Motorist Modernization Advisory Board Monthly Meeting
August 9, 2016
Neil Kirkman Building, Conference Room B-130
2900 Apalachee Parkway, Tallahassee Florida 32399
1:00-3:00 P.M. EST

Invitees	Representing
Deb Roby	DHSMV
Ed Broyles	DHSMV
Steven Fielder	DHSMV
Carl Forney	DHSMV
April Edwards	DHSMV
Beth Allman	Florida Clerk Courts & Comptrollers
Linda Fugate	Florida Tax Collectors

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- Stakeholder Outreach Update
- Policy and Decisions Review
- ESC Meeting Follow-up
- MM Phase I Program Update
    - Status Update and Financial Review
    - Change Request Review
    - Development Update
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD

Monthly Meeting Minutes
Kirkman Building Conference Room B-130
July 12, 2016
1:00 p.m. to 3:00 p.m.

WELCOME & INTRODUCTIONS

- The meeting was called to order at 1:00 pm. Kristin Green began the meeting with the *Welcome and Introductions*. She proceeded with roll call for the Board Members.

  Advisory Board Members present included:

  - Deb Roby (via telephone)
  - Ed Broyles
  - Steven Fielder
  - Carl Forney
  - April Edwards (via telephone)
  - Beth Allman (via telephone)

  Member Linda Fugate was not in attendance.

- Other DHSMV members present included: Kristin Green, Jessica Espinoza, Judy Johnson, Cathy Thomas, Laura Freeman, Janis Timmons, Samadhi Jones, RaeLynn DeParsqual and Aundrea Andrades.
- Visitors included: Gary Didio (Ernst & Young), Michael Samaan (Auto Data Direct) and Matthew Duke (Accenture).

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Ms. Green reviewed the meeting minutes from April 12, 2016. A motion to approve was unanimously accepted by the members.

MYDMV PORTAL NAME CHANGE

- Mr. Samuel informed members that there has been some reconsideration of the name of the current customer-facing portal (MyDMV Portal). He highlighted some of the names suggested by the ESC and other members of the team.
- Mr. Samuel solicited input from the Advisory Board members on their opinion of changing the name of the portal.
- Advisory Board members expressed that the agency is recognized as the DMV to the public, therefore, the preference is to keep the current name. Mr. Fielder recommended that the agency's website URL be changed to a .gov domain.

STAKEHOLDER OUTREACH UPDATE

- Ms. Espinoza gave an update about a DL Issuance meeting with tax collector representatives on May 9th.
  - The group provided a Phase I requirements validation update, discussed the current activities, and reviewed the open items from the meeting conducted in January.
  - The group also reviewed some new screens for DL issuance, and discussed local reports.
- Mr. Samuel gave an update on meetings held with tax collector representatives and the vendors that process renewal files for them.
  - The first meeting was held on March 30th and did not include all of the appropriate technical resources. So, a follow-up meeting was conducted on May 12th. The May 12th meeting included the appropriate technical resources.
  - Mr. Hutchinson reviewed all of the technical specifications, and also went through several samples of codes that could be used. He also offered to give them a sample starting point with the software development, and activities they would need to perform on their end.
  - Mr. Samuel stated the attendees seemed to like the meeting, and expressed desire to meet throughout the program lifecycle and receive periodic updates.
  - One of the key things that was discussed with the vendors was the Phase I Release Plan. Mr. Samuel informed participants that the Release Plan provides specifications about the new system functionality, and a timeline for when it will be developed and subsequently released statewide.
    - As a part of the Release Plan, motor vehicle renewal notifications will be completed a year earlier than other functionality.
    - Attendees appeared agreeable to the revised timeline during the May 12th meeting.

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POLICY AND DECISIONS REVIEW

The senior business analysts provided an update on the Policy and Decisions Review document, beginning with items that are unresolved (open) and then covering those that were addressed since the last meeting.

- DL23 – DL Issuance: DHSMV should have access to the Motor Voter data so that we know what updates truly need to take place. Currently, we only have the customer's word to go by and they are sometimes mistaken about their current voter registration status. Perhaps a standalone online voter registration system could be used outside of the DL issuance system.
    - DOS expressed they were comfortable with releasing some of the information. It would only be done during a transaction.
    - More details on the technical aspects are planned for discussion during the next DOS Technical Subgroup meeting.
    - The item remains open because the team is awaiting a decision by the ESC.
- DL26 – Will the department purchase hardware to scan/read checks to validate the check during the cashiering process?
    - Ms. Espinoza was previously instructed to gather statistics regarding this. During the meeting, she provided the following report: Currently, we have 800 outstanding bad checks for FDLIS and 1,700 for FRVIS. In the last three years the numbers have been declining.
    - The team is looking for a recommendation on whether or not to purchase these scanners. The Advisory Board recommended not purchasing the scanners.
- DL27 – Should the department continue to collect Race/Ethnicity as one field? Also, should the current list of Race/Ethnicity be updated to align with any other agencies? (Census, DOS, etc.)
    - Ms. Espinoza informed the Advisory Board that the ESC recommends using the Office of Management Budget (OMB) minimum requirements for race/ethnicity.
    - Deputy Executive Director Vaughn plans to reach out to FDLE to discuss how this change may affect them.
- DL30 – Can [Emergency Contact Information] ECI be accessed and updated outside of a transaction? The team removed the ability to view ECI from the DL Issuance Customer Summary after review of F.S. 119.0712(2)(d) and 322.08 (4).
    - The statute states the following: Without the expressed consent of the person to whom such emergency contact information applies, the emergency contact information contained in a motor vehicle record may be released only to law enforcement agencies for purposes of contacting those listed in the event of an emergency.
    - The team recommends that we continue to collect ECI during transactions and add a quick link to the DL Issuance Homepage that will allow users to navigate to the existing ECI site.
    - The team plans to reach out to the Tax Collector (TC) Focus Group and find out if creating a quick link to the existing ECI site will meet their needs.

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- REN04 – MV Email Renewal Notices: The TC focus group would like to add a hyperlink to "By Mail" text that will navigate the customer to the mailing address of the county associated with the registration.
    - Ms. J. Johnson indicated that the Renewal team was not in favor of this request. They believe that the customer may attempt to mail in a printed copy of the electronic renewal notice instead of waiting for the printed notice that will be sent directly from Tax Collector offices via the postal mail.
- REN06 – OOS Renewals: The new renewal notification system will print renewal notices for all registrations where the primary registrant's residence address is out-of-state (OOS). In the old system, these registrations are processed by the last active county, if known, or distributed amongst the six volunteer counties. Due to a recent issue with Residence County being populated with the wrong county code, a concern was raised about the financial impact of implementing the above business rule.
    - Currently, there are approximately 250,000 out-of-state motor vehicle registrations.
    - The department will no longer use the rotating counties to print renewal notices for OOS residents that did not renew in a county office during their last renewal.
    - The Renewal team will obtain an opinion from the focus group as to whether or not the state should print all OOS renewals or just the renewals that do not have a previous renewal county.
- RENO07 – Renewal Notice Processing: Renewal Team members met with Janie Westberry and Ginny Gardner to discuss the current status and options for making changes to the Novitex contract. The agency would like to bring all DL Renewal Notifications processing in-house from the Department of Revenue to Novitex and include all out of state MV Renewal Notifications print, mail and processing. Currently, 6 counties rotate the printing, mailing and processing of all the out of state MV Renewal Notifications but do not recuperate all of the costs. Novitex currently prints all DL Renewal Notifications. DOR processes all DL mail-in renewals.
    - Janie is formulating a cost estimate for bringing that work in-house. This will be reviewed by the ESC.
- POR24 – Currently, if a transcript request is received in the mail for a driver license record and the driver license record is not found, the customer does not receive a refund unless the amount sent is greater than $10.00, or the customer requests a refund for the amount exceeding the $2.00 not found fee. The MIX process currently charges $2.00 for all not found record requests. The portal team is requesting that we do not charge the $2.00 fee for "Other Driver License Request" when the driver license / social security number entered is not found. We will however charge this fee for Bulk driver license record requests.
- POR26 - During the ESC meeting held on 2/18/16, a request was made to allow Portal customers the ability to view documents that were scanned in a field office. Members from the Portal & DL Issuance teams have concerns about this request because sometimes documents are scanned and attached to the wrong customer record. Allowing this functionality in the Portal could give customers the ability to see the passport, SSN and other documents which do not belong to them.

    - It was determined by the ESC that this functionality could be offered in DL Issuance and treated as a public records request. There was also agreement to Allow the customer to choose the $.50 look-up option or the $1.00 certified option FL S. 322.20 11A(4).
- POR27 - Currently the department policy is to make the cancellation effective the day the parent withdraws consent. The statute 322.251 states that the cancellation should be postdated 20 days from mail date of the cancellation order. The department policy was changed because parents complained that they wanted the license cancelled on the day they withdrew parental consent.
    - The withdrawal will be effective immediately, per FS 322.10.
- DL28 - BAR users process replacement licenses for customers who are REAL ID compliant (US Citizens and Immigrants Only) and all issuances are processed through CIPS. BAR users would like to request that the DL application process is modified to exclude "ID Documents" and "Applicant Screening" screens as well as vision and hearing questions. Currently, information on the ID document screen is not collected because BAR users do not have the ability to take photo/signature and do not have required equipment for vision testing (not required when replacing credentials).
    - There was agreement that the process will follow the Portal flow for BAR Transactions.
- DL29 - Will the department allow users to edit the customer's email outside of a transaction?
    - There was agreement to allow a customer's email address to be edited in Motorist Maintenance and record the change as a "Customer Update" transaction.
- DL31 - Currently, the system gives users 6 options that determine what steps are necessary for completing the Motor Voter requirements of a credential issuance transaction. Some of these options are not currently used/understood and users are requesting that the unused options are retired from the application.
    - Based on discussions with DOS, the focus group recommends using the following options: New Application, Record Update/Change, Replace Voter Information Card, Declined, Ineligible and Current.
    - Explanations:
        - New Application - Customer is not currently registered in the State of Florida.
        - Record Update/Change - Customer is currently registered in the State of Florida and has updates/changes to the application (Name or Address).
        - Replace Voter Information Card - Customer is currently registered in the State of Florida and has no changes, but would like a replacement Voter Information Card.
        - Declined - Customer declines to apply or update information during the transaction.
        - Ineligible - Customer is ineligible to apply.
        - Current - Customer states that they are registered in the State of Florida and would not like to make any changes.

    - ESC agrees with the recommendation, with the following changes:
        - Update description for "Decline" to read "Customer is not currently registered in Florida and declines to apply.
        - Verify descriptions are displayed on the signature pad review for Motor Voter.
- DL32 - Currently, users must re-key the customer's email address in the Motor Voter application during every issuance. Users are requesting that the system save previously used email addresses to avoid having to re-key if the address remained the same.
    - Based on previous communication with DOS, DL Issuance SMEs recommend that only email addresses entered on the same day will be pre-populated in the Motor Voter application, so that users do not have to re-key the information in the event that the credential is voided or abandoned.
- DL33 - Currently, users are only required to select a party affiliation for customers who are requesting a "New" Motor Voter application. The [Supervisors of Elections] SOE are requesting that the party affiliation is asked during all Motor Voter applications, so that customer's may update this information if necessary
    - Based on previous communication with DOS, DL Issuance SMEs recommend that customers be required to select their party affiliation for all transactions.
- DL34 - Currently, users are required to verbally administer the Motor Voter oath to customers. SOE is requesting for the oath to be displayed on the signature pad so that customers can review their Motor Voter oath before submission.
    - Based on previous communication with DOS, DL Issuance SMEs recommend that the oath is displayed with the party affiliation on the signature pad.
- DL35 - Currently, the system validates the address entered in the Motor Voter form against the street indexes provided by the Supervisor of Election. SOE is requesting that the addresses go through additional verification to avoid invalid addresses from being submitted.
    - The DL Issuance system will have a vendor verify the address and we will attempt to parse the address on the Motor Voter screen.
    - The vendor will validate this information.
- DL37 - Currently, it is procedure that users inform customers to keep their Motor Voter receipt, so that SOEs can use it if they are unable to locate a record of the customer's Motor Voter application. The SOE is requesting that the DHSMV enforce this procedure/policy.
    - DOS/OMM Focus Group recommended the following: Add the following information to assist customers:
        - Disclaimer on the Motor Voter application receipt.
        - Customer's Motor Voter selection on the cashier receipt.
        - Party Affiliation selection on both the Motor Voter application and cashier receipts.
- RENO05 - Currently, FRVIS does not prevent the issuance or renewal of a Parking Permit when the customer has a Bad Check stop against them because there is no fee charged for a Parking Permit. Ms. Johnson indicated that she was told that a free transaction in the Driver License application (like having the Veteran’s status added or 100% Poverty ID card)

is not allowed if the customer has a Bad Check stop against him. In ORION, we will want to be consistent. Should a customer with a Bad Check stop be prevented from being issued a parking permit or renewing a current parking permit until that BC stop has been cleared?
    - Section 320.18(1), Florida Statutes, provides for the department to withhold the registration of any motor vehicle or mobile home the owner or co-owner of which failed to register under the provisions of law for any previous period or periods for which it appears registration should have been made in this state until the tax for such period or periods is paid.
    - The department may cancel any vehicle or vessel registration, driver license, identification card, or fuel-use tax decal if the owner or co-owner pays for any vehicle or vessel registration, driver license, identification card, or fuel use tax decal, administrative, delinquency, or reinstatement fee or pays any tax liability, penalty, or interest is paid by a dishonored check.
    - There was agreement that Bad check stops will not be enforced on Parking Permits.
- RENO08 - In Modernization, the department will move to a single customer record; one that will contain applicable information related to driver license and motor vehicle transactions. The product owner has collaborated with members of other modernization projects, reaching a consensus that any record expired for greater than 18-months should be excluded from the NCOA update process. This timeframe satisfies the purge criteria for a DL without sanctions, but would not fully address cases related to vehicles titled in Florida and registered in another state. The product owner feels this subset of the total population would be inconsequential and therefore does not warrant expanding the timeframe beyond 18-months for expired vehicle registrations and or DL/ID's.
    - The team is seeking leadership guidance in an effort to establish a timeframe that meets the department's mission, while remaining fiscally responsible. Under the existing criteria, a record is excluded from the NCOA process, if:
        - The individual is deceased.
        - The individual is a sexual predator or offender.
        - The individual is a career offender.
        - The record is for a permanent ID.
        - The ID has expired for greater than 6-months.
        - A Class A, B, C, or E driver license has expired for greater than 15-months.
    - The Renewal team is attempting to establish a reasonable period, wherein mailing addresses are updated for customer's active in the department's database. In deriving a value, the team considered:
        - The timeframe when an expired driver license or ID card can no longer be renewed (12-months).
        - The timeframe for when a driver license without sanctions is purged from the database (18-months).

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        - The timeframe for when a vehicle renewal notice is not sent to a customer with an expired registration (not mailed for the next year after the registration was not renewed).
    - In addition to the above considerations, the group further discussed:
        - Circumstances where vehicles are registered in another state, but have a Florida title (situation is due to lien holder restrictions on an active lien and the customer moves out of Florida).
        - Sanctions with purge criteria beyond the 18-month period (DUI, HTO, etc.).
    - If the customer has any of the following, their record will be included in the NCOA pull provided none of the above exceptions apply:
        - Any customer with an ID card that is not expired for greater than 12-months).
        - Any customer with a Class A, B, C, or E driver license that is not expired for greater than 12-months.
        - Any customer with open sanctions.
        - Any customer with a registration not expired for more than 24 months).

- MM01 – Restrictions: When the teams reviewed the conversions for the new restriction requirements, we realized that there are several restrictions that fit under the Restriction "C" category. If the customer has more than one restriction that qualifies as a "C", will we only display one "C" restriction on the face of the license and display multiple descriptions on the back?

    - The team is working to determine if the restrictions can be re-routed to an unused letter or number.
    - The ESC recommends using 2-digit FL specific codes. (10, 11, 12, etc...).
    - The team was instructed to check stats to determine what restrictions are no longer needed.
    - The team was recommended to use Florida codes (#s) and arrange based on usage of the endorsement.

MM PHASE I PROGRAM UPDATE

- Mr. Samuel informed members that the program team was finishing up remaining requirements validation activities.
    - Ms. Green stated that were a series of change requests that were scheduled for completion by the end of the month (July). This includes writing test cases and providing software development estimations.
- Mr. Samuel stated that the team is working on creating a change control board to aid in managing software development-related change requests. He is in the process of developing a charter, which will be presented to the Executive Steering Committee on 7/21/16.

- Mr. Samuel also mentioned that the team is gearing up for software development, which is scheduled to begin on the 21st of July.
- Ms. Timmons gave an update on the financial status, stating that in FY 2015-16 all funds have been expended. There are two deliverables in the process of being approved during the month of July, one is a Lessons Learned report, and the other is Deliverable 4 (Monthly Legislative Report). The last two invoices will be certified forward for the FY 2016-17.
    - The contract has been approved for the next three years with Accenture. The FY 2016-17 spend plan has been submitted. The department has already received its first deliverable and it is currently under review.
- Ms. Green provided an update on the team's transition to development.
    - Teams are wrapping up final requirements validation, including recently approved change requests.
    - Leadership is updating internal management procedures, making schedule refinements, and preparing to conduct a formal phase gate review that will evaluate the completeness of all requirements validation work and provide indication that the program team is ready to start development.
    - Additionally, the team is on-boarding several development staff members.
- Due to time constraints, it was determined that a review of all recently approved change requests will be delayed until the next Advisory Board meeting.

ADJOURNED

- The meeting came to a close and was officially adjourned at approximately 1:57 p.m.

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Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Agenda	1 page
MM Advisory Board Monthly Meeting Minutes 04/12/16	6 pages
MM Phase I Decisions - Closed Items	3 pages
MM Phase I Decisions	5 pages

Additional handouts included:

MM Phase I Decisions (updated)	3 pages
MM Spend Plan	1 page

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Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Advisory Board Status	Recommendation Date	Comments	ESC Close Date	ESC Comments	ESC Status
POR06	6/10/2015	Eligibility for DL Renewal and Replacement Issuance	Determine if the Dept. of Defense has a service to call to verify Military Status/Location and if DHSMV thinks this is viable option to eliminate Military customers from having to mail in packages for issuances? · This would verify Military status and out of state. Then allow the renewal online even though they have already used their convenience renewal option and not have to submit by mail.	Chiefs' Recommendation: Reaching out to DOD (to see if our systems can talk?). We think this would be good to do verification of military status and not have to mail in renewal paper work – Casey Dobson 5/28/2014 Need legislative change for MV residential address requirement Allow family members as well by providing SSN of military family member. 6/1/2015 ELT asked for the cost of using the DOD web service. 6/1/2015 DOD stated that we must complete the form DD1144 in order for them to determine if a cost would be associated with our usage.	Recommendation made	8/20/2015	No, the DOD does not have a service to call. Military personnel are verified by individual branch address, which can be found at website: www.defense.gov Oscar Tolmos 4/9/2015 ELT - What is the cost associated with use of the web service? 08/20 Update - Team started MOU process to find out more information. 11/13 Update - MOU was submitted to DoD and waiting for a reply. 11/19 Update - Waiting for response 12/3/16 Update - The project officer stated that they were still reviewing our request to determine the feasibility 1/6/16 Update - Sent a follow-up request to the project officer, she stated that: They have had quite a few clients requesting support and have not be able to set up your kick-off meeting but we are in the queue. Plus we need to discuss some items regarding the submitted request as an Authority To Operate (ATO) for the server from which we will be consuming the data. I will need to meet with personnel after the holidays.	3/24/2016	2/17/2016 Update - I spoke with Deborah Gay-Rigaud, PMP, CSSGB, she stated that our application is still pending review. We reviewed some of the items on our application and she recommend some changes that we need to make. MOU signatory, or DAA, must be a GS-15 or higher and have approval authority - we need to find the equivalent position within our agency. We need to add additional contacts for item 24 & 25 (Chad and Judy) The approval process my be iterative in order to verify the identity of personnel and equipment 2/25/16 Update - Terry Stepp provided the civilian equivalent to a GS-15: GS-15 is a civilian grade. GS civilians do not have military rank. It is the equivalent of an O-6 (Colonel or Captain). AI - Judy will send our current application to Deb Roby and team for their visit with DOD 2/29/16 Update - Emailed Application to Deb Roby 3/16/16 Update - Sent D. Vaughn the current application along with the information from Terry Stepp 03/24/16 Update - It was decided that Terrence Samuel would be listed as the MOU signatory. Close Item. **7/20/16 Update** The Federal Privacy Act states that "No agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains, unless disclosure of the record would be- ... for a routine use as defined in subsection (a)(7) of this section and described under subsection (e)(4)(D) of this section;" DMDC's existing routine uses to state agencies do not cover this release. According to the U.S. Department of Justice, the Privacy Act states that an agency is "an Executive department, military department, government corporation, government controlled corporation, or other establishment in the executive branch of the [federal] government, or any independent regulatory agency." Notably, State and local government agencies are not included in this definition. Unfortunately, DMDC does not have sufficient legal basis to approve Florida's use of Privacy Act protected DoD information for your agency's State requirements. If you believe we are in error, please provide an explanation and any legal authority that supports your position.	Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Advisory Board Status	Recommendation Date	Comments	ESC Close Date	ESC Comments	ESC Status
DL23	1/11/2016	DL Issuance	DHSMV should have access to the Motor Voter data so that we know what updates truly need to take place. Currently, we only have the customer's word to go by and they are sometimes mistaken about their current voter registration status. Perhaps a standalone online voter registration system could be used outside of the DL issuance system.		Recommendation made		**01/12/16 Advisory Board Update -** The Advisory Board would like to wait until we have a legal opinion from both DOS and DHSMV before making a recommendation. **AI -** Add this item to the Legal Opinion Document. **03/31/16 Advisory Board Update -** **AI -** Discuss the possibility of creating an audit report for applications submitted to DOS.		01/28/16 Update - Pending DOS and DHSMV legal opinion. 02/25/16 Update - AI - Peter will reach out to DOS to discuss this further. AI - Follow-up with DOS during the next scheduled Focus Group meeting. (03/25/16) 03/24/16 Update - Suggestion: Only allow users to see current voter status during a transaction and add Voter Party selected on the application receipt and cashier receipt. AI - Pending more information from the Department of State. Meeting scheduled for 05/13. 05/13/16 Update - Meeting with DOS was postponed. **07/12/16 Update -** DOS has signed off on proposed changes.	Require additional information
DL26	3/21/2016	DL Issuance	Will the department purchase hardware to scan/read checks to validate the check during the cashiering process?		Recommendation made		**03/31/16 Advisory Board Update -** **AI -** Research how many checks are accepted as payment statewide (1yr of data)		03/24/16 Update - Research cost for hardware and service to purchase for state offices. AI - Get with Carl Forney to discuss further. 05/05/16 Update - AI - Find out how many bad checks are outstanding. 06/02/16 Update - Waiting for stats **07/08/16 Update -** **FDLIS:** How many worthless checks does the department have? (FY 2015-2016) **A:** SUS – 45; CAN – 755 **FY** **CAN** **SUS** **Grand Total** **FY 13/14** 389 1220 1,609 **FY 14/15** 440 350 790 **FY 15/16** 714 66 780 **Grand Total** 1,543 1636 **3,179** **FRVIS:** How many Bad Checks does the department have? (FY 2015-2016) **A:** 1,704 **FY Total** **BC stops issued** FY 13/14 5,114 FY 14/15 4,235 FY 15/16 3,995 **Grand Total** **13,344**	Require additional information

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DL27	3/23/2016	DL Issuance	Should the department continue to collect Race/Ethnicity as one field? Also, should the current list of Race/Ethnicity be updated to align with any other agencies? (Census, DOS, etc.…)		New Item				03/24/16 Update - Break this field so that there are two separate questions and send the information to the signature pad. AI - Research if DOS follows the Census list for Race and Ethnicity. 06/22/16 Update - The ESC recommends using the Office of Management Budget (OMB) minimum requirements for race/ethnicity. AI - Send ESC members current options used in FDLIS for further analysis. AI - Diana will reach out to FDLE to discuss how changes may affect them. 07/19/16 Update - **OMB Recommendation** / **Current System** -- American Indian or Alaska Native / -- Native American -- Asian / -- Asian -- Black or African American. / -- Black -- Hispanic or Latino / -- Hispanic -- Native Hawaiian or Other Pacific Islander / -- Other -- White / -- White	Require additional information
DL30	5/27/2016	DL Issuance	Can ECI be accessed and updated outside of a transaction? The team removed the ability to view ECI from the DL Issuance Customer Summary after review of 119.0712(2)(d) and 322.08 (4), F.S. The statute states the following : Without the express consent of the person to whom such emergency contact information applies, the emergency contact information contained in a motor vehicle record may be released only to law enforcement agencies for purposes of contacting those listed in the event of an emergency.		New Item		The team recommends that we continue to collect ECI during transactions and add a quick link to the DL Issuance Homepage that will allow users to navigate to the existing ECI site.		06/22/16 Update - AI - Reach out to TC Focus Group and find out if creating a quick link to the existing ECI site will meet the need.	Require additional information
REN04	2/10/2016	MV Email Renewal Notices	The TC focus group would like to add a link to "By Mail" the will navigate the customer to the mailing address of the county associated with the registration.		New Item		The Renewal team was not in favor of this request. They believe that the customer may attempt to mail in a printed copy of the electronic renewal notice in stead of waiting for the print noticed that will be sent via the postal mail.		02/25/16 Update - Notify the TC focus group of the options and the impact of this request as it pertains to high-speed processing. AI - Discuss this with the Renewal Focus Group meeting (3/30/2016).	Require additional information
REN06		OOS Renewals	The new renewal notification system will print renewal notices for all registrations where the primary registrant's residence address is out-of-state. In the old system these registrations are processed by the last activity county if known or distributed amongst the six volunteer counties. Due to a recent issue with residence county being populated with the wrong county code, a concern was raised about the financial impact of implementing the above business rule.		New Item		Currently there are approximately 250,000 out-of-state motor vehicle registrations		05/05/16 Update- The department will no longer use the rotating counties to print renewal notices for OOS residents that did not renew in a county office during their last renewal. The Renewal team will obtain an opinion from the focus group as to whether or not the state should print all OOS renewals or just the renewals that do not have a previous renewal county.	Require additional information

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Advisory Board Status	Recommendation Date	Comments	ESC Close Date	ESC Comments	ESC Status
REN07	5/4/2016	Renewal Notice Processing	Renewal Team members met with Janie Westbury and Ginny Gardner to discuss the current status and options for making changes to the Novitex contract. The agency would like to bring all DL Renewal Notifications processing in-house from Dept. of Revenue to Novitex and include all out of state MV Renewal Notifications print, mail and processing. Currently, 6 counties rotate the printing, mailing and processing of all the out of state MV Renewal Notifications but do not recuperate all of the cost. Novitex currently prints all DL Renewal Notifications. DOR processes all DL mail-in renewals.		New Item				05/05/16 Update - Boyd will meet with Janie Westberry to determine the cost for processing by Novitex. 05/27/16 Update - Janie was out of the office, will follow-up when she is back. **06/22/16 Update -** April Edwards met with Janie Westberry on 6/21/2016	Require additional information

Legend

Advisory Board Status

New Item - New item has been added to the decision log for recommendation
Recommendation made - Advisory board has made a recommendation to the ESC
Update - Additional information has been updated for review
Require additional information - Advisory board requires additional stats or information to make a recommendation

Executive Steering Committee Status

New Item - New item has been added to the decision log for review
Open - No decision has been made after initial review
Close - Decision has been made
Update - Additional information has been updated for review
Require additional information - ESC requires additional stats or information to make a decision

Advisory Board Status
New Item
Recommendation made
Update
Require additional information

ESC Status
New Item
Open
Closed
Update
Require additional information

New item has been added to the decision log for recommendation

Advisory board has made a recommendation to the ESC
Additional information has been updated for review

Advisory board requires additional stats or information to make a recommendation

New item has been added to the decision log for review
No decision has been made after initial review
Decision has been made
Additional information has been updated for review

ESC requires additional stats or information to make a decision

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

June 2016

15 July 2016

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
- 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 budget

Data contained in this MAR is as of 15 July 2016

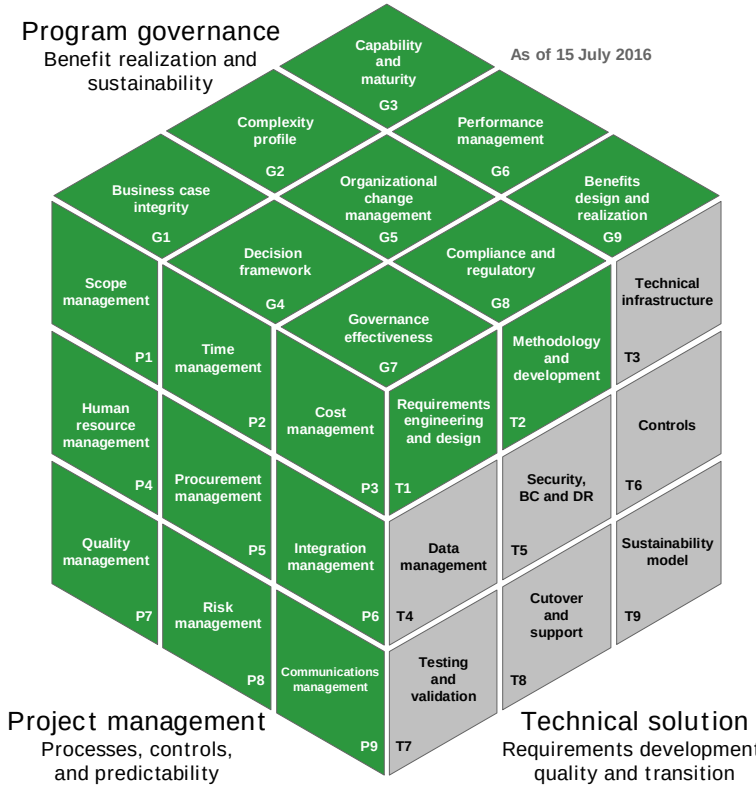
General IV&V overview

Overall IV&V risk state:	Green

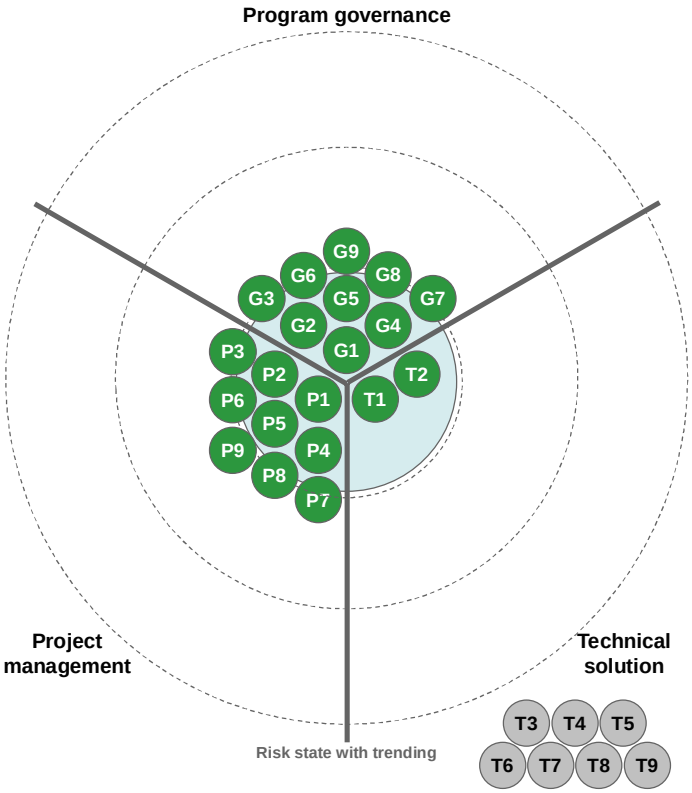
- The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
- The Program is currently behind schedule, but is within established performance thresholds.
  - The schedule performance index (SPI) is 1.00.
  - 12 of 1,989 total tasks (0.6%) contained in the project schedule are late.
  - 6 of 167 tasks (3.6%) for the current period are late.
- No additional facets evaluated.
- No new deficiencies identified since the last report.

Overall risk state and trending

Risk state of the MM Program (Phase I)



Risk state with trending



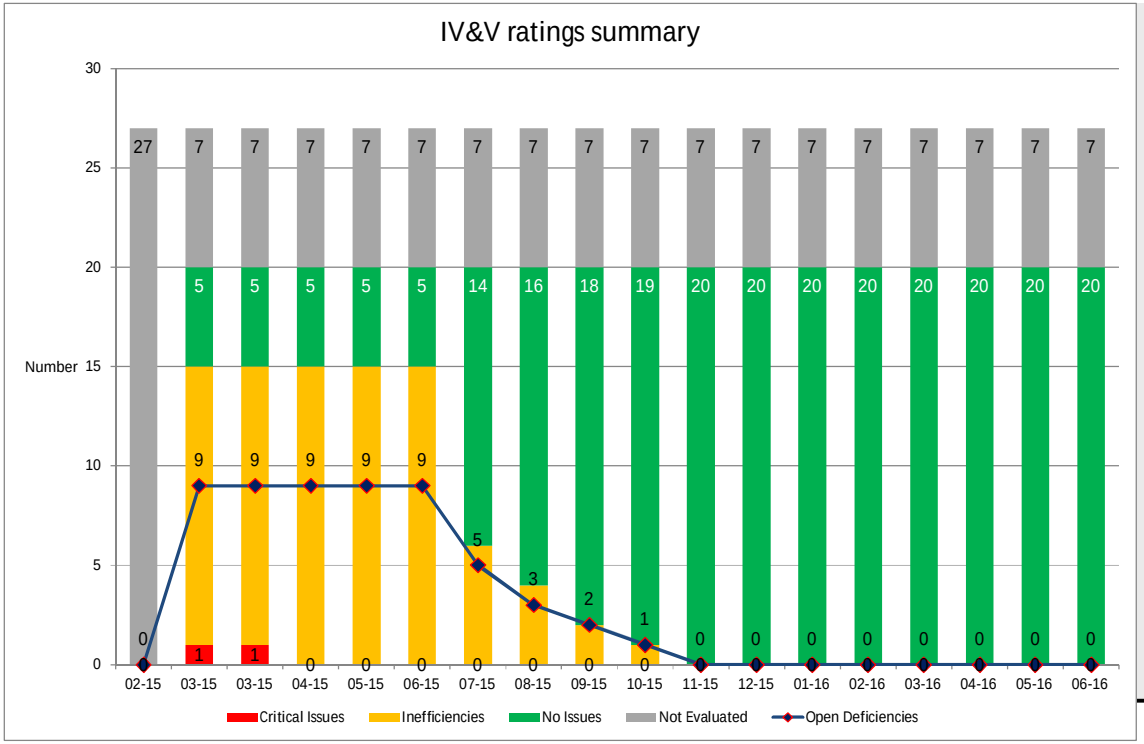
Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.

Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.

Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.

Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

Overall IV&V ratings summary

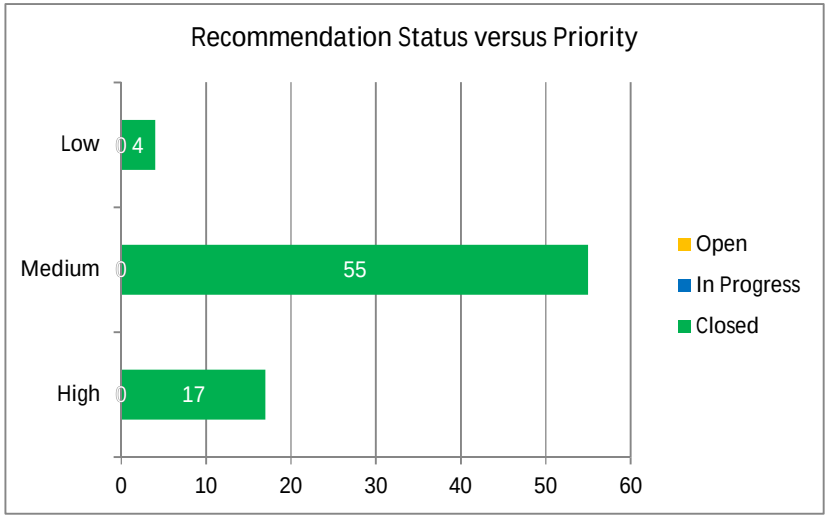


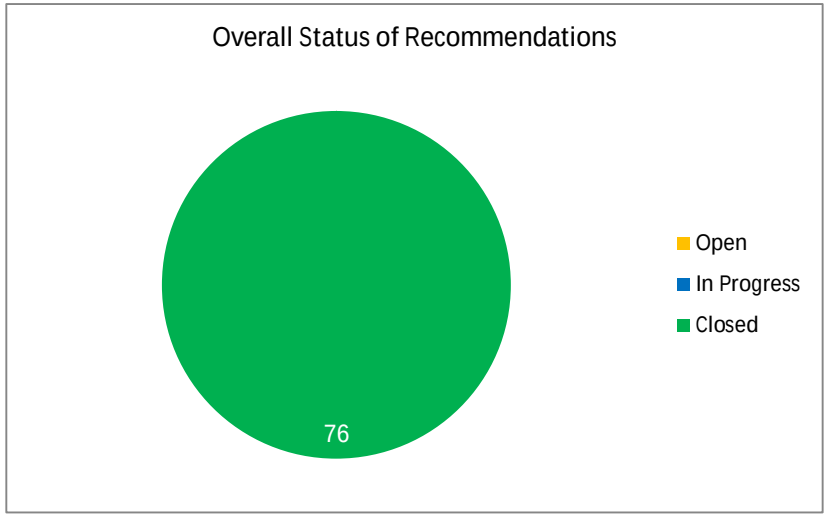
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 20
  - Gray (not evaluated): 7
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

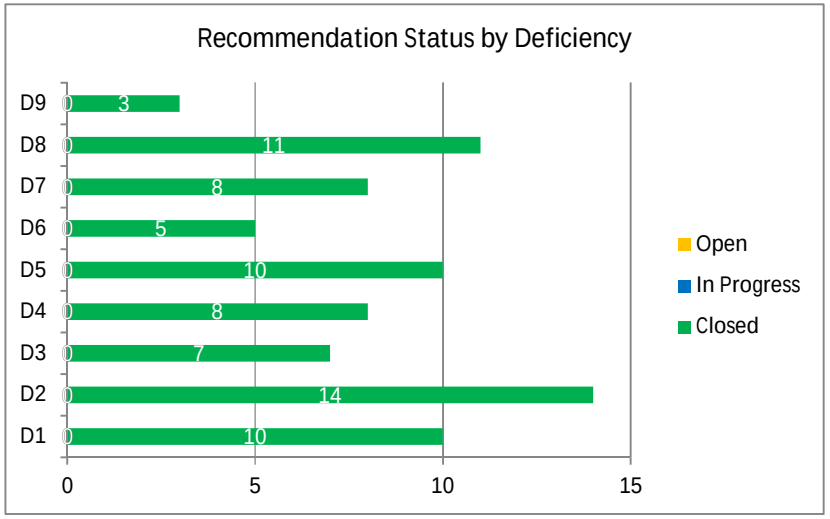
Key indicators

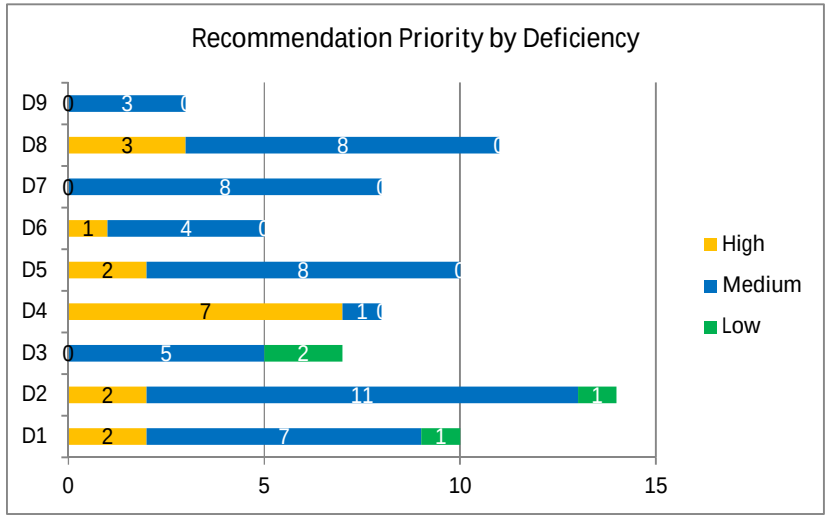
Indicator	Value	Comment
Is the project approach sound?	Yes	▸ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	Within established parameters	▸ The Program is currently behind schedule, but is within established performance thresholds. ▸ The schedule performance index (SPI) is 1.00. ▸ 12 of 1,989 total tasks (0.6%) contained in the project schedule are late. ▸ 6 of 167 tasks (3.6%) for the current period are late.
Is the project on budget?	Yes	▸ The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	▸ The work being completed as part of the MM Program (Phase I) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	▸ The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Decreasing	▸ The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	▸ New and emerging technologies were considered in the Feasibility Study. ▸ None have an adverse effect on the project's technological assumptions.

Status of key deficiency recommendations

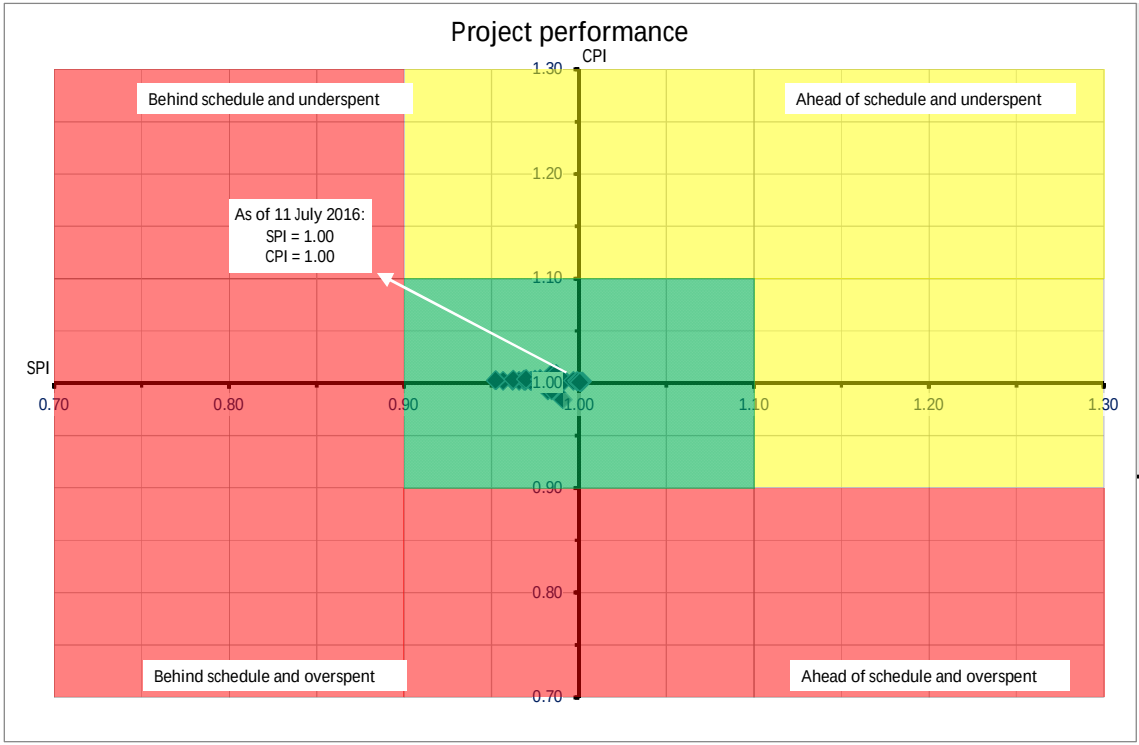








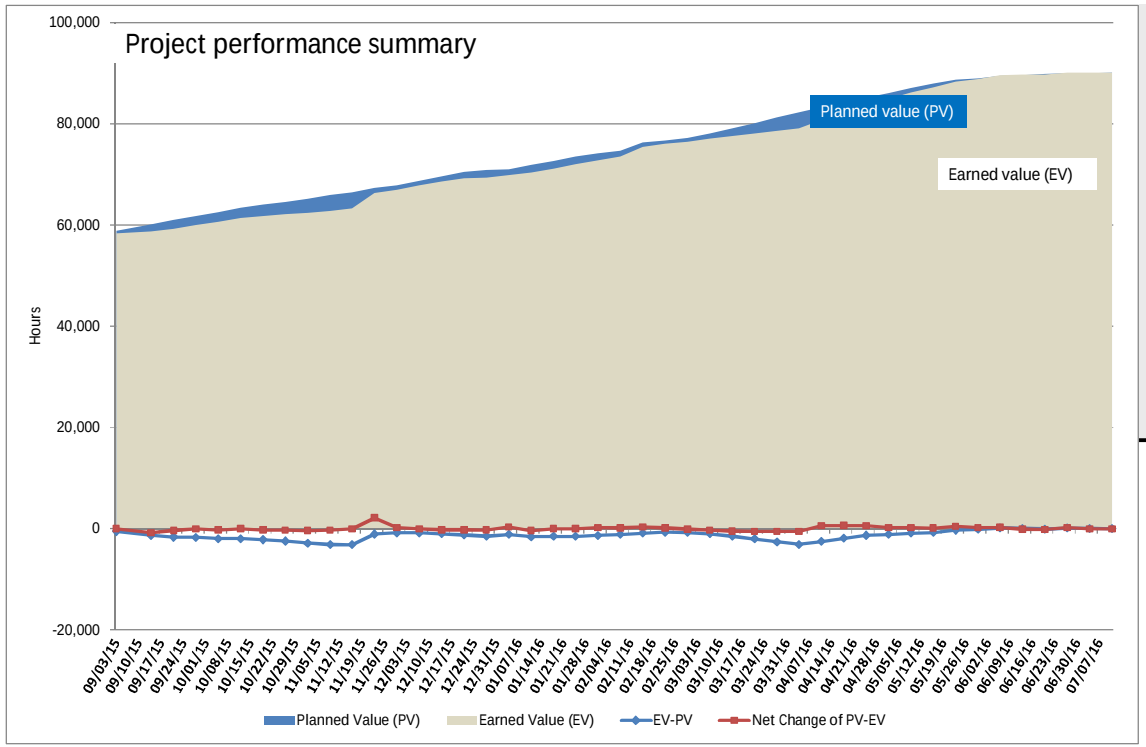
Overall performance



- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - None
- Conclusions:
  - The Program is currently behind schedule, but 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.

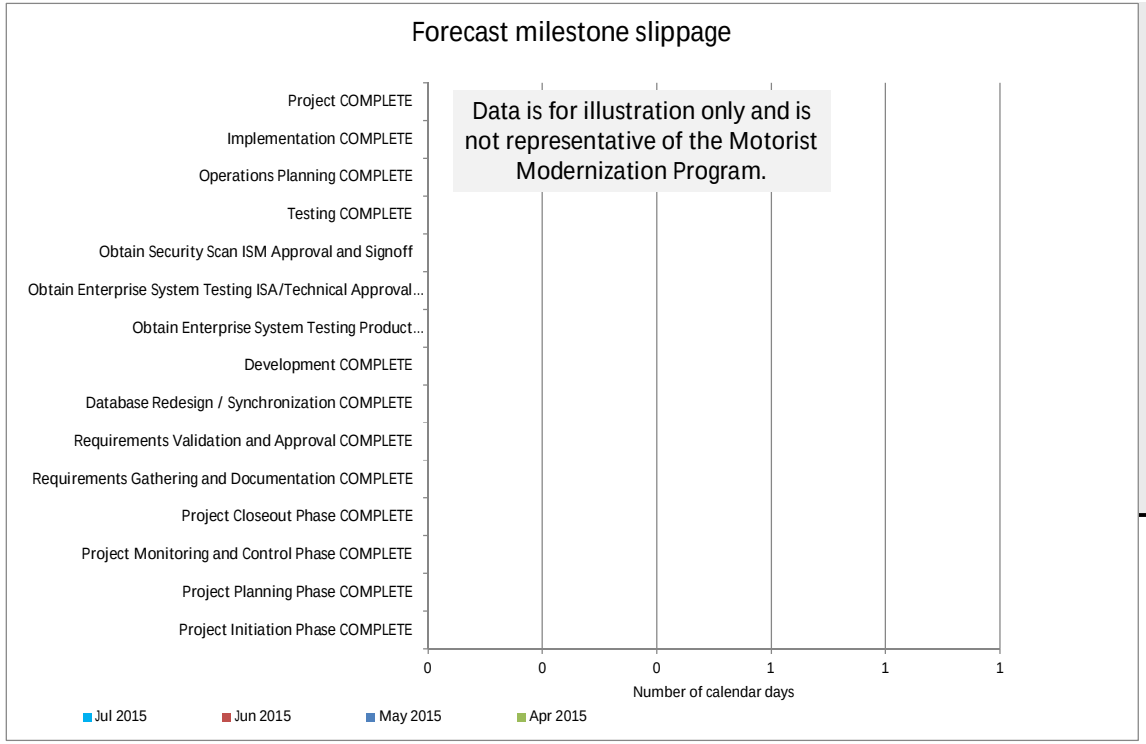
Overall performance (continued)



- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - None
- Conclusions:
  - The Program is currently behind schedule, but 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:
  - The IV&V Team is refining calculations to determine future milestone completion based on reported EVM data.
- Conclusions:
  - None

Open deficiencies and actions

Deficiency	Actions taken

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

Performance improvement recommendations

Recommendation	Progress update / resolution	Status

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

Upcoming IV&V activities

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

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – October 2015 (IVV-302AI)	13 November 2015	01 December 2015	01 December 2015	► Complete
MAR – November 2015 (IVV-302AJ)	14 December 2015	31 December 2015	21 December 2015	► Complete
MAR – December 2015 (IVV-302AK)	15 January 2016	01 February 2016	01 February 2016	► Complete
MAR – January 2016 (IVV-302AL)	12 February 2016	29 February 2016	29 February 2016	► Complete
MAR – February 2016 (IVV-302AM)	14 March 2016	29 March 2016	21 March 2016	► Complete
MAR – March 2016 (IVV-302AN)	14 April 2016	29 April 2016	29 April 2016	► Complete
MAR – April 2016 (IVV-302AO)	13 May 2016	31 May 2016	23 May 2016	► Complete
MAR – May 2016 (IVV-302AP)	14 June 2016	29 June 2016	21 June 2016	► Complete
MAR – June 2016 (IVV-302AQ)	15 July 2016	01 August 2016	22 July 2016	► Complete

Supporting information

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

Summary of changes

Supporting information

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies.
New deficiencies	► No new deficiencies identified.
Risk ratings	► No risk rating changes since the last report.
Maturity ratings	► No maturity rating changes since the last report.
Interviews conducted	► No interviews conducted since the last report.
Artifacts received	► Artifacts received include various deliverables, ESC meeting packet, project performance management metrics, project schedule, spending plan, status reports and team performance metrics.

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

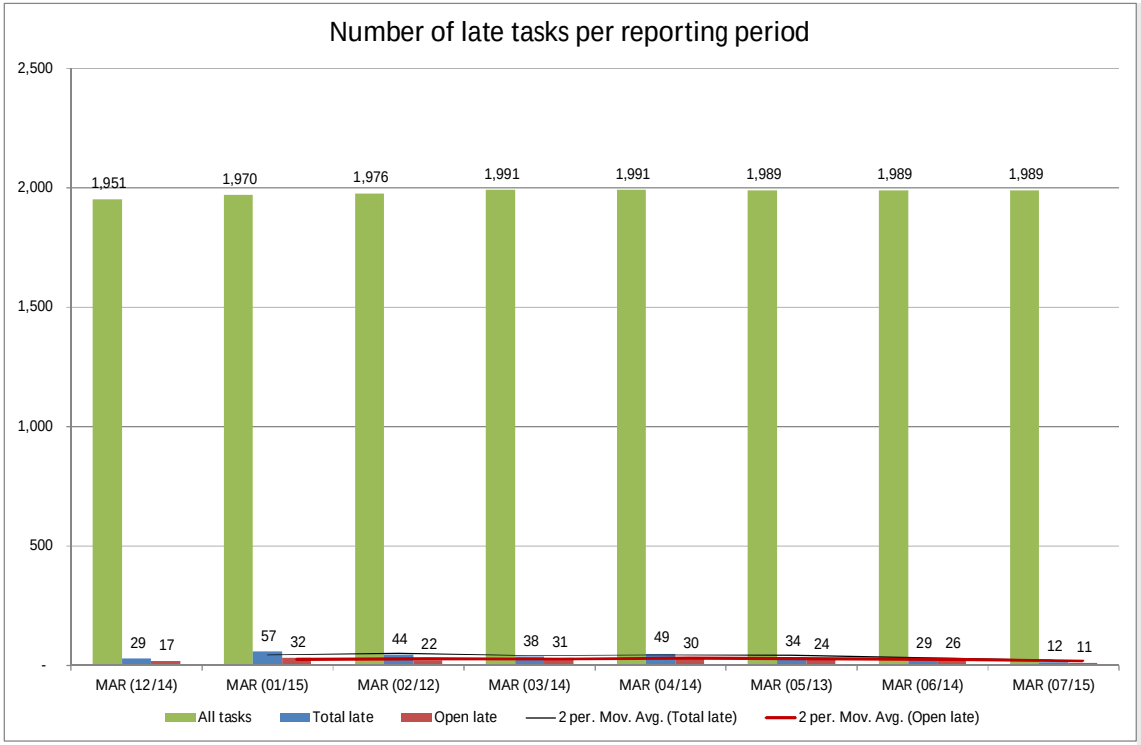
WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
1.3.10	Project Monitoring and Control Phase COMPLETE	06/28/2019	07/08/2019	07/08/2019	n/a	
1.4.8	Project Closeout Phase COMPLETE	06/28/2019	08/29/2019	08/29/2019	n/a	
7.5	Requirements Validation and Approval COMPLETE	03/02/2016	06/28/2016	06/28/2016	n/a	
7.6	PHASE GATE REVIEW - Requirements Validation	06/28/2016	06/28/2016	06/28/2016	n/a	
8.2	Database Redesign / Synchronization COMPLETE	05/01/2018	06/20/2018	06/20/2018	n/a	
8.4	PHASE GATE REVIEW - Database Redesign / Synchronization	06/20/2018	06/20/2018	06/20/2018	n/a	
8.5.8	Development COMPLETE	05/25/2018	07/26/2018	07/26/2018	n/a	
8.6	PHASE GATE REVIEW - Development	07/27/2018	07/26/2018	07/26/2018	n/a	
8.7.5	Testing COMPLETE	02/20/2019	04/22/2019	04/22/2019	n/a	
► Additional milestones will be added as the project progresses						

- 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

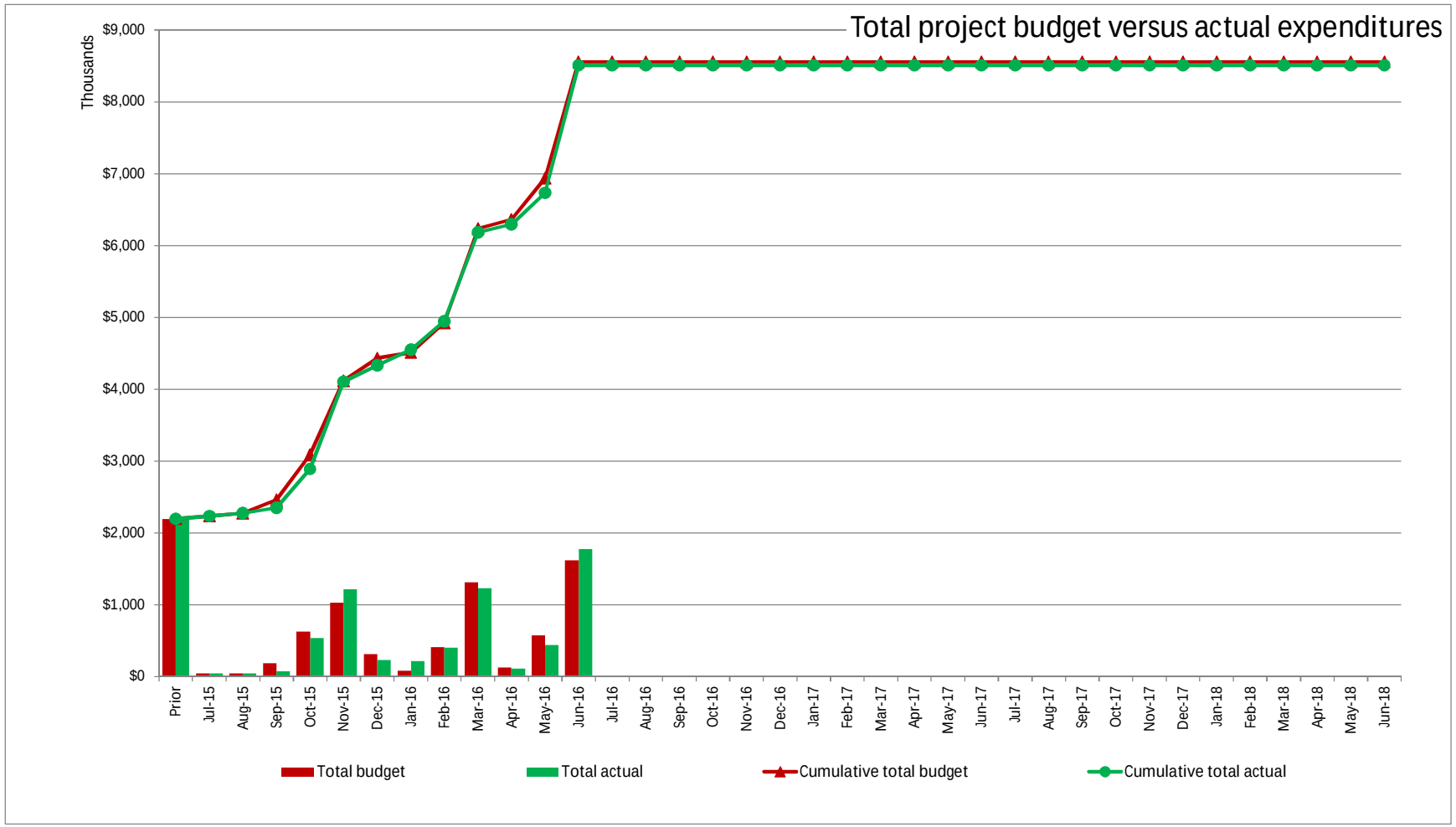


- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,989
  - Total tasks late: 12
  - Total open tasks late: 11
- Conclusions:
  - The total number of tasks designated as late is 0.6% of the total number of tasks.

Project budget

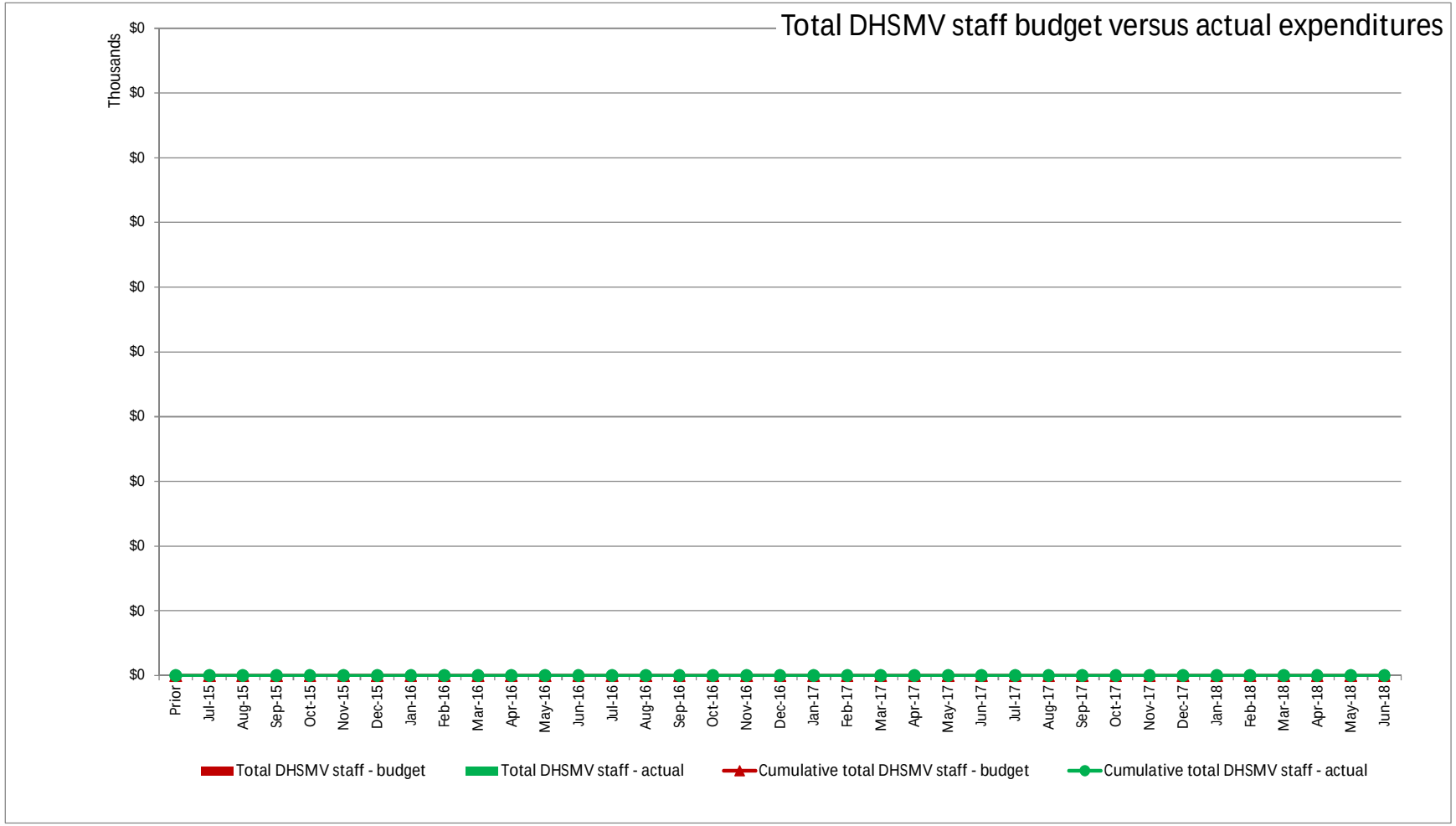
Total project funding

Supporting information



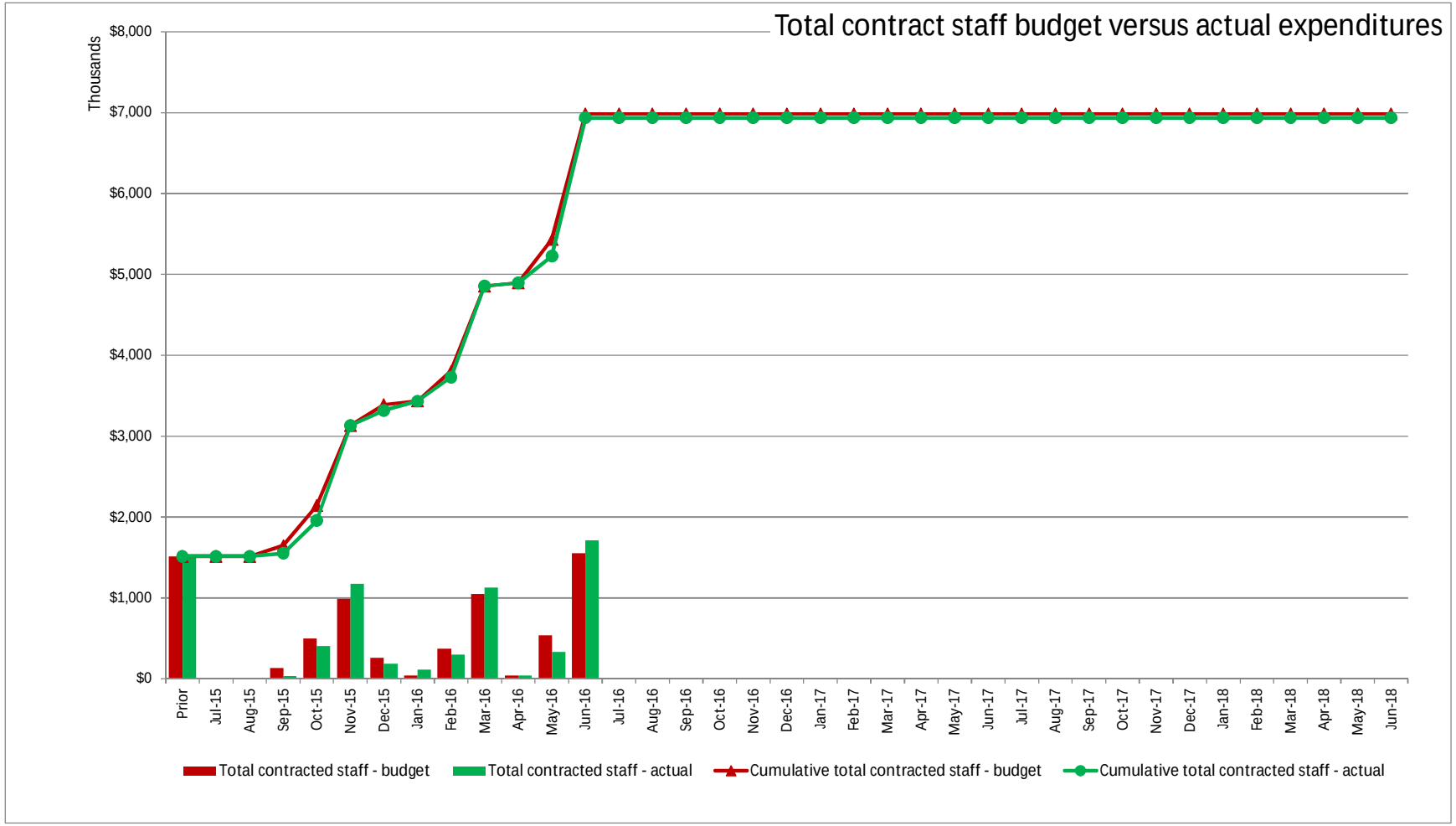
Project budget
DHSMV staff funding

Supporting information



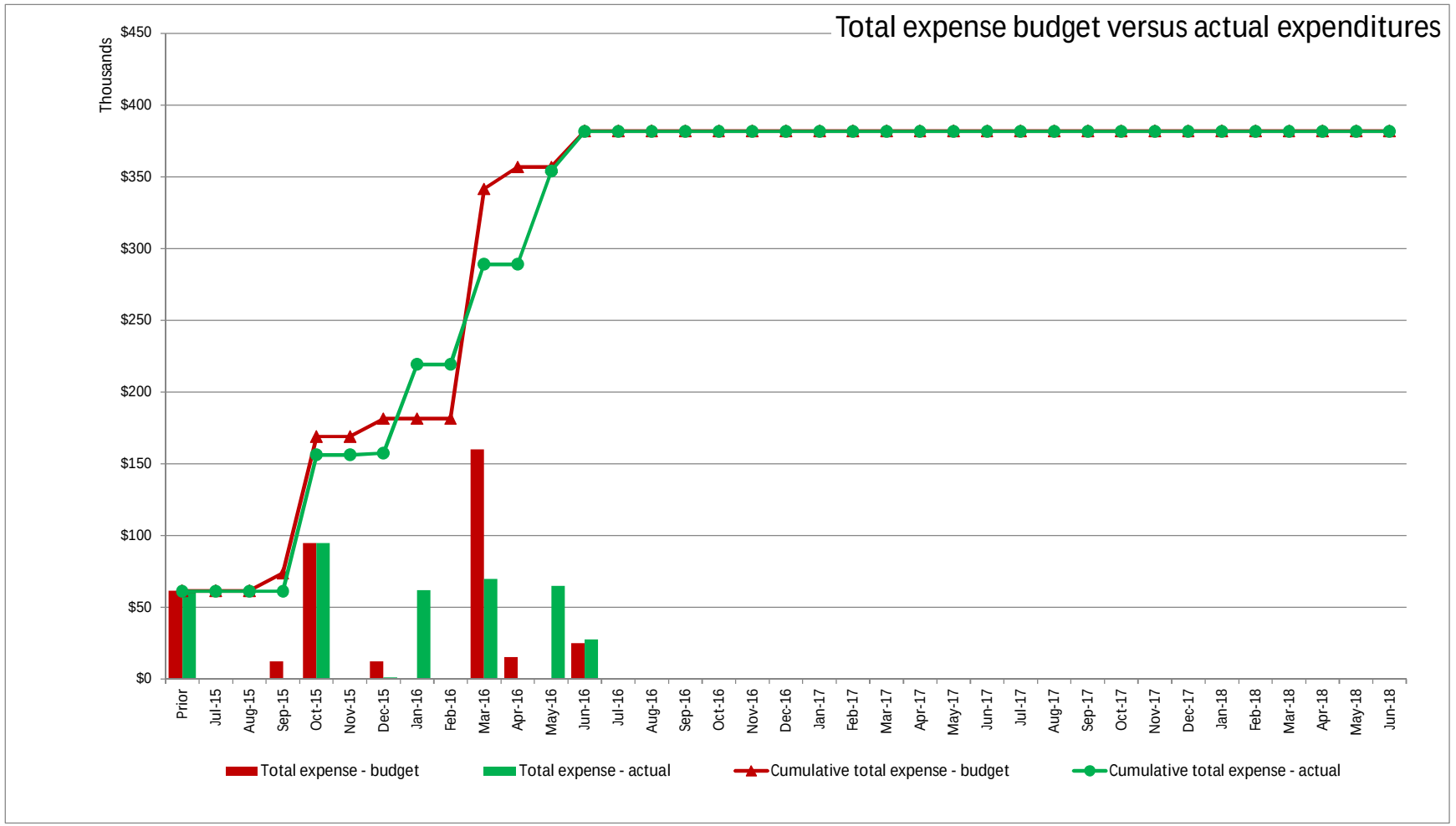
Project budget
Contract staff funding

Supporting information



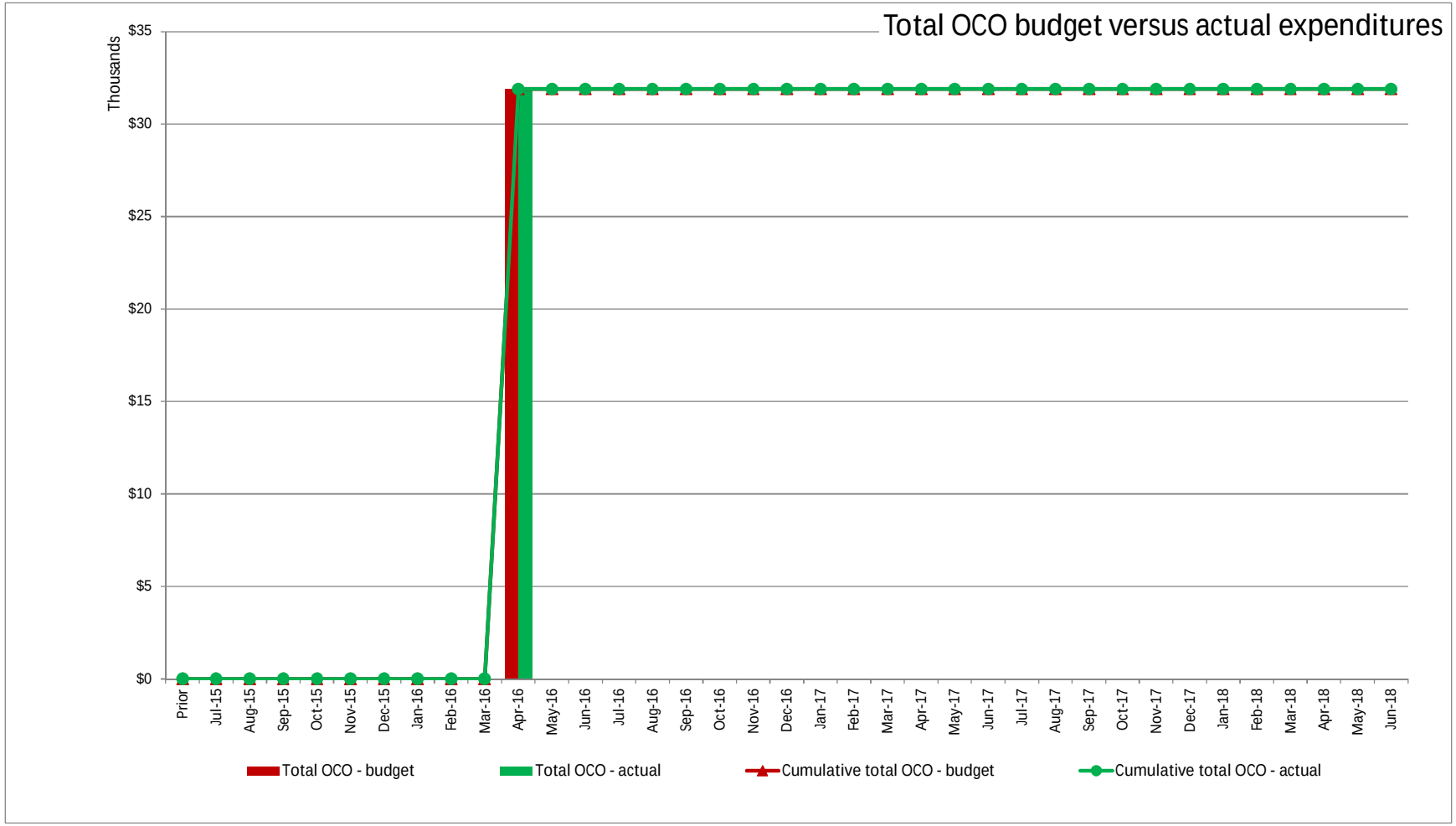
Project budget
Expense funding

Supporting information



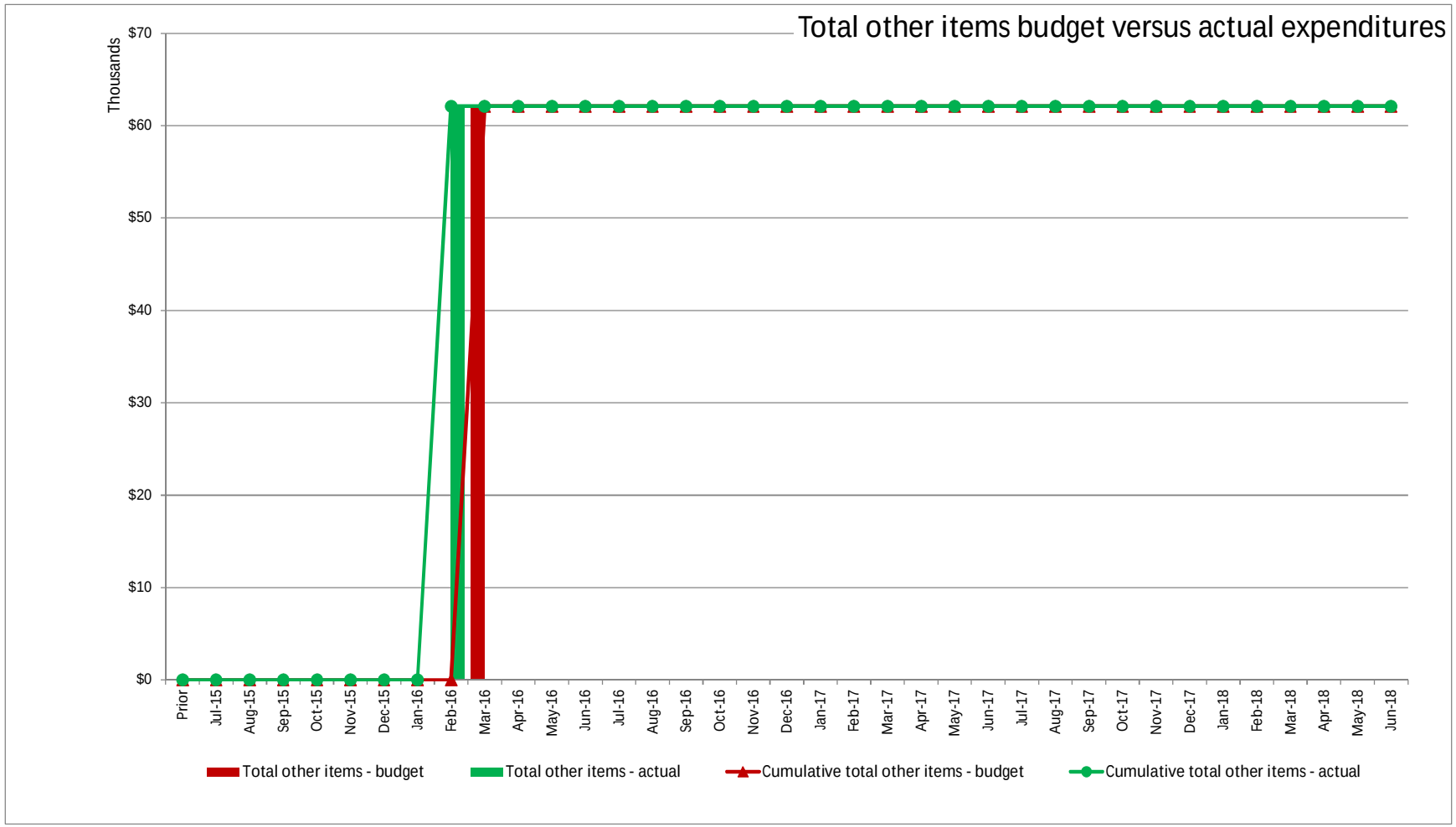
Project budget
OCO funding

Supporting information



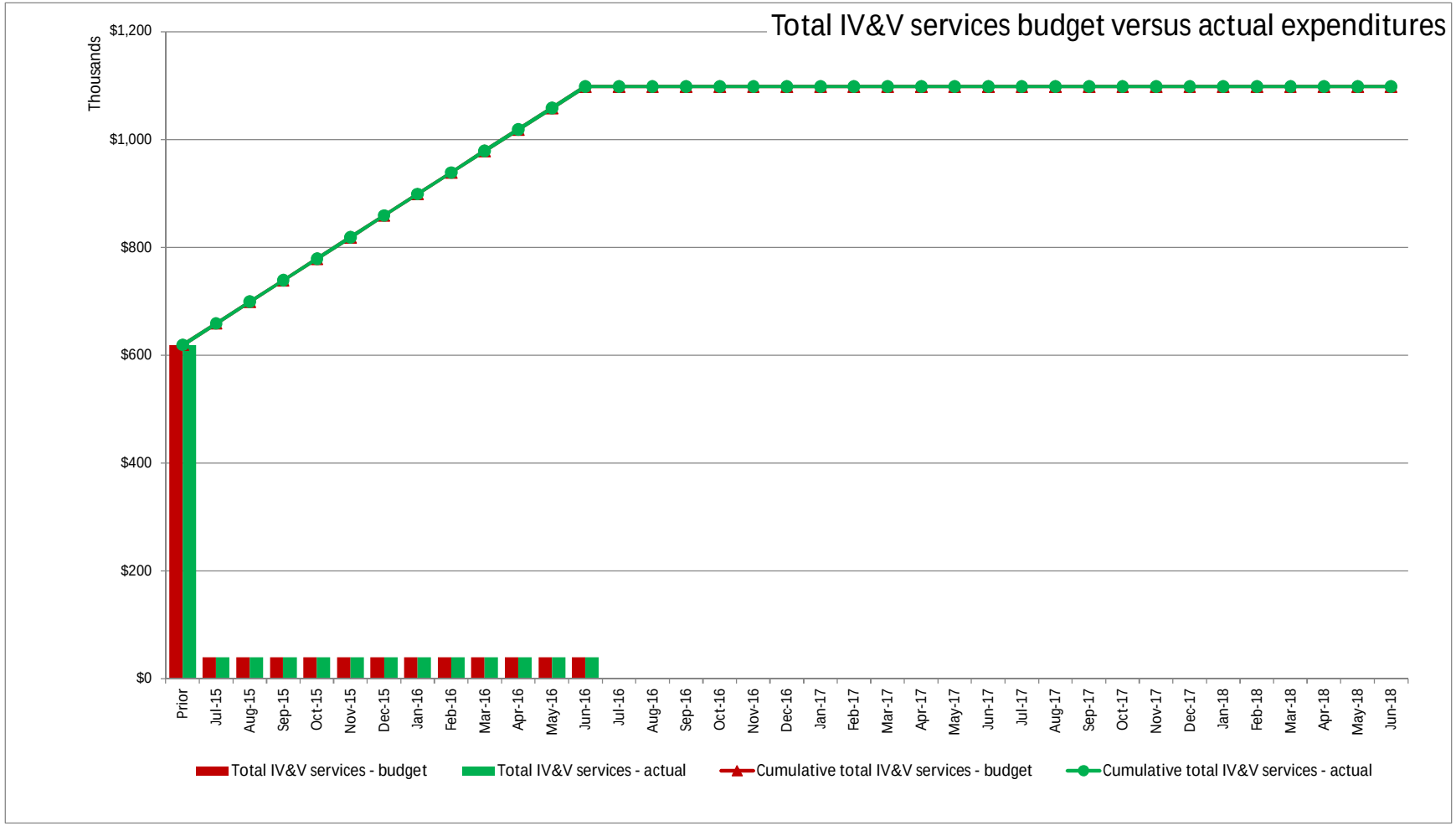
Project budget
Other items funding

Supporting information



Project budget
IV&V services funding

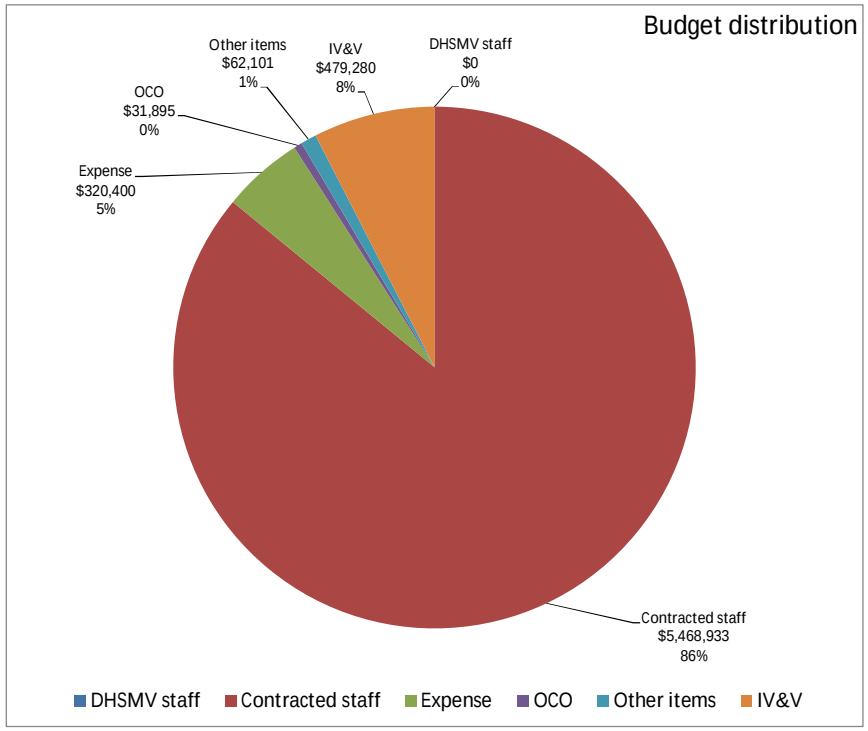
Supporting information

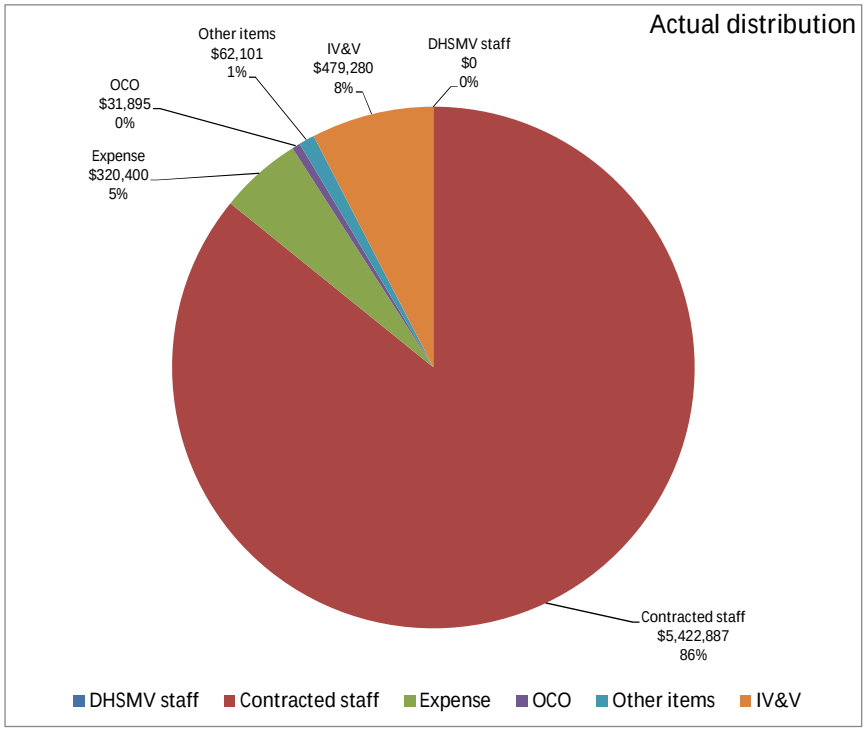


Project budget

Budget and actual distribution

Supporting information





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