



Motorist Modernization Advisory Board – Phase II Meeting Tuesday, July 14, 2020 2:30 to 4:00 PM VIA: GoToMeeting

Invitees

Stephen Boley Lt. Jason Britt Diane Buck Jay Levenstein Steve Burch Lisa Cullen Sherri Smith Sgt. Derek Joseph TBD

Representing

FLHSMV FLHSMV FLHSMV FLHSMV FLHSMV Florida Tax Collectors Florida Tax Collectors Law Enforcement Law Enforcement

Agenda

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





Motorist Modernization Advisory Board – Phase II Meeting Tuesday, June 9, 2020 2:30 to 4:00 PM VIA: GoToMeeting

WELCOME AND INTRODUCTIONS

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

FLHSMV

Advisory Board Phase II members included

- o Lt. Jason Britt
- o Diane Buck
- o Jay Levenstein
- o Lisa Cullen
- o Sherri Smith
- Sgt. Derek Joseph
- o Steve Burch
- Stephen Boley
- FLHSMV FLHSMV Florida Tax Collectors Florida Tax Collectors Law Enforcement FLHSMV FLHSMV
- Additional FLHSMV members included Kristin Green, Terrence Samuel, Rachel Graham, Janis Timmons, Koral Griggs, Aundrea Powell, Laura Freeman, Cathy Thomas, Felecia Ford, Craig Benner, Judy Johnson, Jessica Espinoza, Chad Hutchinson and Stacey Bayyari.
- Visitors included Gary Didio with Ernst & Young. Michelle McGinley and Nathan Johnson from Accenture. Carl Ford from J Ford Consulting, Rebekah Bauman with Grant Street, Andrew Bell from Florida Auto Tag Agencies, and Megan Fay from Capital City Consulting also attended.

REVIEW OF MEETING MINUTES

• Rachel Graham reviewed the meeting minutes from May 12, 2020. No corrections were identified. A motion to approve the minutes was accepted by the board members and the May 12, 2020, meeting minutes were approved.

IV&V UPDATE

• There was no IV&V update at the meeting.

FINANCIAL REVIEW

Janis Timmons presented a Phase I and II financial review. The Phase I budget is \$2.3 million with \$1.7 million expended. There was a 0 percent variance with approximately \$563K in remaining funds. The budget for Phase II is \$13.7 million with \$7.1 million expended. There was a 0 percent variance with approximately \$6.6 million in remaining funds. The contracts have been signed for ECM and IFTA/IRP.





PHASE II PROJECT UPDATE

- Nathan Johnson presented an overview of the Phase II Traffic Light Report. Teams A and B are trending behind on completing Milestone B functionality. Team A continued to work on the original title transaction and Team B continued to focus on inquiries, summaries and customer creation. The MyDMV Portal/Fleet team completed the motor vehicle check application to close Milestone B. For Milestone C, Team A will work on the original registration transaction and Team B will work on inventory controls and office settings. The MyDMV Portal/Fleet team will work on the motor vehicle records request. The teams have been going through screen functionality to ensure it can be reused for future transactions. Teams A and B continued to work on requirements refinement.
- Cathy Thomas added the Uniface developer for Team A completed the comparison of the pseudo code and the business rules.
- Terrence Samuel discussed the COTS system with Celtic for IFTA/IRP.

STAKEHOLDER OUTREACH

- Terrence Samuel discussed the upcoming Phase II Focus Groups meetings on June 10 11, 2020. Titles and Registrations will be covered on June 10 and MV Globals and MyDMV Portal/Fleet will be discussed on June 11.
- He discussed scheduling a follow-up meeting with the license plate agencies potentially at the end of July 2020.

COMMUNICATIONS UPDATE

• There was no communications update at the meeting.

<u>Q&A</u>

- Sherri Smith asked if the new MyDMV Portal will still be deployed in July 2020?
- Terrence Samuel stated MyDMV Portal will not be deployed as scheduled as the Phase I implementation date will be changed due to dependencies on Informatica. A definite date has not been determined, yet. He stated a communication will be sent out to Tax Collectors and stakeholders regarding the date change.
- Carl Ford asked if we envision any flexibilities for inventory controls as it relates to out of office transactions, such as kiosk and rental cars?
- Jessica Espinoza stated the teams discussed doing real-time issuances for inventory.
- Mr. Ford asked what new features will be proposed for third-party cashiering?
- Ms. Espinoza stated the cashiering specifics document was discussed previously at the meeting with the license plate agencies.
- Mr. Samuel stated he will ask Jeff Marsey if he has received any feedback on the cashiering specs since the previous meeting. He stated we can also follow-up on cashiering at the next meeting with the license plate agencies.
- Mr. Ford asked if private agencies will have the opportunity to view the screens presented at the upcoming Phase II Focus Group meetings?
- Mr. Samuel stated this can be discussed at the follow-up meeting with the license plate agencies as well.





ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 3:05 p.m.
- The next Advisory Board Phase II Meeting is scheduled for July 14, 2020.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (5/12/20)	3 Pages
OCM Update Report	1 Page
MM Phase I/II Financials	7 Pages
Phase II Traffic Light Report	2 Pages

FLHSMV OCM Team Summary – Phase II





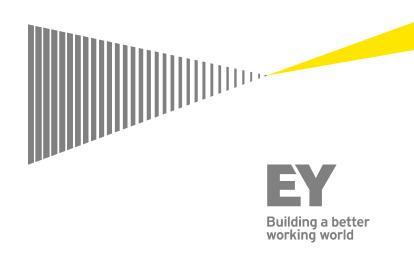
Report: July 16, 2020

Motorist Modernization Program Phase II (MMP2)

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

Independent Verification and Validation (IV&V) Monthly Assessment Report Summary May 2020

29 June 2020



Topics for discussion

- General IV&V overview
- Overall risk state and trending
- Project complete date slippage
- Schedule variance
- Project budget
- Summary of changes
- Upcoming IV&V activities
- Supporting information

Data contained in this MAR is as of 31 May 2020

General IV&V overview

Overall IV&V risk state:

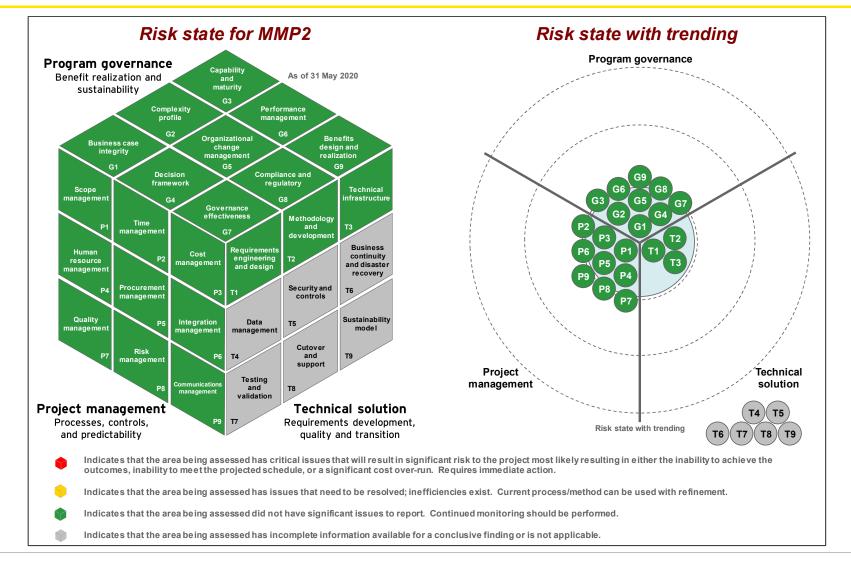
Green

There are no open IV&V deficiencies	 No additional facets reviewed since the last report No new deficiencies identified since the last report No new process improvement recommendations identified since the last report
The MMP2 Project is within established schedule performance thresholds	 The SPI is 0.994 and the overall trend since the new baseline is <i>decreasing</i> 7 of 1,601 total tasks (0.44%) contained in the project schedule are late 2 of 752 total tasks (0.27%) for the current period are late SV is currently -236.0 hours and the overall trend since the new baseline is <i>increasing</i> TSPI is 1.004 and the overall trend since the new baseline is <i>increasing</i>
The MMP2 Project is within established cost performance thresholds	 The CPI is 1.000 and the overall trend since the new baseline is steady The Project is currently on budget based on provided budget and spending information
The MMP2 Project is behind schedule	 The Project completion date is forecast to be 19 December 2023, 19.7 days late Future milestones are projected to be completed behind schedule The overall trend for time the project is behind schedule since the new baseline is <i>increasing</i>

General IV&V overview (continued)

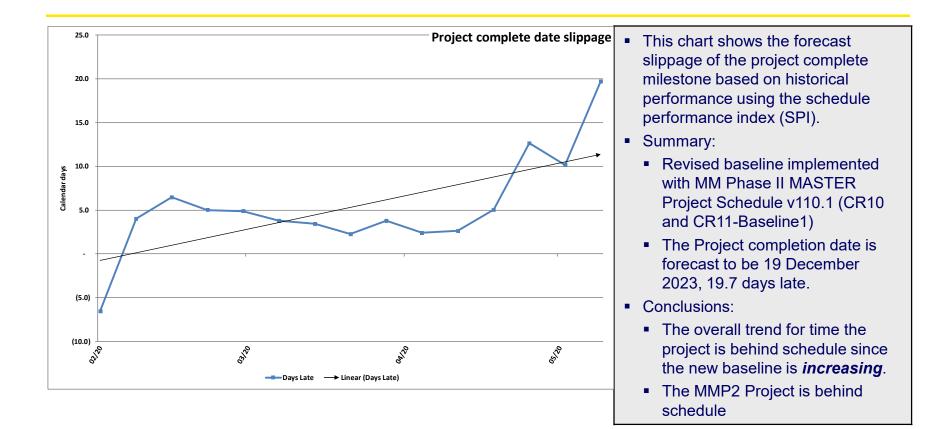
- The COVID-19 has created an unprecedented working environment as the MMP2 Project has migrated to remote working.
 - The MM Program Team has successfully navigated the transition with minimal disruption to-date and is tracking the risk with Risk 74.
 - Continued, close monitoring of productivity is necessary to maintain desired progress.
- Florida's hiring freeze related to COVID-19 is impacting the project team's ability to mitigate Risk 51, Risk 73, Issue 15 and Issue 16 related to the need to add external project resources.
 - The HSMV Executive Director has made OMM vacancies an exception to the hiring freeze

Overall risk state and trending

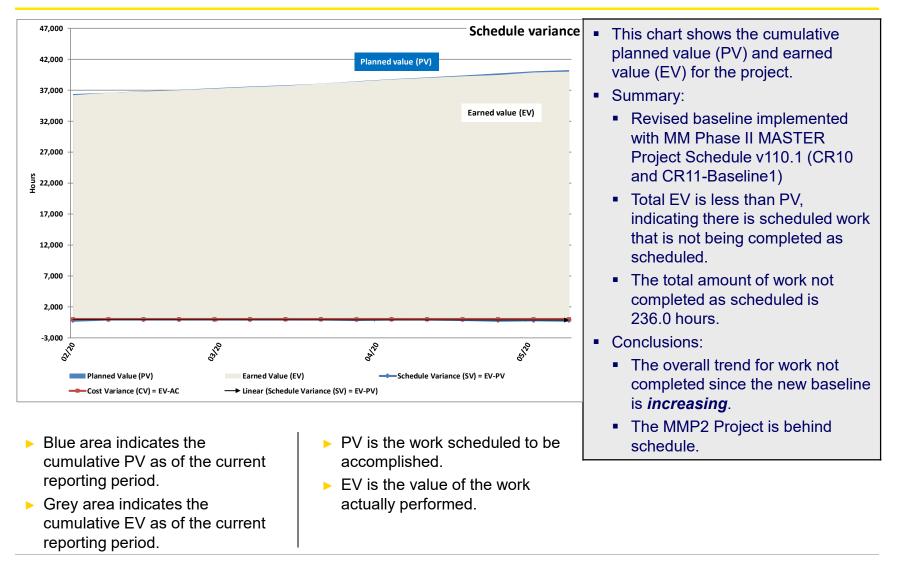


MMP2-IVV-312BD May Status v2.0 Final - 20200629

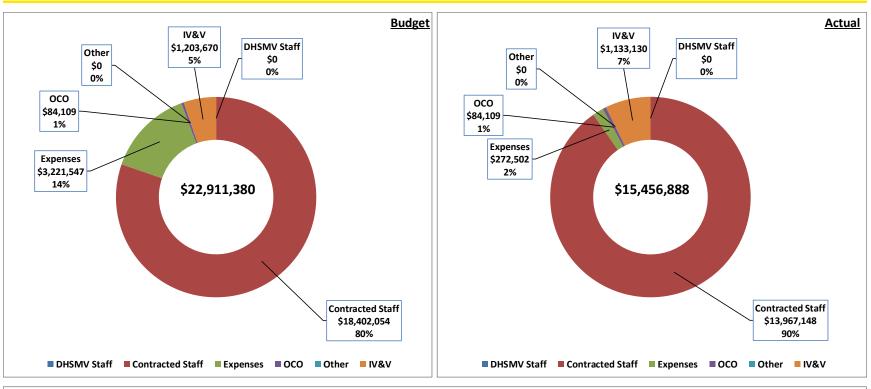
Project complete date slippage



Schedule variance



Project budget



Actual versus remaining										
\$15,456,888					\$7,454	,491				
0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
	Actual Remaining									

Summary of changes

ltem	Description
Deficiencies addressed	There are no open IV&V deficiencies
New deficiencies	No new deficiencies identified since the last report
Process improvement recommendations addressed	No process improvement recommendations addressed since the last report
New process improvement recommendations	No new process improvement recommendations identified since the last report
Maturity ratings	No maturity rating changes since the last report
Interviews conducted	No interviews conducted since last report
Artifacts received	Numerous artifacts received

Upcoming IV&V activities

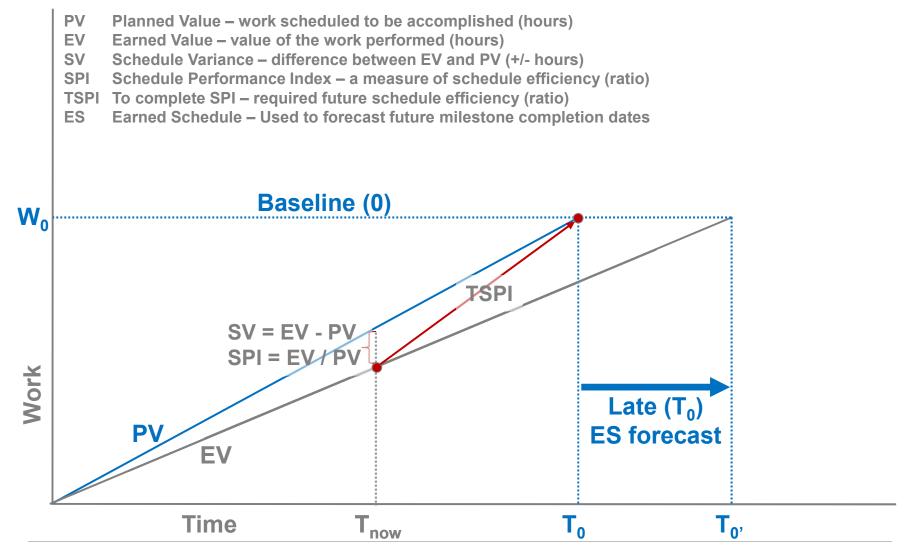
- Participate in IV&V and Project meetings
- Review draft and final MMP2 Project materials provided to the IV&V Team
- Conduct interviews as required
- Schedule of immediate IV&V deliverables is as follows:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jul 2019 (IVV-302AS)	08/14/2019	08/29/2019	08/29/2019	Complete
MAR – Aug 2019 (IVV-302AT)	09/16/2019	10/01/2019	10/01/2019	Complete
MAR – Sep 2019 (IVV-302AU)	10/14/2019	10/29/2019	10/28/2019	Complete
MAR – Oct 2019 (IVV-302AV)	11/14/2019	12/03/2019	11/29/2019	Complete
MAR – Nov 2019 (IVV-302AW)	12/13/2019	12/31/2019	12/30/2019	Complete
MAR – Dec 2019 (IVV-302AX)	01/15/2020	01/31/2020	01/31/2020	Complete
MAR – Jan 2020 (IVV-302AY)	02/14/2020	03/02/2020	03/02/2020	Complete
MAR – Feb 2020 (IVV-302AZ)	03/13/2020	03/30/2020	03/30/2020	Complete
MAR – Mar 2020 (IVV-302BA)	04/14/2020	04/29/2020	04/24/2020	Complete
MAR – Apr 2020 (IVV-302BB)	05/14/2020	06/01/2020	05/29/2020	Complete
MAR – May 2020 (IVV-302BC)	06/12/2020	06/29/2020	06/29/2020	Complete
MAR – Jun 2020 (IVV-302BD)	07/15/2020	07/30/2020		

- EVM basics
- Key indicators
- IV&V ratings summary
- Status of key deficiency recommendations
- Open deficiencies and recommendations
- Open process improvement recommendations
- Schedule and cost performance
- Major project and release milestones
- Late tasks
- Project schedule quality
- Project budget

EVM basics

Supporting information

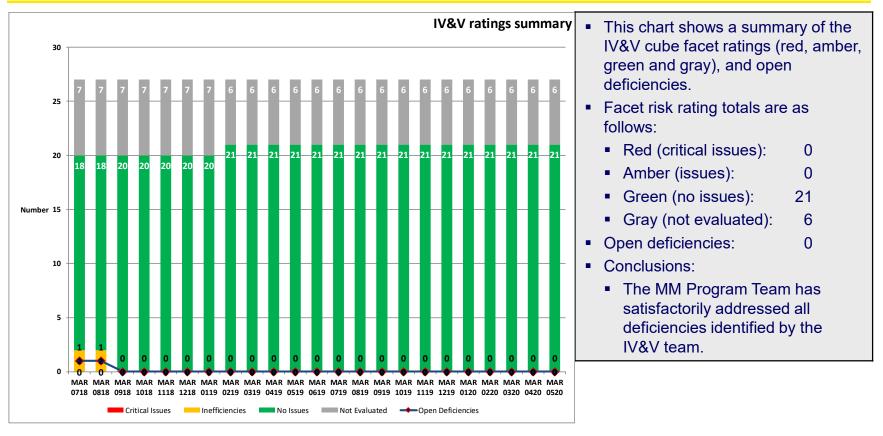


MMP2-IVV-312BD May Status v2.0 Final - 20200629

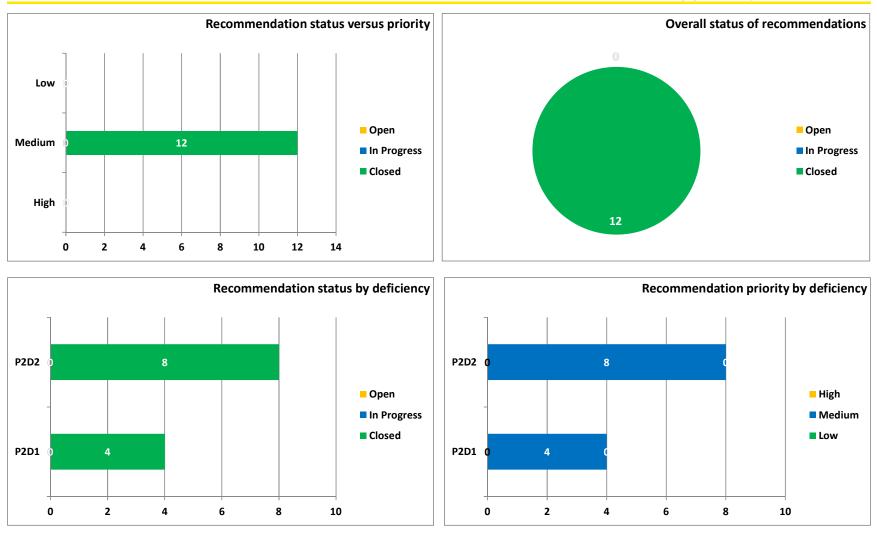
Key indicators

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 MMP2 Project is within established schedule performance thresholds. The completion date is forecast to be 19 December 2023, 19.7 days late The SPI is 0.994 and the overall trend since the new baseline is <i>decreasing</i> 7 of 1,601 total tasks (0.44%) contained in the project schedule are late SV is currently -236.0 hours and the overall trend since the new baseline is <i>increasing</i> TSPI is 1.004 and the overall trend since the new baseline is <i>increasing</i>
Is the project on budget?	Yes	 The MMP2 Project is within established cost performance thresholds. The CPI is 1.000 and the overall trend since the new baseline is <i>steady</i>. The Project 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 MMP2 Project is within the scope of the project as defined in the Schedule IV-B Feasibility Study. Additional change requests are reviewed and approved based on the established change management process.
What are the project's future risks?	Unknown	The MMP2 Project Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are the project's risks increasing or decreasing?	Steady	The MMP2 Project Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	 New and emerging technologies were considered in the Feasibility Study. None have an adverse effect on the project's technological assumptions.
rage 15	MMP2_I	/V-312BD May Status v2 0 Final - 20200629

IV&V ratings summary



Status of key deficiency recommendations



Open deficiencies and actions

Supporting information

Deficiency	Actions taken
▶ None	

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

Open process improvement recommendations

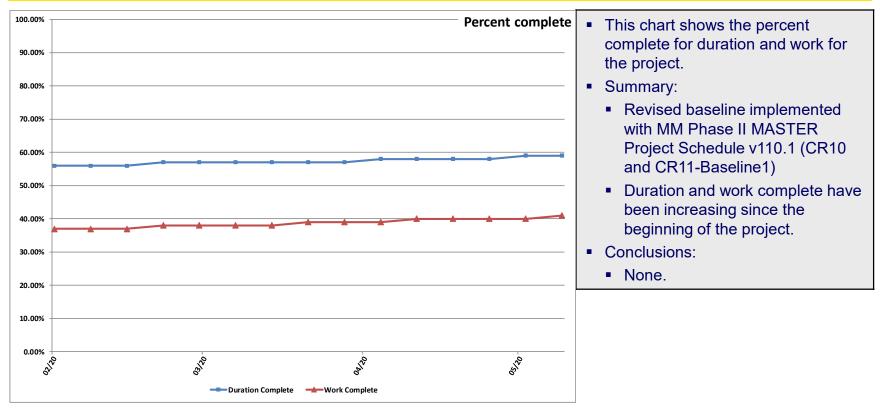
Recommendation	Actions taken
 P2I2 – Lack of training Provide role-specific training to individuals assigned to a team. 	 IV&V (MAR – December 2019) Process improvement opened DHSMV (MAR – January 2020) Resolution underway IV&V (MAR – February 2020) No update received DHSMV (MAR March 2020) In March 2020, a meeting was held with leadership from OMM and Motorist Services to review concerns and discuss recommendations with the Product Owners, Alternate Product Owners, Senior and Junior Business Analysts as well as Project Managers. In late March and early April 2020, many of these recommendations were moved forward and then adjusted to deal with COVID-19. Due to COVID-19, the Agile Business Analyst training course scheduled for April 13 to 15 has been postponed and will be rescheduled for a future date IV&V (MAR – April 2020) No update received IV&V (MAR – May 2020) No update received

Schedule and cost performance

Project performance This chart shows the SPI and CPI CPI plotted as points against the 1 30 Behind schedule and underspent Ahead of schedule and underspent tolerance ranges set up for the project. -1.20 • Summary: Schedule and cost performance are within established thresholds 1 10 Conclusions: • The Project is behind schedule SPI but within established 0.70 0.80 0.90 1.00 1.10 1.20 1.30 performance thresholds. 0.90 As of 29 May 2020: SPI = 0.994 CPI = 1.0000.80 Ahead of schedule and overspent Behind schedule and overspent

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

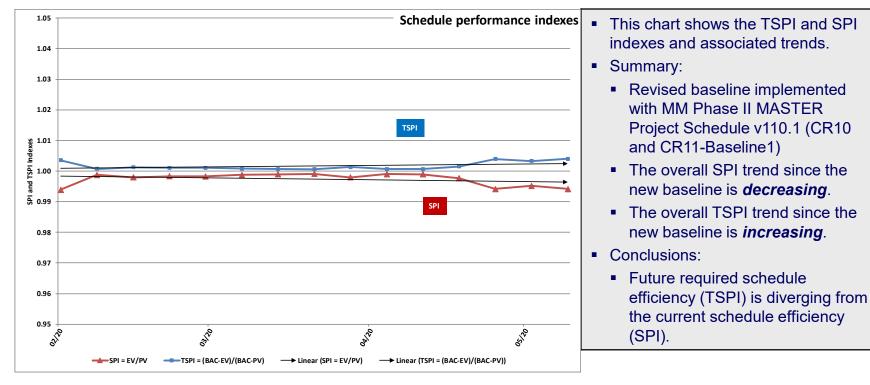
Schedule and cost performance (continued)



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

Schedule and cost performance (continued)

Supporting information



Blue line is TSPI

Red line is SPI

 TSPI is the future schedule efficiency required to complete the project as scheduled

Major project milestones

WBS	Title	Co	Completion date			
	Title	Planned	Forecast	Actual	late/early	
3.5.15.1.6	Release 1 Development Complete	01/20/22	02/02/22		13.4	
3.5.15.2.5	Release 1 Testing Complete	08/11/22	08/26/22		15.3	
3.5.15.5.7	Decision Point - Move to Production (Roll out) - Release 1	11/21/22	12/07/22		16.2	
3.5.15.5.12	Statewide Implementation Complete - Release 1	06/16/23	07/04/23		18.1	
3.5.16.1.5	Release 2 development complete	02/16/23	03/05/23		17.0	
3.5.16.5.1	Testing Complete	07/29/22	08/13/22		15.2	
3.5.19.5	Decision Point - Ready to Pilot	08/19/22	09/03/22		15.4	
3.5.19.7	Decision Point - Move to Production (Roll out)	11/07/22	11/23/22		16.1	
3.5.16.5.1	Go/No-Go Decision - Release 2	09/21/23	10/10/23		19.0	
3.5.19.12	Statewide Implementation Complete	06/05/23	06/23/23		18.0	
3.7	Execution and Monitoring & Control Phase Complete	11/13/23	12/02/23		19.5	
4.5	Closeout Phase Complete	11/30/23	12/19/23		19.7	
5	Project Complete	11/30/23	12/19/23		19.7	

 Planned – Scheduled completion date based on the 	3. Actual – The actual completion date
latest schedule baseline	4. Days late/early – Difference between planned and
2. Forecast – Based on ES calculations and the current	forecast or actual completion dates
SPI	5. Unable to forecast past milestone dates

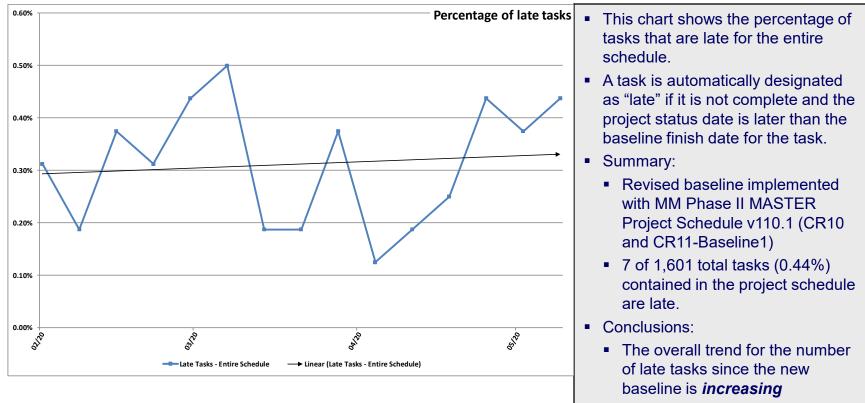
Release milestones

T :41 a	Co	Days		
Title	Planned	Forecast	Actual	late/early
Milestone A	01/22/20	01/23/20	01/22/20	0.0
Milestone B	04/30/20	Unable to forecast		Unable to forecast
Milestone C	07/16/20	07/24/20		8.3
Milestone D	10/22/20	10/31/20		9.2
Milestone E	01/21/21	01/31/21		10.1
Milestone F	05/06/21	05/17/21		11.0
Milestone G	08/12/21	08/23/21		12.0
Milestone H	10/28/21	11/09/21		12.7
Milestone I	01/20/22	02/02/22		13.4
Milestone J	04/28/22	05/12/22		14.3
Milestone K	08/04/22	08/19/22		15.2
Milestone L	11/10/22	11/26/22		16.1
Milestone M	02/16/23	03/05/23		17.0

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latest schedule baseline	4. Days late/early – Difference between planned and
2. Forecast – Based on ES calculations and the current	forecast or actual completion dates
SPI	5. Unable to forecast past milestone dates

Late tasks

Supporting information



• The MMP2 Project is behind schedule.

Project schedule quality MMP2 schedule

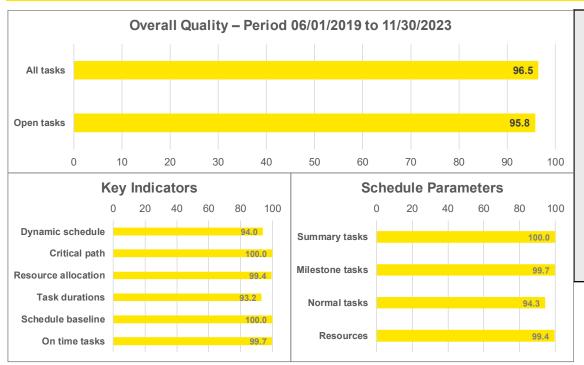


- This chart shows the quality of the project schedule within each of the following areas:
 - Overall quality with trending
 - Key indicators
 - Schedule parameters
- Summary:
 - Overall quality: 96.5
- Conclusions:
 - Overall schedule quality is consistent and excellent

- 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

	Quality Value
Ŷ	90 or greater
27	Between 75 and 90
->	Between 60 and 75
2	Between 45 and 60
V	Less than 45

Project schedule quality MMP2 period

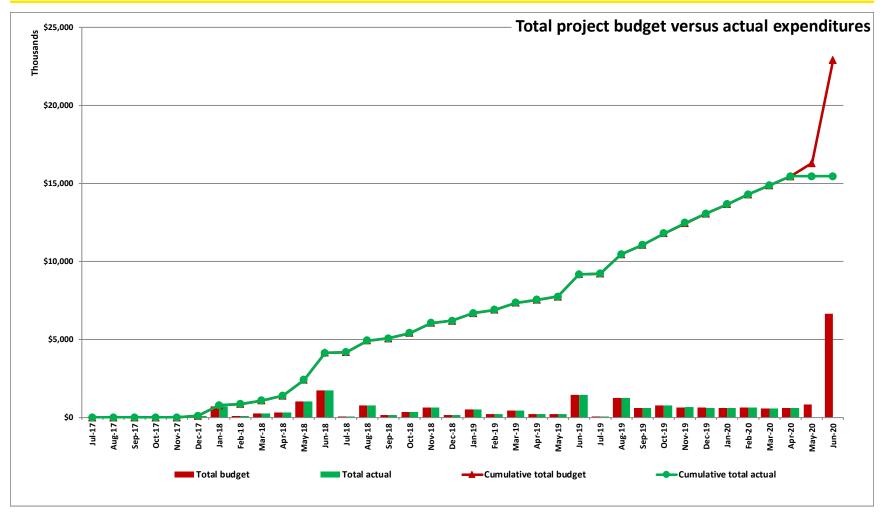


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	Quality Value
$\mathbf{\hat{T}}$	90 or greater
7	Between 75 and 90
->	Between 60 and 75
21	Between 45 and 60
V	Less than 45

Project budget Total project funding



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Motorist Modernization Financials

JULY 14, 2020





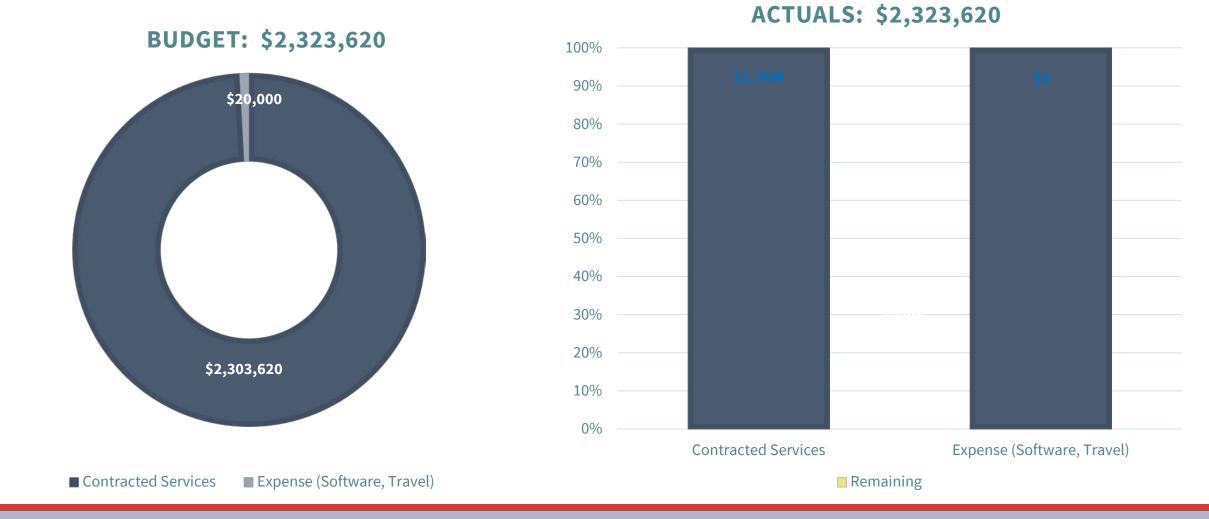
Phase I Total Project

LBR Requests - Updated

							Ex	pense (Software,		
Fiscal Year		Total Request	Со	ntracted Services		IV&V Services		Travel, etc.)		000
2044 2045		2 500 000	4	4 544 762		640.406	Å	64.470		
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
2010 2017	Ŷ	0,, 10,001	Ŷ	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Ŷ	170,200	Ŷ	555,000	Ŷ	20,071
2017-2018	\$	9,857,775	\$	8,506,720	\$	479,280	\$	865,000	\$	6,775
2018-2019	\$	7,536,000	\$	6,976,720	\$	479,280	\$	80,000	\$	
2019-2020	\$	2,323,620	\$	2,303,620			\$	20,000	\$	
	7	_,,	Ŧ	_,,			Ŧ		Ŧ	
Total	\$	37,329,355	\$	32,678,267	\$	2,536,306	\$	1,745,667	\$	64,541







Budget and Actuals: Current Fiscal Year through June 2020





Budget and Actuals

Phase I Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$2,323,620		
Fiscal Year to Date	\$2,323,620	\$2,323,620	0%
Month to Date (June 2020)	\$563,620	\$563,620	0%
Remaining Funds	\$0		





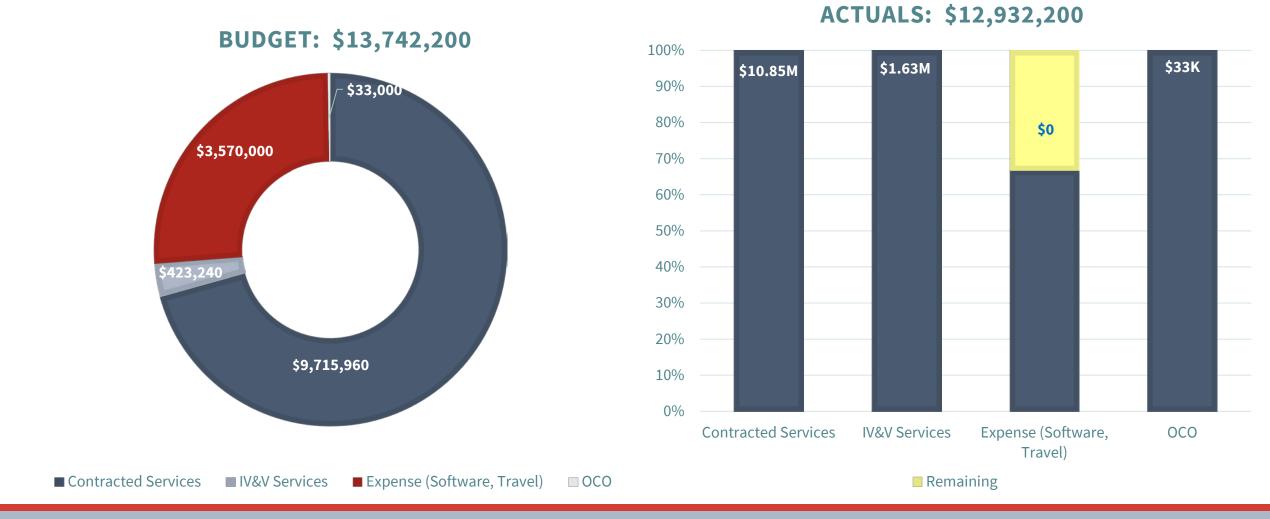
Phase II Total Project

LBR Requests

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	0C0
2017-2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	<i>\$19,900</i>
2018-2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019-2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021-2022	\$7,377,440	\$6,689,200	\$423,240	\$232,000	\$33,000
2022-2023	\$4,408,260	\$3,781,020	\$423,240	\$200,000	\$4,000
Total	\$44,574,480	\$35,833,340	\$2,473,390	\$6,146,050	\$121,700







Budget and Actuals: Current Fiscal Year through June 2020





Budget and Actuals

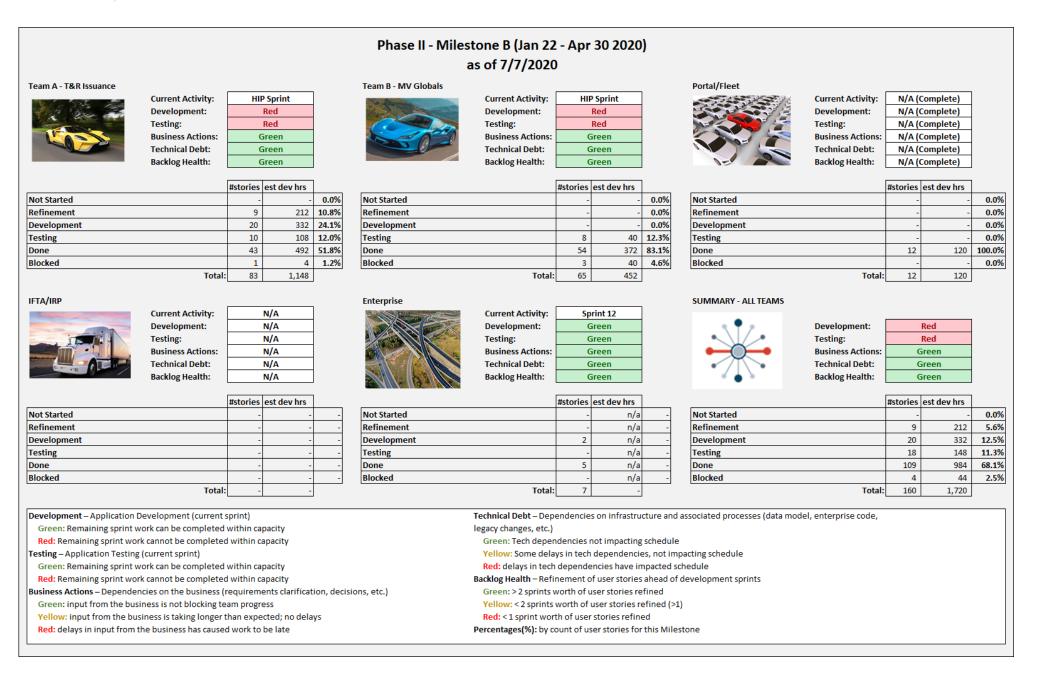
Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$13,742,200		
Fiscal Year to Date	\$13,742,200	\$12,932,200	(6.26%)
Month to Date (June 2020)	\$6,623,149	\$5,813,150	(12.23%)
Remaining Funds	\$810,000		











Motorist Modernization – Phase II: Office of Motorist Modernization Weekly Status Report for the week ending July 3, 2020

Phase II - Milestone C (Apr 29 - July 16, 2020) as of 7/7/2020

Team A - T&R Issuance



Current Activity:	Req. Refinement
Development:	N/A
Testing:	N/A
Business Actions:	Green
Technical Debt:	N/A
Backlog Health:	Red

Project start-up N/A

N/A

N/A

N/A

N/A

		#stories	est dev hrs	
Not Started		85	1,384	89.5%
Refinement		10	44	10.5%
Development		-	-	0.0%
Testing		-	-	0.0%
Done		-	-	0.0%
Blocked		-	-	0.0%
	Total:	95	1.428	

IFTA/IRP

A CONTRACT OF A	Current Activity:
	Development:
	Testing:
	Business Actions
	Technical Debt:
	Backlog Health:

	#stories	est dev hrs	
Not Started	-	-	-
Refinement	-	-	-
Development	-	-	-
Testing	-	-	-
Done	-	-	-
Blocked	-	-	-
Total:	-	-	





Current Activity:	HIP Sprint
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Red

		#stories	est dev hrs	
Not Started		48	728	58.5%
Refinement		31	224	37.8%
Development		1	8	1.2%
Testing		-	-	0.0%
Done		-	-	0.0%
Blocked		2	56	2.4%
Т	otal:	82	1,016	

Enterprise



Current Activity:	Sprint 12
Development:	Green
Testing:	Green
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

	#stories	est dev hrs	
Not Started	1	n/a	-
Refinement	-	n/a	-
Development	2	n/a	-
Testing	-	n/a	-
Done	-	n/a	-
Blocked	-	n/a	-
Total:	3	-	



Current Activity:	HIP Sprint
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Red

	#stories	orig dev est	
Not Started	29	192	31.9%
Refinement	26	240	28.6%
Development	8	124	8.8%
Testing	21	100	23.1%
Done	7	84	7.7%
Blocked	-	-	0.0%
Total:	91	740	

Develop

Testing:

Business

Technica

Backlog I

SUMMARY - ALL TEAMS



ment:	Red
	Red
Actions:	Green
l Debt:	Green
Health:	Red

	#stories	est dev hrs	
Not Started	162	2,304	60.4%
Refinement	67	508	25.0%
Development	9	132	3.4%
Testing	21	100	7.8%
Done	7	84	2.6%
Blocked	2	56	0.7%
Total:	268	3,184	

Development – Application Development (current sprint)

Green: Remaining sprint work can be completed within capacity

Red: Remaining sprint work cannot be completed within capacity

Testing – Application Testing (current sprint)

- Green: Remaining sprint work can be completed within capacity
- Red: Remaining sprint work cannot be completed within capacity

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

Green: input from the business is not blocking team progress

Yellow: input from the business is taking longer than expected; no delays

Red: delays in input from the business has caused work to be late

Technical Debt - Dependencies on infrastructure and associated processes (data model, enterprise code,

legacy changes, etc.)

Green: Tech dependencies not impacting schedule

- Yellow: Some delays in tech dependencies, not impacting schedule
- Red: delays in tech dependencies have impacted schedule
- Backlog Health Refinement of user stories ahead of development sprints
- Green: > 2 sprints worth of user stories refined
- Yellow: < 2 sprints worth of user stories refined (>1)
- Red: < 1 sprint worth of user stories refined
- Percentages(%): by count of user stories for this Milestone

