Motorist Modernization Advisory Board – Phase II Monthly Meeting
July 10, 2018
Neil Kirkman Building, Conference Room B-203
2900 Apalachee Parkway, Tallahassee Florida 32399
2:30 – 4:00 p.m., EST

Invitees	Representing
Stephen Boley	DHSMV
Lt. Jason Britt	DHSMV
Diane Buck	DHSMV
Jay Levenstein	DHSMV
Trisha Williams	DHSMV
Lisa Cullen	Florida Tax Collectors
Leticia Torres	Florida Tax Collectors
Det. Sgt. Ivan Doobrow	Law Enforcement
TBD	Law Enforcement

Agenda

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

MOTORIST MODERNIZATION ADVISORY BOARD PHASE II

Monthly Meeting Minutes
Kirkman Building Conference Room B-202
June 12, 2018
2:30 to 4 p.m., EST

WELCOME AND INTRODUCTIONS

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

  Advisory Board Phase II members included

o Stephen Boley	DHSMV
o Lt. Jason Britt	DHSMV (via phone)
o Diane Buck	DHSMV (via phone)
o Jay Levenstein	DHSMV
o Trisha Williams	DHSMV
o Lisa Cullen	Florida Tax Collectors
o Leticia Torres	Florida Tax Collectors
o Det. Sgt. Ivan Doobrow	Law Enforcement (via phone)
o Christie Utt	Legal (absent)

- Additional DHSMV members present included – Terrence Samuel, Cheryln Dent, Koral Griggs, Janis Timmons, Felecia Ford, Laura Freeman, Judy Johnson, Catherine Thomas and Jessica Espinoza.
- Visitors present included – Alyene Calvo from Ernst & Young, and Nathan Johnson from Accenture. Brandon Shelley from OATA and Andrew Bell from Florida Auto Tag Agencies were present. Aaron Frisbee, Adria Espich and Carole Jordan from the Florida Tax Collectors were also present.

OVERVIEW OF THE SUNSHINE LAW

- The Sunshine Law was not reviewed at the meeting.

REVIEW OF MEETING MINUTES

- Ms. Koral Griggs reviewed the meeting minutes from May 8, 2018. No corrections were identified. A motion to approve the minutes was accepted by the board members and the May 8, 2018, meeting minutes were approved.

IV&V UPDATE

- Ms. Alyene Calvo presented an overview of the April 2018 report. The risk state was amber due to two open deficiencies. 24 out of 1,411 tasks were late. The schedule performance index was .928. The program was within the established performance thresholds. There were not enough EVM data points to accurately calculate future milestone completion dates. The Schedule Quality Score was 96.1.

STAKEHOLDER OUTREACH

- Mr. Terrence Samuel asked the Board members if there were any industry groups that Motorist Modernization needed to reach out to for input on Phase II.
- Ms. Lisa Cullen mentioned reaching out to the expressway authorities.
- Mr. Jay Levenstein stated the IFTA/IRP team had previously identified external stakeholders.

POLICY & DECISION REVIEW

- POR02 – Fleet Services – Ms. Judy Johnson stated the ESC decided the banks and credit unions would not be allowed to issue temporary tags. The team was continuing to research Sunshine State and leasing companies gaining access to temporary tags. Legal was still reviewing statutory authority for this as well.
- POR03 – Motor Vehicle Record Sales (MVRN Report) – Ms. Judy Johnson stated she spoke with Deepa Vasudevan from Bureau of Records Division to determine how many of these MVRN Report requests were made. Ms. Vasudevan reported that approximately 1,500 requests were manually processed per month resulting in 10,000 – 15,000 documents total. Due to the number of MVRN Report requests currently being processed manually, the MyDMV Portal team decided to move forward with incorporating this feature into the MyDMV Portal.
- POR04/POR05 – Ms. Judy Johnson stated both of these items involved providing casual title sales services through the MyDMV Portal. Ms. Diana Vaughn asked the team to reach out to Department of Revenue for requirements gathering. The team also researched and outlined how to provide casual title sales services through the MyDMV Portal with the guidance of Mr. Robert Kynoch. The conditions that where outlined included:
    - Vehicle must have an electronic title
    - Vehicle must be clear of any liens and stops
    - Vehicle must be verified through NMVTIS and NLETS
    - The title status must be eligible for transfer
    - All sellers and purchasers must be a natural person
    - All sellers and purchasers must have a MyDMV Portal account
    - Ms. Lisa Cullen was concerned that the team had not addressed handling the odometer disclosure.
    - Ms. Johnson discussed Florida obtaining a waiver through AAMVA. She stated the E-odometer Committee is working with AAMVA on guidelines for this. Ms. Johnson stated once these guidelines are established, the team would incorporate them into their policies and procedures.
    - Ms. Cullen asked if the concern of a title being transferred to an incorrect person would be addressed.
    - Ms. Johnson stated the individual who is transferring the vehicle would logon to the Portal and identify who they are selling the vehicle to. Once that information is received, emails would be sent to the seller and purchaser, and both parties would have to log into MyDMV Portal and confirm the transaction.
    - Ms. Cullen asked if the seller's title would be suspended after the seller initiates the transfer process.
    - Ms. Johnson stated a hold status would be placed on the seller's vehicle to prohibit any other transactions.
    - Ms. Cullen asked if there will be a specific time period where the purchaser would need to respond to the transaction in the MyDMV Portal.

- Ms. Johnson stated if the purchaser does not respond within a certain timeframe, a reminder email would be sent. If the purchaser still does not respond, the pending transaction would be voided.
- Ms. Cullen asked if the vehicle would remain in the owner's name.
- Ms. Johnson confirmed.
- Ms. Cullen asked about the registration.
- Ms. Johnson stated once the title transaction is complete and a registration also needed to be completed, a registration transaction could be processed through MyDMV Portal.
- Ms. Cullen asked if this would be part of the commerce download that is sent to the tax collector.
- Ms. Johnson confirmed. She stated that the only piece that would be downloaded would be the pulling and printing of the plate.
- Ms. Diane Buck asked what would be done if the customer needed to void the title transaction for any reason.
- Ms. Johnson stated the customer would have to go into an office to void the title transaction.
- Ms. Leticia Torres asked if a customer would be able to put a lien on the vehicle.
- Ms. Johnson stated she was unsure.

- POR06 – What transaction services will be offered in the Phase II Kiosk solution, and what level of user authentication is required? – Ms. Johnson stated there was discussion on incorporating different transactions into the kiosk solution. This list of transactions was presented to the ESC and is currently under review.
- REG01 – For a residential address change on a motor vehicle transaction, are we going to force the customer to get a replacement driver's license? – Ms. Catherine Thomas stated after further discussion with the ESC, a request was made to get stats from Natasha White as to how many people change their address on their motor vehicle transaction, and not their address on their driver license at the same time. After obtaining stats, 1.4 million people change one address but not the other, and 1 million were being updated by EFS when the addresses were the same. Ms. Thomas stated WRAP 3978 will stop EFS from doing this. Ms. Thomas stated this item would be taken back to the ESC.
    - Mr. Jay Levenstein asked if the 1.4 million statistic above were people who have renewed their motor vehicle and changed their address, but did not change their address on their driver license.
    - Ms. Thomas confirmed.
- REG04 – Should the system do an NMVTIS check prior to approval of a renewal? – Ms. Catherine Thomas stated the team met with Shibu Abraham and Desi Tatilian to discuss the impact on the system with running a NMVTIS check on all renewals. This could potentially triple the load on NMVTIS. Ms. Thomas stated the team is waiting on a response from AAMVA to see if they can proceed.
    - Ms. Lisa Cullen asked if registrations would be stopped if NMVITS is down.
    - Ms. Thomas stated if NMVTIS is down, we would collect the registrations through a batch process and review them.
    - Mr. Terrence Samuel asked how long it had been since the team reached out to AAMVA.
    - Mr. Thomas stated the team reached out to AAMVA recently.
- TLE01 – Should the Motor Vehicle Issuance system pre-populate the vehicle information based on data retrieved from VINtelligence? – Ms. Catherine Thomas stated the Motor

Vehicle Fraud Mitigation team presented the WRAPs to the ESC. The ESC decided the team should wait and see the value of manually keying in the VIN for the next twelve months, and then determine if they should plan to pre-populate the vehicle information in Phase II. Ms. Thomas stated she will discuss with the ESC on closing this item.

- REG05 – Should the system do a NLETS check prior to registration renewal? – Ms. Thomas stated this would help with fraud issues on the registration side and help with Quality Assessment review processes.
    - Ms. Lisa Cullen asked if law enforcement would handle these fraud issues with the customer or if they would be addressed at the counters.
    - Ms. Thomas stated the team was still working out the details, but the registration would process as normal, and the customer's record would be flagged on the backend.
    - Lt. Jason Britt asked for clarification on this issue.
    - Ms. Thomas stated if something was flagged in the record on the NLETS side, we would not want the clerk to get involved for security reasons. She stated the registration would go through as normal, but would be flagged on the backend for law enforcement to check into.
    - Lt. Britt stated this would need to be discussed further.
    - Mr. Terrence Samuel asked if the team would discuss this issue with law enforcement and obtain their feedback prior to the next meeting.
    - Ms. Thomas stated the team would discuss with Beth Brinkley and Sgt. Teslo and provide any feedback at the next meeting.

FINANCIAL REVIEW

- Ms. Janis Timmons provided a Phase I and Phase II financials update. The budget for Phase I for the 2017-2018 fiscal year is $9.8 million, and $7.5 million for the 2018-2019 fiscal year. A legislative budget request for $1.8 million is being processed for Phase I for the 2019-2020 fiscal year. The actual expenditures for Phase I is $9 million. 90 percent was expended on contracted services and IV&V. The OCO was fully expended. The budget to actual variance for the fiscal year to date is (.01) percent. The month to date is at (.04) percent variance. For Phase II, the budget for the 2017-18 fiscal year is $4.1 million, and $5 million for the 2018-2019 fiscal year. A legislative budget request for $8.4 million is being processed for Phase II for the 2019-2020 fiscal year. The actual expenditures were $2.4 million. 50 percent was expended on contracted services, and 80 percent was expended on IV&V. The OCO was fully expended. The budget to actual variance for the fiscal year to date is (.06) percent. The month to date variance is (.14) percent.

PROJECT UPDATES

- Mr. Nathan Johnson stated the teams have been working on the initial requirements report deliverable, which is being reviewed by the business team currently. The team is currently working on the detailed requirements validation schedule, and the test plan was closed out as well.
- Dealer Services – Ms. Felecia Ford stated she is working with the SCRUM master to ensure the functional requirement numbers are listed on the GAP analysis. They also met with the Portal/Fleet Services team to discuss requirement dependencies.
- Portal/Fleet Services – Ms. Judy Johnson stated the MyDMV Portal team is reviewing Deliverable 7. She stated the team has a touchpoint meeting today.

- IFTA/IRP – Ms. Laura Freeman stated four demos have occurred. She stated 25-30 people attended each demo. The next step for the team is to work on RFP or RFQ. The team submitted Deliverable 7 and will provide comments. Ms. Freeman stated the team is lacking in gathering the Uniface requirements.
- Titles & Registrations – Ms. Catherine Thomas stated the team was working on Deliverable 7.
    - Mr. Terrence Samuel asked when will the next time the Tax Collector SMEs will visit.
    - Ms. Thomas stated possibly in July or August. She suggested they should visit every three months. She stated she would like the Tax Collector SMEs to be involved in writing the team's business rules.
    - Ms. Lisa Cullen proposed the week of July 16, and have them return on August 13 or the 20.
    - Mr. Samuel stated the team would check this timeframe and get back with them. He asked if all tax collectors have access to Blueprint.
    - Ms. Thomas stated five tax collector SME's currently have access, and a call is scheduled with the others today. She stated Silverlight is installed, but Curt Chester will need to contact their IT departments due to Manatee County, Hillsborough County and Lee County still experiencing issues with Blueprint.
- Globals/Batch – Ms. Jessica Espinoza stated the team was reviewing Deliverable 7. She stated PRIDE reached out to the team recently. The team is waiting for PRIDE to provide a demo before another meeting is scheduled.

COMMUNICATIONS UPDATE

- There was no communications update at the meeting.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 3:16 p.m.
- The next Advisory Board Phase II Meeting is scheduled for July 10, 2018.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Pages
MM Advisory Board Phase II Meeting Minutes (5/8/18)	8 Pages
MM Phase II IV&V Project Overview and Update	31 Pages
MM Glossary of Terms	2 Pages
Traffic Light Report	1 Page
MM Phase II Financials	8 Pages
MM Phase II Decision Log	3 Pages

Motorist Modernization Program (Phase II)

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

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

May 2018

21 June 2018

EY

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

Data contained in this MAR is as of 14 June2018

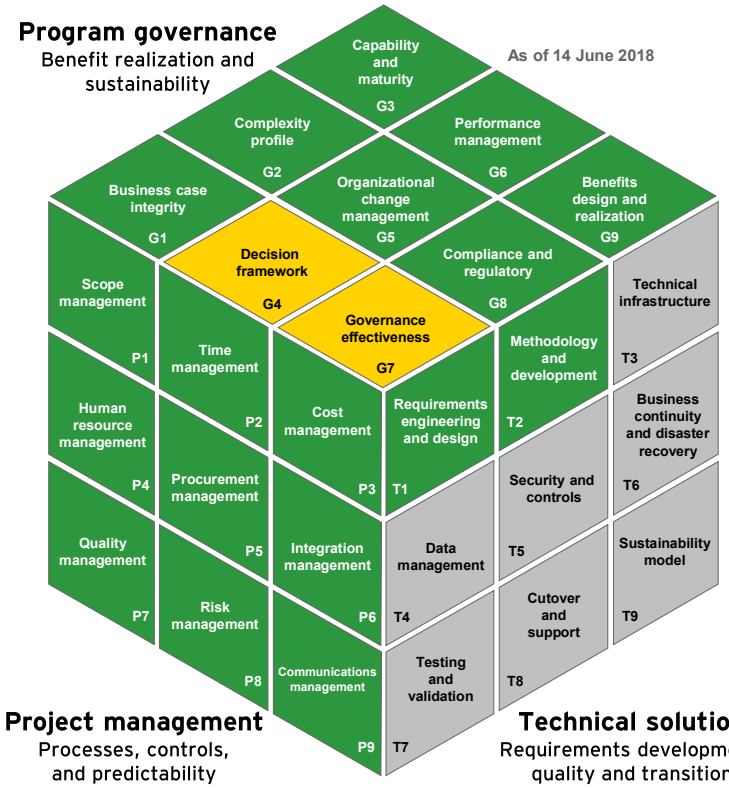
General IV&V overview

Overall IV&V risk state:	Amber

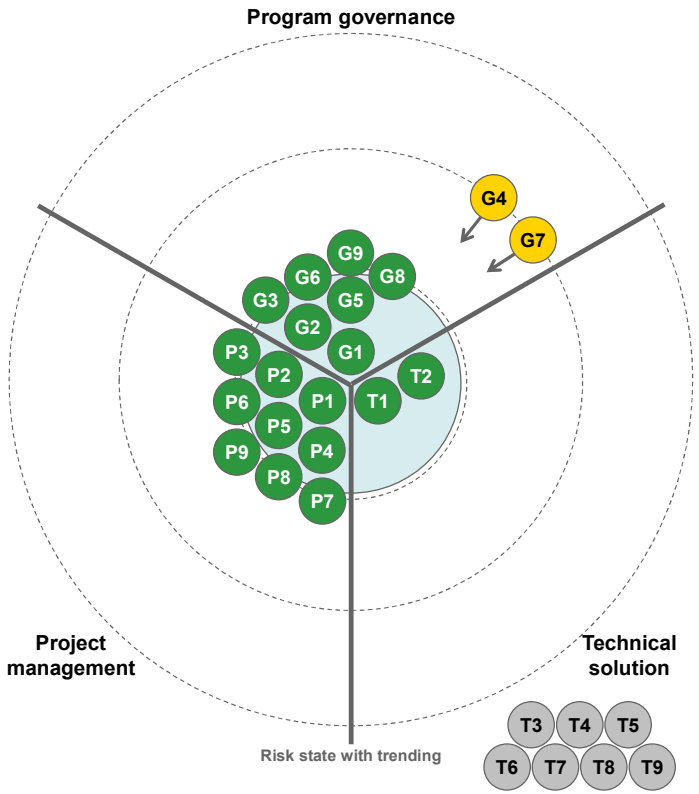
- There is one (1) open IV&V deficiency.
  - P2D1 – Incomplete program governance
  - No additional facets evaluated
  - No new deficiencies identified since the last report
- The Program is within established schedule performance thresholds
  - The schedule performance index (SPI) is 0.983
  - 11 of 1,411 total tasks (0.78%) contained in the project schedule are late
  - 0 of 65 total tasks (0.00%) for the current period are late
- The Program is within established cost performance thresholds
  - The cost performance index (CPI) is 1.000
  - The Program is currently on budget based on provided budget and spending information
- Current milestone status is unknown.
  - There are not enough EVM data points to accurately calculate future milestone completion dates.

Overall risk state and trending

Risk state of the MM Program (Phase II)

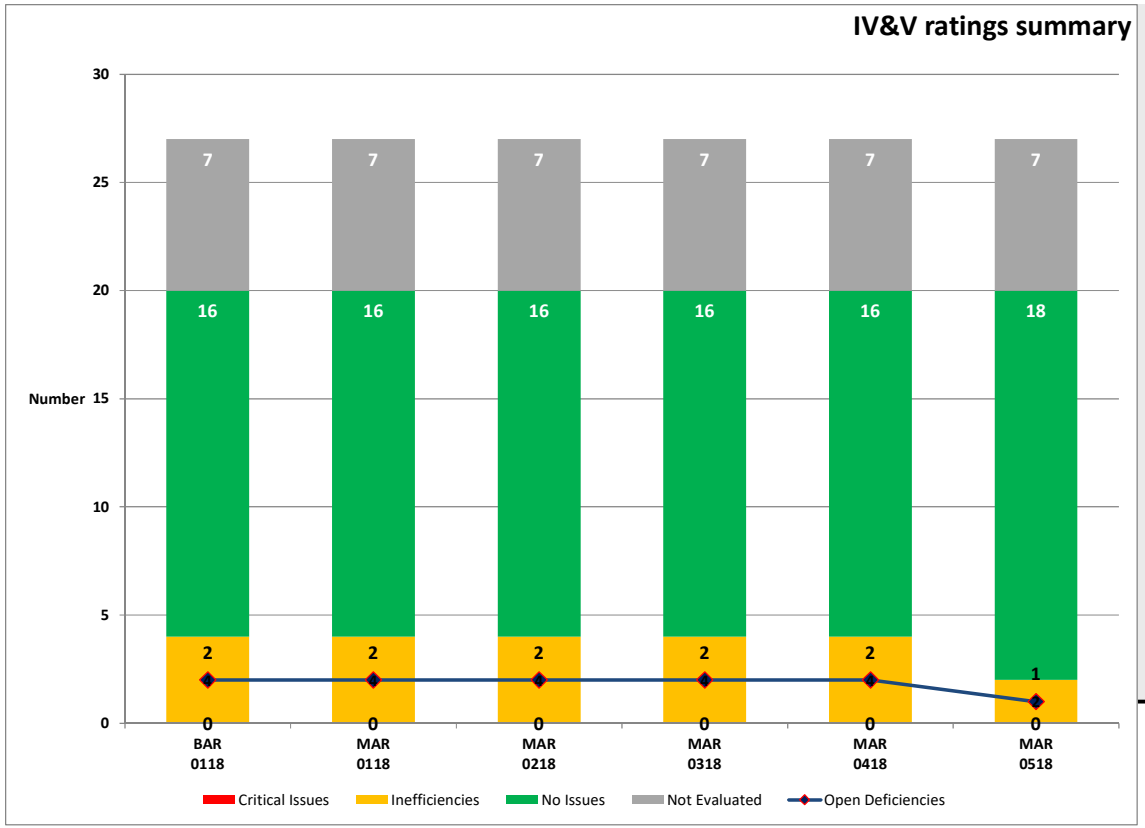


Risk state with trending



- 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.

IV&V ratings summary

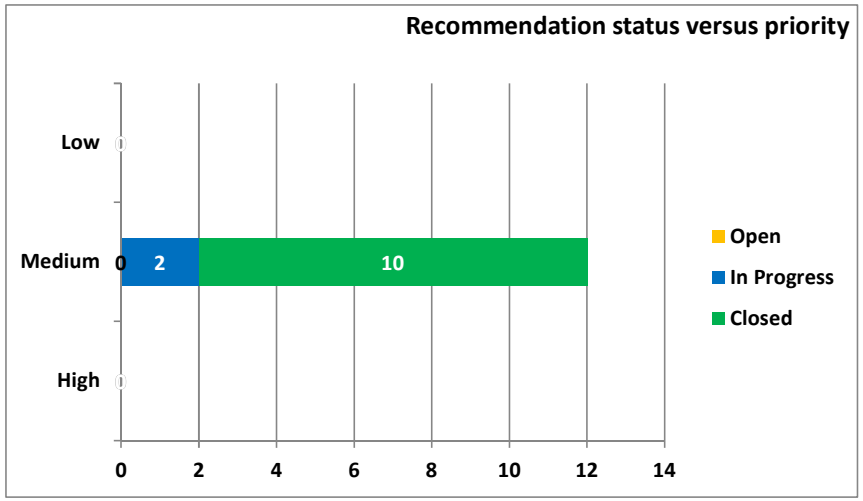


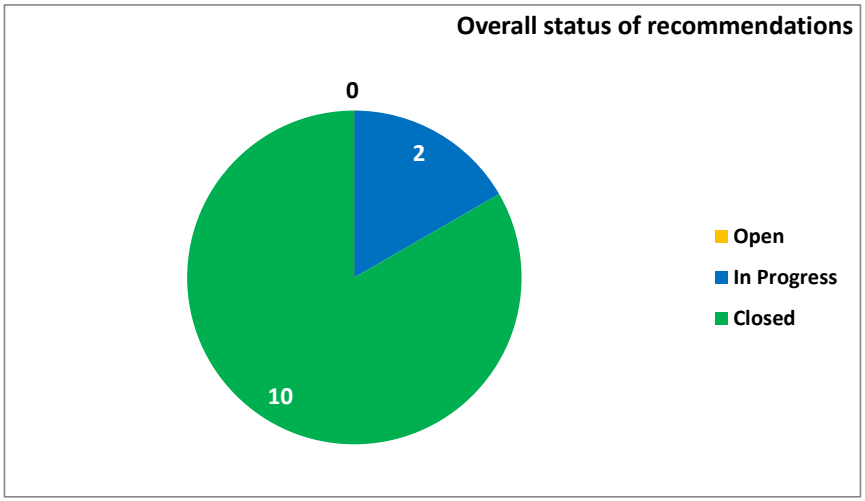
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 2
  - Green (no issues): 18
  - Gray (not evaluated): 7
- Open deficiencies: 1
- Conclusions:
  - The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.

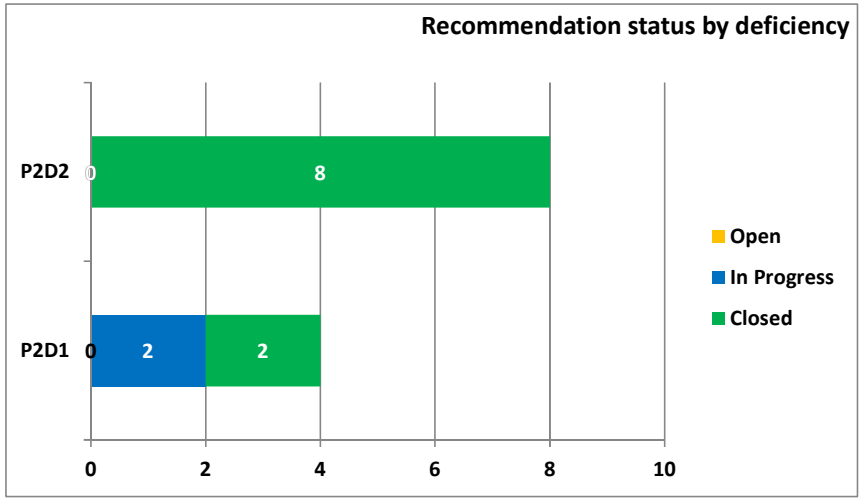
Key indicators

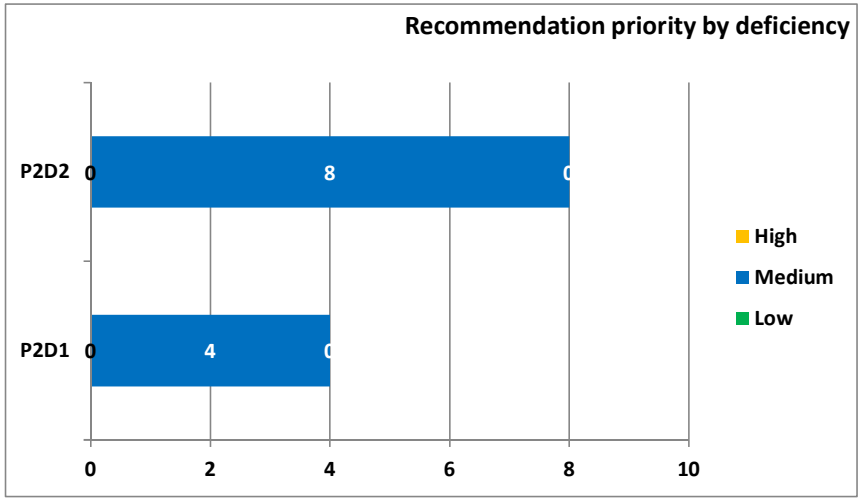
Indicator	Value	Comment
Is the project approach sound?	Yes	▸ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	▸ The Program is currently behind schedule. ▸ The schedule performance index (SPI) is 0.983. ▸ 11 of 1,411 total tasks (0.78%) contained in the project schedule are late. ▸ 0 of 65 total tasks (0.00%) for the current period are late.
Is the project on budget?	Yes	▸ The Program is within established cost performance thresholds. ▸ The cost performance index (CPI) is 1.00. ▸ The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	▸ The work being completed as part of the MM Program (Phase II) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	▸ The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	▸ The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	▸ New and emerging technologies were considered in the Feasibility Study. ▸ None have an adverse effect on the project's technological assumptions.

Status of key deficiency recommendations

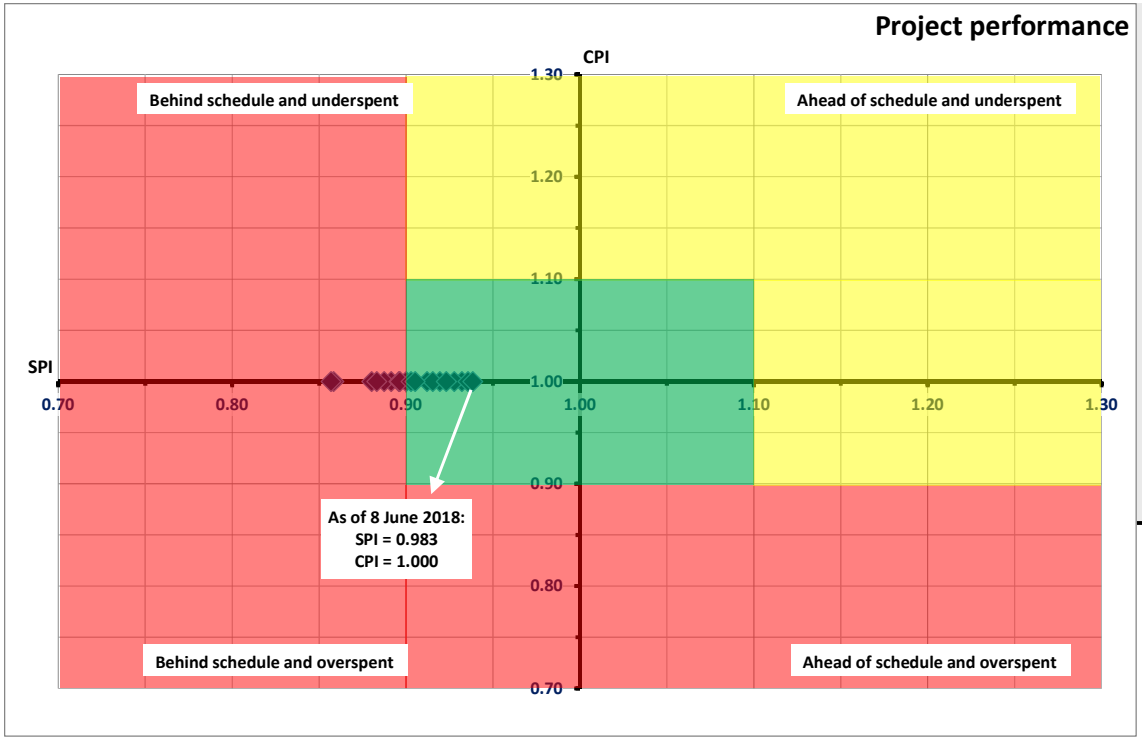








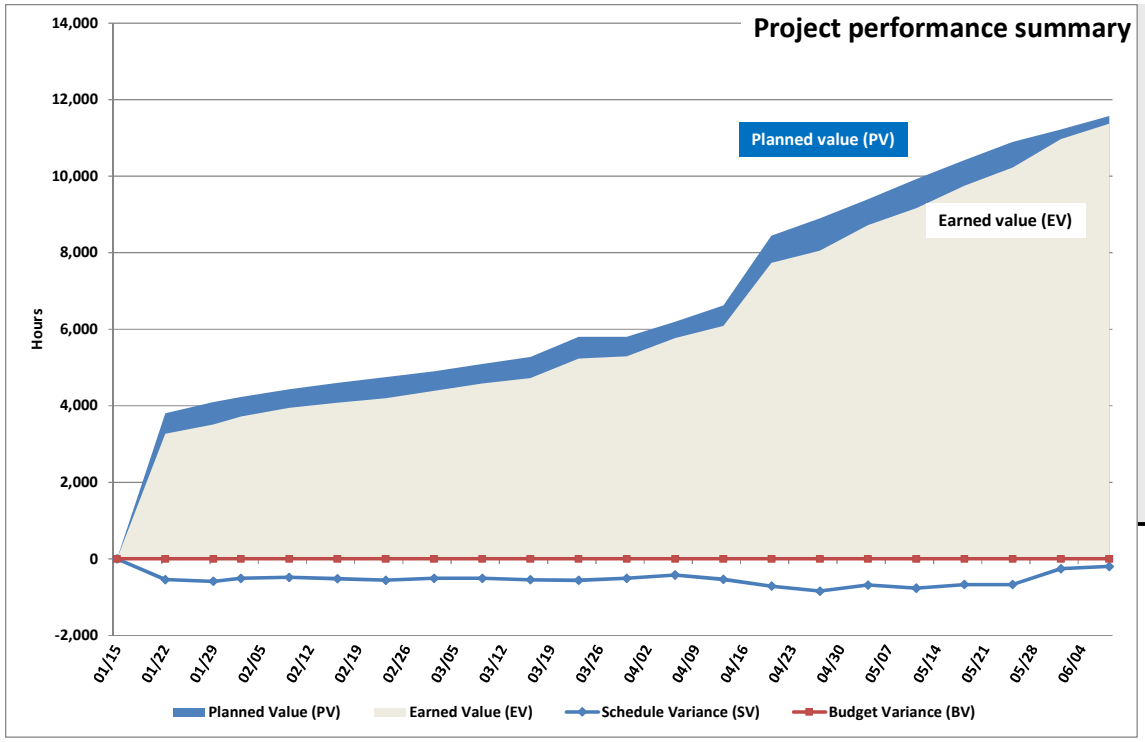
Overall performance



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

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

Overall performance (continued)

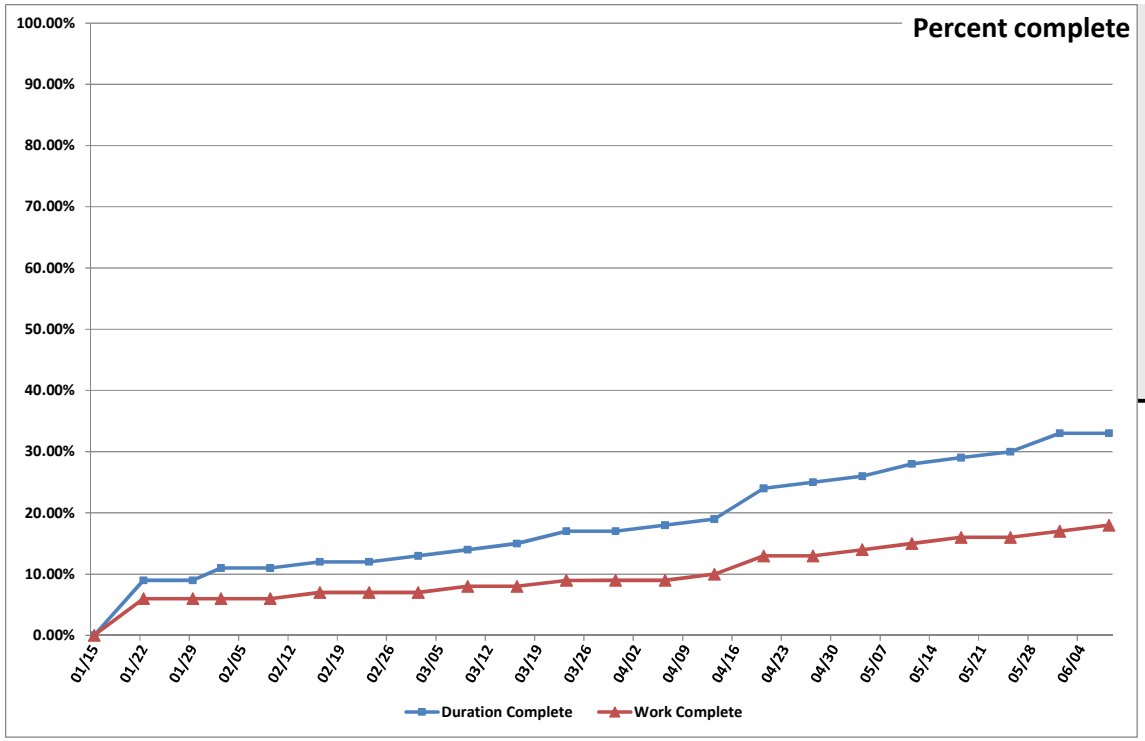


- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed.
  - The total amount of work not completed as scheduled is 198.4 hours.
- Conclusions:
  - The Program is behind schedule.

- Blue area indicates the cumulative PV as of the current reporting period.
- Grey area indicates the cumulative EV as of the current reporting period.

- PV is the work scheduled to be accomplished.
- EV is the value of the work actually performed.

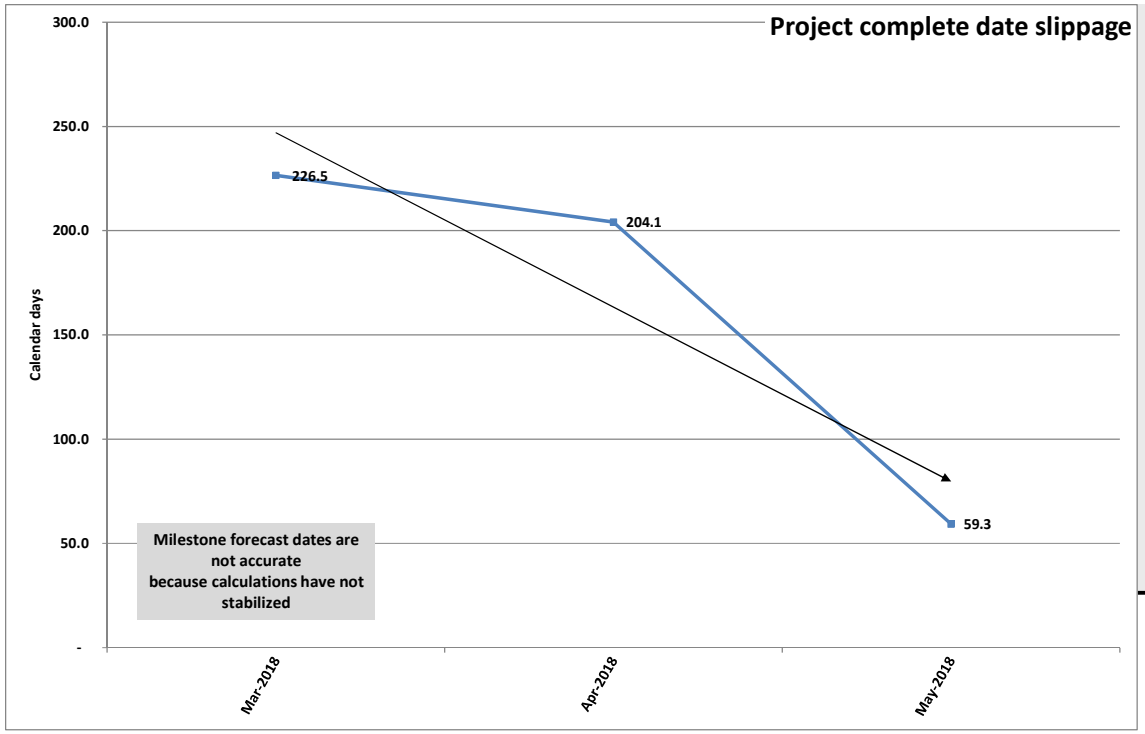
Overall performance
(continued)



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

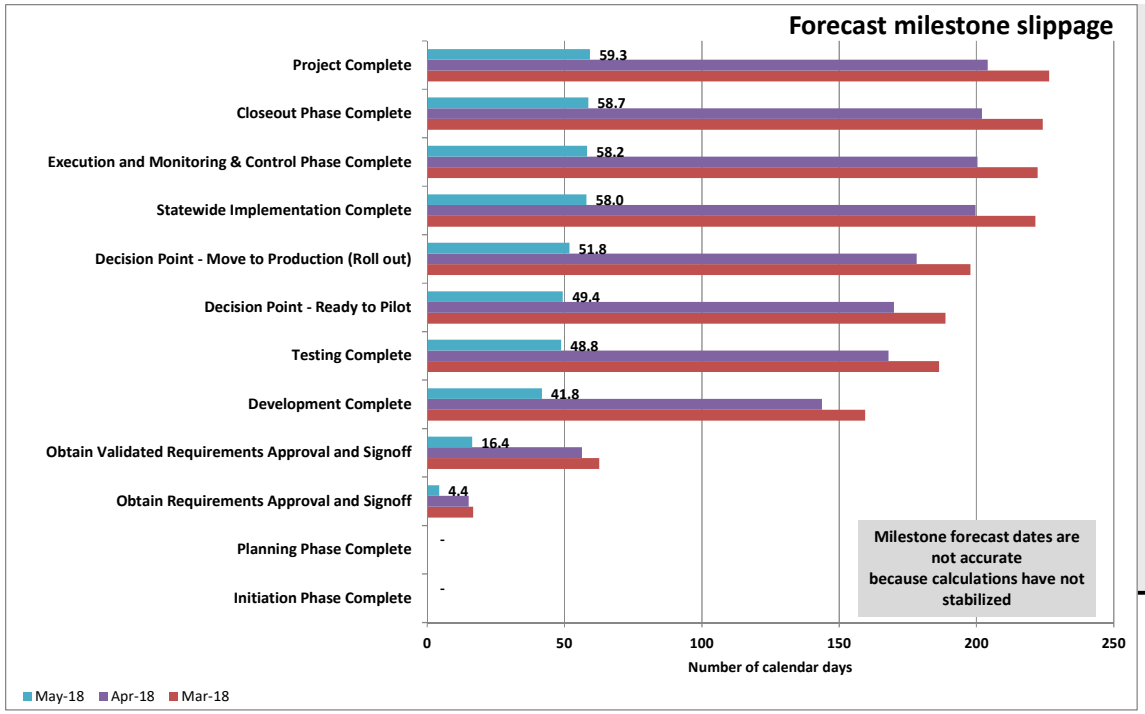
- Blue line is duration percent complete.
- Red line is work percent complete

Project complete date slippage



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

Forecast milestone completion



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

Open deficiencies and actions

Deficiency	Actions taken
▸ P2D1 – Incomplete program governance	▸ AB Charter has been established. ▸ Added inconsistent AB meetings to the program risk register. ▸ Identified additional personnel to be assigned to the AB. ▸ Conducted April AB meeting and reviewed revised AB Charter. ▸ Deputy CIO & PMO currently in the process of revising Tier 3 Charter / Project Charter Template to incorporate prioritization matrix. ▸ Regular AB meetings scheduled and conducted. ▸ Gartner recommendations for prioritization procedures under review and will be incorporated into the Tier 3 governance procedures.
▸ P2D2 – Incomplete program management discipline	▸ All recommendations have been addressed. ▸ Deficiency is closed.

Process improvement recommendations

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

Upcoming IV&V activities

- Participate in IV&V and Program meetings
- Review draft and final MM Program materials provided to the IV&V Team
- Conduct interviews as required
- Schedule of immediate IV&V deliverables is as follows:

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

Supporting information

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

Summary of changes

Supporting information

Item	Description
Deficiencies addressed	► P2D2 – Incomplete program management discipline
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► P2 – Time management changed from Amber (issues and inefficiencies) to Green (no issues) ► P4 – Human resource management changed from Amber (issues and inefficiencies) to Green (no issues)
Maturity ratings	► P2 – Time management changed from Level 2 (repeatable) to Level 3 (defined) ► P4 – Human resource management changed from Level 2 (repeatable) 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
P2D1 – Incomplete program governance		

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

Open deficiencies (continued)

Supporting information

Areas and implications	Recommendations	Actions taken
P2D2 – Incomplete program management discipline		

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

Project milestones

Supporting information

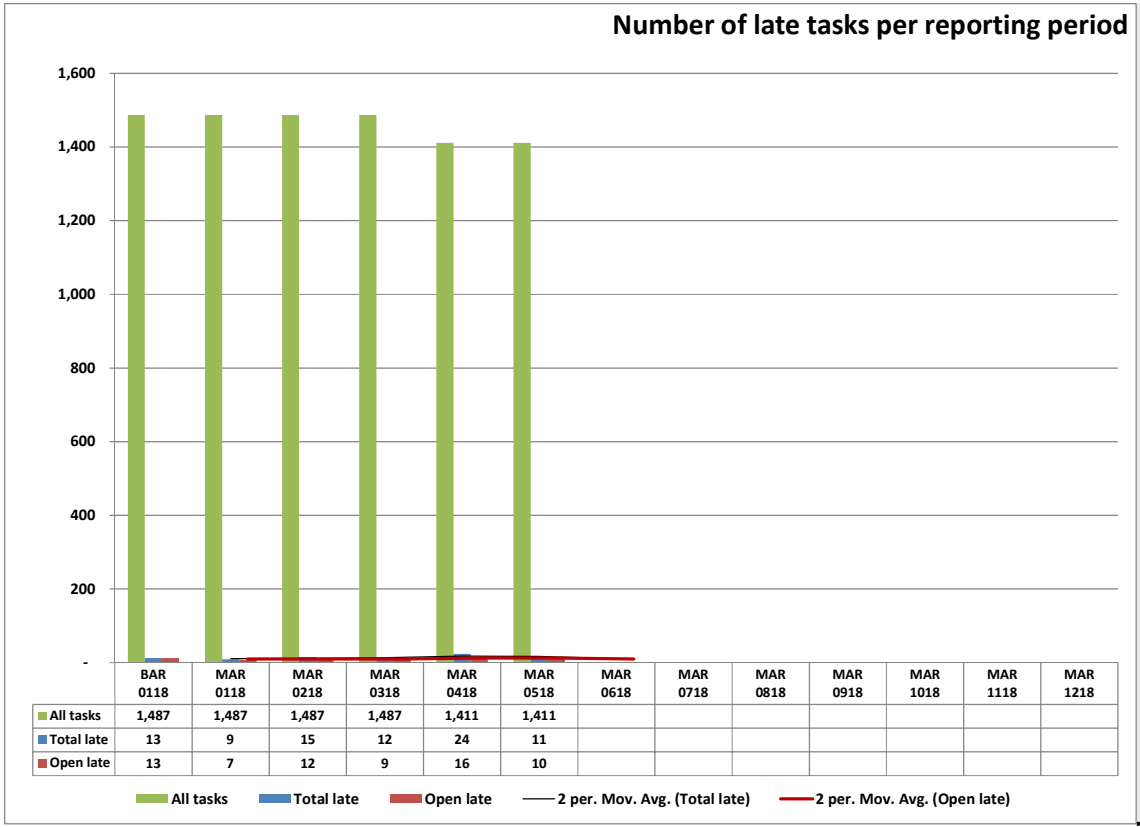
WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
1.4	Initiation Phase Complete	05/24/17	05/24/17	05/24/17	05/24/17	05/24/17
2.1	Planning Phase Complete	12/27/17	12/27/17	12/27/17	12/27/17	12/27/17
3.3.14	Obtain Requirements Approval and Signoff	06/19/18	06/19/18	06/19/18	06/23/18	
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	08/15/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	01/13/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	09/15/22	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	10/07/22	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	12/28/22	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	08/02/23	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	08/09/23	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	08/26/23	
5	Project Complete	07/19/23	07/19/23	07/19/23	09/16/23	

1. Items highlighted are either currently late or projected to be late.
2. Original – Original contract completion date.
3. Scheduled – Scheduled completion date based on the latest schedule baseline.
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations and the current SPI.
6. Actual – The actual completion date

Late	

Late tasks

Supporting information



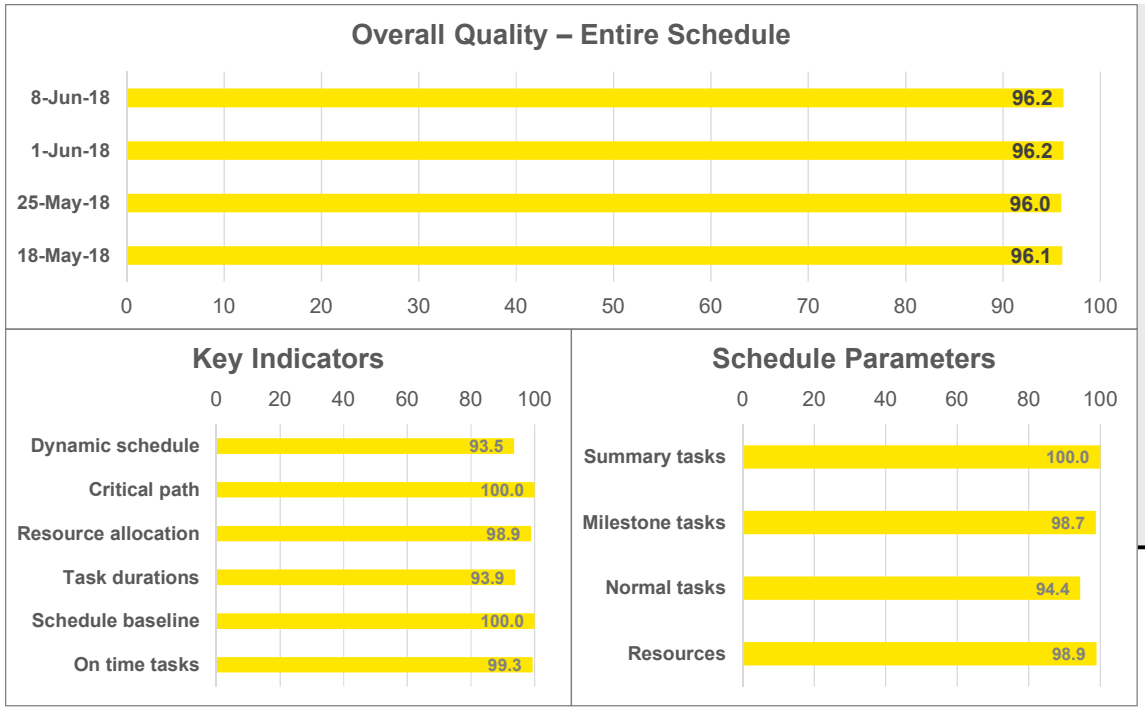
	BAR 0118	MAR 0118	MAR 0218	MAR 0318	MAR 0418	MAR 0518	MAR 0618	MAR 0718	MAR 0818	MAR 0918	MAR 1018	MAR 1118	MAR 1218
All tasks	1,487	1,487	1,487	1,487	1,411	1,411							
Total late	13	9	15	12	24	11							
Open late	13	7	12	9	16	10							

- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,411
  - Total tasks late: 11
  - Total open tasks late: 10
- Conclusions:
  - The total number of tasks designated as late is 0.78% of the total number of tasks.

Project schedule quality

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

Supporting information



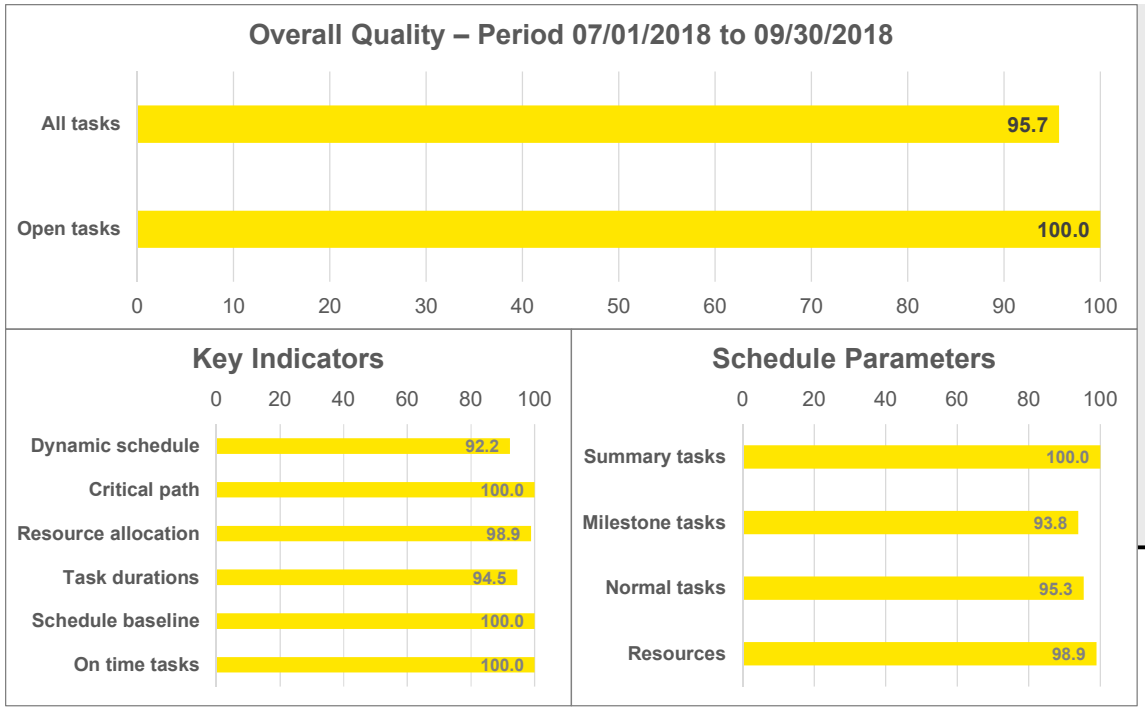
- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 96.2
- Conclusions:
  - Overall schedule quality is consistent and excellent

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

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

Project schedule quality
Period: 07/01/2018 to 09/30/2018

Supporting information



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

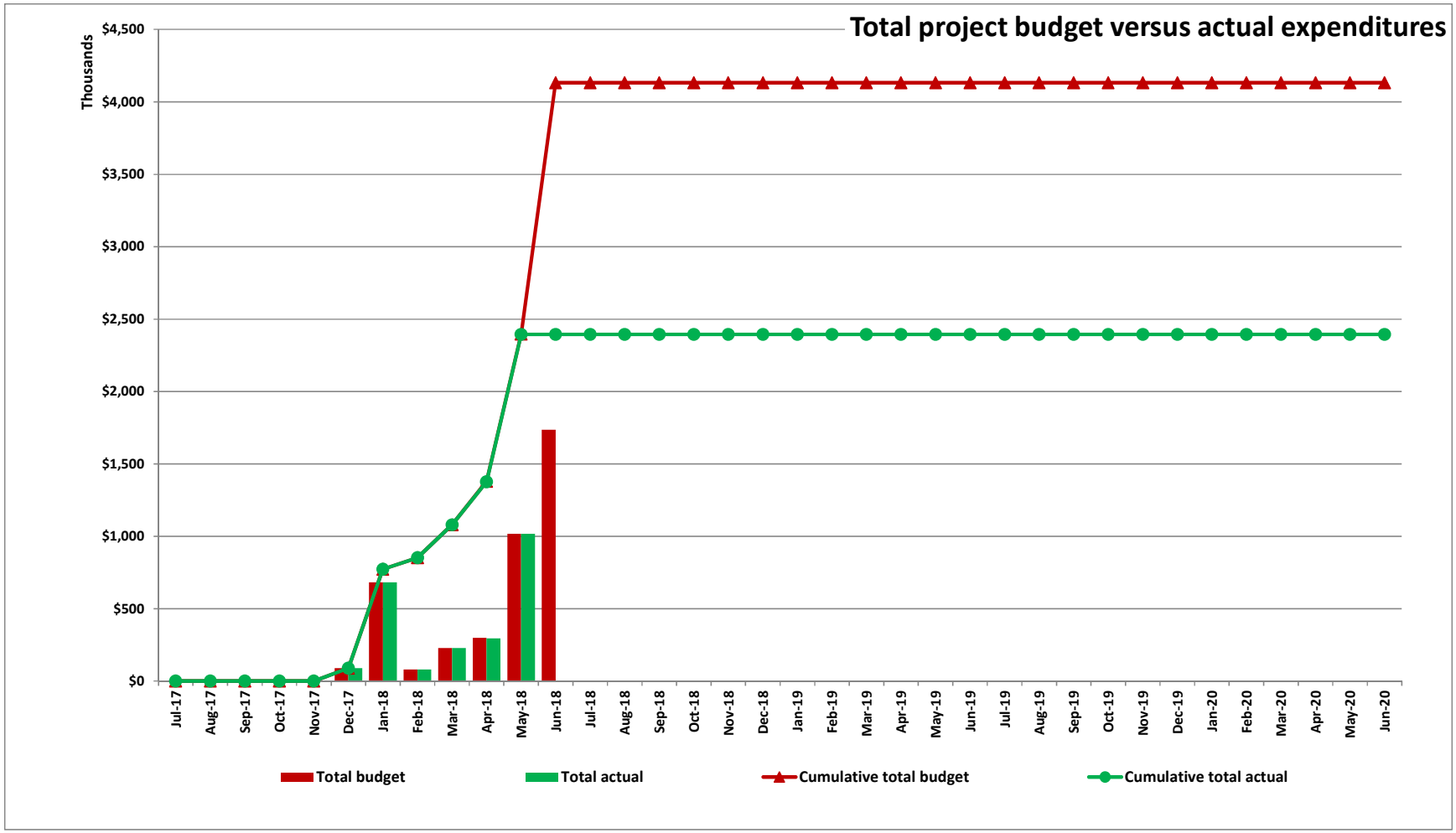
- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation –Resource assignments

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

Project budget

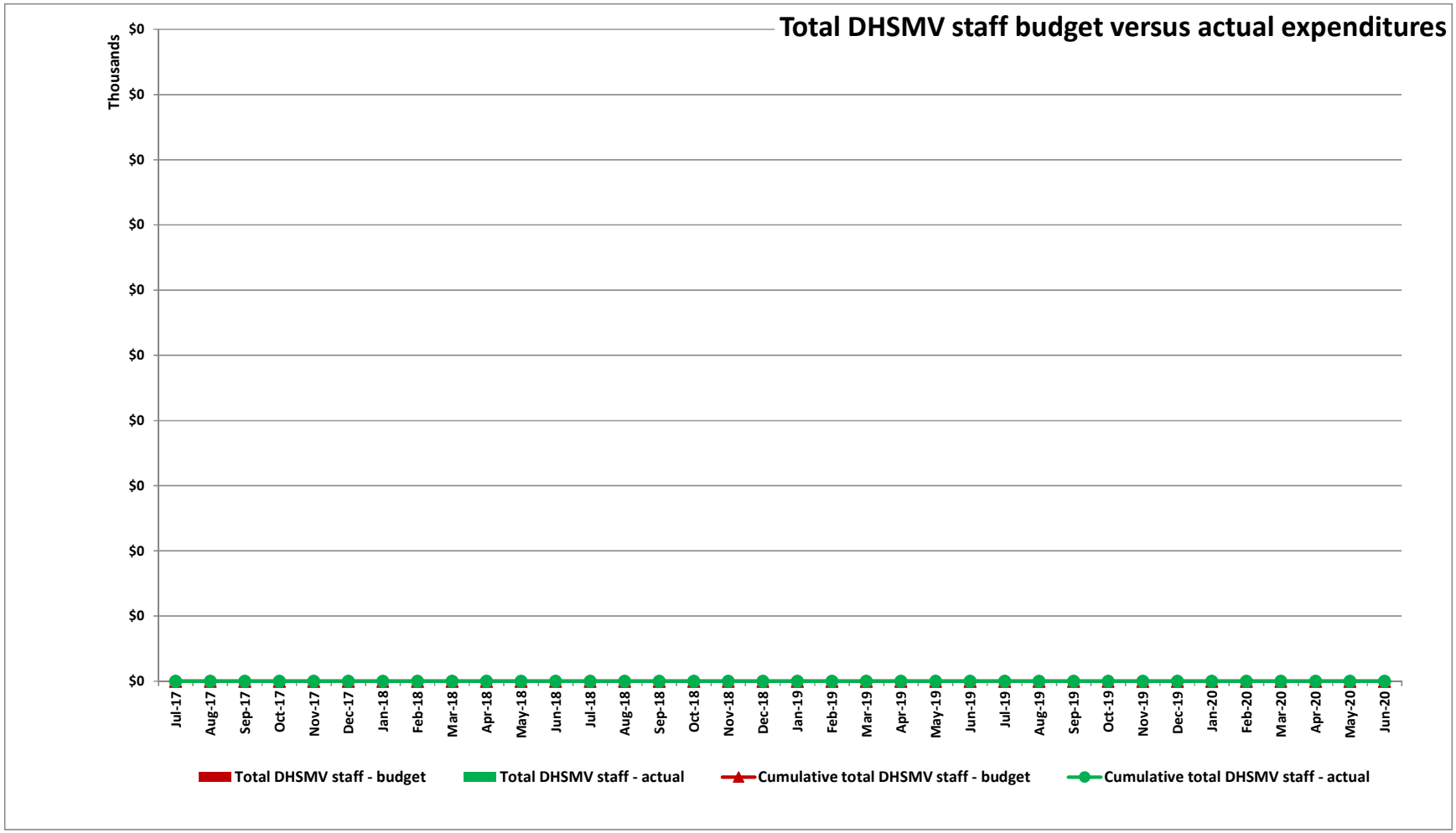
Total project funding

Supporting information



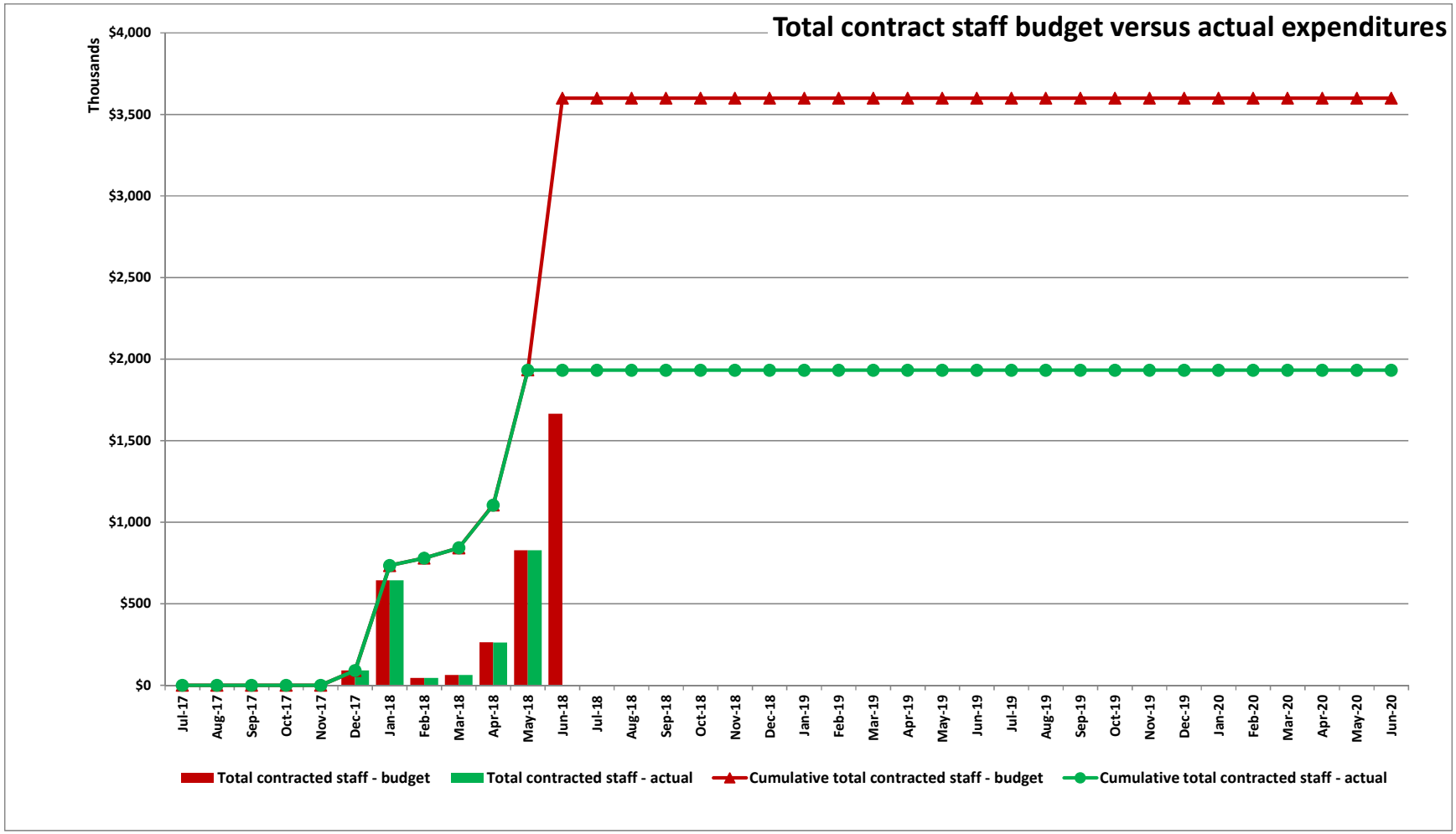
Project budget
DHSMV staff funding

Supporting information



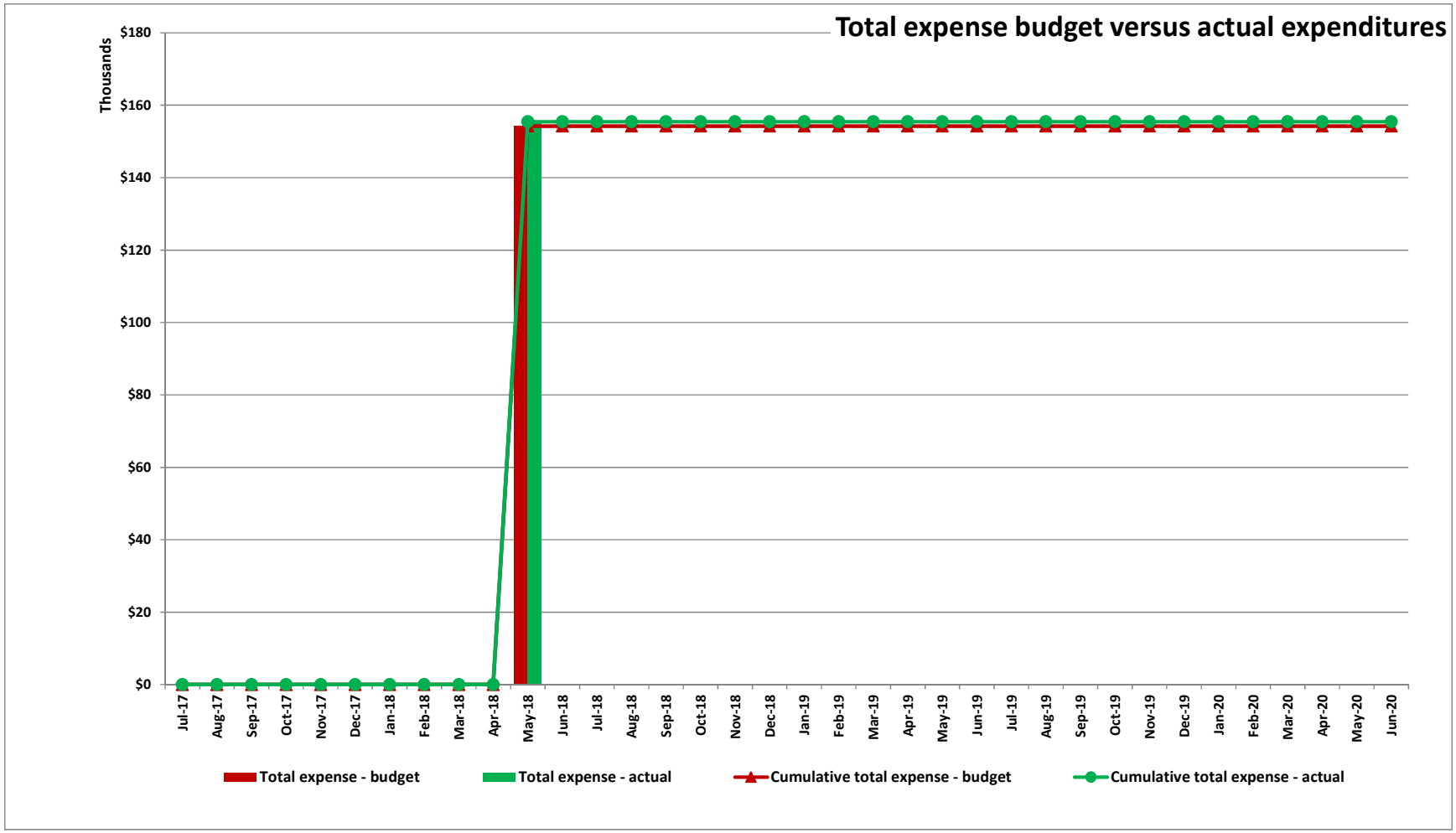
Project budget
Contract staff funding

Supporting information



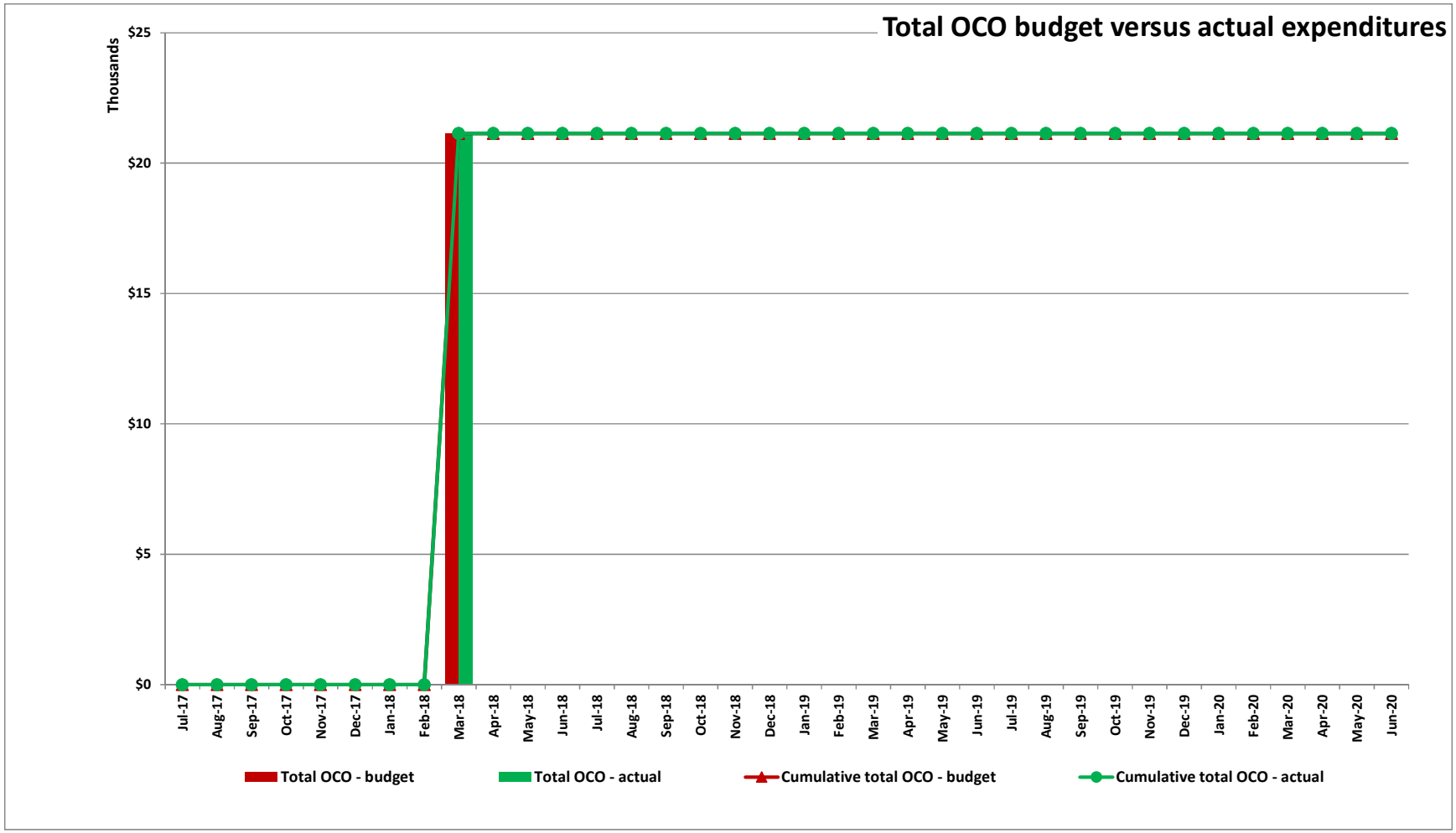
Project budget
Expense funding

Supporting information



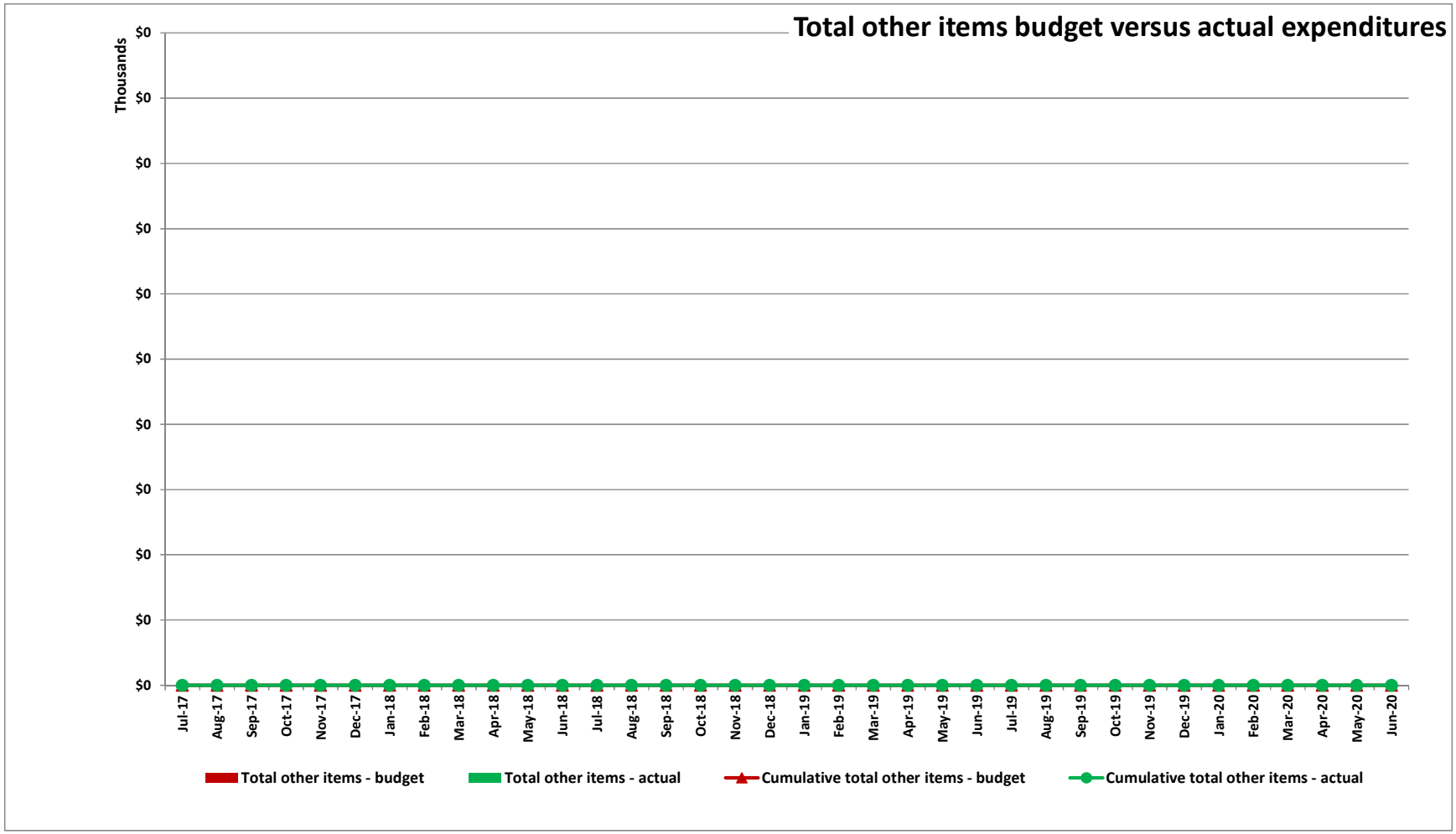
Project budget
OCO funding

Supporting information



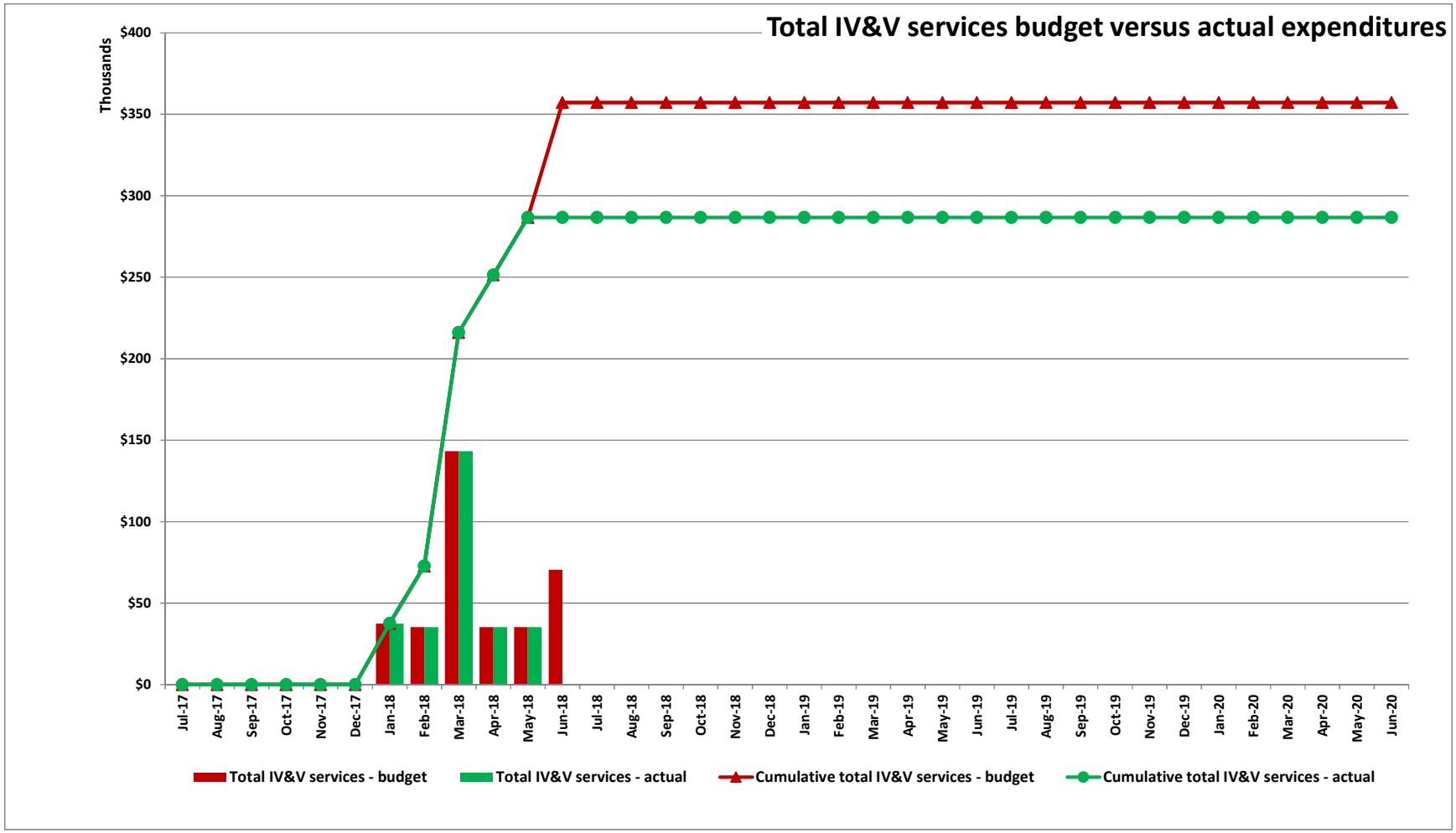
Project budget
Other items funding

Supporting information



Project budget
IV&V services funding

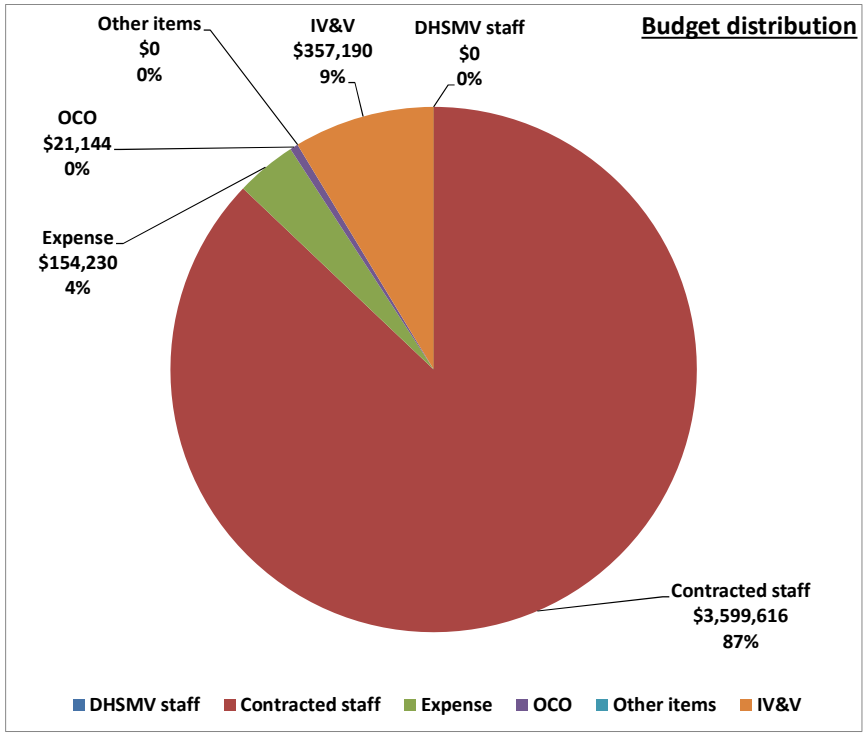
Supporting information

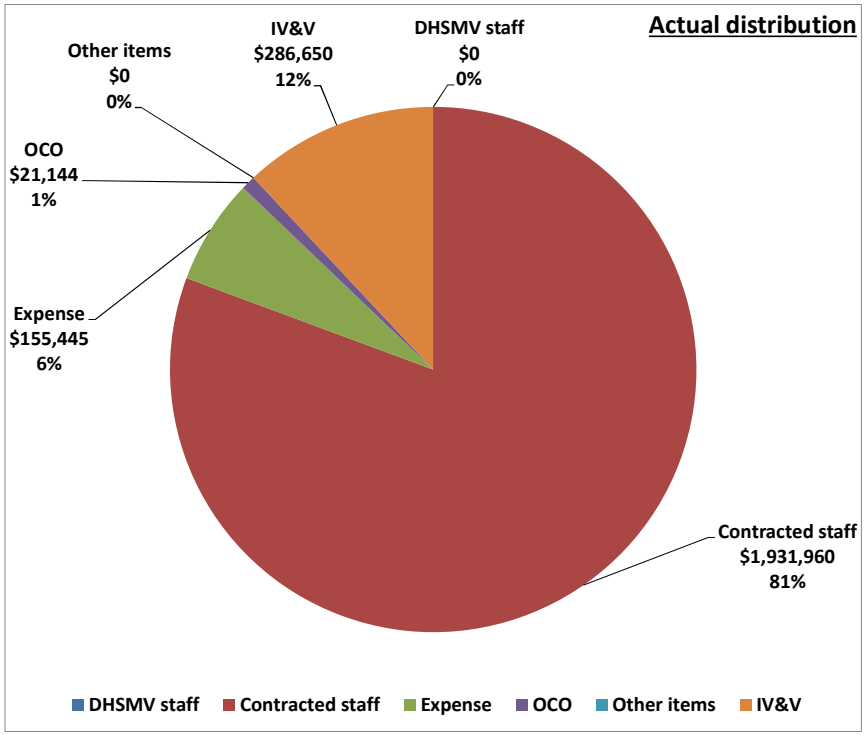


Project budget

Budget and actual distribution

Supporting information





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Office of Motorist Modernization
Phase II - Decision Log

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

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

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	REG01							**05/08/2018 Update** Stats from Jan 2017 - Dec 2017 Total - 2.4 million 1.0 million (EFS updating address when they are the same -Wrap 3978 to stop this)		
REG	REG04	Should the system do a NMVTIS check prior to approval of a renewal? Would potentially slow down (and/or throw errors) on high-speed processing, county web sites, MyDMV Portal, etc.	4/25/2018	6/30/2018	If we did not run the NMVTIS check on the renewals, the fraud issue would continue with customers registering their vehicles in Florida with out-of-state titles.	AB likes the idea, but have a concern that if NMVTIS is down, they won't be able to process unless we create a bypass and check on the backend. This would be a big impact to the TC Offices. Same concern as above.	5/8/2018 6/12/2018	**05/02/2018 Update** Check with AAMVA to see if we can do the NMVTIS check on registrations. Florida titles should be cancelled in the system if they have been titled out of state. **05/15/2018 Update** The team met with Shibu and Desi to discuss the impact on the system with running a NMVTIS check on all renewals. We are looking at tripling the load on NMVTIS at a minimum. Still need to check with AAMVA. **06/12/2018 Update** We sent an email to AAMVA on June 11, 2018, and are waiting on a response.		

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
TITLE	TLE01	Should the MV Issuance system pre-populate the vehicle information (including vehicle model) based on data retrieved from VINtelligence (decoding of the vin).	3/7/2018	6/30/2018	If we let the system pre-populate the vehicle information, then we are risking the clerk not paying attention to the paperwork in front of them.	Recommended that the clerk manually keys the information. Flag the record the error is made on and create a daily report for the Tax Collectors to review.	4/10/2018	**03/16/2018 Update** Manually key in the information, but verify with VINtelligence that the information is correct. **05/02/2018 Update** Recommendation was made for the ESC Board members to attend a special meeting for the MV Fraud Unit to discuss in detail the VINtelligence. Diana will schedule this meeting. **05/17/2018 Update** The MV Fraud Mitigation team presented the WRAPs to the ESC today. It was decided we would wait and see the value of manually keying in the VIN for the next 12 months and then determine if we will plan to pre-populate the vehicle information in Phase II. **06/19/2018 Update** Recommend to close.		
REG	REG05	Should the system perform an NLETS (National Law Enforcement Telecommunications System) check on registration-only transactions? Currently, NLETS is only ran on title transactions.	5/29/2018	6/30/2018	This would help with fraud issues on the registration side and assist with QA review processes.	Recommended we discuss with FHP on how to handle if a hit returns on the record. Does the registration still process and the record get flagged, or is a process performed on the backend? There is a concern from tax collector leadership that the clerks may have to address the issue with the customer over the counter, which could become a safety concern.	6/12/2018			

Office of Motorist Modernization

Phase II - Legal Opinion Log

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	1	Do we need statutory authority to allow entities, such as UPS to issue Temp Tags on demand?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.			New	
POR	2	Do we need statutory authority to allow entities, such as Enterprise Holdings (Car Rental) to process title and registration transactions electronically?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.			New	
POR	3	Do we need statutory authority to allow LPAs, such as Sunshine State to process title and registration transactions electronically?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.			New	

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ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Motorist Modernization Financials

July 9, 2018

Motorist Modernization Phase I Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Phase I LBR Requests – Total Project

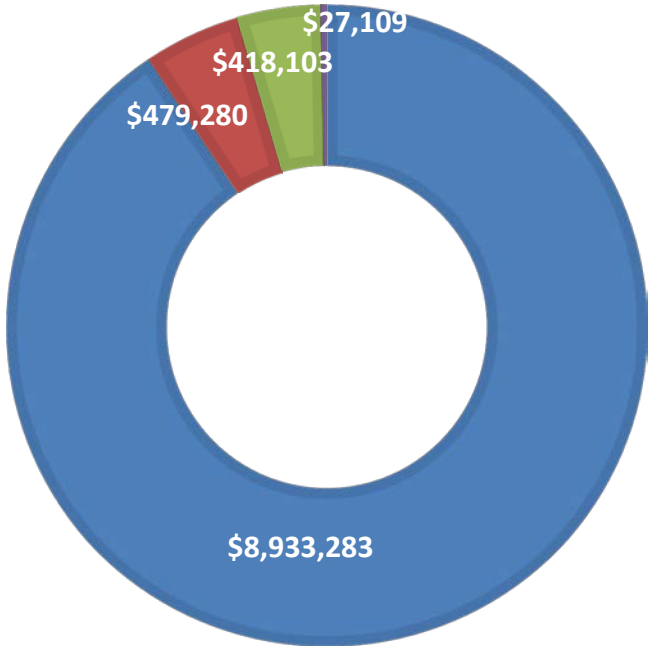
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	$ 2,500,000 *	$ 1,514,762	$ 619,186	$ 61,478	$ -
2015-2016	$ 6,362,609	$ 5,468,933	$ 479,280	$ 382,501	$ 31,895
2016-2017	$ 8,749,351	$ 7,907,512	$ 479,280	$ 336,688	$ 25,871
2017-2018	$ 9,857,775	$ 8,506,720	$ 479,280	$ 865,000	$ 6,775
2018-2019	$ 7,536,000	$ 6,976,720	$ 479,280	$ 80,000	$ -
2019-2020	$ 1,823,620	$ 1,803,620		$ 20,000	$ -
Total	$ 36,829,355	$ 32,178,267	$ 2,536,306	$ 1,745,667	$ 64,541

Motorist Modernization Phase I Financial Review

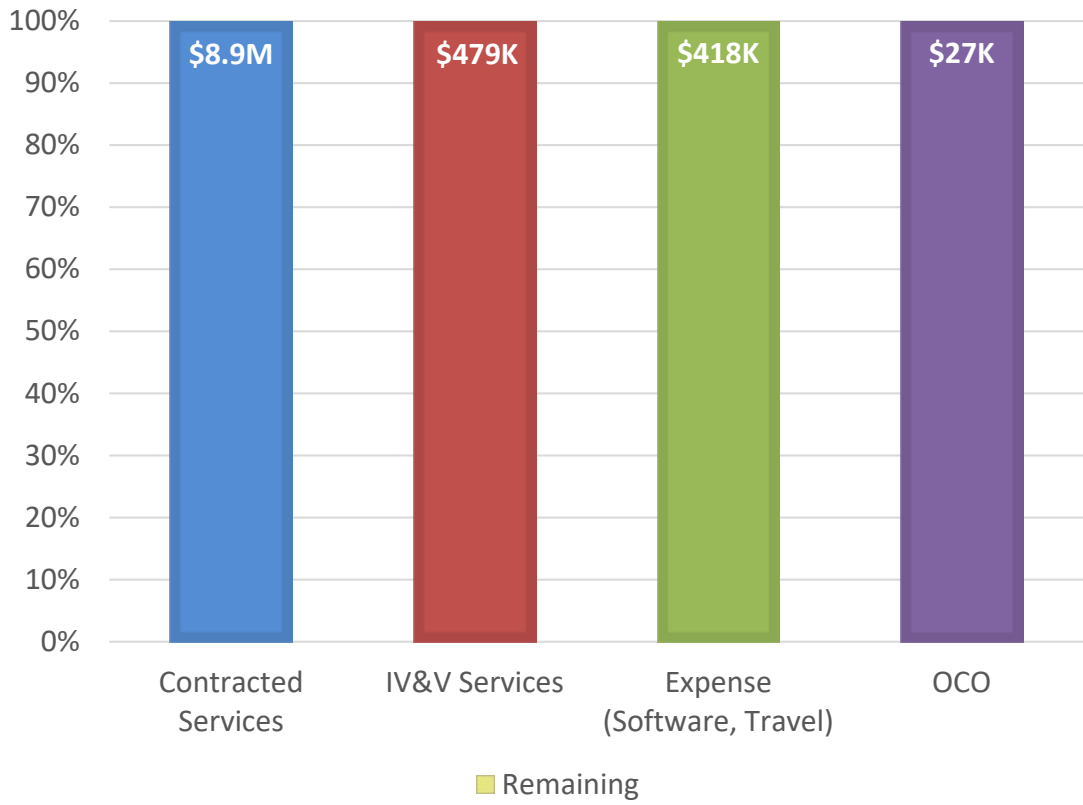
ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Budget and Actuals: Current Fiscal Year through June 30, 2018

BUDGET: $9,857,775



ACTUALS: $9,856,479



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

Motorist Modernization Phase I Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2017-2018 Total Funding	$9,857,775		
Fiscal Year to Date	$9,857,775	$9,856,479	(.01%)
Month to Date (June 2018)	$839,965	$839,794	(.02%)
Remaining Funds	$1,296		

Motorist Modernization Phase II Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Phase II LBR Requests – Total Project

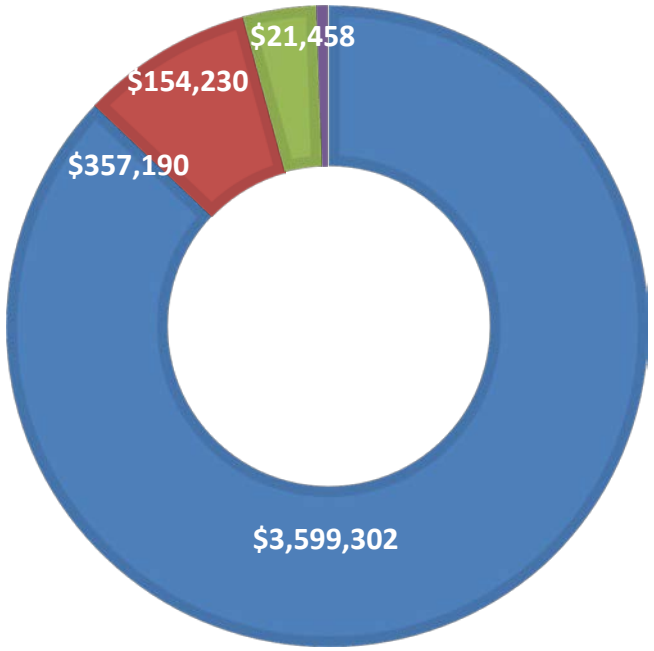
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2017-2018	$ 4,132,180	$ 3,575,240	$ 357,190	$ 179,850	$ 19,900
2018-2019	$ 5,037,000	$ 4,379,200	$ 500,000	$ 150,000	$ 7,800
2019-2020	$ 8,426,200	$ 7,239,200	$ 500,000	$ 670,000	$ 17,000
2020-2021	$ 8,219,700	$ 7,239,200	$ 500,000	$ 476,500	$ 4,000
2021-2022	$ 6,907,700	$ 5,939,200	$ 500,000	$ 464,500	$ 4,000
2022-2023	$ 3,806,700	$ 2,871,200	$ 500,000	$ 431,500	$ 4,000
Total	$ 36,529,480	$ 31,243,240	$ 2,857,190	$ 2,372,350	$ 56,700

Motorist Modernization Phase II Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

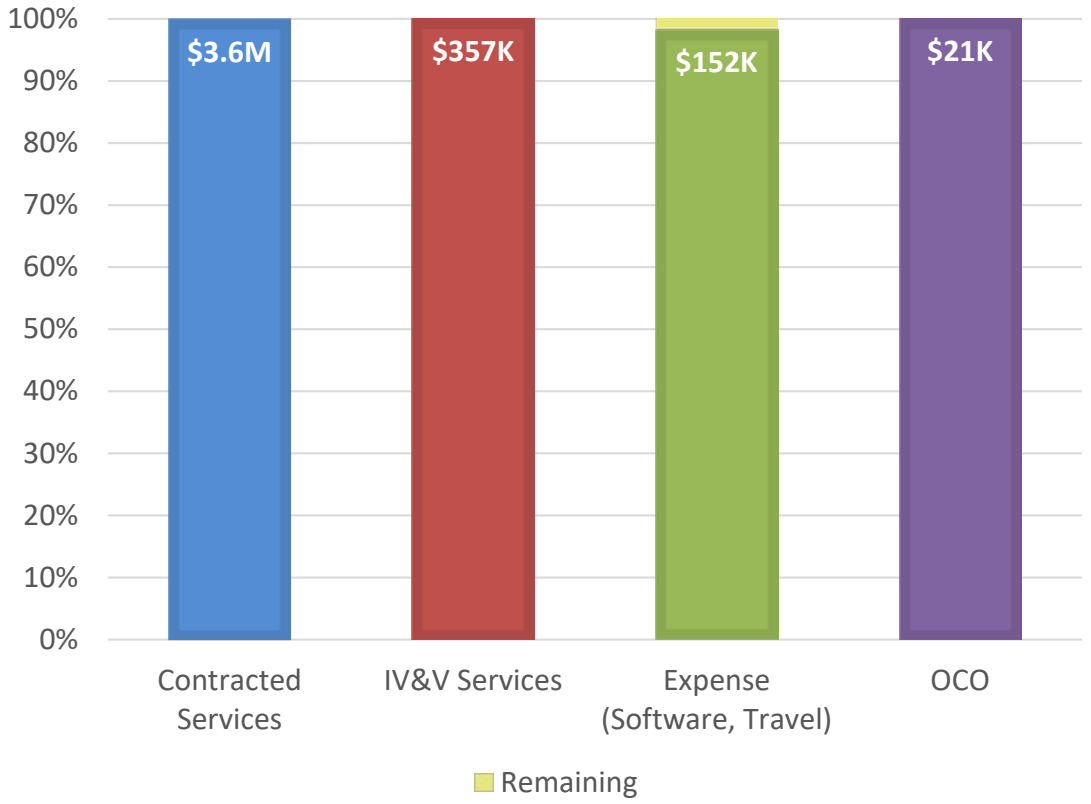
Budget and Actuals: Current Fiscal Year through June 30, 2018

BUDGET: $4,132,180



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

ACTUALS: $4,131,839



Motorist Modernization Phase II Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2017-2018 Total Funding	$4,132,180		
Fiscal Year to Date	$4,132,180	$4,131,839	(0.01%)
Month to Date (June 2018)	$1,735,310	$1,736,326	0.06%
Remaining Funds	$341		

Questions?

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HIGHWAY SAFETY AND MOTOR VEHICLES

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ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

Motorist Modernization Traffic Light Report

Requirement Gathering Update

As of Friday, June 29, 2018

Tasks		Dealer Services		Portal/Fleet		IFTA/IRP		Titles		Registrations		Globals/Batch	
AS-IS Documentation	**Due Date**	**# of items**	**% Complete**	**# of items**	**% Complete**	**# of items**	**% Complete**	**# of items**	**% Complete**	**# of items**	**% Complete**	**# of items**	**% Complete**
Gap Analysis Report (Increment 1)	4/9/2018		✓		✓		✓		✓		✓		✓
TO-BE Documentation													
Create to-be process flow diagrams	5/18/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%
Draft process flows		*134*	*100%*	*78*	*100%*	*54*	*100%*	*42*	*100%*	*41*	*100%*	*121*	*100%*
Create user stories	5/18/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%
Draft user stories		*134*	*100%*	*78*	*100%*	*54*	*100%*	*42*	*100%*	*41*	*100%*	*121*	*100%*
Create acceptance criteria and business rules	5/18/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%
Draft acceptance criteria and business rules		*134*	*100%*	*78*	*100%*	*54*	*100%*	*42*	*100%*	*41*	*100%*		
Create application mockups	5/18/2018	134	100%	78	100%		N/A	42	100%	41	100%	121	100%
Draft application mockups		*134*	*100%*	*78*	*100%*			*42*	*100%*	*41*	*100%*	*121*	*100%*
Prioritize req's and milestones	6/1/2018		100%		100%		100%		100%		100%		100%
Stakeholder review	6/1/2018	134	100%	78	100%	54	100%	42	100%	41	100%	121	100%
Process Flows		*134*	*100%*	*78*	*100%*	*54*	*100%*	*42*	*100%*	*41*	*100%*	*121*	*100%*
Mockups		*134*	*100%*	*78*	*100%*	*0*	N/A	*42*	*100%*	*41*	*100%*	*121*	*100%*
User Stories		*134*	*100%*	*78*	*100%*	*54*	*100%*	*42*	*100%*	*41*	*100%*	*121*	*100%*
Acceptance Critera/RQs		*134*	*100%*	*78*	*100%*	*54*	*100%*	*42*	*100%*	*41*	*100%*	*121*	*100%*
Document existing business rules for UNIFACE	5/25/2018	105	100%	57	100%	182	100%	72	100%	61	100%	119	100%
Del 7 - Requirements Report	6/4/2018		✓		✓		✓		✓		✓		✓
Del 6 - Gap Analysis Report (Increment 2)	7/15/2018		71%		87%		75%		50%		50%		50%

KEY

Green
The team is on schedule for completing by the target date (based on % complete).

Yellow
The team is trending behind schedule for completing the by the target date and has established a plan to catch up (based on % complete).

Red
The team is blocked by a major issue or impediment. Team is behind schedule (or late) for completing by the target date (based on % complete).