



Motorist Modernization Advisory Board
Monthly Meeting Minutes
Kirkman Building Conference Room B-130
August 11, 2015

WELCOME & INTRODUCTIONS

- Terrence Samuel began the meeting with the *Welcome and Introductions*. He proceeded with roll call for the Board Members. Advisory Board Members present included:
 - Deb Roby
 - Steven Fielder
 - Katherine Sanders
 - April Edwards
 - Beth Allman
 - Linda Fugate
 - Ed Broyles (not present, on vacation)
- Other DHSMV members present included: Samadhi Jones (new Communications Consultant), Kathlene Crowe (new Administrative Assistant), Cathy Thomas, Judy Johnson, Jessica Espinoza, Kristin Green (new Deputy Director), Wendy Ling, and Janis Timmons (new Contract and Budget Consultant).
- Visitors included: Spence Purnell (Gubernatorial Fellow), Patty Turnage (Office of General Counsel), Kathy Jimenez (Office of General Counsel), Michael Seman (Auto Data Direct), and Gary Didio (Ernst and Young).
- The meeting was called to order at 1:00 p.m. Terrence informed everyone that this was the third Advisory Board meeting. There were some new faces in the room and he reminded members that this was a public meeting. Terrence asked for all members present to introduce themselves. Terrence was pleased to announce that OMM have all of the four positions that were recommended by Ernst and Young filled. Terrence will use the roll-call that all Advisory Board members were present except for Ed Broyles who was on vacation.
- Terrence briefly reviewed the topics from the July 14, 2015 meeting minutes. He indicated to the members that the Policy and Decisions Review document will be further discussed in this meeting. A motion to approve and adopt the July 14, 2015 minutes was agreed by all members.

IV & V Update

- Gary Didio from Ernst and Young provided a brief overview of IV&V. IV&V has been on board since February, 2015 and prepared a baseline assessment report. This 200 page report covered every aspect of the Motorist Modernization Program. In addition to the report, IV&V completed a deep dive analysis of everything including program governance, decision escalation framework, roles and responsibilities, procedures by which the project was going to operate (project management plan), project schedule and etc. Nine deficiencies resulted from the analysis. Core issues need to be fixed within the program in order to have a good foundation established. Ever since the baseline report was published in early April 2015, a monthly status report has been provided thereafter. The most recent Monthly Assessment Report Summary is for June, 2015. Gary pointed out that the July report will show significant improvement from the June report and has indicated that the project team has been very aggressive in resolving the deficiencies that were uncovered in the analysis.
- Mr. Didio explained the Overall Risk State and Trending slide that showed three dimensions to the cube; Program governance, Project management and Technical solution and explained the 9 areas for each dimension, i.e., quality management, risk management, methodology and development, business case integrity and etc.
- Mr. Didio discussed how IV&V utilizes the Earned Value Management tool. Earned Value Management is a proven technique on how well a project is doing. He explained that the metrics reveal if the project is running on time. Typically, it takes 6 weeks to stabilize the report. The project team is identifying risks and they are managing them as anticipated. The number of risks are decreasing for the program because of the way the team is managing the deficiencies.
- Mr. Didio stated that nine deficiencies were identified. He explained that an action plan was recommended for each deficiency and they were being implemented. The program team took all of the recommendations and created a spreadsheet tracking mechanism to make sure they are following those recommendations. The dashboard (Status of Key Deficiency Recommendations) shows where they are in resolving all of the recommendations.

MM Phase I Program Update

- Kristin Green discussed the request from the House and Senate Legislative staff. She indicated that the team submits deliverables monthly for the House and Senate staff to review. Some of the deliverables include the schedule, spend plan, artifacts from Accenture, and etc. The House and Senate staff recently inquired about visibility to a centralized location to show an archived trail of documents to the program. Kristin worked with the service development group and they setup our external SharePoint site. This is a subscription based site so subscribers can receive alerts when new documents are posted to the site. AST (Agency for State Technology) also requested access to the site. This site is an addition to the external facing website for MM Phase 1

artifacts that has been available to the members. Any members who are interested in accessing the SharePoint site should contact Kristin or Wendy.

Overview of the Executive Steering Committee approved changes

- Wendy Ling informed that the Executive Steering Committee approved a change request to change three things in the schedule; extension to the review period for the requirements gathering and documentation process to allow for better quality control of document review. The end date was shifted to 7/30/15. However, Deliverable 12 was signed and approved on 8/10/15. This extension shifted the Requirements Validation milestone which wasn't able to kick off officially until the requirements gathering and documentation was complete.
- Terrence Samuel interjected by stating there were almost 800 requirements for DL Issuance and almost 200 – 300 requirements for the other teams. The review period included as follows:
 - OMM has five days to review everything,
 - Accenture would have three days to make corrections, and
 - OMM would have another three days for review.
- Terrence explained that the reports were thousands of pages in length. Terrence supported Wendy's statement with the importance of quality over quantity.
- Wendy described that the third change was to separate the program costs from the schedule. Extrapolating the information helped provide better statistics and a more accurate schedule performance index.
- Wendy explained the upcoming changes to the baseline schedule. She indicated that in preparation for the next Legislative session, Schedule IV-B, and Feasibility study, the team would be working to update the overall program schedules so we'll have the additional detail and tasks that relate to our contract amendment. The original contract had the tasks and deliverables for the initial submission dates and the team didn't take into account all of the review cycles that were needed. Moving forward, we will be tracking final deliverable acceptance dates in the contract.

Project Deficiencies

- Kristin Green described the updated action plan that showed the dashboard of progress that was created last month. Of the 9 deficiencies that were originally identified, one deficiency was successfully closed. All of the recommendations associated with that deficiency were addressed. There are 8 open deficiencies left. Several more deficiencies will be closed between this past month and this month associated with the PMP. Kristin referenced the Program Management Plan booklet which everyone received a bound copy at the beginning of the meeting. Kristin pointed out that updating the document accounted for 19 or so recommendations. There are 7 or 8 more associated with communicating and educating the program team on the PMP that is

expected to close this coming week. Wendy has been meeting with various team members to walk through the PMP to ensure they understand it. Once Wendy has completed this task, those recommendations will be closed. We are currently at 50 total recommendations of the 76 closed. Twenty-two recommendations are in progress. Four recommendations are open which means we have not started to aggressively work on them yet but they are on queue to be addressed.

Requirements Update and Requirements Validation

- Terrence provided an overview of the Requirements Gathering and Validation. Deliverable 12 was a very large requirement. Judy Johnson put together a list for the Requirements Validation of information of all of the things that the team has to accomplish which is also known as the grooming session. We strive to ensure that the requirements are correct and sound. He indicated that the team will refine and prioritize the requirements. Ernst and Young recommended a release plan. Once we start to prioritize the requirements, it will help us with the preparation process. Yesterday, there was a kickoff meeting, for every team/project there is a list of product owners (owners of the system). Motorist Services (Deb Roby and Boyd Dickerson-Walden) also provided a list of alternate owners for each of the projects. Terrence stressed that a lot of Department resources have been invested to ensure that we have the best system possible. There is a lot of work over the course of the next year for requirements validation.
- OMM will be doing a road show in a few weeks. Some of the team members will be going to South Florida to meet with the DL Examiners, Managers, and Assistant Managers to discuss and review the requirements for the new DL system. The team will also meet with the tax collectors to review the requirements and have them funnel back to the Advisory Board. Terrence indicated that he will write a letter to the President, or the Honorable Eric Zwyer, requesting to meet with some of the coalition members or hold district meetings. We need to cover the State and meet with people to review the requirements and have the Tax Collectors funnel their feedback through the Advisory Board. Terrence, Boyd Dickerson-Walden and others will meet with the Tax Collectors.

Contract Amendment status / FY 2015-16 deliverables

- Terrence referenced the draft Contract Amendment document with Accenture and indicated that there was legal language and terms that had been discussed. Terrence was happy to report that the issues have been resolved. He pointed out the FY 2015-16 list of deliverables that are scheduled to be accomplished for the upcoming year.

Policy Review

Item No.	Function Area	Approved	Item No.	Function Area/Functionality	Approved
POR11	Insurance Updates	Members approved	DL01	Allow examiners to print Hazmat extension letter locally.	Members approved
POR12	DL/CDL/ID Issuance		DL02	Show expiration date of FR cases on eligibility screen.	Members approved
POR13	Minor's Parental Consent Withdrawal		DL03	Change page name from CDL Information to CDL Medical Record in Add/Modify.	Linda approved.
POR14	Subscription – Monitoring Minor by Non Consenting Parent	All members agreed to one capture line, not two lines.	DL04	FDLIS to launch Automatically to DAVID, for the purpose of scoring reports.	
POR15	Subscription -Monitoring on Elderly Parent or Other Adult	Members agreed to not offer this.	DL05	Allow users to enter a partial address in the previous address field.	
POR16	Downgrades – Class E or ID	Members agreed to revisit this.	DL06	Recognize third party payment types so that the reports can display actual payment type instead of "TC Other"	Recommendation would be to add a line or add two columns where State can use one column and the tax collectors use the other column. Add TC's (cashier profiling) specific column for the money collected.
POR17	Downgrades – CDL to Class E	Members agreed to recommend \$31 and \$25.	DL07	Record information of the person requesting transcript if it's not requested by the record holder.	Linda suggests doing bulk for companies but not individuals.
POR18	Express Shipping	Per Deb, wait until we have a new card production vendor.	DL08	When it gets close to the end of the 60 day limit, could there be a proposed issuance date so we can extend their issuance date as needed?	Members agreed to 60 day limit.
POR19	Portal Languages	Offer English and Spanish. Members agree to future expansion as resources become available.	DL09	User I.D./Examiner I.D. needs to be addressed.	Members recommend planned.
			DL10	Pre-fill Motor Voter information from information previously entered in FDLIS application.	Members recommend planned.
			DL11	Move Motor Voter to the beginning of the application process.	Members suggested to research and revisit.
			DL12	Include an option for out of state voters in the Motor Voter form.	
			DL13	Motor Voter application receipt should print in multiple languages.	Members agreed.
			DL14	Questions regarding Sample Ballots should only be asked from the Motor Voter application form.	Members agreed.
			DL15	Screening questions regarding convictions should not be retrieved by FDLIS from the online application	Needs further discussion, waiting on TC survey. Deb will find out from Sharon whose action item this is assigned to.
			DL16	Require the user to select a party on all New and Change/Update transactions.	Members agreed.
			DL17	Email address should be verified so that bad email addresses can't be entered.	To be revisited. A method is still being determined.

Other Items of Discussion

- Next meeting is scheduled for Tuesday, September 8th from 1:00 – 3:00 pm.

Adjourned

- The meeting came to a close and was officially adjourned at approximately 3:00 pm.

Note: Handouts at this meeting included:

- MM Advisory Board Agenda
- MM Advisory Board Monthly Meeting Minutes (4 pages)
- HSMV Action Plan for Addressing IVV Deficiencies (14 pages)
- Contract Amendment No. 3 (9 pages)
- ESC - Advisory Board Issues and Recommendations (3 pages)
- MM Phase I Decisions (13 pages)