



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 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





MOTORIST MODERNIZATION ADVISORY BOARD PHASE I Monthly Meeting Minutes Tuesday, June 9, 2020 1:00 to 2:00 PM VIA: GoToMeeting

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:

- o Deb Roby
- Ed Broyles (absent)
- Pace Callaway
- o Lisa Cullen
- April Edwards
- o William Washington
- o 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, Cheryln 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

Motorist Modernization Phase I Advisory Board Meeting





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.
 - 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
 - Key implementation activities included:
 - Knowledge Transfer All nine knowledge transfer presentations have been completed.
 - Final regression testing
 - 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.
 - 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
 - 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.
 - 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 CheryIn 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.

<u>Q&A</u>

• 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:

1 Page
5 Pages
7 Pages
7 Pages
7 Pages

FLHSMV OCM Team Summary – Phase I

Report: August 7, 2020



Key Risks and Issues Planning Engagement Plans If Business Units are not aware of new process changes Tasks In Progress prior to ORION training and rollout, the modernized MM Ph I may not reach its full potential in efficiencies, there could be Analyzing Change Readiness user frustration and/or an impact on customer service Assessment Survey and Tax Collector Engagement Plan is pending approval preparing key change Implement intervention Change recommendations Stakeholder Readiness DAS survey closes Aug 7 FHP Working on post-pilot ISA assessment SUMMARY & HIGHLIGHTS MS **ORION** Access (identification OED of roles, migration of users, Change Champion Network Connects continue monthly • process for new users) Engagement meetings continue with all divisions ۲ mDL awareness Measure & mDL presentation and Motorist Maintenance demo during July CCNC Evaluate **Readiness Survey Pilot Feedback**

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Motorist Services OCM Team Summary – Phase I



Planning Engagement Plans Implement Change BCS CSC BOR BIO BMSS BMC BDS BCVDS Measure & Evaluate

Key Risks and Issues

Ensuring staff has "go-live" plans

Tax Collector Engagement Plan is pending approval

SUMMARY & HIGHLIGHTS

- Continuing discussions on ORION Access ٠
 - mDL presentation at MS staff meeting

<u>Tasks In Progress</u>

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

Report: August 7, 2020

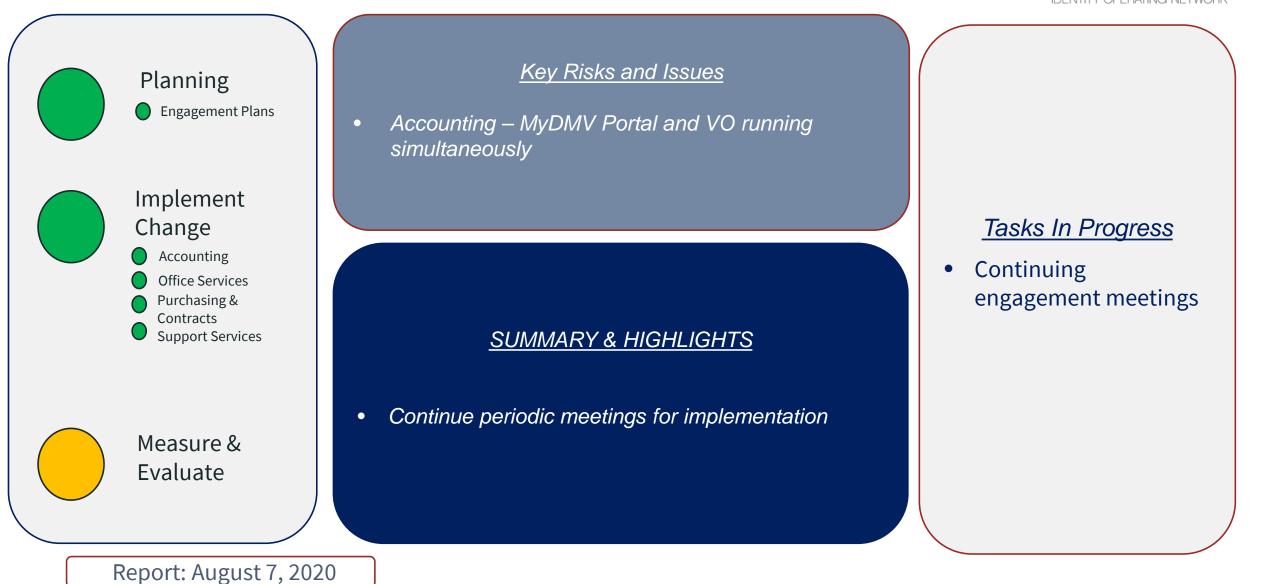
OED OCM Summary – Phase I





DAS OCM Team Summary – Phase I





FHP OCM Team Summary – Phase I

Report: August 7, 2020





ISA OCM Team Summary – Phase I



Key Risks and Issues Planning Knowledge Transfer activities and resources Implement Tasks In Progress Change Meetings on Knowledge Service Dev Transfer activities weekly Service Ops Meeting with TAC and MS to OMM SUMMARY & HIGHLIGHTS discuss handling calls Ent Database Svcs Continuing monthly meetings with ISA leadership CTO/FHP Strategic Bsn Ops OCM assisting OMM in Developers are getting training on various new apps ٠ Knowledge Transfer sessions IT Financial & and systems Planning Measure & Evaluate



Motorist Modernization Phase I – August 11, 2020

STATE OF THE STATE





Informatica Team Summary

<u>Team Profile</u>

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

<u>Testing Summary</u> # 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**

<u>Key Risks and Issues</u> **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 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

- 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

<u>Team Profile</u>

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

<u>Enterprise</u> <u>Testing Summary</u>

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 Risks and Issues

• Issue 168 – Sandbox Support

Key Implementation Activities

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

- 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

<u>Team Profile</u>

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

<u>Enterprise</u> <u>Testing Summary</u>

Performance Test Scenarios (Total): 24

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

<u>Security Testing Status</u> 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 CR210 – 7/2/2020 – In Progress. Dev Done. CR213 – 9/18/20 – In Progress.

Key Risks and Issues

Issue 34 – FR Sanction Panel Performance issues.

Key Implementation Activities

- Complete all Go-Live Technical Debt by end of September2020.
- Continue support role in addressing bug fixes for core and non-core pertaining to MM and FR.

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

MyDMV Portal Team Summary

<u>Team Profile</u>

User Stories: 773 # Developers: ½ FTE # Testers: 1

<u>Enterprise</u> <u>Testing Summary</u>

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

<u>Key Risks and Issues</u>

NA

Key Implementation Activities

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

- Informatica Testing Dependencies (targeted for Informatica Project's End-to-End Testing)
- WRAPs/CRs critical exceptions only

CDLIS/CP Team Summary

<u>Team Profile</u>

User Stories: 469 # Developers: 4 [3 FTEs, 1 Cont] # Testers: 3 FTEs

<u>Enterprise</u> <u>Testing Summary</u>

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

<u>Security Testing Status</u>

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 Risks and Issues

Key Implementation Activities

- Continued AAMVA Structural Testing for 5.3.3 Compliance
- PDPS Testing with AAMVA
- Implementation Dependency Prep
- KT for Batch Jobs

- Certification from AAMVA on 5.3.2 received, approval of CDLIS and PDPS
- WRAPs/CRs critical exceptions only



Renewal Notification Team Summary

<u>Team Profile</u>

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

<u>Enterprise</u> <u>Testing Summary</u>

Performance Test Scenarios (Total): 4 Tests Developed: 4 Pending Execution: 0 In Process of Execution :0 Successfully Completed:4 ***DONE***

<u>Security Testing Status</u>

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 Risks and Issues

None at this time

Key Implementation Activities

- Performance Changes with Email
- Implementation Dependency Prep
- KT for Batch Jobs

- Printing stability (DB, Print Mgr, Planet Press)
- No further changes to DL Notices