Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, August 11, 2020
1:00 to 2:00 PM, EST
VIA: GoToMeeting

Invitees
Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
Mary Ross
William Washington
Lisa Cullen

Representing
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

• Roll Call
• Welcome
• Review and Approval of Last Meeting Minutes
• Stakeholder Outreach Update
• MM Phase I Program Update
  o OCM Update
  o Project Updates
• Communications Update
• Q&A
• Adjourn
WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:00 p.m. Terrence Samuel began the meeting by welcoming the attendees and proceeded with the roll call of board members.

Advisory Board members present included:
- Deb Roby
- Ed Broyles (absent)
- Pace Callaway
- Lisa Cullen
- April Edwards
- William Washington
- Kevin Bailey (absent)

- Additional FLHSMV members included: Terrence Samuel, Kristin Green, Rachel Graham, Janis Timmons, Scott Morgan, Stacey Bayyari, Cathy Thomas, Koral Griggs, Laura Freeman, Aundrea Powell, Jessica Espinoza, Judy Johnson, Craig Benner, Felecia Ford, Brenda Washington, Cheryl Dent, Scott Tomaszewski, Tiffany Elkins, Dana Morales, and Chad Hutchinson.

- Visitors included: Michelle McGinley and Joseph Weldon from Accenture. Rebekah Bauman from Grant Street, Megan Fay from Capital City Consulting, Beth Allman and Melvin Cox with the Florida Clerks, Gary Axtell with Civitek, and Carl Ford with J Ford Consulting also attended.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

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

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner presented a Phase I OCM update.
  - Key risks and issues for the team included:
    - The Tax Collector Engagement Plan is late – The Tax Collector Engagement Plan has been approved; however, the team is waiting to incorporate the Phase I schedule updates.
    - ORION access (identification of roles, migration of users, process for new users)
    - If business units are not aware of the new process changes prior to ORION training and rollout, Phase I may not reach its full potential in efficiencies. This could cause user frustration and/or an impact on customer service.

- He stated Change Champion Network Connect meetings continued monthly. Engagement meetings continued with all divisions. The team continued to update all Engagement Plans. He stated the team was analyzing the Change Readiness Assessment Survey and preparing key change intervention recommendations. The team was working with the OMM Communications Consultant and LDO on the
Tax Collector and Stakeholder Readiness Assessment. The team was also working on the post-pilot assessment.

- Mr. Benner stated a risk for the Motorist Services OCM team was ensuring the staff has go-live plans. There have been continued discussions on ORION access. The team continued meetings with TAC to discuss phone call flows. The team was working on OCM project transition checklists for MM, MyDMV Portal, DL Issuance, FR Transition, and CP/CDLIS. Bureau meetings and checklist meetings continued schedule. SEU one-day training for Change Champions was delayed due to COVID-19.
- The OED OCM team continued engagement meetings with directors and their staff as well as meeting with BAR and OMM regarding the GOBI/ORION hearing schedule database system.
- A key risk for the DAS OCM team was MyDMV Portal and VO running simultaneously. The team continued with their engagement meetings and periodic meetings for implementation.
- The FHP OCM team continued with periodic implementation meetings. BCII has raised questions about MyDMV Portal and the need for training prior to access and social media use for access. A MyDMV Portal demo has been scheduled with BCII for June 12.
- A key risk for the ISA OCM team was knowledge transfer activities and resources. The team reviewed Deliverable 63 (Knowledge Transfer) and have been assisting OMM in knowledge transfer sessions. They are setting up additional sessions for batch jobs (FR/MM and MyDMV Portal). Meetings on knowledge transfer activities continued weekly along with monthly meetings with ISA leadership. Developers continued to receive training on various new applications and systems. The team continued meeting with TAC and MS to discuss handling calls.

**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.

**THIRD-PARTY CASHIERING UPDATE**

- Terrence Samuel stated one of the vendors in Putnam County expressed concerns about Sandbox training. We contacted Putnam County previously to assist and sent them training videos as well. He stated he had a conference call with Joe Sverak to discuss creating documentation for the cashiering vendors to ensure they have what is needed. The department is working on creating a new agreement the cashier vendors will need to sign upon moving into production.
- Lisa Cullen asked if vendors who currently have an agreement with the department would also need to sign this additional agreement?
- Mr. Samuel stated this will be a new agreement that the vendors will be required to sign.

**PROJECT UPDATES**

- DL Issuance – Joe Weldon stated the team has 41 total performance test scenarios with 40 completed. The CIPS batch scenario is in the process of execution. An issue was identified with this scenario and the team is in the process of executing a fix. Security testing began. He stated the team was scheduled to complete regression testing by June 5; however, the team is trending behind. The team began development and testing of CR210 on June 1. The team was focusing on completing deployment scripts as well.
  - Key risks and issues for the team included:
    - Issue 164 – Renewal Regression Bug Fix Priority Impacting CIPS Mail-In Testing
  - Key implementation activities included:
• Support vendors – Batch transcripts, DL Penny Vendor and Third-Party Cashiering
• End to End Testing for DL Notices
• AAMVA Structural Testing (SSA and VLS)
• User set-up scripts

Motorist Maintenance (MM) and Financial Responsibility (FR) – Scott Tomaszewski stated the team has 23 total performance testing scenarios with one test scenario pending execution due to a bulk transcript bug. Regression testing was scheduled to be completed on May 22 for MM and May 29 for FR; however, this is trending behind due to two blocked functional areas for MM and two blocked for FR. The team was working on CR210.
  o Key risks and issues for the team included:
    ▪ Issue 34 – FR Sanction Panel Performance Issues – There are 13 bugs registered through the panels that are being tracked through resolution.
    ▪ Issue 35 – Specialized resource needed to assist Bulk Transcript PDF bug
  o Key implementation activities included:
    ▪ Knowledge Transfer – All nine knowledge transfer presentations have been completed.
    ▪ Final regression testing
  o Key dependencies and assumptions included:
    ▪ WRAPs/change requests are for critical exceptions only – This will impact go-live
    ▪ Informatica Testing Dependencies (targeted for Informatica Project’s End-to-End Testing)

MyDMV Portal – Aundrea Powell stated the team completed performance testing and security testing has begun. The team planned to complete regression testing by June 5; however, the team is trending behind due to an issue with the motor vehicle ecommerce download. The team was working on validating their DL credentials through CIPS. The team began working on CR210 as well.
  o Key implementation activities included:
    ▪ MyDMV Portal dependency updates
    ▪ User Guide documentation (in review by Communications)
    ▪ Support LDO CSC hands-on training development
    ▪ Regression testing finalized with prints from CIPS
    ▪ Implementation dependency preparation
    ▪ Knowledge Transfer for Batch Jobs
  o Key dependencies/assumptions included:
    ▪ Informatica Testing Dependencies (targeted for Informatica Project’s End-to-End Testing)
    ▪ WRAPs/change requests are for critical exceptions only

CDLIS/CP – Ms. Powell stated the team completed performance testing and began security testing. The team is trending behind on regression testing due to two blocked scripts. A new revised date has not been determined, yet. The team continued to work on CR210.
  o Key implementation activities included:
    ▪ Continued AAMVA Structural Testing for 5.3.3 Compliance
    ▪ PDPS Testing with AAMVA
    ▪ Implementation dependency preparation
    ▪ Final regression testing
    ▪ Approved change request after regression
    ▪ Knowledge Transfer for Batch Jobs
Key dependencies/assumptions included:
- Certification from AAMVA on 5.3.2 was received but requires approval of CDLIS and PDPS.
- WRAPs/change requests are for critical exceptions only

Key risks and issues for the team included:
- Risk 16 – Due to production demands on the vendor, turnaround time for receiving the printed letters is approximately three days.
- Risk 17 – AAMVA new testing tool impacting AAMVA’s response time (AAMVA Baseline Testing with CDLIS).

Renewal Notification – Ms. Powell stated the team completed performance testing but discovered performance issues with Print Manager and the email service. The team was trending behind on regression testing due to two scripts blocked by Planet Press. Regression testing will not be closed until the team can complete a month’s run of DL notices.

Key dependencies/assumptions included:
- Printing stability (Planet Press, DB, Print Manager)
- No further changes to DL Notices

Key implementation activities included:
- Finalizing regression testing
- Implementation dependency preparation
- Performance with email
- Performance with printing notices
- Knowledge Transfer for batch jobs

Informatica – Cheryln Dent stated the team has been in the process on onboarding additional resources to assist with bug triage and testing. The team has 54 Core tables started and 15 completed. The team has 74 non-Core tables started with none completed, yet. SEU was 55% complete with Core testing and 30% complete with non-Core testing. For Stakeholder Testing, there are 91 validation tables with 39 tables started and 24 tables validation approved. All Core mappings (error handling integrated) and non-Core mappings have been deployed to STAGE. The non-Core workflows will be ready for Production on July 17. Performance testing is scheduled to be completed by July 15. A date has not been determined for Statewide Production deployment, yet.

Key risks and issues for the team included:
- Risk 117 – Technical Development Support – If the OMM developers are unable to react to technical questions in a timely manner, Informatica timelines may be delayed. Informatica developers continue emailing questions to the OMM developers and copying the project managers so that they are aware and can manage capacity impacts appropriately.
- Issue 135 – Informatica schedule impacts – The Informatica team has integrated the error handling solution into the Core mappings and deployed to STAGE on May 21. All workflows are running in STAGE and SEU is testing Core and non-Core. Plante Moran is assisting with the bug fixes for the Core Mappings.

Key activities included:
- ISA and SEU Informatica testing for Core and non-Core
- Data Seed validation testing
- Bug fixes for the Core and non-Core mappings

Key dependencies/assumptions included:
- Natasha White will continue testing non-Core mappings.
Kevin Gray will maintain additional resources to continue Data Validation.
Developer timely support and response

STAKEHOLDER OUTREACH

- Terrence Samuel stated the Phase I implementation date will be changed. He stated a communication will be sent out to stakeholders and Tax Collector leadership. He stated the FRVIS Refresh project was placed on hold due to COVID-10 travel restrictions; however, that effort has begun again. As discussed previously, the plan is to refresh and implement in state offices first prior to any Tax Collector offices. He stated the insurance companies requested a 60-day notice prior to implementation, which we plan to honor. The team also plans to continue with Performance Testing.
- Lisa Cullen stated she has one office (Agency 1) that has not been refreshed, yet, and is not on the schedule until the end.
- April Edwards stated they will discuss adjusting the schedule for this office.
- Ms. Cullen stated at this time, they are proceeding with the Tax Collector Education Forum from August 30 – September 3.
- Jessica Espinoza discussed the recent Sandbox overview presented to Orange County. The ORION Sandbox environment was deployed to five workstations. She stated demos will be held next week with five people per session.

COMMUNICATION UPDATE

- There was no communications update at the meeting.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 1:48 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for July 14, 2020.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

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FLHSMV OCM Team Summary – Phase I

Tasks In Progress

- Analyzing Change Readiness Assessment Survey and preparing key change intervention recommendations
- Stakeholder Readiness survey closes Aug 7
- Working on post-pilot assessment
- ORION Access (identification of roles, migration of users, process for new users)
- mDL awareness

Key Risks and Issues

- If Business Units are not aware of new process changes prior to ORION training and rollout, the modernized MM Ph I may not reach its full potential in efficiencies, there could be user frustration and/or an impact on customer service
- Tax Collector Engagement Plan is pending approval

SUMMARY & HIGHLIGHTS

- Change Champion Network Connects continue monthly
- Engagement meetings continue with all divisions
- mDL presentation and Motorist Maintenance demo during July CCNC

Report: August 7, 2020
Motorist Services OCM Team Summary – Phase I

Tasks In Progress

- Continued meetings with TAC to discuss phone call flows
- Bureau meetings and checklist meetings continue on schedule

Key Risks and Issues

- Ensuring staff has “go-live” plans
- Tax Collector Engagement Plan is pending approval

SUMMARY & HIGHLIGHTS

- Continuing discussions on ORION Access
- mDL presentation at MS staff meeting

Planning
- Engagement Plans

Implement Change
- BCS
- CSC
- BOR
- BIO
- BMSS
- BMC
- BDS
- BCVDS

Measure & Evaluate

Report: August 7, 2020
OED OCM Summary – Phase I

**Tasks In Progress**
- Engagement meetings with Directors and staff
- Working with BAR on process mapping

**Key Risks and Issues**
- No identified Risks or Issues at this time

**SUMMARY & HIGHLIGHTS**
- Facilitated meeting with BAR and OMM on GOBI
- Facilitating Meetings are being held with each office/area

**Planning**
- Engagement Plans

**Implement Change**
- ESM
- FSM
- OLA
- Comms
- OGC/BAR
- OIG
- OPM
- LDO
- Personnel

Report: August 7, 2020
Tasks In Progress
- Continuing engagement meetings

Key Risks and Issues
- Accounting – MyDMV Portal and VO running simultaneously

SUMMARY & HIGHLIGHTS
- Continue periodic meetings for implementation

Report: August 7, 2020
**FHP OCM Team Summary – Phase I**

**Tasks In Progress**
- Continuing engagement meetings
- Facilitating discussions between OMM and BCII

**Key Risks and Issues**
- No identified Risks or Issues at this time

**SUMMARY & HIGHLIGHTS**
- Continue periodic meetings for implementation

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Report: August 7, 2020
ISA OCM Team Summary – Phase I

Key Risks and Issues

- Knowledge Transfer activities and resources

Tasks In Progress

- Meetings on Knowledge Transfer activities weekly
- Meeting with TAC and MS to discuss handling calls
- Continuing monthly meetings with ISA leadership
- OCM assisting OMM in Knowledge Transfer sessions

SUMMARY & HIGHLIGHTS

- Developers are getting training on various new apps and systems

Report: August 7, 2020
Motorist Modernization
Phase I – August 11, 2020

STATE OF THE STATE
Informatica Team Summary

Team Profile
# Informatica Team: 4 full-time, 3 part-time (FLHSMV)
# Additional FLHSMV: 7
# of Plante Moran Developers: 5 full-time
# Testers: 10 FTEs

Testing Summary
# Tables to test: 146 (54Core and 92 non-Core)
# Tables Started: 54 (Core)
# Tables Completed: 22 (Core)
# Tables Started: 92 (non-Core)
# Tables Completed: 0 (non-Core)
SEU Core Testing Complete: 60%
SEU non-Core Testing Complete: 40%

Stakeholder Testing Status
# Tables for Validation: 92
# Tables in progress: 29
# Table validation approved: 51
Performance Management Office validation complete – 55%

Forecasted Key Dates
• Deployment of Core to STAGE (error handling integrated) – 5/22/2020 – Completed on 5/21
• Deliverable #4-16 - Final Non-Core Development Package – 02/15/2020
  7/17/2020
• Performance Testing Complete – 7/15/2020
• Statewide Production Deployment – (All tables bi-directional) – TBD
• 30 day Stabilization Period – TBD

Key Informatica Activities
• ISA and SEU Informatica testing for Core and non-Core
• Data Seed validation testing
• Bug fixes for both Core and Non-Core mappings

Key Risks and Issues
Risk 117– Technical Development Support – If the OMM developers are unable to react to technical questions in a timely manner, Informatica timelines may be delayed.
Update: Informatica developers continue emailing questions to the OMM developers and copying PM’s so that they are aware and can manage capacity impacts appropriately.

Issue 135 – Informatica schedule impacts
Update: All workflows are running in STAGE and SEU is testing Core and non-Core. All developers are working on bug fixes. Data validation and Performance testing are also in progress.

Key Dependencies & Assumptions
• Natasha White’s capacity for dedicated testing will be uninterrupted
• Kevin Gray will maintain additional resources to continue Data Validation as needed
• Developer timely support and response

Forecasted Key Dates
• Deployment of Core to STAGE (error handling integrated) – 5/22/2020 – Completed on 5/21
• Deliverable #4-16 - Final Non-Core Development Package – 02/15/2020
  7/17/2020
• Performance Testing Complete – 7/15/2020
• Statewide Production Deployment – (All tables bi-directional) – TBD
• 30 day Stabilization Period – TBD

Key Informatica Activities
• ISA and SEU Informatica testing for Core and non-Core
• Data Seed validation testing
• Bug fixes for both Core and Non-Core mappings

Key Risks and Issues
Risk 117– Technical Development Support – If the OMM developers are unable to react to technical questions in a timely manner, Informatica timelines may be delayed.
Update: Informatica developers continue emailing questions to the OMM developers and copying PM’s so that they are aware and can manage capacity impacts appropriately.

Issue 135 – Informatica schedule impacts
Update: All workflows are running in STAGE and SEU is testing Core and non-Core. All developers are working on bug fixes. Data validation and Performance testing are also in progress.

Key Dependencies & Assumptions
• Natasha White’s capacity for dedicated testing will be uninterrupted
• Kevin Gray will maintain additional resources to continue Data Validation as needed
• Developer timely support and response
DL Issuance Team Summary

Team Profile
# User Stories: 971
# Developers: 2.25
[1.50 FTEs; .75 Cont.]
# Testers: 10 FTEs
(includes Field Testers)

Enterprise Testing Summary
Performance Test Scenarios (Total): 41
Tests Developed: 41
Pending Execution: 0
In Process of Execution: 0
Successfully Completed: 41

Security Testing Status
Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

CR Development - 1/10/2020 – Done
CR Testing – 1/17/2020 – Done

Deployment Script (Construct) - Done
Deployment Script (Test) - Done
Regression Testing – Done
CR210 – 7/2/2020 – In Progress
CR212 – 7/17/2020 – Done
CR213 – 9/4/2020 – Not Started

Key Implementation Activities
• Support Vendors:
  • Batch Transcripts
  • DL Penny Vendor
  • 3rd Party Cashiering
• User set-up scripts

Key Risks and Issues
• Issue 168 – Sandbox Support

Key Dependencies/Assumptions
• Purge NOT in scope for Phase I
• Informatica Testing Dependencies (targeted for Informatica Project’s End-to-End Testing)
• WRAPs/CRs are for critical exceptions only
MM/FR Team Summary

Team Profile

# User Stories: 611
# Developers: 3.5
  [3 FTEs; .5 Cont.]
# Testers: 1 FTEs

Enterprise
Testing Summary

Performance Test
Scenarios (Total): 24

Tests Developed: 24
In Process of Execution: 0
Successfully Completed: 24

Security Testing Status
Started

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

MM CR Development - Done
MM CR Testing - Done
FR CR Development - Done
FR CR Testing – 3/30/20 – Done

Regression Prep – Done
Regression Testing - Done
CR213 – 9/18/20 – In Progress.

Key Implementation Activities

- Complete all Go-Live Technical Debt by end of September 2020.
- Continue support role in addressing bug fixes for core and non-core pertaining to MM and FR.

Key Dependencies/Assumptions

- WRAPs/CRs are for critical exceptions only – will impact Go-Live.
- Informatica Testing Dependencies (targeted for Informatica Project’s End-to-End Testing)

Key Risks and Issues

MyDMV Portal Team Summary

**Team Profile**
- # User Stories: 773
- # Developers: ½ FTE
- # Testers: 1

**Enterprise Testing Summary**
Performance Test Scenarios (Total): 15
Tests Developed: 15
Pending Execution: 0
In Process of Execution: 0
Successfully Completed: 15

***DONE***

**Security Testing Status**
- Started

**Forecasted Key Dates**
- Sprint – **Done**
- UAT Completion – **Done**
- Previous MyDMV CR - **Done**
- Deployment Script - **Done**
- Regression - **Done**
- CR210 – **Done**
- CR213 – 9/21/2020 – Not Started

**Key Implementation Activities**
- Portal Core Dependency Updates
- User Guide Documentation (in review by Communications)
- Support LDO CSC Hands on Training Development
- Implementation Dependency Prep

**Key Dependencies/Assumptions**
- Informatica Testing Dependencies (targeted for Informatica Project’s End-to-End Testing)
- WRAPs/CRs critical exceptions only

**Key Risks and Issues**
- NA
Team Profile
# User Stories: 469
# Developers: 4
[3 FTEs, 1 Cont]
# Testers: 3 FTEs

Enterprise Testing Summary
Performance Test Scenarios (Total): 19
Tests Developed: 19
Pending Execution: 0
In Process of Execution: 0
Execution Completed: 19

***DONE***

Security Testing Status
Started

Forecasted Key Dates
Sprint Done
UAT Completion – Done
CP/CDLIS CR - Done
Deployment Script – Done
Regression - Done
CR210 – Done
CR213 – 9/21/2020 – In Progress

Key Implementation Activities
• Continued AAMVA Structural Testing for 5.3.3 Compliance
• PDPS Testing with AAMVA
• Implementation Dependency Prep
• KT for Batch Jobs

Key Risks and Issues

Key Dependencies/Assumptions
• Certification from AAMVA on 5.3.2 received, approval of CDLIS and PDPS
• WRAPs/CRs critical exceptions only
Renewal Notification Team Summary

Team Profile
# User Stories: 344
# Developers: 0.3 FTE
# Testers: 1 FTEs

Enterprise
Testing Summary
Performance Test
Scenarios (Total): 4
Tests Developed: 4
Pending Execution: 0
In Process of Execution: 0
Successfully Completed: 4

***DONE***

Security Testing Status
Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

Renewal CR Development - Done
Renewal CR Testing – Done

Deployment Script (Construct) – Done
Deployment Script (Test) – Done

Regression – Done
CR213 – 9/21/2020 – Not Started

Key Implementation Activities
• Performance Changes with Email
• Implementation Dependency Prep
• KT for Batch Jobs

Key Dependencies/Assumptions
• Printing stability (DB, Print Mgr, Planet Press)
• No further changes to DL Notices

Key Risks and Issues
• None at this time