Motorist Modernization Advisory Board Monthly Meeting
June 27, 2017
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399
1 to 2 p.m., EST

Invitees	Representing
Deb Roby	DHSMV
Ed Broyles	DHSMV
Kelley Scott	DHSMV
Pace Callaway	DHSMV
April Edwards	DHSMV
Beth Allman	Florida Clerk Courts & Comptrollers
Linda Fugate	Florida Tax Collectors

Agenda

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

MOTORIST MODERNIZATION ADVISORY BOARD

Monthly Meeting Minutes
Kirkman Building Conference Room A-339
May 23, 2017
1 p.m. to 2 p.m.

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:05 p.m. Ms. Green began the meeting with the *Welcome and Introductions*. Ms. Green proceeded with the roll call of the Board Members.

  Advisory Board Members present included:

  - Pace Callaway
  - Kelley Scott
  - Deb Roby
  - April Edwards
  - Ed Broyles
  - Linda Fugate (not present)
  - Beth Allman (not present)

- Other DHSMV members present included - Terrence Samuel, Kristin Green, Koral Griggs, Judy Johnson, Aundrea Andrades, Jessica Espinoza, Cathy Thomas, Laura Freeman, Cheryln Dent, Sonia Nelson, Janis Timmons, Scott Tomaszewski and Kelly Shannon.
- Visitors included - Alyene Calvo and Chris Wade from Ernst & Young and Joe Weldon from Accenture.
- Ms. Green introduced and welcomed the newest member, Mr. Pace Callaway. He replaces Mr. Carl Forney from OFM and is the agency's economist.
- Mr. Samuel reminded members that Advisory Board meetings are recorded and available to view via YouTube.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES FROM APRIL 11, 2017

- Ms. Green reviewed the meeting minutes from April 11, 2017. There were no changes, revisions or corrections from members. A motion to approve the April 11, 2017, minutes was unanimously accepted by the Board Members.

IV&V UPDATE

- Ms. Calvo indicated that there are no new IV&V deficiencies, per the April Monthly Assessment Report. The schedule performance index (SPI) is 1.00. The overall program risk state is green. No additional facets were evaluated. Ms. Calvo indicated that they had planned to review the Controls facet for the April report; however, it was not completed. They did review some of the Business Rules and the Technical Infrastructure facets. These findings will be reported in the May report. Ms. Calvo indicated they have added two new analyses for their reports going

forward. Ms. Calvo reviewed the "Forecast Milestone Completion" and the "Project Schedule Quality" reports. The Forecast Milestone Completion report is a chart that shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI). The Project Schedule Quality Report shows the quality of the program schedule within each of the following areas:

- Overall quality with trending.
- Key Indicators.
- Schedule Parameters.

In summary, Motorist Modernization's overall quality is 92.0 (out of 100). The overall schedule quality is consistent and excellent. The project is currently on schedule and is within established performance thresholds. No new deficiencies were identified since the last report.

STAKEHOLDER OUTREACH UPDATE

- Mr. Samuel indicated since the last ESC meeting, Mr. Samuel and the team attended the IT Coalition meeting held in Lakeland, Florida. The team provided an update on the latest status of the Motorist Modernization Project and responded to questions from attendees.
- This week we have had three (3) members from Tax Collector agencies in our facility. This includes Mr. Kirk Sexton from Hillsborough County, Mr. Dan Andrews from Osceola County and Mr. Terry Skinner from Pinellas County. They spent the morning attending stand-ups, looking at the development effort. In the afternoon, they were provided an overview of Blueprint and a demo of DL Issuance, Motorist Maintenance and MyDMV Portal. They also attended the release plan overview meeting, which is like a recap of where the team is now on the project. Mr. Hutchinson wrapped up the day with a full review of all the technologies.
- There was discussion regarding future conferences and focus group meetings to have a room with computer equipment where Tax Collectors and their staff can come and preview the newly developed applications.
- Last week, Mr. Samuel and the team attended the Tax Collector Renewal Focus Group Meeting in Orlando. Ms. Johnson provided a live demo. That afternoon, Mr. Samuel and the team met with the Renewal Data Recipients which included vendors and counties that receive renewal data. We provided a project overview. Mr. Hutchinson provided them with the technological aspects and responded to questions. The team committed to providing them a "Specification Document" to help them get started on development and provides things they will need to know. That document was sent out to the participants yesterday as well as a copy of the PowerPoint presentation that was used during the meeting. Mr. Hutchinson has a test harness that they can use to start testing. Once they start testing, they will have many questions. The team anticipates needing several conference calls or meetings to discuss the questions and concerns they will have throughout the process.

POLICY AND DECISION REVIEW

- CIT04 – Ms. Thomas stated that when the team reviewed errors on addresses that were added to newly created Driver License records (Non-License) due to FTC adds, we discovered as part of Modernization improving our data that we have increased the validation checks. Right now, on average, 30 to 40 records will fail daily because of new address validations in FTC's Add Non - Licensed driver being used by dispositions and FTC's. It's not being used in Arrests (DUI's). The team's question to the board was, "Do we want to stay with the improved standards on addresses and lose new driver records with FTC's that would currently be added to our database

or allow bad data?" Mr. Kynoch wanted to discuss this with Ms. Deborah Todd. After further discussions, the recommendation was if a driver does not have a current DL record, we will validate the address on the FTC record and when the address is not valid, we will run through Smarty Streets. If a valid address is found, then we will store the FTC address in the Residential Address, store Smarty Streets Address in the Mailing Address and send letters to both addresses, one from the FTC and the one found by Smarty Streets. For Drivers with a current DL Record (but still a Non- Licensed record), when second or subsequent FTC /Disposition validate address on FTC record and when the address is not valid, we will run through Smarty Streets. If a valid address is found, we will over write the address on record. This recommendation was presented to the ESC and they agreed. CIT04 can now be closed.

- POR31 – Ms. Johnson stated the ESC determined we would give the customer three (3) options for express shipping. The system will calculate the fee based on the shipping option and zone. The system will display the expected delivery date for each option. As of the last update, the legislative bill did not pass. The team would like direction for the next steps. The Department was advised to continue with the expedited shipping. Ms. Johnson received some information from Ms. Roby to make sure we are on the same page with the previous decisions to move forward with the expedited shipping process. The Department will continue with the previous plan at this time.
- DL26 – Ms. Espinoza indicated that DL26 is for check validation hardware and services with Bank of America. We have received some new quotes from Ms. Alyssa Hoban Bank of America. One of the main questions was - "Would the service provided be able to validate available funds and hold funds"? Mr. Burch informed the team that the Telecheck database tracks check-writing histories of 98% of US check writers and determines if the check should be accepted or not. They do not have the ability to verify funds in the account. The decision has been made that the Department will not purchase hardware and services for check validation and, therefore, this item will be closed.
- REN07 – Ms. Johnson indicated that a decision was made to have Novitex provide OCR reading for hand written email addresses for renewal notices. The team will request a new quote from Novitex to include this functionality. A new quote was received from Novitex so we will know what steps to take next.
- REN10 – Ms. Johnson indicated that during the refinement meeting, an issue was raised concerning the CAN-SPAM Act: A Compliance Guide for Business. The CAN-SPAM Act establishes requirements for commercial messages, gives recipients the right to have you stop emailing them, and spells out tough penalties for violations. Question to the board members is - "Do we need to provide customers a way to unsubscribe from the renewal email reminders"? A legal opinion was requested pertaining to this and we were advised that this request is only for emails that are sent for commercial purposes and does not pertain to us. This item can be closed.

COMMUNICATION UPDATE

- Ms. Griggs stated there will be a Policy and Procedure meeting directly following the Advisory Board Meeting to discuss the roles and responsibilities of the proposed team members on each working group. They will be discussing upcoming assignments and objectives of the policies and procedures. Coming up in June, each team will begin drafting a User Guide.

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- Two weeks ago, we sent out an ORION Quiz throughout the entire agency. Between the hours of 4 p.m. and 9 a.m. the next morning, we saw a 394% jump in responses. We are thinking of ways to alleviate the knowledge gap that we saw throughout the responses.
- We are also working on the Phase I Training Plan with LDO. We are working on finalizing the plan in the next week or two.
- We are also finalizing a public facing webpage, which will go live July 1, 2017, for the new fiscal year.

FINANCIAL REVIEW

- Ms. Timmons reviewed the figures for the May 2017 Spend Plan document. We are finalizing deliverables for May and June, 2017. Phase I is moving along and we will finish within budget.

CHANGE REQUEST REVIEWS – LEVEL III

- Ms. Green stated that on May 1, 2017, we implemented a new template for Level III (Critical, Medium) change requests. The ESC reviewed and approved this template in April and the team began using it in May, 2017. The main changes associated with this template are with the agile development changes, making sure the team understands the impact of the work and how it will impact development Milestones and Sprints, schedules, and program costs and budgets. Another change to the template was the addition of an attestation page on behalf of the Program Manager/Project Managers to complete and confirm that they have vetted this with the wider audiences before moving forward.
- Ms. Green indicated that there are seven (7) change requests that have been reviewed since the last meeting. Change Requests #50-54 are in the old template and Change Requests #55-56 are in the new template. The Change Requests are as follows:
- CR50 – The purpose of this Change Request is to align dates within the MM Phase I Integrated Master Schedule (IMS) associated with Enterprise Data Infrastructure (EDI) project dependencies.
  The justification for moving these items within the IMS is to reflect input from the EDI project team. There will be no direct impact to the Motorist Modernization Phase I budget. This Change Request was approved by the ESC Board Members on April 27, 2017, and the program schedule has been updated.
- CR51 – Ms. Nelson stated that the purpose of this change request is to address the CDLIS data tier requirements to integrate BizTalk 2013 with VLS, AAMVACORE, PDPS and Motorist Services. This change request will detail the necessary work effort to modify stores procedures and service endpoints. The team will create stories in blueprint to add the data tier work effort to the CDLIS backlog. This work effort will be performed by existing resources and there is no direct impact to the Motorist Modernization Phase I budget. This change request was approved by the ESC on April 27, 2017.
- CR52 – Ms. Green stated that the purpose of this change request is to align dates within the MM Phase I Integrated Master Schedule (IMS) and the LDO Training Plan construction and review dates for the main MM Phase I go-live effort. The justification for moving these items within the IMS is to reflect refinement of the training and development activities based on discussions with LDO leadership. This change request was approved by the ESC Members on April 27, 2017, and our schedule has been updated to that point.
- CR53 – Mr. Tomaszewski stated that this change request is to move one data tier user story from Milestone D to Milestone E, to align with the Motorist Maintenance User Interface that will

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be updated for Financial Responsibility functionality. To complete Sprint testing and receive final Product Owner sign off on this story, this data tier story needs to be completed in conjunction with related data tier Motor Maintenance story scheduled for Milestone E. This work effort will be performed by existing project resources and will not have a direct impact to the MM Phase I budget. This change request was approved by the ESC Members on April 26, 2017, and the schedule has been updated.

- CR54 – Ms. Andrades indicated that on January 19, 2017, the ESC discussed a recommendation by Mr. Kynoch to implement the Governor's Emergency Declaration fee override within MyDMV Portal. This change request will need requirement updates and re-work for reading a new table to determine when to return the no fee reason code for ORION and MyDMV Portal. There will be no changes to the schedule. These changes will be incorporated in the team's backlog for work in upcoming Milestone Stories. Work is required from both the MyDMV Portal and DL Issuance development teams in Milestone D. This change request was approved by the ESC Members on April 27, 2017.
- CR55 – Ms. Green indicated this is the first change request on the new template incorporated on May 1, 2017, and is for DL Issuance. She asked Mr. Weldon to provide an update. Mr. Weldon stated that the purpose of this change request is to create stories to allow developers to functional test in Alpha and testers to test screens developed for Original ID for Renewal and Replacement ID transactions, as well as the FDLE Letter transaction in MS Test. This will allow developers to confirm that the screens function correctly for these additional transactions and testers regression test that the screen performs as well. This change is necessary because during requirement refinement, the DL Issuance team removed the existing placeholder stories. The team needs a story/product back item to validate existing screens function as expected for transactions that are being implemented as part of Milestone D. No changes to the schedule are required. Due to timing constraints, this change request was not reviewed by the CCB or Advisory Board. It was approved by the ESC on May 18, 2017.
- CR56 – Mr. Weldon stated that the only AAMVA Offline Verification being performed is for SSA. The purpose of this change request is to add additional offline verifications for CDLIS and PDPS. The DL Issuance team would begin work on this change request during Milestone D and complete the work during Milestone E. This is a change in the way the Department interacts with AAMVA for verifications and will need to be incorporated into training and updates to Policy and Procedures. This change request was approved by the ESC Members on May 18, 2017.

CHANGE REQUEST REVIEWS – LEVEL I AND II

- PMCR-125 – Ms. Nelson indicated that this change request was cancelled and appeared on the Log by mistake. Please disregard this entry on the Project Manager Log of Agile Development-related Change Requests.
- PMCR – 127, PMCR 128 and PMCR 129 – Ms. Nelson stated that these three (3) change requests are missed requirements to create Renewal Notification Vendor Search screens and Vendor Tab stories.
- PMCR-130 and PMCR 131 – Ms. Andrades stated that due to changing the flow of the shopping cart, the team was able to remove some stories and archive them. They removed placeholders and AAMVA calls that were not necessary.

PROJECT UPDATES

- Ms. Green stated that last month we introduced ESC members to a Stoplight Project Status Report. These were requested and designed to help understand where the teams are in their respective Milestones and Sprints. These will be presented each month along with a project update by each Project Manager speaking specifically to the colors on the sheet. The Legend indicates what each color represents. In addition to the Project Managers giving their updates, we have also included a "Glossary" so as they reference Sprints, Milestones, etc., the Glossary will help aid Advisory Board members' understanding of the terms and tasks that they are talking about.
- DL Issuance – Mr. Weldon stated that the team completed Milestone C on May 10, 2017. Included in that milestone was the functionality to complete an Original ID Issuance as well as base cashiering functionality. Due to dependencies on the Print Card Project, we did not include stories/functionality related to print preview or printing. The team is currently in Milestone D which ends on July 26, 2017. Included in this milestone is the functionality to complete a Replace ID Issuance, Renew ID Issuance and FDLE Letter Transaction. Additionally, the team will complete Motor Voter functionality which was delayed due to dependency on DOS review. The team is in Sprint 12 which ends May 31, 2017. We will complete a Replace ID Issuance during this Sprint, begin work on the NCOA Batch programs, and continue to expand cashiering functionality.
- The Policy and Procedures Working Group is continuing their meetings on a weekly basis via conference calls. There are no project specific risks or action items to report for the current period. Project Issue 47 remains open. The Department is still waiting on the review of the proposal to DOS to meet Federal requirements. Because of the pending decision, the team moved the Motor Voter stories to Milestone D.
- MyDMV Portal – Ms. Andrades stated that the team is currently in Milestone D which ends on August 28, 2017. The team is currently in Sprint 13, the third of seven Sprints within Milestone D which began on May 17, 2017, and ends on June 6, 2017. In Sprint 13, the team is committed to developing and testing the Issuance of a Commercial Driver License Replacement, CDL Downgrade to Class E Renewal and Milestone A and C, ADA stories. The developers and testers are within capacity to complete all committed work for the new sprint. This Sprint is currently on schedule. However, the team didn't get all the stories from the previous Sprint to testing completed. No risks or action items to report during this period.
- Renewal Notification – Ms. Nelson stated that the team is working to complete Sprint 13 for Milestone D. Sprint 13 started May 17, 2017, and will end on June 6, 2017. The Milestone ends August 29, 2017. We are working on the Renewal Notice, GHQ Renewal Validation and TC Renewal Reports. There are fourteen (14) stories in our first Sprint, there are four (4) Sprints and a HIP in this Milestone. There are no project specific risk, issues or change requests for the current period.
- CDLIS/Citation Processing – Ms. Nelson states that the team is working to complete Milestone B. There are three (3) Sprints in the Milestone and the team is working on Sprint 10. The Sprint began on May 17, 2017, and ends on June 6, 2017. The team is working to complete Add Disposition, Create a Disqualification (major Offense, Serious Violation Felony Possession, Railroad Highway Grade Crossing, Serious Violations and CLP/CDL Fraud, Out of Service Order and Generate Disqualification Letter. The team has committed eleven (11) stories to this Sprint. There are no project specific risks, issues or change requests reported for the current period.
- Motorist Maintenance – Mr. Tomaszewski indicated that the team is currently in Milestone D which ends on August 30, 2017. Included in this milestone are disposition stories dependent on

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Citation Processing future testing requirements. The team is on hiatus for the current Sprint, but they continue to address any bugs reported that are impacting the test environment and have moved over to support FR development. There are a total of six (6) stories planned for completion by the end of this milestone.

- Financial Responsibility – Mr. Tomaszewski indicates that the team is working Milestone D which focuses on Sanction Creation Data tier work and the Insurance Data Exchange backend process. During this milestone, members of the team will break away to complete Motorist Maintenance Disposition user stories in support of Citation Processing testing needs. The team is in Sprint 2 of 6 ending on May 10, 2017. The developers have exceeded their planned capacity for the Sprint and are behind schedule. The delays experienced by the developers have also impacted the testers' ability to complete testing of the seven (7) committed stories that require System Evaluation Unit testing during this current Sprint. There are a total of 52 stories planned for completion by the end of this milestone. There are no project specific risks, issues or change requests reported for the current period.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Ms. Green requested a motion to adjourn the meeting and the meeting was adjourned at approximately 1:57 p.m.
- The next Advisory Board meeting is scheduled for June 27, 2017.

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Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Agenda	1 Page
MM Advisory Board Monthly Meeting Minutes dated 4/11/17	5 Pages
MM Phase I Project Manager Log of Agile Development Change Requests	1 page
MM Phase I Decision Document	2 Pages
MM Change Request #50	4 Pages
MM Change Request #51	6 Pages
MM Change Request #52	3 Pages
MM Change Request #53	3 Pages
MM Change Request #54	3 Pages
MM Change Request #55	6 Pages
MM Change Request #56	6 Pages
Motorist Modernization Glossary	2 Pages
MM Stoplight Report for Sprint Updates	1 Page
MM Stoplight Report for Milestone Updates	1 Page

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Motorist Modernization Program (Phase I)

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

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

May 2017

21 June 2017

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Building a better working world

Topics for discussion

- General IV&V overview
- Overall risk state and trending
- IV&V ratings summary
- Key indicators
- Status of key deficiency recommendations
- Overall performance
- Forecast milestone completion
- Open deficiencies and actions
- Performance 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 June 2017

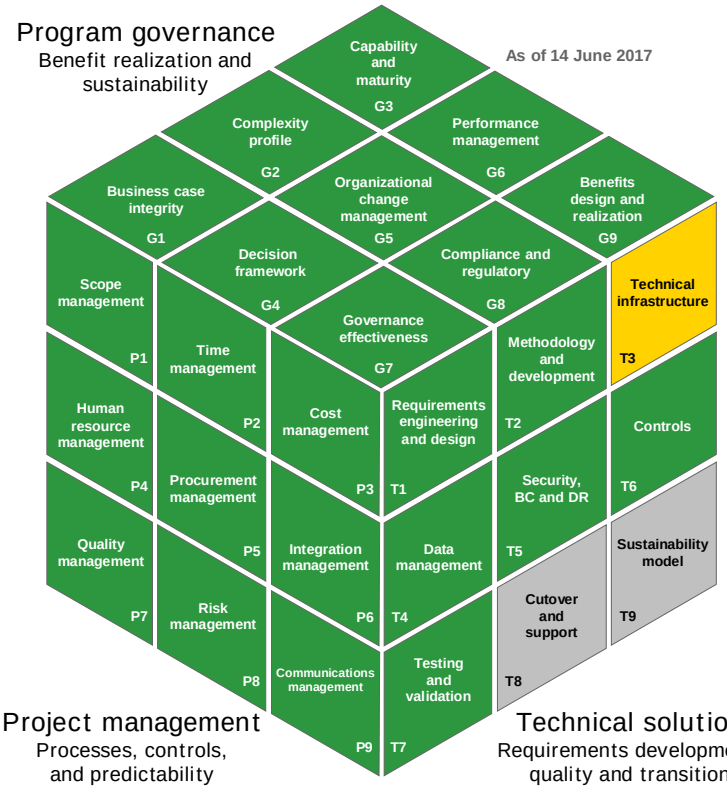
General IV&V overview

Overall IV&V risk state:	Amber

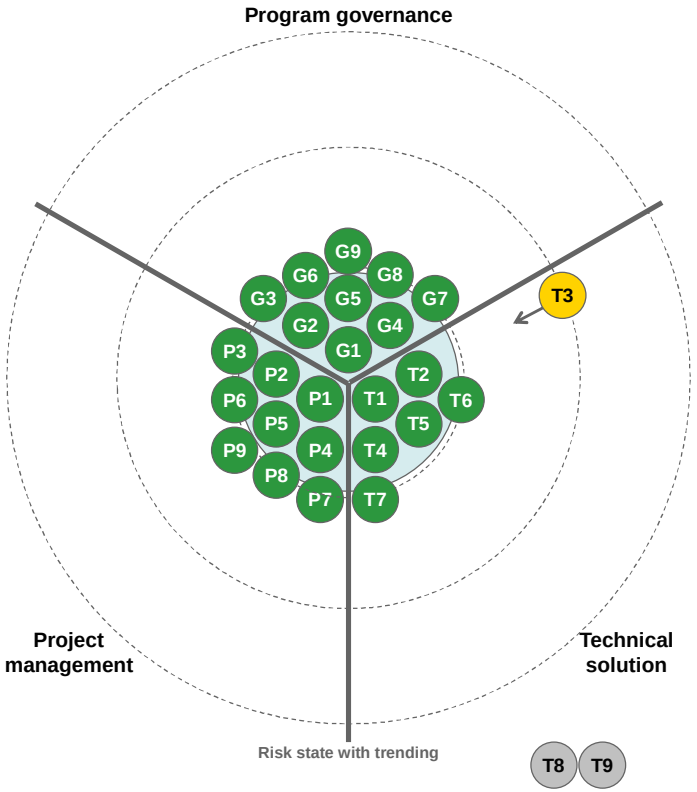
- There are no open IV&V deficiencies.
- The Program is within established performance thresholds.
  - The schedule performance index (SPI) is 1.00.
  - 4 of 2,653 total tasks (0.2%) contained in the project schedule are late.
  - 2 of 466 tasks (0.4%) for the current period are late.
- Additional facets evaluated:
  - T3 – Technical infrastructure
  - T6 – Controls
- No new deficiencies identified since the last report.

Overall risk state and trending

Risk state of the MM Program (Phase I)



Risk state with trending



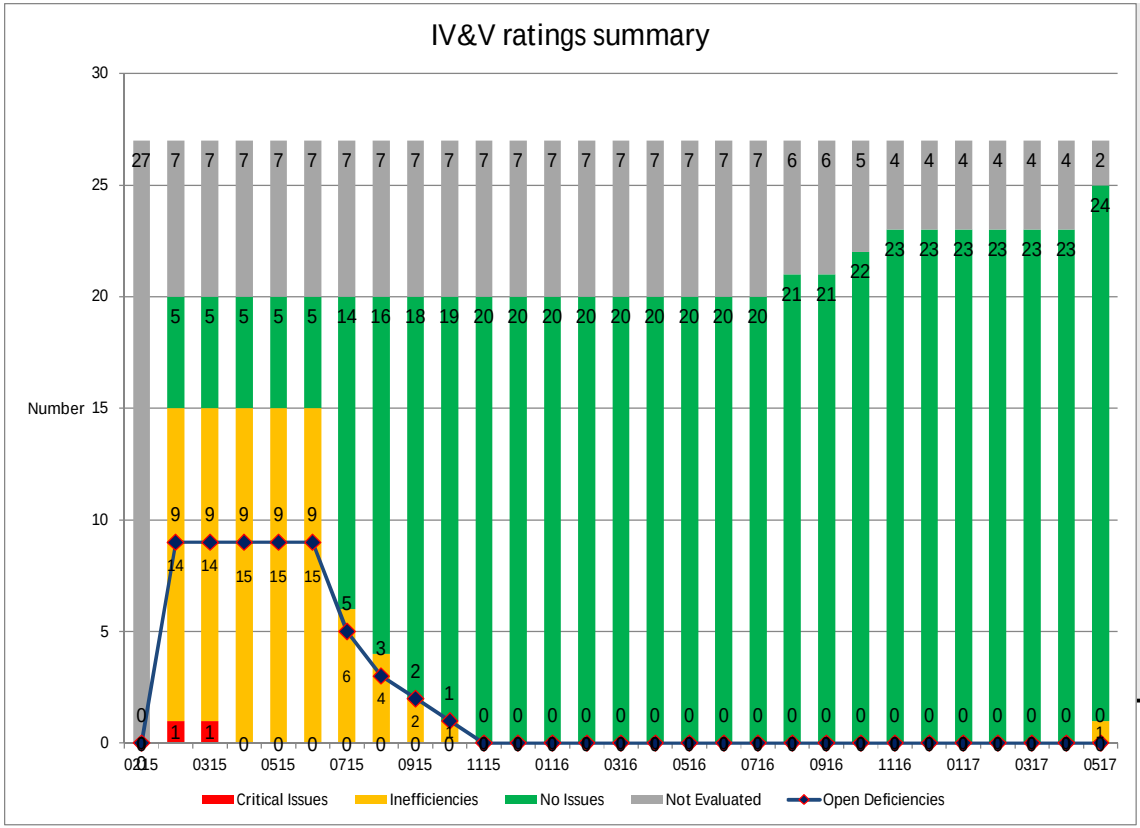
Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.

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.

Overall IV&V ratings summary

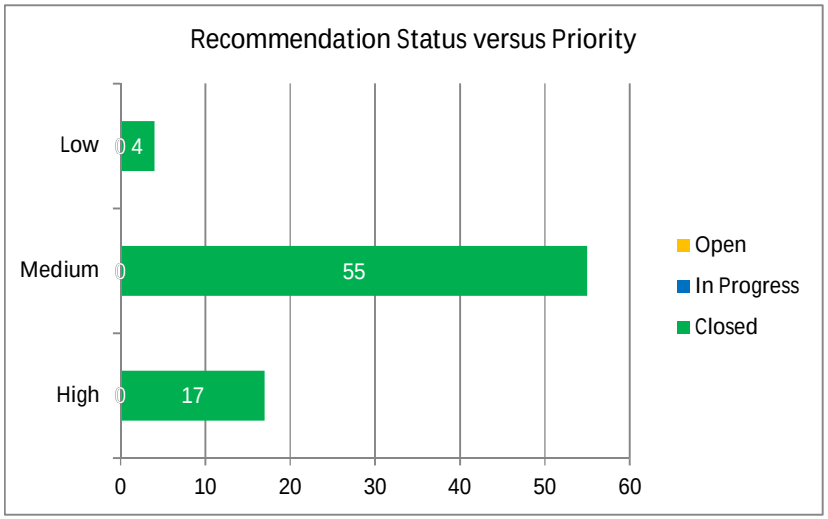


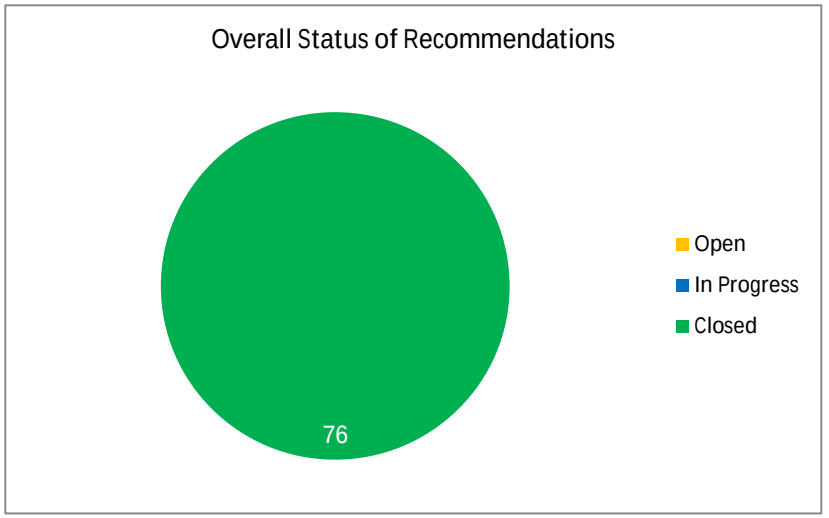
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 1
  - Green (no issues): 24
  - Gray (not evaluated): 2
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

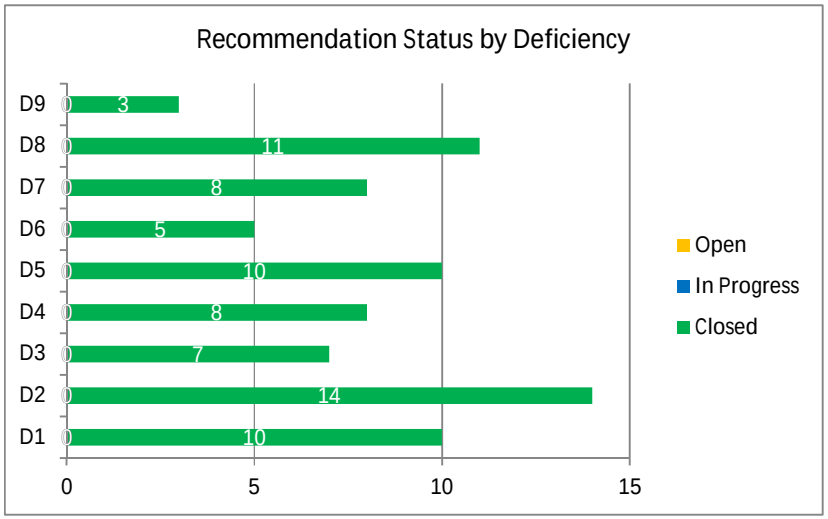
Key indicators

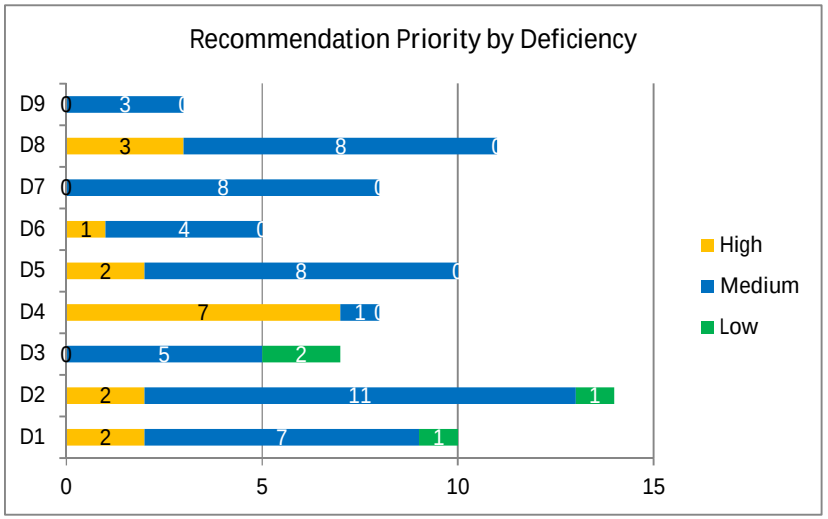
Indicator	Value	Comment
Is the project approach sound?	Yes	► The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	Within established parameters	► The Program is within established performance thresholds. ► The schedule performance index (SPI) is 1.00. ► 4 of 2,653 total tasks (0.2%) contained in the project schedule are late. ► 2 of 466 tasks (0.4%) for the current period are late.
Is the project on budget?	Yes	► The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	► The work being completed as part of the MM Program (Phase I) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	► The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	► The MM Program Team has satisfactorily addressed all 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

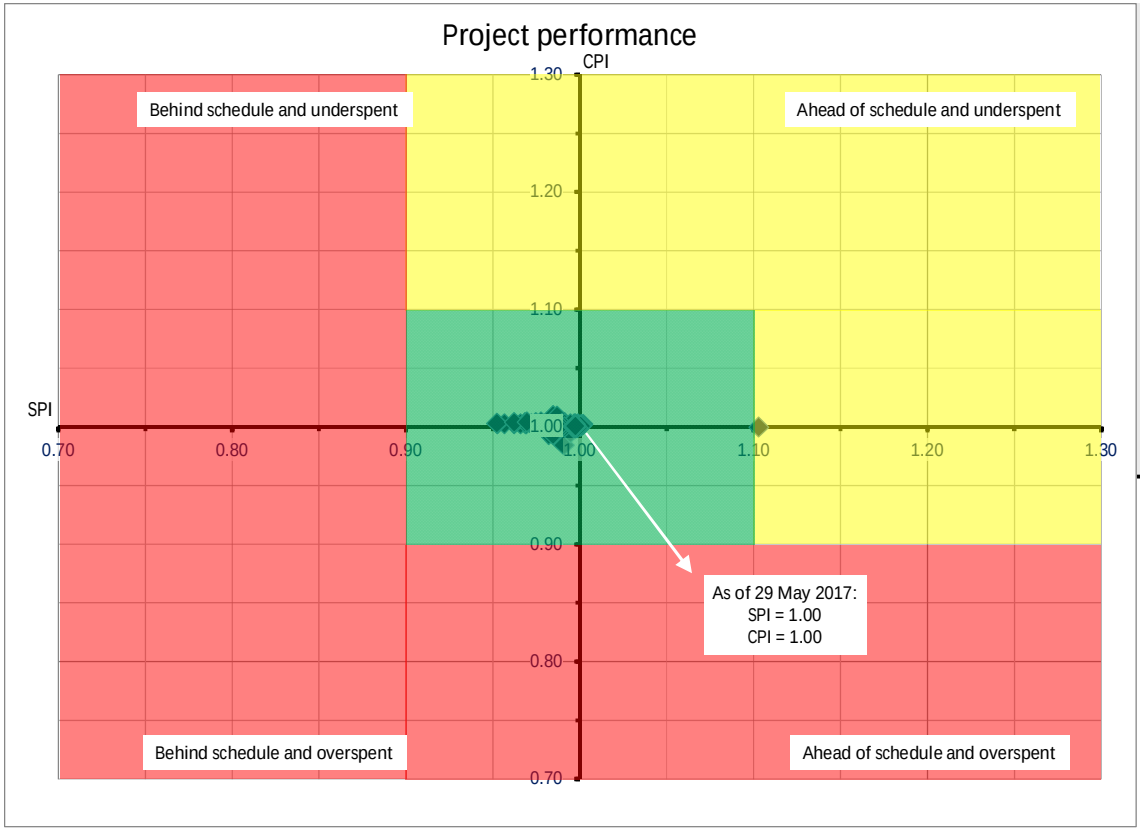








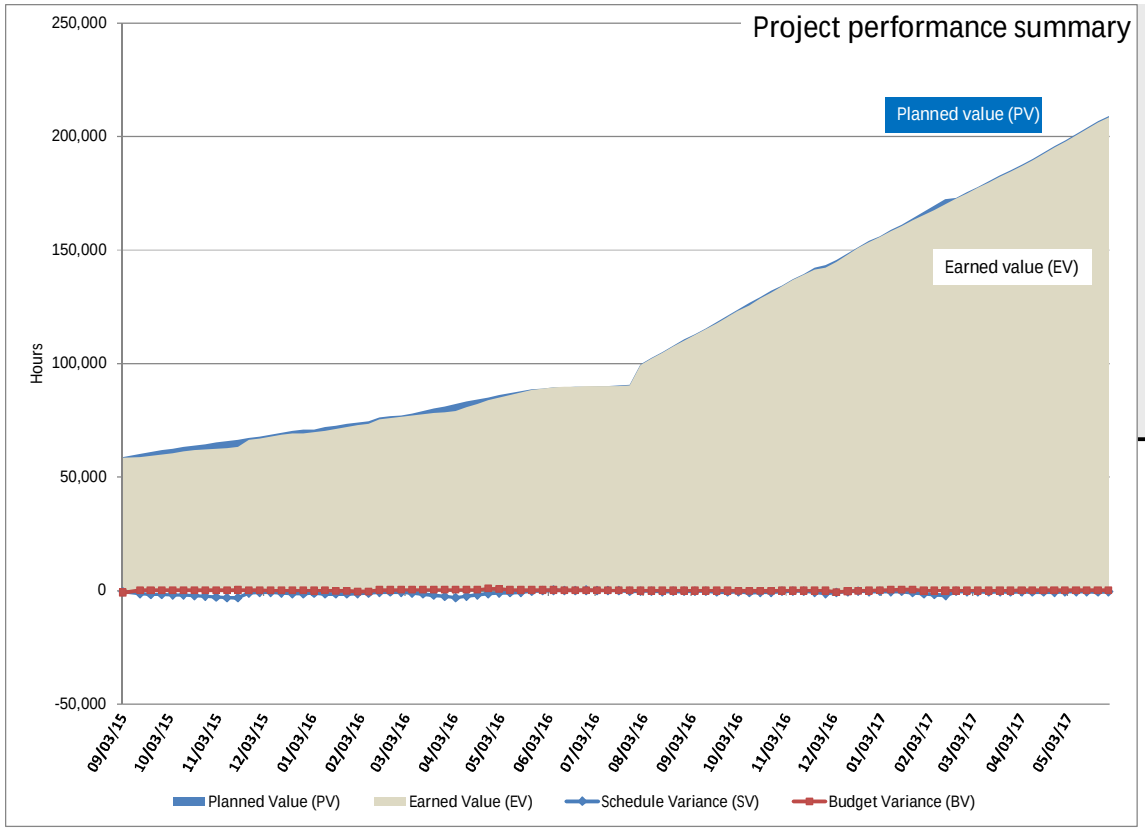
Overall performance



- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - None
- Conclusions:
  - The Program is currently on schedule and is within established performance thresholds.

- Green area indicates within tolerance of +/- 10% for both SPI and CPI.
- Amber area indicates review is required and corrective actions may be necessary.
- Red area indicates out-of-tolerance and corrective actions are necessary.

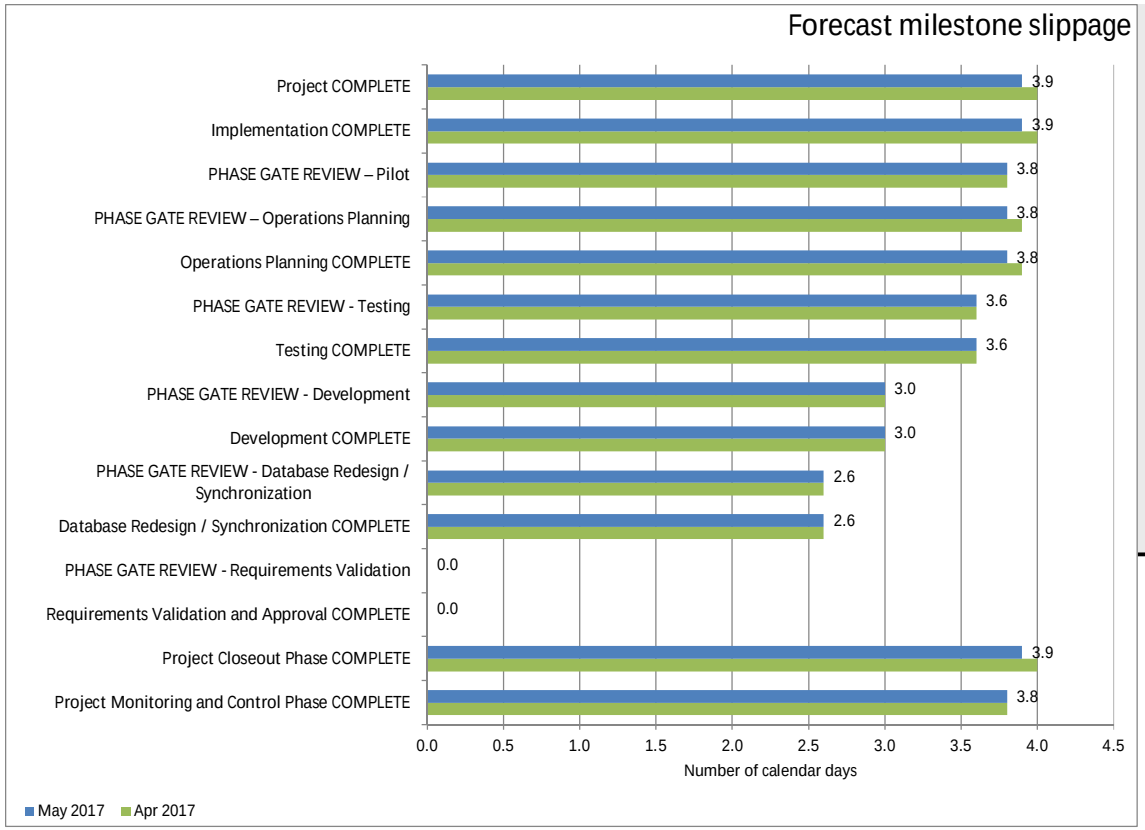
Overall performance (continued)



- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - None
- Conclusions:
  - The Program is currently on schedule and is within established performance thresholds.

- 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.

Forecast milestone completion



- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - None
- Conclusions:
  - The project is projected to complete future milestones slightly behind schedule, but within established performance parameters.

Open deficiencies and actions

Deficiency	Actions taken

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

Performance improvement recommendations

Recommendation	Progress update / resolution	Status

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

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 – Dec 2016 (IVV-302AW)	17 January 2017	31 January 2017	24 January 2017	► Complete
MAR – Jan 2017 (IVV-302AX)	14 February 2017	01 March 2017	21 February 2017	► Complete
MAR – Feb 2017 (IVV-302AY)	14 March 2017	29 March 2017	21 March 2017	► Complete
MAR – Mar 2017 (IVV-302AZ)	14 April 2017	01 May 2017	21 April 2017	► Complete
MAR – Apr 2017 (IVV-302BA)	12 May 2017	30 May 2017	19 May 2017	► Complete
MAR – May 2017 (IVV-302BB)	14 June 2017	29 June 2017	21 June 2017	► Complete
MAR – Jun 2017 (IVV-302BC)	17 July 2017	01 August 2017		

Supporting information

- Summary of changes
- IV&V ratings summary
- Open deficiencies
- Project milestones
- Late tasks
- Project budget

Summary of changes

Supporting information

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies.
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► T3 – Technical infrastructure changed from Gray (not evaluated) to Amber (issues and inefficiencies). ► T6 – Controls changed from Gray (not evaluated) to Green (no issues).
Maturity ratings	► T3 – Technical infrastructure changed from Level 0 (not evaluated) to Level 3 (defined). ► T6 – Controls changed from Level 0 (not evaluated) to Level 3 (defined).
Interviews conducted	► No interviews conducted since last report
Artifacts received	► Numerous artifacts received.

Open deficiencies

Supporting information

Areas and implications	Recommendations	Actions taken
None		

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

Project milestones

Supporting information

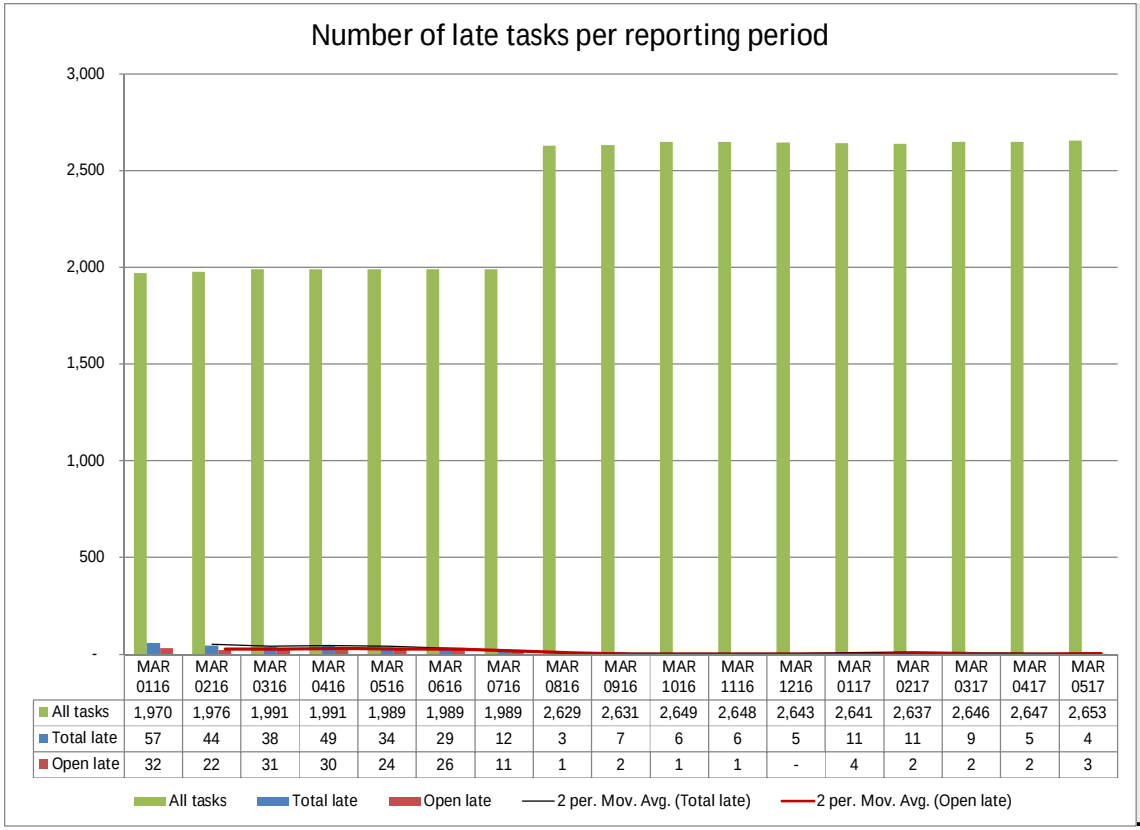
WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
1.3.12	Project Monitoring and Control Phase COMPLETE	06/28/2019	07/08/2019	07/09/2019	07/11/2019	
1.4.8	Project Closeout Phase COMPLETE	06/28/2019	08/29/2019	08/29/2019	09/01/2019	
7.5	Requirements Validation and Approval COMPLETE	03/02/2016	06/27/2016	06/27/2016	06/27/2016	06/27/2016
7.6	PHASE GATE REVIEW - Requirements Validation	06/28/2016	06/27/2016	06/27/2016	06/27/2016	06/27/2016
8.2	Database Redesign / Synchronization COMPLETE	05/01/2018	06/20/2018	04/27/2018 See note 1	04/29/2018	
8.4	PHASE GATE REVIEW - Database Redesign / Synchronization	06/20/2018	06/20/2018	04/27/2018 See note 1	04/29/2018	
8.5.10	Development COMPLETE	05/25/2018	09/13/2018	09/13/2018	09/15/2018	
8.6	PHASE GATE REVIEW - Development	07/27/2018	09/13/2018	09/13/2018	09/15/2018	
8.7.5	Testing COMPLETE	02/20/2019	04/22/2019	04/22/2019	04/25/2019	
► Additional milestones will be added as the project progresses						

- Modified based on CR050 – EDI date adjustment
- Original – Original contract completion date.
- Scheduled – Scheduled completion date based on the latest schedule baseline.
- Planned – Planned completion date (should be the same as scheduled).
- Forecast – Based on the current schedule performance index.
- Actual – The actual completion date

Late	

Late tasks

Supporting information



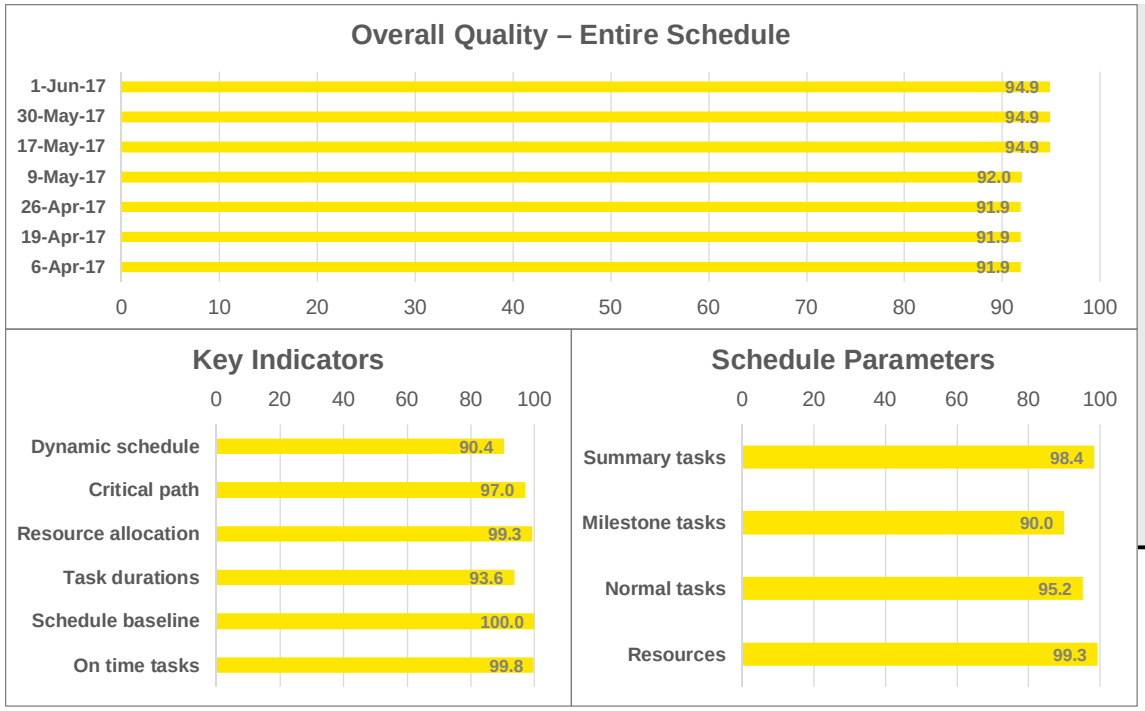
	MAR 0116	MAR 0216	MAR 0316	MAR 0416	MAR 0516	MAR 0616	MAR 0716	MAR 0816	MAR 0916	MAR 1016	MAR 1116	MAR 1216	MAR 0117	MAR 0217	MAR 0317	MAR 0417	MAR 0517
All tasks	1,970	1,976	1,991	1,991	1,989	1,989	1,989	2,629	2,631	2,649	2,648	2,643	2,641	2,637	2,646	2,647	2,653
Total late	57	44	38	49	34	29	12	3	7	6	6	5	11	11	9	5	4
Open late	32	22	31	30	24	26	11	1	2	1	1	-	4	2	2	2	3

- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 2,653
  - Total tasks late: 4
  - Total open tasks late: 3
- Conclusions:
  - The total number of tasks designated as late is 0.2% of the total number of tasks.

Project schedule quality

Entire schedule: 11/1/2013 to 8/29/2019

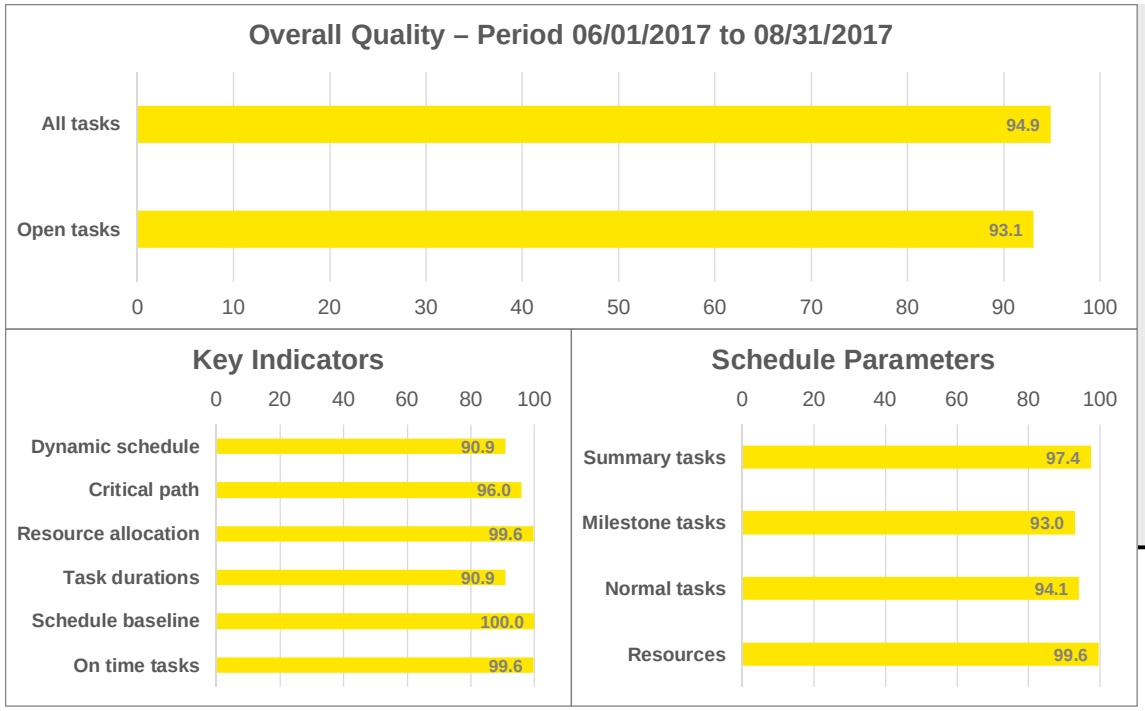
Supporting information



- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 94.9
- Conclusions:
  - Overall schedule quality is consistent and excellent

Project schedule quality
Period: 6/1/2017 to 8/31/2017

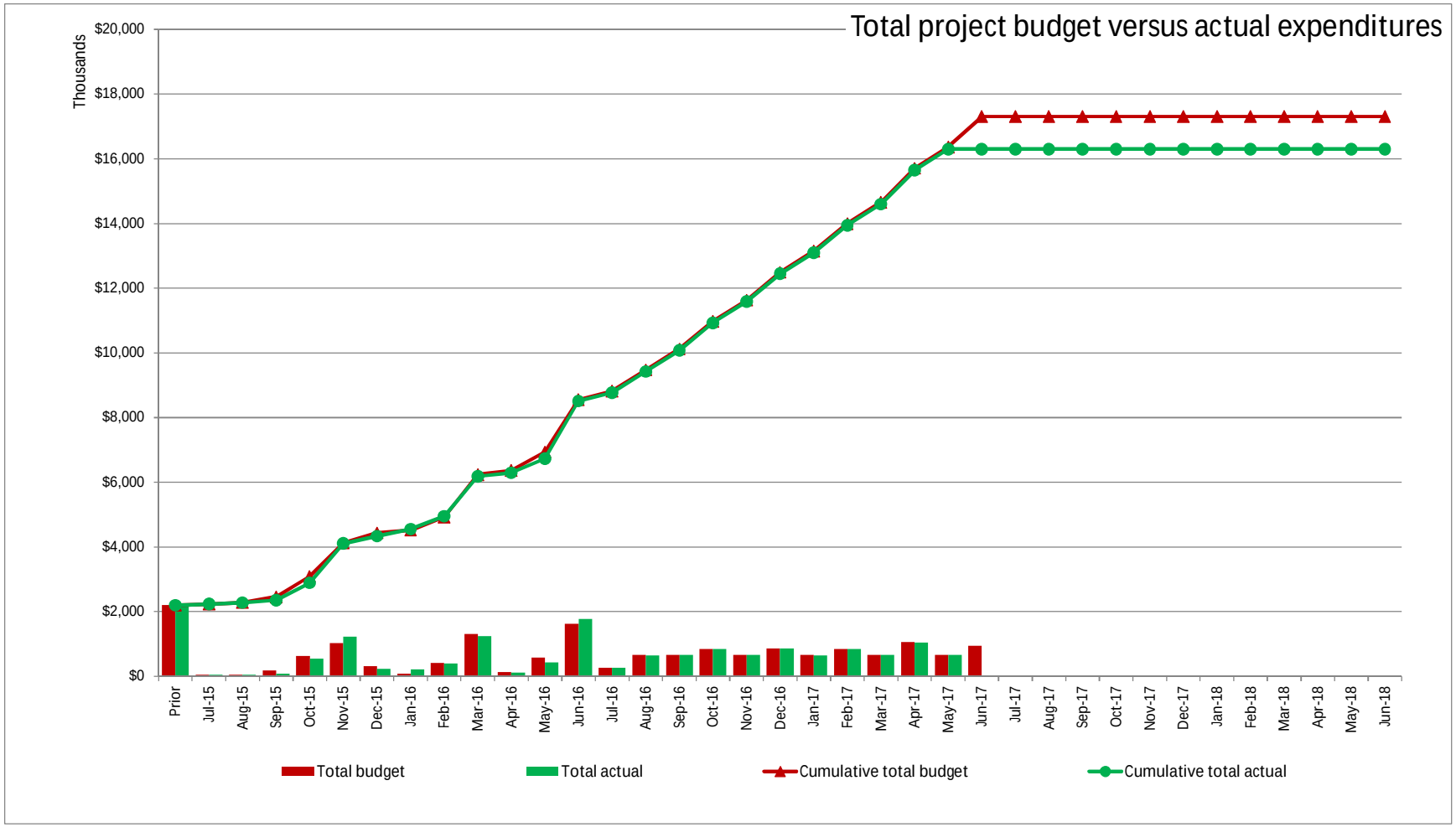
Supporting information



- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 94.9
- Conclusions:
  - Overall schedule quality is consistent and excellent

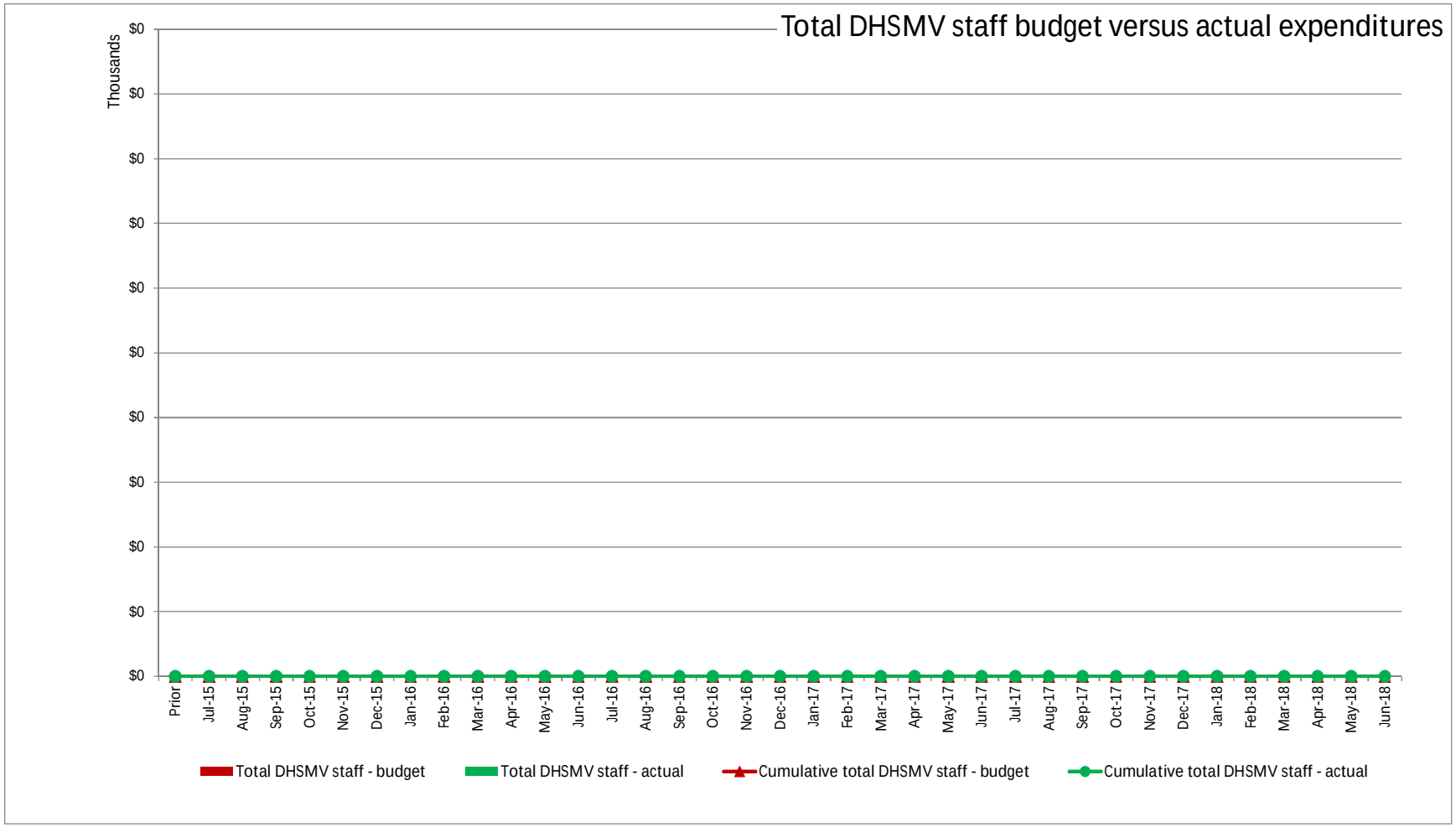
Project budget
Total project funding

Supporting information



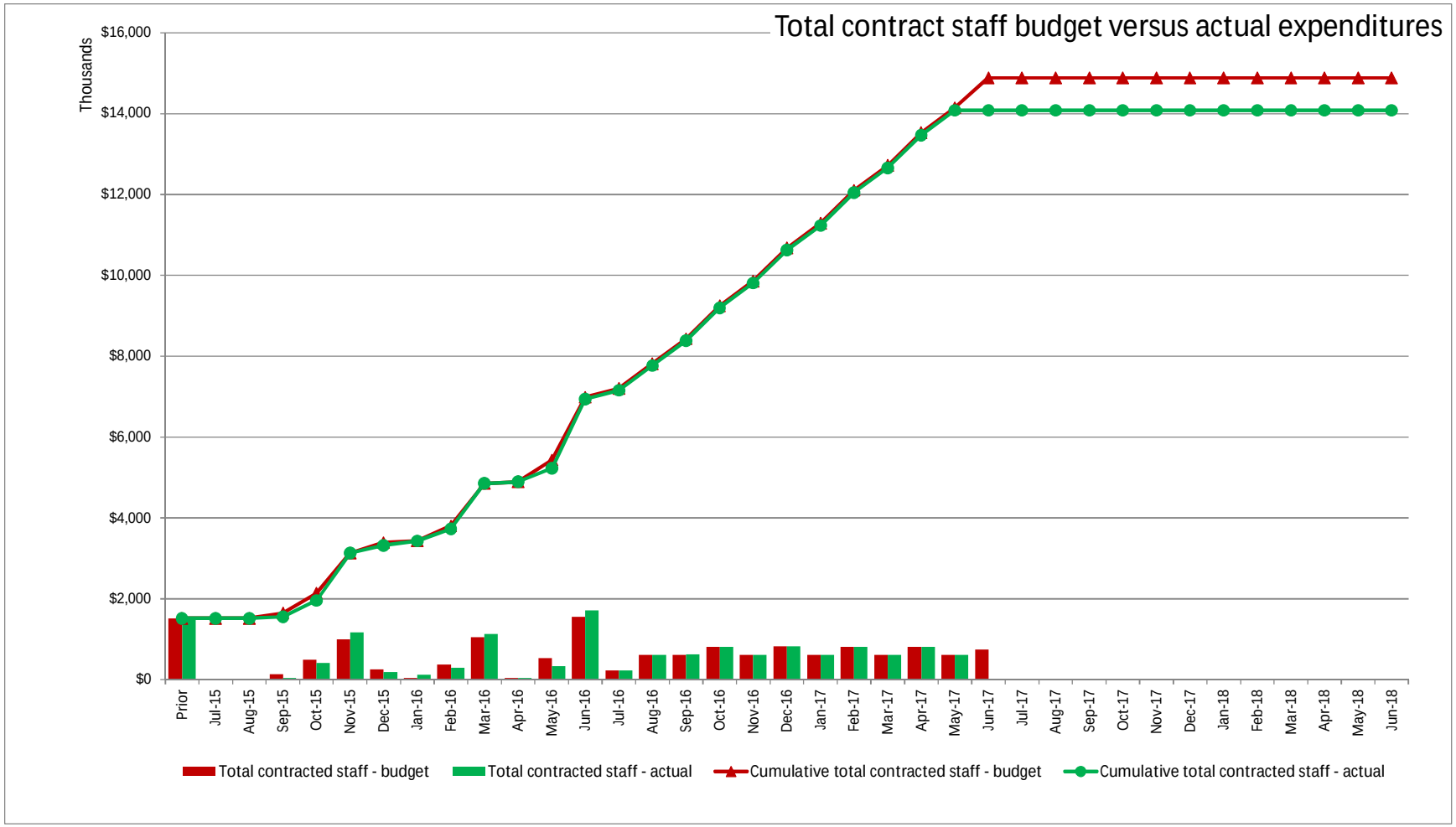
Project budget
DHSMV staff funding

Supporting information



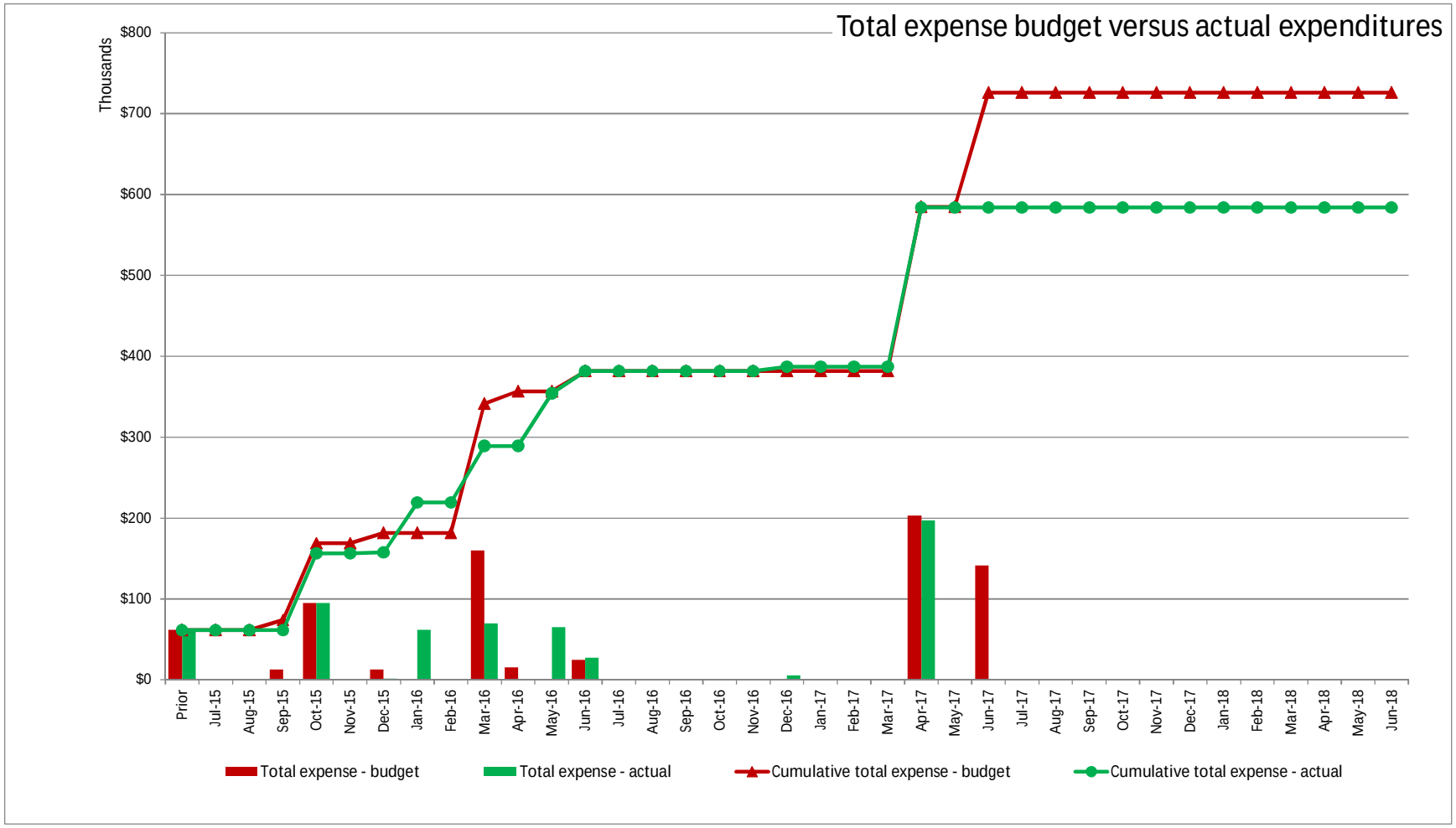
Project budget
Contract staff funding

Supporting information



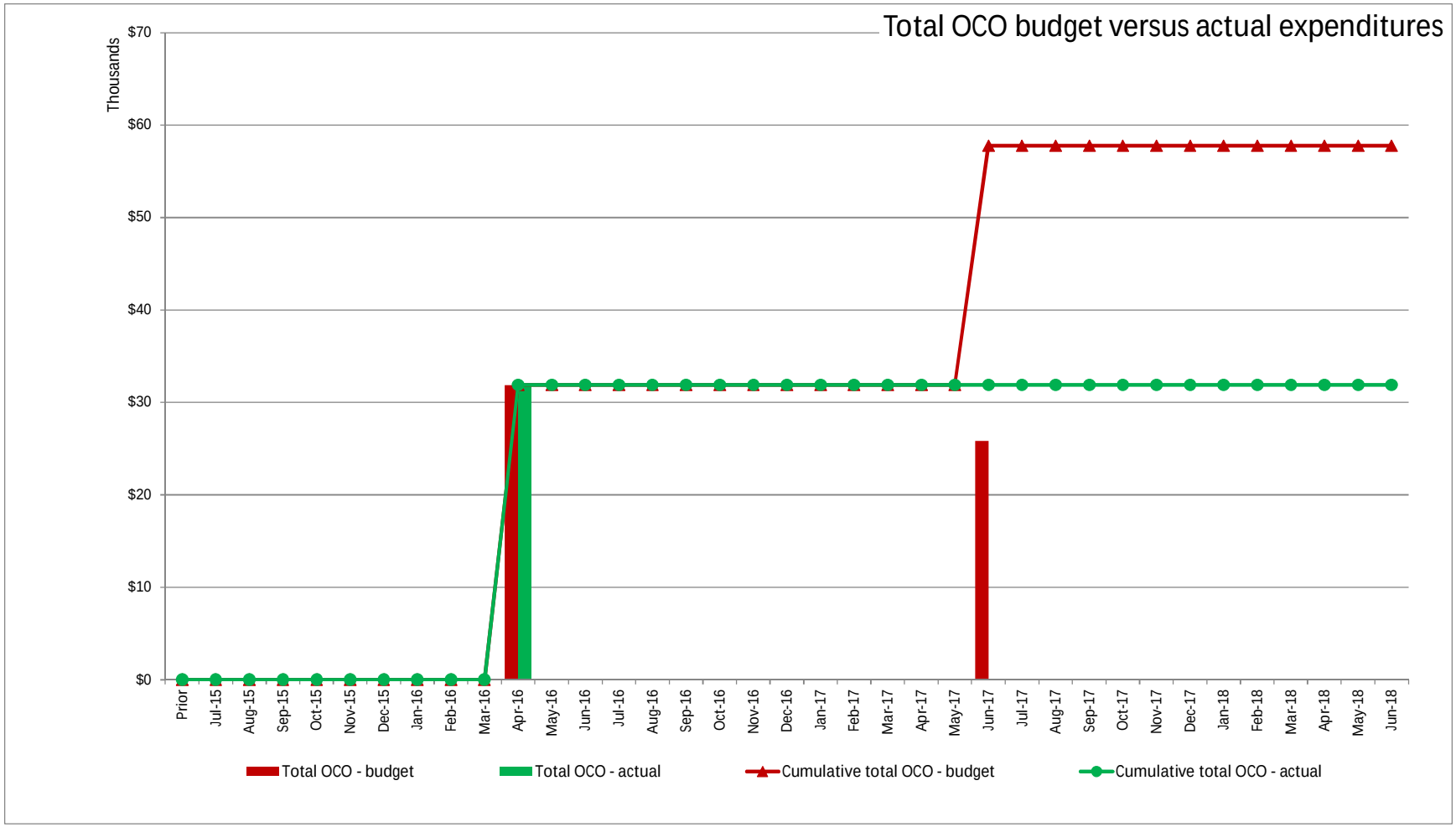
Project budget
Expense funding

Supporting information



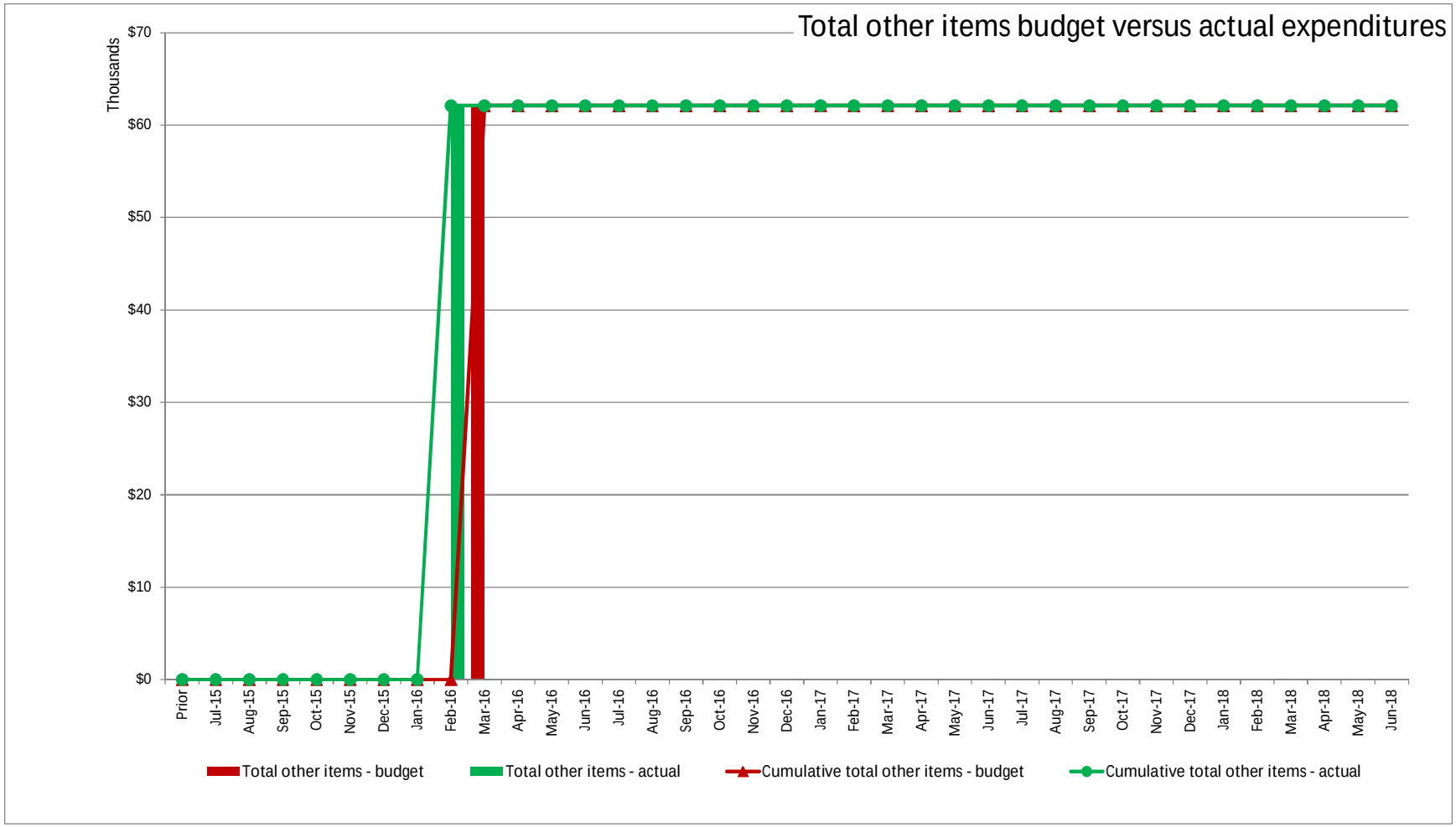
Project budget
OCO funding

Supporting information



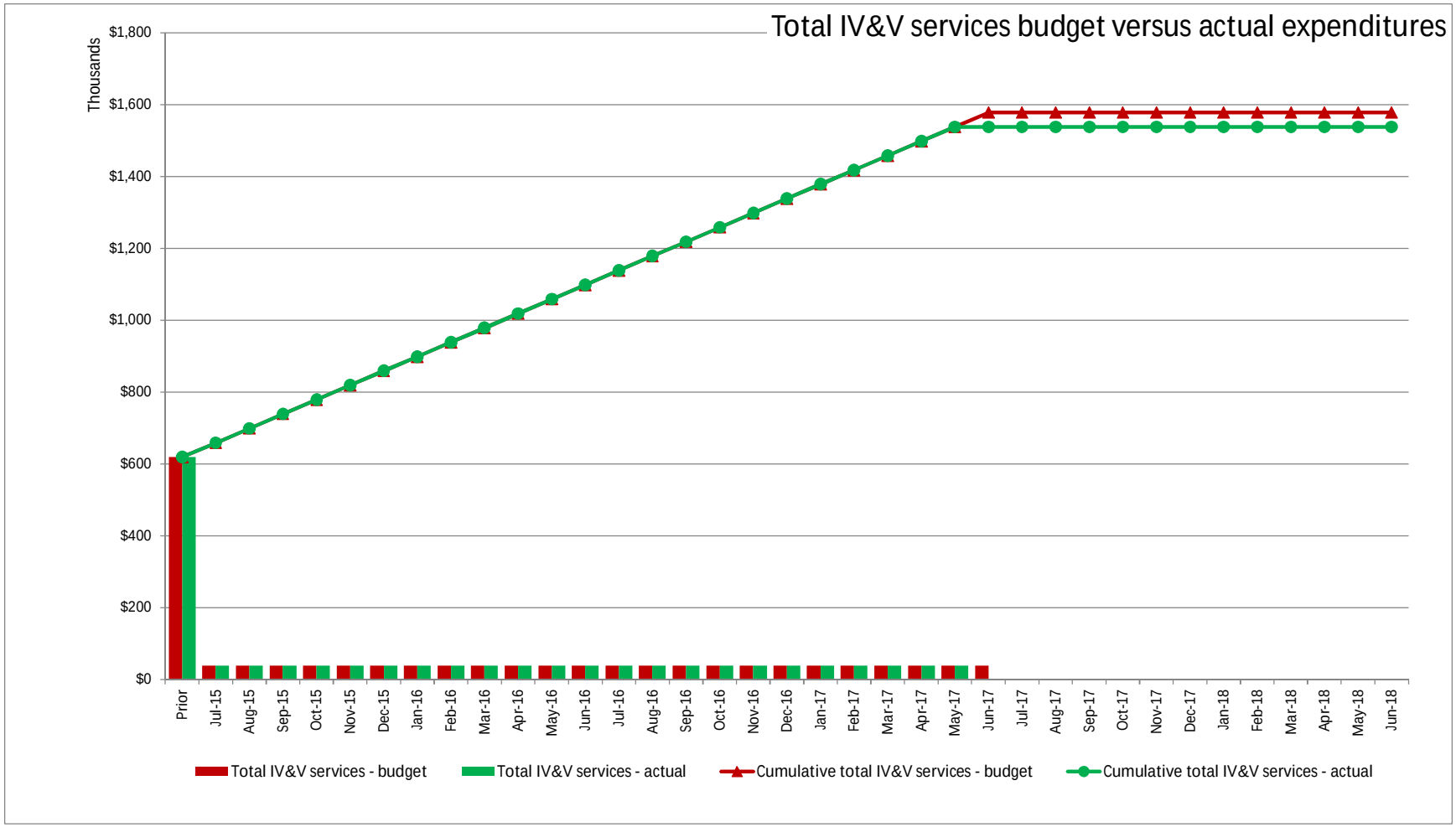
Project budget
Other items funding

Supporting information



Project budget
IV&V services funding

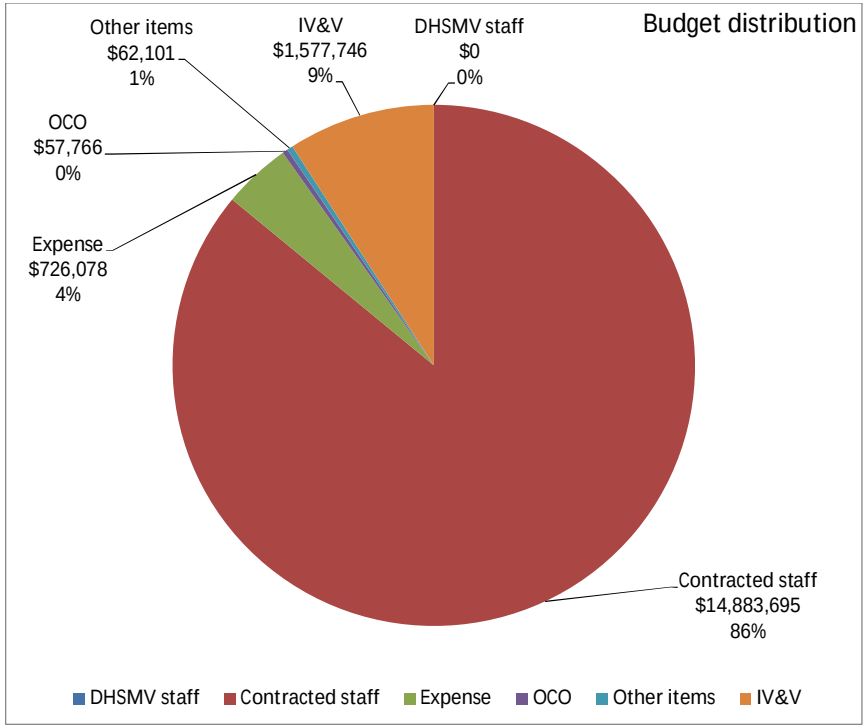
Supporting information

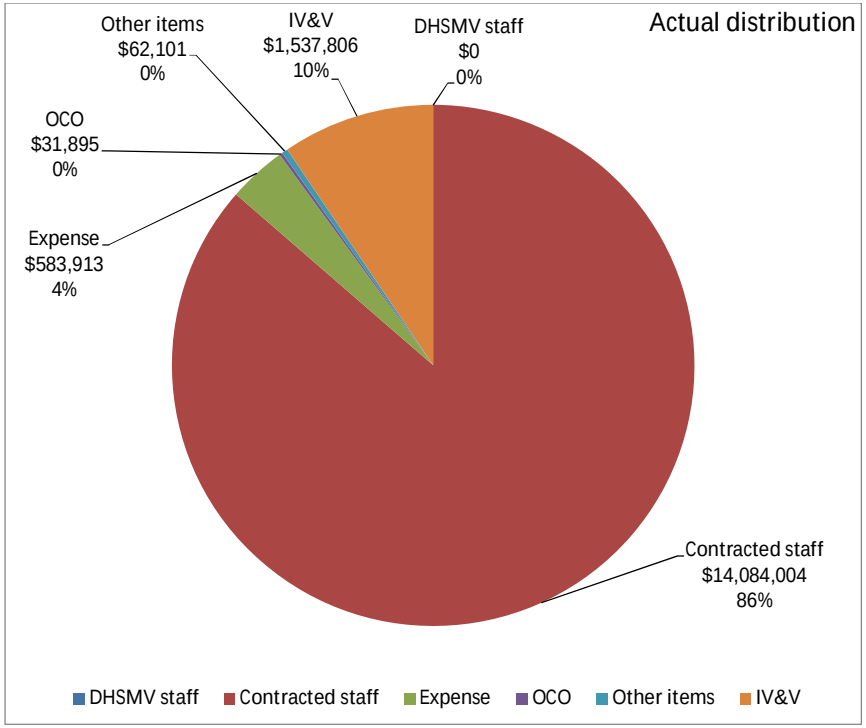


Project budget

Budget and actual distribution

Supporting information





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Motorist Modernization - Phase I
FY 2016-2017 Spend Plan
April 2017

Month / Project Cost		Total Budget	July Budget	July Actual	Aug Budget	Aug Actual	Sep Budget	Sep Actual	Oct Budget	Oct Actual	Nov Budget	Nov Actual	Dec Budget	Dec Actual	Jan Budget	Jan Actual	Feb Budget	Feb Actual	Mar Budget	Mar Actual	Apr Budget	Apr Actual	May Budget	May Actual	Jun Budget	Jun Actual	Budget to Date	Actual to Date	Variance to Date	Total Project Budget	Total Project Actual	Total Project Variance
OPS Staff		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
OPS Staff (rate per hour includes 7.65% benefit costs)																														
DHSMV Staff - Salary & Benefits		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Contracted Staff/Services	Deliverables	**$ 8,379,280**	**$ 260,940**	**$ 260,940**	**$ 653,273**	**$ 647,503**	**$ 653,273**	**$ 658,975**	**$ 853,277**	**$ 850,775**	**$ 653,273**	**$ 653,498**	**$ 860,273**	**$ 856,280**	**$ 653,273**	**$ 648,377**	**$ 853,273**	**$ 854,045**	**$ 653,273**	**$ 651,188**	**$ 853,273**	**$ 849,470**	**$ 653,273**	**$ 654,645**	**$ 778,606**	**$ -**	**$ 7,600,674**	**$ 7,585,696**	**$ 14,979**	**$ 8,379,280**	**$ 7,585,696**	**$ 793,585**
Accenture - Support Service RFQ 020-15 (FY16-17)		$ -																														
Monthly Legislative/Governance Status Report	4	$ 440,000			$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000							
Lessons Learned	47	$ 14,000											$ 7,000	$ 7,000											$ 7,000							
Updated System Specification Documents	48	$ -																														
Updated Synchronization Process Design Documents	49	$ 200,000											$ 200,000	$ 200,000																		
Updated Modernization Development/Test Database Model	50	$ 200,000							$ 200,000	$ 200,000																						
Updated Migration Plan	51	$ 200,000															$ 200,000	$ 200,000														
Motorist Modernization Milestone Release Report	52	$ 5,775,000			$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000							
As-Built Solution Overview Report	53	$ 221,000	$ 221,000	$ 221,000																												
Initial Technical Architecture Documents	54	$ 200,000																			$ 200,000	$ 200,000										
Updated Technical Architecture Documents	55	$ -																														
Renewal Implementation Plan	56	$ -																														
Pilot Implementation Plan	57	$ -																														
Statewide Roll-Out Implementation Plan	58	$ -																														
Motor Vehicle Renewal - Structured Testing & Enterprise Plan	59	$ 50,000																							$ 50,000							
RFQ 033-16; RFQ 034-16 - Contracted Services - Staff		$ 580,000			$ 48,333	$ 42,563	$ 48,333	$ 54,035	$ 48,337	$ 45,835	$ 48,333	$ 48,558	$ 48,333	$ 44,340	$ 48,333	$ 43,437	$ 48,333	$ 49,105	$ 48,333	$ 46,248	$ 48,333	$ 44,530	$ 48,333	$ 49,705	$ 96,666							
Contracted Services		$ 20,000																							$ 20,000							
Ernst & Young - IV&V Services RFQ 019-15 (FY16-17)		$ 479,280	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ -							
Expense		**$ 344,200**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**		**$ -**		**$ -**		**$ -**	**$ 5,429**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 202,896**	**$ 196,874**	**$ -**	**$ -**	**$ 141,304**	**$ -**	**$ 202,896**	**$ 202,304**	**$ 593**	**$ 344,200**	**$ 202,304**	**$ 141,896**
OCO		**$ 25,871**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**		**$ -**		**$ -**		**$ -**		**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 25,871**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 25,871**	**$ -**	**$ 25,871**
Other Items		**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**		**$ -**		**$ -**		**$ -**		**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
Total Costs		**$ 8,749,351**	**$ 260,940**	**$ 260,940**	**$ 653,273**	**$ 647,503**	**$ 653,273**	**$ 658,975**	**$ 853,277**	**$ 850,775**	**$ 653,273**	**$ 653,498**	**$ 860,273**	**$ 861,709**	**$ 653,273**	**$ 648,377**	**$ 853,273**	**$ 854,045**	**$ 653,273**	**$ 651,188**	**$ 1,056,169**	**$ 1,046,344**	**$ 653,273**	**$ 654,645**	**$ 945,781**	**$ -**	**$ 7,803,570**	**$ 7,787,999**	**$ 15,571**	**$ 8,749,351**	**$ 7,787,999**	**$ 961,352**
Progress Payments			**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**

Current Year, Current Month

Current Year, Total Year

*Approved Budget Amendment 3

Total Project Budget	**$ 8,749,351**
Total Amount Spent To Date	**$ 7,787,999**
Total Amount Remaining	**$ 961,352**

Motorist Modernization Phase I
Project Manager log of Agile Development-related Change Requests

#	Title	Brief Description	Source	Notes	Internal Review Status	Internal Status Date	Estimated Effort by Work Type	Total Effort	Project Team	Level	Approver per Governance	Decision	Date Approved/ Deferred/ Rejected
PMCR-133	Rework Email Receipt - make updates to FR25302 & FR9595	Change email field on Batch Details to be a drop-down that allows user to select DHSMV email associated with ANY customer in the batch and rework email body to match updates from Portal team	Development	Work would be done as part of rework for receipt for Replace ID Transaction in Milestone D	Approved	5/23/2017	1 Hours - Refinement 6 Hours - Build 4 Hour - Test **11 Hours Total**	11	DL	I/II	Product Owner/Project Manager	Approved	5/23/2017
PMCR-134	Un-Archive FR 20528 - Send verification file to Insurance Company to handle manually entered SR 22 and FR 44.	Story and business requirements retired back in June 2016 as part of an archive exercise of an entire requirements folder. This story was incorrectly placed in folder. System needs the ability to verify manually entered SR 22 and FR44 with insurance companies.	Refinement	Senior BAs from DL Issuance and FR are correcting existing Business Requirement links across both projects. Work planned to be completed during work planned under the verification file story planned for in the current Milestone D. This additional development work can be picked up during current milestone without impacting capacity.	Approved	5/23/2017	1 Hours - Refinement 26 Hours - Develop 20 Hour - Test 47 **Hours Total**	47	FR	I/II	Product Owner/Project Manager	Approved	5/23/2017
PMCR-136	Sig Pad and Citizenship Changes	Need to force the user select citizenship type on Capture Summary prior to navigating to the Signature Screen. Also, need to adjust the Sig Pad workflow if a change in citizenship impacts the business rules that would navigate user to various sig pad screens	Testing	Work would be done as part of rework for Replace ID Transaction in Milestone D	Approved	5/23/2017	1 Hours - Refinement 11 Hours - Build 5 Hour - Test **17 Hours Total**	17	DL	I/II	Product Owner/Project Manager	Approved	5/23/2017
PMCR-138	Breakout additional stories for the epic stories FR28281 - Perform Clear Sanctions, and FR27638 Perform Clear Sanction Process.	During the FR Knowledge Gap mitigation efforts it was determined that these stories needed to be broken out to allow for easy development and testing. Looking to break these stories out into 35-42 individual stories.	Refinement	Work planed for Milestone E (Tentatively planned for Sprint 5). 6/6/17 - Need to add BA hours to create the stories	Approved	6/6/2017	8 Hours BA/SME Refinement 8 Hours Total	8	FR	I/II	Product Owner/Project Manager	Approved	6/6/2017
PMCR-140	Decompose stories	This PMCR would decompose FR10075 - Display Sig Pad for Replace ID (as well as other sig pad stories) to create separate stories for calculating the Expiration and Issue Dates for each issuance transaction type.	Refinement	Will add 28 stories (Original, Renew, Replace) for ID & CLP and (Original, Renew, Replace, Temp) for DL, CDL. Will be spread over Milestone D, E, F & G. Approved via email from Dana on 6/6/17	Approved	6/20/2017	2.5 Hours - Refinement 14 Hours - Build 15 Hours - Test **31.5 Hours Total**	31.5	DL	I/II	Product Owner/Project Manager	Approved	6/20/2017
PMCR-141	Add Print Political Party to Home Screen	Need to add the ability to print the list of political parties used in the Motor Voter flow from the DL Issuance Home Screen	Planning	Approved via email from Dana on 6/6/17	Approved	6/20/2017	.5 Hours - Refinement 4 Hours - Build 4 Hour - Test **8.5 Hours Total**	8.5	DL	I/II	Product Owner/Project Manager	Approved	6/20/2017
PMCR-142	Add another Defective Card Type to No Fee Reason Screen	User needs the ability to choose either Digimarc Card or generic card as choice for defective card type so that the Department can track stats on defective card types	Development	Approved via email from Dana on 6/6/17	Approved	6/20/2017	.5 Hours - Refinement 4 Hours - Build 1 Hour - Test **5.5 Hours Total**	5.5	DL	I/II	Product Owner/Project Manager	Approved	6/20/2017

PMCR-145	ORION sytem Access - Roles and Role Sets	The following changes were requested during the Renewal Focus Group Meeting which met on May 17th: Remove 'TC Renewal Vendor Maintenance" role Remove 'TC Renewal Reports' role Remove 'TC Renewal Email Notifications' role Create 'TC Renewal Adminstrators' role set with the following permissions: TC Renewal Notification Inquiry TC Renewal County Maint TC Renewal Vendor Maint TC Renewal Email Notifications TC Renewal Reports	Renewal Focus Group Meeting 5/17/2017	Reviewed; Approved by Paula Stanfield in meeting 6/5/17. Milestone E	Approved	6/6/2017	DEV 2 hours SEU 2 hours Grooming 1 hour ***Total 5 hours***	5	Renewal	I/II	Product Owner/Project Manager	Approved	6/6/2017
PMCR-146	Renewal MV Inquiry Screen	The following changes were requested during the Renewal Focus Group Meeting which met on May 17th: On the Renewal MV Inquiry Screen, in the Registrant Details section, add the following fields: Expiration Date License Plate (description/code) Ship To (flag or indicator) if this is also the Mailing address On the Vehicle tab add: Class Code Color (Minor, Major) (Code/Description)	Renewal Focus Group Meeting 5/17/2018	Reviewed; Approved by Paula Stanfield in meeting 6/5/17 Milestone E	Approved	6/6/2017	DEV 3 hours SEU 4 hours Grooming 1 hour ***Total 8 hours***	8	Renewal	I/II	Product Owner/Project Manager	Approved	6/6/2017
PMCR-147	County Renewal Maintenance Screen	The following changes were requested during the Renewal Focus Group Meeting which met on May 17th: On the County Renewal Maintenance Screen, add an option to 'Authorized Replacement Code' drop down, that will not quote a fee. This is how the current system functions, the Renewal customer will call for fee information	Renewal Focus Group Meeting 5/17/2018	Reviewed; Approved by Paula Stanfield in meeting 6/5/17 Milestone E	Approved	6/6/2017	DEV 2 hours SEU 6 hours Grooming 1 hour ***Total 9 hours***	8	Renewal	I/II	Product Owner/Project Manager	Approved	6/6/2017

PMCR-148	County Renewal Vendor Maintenance Screen	When Tax Collectors request a new Vendor, they specify the renewal year and birth month for which it will become effective. For example, January 2017. Currently on the County Renewal Maintenance screen the Effective date and the Expiration date were coded as actual dates (MM-DD-YYYY). Change the format to renewal year and renewal month.	Renewal Focus Group Meeting 5/17/2019	Reviewed; Approved by Paula Stanfield in meeting 6/5/17 Milestone E	Approved	6/6/2017	DEV 24 -30 hours SEU 10 hours Grooming 2 hour ***Total 42 hours***	42	Renewal	I/II	Product Owner/Project Manager	Approved	6/6/2017
PMCR-152	Non-Licensed Driver Address from FCCC	1. Citation Services will use the Smarty Streets application to validate the address received. If Smarty Streets cannot correct the address, then a. Write the address, as it was received to the database. b. Store the address in the 'Residential' address and the 'Mailing' address fields. c. Send the FTC or disposition letter to the 'Mailing' address. 2. If Smarty Streets can correct the address so that it is a valid address, then a. Write the address as it was received to the database in the 'Residential' address field. b. Write the Smarty Streets validated address to the database in the 'Mailing' address. field c. Send the FTC to both the 'Residential' and 'Mailing' addresses.	Data Tier	Approved by ESC and PO - Milestone C	Approved	6/20/2017	DEV 30 hours	30	CP	I/II	Product Owner/Project Manager	Approved	6/20/2017
PMCR-155	Breakout error code validation tasks under RQ27757 to allow for common validation to be developed prior to individual validation rules in current the Sprint (Milestone D Sprint 4).	These common validations need to be established prior to individual validation assigned to members out to developers as to not create on-off solution for the common validations that need to be shared by the team.	Development	Create error code validation tasks (additional 11 hours) for 059,062,063,064,065,A16,A43,A45,A46,A47, and A03. To accommodate for the unplanned work and to balance capacity Functional Testing for Transactions 22 and 26 (12 hours) will be pulled from this sprint and completed in Sprint 5 when all related development tasks for Insurance certificate are worked on.	Approved	6/20/2017	11 hours development	11	FR	I/II	Product Owner/Project Manager	Approved	6/20/2017
PMCR-161	ARCHIVE - Create Audit Renewal Audit Maintenance	Duplicate Story -Should be Archived	Development	Milestone D	Approved	6/20/2017	(16) Hours to backlog	-16	Renewal	I/II	Product Owner/Project Manager	Approved	6/20/2017

Motorist Modernization Glossary

- Approved
  - Development and/or testing are approved to work on the story and plans to complete the tasks added in the sprint.
- Burndown
  - 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
  - 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
  - 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.
  - Development stories completed in a previous sprint, which only require testing and the testers agree to testing the stories during the sprint.
- Completed Work
  - 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
    - 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
    - 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
    - Defined period to complete a defined set of features or functionalities.
- Original Estimate
    - The original estimate in hours of work to complete the task.
- Remaining Work
    - The estimate in hours for the work remaining to complete the task.
- Risks
    - An uncertain future event, which may have a negative impact on the project should it occur.
- Sprint
    - Three-week Agile development cycle as defined by Motorist Modernization.
- Task
    - Unit of work.