**Motorist Modernization Advisory Board – Phase I Monthly Meeting**
**Tuesday, July 9, 2019**
**1:00 to 2:00 PM, EST**
**Neil Kirkman Building, Conference Room B-202**
**2900 Apalachee Parkway, Tallahassee Florida 32399**

| Invitees | Representing |
|---|---|
| Deb Roby | FLHSMV |
| Ed Broyles | FLHSMV |
| Pace Callaway | FLHSMV |
| April Edwards | FLHSMV |
| Kevin Bailey | FLHSMV |
| William Washington | Florida Court Clerks & Comptrollers |
| Lisa Cullen | Florida Tax Collectors |

## Agenda

- Roll Call

- Welcome

- Review and Approval of Last Meeting Minutes

- Stakeholder Outreach Update

- MM Phase I Program Update

  o Financial Review

  o Project Updates

  o OCM Update

- Communications Update

- Q&A

- Adjourn

**Office of Motorist Modernization**

## MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
## Monthly Meeting Minutes
## Tuesday, June 11, 2019
## 1:00 to 2:00 PM
## Kirkman Building Conference Room B-202

### WELCOME AND INTRODUCTIONS
- The meeting was called to order at 1:00 p.m. Kristin Green began the meeting by welcoming the attendees and proceeded with the roll call of board members.

  Advisory Board members present included:
  - Deb Roby
  - Ed Broyles
  - Pace Callaway (absent)
  - April Edwards
  - Lisa Cullen
  - William Washington
  - Kevin Bailey

- Additional DHSMV members present included Kristin Green, Koral Griggs, Cathy Thomas, Jessica Espinoza, Judy Johnson, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Sonia Nelson, Felecia Ford, Craig Benner and Cheryln Dent.
- Visitors included Joseph Weldon from Accenture. Alyene Calvo from Ernst & Young attended via phone. Carl Ford also attended.

### REVIEW AND APPROVAL OF THE LAST MEETING MINUTES
- Rachel Graham reviewed the meeting minutes from April 9, 2019. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the April 9, 2019, meeting minutes were approved.

### IV&V UPDATE
- Alyene Calvo presented the IV&V update report for Phase I. The overall risk state was green. The schedule performance index was .989. The total amount of work not completed as scheduled was 4,325.8 hours. There were no new deficiencies to report and the Schedule Quality Score was at 94.5.

### STAKEHOLDER OUTREACH
- There was no stakeholder outreach update at the meeting.

### POLICY AND DECISION REVIEW
- There were no policy and decision items to review at the meeting.

### FINANCIAL REVIEW
- Kristin Green presented a Phase I and II financial review. The Phase I budget is $7.5 million with $6.6 million expended. There was a 0 percent variance with $921,640 in remaining funds. The budget for Phase II is $5 million with $3.6 million expended. There was a 0 percent variance with $1.4 million in remaining funds.

Motorist Modernization Phase I Advisory Board Meeting

**PROJECT UPDATES**

- DL Issuance – Joe Weldon stated the team is working on 39 performance test scenarios with all tests developed so far. The team is also working on 58 UAT test scenarios. Six scripts are awaiting development with seven completed. The team's bug count continued to decrease.
    - Key risks and issues for the team included:
        - Issue 39 – Short two FTE Developers - One candidate for the ASPIII position recently started. The other position is currently being advertised.
        - Issue 59 – Batch Vendors – The team is awaiting updates from PSI, vendor for NCOA.
        - Issue 105 – Batch Transcript Testing – The team has been working with Pinellas County.
        - Issue 121 – Waiver for VLS 3.2
        - Issue 129 – Informatica Impact on UAT
    - The team was yellow for business actions and technical debt, green for development and red for testing on the Traffic Light Report. The team's revised target completion date for sprint testing is June 7. The targeted completion date for UAT was June 5, but the team is still testing. The team has a few pending change requests to work on as well. Key implementation activities for the team include:
        - Technical Debt – Develop code to "convert" FDLIS roles/operations to ORION roles/role sets
        - Support vendor third party cashiering testing
        - Support Batch Testing - Novitex DL Renewal Notices, Batch Transcripts and Penny Vendor
        - DL office ID to MV office ID conversion
- Motorist Maintenance and Financial Responsibility (FR) – Scott Tomaszewski stated the team is working on 24 total performance test scenarios with nine developed so far. The team is also working on 32 UAT test scenarios. No scripts have been completed by the team, yet. The team continued to mitigate bugs. Key dependencies for the team included: UAT bug triage and resolution to block bugs, WRAPS/change requests for critical exceptions only and stability in Enterprise services while UAT bugs and performance issues are being fixed.
    - Key risks and issues for the team included:
        - Issue 15 – Timely completion of structural testing
        - Risk 28 – Reduced number of developer and SEU resources impacting UAT schedule
    - The business actions were yellow, development and testing were red and technical debt was green on the Traffic Light Report. He stated the team had two pending change requests. The team was running approximately two months behind on completion of sprint testing. The targeted completion date for UAT completion is July 18. Key implementation activities for the team included:
        - Technical Debt – Update Book of Business Reload Routine
            - Development of this change request is targeted to be completed by May 23.
            - Vendor testing of this change request is targeted to run June 1 – July 8.
        - Continued support of XML structural testing
        - Issue mitigation testing with core vendors (e.g. 80% of policies) targeted between October 2019 and January 2020.
- MyDMV Portal – Aundrea Powell stated the team is working on 15 total performance test scenarios with eight developed so far. The team also has 33 UAT test scenarios with 20 scripts completed. The team had key dependencies on Informatica testing (specifically the VO Regression Test), WRAPs/change

requests for critical exceptions only, change requests from the focus group findings and UAT, and revised ADA approach, which will determine the impact on MyDMV Portal.

- o Key risks and issues for the team included:
  - Risk 13 – The revised dates for completing CR172 and CR190 is June 21. If testing for UAT is not performed in parallel with the remaining testing and the UAT scheduled completion date is extended, then the pilot go-live could be impacted.
- o The team was yellow for business actions, red for testing and green for development and technical debt on the Traffic Light Report. She stated the team currently has no pending change requests. The revised target forecast completion date for sprint testing is June 21. The targeted completion date for UAT is July 3. Key implementation activities for the team included:
  - Coordination of external focus group by University of Florida - Planned between June 2019 – August 2019
  - End-to-end testing with second Bank of America merchant account (including reconciliation with accounting)
  - Effort to promote Salesforce to production in early 2020
- CDLIS/CP – Sonia Nelson stated the team is working on 21 performance test scenarios with seven completed so far. The team is also working on 87 UAT test scenarios with 15 scripts completed. The team continued to mitigate bugs. The team has been working in conjunction with the letters team to complete testing of the letters and UAT testing.
  - o Key risks and issues for the team included:
    - Developer/resources – Dependency for SEU Flat File execution tasks
    - CP letters sprint bugs assigned to CP
  - o The team was green for business actions and technical debt, and red for development and testing. The team completed their sprint development and testing. The revised targeted UAT completion date has not yet been determined. Key implementation activities included:
    - Production Implementation of Drivers School for FCCC
    - Processing Flat Files for UAT
    - CP Letters Sprints – SEU and DEV
    - Coordination of AAMVA Structural Testing Efforts
- Renewal Notification – Ms. Nelson stated the team is working on 15 total performance test scenarios with three completed so far. The team is also working on 14 UAT test scenarios with 10 scripts completed. In-house UAT testing has been completed. The team is waiting to produce the data so the team can continue to test with the business. The team was green for technical debt, business actions, development and testing on the Traffic Light Report. The revised target completion date for UAT has not yet been determined. Key implementation activities for the team included:
  - Email Performance Testing
  - Preparation for UAT
- Informatica – Cheryln Dent stated the team has 200 total tables to sync with 16 started so far. The team continued to mitigate bugs. Key dependencies for the team included: the lead Informatica developer being able to focus on Informatica, new Supermap approach resolving parent/child issues and rewriting the Seed/Load scripts. The team was red for development, testing and technical debt, and yellow for business actions on the Traffic Light Report. The current forecast completion dates for development and testing of the core bi-directional workflows has not yet been determined.

## ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner stated the team was green for strategy, implement change and measure/evaluate and yellow for planning on the Traffic Light Report. He stated the ISA engagement plan was currently under

review. 37 Change Champions have been identified so far. He stated the team continued to work on the ISA knowledge transfer plan. He stated the SharePoint page for the team should be completed by the end of June 2019. He stated the team met with IV&V to discuss adding OCM tasks and milestones into the Motorist Modernization schedule. Key risks and issues for the team included:

- o Reluctance from stakeholders for adopting changes
- o OCM resource constraints
- o Risk 103 – Identify a long-term owner for letters to maintain consistency after Phase I go-live.
  - The owners for letters have been identified. Motorist Services will own all letters except BAR. Legal will own BAR letters. A working group within Motorist Services will be set up to address the process to maintain consistency of letters post go-live.
- o Risk 104 – Develop new business process and training for CSC for the new MyDMV Portal log-on process to prevent difficulty with customer override and disassociation process.
  - A working group began meeting to address this.

## COMMUNICATION UPDATE

- Koral Griggs presented an overview of the Phase I Communications Plan previously approved by the ESC.

## Q&A

- There no questions or concerns from members present.

## ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 1:38 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for July 9, 2019.

*Note: Handouts at this meeting included:*

*Consolidated in a meeting packet and emailed to members:*

| | |
|---|---|
| MM Advisory Board Agenda | 1 Page |
| MM Advisory Board Monthly Meeting Minutes (4/9/19) | 3 Pages |
| OCM Update Report | 6 Pages |
| MM Phase I IV&V Status | 32 Pages |
| MM Phase I Financial Review | 7 Pages |
| MM Phase I State-of-the-State Presentation | 13 Pages |
| Phase I Communication Plan | 4 Pages |
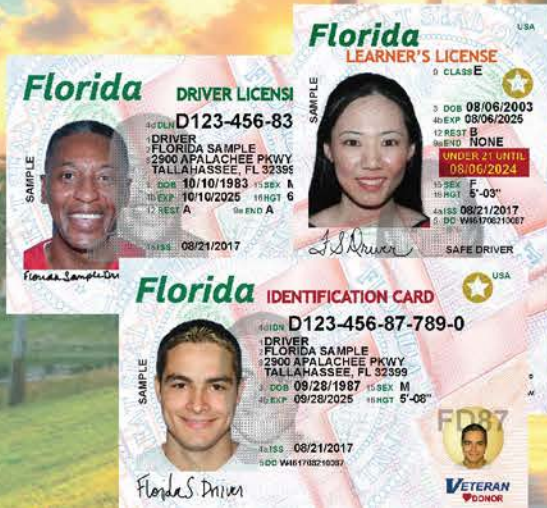
# Motorist Modernization – Phase I – July 9, 2019

STATE OF THE STATE

# DL Issuance Team Summary

## Team Profile

# User Stories: 971
# Developers: 6
[ 3 FTEs; 3 Cont.]
# Testers: 13 FTEs

## Enterprise Testing Summary

Performance Test Scenarios (Total): 39

Tests Developed: 39
Pending Execution: 39
In Process of Execution: 0
Successfully Completed: 0

## Security Testing Status

Not Started

## Testing Summary

| SEU Execution Only | 7/9 | Last ESC | Delta |
|---|---|---|---|
| Total UAT Test Scenarios | 58 | 58 | 0 |
| Scripts to be developed | 4 | 6 | -2 |
| Scripts pending execution | 13 | 14 | -1 |
| Scripts being executed | 19 | 31 | -12 |
| Scripts completed | 22 | 7 | 15 |

| | 7/9 | Last ESC | Delta |
|---|---|---|---|
| UAT Critical | 1 | 1 | 0 |
| UAT High | 13 | 24 | -11 |
| UAT Medium | 12 | 28 | -16 |

## Key Dependencies/Assumptions

- Purge NOT in scope for DL Issuance Phase I
- UAT/Informatica Testing Dependencies
  - Migrate remaining apps (issue open)
  - Successful 2-way sync
  - Data seed issues resolved
- WRAPs/CRs are for critical exceptions only

## Key Risks and Issues

- Issue 39 – Short 2 FTE Developers
- Issue 59 – Batch Vendors
- Issue 105 – Batch Transcript Testing
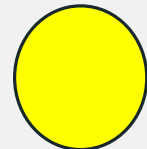- Issue 129 – Informatica Impact on UAT

FLHSMV

ORION
ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

# DL Issuance Team Summary
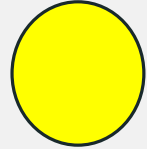
Business Actions
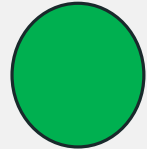
Development
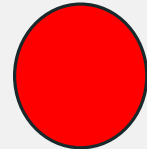
Testing

Technical Debt

| Areas | Hours |
|---|---|
| CR TBD - VLS 3.2 (Includes Admission # Change) | 79 |
| Purge/Delete | TBD |
| Password Reset | TBD |
| PMCR-614 - Definition of eligibility determination based on open Sanctions | TBD |
| PMCR-622 - Auto-add E - No Manual Transmission equipped CMV | TBD |
| | |
| | |
| | |
| | |

## Key Implementation Activities

- *Technical Debt – develop code to "convert" FDLIS roles/operations to ORION roles/role sets*
- *Support vendor 3rd party cashiering testing*
- *DL Office ID to MV Office ID conversion*
- *Support Batch Testing*
  - *Novitex DL Renewal Notices*
  - *Batch Transcripts*
  - *Penny Vendor*

## Forecasted Key Dates

*Sprint Development – Done*
*Sprint Testing – Done*
*UAT Completion – 6/5/2019*
*Revised target – 8/2/2019*

# MM/FR Team Summary

## Enterprise Testing Summary

Performance Test Scenarios (Total): 24

Tests Developed: 9
Pending Execution: 9
In Process of Execution : 0
Successfully Completed: 0

## Security Testing Status

Not Started

## Testing Summary

| SEU Execution Only | 7/9 | Last ESC | Delta |
|---|---|---|---|
| Total UAT Test Scenarios | 32 | 32 | 0 |
| Scripts to be developed | 0 | 0 | 0 |
| Scripts pending execution | 1 | 3 | -2 |
| Scripts being executed | 31 | 29 | 2 |
| Scripts completed | 0 | 0 | 0 |

| | 7/9 | Last ESC | Delta |
|---|---|---|---|
| UAT Critical | 14 | 20 | -6 |
| UAT High | 34 | 41 | -7 |
| UAT Medium | 67 | 76 | -9 |

## Key Dependencies/Assumptions

- Quick UAT bug triage and resolution to blocking bugs
- WRAPs/CRs are for critical exceptions only
- Stability in enterprise services while UAT bugs and performance issues are being fixed.

## Key Risks and Issues

- Risk 29 – UAT Change Request delays in final Testing
- Issue #15 - Structural Testing not completed per schedule
- Issue #29 - Testing and Developer resource deficits impacting IMS schedule
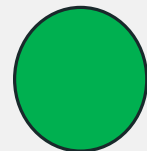
# MM/FR Team Summary
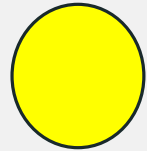


Business Actions
Development
Testing
Technical Debt
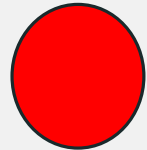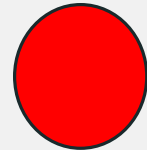
## Pending Change Request Areas of Investigation

| Areas | Hours |
|---|---|
| ORION Changes supporting Accounting Needs | 175 |
| UAT Bug - Sanction and Letter generation for businesses | 112 |
| UAT MM/FR Final CRs reported blocking go live actives. | TBD |

## Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – *7/18/2019*

## Key Implementation Activities

- *Technical Debt – Update Book of Business Reload Routine*
  - *Vendor testing of this CR is targeted to commence 6/1/2019 and run through 7/8/2019.*

- *Continued support of XML structural testing. [1 Developer , 1 Part-time IS operations resource.*

- *Finalize Onboarding plan for Insurance Companies - targeted between October 2019 and January 2020.*
  - *Issue mitigation testing with "core vendors" (e.g., 80% of Companies/policies)*

# MyDMV Portal Team Summary

## Team Profile

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

## Testing Summary

Performance Test Scenarios (Total): 15

Tests Developed: 15
Pending Execution: 15
In Process of Execution : 0
Successfully Completed: 0

## Security Testing Status

Not Started

## Testing Summary

| SEU Execution Only | 7/9 | Last ESC | Delta |
|---|---|---|---|
| Total UAT Test Scenarios | 33 | 33 | 0 |
| Scripts to be developed | 0 | 0 | 0 |
| Scripts pending execution | 2 | 2 | 0 |
| Scripts being executed | 5 | 11 | -6 |
| Scripts completed | 26 | 20 | 6 |
| | 7/9 | Last ESC | Delta |
| Sprint Critical | 1 | 1 | 0 |
| Sprint High | 4 | 11 | -7 |
| Sprint Medium | 8 | 14 | -6 |
| UAT Critical | 2 | 5 | -3 |
| UAT High | 7 | 7 | 0 |
| UAT Medium | 8 | 10 | -2 |

* Regression bugs moved to track under UAT

## Key Dependencies/Assumptions

- Informatica Testing Dependencies
  - VO Regression Test Specifically
- WRAPs/CRs are for critical exceptions only
- CRs from the Focus Group findings and UAT
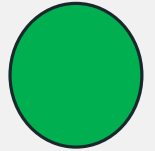- Revised ADA approach will determine impact on MyDMV Portal

## Key Risks and Issues

- Risk 13 – Closed and became an Issue.
- Issue 18 – Impact to UAT . CR172 still testing and new date is 7/12 which is past the UAT date of 7/3/2019.
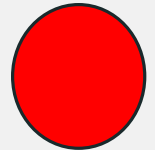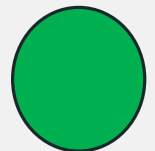
# MyDMV Portal Team Summary
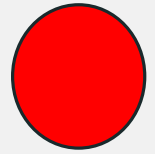
🔴 Business Actions

🟢 Development

🔴 Testing

🟢 Technical Debt

### Pending Change Request Areas of Investigation

| Areas | Hours |
|---|---|
|  |  |
|  |  |

### Forecasted Key Dates

*Sprint Development – Done*
*Sprint Testing – 5/8/2019*
*Revised Target – 7/12/2019*
*UAT Completion – TBD*

### Key Implementation Activities

- *Coordination of external Focus Group, planned between June 2019 – August 2019*

- *End-to-end testing with second BOA merchant account (including reconciliation with accounting)*

- *Effort to promote Salesforce to PROD in early 2020*

# CDLIS/CP Team Summary

## Team Profile

*# User Stories: 469*
*# Developers: 2*
*[1 FTEs; 1 Cont.]*
*# Testers: 2 FTEs*

## Testing Summary

*Performance Test Scenarios (Total): 21*

*Tests Developed: 7*
*Pending Execution: 7*
*In Process of Execution : 0*
*Successfully Completed: 0*

## Security Testing Status

*Not Started*

## Testing Summary

| SEU Execution Only | 7/9 | Last ESC | Delta |
|---|---|---|---|
| Total UAT Test Scenarios | 87 | 87 | 0 |
| Scripts to be developed | 0 | 0 | 0 |
| Scripts pending execution | 44 | 56 | -12 |
| Scripts being executed | 24 | 16 | 8 |
| Scripts completed | 19 | 15 | 4 |

| | 7/9 | Last ESC | Delta |
|---|---|---|---|
| UAT Critical | 0 | 0 | 0 |
| UAT High | 2 | 0 | 2 |
| UAT Medium | 14 | 8 | 6 |

## Key Dependencies/Assumptions

- *Letters – Development/STAGE Deployment*
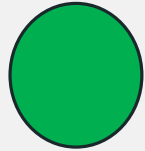- *Letter Service/Manager STAGE*

## Key Risks and Issues

*Developer/Resources – Dependency for SEU*
*Flat File execution tasks*
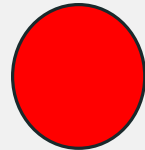*CP letters Sprint bugs assigned to CP*
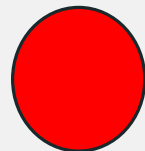
# CDLIS/CP Team Summary
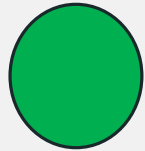
**Business Actions**

**Development**

**Testing**

**Technical Debt**

## Pending Change Request Areas of Investigation

| Areas | Hours |
|---|---|
| WRAP-3192/3805 Development | TBD |
| WRAP-3101 | 38 |
| Youthful Offender Process | 84 |

## Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – 5/10/2019
    Revised Target – 7/31/2019

## Key Implementation Activities

- PROD Implementation of Drivers School for FCCC
- Processing Flat Files for UAT
- CP Letters Sprints – SEU and DEV
- Coordination of AAMVA Structural Testing Efforts

# Renewal Notification Team Summary

## Team Profile

*# User Stories: 344*
*# Developers: 0.3 FTE*
*# Testers: 3 FTEs*
*(1 on UAT)*

## Testing Summary

Performance Test Scenarios (Total): 15

Tests Developed: 3
Pending Execution: 2
In Process of Execution : 1
Successfully Completed: 0

## Security Testing Status

Not Started

## Testing Summary

| SEU Execution Only | 7/9 | Last ESC | Delta |
|---|---|---|---|
| Total UAT Test Scenarios | 14 | 14 | 0 |
| Scripts to be developed | 0 | 0 | 0 |
| Scripts pending execution | 1 | 1 | 0 |
| Scripts being executed | 3 | 3 | 0 |
| Scripts completed | 10 | 10 | 0 |

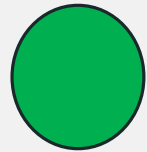| | 7/9 | Last ESC | Delta |
|---|---|---|---|
| UAT Critical | 0 | 0 | 0 |
| UAT High | 0 | 0 | 0 |
| UAT Medium | 1 | 0 | 1 |

## Key Dependencies/Assumptions

- SQL Indexes for Letter Table
- Letter Table Hardware
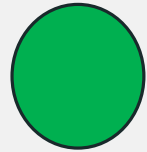- End to End Testing for DL Notices

## Key Risks and Issues
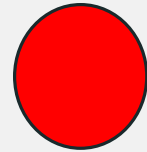
*No specific risks or issues at this time.*
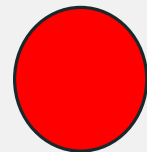
# Renewal Notification Team Summary



## Business Actions (green)

## Development (green)

## Testing (red)

## Technical Debt (red)

## Pending Change Request Areas of Investigation

| Areas | Hours |
|-------|-------|
| N/A | |

## Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – 4/19/2019
     Revised Target – July 18, 2019

## Key Implementation Activities

- Email Performance Testing
- Prep for UAT

# Informatica Team Summary

## Team Profile
# Database tables: 200
# Developers: 3 full-time, 3 part-time
# Testers: 6 FTEs

## Testing Summary
# Tables to sync: 200
# Tables Started: 16
# Tables Completed: 0
# Open Bugs by

UAT Critical:      48
UAT High:          63
UAT Medium:        82

## Deployment Dates and Stabilization

| Areas | Dates |
|---|---|
| DL -> MV one-way mappings to STAGE (Complete) | 4/29/2019 |
| DL -> MV core tables  (15 – 20 tables) | 8/9/2019 |
| All tables – bi-directional | 10/18/2019 |
| Informatica Stabilization | 11/4/2019 - 3/2/2020 |

## Key Dependencies & Assumptions

- *The team is working to implement the recommendation from Plante Moran*
- *New Staging table approach resolves parent/child and lookup table issues*
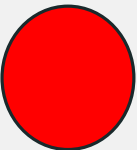- *Rewrite of the Seed/Load scripts*

## Key Risks and Issues

- *Issue 129 – Informatica Impact on UAT*
- ***Update:** New Informatica developer has joined the team and we are working to develop timelines for the bi-directional workflows.*
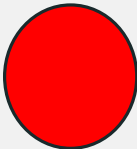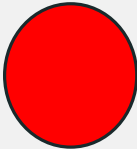
# Informatica Team Summary



Business Actions

Development

Testing

Technical Debt

**Pending Change Request Areas of Investigation**

| Areas | Hours |
|-------|-------|
| N/A | |

*These PENDING CHANGE REQUESTS have **not** been accounted for in the CURRENT FORECAST date*

**Current Forecast**
*Development of core bi-directional workflows – TBD*
*Test core workflow s– TBD*
*Development of remaining bi-directional workflows – TBD*
*Test all workflows – TBD*

# Motorist Modernization
# Financials

JULY 09, 2019

# Phase I
## Total Project

LBR Requests - Updated

| Fiscal Year | Total Request | Contracted Services | IV&V Services | Expense (Software, Travel, etc.) | OCO |
|---|---|---|---|---|---|
| 2014-2015 | $ 2,500,000 | $ 1,514,762 | $ 619,186 | $ 61,478 | $ - |
| 2015-2016 | $ 6,362,609 | $ 5,468,933 | $ 479,280 | $ 382,501 | $ 31,895 |
| 2016-2017 | $ 8,749,351 | $ 7,907,512 | $ 479,280 | $ 336,688 | $ 25,871 |
| 2017-2018 | $ 9,857,775 | $ 8,506,720 | $ 479,280 | $ 865,000 | $ 6,775 |
| 2018-2019 | $ 7,536,000 | $ 6,976,720 | $ 479,280 | $ 80,000 | $ - |
| 2019-2020 | $ 2,323,620 | $ 2,303,620 | | $ 20,000 | $ - |
| | | | | | |
| Total | $ 37,329,355 | $ 32,678,267 | $ 2,536,306 | $ 1,745,667 | $ 64,541 |

BUDGET: $7,536,000
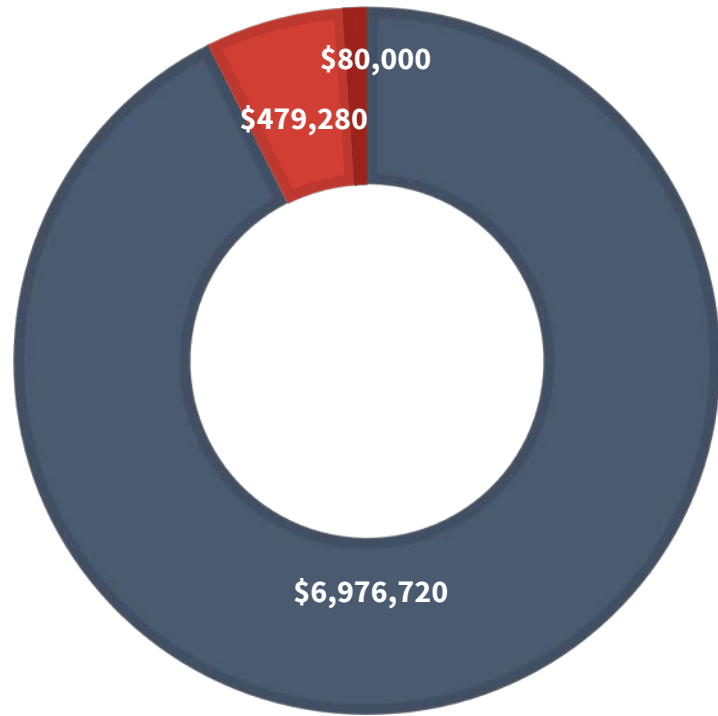
- Contracted Services: $6,976,720
- IV&V Services: $479,280
- Expense (Software, Travel): $80,000

ACTUALS: $7,535,357

| Contracted Services | IV&V Services | Expense (Software, Travel) | OCO |
|---|---|---|---|
| $6.75M | $479K | $286K | $15K |
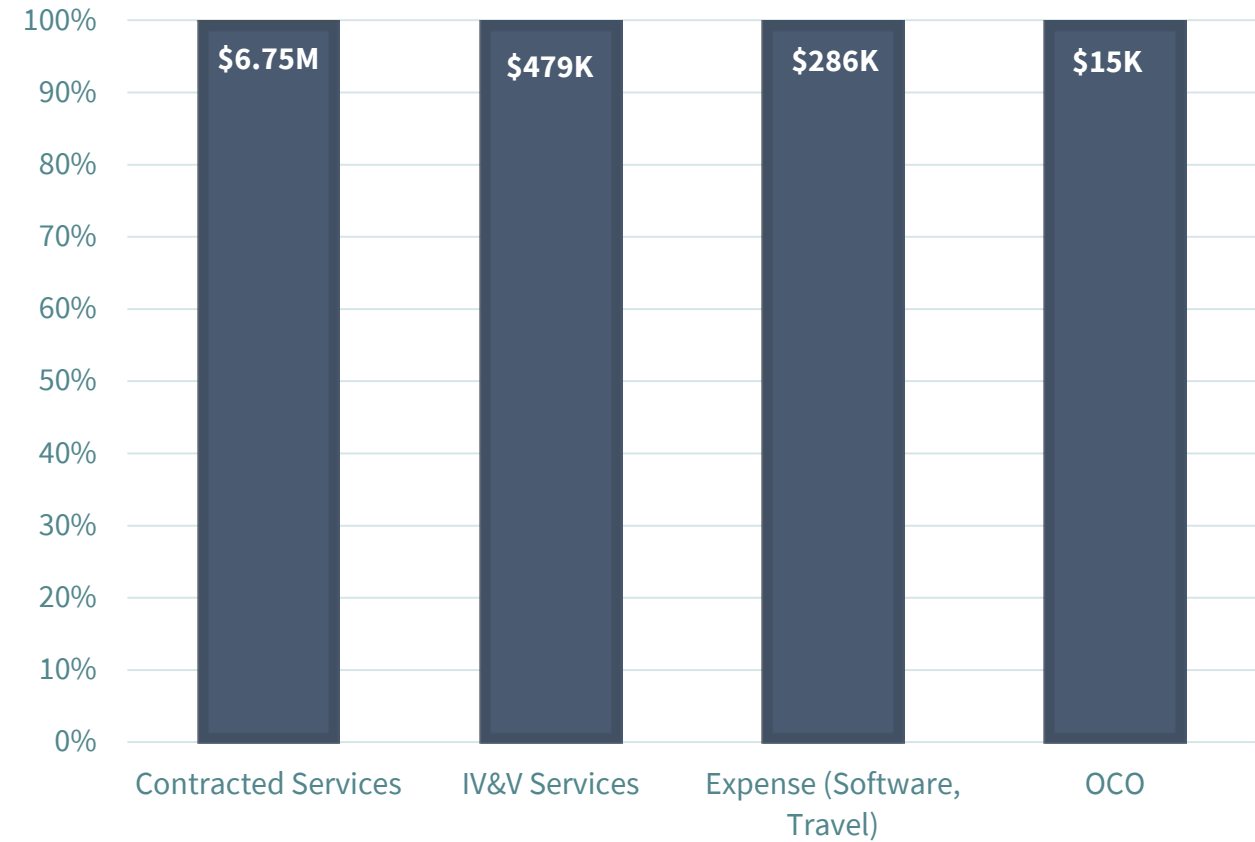
Remaining

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

# Budget and Actuals

Phase I Overview

| Description | Budget Total | Actuals to Date | Variance |
|---|---|---|---|
| Fiscal Year 2018-2019 Total Funding | $7,536,000 | | |
| Fiscal Year to Date | $7,536,000 | $7,535,357 | (.01%) |
| Month to Date (June 2019) | $794,326 | $793,683 | (.08%) |
| Remaining Funds | $644 | | |

# Phase II
## Total Project

LBR Requests Updated

| Fiscal Year | Total Request | Contracted Services | IV&V Services | Expense | OCO |
|---|---|---|---|---|---|
| 2017-2018 | $ 4,132,180 | $ 3,575,240 | $ 357,190 | $ 179,850 | $ 19,900 |
| 2018-2019 | $ 5,037,000 | $ 4,455,960 | $ 423,240 | $ 150,000 | $ 7,800 |
| 2019-2020 | $ 13,742,200 | $ 9,715,960 | $ 423,240 | $ 3,570,000 | $ 33,000 |
| 2020-2021 | $ 7,619,700* | $ 6,915,960 | $ 423,240 | $ 276,500 | $ 4,000 |
| 2021-2022 | $ 6,036,700* | $ 5,580,460 | $ 423,240 | | $ 33,000 |
| 2022-2023 | $ 2,906,700* | $ 2,479,460 | $ 423,240 | | $ 4,000 |
| | | | | | |
| Total | $ 39,474,480* | $ 32,723,040 | $ 2,473,390 | $ 4,176,350 | $ 101,700 |

**BUDGET: $5,037,000**

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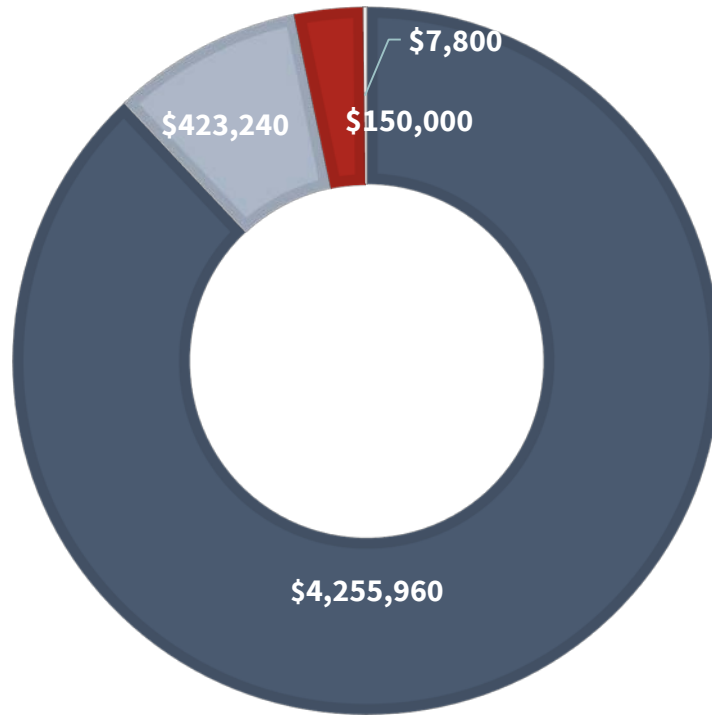
Legend: Contracted Services · IV&V Services · Expense (Software, Travel) · OCO

**ACTUALS: $5,035,077**

| Contracted Services | IV&V Services | Expense (Software, Travel) | OCO |
|---|---|---|---|
| $4.47M | $423K | $117K | $29K |

Legend: Remaining
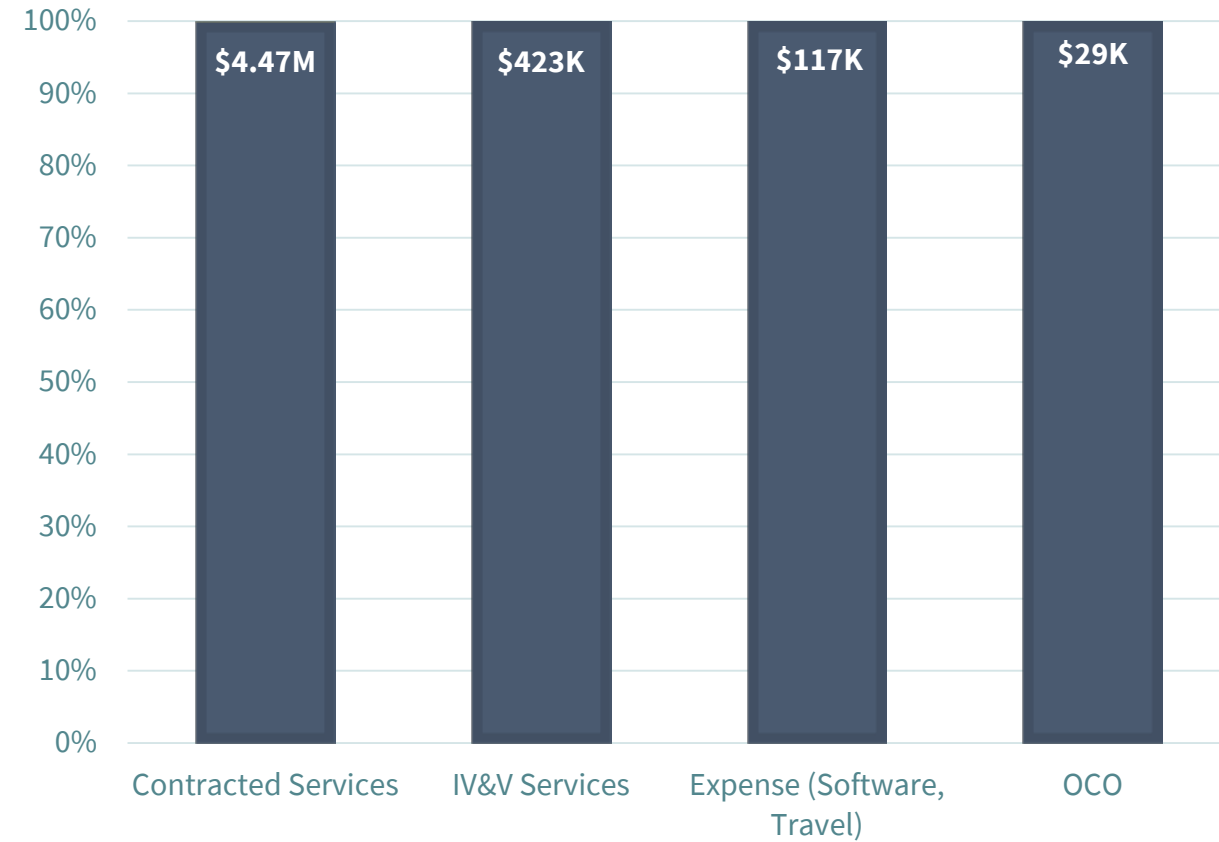
Budget and Actuals: Current Fiscal Year through June 2019

# Budget and Actuals

Overview

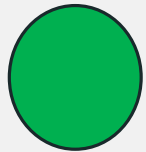| Description | Budget Total | Actuals to Date | Variance |
|---|---|---|---|
| Fiscal Year 2018-2019 Total Funding | $5,037,000 | | |
| Fiscal Year to Date | $5,037,000 | $5,035,077 | (.04%) |
| Month to Date (June 2019) | $1,434,750 | $1,432,850 | (.13%) |
| Remaining Funds | $1,923 | | |

# OCM Report

# OCM Team Summary
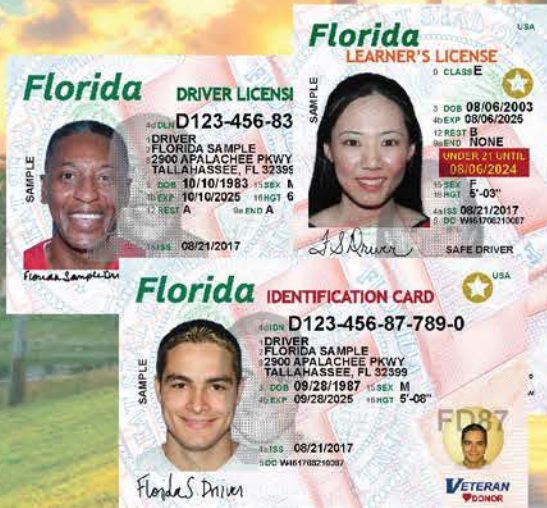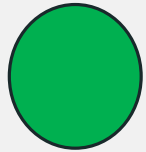
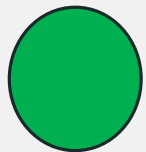Strategy
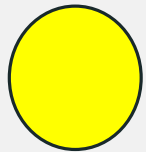
Planning

Implement Change

Measure & Evaluate

## Tasks In Progress

- Engagement Plans for:
  - ISA – 50%
  - OED – 40%
  - DAS – 40%
  - MS – 20%
  - FHP – 20%
  - Task due (07/31/19)
- Create the ISA knowledge transfer plan 70% and development to operations transition checklist: due – (07/31/19)
- Identify Change Champions: due – (12/05/18)

## Key Risks and Issues

- *Reluctance from stakeholders for adopting changes*
- *Letters currently do not have an owner for the process of making changes after go live (owners identified/no process yet )*
- *MyDMV Portal – Override/Disassociate process – Risk 104 next slide*

## Upcoming Milestones

- *Document Change Engagement Activities – (07/31/19)*
- *Change Champion Kick-off – 60% (due 5/31) scheduled for September*

Report: July 9, 2019

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# OCM New Risks and Issues

| 103 | Risk 103 – CM | Craig Benner | | IF a long-term owner isn't identified for **LETTERS**, THEN there is a chance that letters will not maintain consistency due to changes after OMM Phase I Go-Live. | Low | **Mitigation**:<br>**MAY**: Identify an owner.<br><br>**6/6/19**: Owners for letters have been identified. MS will own all letters except BAR. OGC will own BAR letters. A working group within MS will be set up to address the process to maintain consistency of letters post go-live.<br><br>**7/9/19:** working group began working on process |
|-----|---------------|--------------|--|-----|-----|-----|
| 104 | Risk 104 – CM | Craig Benner | | IF a new business process and training is NOT developed for CSC to deal with the new MyDMV Portal log-on process, THEN CSC may have difficulty with **MyDMV Portal customer override and disassociation process**. | Low | **Mitigation**:<br>**MAY**: OCM has scheduled a discussion on 5/16 to establish a process for customer identity verification in general to avoid identity fraud and determine/confirm the area that will be responsible for this new process.<br><br>**5/16/19:** Established working group to address issue.<br><br>**6/6/19:** A working group began meeting the week of 6/3.<br><br>7/9/19: no status change |

# Organizational Change Management

## Phase I

## Phase I

## Engagement Plans

* OED Plan under review by OMM Leadership Team

* DAS Plan under review by OMM Leadership Team

* FHP Plan with Communications for comments

# Organizational Change Management

## Phase II

## Phase II

OCM Team drafting schedule
- Team reviews of schedule began week of July 1st
- identification of OCM deliverables

# Questions?