



## Motorist Modernization

**Motorist Modernization Advisory Board Monthly Meeting  
July 11, 2017  
Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399  
1 to 3 p.m., EST**

### Invitees

Deb Roby  
Ed Broyles  
Kelley Scott  
Pace Callaway  
April Edwards  
Beth Allman  
Linda Fugate

### Representing

DHSMV  
DHSMV  
DHSMV  
DHSMV  
DHSMV  
Florida Clerk Courts & Comptrollers  
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 B-202 June 27, 2017 1:00 to 2:00 p.m.**

#### **WELCOME AND INTRODUCTIONS**

- The meeting was called to order at 1:00 p.m. Ms. Green began the meeting with the *Welcome and Introductions*, and proceeded with the roll call of board members.

Advisory board members present included:

- Pace Callaway
  - Deb Roby
  - April Edwards
  - Ed Broyles
  - Linda Fugate (via phone)
  - Beth Allman (not present)
  - Kelley Scott (not present)
- Additional 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 Joe Weldon (Accenture) and Kelly Shannon.
  - Visitors included - Alyene Calvo from Ernst & Young, Michael Samaan from Auto Data Direct, Lauren Henderson from Cynergy and Peter Murray from Colodny Fass/LKQ.
  - Ms. Green reminded attendees that Advisory Board meetings are recorded and available to view via YouTube.

#### **REVIEW AND APPROVAL OF THE LAST MEETING MINUTES FROM MAY 23, 2017**

- Ms. Green reviewed the meeting minutes from May 23, 2017. There were no changes, revisions or corrections from members. A motion to approve the May 23, 2017, minutes was unanimously accepted by the board members.

#### **IV&V UPDATE**

- Ms. Calvo indicated there are no new IV&V deficiencies, per the May Monthly Assessment Report. The schedule performance index (SPI) is 1.00. The overall IV&V program risk state moved to amber. The program is currently on schedule and is within established performance thresholds. IV&V reviewed two new facets- Technical Infrastructure and Controls. Technical Infrastructure is the facet that has been assessed as amber. Ms. Calvo indicated the technical architecture is well documented, and a great plan is in place and being managed; however, the only concern IV&V has is that the program will eventually interface with some systems that have entered Microsoft Extended Support, which will expire on January 14, 2020. This involves

about six (6) production servers and the rest are Dev/Test. This was raised to the project team as a risk. Although the servers are under extended support, that support ends in 2020 (shortly after Phase I Go-Live). To date, the team has already identified a risk on the risk register to mitigate this and the team has started formulating a plan to address in the future. IV&V reviewed the Controls facet and noticed that all expectations have been met. IV&V reviewed the business rules, Blueprint and security roles, all within the expectations. The overall schedule quality is 94.9 and is consistent and excellent.

### **STAKEHOLDER OUTREACH UPDATE**

- Mr. Samuel stated the program team has been working with AAMVA to discuss how to test CDLIS changes. OMM hosted a conference call with the CIO of AAMVA because of the new CDLIS changes which will be embedded within the new Driver License system in Phase I. The intent was to phase them in so we could “Pilot” those changes, but it does not appear there is a way to do that. The team has submitted diagrams to them of what we are trying to accomplish, so hopefully we can find a way to pilot the changes without having to implement everything at one time. AAMVA directed us to the State of Texas, but after speaking with them, they had no creative recommendations to offer.
- OMM team members presented demos at the BAR Annual Training on May 24-26, 2017, and at the Regional Training Delivery Quarterly Meeting on June 7, 2017. They have also been working with LDO regarding the Phase I training plan.
- Ms. Espinoza plans to reach out to the vendors that are involved with data exchange. There is still plenty of stakeholder outreach to complete within a timely manner.
- OMM still conducts Monthly Motorist Modernization update meetings (previously Bureau Chief’s Meeting) and everyone is invited to attend. The last meeting occurred last week.

### **POLICY AND DECISION REVIEW**

- POR31 – Ms. Johnson stated that yesterday there was a meeting with herself, Ms. Roby and Ms. Olvera to determine how the expedited shipping process is going to work. Further review of the contract, pricing and logistics to the printing process and procedures are being studied and reviewed for the expedited next day delivery shipping option.
- DL40 – Ms. Espinoza stated this item is regarding whether or not the Tax Collectors should be allowed to charge the \$6.25 service fee when issuing a CLP. There are no fees associated with the issuance of a CLP at this time. This item has been sent to the legal team for review and response.
- REN07 – Ms. Johnson indicated that a new quote was received from Novitex so we will know what steps to take with them taking over the process of the DL Renewal Notifications from the Department of Revenue and in house processing. We received a new quote from Novitex and on June 15, 2017, and received signoff from DOS for the DL Renewal Notice/Motor Voter application. We have an upcoming conference call scheduled for DEMO on Thursday this week to review the latest quote we have received from them.
- REN11 – Ms. Johnson indicated that during the Renewal Data Recipients Focus Group Meeting, the vendors requested the ability to download all active renewal files with one request. Currently, the system is designed for the files to be downloaded by renewal year and birth month. This change would allow vendors to download five (5) months of renewal data with a single request. The development team has some concerns over the volume of data involved,

and the impact it would have on system performance. This is a new item and the ESC requested to see the additional estimated hours it would take for this request.

- REN12 – Ms. Johnson stated during the Renewal Data Recipients Focus Group meeting, the vendors requested the renewal file contain all records, even those which have been renewed or have been modified due to subsequent transactions on the vehicle. Currently, the system is designed to drop these flagged records from the downloaded vendor renewal file. The ESC requested to see the additional estimated hours it would take for this request.
- CIT05 – Ms. Thomas stated transcripts are currently printed for every DUI revocation order and every disqualification order that is generated. The business reviews the transcripts to ensure the sanctions are correct and in order before they are mailed to the customer. Sanctions are deleted daily. The count of corrections and deletions ranging from April 2017 to present, the Senior Clerk has completed more than 300. Per Priscilla Nelomes-Brown, it would be in their best interest if they could have these transcripts printed along with the letters. Business prefers to create the disqualification/revocation and generate a transcript for the business to review. Our recommendation is to automate this process they currently perform manually. On June 15, 2017, the ESC requested the Citation Processing team provide scenarios and steps for processing these discrepancies. Ms. Johnson discussed with the developers and there are no programming limitations and we should be able to handle programmatically.
- ENTP01 – Ms. Johnson stated as part of the Modernization effort, we are merging our Driver License and Motor Vehicle databases, which involves combining our customers' records to a single record which reflects both Driver License and Motor Vehicle. This process also means we must define a clear set of business rules as it pertains to the customer and their addresses, both mailing and residential. The address rules also have an impact on our business customers. A few questions arose while defining the business rules which are;
  - “Would sex offenders/predators be allowed to update their mailing address only on MyDMV Portal and not on issuance?”
  - “Can sex offenders/predators renew their Motor Vehicle online without being allowed to update their address?”

Tax collectors talked about the amount of returned mail and the ability to have an out-of-country address for DUI drivers. The recommendation from the ESC was to ask FDLE about the mailing address change for sexual offenders/predators. Ms. Johnson will get with the developers to discuss if there are any programming limitations.

#### **LEGAL REVIEW**

- LGL05 – Ms. Thomas stated this issue is whether we should place registration stops and seize tags accordingly on FR Sanctions required by statutes. Registration stops and seize tag orders are required by Florida law when the following FR sanctions remain open 30 days after the suspension. We have asked legal for confirmation as to whether we should implement as follows or stay with current procedures. Currently a registration stop or seize tag is not placed when suspended for FR 3 (Judgement), FR 4 (DUI and Non DUI), FR 5 (Point Suspension) and FR 6 (Habitual Traffic Offender), revocation sanctions. This has been the practice for years because of the potential hardship a registration stop and seize tag could have on a co-owner of the vehicle such as a child or spouse. For instance, if one owner is revoked for an HTO, he or she has to serve the first year with no driving before applying for a hardship license. If a registration stop is placed, then the registration cannot be renewed until the corresponding FR sanction is cleared. The SR 22 insurance would have to be purchased to clear the FR sanction; however, he or she do not have the authority to drive. Unless the other co-owner can have the vehicle put

only in their name, they cannot renew the registration without the FR sanction being cleared. We would suggest only placing a registration stop and seize tag on those vehicles singularly owned in the offender's name and rewording the statutes. This issue has been given to Ms. Christie Utt for review with the legal team for decision prior to the next ESC meeting.

- LGL06 - Ms. Thomas stated all SR 22 and FR 44 time requirements are currently programmed to be required and expire three (3) years from the original suspension date. According to Florida law, we should be requiring compliance as follows and this is what we recommend:
  - FR 1- Three (3) years from the original suspension date.
  - FR 2 – Two (2) years from the reinstatement date. Currently the non-cancellable PIP SR 22 is required two (2) years from the original suspension date.
  - FR 3, FR 4, FR 5, and FR 6 – Three (3) years from the reinstatement date. Currently, the SR 22 or FR 44 is required three (3) years from the original suspension date.

This issue has been given to Ms. Utt for review with the legal team for a decision prior to the next ESC meeting.

- LGL07 – Ms. Thomas indicated the Time Requirement Met/Automatic Clearance Process (ACP) is currently not working. This process will automatically close an open FR sanction when the customer has not reinstated after a period of time. We need to get the ACP working again, but we need to know what expiration date to place on the FR sanctions if the customer decides to wait it out and not reinstate. Current procedures state after three (3) years from the original suspension date the sanction expires, except for FR 3 and FR 2 sanctions. We can close it and no other requirements are needed. The question to legal is; “Can a person just wait it out and then we automatically clear it three (3) years from the original suspension date?” Florida law does not have a time requirement provision for any FR sanctions other than an FR 1, FR 3 and FR 9 sanctions. All others appear to have an indefinite life span. Taking that into consideration, moving forward, we are requiring sanctions with SR 22 and FR 44 requirements to remain open until reinstated, we would no longer just clear those open three (3) years after the original suspension date. However, the problem with an indefinite life span on a PIP cancellation case is, the customers will struggle to find proof of insurance or non-ownership five (5) and six (6) years down the road. That's why for years we have expired those sanctions three (3) years from the original suspension date. We are requesting approval to continue to expire the PIP cancellation (FR 7 and FR 8) cases three (3) years from the original suspension date. We would also like to expire an FR 2 sanction two (2) years from the original suspension date. Although it requires a SR 22, it's a non-cancellable PIP SR 22. These issues have been given to Ms. Utt for review with the legal team for a decision prior to the next ESC meeting.
- LGL08 – Ms. Thomas indicated this issue is regarding Purge Rules. We reviewed the current retention rules and discussed with legal and agree to the following purge rules:
  - FR 1 and FR 9 – Three (3) years from the latest reinstatement date. Do not purge if security deposit paid is less than five (5) fiscal years from today's date. Refer to retention schedule for DOS.
  - FR 2, FR 4, FR 5, FR 6, FR 7 and FR 8 – Three (3) years from latest reinstatement date. Refer to retention schedule for DOS.
  - FR 3 – 21 years from the original suspension date. This will prevent purging a sanction too soon if the user entered the incorrect judgement date. Refer to retention schedule for DOS.
  - Deleted sanctions – Those closed in error or causing hardship for the customer. – Three (3) years from the reinstatement date.

These rules have been given to Ms. Utt for review with the legal team for a decision prior to the next ESC meeting.

- LGL09 – Ms. Espinoza indicated this subject was discussed in the “Decision Log”, Item DL40 which is, “Should the tax collectors be allowed to charge the \$6.25 service fee when issuing a CLP?” There are no fees associated with the issuance of a CLP at this time. This item has been sent to the legal team for review and response.

#### **FINANCIAL REVIEW**

- Ms. Timmons reviewed the figures for the May 2017 spend plan document. We are finalizing the last two invoices for the month of June so these can be certified forward. Phase I is moving along and will finish within budget.

#### **CHANGE REQUEST REVIEWS – LEVEL I AND II - (THERE WERE NO LEVEL III CHANGE REQUESTS)**

- PMCR133 – Mr. Weldon indicated this change request is to rework email receipts. This entails changing the email field on Batch details to be a dropdown which allows users to select the DHSMV email associated with any customer in the Batch and rework email body to match updates from the DHSMV Portal team. This work would be done as part of rework for receipt for Replace ID Transaction in Milestone D.
- PMCR134 – Mr. Tomaszewski indicated this is to un-archive FR 20528 and send verification file to insurance company to handle manually entered SR 22 and FR 44s. The system needs the ability to verify manually entered SR 22 and FR 44’s with insurance companies.
- PMCR136 – Mr. Weldon stated this change request concerns the signature pad and citizenship changes. We need to force the user to select citizenship type on the Capture Summary prior to navigating to the Signature screen. Also, we need to adjust the Signature Pad workflow if a change in citizenship impacts the business rules that would navigate user to various signature pad screens.
- PMCR138 – Mr. Tomaszewski explained that during the FR Knowledge Gap mitigation efforts, it was determined these stories needed to be broken out to allow for easy development and testing. Looking to break these stories out into 35-42 stories on Milestone E.
- PMCR140 – Mr. Weldon stated this PMCR would decompose FR10075 – Display Signature Pad for Replace ID to create separate stories for calculating the expiration and issue dates for each issuance transaction type. This work will be spread over Milestone D, E, F, and G.
- PMCR141 – Mr. Weldon stated this PMCR will allow us the ability to print the list of political parties used in the Motor Voter flow from the DL Issuance home screen. This was approved by the Product Owner.
- PMCR142 – Mr. Weldon stated this change request is to add another defective card type to No Fee Reason screen. The 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. This was approved by the Product Owner.
- PMCR145 – Ms. Nelson stated the following changes were requested during the recent Renewal Focus Group meeting that was held on May 17, 2017. This particular change request covers the roles and role sets for the ORION system access.
- PMCR146 – Ms. Nelson indicated that this PMCR is for changes to the renewal MV Inquiry Screens.

- PMCR147 – Ms. Nelson stated this PMCR was requested from the recent Renewal Focus Group meeting that was held on May 17, 2017, and is relative to the County Renewal Maintenance screen. They will add an option to “Authorized Replacement Code” dropdown, which will not quote a fee. This is how the current system functions and the Renewal Customer will call for fee information.
- PMCR 148 – Ms. Nelson stated when tax collectors request a new vendor, they specify the renewal year and birth month for when it will become effective. Currently on the County Renewal Maintenance screen, the effective date and the expiration date were coded as actual dates (MM-DD-YYYY). This will change the format to renewal year and renewal month.
- PMCR 152 – Ms. Nelson stated this is for Non-Licensed Driver address from FCCC. This was approved by the ESC and Product Owner, which is adding a second verification for mailing and residential address.
- PMCR 155 – Mr. Tomaszewski stated 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.
- PMCR 161 - Ms. Nelson indicated this is a duplicate story that should have been archived.

#### **PROJECT UPDATES**

- DL Issuance – Mr. Weldon stated the team is currently in Milestone D, which ends July 26, 2017. 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 14 which ends July 12, 2017. We are currently green for Development, Testing and Technical Debt. We are red in the Business Actions due to the issues with Motor Voter. Issue 47 remains open as the Department is still waiting on the review of the proposal to DOS to meet Federal requirements. We will continue work on the Selective Service Batch program and continue to expand cashiering functionality. We will also start working on Exam screens for DL Issuance. There are no project risks or action items to report for this current period.
- The Policy and Procedures Working Group is continuing their meetings on a weekly basis via conference calls. The team recently met on June 20-22, 2017. The team completed their second assignment and continues to work on their third assignment (Milestone C functionality).
- MyDMV Portal – Ms. Andrades stated the team is currently in Milestone D, which ends on August 29, 2017. Sprint 14 ends today, June 27, 2017, and the team will demo the Issuance of a CDL Downgrade to Class E Replacement and CDL Downgrade to ID. We are currently green in the Stoplight reports for Sprint and Milestones in Business Actions, Development, Testing and Technical Debt. The developers and testers were within capacity to complete all committed work for the Sprint. Sprint 15 starts on June 28, 2017, and ends July 18, 2017. The team will review the issuance of a Commercial Learner Permit Renewal and Replacement during Sprint 15. There are no risks, issues, change requests or action items to report at this time.
- Renewal Notification – Ms. Nelson stated the team is working to complete Sprint 14 for Milestone D. This is the second of four Sprints planned for completion in this Milestone. Sprint 14 started on June 7 and ends June 27, 2017. We are working to complete Renewal Vendor file, GHQ Renewal validations, Renewal Notices and TC Reports. We are green in Business Actions and Technical Debt for this Sprint and are red for Development and Testing. We opened one new risk last week for our decrease in testing capacity. No project specific issues were reported

and we submitted five (5) Level I/II Change Requests this week to archive stories. The Milestone ends August 29, 2017. Our stoplight indicators are green in Business Actions, Development and Technical Debt. Due to our capacity changes, we are yellow in Testing.

- CDLIS/Citation Processing – Ms. Nelson stated the team is working to complete Sprint 11 for Milestone C. Sprint 11 began on June 22, 2017, and ends on July 11, 2017. The team is working to complete DUI first and second offense, along with CDLIS data tier stories. Our Stoplight indicator is green for the Sprint and Milestone update. Milestone C ends on October 3, 2017. There are no risks, issues or action items reported for the current period. We submitted one (1) Level I/II Change Request last week.
- Motorist Maintenance – Mr. Tomaszewski stated the team is in Milestone D, which ends on August 30, 2017. Work included in this Milestone are disposition features needed by the Citation Processing team to meet their testing obligations. The team completed Sprint 12 on June 14, 2017. Work committed involved add, update and delete disposition features. For the Sprint Stoplight, there is no color due to Motorist Maintenance Development and Testing being on hiatus for the current Sprint. For the Milestone Stoplight, all sections are green as we have the capacity to complete the Milestone objectives. There are no risks, issues, change requests or action items reported for the current period.
- Financial Responsibility – Mr. Tomaszewski stated the team is in Milestone D which ends on August 30, 2017. Included in this Milestone are the Sanction Creation Data tier work to satisfy the approved Change Request # 48 and the Insurance Data Exchange (XML) backend process. The team is in Sprint 4 which started on June 1, 2017, and ends on June 21, 2017. We committed eight (8) stories for the Sprint. The goal for the Sprint is to complete features related to Transaction Verifications (electronic and manual), missing and cancelled policies. For the Sprint Stoplight, developers are behind schedule and over capacity due to resources pulled away to mitigate Motorist Maintenance delay in development/testing issues. For the Milestone Stoplight, the developers and testers have the capacity in the remaining two (2) Sprints to complete the Milestone objectives. There are no risks, issues, change requests or actions reported for the current period.

#### **COMMUNICATION UPDATE**

- Ms. Griggs stated the ORION Hub Newsletter is currently being drafted and approved. The Newsletter will be distributed on July 17, 2017.
- Earlier this month, we held pre-kick-off meetings with the Project Managers and Product Owners for each of the User Guide working groups to discuss next steps for hosting each group's initial kick-off meeting, including a timeline, schedule, team leads and expectations.
- Each team, which includes Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS/CP/MM/FR), are expected to complete their initial kick-off meeting for their User Guide working group by the end of July.
- We have established a process with communications for editing screens and grammar across the MyDMV Portal before each Thursday's refinement.
- This afternoon, we are establishing a process for editing and refining previously developed screens.
- Ms. Griggs stated Mr. Samuel always advises members that these meetings are being recorded and uploaded to YouTube for review. Last month we had more than 500 views and the month before we had nearly 700 views. Since January 2017, we have had a total of 2,400 views for the Advisory Board Meetings.



**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 1:37 p.m.
- The next Advisory Board Meeting is scheduled for July 11, 2017.

DRAFT

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 5/23/17	8 Pages
MM Phase I Project Manager Log of Agile Development Change Requests	3 Pages
MM Phase I Decision Document	6 Pages
MM Phase I Legal Opinion/Statute Analysis	3 Pages
Motorist Modernization Glossary	2 Pages
MM Stoplight Reports for Sprint & Milestone Updates	2 Pages

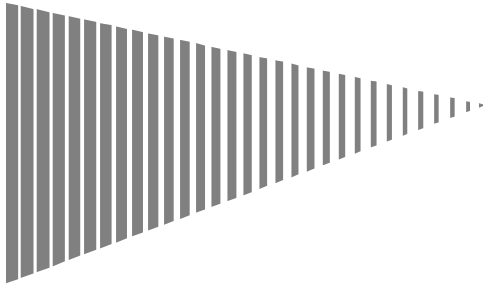
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# Motorist Modernization Program (Phase I)

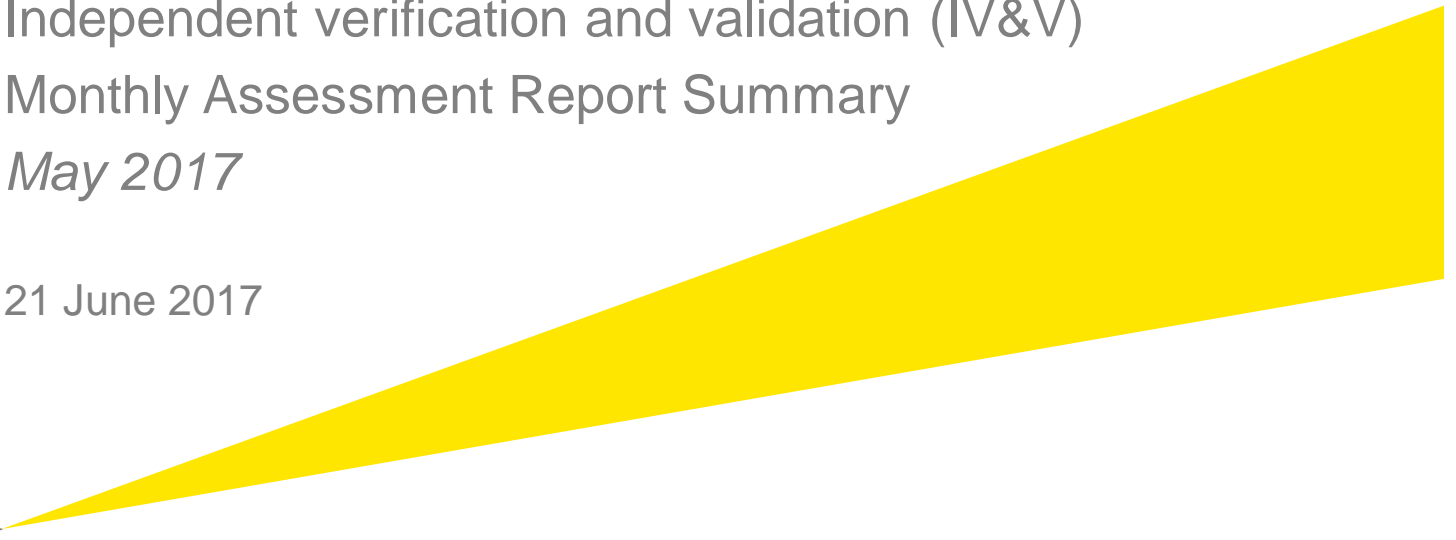
State of Florida Department of Highway Safety  
and Motor Vehicles (DHSMV)

Independent verification and validation (IV&V)  
Monthly Assessment Report Summary  
*May 2017*

21 June 2017



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# Topics for discussion

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- ▶ 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

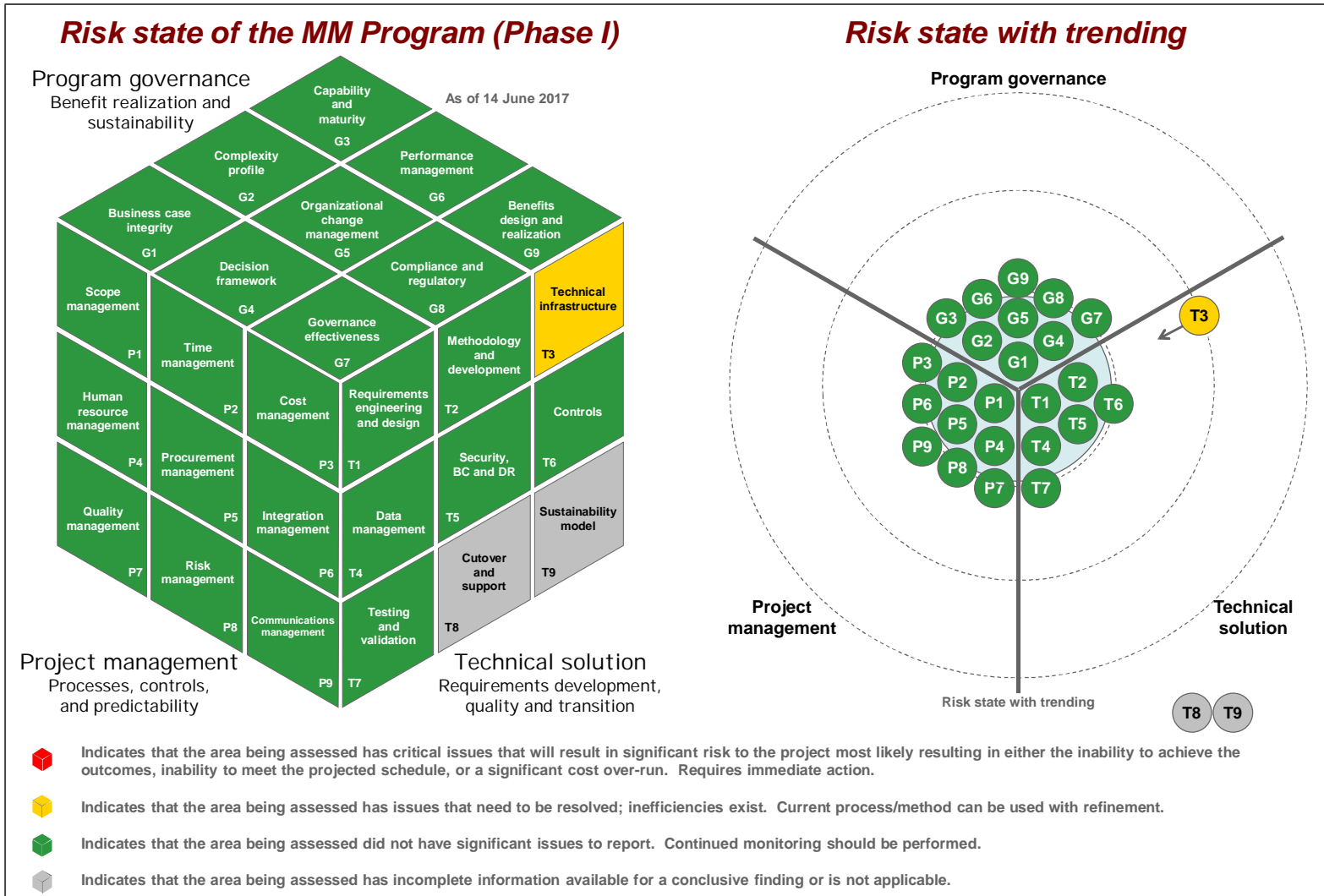
# General IV&V overview

Overall IV&V risk state:

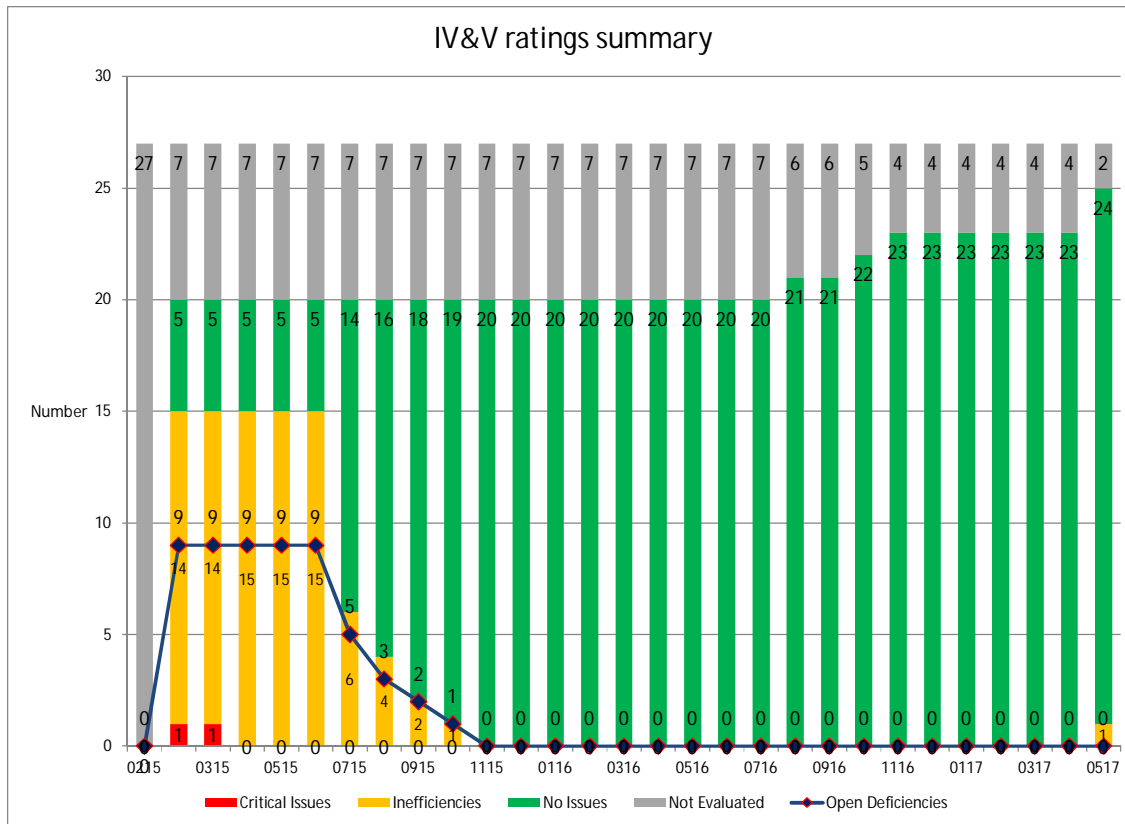
**Amber**

- ▶ 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



# 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:

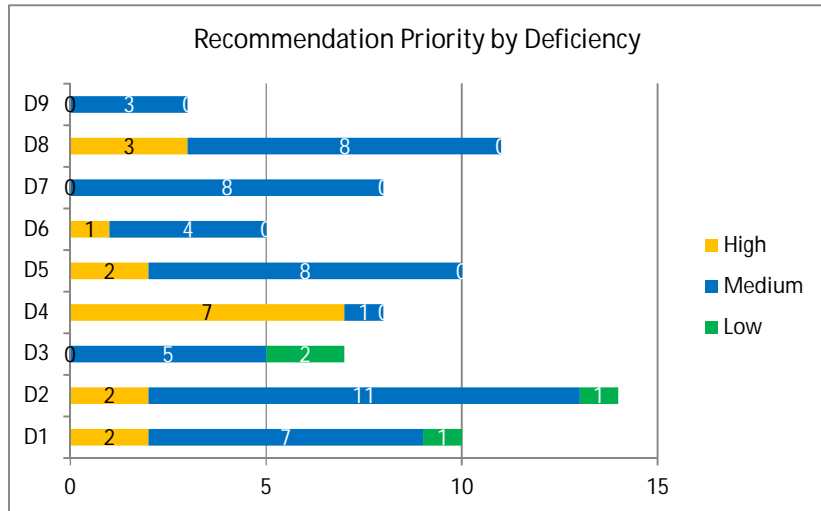
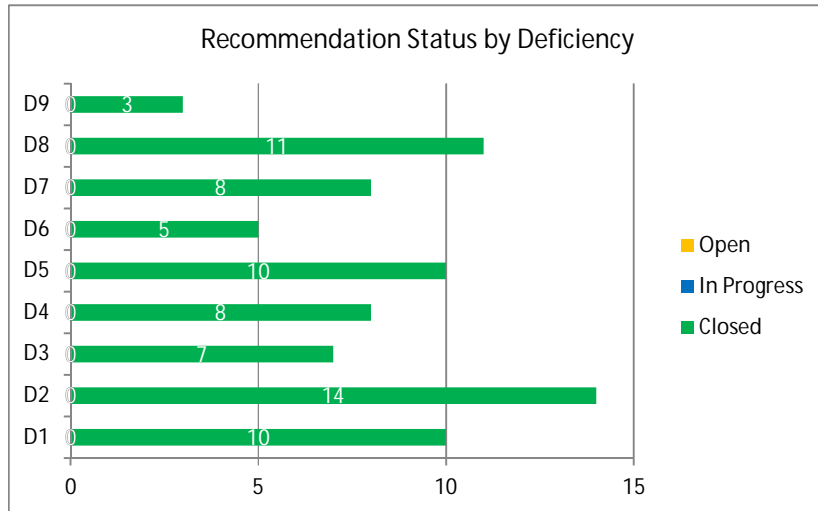
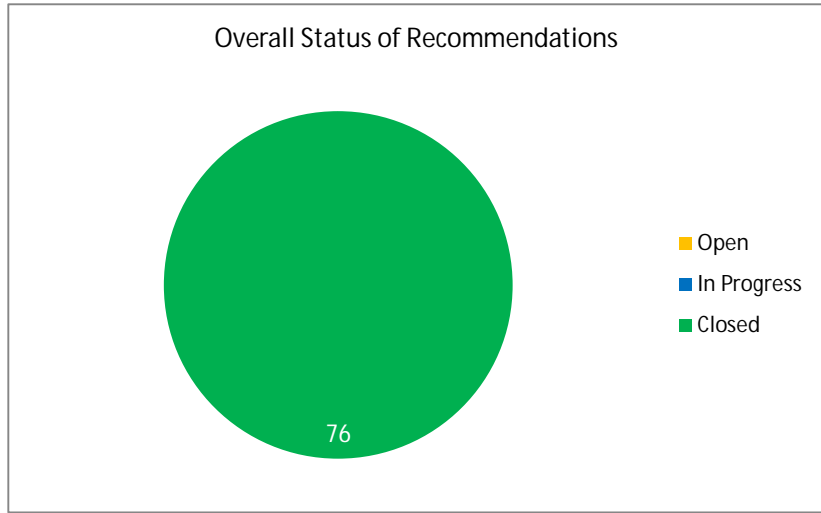
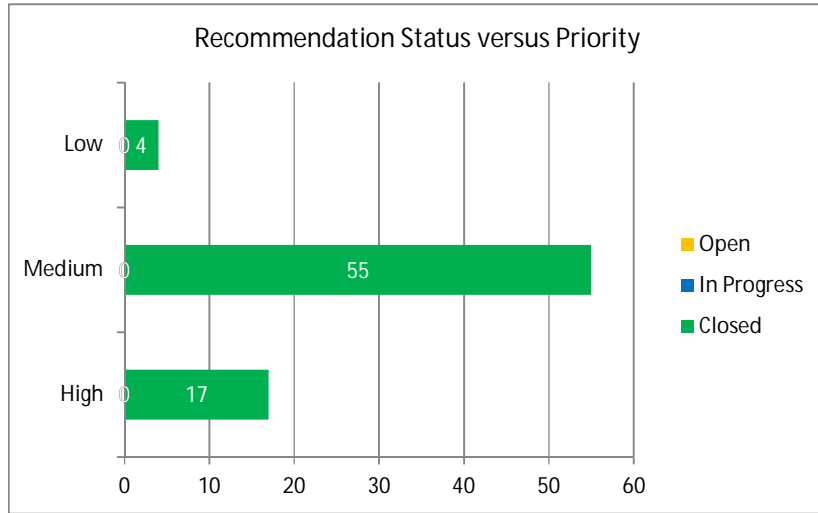
§ The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

# Key indicators

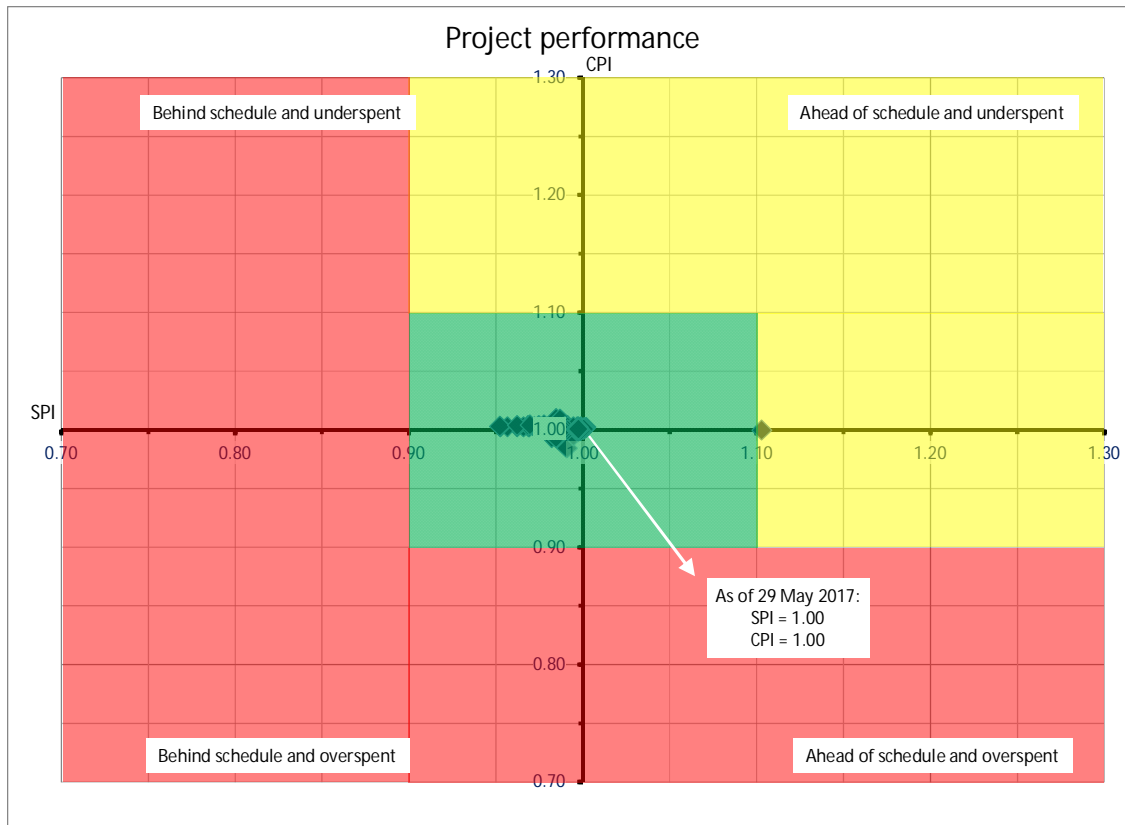
Indicator	Value	Comment
Is the project approach sound?	Yes	<ul style="list-style-type: none"> <li>▶ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.</li> </ul>
Is the project on time?	Within established parameters	<ul style="list-style-type: none"> <li>▶ The Program is within established performance thresholds.                             <ul style="list-style-type: none"> <li>▶ The schedule performance index (SPI) is 1.00.</li> <li>▶ 4 of 2,653 total tasks (0.2%) contained in the project schedule are late.</li> <li>▶ 2 of 466 tasks (0.4%) for the current period are late.</li> </ul> </li> </ul>
Is the project on budget?	Yes	<ul style="list-style-type: none"> <li>▶ The Program is currently on budget based on provided budget and spending information.</li> </ul>
Is scope being managed so there is no scope creep?	Yes	<ul style="list-style-type: none"> <li>▶ 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.</li> </ul>
What are the project's future risks?	Unknown	<ul style="list-style-type: none"> <li>▶ The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&amp;V Team.</li> </ul>
Are the project's risks increasing or decreasing?	Steady	<ul style="list-style-type: none"> <li>▶ The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&amp;V Team.</li> </ul>
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	<ul style="list-style-type: none"> <li>▶ New and emerging technologies were considered in the Feasibility Study.</li> <li>▶ None have an adverse effect on the project's technological assumptions.</li> </ul>



# 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

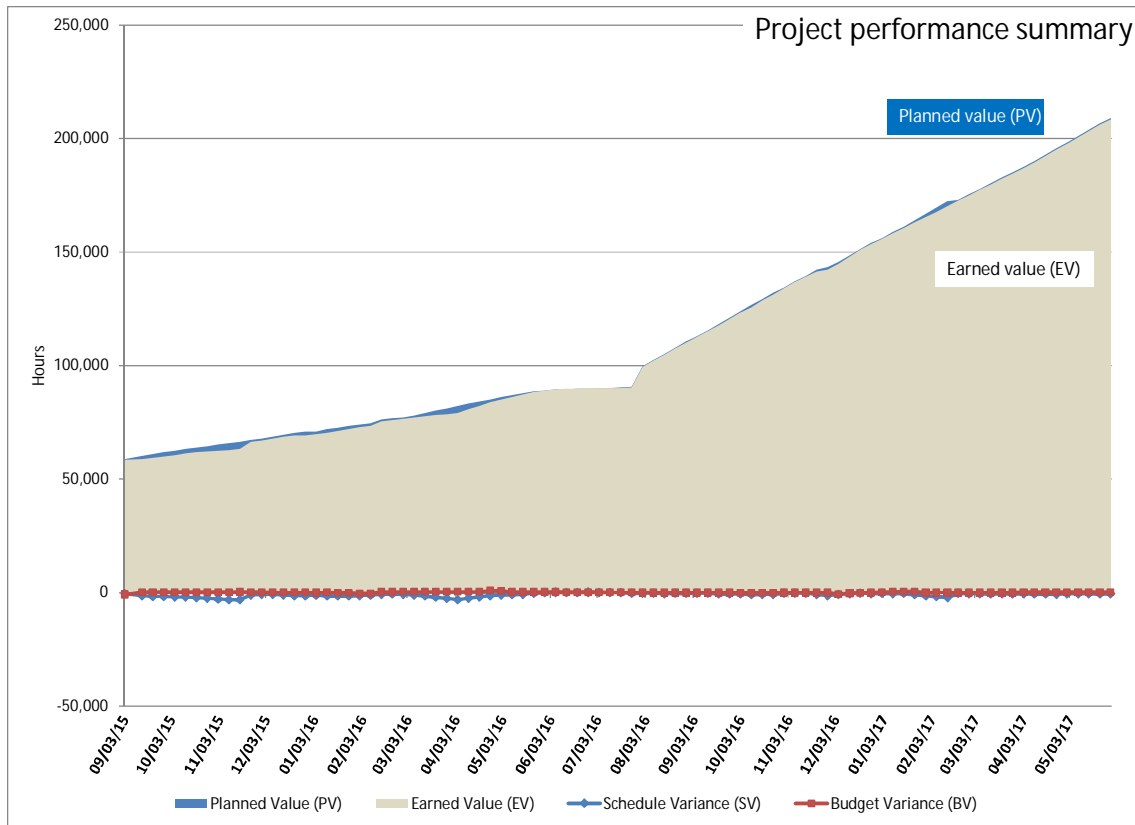
§ Conclusions:

§ 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

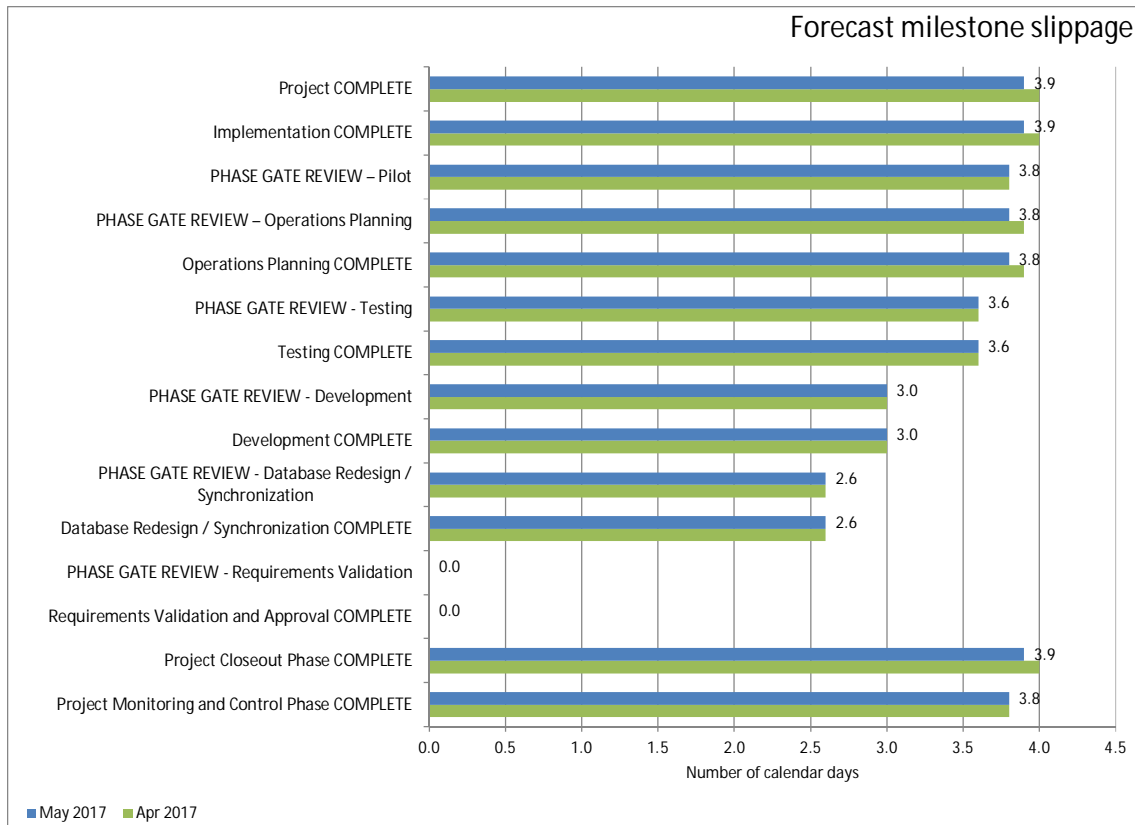
§ Conclusions:

§ 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

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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	<ul style="list-style-type: none"> <li>▶ There are no open IV&amp;V deficiencies.</li> </ul>
New deficiencies	<ul style="list-style-type: none"> <li>▶ No new deficiencies identified since the last report.</li> </ul>
Risk ratings	<ul style="list-style-type: none"> <li>▶ T3 – Technical infrastructure changed from Gray (not evaluated) to Amber (issues and inefficiencies).</li> <li>▶ T6 – Controls changed from Gray (not evaluated) to Green (no issues).</li> </ul>
Maturity ratings	<ul style="list-style-type: none"> <li>▶ T3 – Technical infrastructure changed from Level 0 (not evaluated) to Level 3 (defined).</li> <li>▶ T6 – Controls changed from Level 0 (not evaluated) to Level 3 (defined).</li> </ul>
Interviews conducted	<ul style="list-style-type: none"> <li>▶ No interviews conducted since last report</li> </ul>
Artifacts received	<ul style="list-style-type: none"> <li>▶ Numerous artifacts received.</li> </ul>

# 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	
<p>▶ Additional milestones will be added as the project progresses</p>						

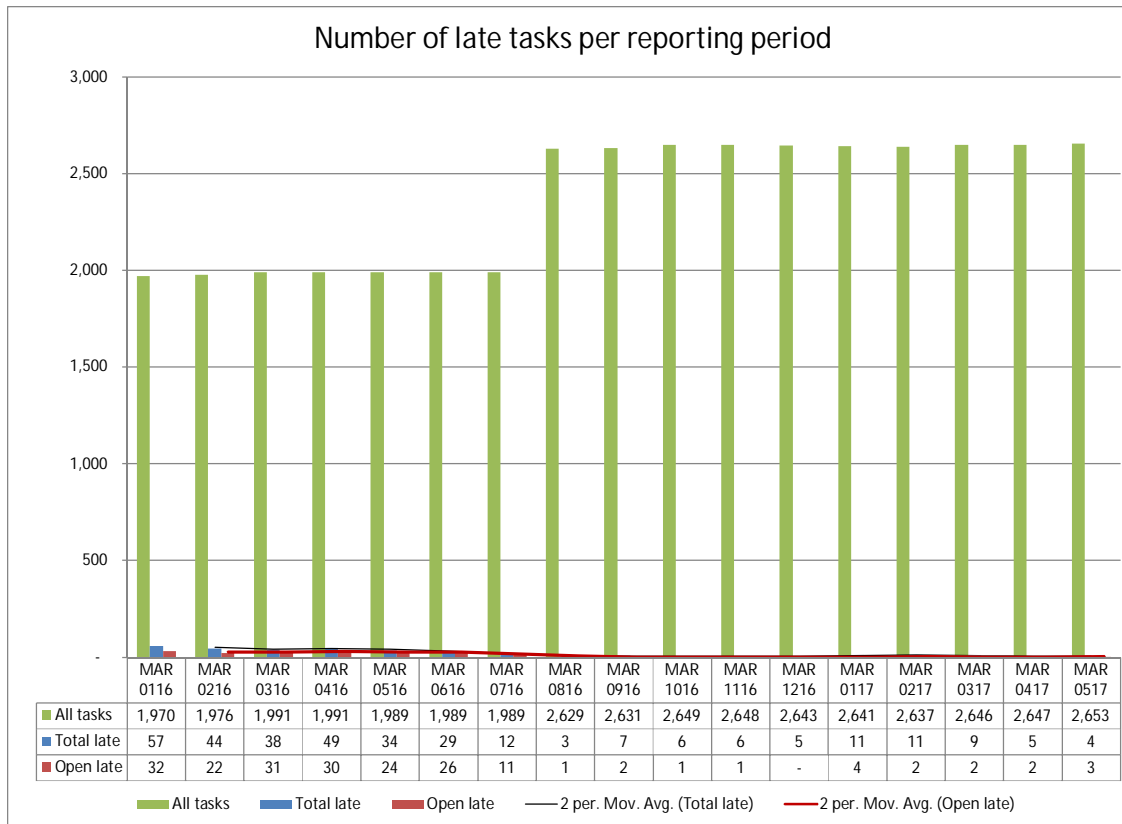
- ▶ Modified based on CR050 – EDI date adjustment
- ▶ Original – Original contract completion date.
- ▶ Scheduled – Scheduled completion date based on the latest schedule baseline.

- ▶ 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



§ 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

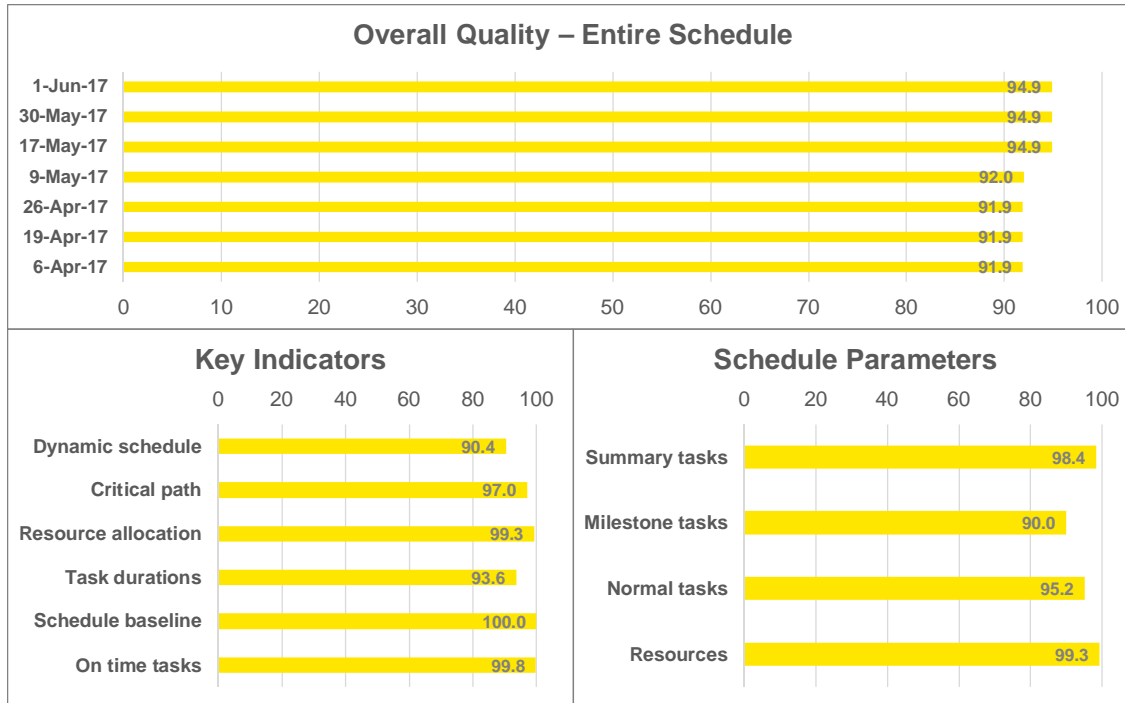
§ Conclusions:

§ 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

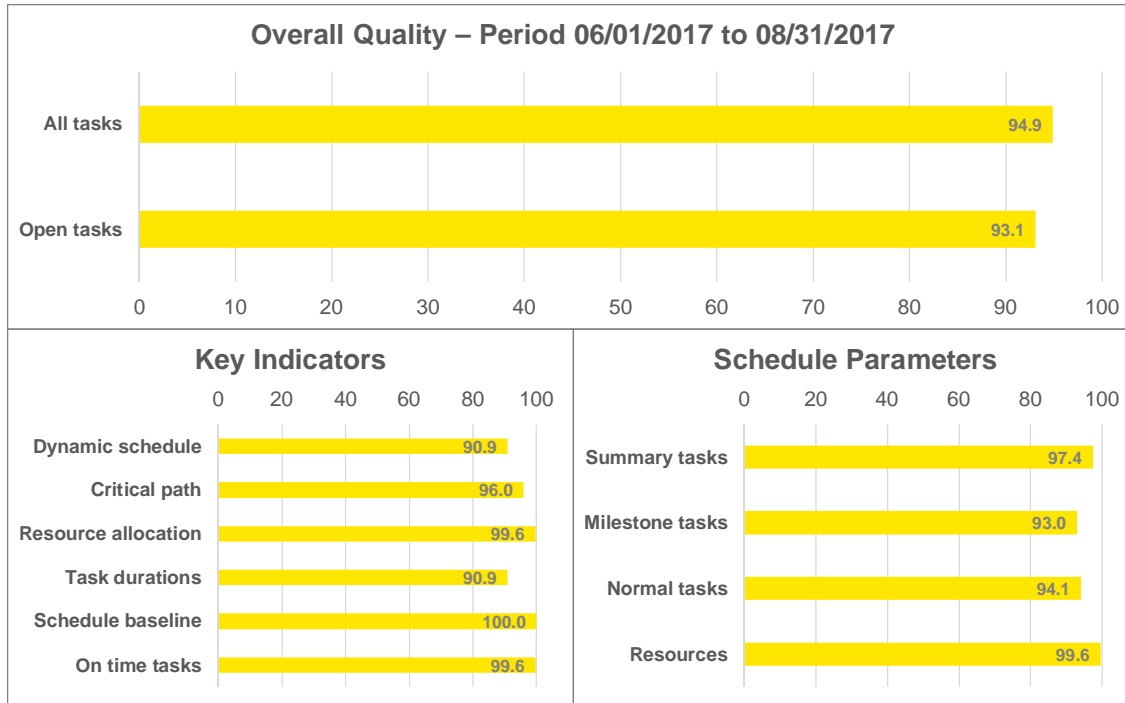
§ Conclusions:

§ 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

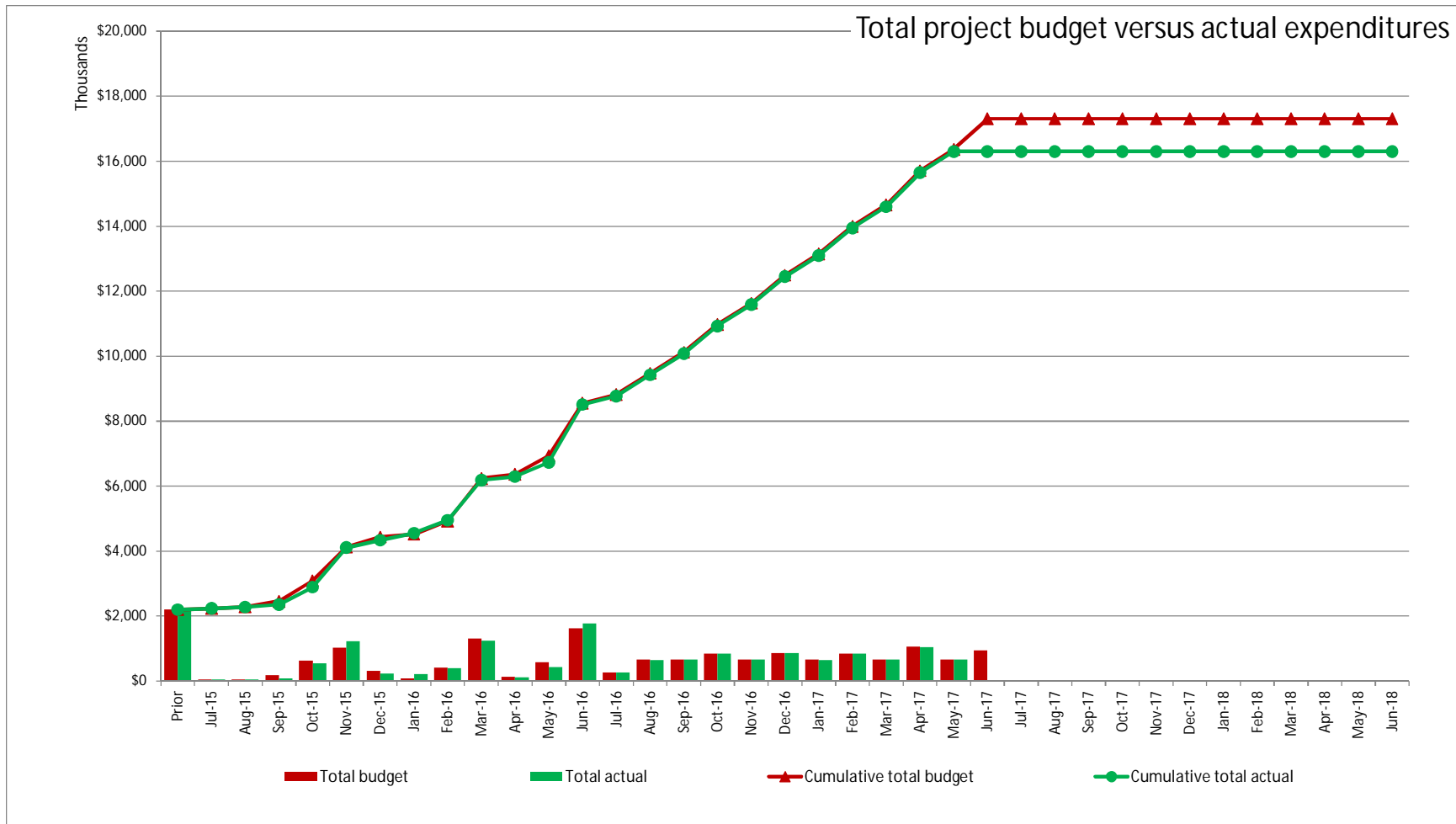
§ Conclusions:

§ Overall schedule quality is consistent and excellent

# Project budget

## Total project funding

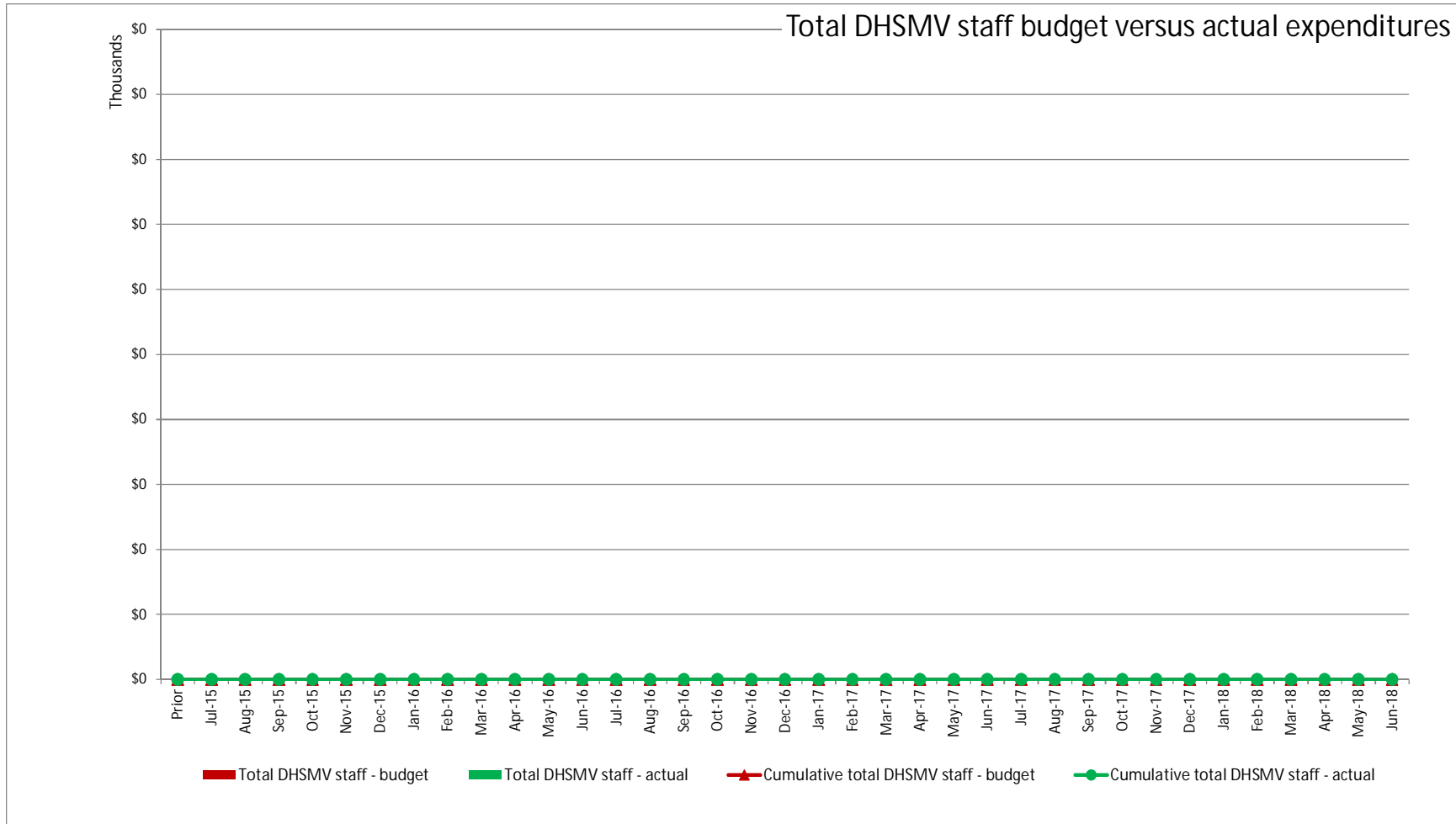
Supporting information



# Project budget

## DHSMV staff funding

*Supporting information*

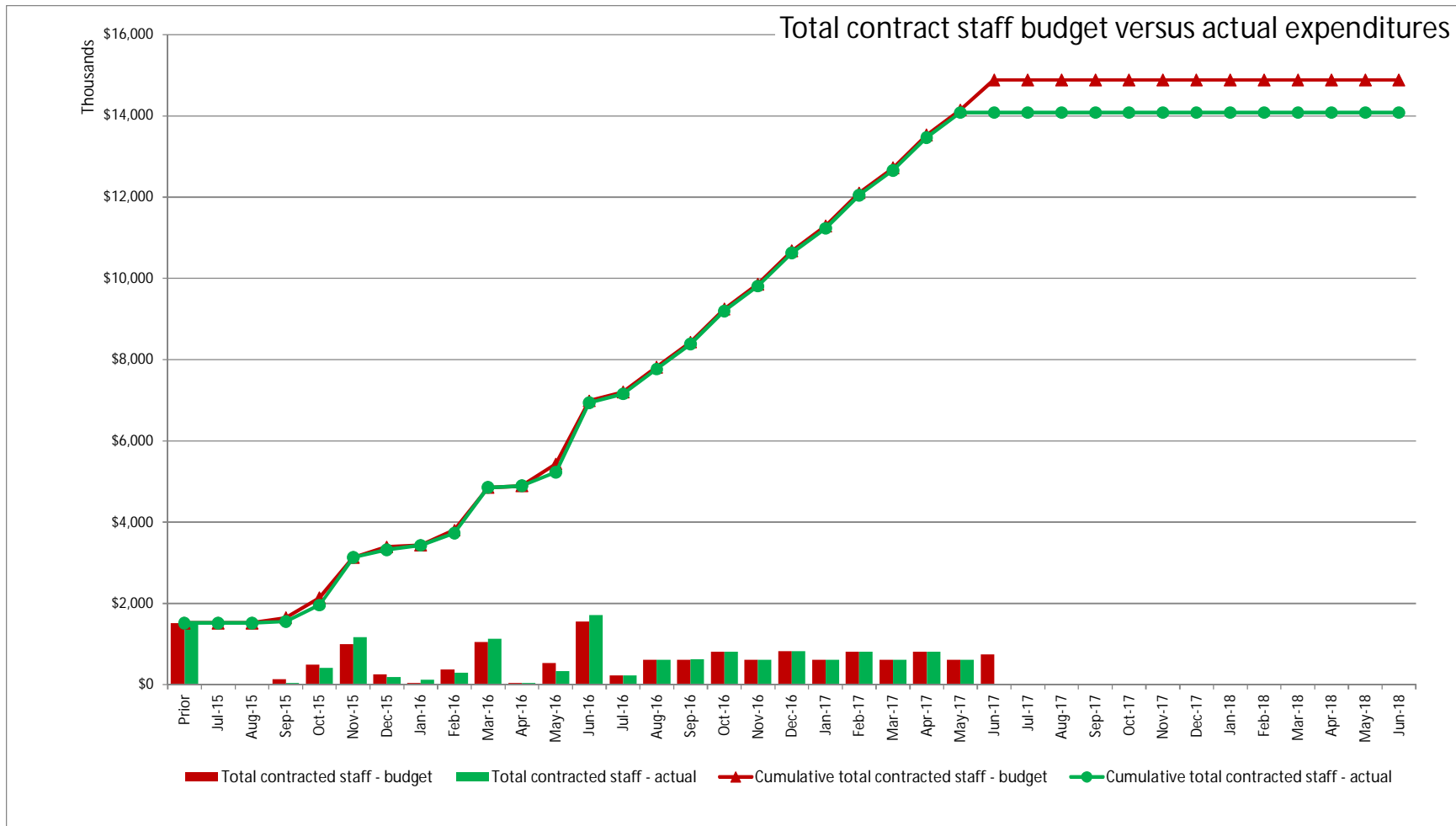




# Project budget

## Contract staff funding

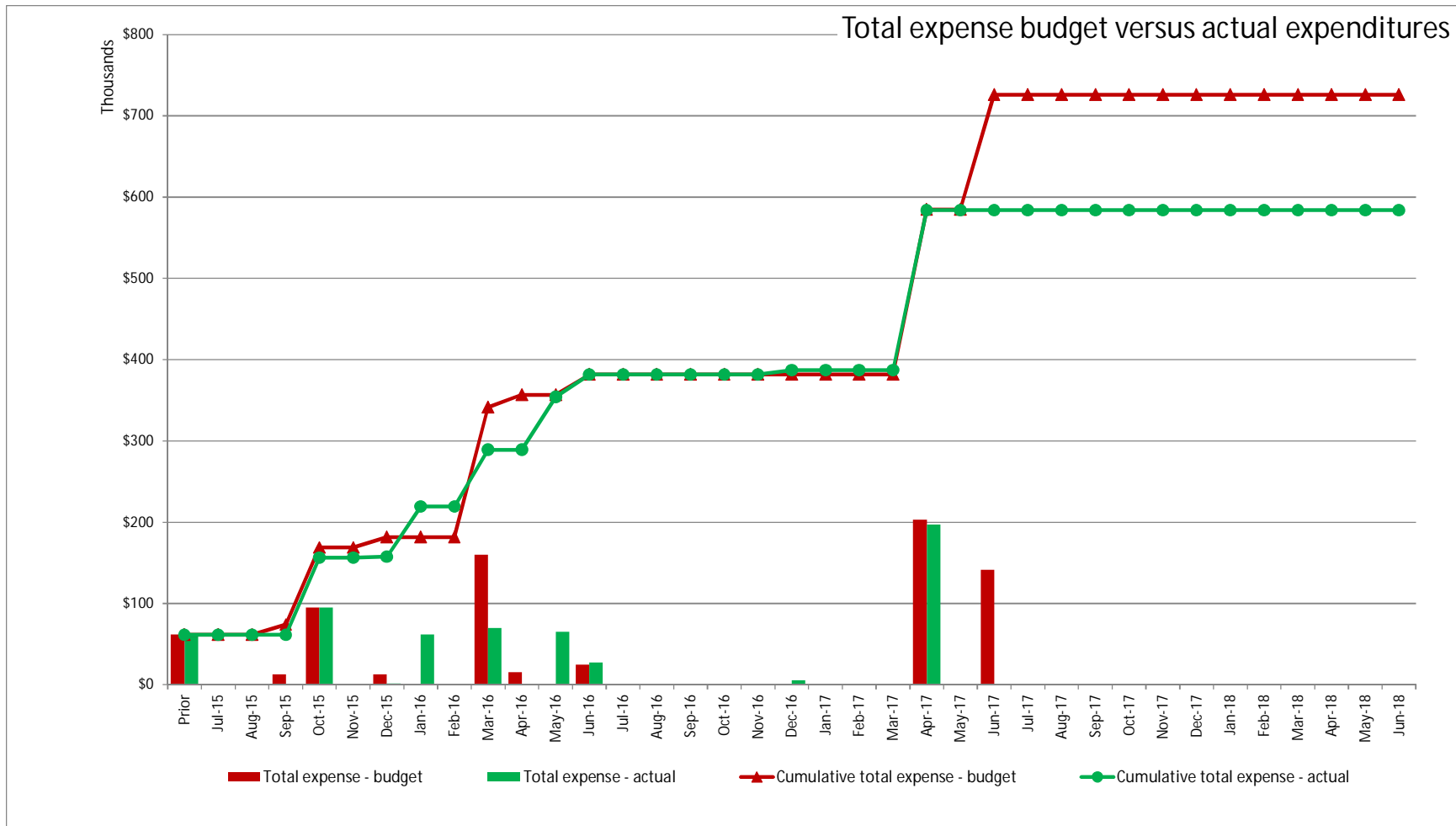
Supporting information



# Project budget

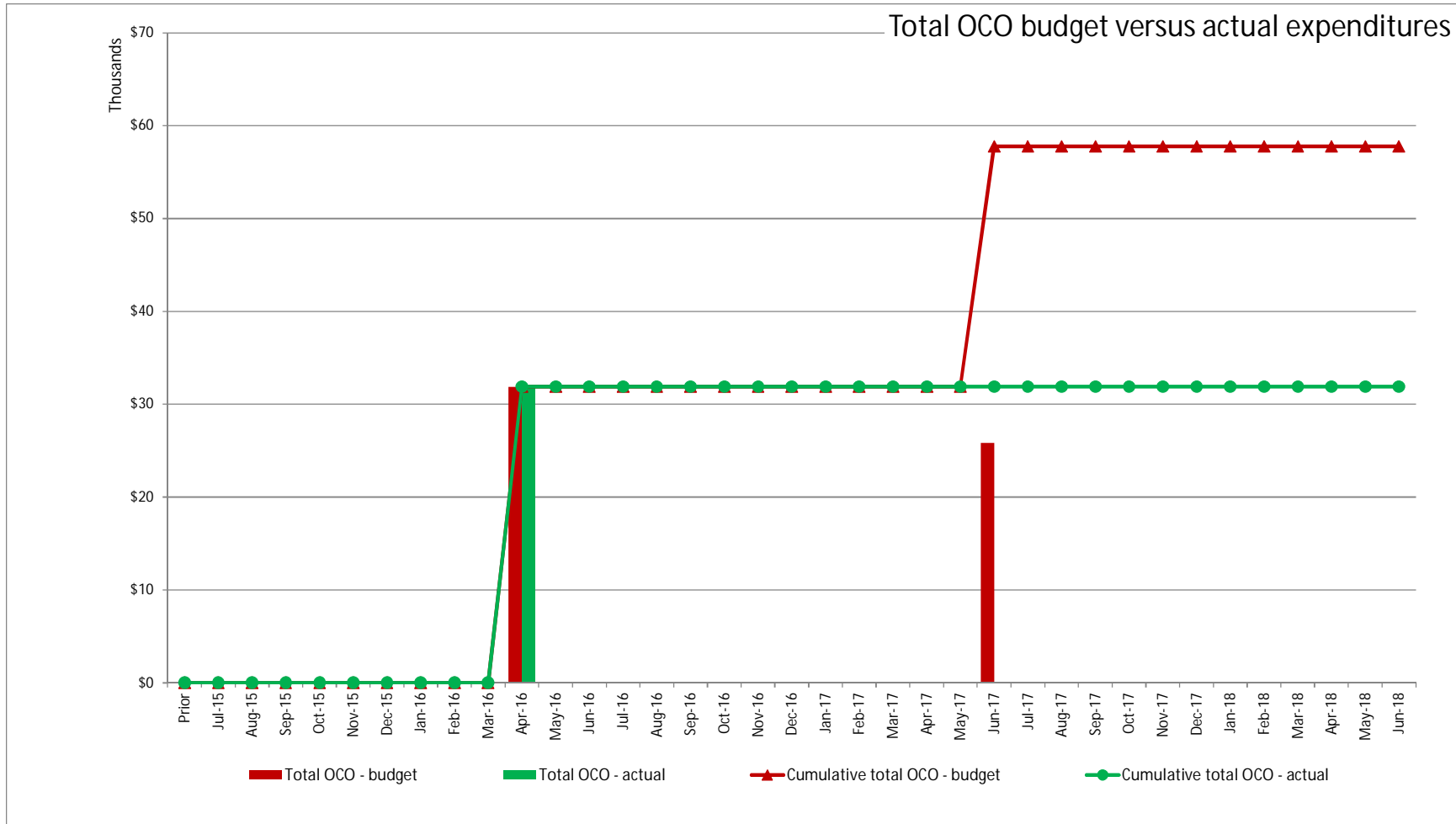
## Expense funding

Supporting information



# Project budget OCO funding

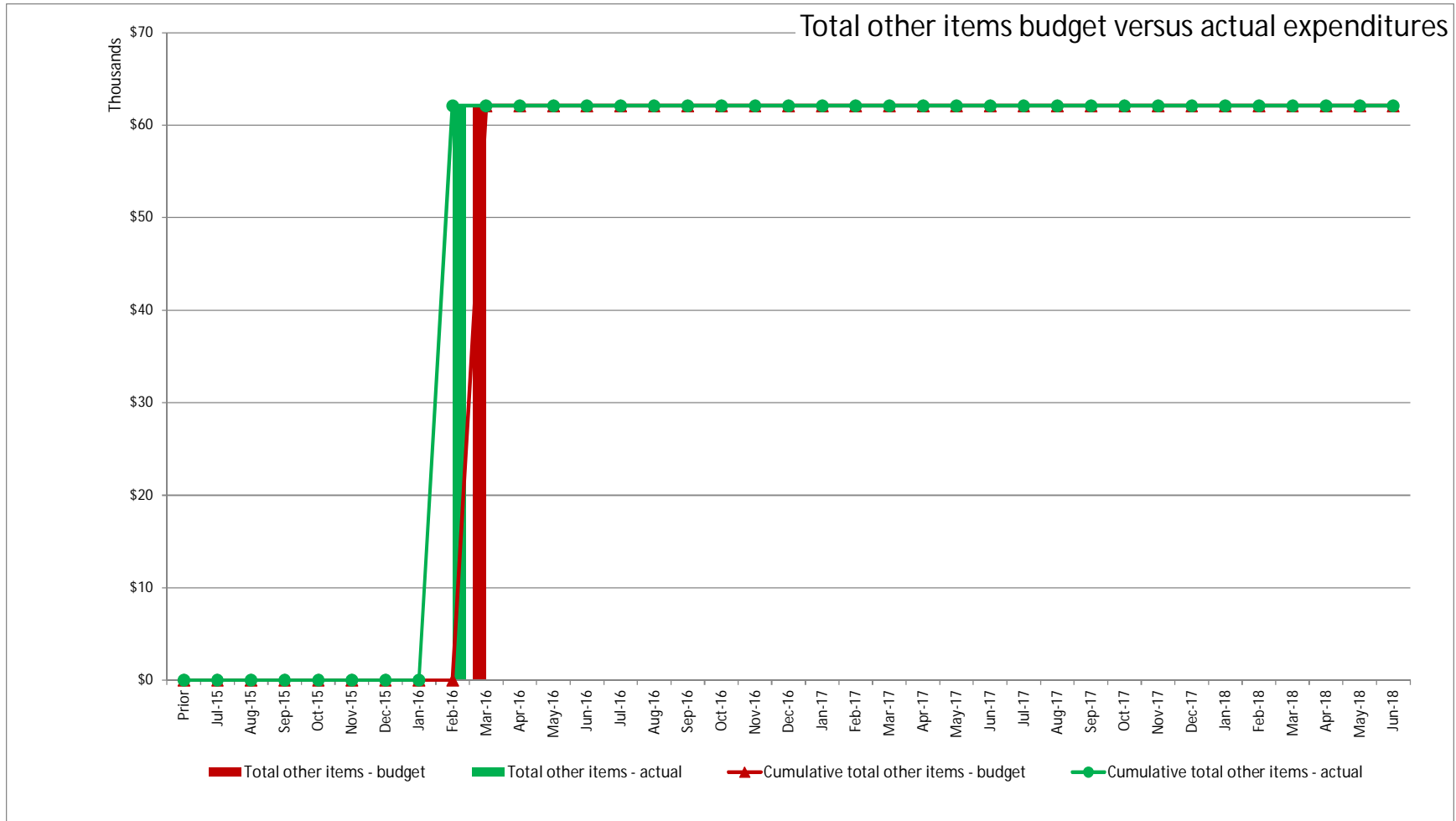
Supporting information



# Project budget

## Other items funding

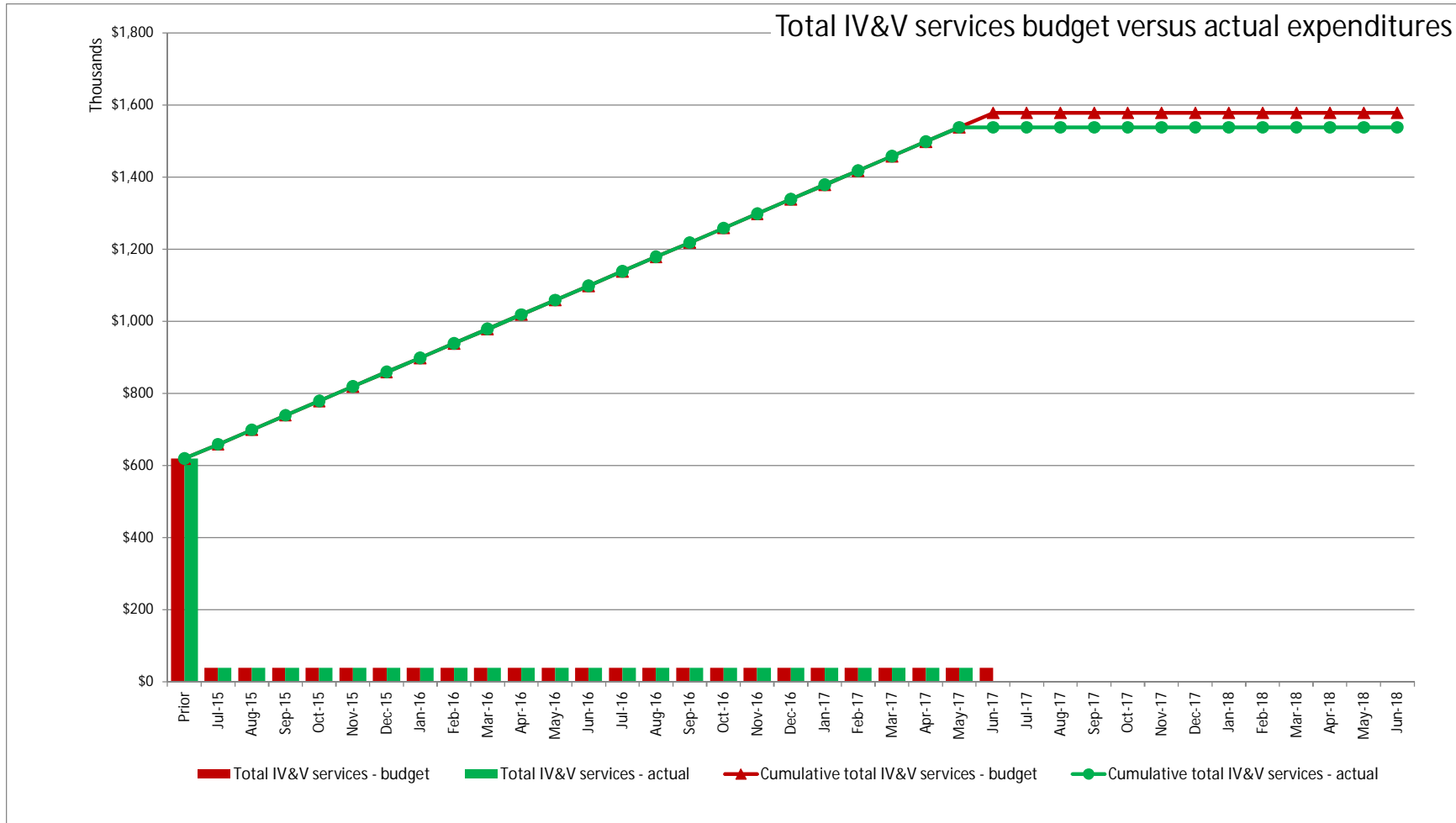
Supporting information



# Project budget

## IV&V services funding

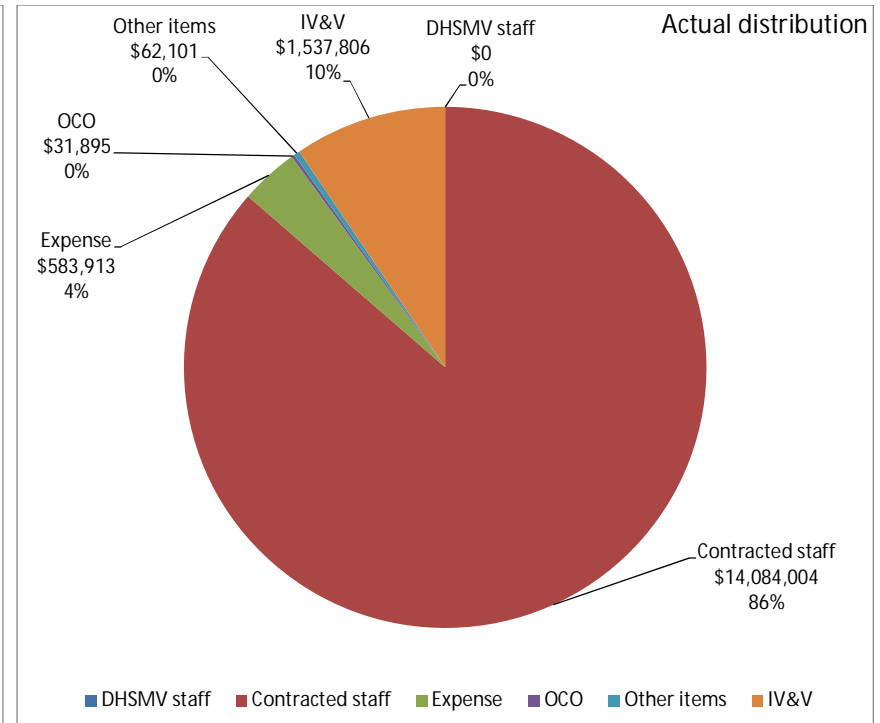
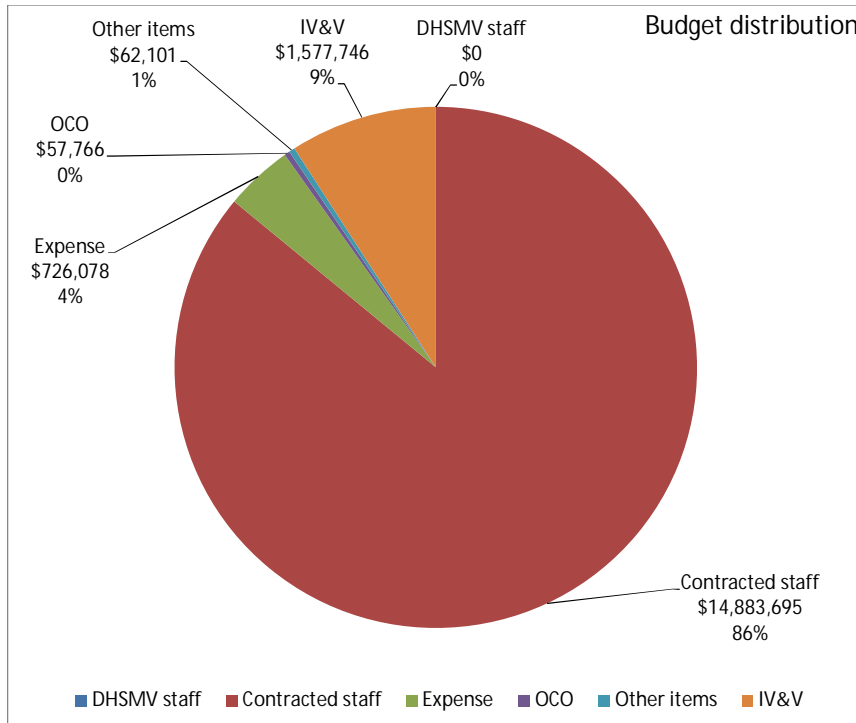
Supporting information



# Project budget

## Budget and actual distribution

Supporting information



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# Milestone Update

As of July 10, 2017 at 2 p.m.

MS D

MS D

MS D

MS D

MS D

MS C

MS C

May 11 - July 26

April 5 - Aug. 29

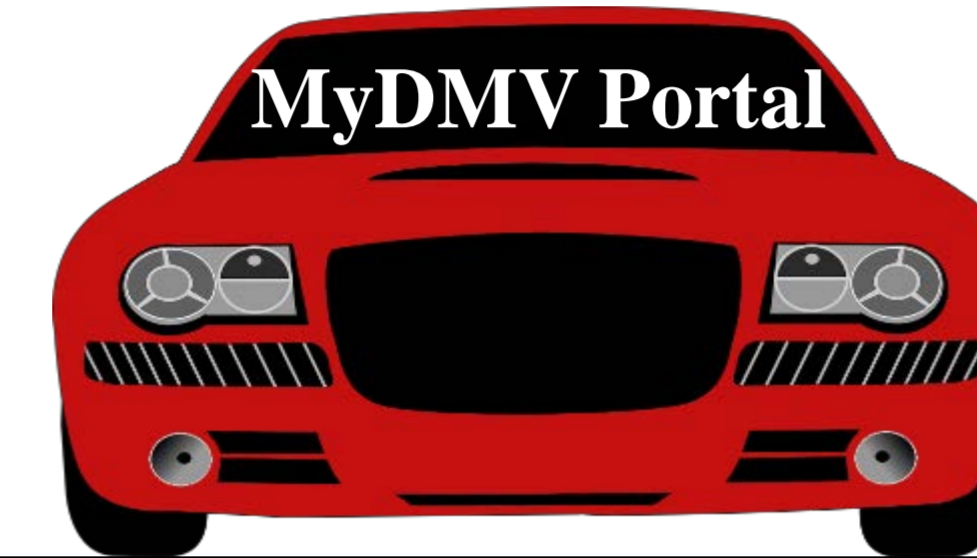
May 17 - Aug. 29

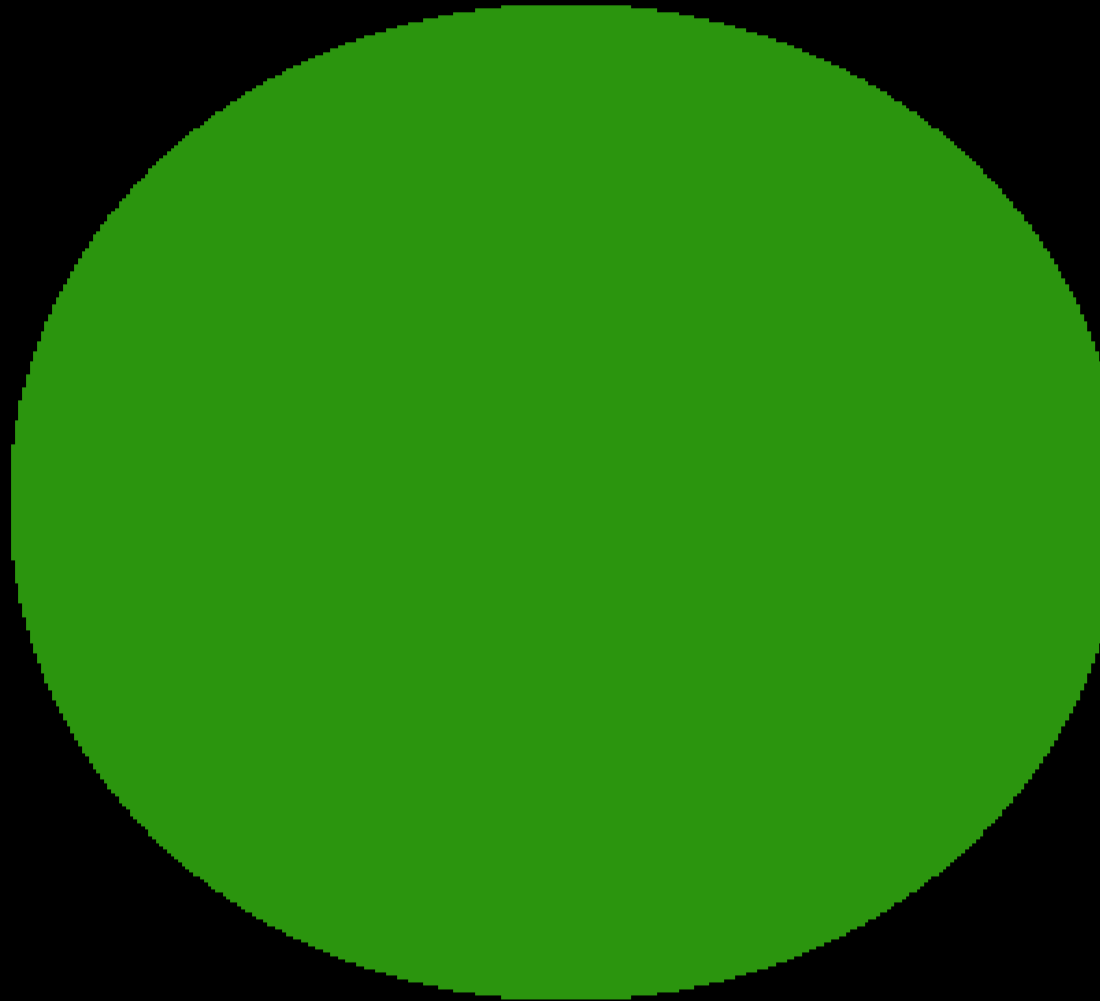
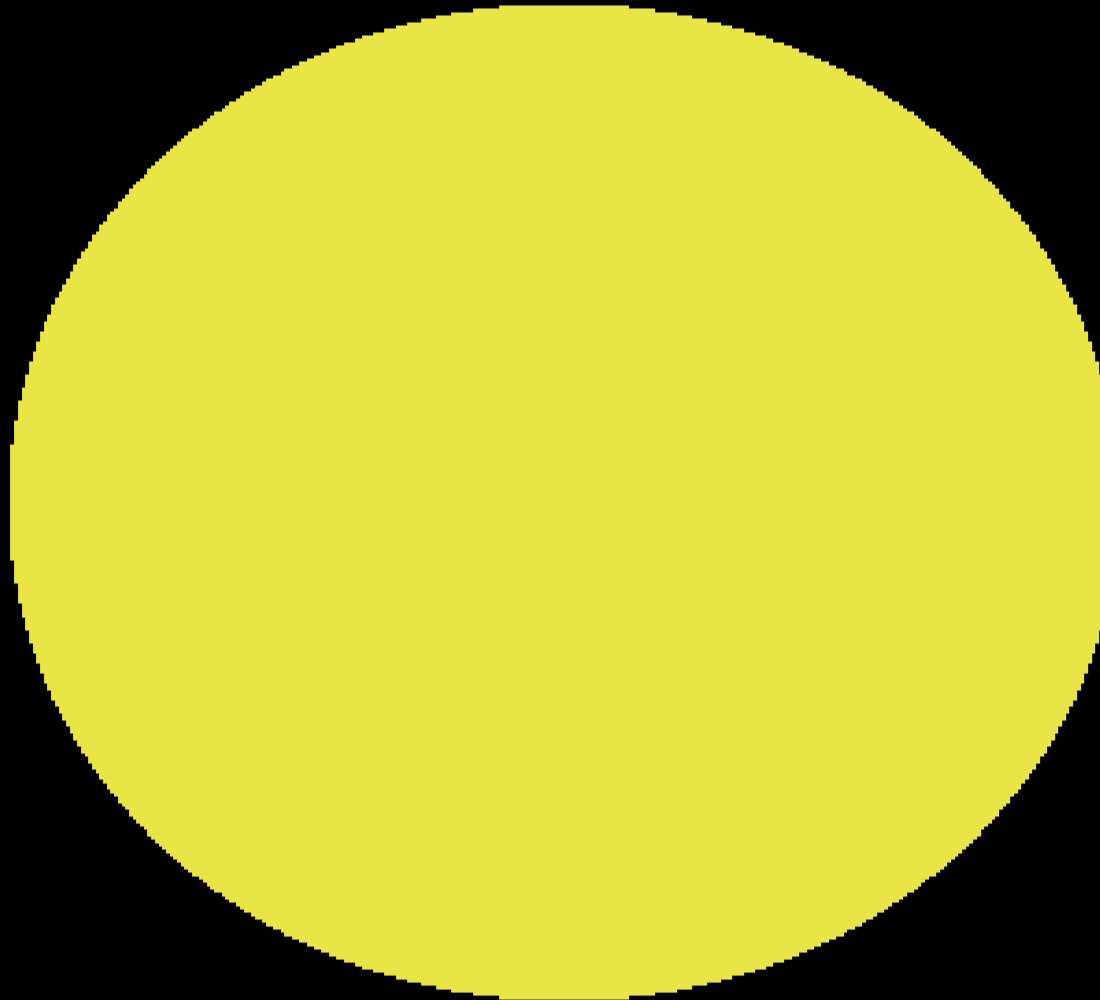
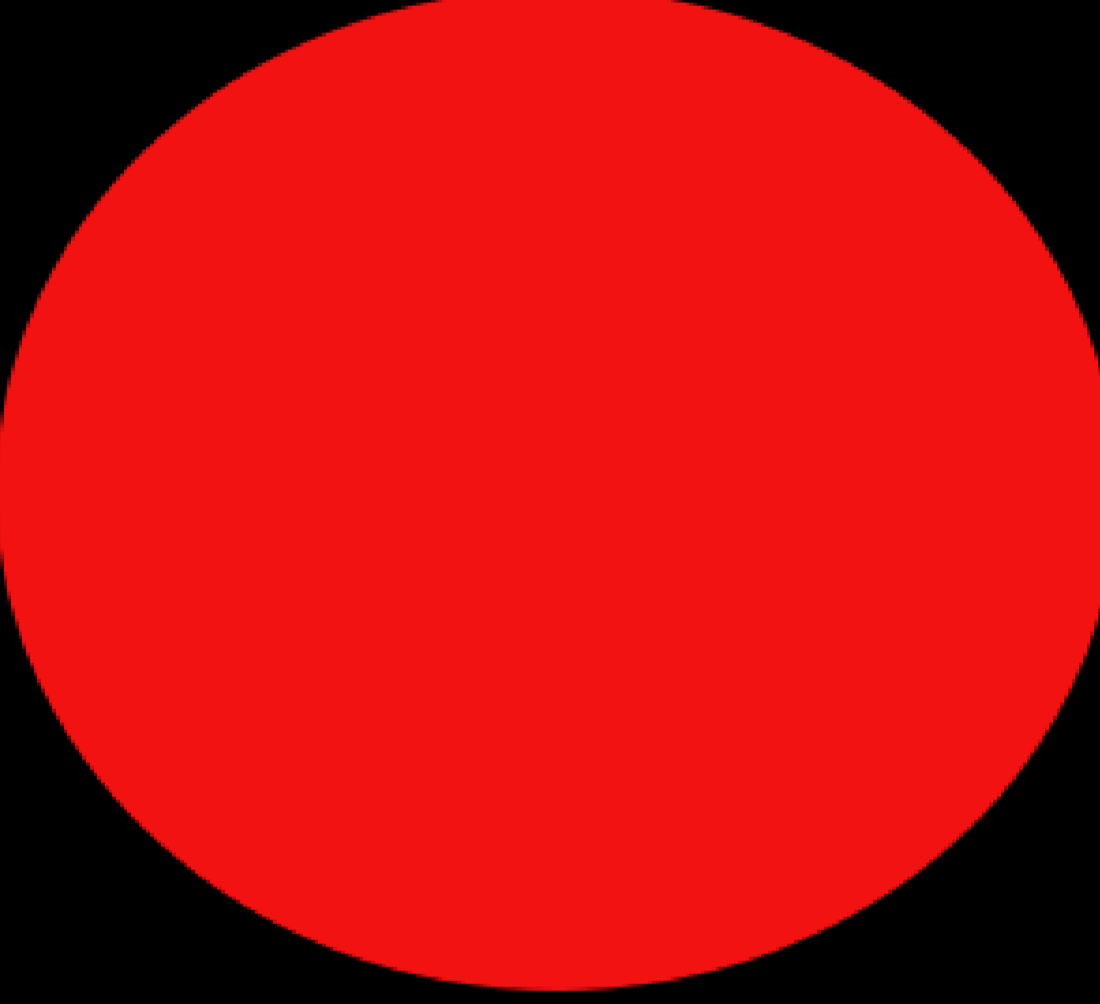
Mar. 30 - Aug. 30

Mar. 30 - Aug. 30

June 21 - Oct. 3

June 21 - Oct. 3



	DL Issuance	MyDMV Portal	Renewal	Motorist Maintenance	Financial Responsibility	CDLIS	Cit. Proc.	KEY
	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	<p><b>Green</b> means the team is within capacity for the MS and there are no outstanding issues. The team is on schedule for completing MS by the target date (based on % complete).</p> <p><b>Yellow</b> means the team is slightly over capacity for the MS (within 5%). The team is trending behind schedule for completing the MS by the target date and has established a plan to catch up (based on % complete).</p> <p><b>Red</b> means the team is significantly over capacity for the MS (greater than 5%) . The team is blocked by a major issue or impediment. Team is behind schedule (or late) for completing the MS by the target date (based on % complete).</p>
	Development	Development	Development	Development	Development	Development	Development	
	Testing	Testing	Testing	Testing	Testing	Testing	Testing	
	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	
	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	
	Development	Development	Development	Development	Development	Development	Development	
	Testing	Testing	Testing	Testing	Testing	Testing	Testing	
	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	
	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	
	Development	Development	Development	Development	Development	Development	Development	
	Testing	Testing	Testing	Testing	Testing	Testing	Testing	
	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	

Business Actions – Dependencies on the business (requirements clarification, decisions, etc.)

Development – Application Development

Testing – Application Testing

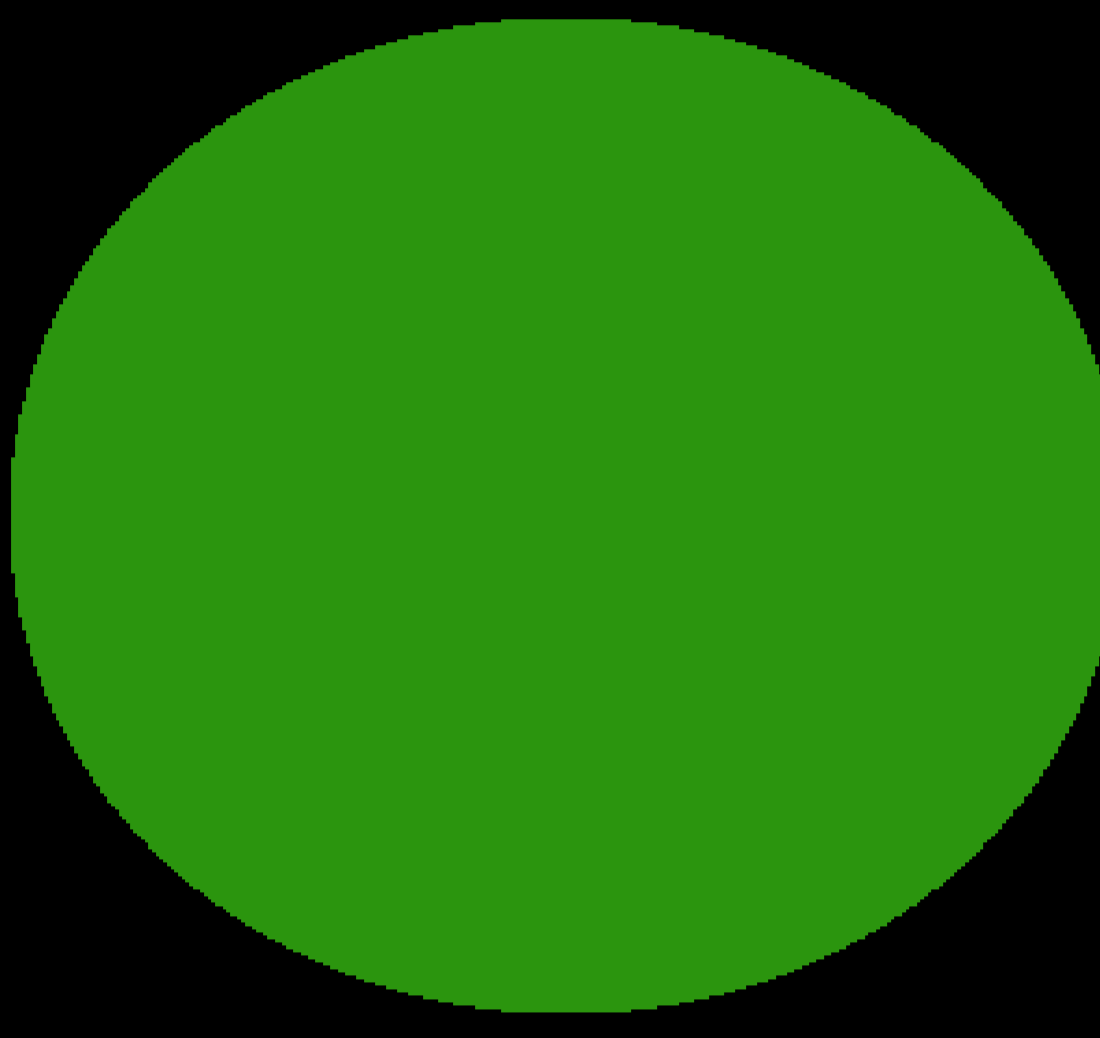
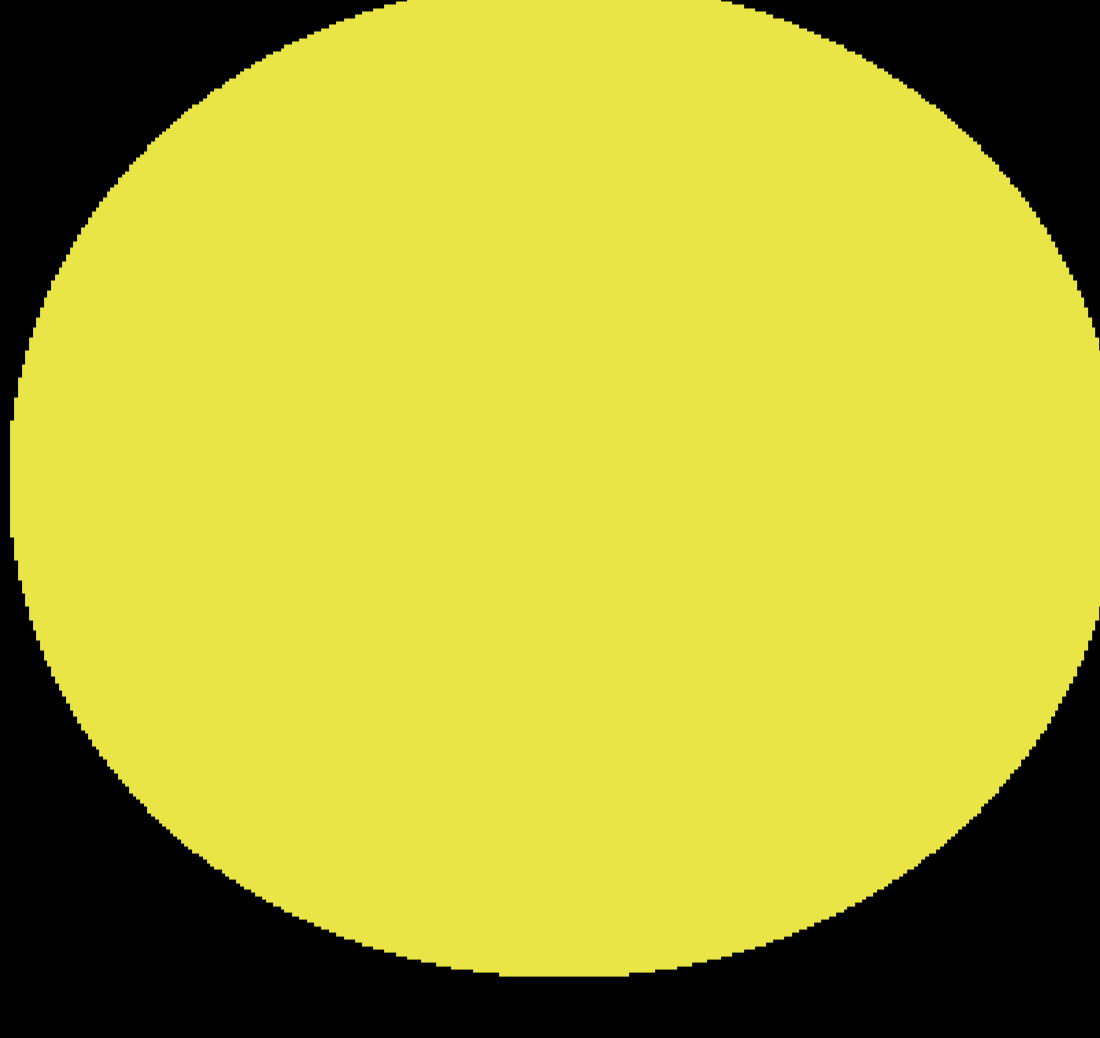
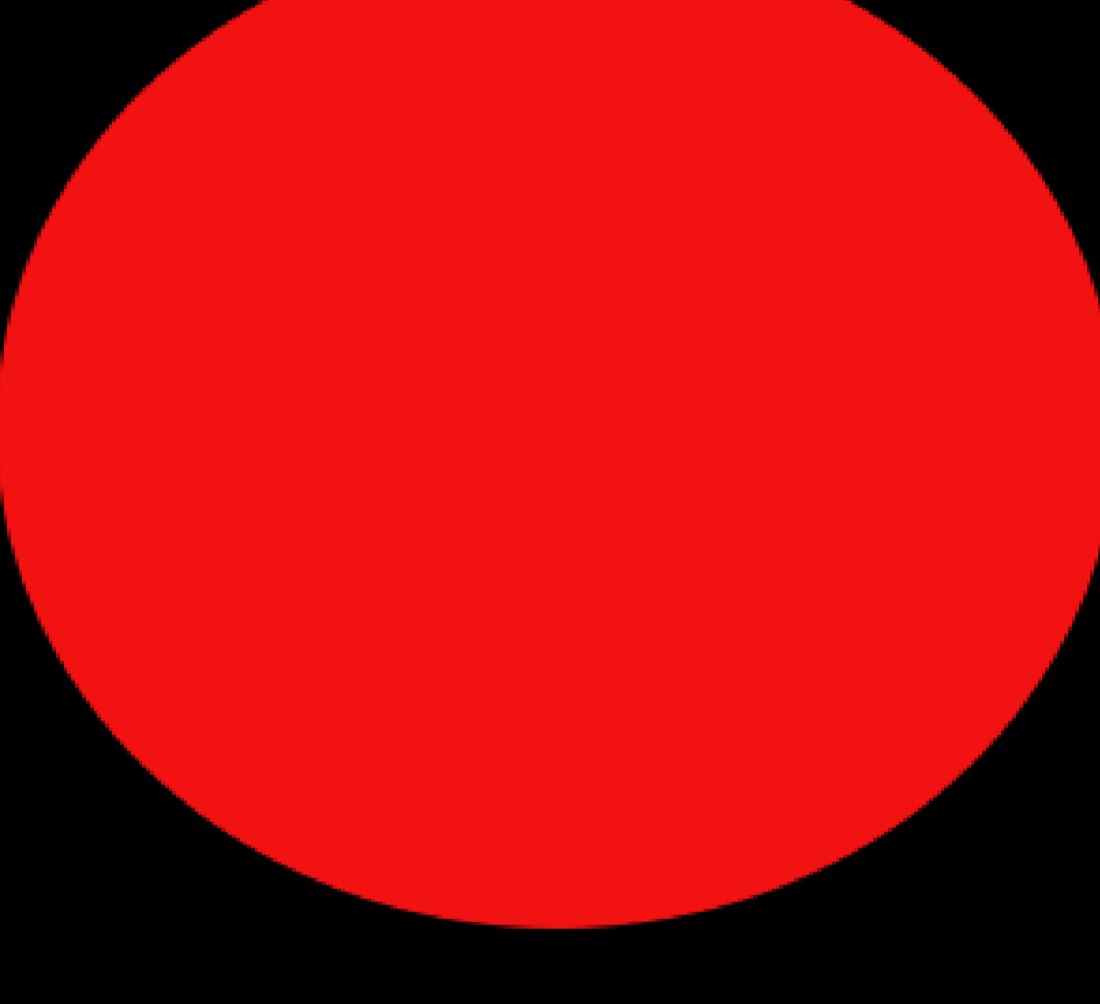
Technical Debt – Dependencies on infrastructure and associated processes (data model, enterprise code, operational changes, etc.)



# Sprint Update

As of July 10, 2017 at 2 p.m.

Sprint 14	Sprint 15	Sprint 15	Sprint 13	Sprint 5	Sprint 11	Sprint 11
June 22 - July 12	June 28 - July 18	June 28 - July 18	June 22 - July 12	June 22 - July 12	June 21 - July 11	June 21 - July 11
						

	DL Issuance	MyDMV Portal	Renewal	Motorist Maintenance	Financial Responsibility	CDLIS	Cit. Proc.	KEY
	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	<b>Green</b> means the team is within capacity for the Sprint and there are no outstanding issues. The team is on schedule for completing Sprint by the target date (based on % complete). - <b>Yellow</b> means the team is slightly over capacity for the Sprint (within 5%). The team is trending behind schedule for completing the Sprint by the target date and has established a plan to catch up (based on % complete). - <b>Red</b> means the team is significantly over capacity for the Sprint (greater than 5%) . The team is blocked by a major issue or impediment. Team is behind schedule (or late) for completing the Sprint by the target date (based on % complete).
	Development	Development	Development	Development	Development	Development	Development	
	Testing	Testing	Testing	Testing	Testing	Testing	Testing	
	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	
	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	
	Development	Development	Development	Development	Development	Development	Development	
	Testing	Testing	Testing	Testing	Testing	Testing	Testing	
	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	
	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	Business Actions	
	Development	Development	Development	Development	Development	Development	Development	
	Testing	Testing	Testing	Testing	Testing	Testing	Testing	
	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	Technical Debt	

Business Actions – Dependencies on the business (requirements clarification, decisions, etc.)  
 Development – Application Development  
 Testing – Application Testing  
 Technical Debt – Dependencies on infrastructure and associated processes (data model, enterprise code, operational changes, etc.)

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

#	Title	Brief Description	Source	Notes	Milestone/Sprint to Implement	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-149	Update Sidebar Photo	Change sidebar to update to photo taken during the transaction. Display previous credential photo until user completes capturing photo and signature in Capture screens	Testing	See Task 84373	Milestone D HIP Sprint	Approved	6/27/2017	1 Hours - Refinement 8 Hours - Build 4 Hour - Test <b>13 Hours Total</b>	13 DL	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-156	Create Correspondence on Printing of Clearance Letter from DL Issuance	Create a Correspondence Code and add the Correspondence Code when a user prints a Clearance letter through the DL Issuance App either in a transaction OR outside of the transaction.	Development	As long as the letter is saved to generated documents; can Cancel this PMCR	N/A	Rejected	6/27/2017	2 Hours - Refinement 8 Hours - Build 4 Hour - Test <b>14 Hours Total</b>	13 DL	I/II	Product Owner/Project Manager			
PMCR-157	Rework of Receipt to Include Trans Type, Sel Ser & Motor Voter	Need to rework the transaction Receipt to include the Motor Voter Status, the transaction type and Selective Service.	Development		Milestone E/Sprint 15 (contingent on Motor Voter approval)	Approved	6/27/2017	2 Hours - Refinement 16 Hours - Build 8 Hour - Test <b>26 Hours Total</b>	26 DL	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-158	Rework of VLS Screen to make certain fields editable and save to record	Need to make certain fields (e.g. Alien Number, Admission Number, SEVIS #, etc.) on VLS Screen editable and save user input to the ID Documents screen and use input to resubmit to VLS so that the user doesn't need to navigate back to the ID Documents screen to input the changes.	Development		Milestone E/Sprint 15	Approved	6/27/2017	2 Hours - Refinement 12 Hours - Build 4 Hour - Test <b>18 Hours Total</b>	18 DL	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-159	Rework Clearance Letter	Need to update Clearance Letter based upon updates to Common Rules for letters as well as feedback from the Letter Committee	Refinement		Milestone H	Approved	6/27/2017	2 Hours - Refinement 8 Hours - Build 3 Hour - Test <b>13 Hours Total</b>	13 DL	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-160	Rework Letter to State	Need to update Letter to State based upon updates to Common Rules for letters	Refinement		Milestone E/Sprint 15	Approved	6/27/2017	2 Hours - Refinement 8 Hours - Build 3 Hour - Test <b>13 Hours Total</b>	13 DL	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-162	Rework Citation Processing Dropout Prevention Letter	Common rules update to Citation Processing Dropout Prevention Letter	Common Rules Update		Milestone C	Approved	6/27/2017	15 hours - DEV 18 hours - SEU <b>33 Hours Total</b>	33 CP	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-163	Rework Citation Processing Disqualification Letter	Common rules update to Citation Processing Disqualification Letter • Update letter template • Re-work task state code all upper case • Design template update • Code Changes (Batch & Letter Manager)	Common Rules Update		Milestone C	Approved	6/27/2017	15 hours - DEV 17.5 hours - SEU <b>32.5 Hours Total</b>	32.5 CP	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-164	ARCHIVED FR14509 - Create Renewal Audit Maintenance - MH Screen	This story was combined with another story that already exists	Refinement	Will get off-line approval from Thomas	Milestone D	Approved	6/27/2017	8 hours DEV	-8 Renewal	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-165	ARCHIVED FR14510 - Display Renewal Audit Maintenance - MH Screen	This story was combined with another story that already exists	Refinement	Will get off-line approval from Thomas	Milestone D	Approved	6/27/2017	8 hours DEV	-8 Renewal	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-166	ARCHIVED FR14818 - Create Renewal Audit Maintenance - Delinquent MH Screen	This story was combined with another story that already exists	Refinement	Will get off-line approval from Thomas	Milestone D	Approved	6/27/2017	8 hours DEV	-8 Renewal	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-167	ARCHIVED FR14819 - Display Renewal Audit Maintenance - Delinquent MH Screen	This story was combined with another story that already exists	Refinement	Will get off-line approval from Thomas	Milestone D	Approved	6/27/2017	8 hours DEV	-8 Renewal	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-168	Rework FDLE Letter	Need to update FDLE Letter based upon updates to Common Rules for letters	Sprint Planning		Milestone D/Sprint 14	Approved	6/27/2017	0 Hours - Refinement 2 Hours - Build 0 Hour - Test <b>2 Hours Total</b>	2 DL	I/II	Product Owner/Project Manager	Approved	6/27/2017	
PMCR-180	Update Cancel Button Functionality for "Review Complete"	Need to remove "Transaction Update" status. Allow the following changes for "Review Complete": Add Transcript/Voluntary Contribution & update to Organ Donor status on Transaction Review screen. Change functionality of Cancel button and dialog that comes up to deal with situations when user elects to Cancel after attempting to make changes above after "Review Complete".	Development		Milestone D HIP Sprint	Approved	7/7/2017	4 Hours - Refinement 12 Hours - Build 7 Hours - Test <b>23 Hours Total</b>	23 DL	I/II	Product Owner/Project Manager	Approved	7/7/2017	

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

#	Title	Brief Description	Source	Notes	Milestone/Sprint to Implement	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-181	Fee Breakdown	There was a request to show the fee breakout for DL Issuance based upon role. This would allow Developers to troubleshoot and testers to test more easily. Would also open the option for users in Production to see the breakout/distribution if they had the appropriate role	Development		Milestone I	Approved	7/7/2017	4 Hours - Refinement 4 Hours - Build 2.5 Hours - Test <b>10.5 Hours Total</b>	10.5	DL	I/II	Product Owner/Project Manager	Approved	7/7/2017
PMCR-183	Change to Interaction on Sexual Offender and Career Offender Flags	Change clarifies the interaction of Sexual Offender/Predator, Career Offender interaction on the Personal Info & FDLE Letter screens	Development		Milestone D HIP Sprint	Approved	7/7/2017	.5 Hours - Refinement 6 Hours - Build 11 Hours - Test <b>17.5 Hours Total</b>	17.5	DL	I/II	Product Owner/Project Manager	Approved	7/7/2017
PMCR-189	ARCHIVE Medical stories	The Medical screen is being merged with the Applicant Screening screen. This CR would ARCHIVE the following stories: * FR9598 - Create "Medical" Screen * FR9749 - Display "Medical" Screen * FR9664 - Save Medical for Original DL and rename the following stories: * FR10003 Save Medical for Renew DL => Save Applicant Screening for Renew DL * FR9883 Save Medical for Replace DL => Save Applicant Screening for Replace DL * FR10144 Save Medical for Original CDL => Save Applicant Screening for Original CDL * FR10247 Save Medical for Replace CDL => Save Applicant Screening for Replace CDL * FR10306 Save Medical for Renew CDL => Save Applicant Screening for Renew CDL This change also includes updates to the business rules to merge the screens	Refinement		Milestone E & F	Approved	7/7/2017	Return 28 hours for stories being ARCHIVED Add the following hours: 8 Hours - Refinement <b>-20 Hours Total</b>	-20	DL	I/II	Product Owner/Project Manager	Approved	7/7/2017

## 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.