		notice to the prior owner or registrant that ownership has been transferred. I'd						 NLETS verification – stolen vehicles 		
		like to also see something similar for MCOs. The wet e-odometer form will be						Title status must be eligible for		İ
		something we need to overcome.						transfer (not cancelled, junked,		
								certificate of destruction (COD),		
								derelict, mark title sold)		
								All Seller(s) must be a natural		İ
								person(s)		
								All sellers must have a portal account		İ
	į							•All purchaser(s) must be a natural	i	į
								person(s)		
								 All purchasers must have a portal 		
								account		
								<u> </u>		
POR	POR06	What transaction services will be offered in the Phase II Kiosk solution and		5/30/2018	Any decisions made after			5/17/2018 Update		
		what level of user authentication is required?			5/30/2018, will not be included in			A list of transaction were presented to		
					the 6/4/2018, deliverable.			the ESC for review.		
REG	REG01	For a residential address change on a MV transaction, are we going to force	3/7/2018	6/30/2018	If we let the customer update one	Agreed with the ESC decision.	4/10/201	8 03/16/2018 Update	 	
	 	the customer to get a replacement DL? The customer has 30 days to change			laddress on their credentials,	Question was asked who would send	! !	Suggest that the customer updates		i
	:	his/her DL address and 30 days to change his/her MV address. What if the			· '	the letter out to the customer? Would		both at the same time, but if he/she		
	i	county only offers MV services?			the customer at risk of not	it be through the Portal?		cannot for any reason, set a flag in the		
		county only offers wiv services:			receiving the other credential	It would probably be a batch job by		system to send a reminder notification		
					!			! -		
İ	į				ł '	the department in a certain amount of		out to the customer to either go online		i
					frame.	days within the allotted time frame.		or go to a TC Office and change		
İ			İ				İ	address.	İ	
						05/08/2018 Update				
•						AB suggested that the notice get		05/02/2018 Update		
						printed on the counter at the time the		After further discussion, a request was		İ
						customer changes their address on the		made to get stats from Natasha White		
						MV transaction. If dealer work, provide		(FRVIS) as to how many people change		
	! !					the notice with their paperwork to give		their address on their MV transaction		
	i ! !					back to the customer.		and do not change their address on		
						Pack to the customer.		their DL at the same time. We want to		
						 		i		
								see what the estimated cost would be		
								to send out the notifications to the		
İ							l .	customer vs an email notification.		
i 	i 	i !	<u>i</u>		<u> </u>	<u>i</u>	į	<u> </u>	į	<u> </u>

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	REG01							O5/08/2018 Update Stats from Jan 2017 - Dec 2017 Total - 2.4 million 1.0 million (EFS updating address when they are the same -Wrap 3978 to stop this)		
REG		Should the system do a NMVTIS check prior to approval of a renewal? Would potentially slow down (and/or throw errors) on high-speed processing, county web sites, MyDMV Portal, etc.	4/25/2018	6/30/2018	If we did not run the NMVTIS check on the renewals, the fraud issue would continue with customers registering their vehicles in Florida with out-of-state titles.	AB likes the idea, but have a concern that if NMVTIS is down, they won't be able to process unless we create a bypass and check on the backend. This would be a big impact to the TC Offices.	5/8/201	8 05/02/2018 Update Check with AAMVA to see if we can do the NMVTIS check on registrations. Florida titles should be cancelled in the system if they have been titled out of state. 05/15/2018 Update The team met with Shibu and Desi to discuss the impact on the system with running a NMVTIS check on all renewals. We are looking at tripling the load on NMVTIS at a minimum. Still need to check with AAMVA.		
TITLE		Should the MV Issuance system pre-populate the vehicle information (including vehicle model) based on data retrieved from VINtelligence (decoding of the vin).	3/7/2018	6/30/2018	the vehicle information, then we are risking the clerk not paying attention to the paperwork in front of them.	Recommended that the clerk manually keys the information. Flag the record the error is made on and create a daily report for the Tax Collectors to review.		Manually key in the information, but verify with VINtelligence that the information is correct. O5/02/2018 Update Recommendation was made for the ESC Board members to attend a special meeting for the MV Fraud Unit to discuss in detail the VINtelligence. Diana will schedule this meeting. O5/17/2018 Update The MV Fraud Mitigation team presented the WRAPs to the ESC today. It was decided we would wait and see the value of manually keying in the VIN for the next 12 months and then determine if we will plan to prepopulate the vehicle information in Phase II.		





Motorist Modernization Financials



June 12, 2018



Motorist Modernization Phase I Financial Review



Phase I LBR Requests - Total Project

Fiscal Year		Total Request	Соі	Contracted Services		IV&V Services		ense (Software, Travel, etc.)		осо
2014-2015	\$	<mark>2,500,000 *</mark>	\$	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	\$	1,823,620	\$	1,803,620	,	2, 2	\$	20,000	\$	_
2023 2020	T	2,023,020	T	2,000,020			Y	20,000	4	
Total	\$	36,829,355	\$	32,178,267	\$	2,536,306	\$	1,745,667	\$	64,541

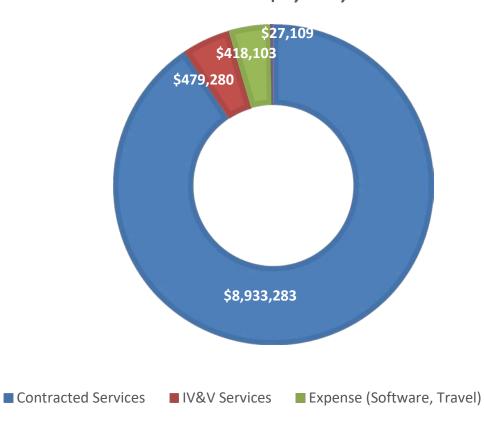
Motorist Modernization Phase I Financial Review



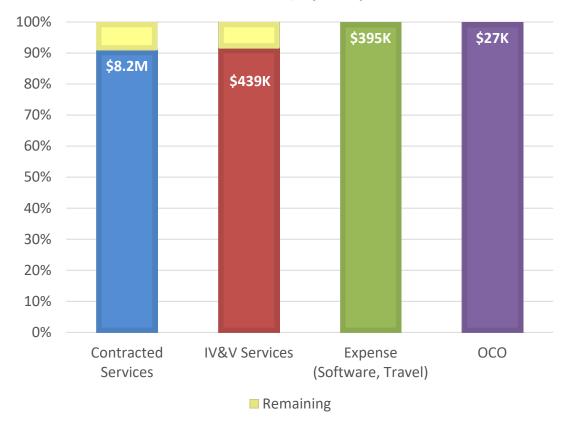
Budget and Actuals: Current Fiscal Year through May 31, 2018

■ OCO

BUDGET: \$9,857,775



ACTUALS: \$9,016,685



Motorist Modernization Phase I Financial Review



Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2017-2018 Total Funding	\$9,857,775		
Fiscal Year to Date	\$8,865,720	\$8,864,595	(.01%)
Month to Date (May 2018)	\$1,112,523	\$1,112,133	(.04%)
Remaining Funds	\$1,011,180		

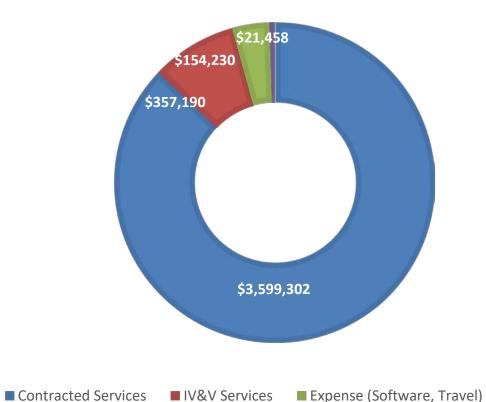
Motorist Modernization Phase II Financial Review



Budget and Actuals: Current Fiscal Year through May 31, 2018

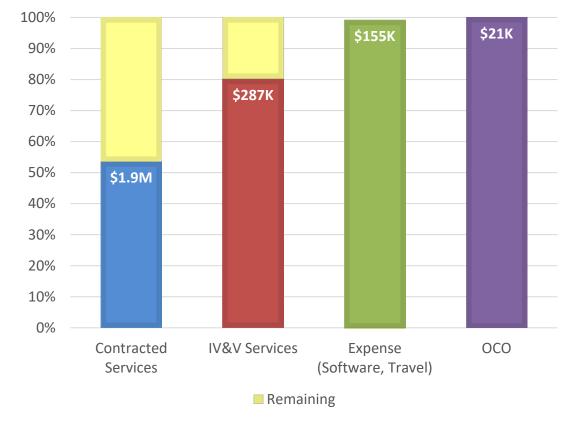
■ OCO





■ IV&V Services





Motorist Modernization Phase II Financial Review



Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2017-2018 Total Funding	\$4,132,180		
Fiscal Year to Date	\$2,396,556	\$2,395,199	(0.06%)
Month to Date (May 2018)	\$1,016,882	\$1,018,329	0.14%
Remaining Funds	\$1,736,981		

Questions?











Motorist Modernization Traffic Light Report Requirement Gathering Update

As of Sunday 6/3/2018

Dealer Services

Portal/Fleet



Titles

Registrations

Globals/Batch













Tasks		ш		ш а.б.		ш		ш		ше.		ш а.б.		KEY
AS-IS Documentation	Due Date	# of items	% Complete	# of items	% Complete	# of items	% Complete	# of items	% Complete	# of items	% Complete	# of items	% Complete	
Gap Analysis Report (Increment 1)	4/9/2018		✓		√		\checkmark		√		\checkmark		\checkmark	Green
TO-BE Documentation														The team is on schedule
Create to-be process flow diagrams	5/18/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	for completing by the target date (based on %
Draft process flows		134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	complete).
Create user stories	5/18/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	
Draft user stories		134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	Yellow
Create acceptance criteria and business rules	5/18/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	The team is trending
Draft acceptance criteria and business rules		134	100%	78	100%	54	100%	42	100%	41	100%			behind schedule for completing the by the target date and has
Create application mockups	5/18/2018	134	100%	78	100%		N/A	42	100%	41	100%	121	100%	established a plan to
Draft application mockups		134	100%	78	100%			42	100%	41	100%	121	100%	catch up (based on %
Prioritize req's and milestones	6/1/2018		0%		0%		0%		0%		0%		0%	complete).
Stakeholder review	6/1/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	
Process Flows		134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	
Mockups		134	100%	78	100%	0	N/A	42	100%	41	100%	121	100%	Red
User Stories		134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	The team is blocked by
Acceptance Critera/RQs		134	100%	78	100%	54	100%	42	100%	41	100%	121	100%	major issue or
Document existing business rules for UNIFACE	5/25/2018	105	100%	57	100%	182	37%	72	100%	61	100%	119	98%	impediment. Team is behind schedule (or late
Del 7 - Requirements Report	6/4/2018													for completing by the target date (based on % complete).
Del 6 - Gap Analysis Report (Increment 2)	7/15/2018													complete).

Motorist Modernization Glossary

Approved

o Development and/or testing are approved to work on the story and plans to complete the tasks added in the sprint.

• Burndown

o Sprint tracking tool that shows the total original estimated hours verses the remaining hours measured against the sprint timeline to graphically depict the progress of the team during the current sprint.

• Capacity

O Calculation of the hours of available work by task type for a sprint. Typically calculated at 80% of the day or 6-hour work days per person.

Committed

- O Development and testing can both be completed in the sprint based on the capacity each group commits and the level of effort for the associated stories.
- o Development stories completed in a previous sprint, which only require testing and the testers agree to testing the stories during the sprint.

• Completed Work

o The hours of work completed on the task.

• Dev Status

- Possible statuses
 - Not Started
 - Development has not yet started.
 - Dev Started
 - Development has begun.
 - Dev Done
 - QA can start testing. The developers have already completed deployment to Alpha and the functional testing tasks are complete.
 - QA testing should not start before a story is marked Dev Done and SEU testing (excluding building test cases) should not start before a story is marked Ready to Test.
 - The developer who completed the functional testing is responsible for marking the story Dev Done.
 - Ready to Test
 - SEU can start testing. QA has already completed testing and the application has been deployed to Beta and verified.
 - Testing in Progress
 - Testing Blocked
 - Testing Complete
 - Blocked Task

- Task that is not yet assigned due to dependencies, or an assigned task that cannot be worked to completion due to dependencies, whether in development or testing. A blocked task is not necessarily an impediment.
 - Bug
 - Error in program code that causes it to produce an incorrect or unexpected result based on the requirement.
 - Impediment
 - An obstacle to development or testing task completion that cannot be resolved within a workgroup (Developers, Testers or Business Analysts) within a project task.

- Done
 - The story or functionality has been developed and tested and received product owner sign off.
- Functionality/Stories
 - o A high-level definition of a requirement, capturing the who, what and why in a simple, concise way. Business rules are linked to stories and a group of stories make up a functional area.
- Issues
 - O A defined barrier or obstacle to project work, which is currently happening and may impact forward progress immediately or in the future. An issue can also be a risk, which cannot be managed through risk mitigation approach.
- Milestone
 - o Defined period to complete a defined set of features or functionalities.
- Original Estimate
 - o The original estimate in hours of work to complete the task.
- Remaining Work
 - o The estimate in hours for the work remaining to complete the task.
- Risks
 - o An uncertain future event, which may have a negative impact on the project should it occur.
- Sprint
 - o Three-week Agile development cycle as defined by Motorist Modernization.
- Task
 - o Unit of work.
- UAT
 - User Acceptance Test. Testing performed by user groups to validate application requirements have been satisfied.