Motorist Modernization Advisory Board – Phase I Monthly Meeting  
Tuesday, August 13, 2019  
1:00 to 2:00 PM, EST  
Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees
Deb Roby  
Ed Broyles  
Pace Callaway  
April Edwards  
Kevin Bailey  
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 Financial Review  
  o Project Updates  
  o OCM Update  
• Communications Update  
• Q&A  
• Adjourn
MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
Monthly Meeting Minutes
Tuesday, July 9, 2019
1:00 to 2:00 PM
Kirkman Building Conference Room B-202

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 (absent)
- Ed Broyles
- Pace Callaway
- April Edwards
- Lisa Cullen
- William Washington
- Kevin Bailey

- Additional DHSMV members present included Terrence Samuel, Koral Griggs, Cathy Thomas, Jessica Espinoza, Judy Johnson, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Sonia Nelson, Felecia Ford, Craig Benner, Chad Hutchinson and Cheryln Dent.
- Visitors included Joseph Weldon and Michelle McGinley from Accenture. Carl Ford and Scott Lunsford also attended.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES
- Rachel Graham reviewed the meeting minutes from June 11, 2019. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the June 11, 2019, meeting minutes were approved.

STAKEHOLDER OUTREACH
- Terrence Samuel stated Jessica Espinoza and Curt Chester will be installing DL Issuance in the sandbox environment in the Sarasota County Tax Collector Office during the week of July 19.
- He stated the team presented an update on the Motorist Modernization project at Department of Revenue on June 10.
- Mr. Samuel also discussed presenting and performing demos at the Tax Collector Education Forum in August.
- Koral Griggs provided an update on the MyDMV Portal focus groups. Three out of seven focus groups have already been held.

FINANCIAL REVIEW
- Janis Timmons presented a Phase I and II financial review as of June 30. The Phase I budget was $7.5 million. There was a 0.01 percent variance with $644 in remaining funds. The budget for Phase II was $5 million. There was a 0.04 percent variance with $1,923 in remaining funds.
PROJECT UPDATES

• DL Issuance – Joe Weldon stated the team is working on 39 performance test scenarios with all tests developed so far. The team is also working on 58 UAT test scenarios. Four scripts are awaiting development with 22 completed. The team’s bug count continued to decrease.
  o Key dependencies for the team included:
    ▪ Purge not in scope for DL Issuance Phase I
    ▪ UAT/Informatica Testing Dependencies
      ▪ Migrate remaining apps (issue open)
      ▪ Successful 2-way sync
      ▪ Data seed issues resolved
    ▪ WRAPs/change requests are for critical exceptions only
  o Key risks and issues for the team included:
    ▪ Issue 39 – Short two FTE Developers
    ▪ Issue 59 – Batch Vendors
    ▪ Issue 105 – Batch Transcript Testing
    ▪ Issue 129 – Informatica Impact on UAT
  o The team was yellow for business actions and technical debt, green for development and red for testing on the Traffic Light Report. The team had some pending change requests including work on VLS 3.2, purge/delete, password reset, etc. They continued to capture enhancement bugs. The team completed all sprint development and testing. The revised targeted completion date for UAT is August 2.
    ▪ Lisa Cullen was concerned the testing was in red. She asked if we anticipate this improving.
    ▪ Mr. Weldon stated few test cases are currently on hold due to bugs. He stated testing was red because the team missed their initial target date; however, he was confident the team will complete testing by August 2.
  o Key implementation activities for the team include:
    ▪ Technical Debt – Develop code to “convert” FDLIS roles/operations to ORION roles/role sets
    ▪ Support vendor third party cashiering testing
    ▪ Support Batch Testing - Novitex DL Renewal Notices, Batch Transcripts and Penny Vendor
    ▪ DL office ID to MV office ID conversion

• Motorist Maintenance and Financial Responsibility (FR) – Scott Tomaszewski stated the team is working on 24 total performance test scenarios with nine developed so far. The team is also working on 32 UAT test scenarios. No scripts have been completed by the team, yet. The team continued to mitigate bugs. Key dependencies for the team included: UAT bug triage and resolution to block bugs, WRAPS/change requests for critical exceptions only and stability in enterprise services while UAT bugs and performance issues are being fixed.
  o Key risks and issues for the team included:
    ▪ Risk 29 – UAT change request delays in final testing
    ▪ Issue 15 – Structural Testing not completed per schedule – Structural testing is currently 80 percent complete.
    ▪ Issue 29 – Testing and developer resource deficits impacting IMS schedule
  o The business actions were yellow, development and testing were red and technical debt was green on the Traffic Light Report. He stated the team had pending change requests including
ORION changes supporting accounting needs, UAT final change requests reportedly blocking go-live activities and work on a UAT bug. The team completed sprint development and testing. The targeted completion date for UAT is August 2. Key implementation activities for the team included:

- Technical Debt – Update Book of Business Reload Routine
  - Vendor testing of this change request is targeted to commence June 1 – July 8.
- Continued support of XML structural testing
- Finalize onboarding plan for Insurance Companies - targeted between October 2019 and January 2020.
  - Issue mitigation testing with core vendors (e.g. 80% of policies)

- MyDMV Portal – Aundrea Powell stated the team is working on 15 total performance test scenarios with all developed so far. The team also has 33 UAT test scenarios with 26 scripts completed. The team continued to mitigate bugs. Key dependencies for the team included: Informatica testing (specifically the VO Regression Test), WRAPs/change requests for critical exceptions only, change requests from the focus group findings and UAT, and revised ADA approach, which will determine the impact on MyDMV Portal.
  - Key risks and issues for the team included:
    - Risk 13 – This risk was closed and became an issue.
    - Issue 18 – Impact to UAT – The team is still testing CR172 (sanction testing) and the completion date is past the initial UAT completion date.
  - The team was red for business actions and testing, and green for development and technical debt on the Traffic Light Report. She stated the team currently has no pending change requests. The revised target forecast completion date for sprint testing was July 12; however, the team will not meet that date. The targeted completion date for UAT is August 2. Key implementation activities for the team included:
    - Coordination of external focus group by University of Florida – Planned between June 2019 – August 2019
    - End-to-end testing with second Bank of America merchant account (including reconciliation with accounting)
    - Effort to promote Salesforce to production in early 2020

- CDLIS/CP – Ms. Powell stated the team is working on 21 performance test scenarios with seven completed so far. The team is also working on 87 UAT test scenarios with 19 scripts completed. The team continued to mitigate bugs. Key dependencies for the team included: letter development by letters team and Planet Press environmental and a performance issue.
  - Key risks and issues for the team included:
    - Developer/resources – Dependency for SEU Flat File execution tasks
  - The team was green for business actions and development, and red for technical debt and testing. The team completed their sprint development and testing. The team has pending change requests for WRAPs 3192, 3805 and 3101, as well as youthful offender process. The revised target UAT completion date is August 2. Key implementation activities included:
    - AAMVA Casual Testing for CDLIS (50 percent complete)

- Renewal Notification – Ms. Powell stated the team is working on 15 total performance test scenarios with three completed so far. The team is also working on 14 UAT test scenarios with 10 scripts completed. Key dependencies for the team included: end-to-end testing for DL notices (receipt of the printed letters).
  - Key risks and issues for the team included:
Environmental and performance issues with Planet Press (letter generation)
- The team was green for business actions and development, and red for technical debt and testing on the Traffic Light Report. The revised target completion date for UAT is July 18. Key implementation activities for the team included:
  - Performance Testing and UAT

Informatica – Cheryl Dent stated the team has 200 tables to sync with 16 started so far. The team continued to mitigate bugs. Key dependencies for the team included: working to implement the recommendation from Plante Moran, new Staging table approach to resolve parent/child and lookup table issues and rewrite of the Seed/Load scripts. The project scope has not changed; however, deployment and stabilization dates will be assessed for schedule impact.
- Key risks and issues for the team included:
  - Issue 129 – Informatica Impact on UAT
  - New developer has joined the team and they are working to develop timelines for the bi-directional workflows.

The team was red for development, testing and technical debt, and yellow for business actions on the Traffic Light Report. The current forecast completion dates for development and testing of the core bi-directional workflows has not yet been determined.
- Ms. Cullen was concerned the development and testing were in red.
- Terrence Samuel stated testing and mitigating bugs, as well as obtaining additional resources for testing, are high priorities across all teams. He stated we plan to implement slowly once these bugs and other issues are mitigated. He stated he would ensure these concerns would be escalated to the ESC.

**ORGANIZATIONAL CHANGE MANAGEMENT UPDATE**
- Craig Benner stated the team was green for strategy, implement change and measure/evaluate and yellow for planning on the Traffic Light Report. He stated the ISA engagement plan was currently under review. All Change Champions have been identified. He stated the team continued to work on the ISA knowledge transfer plan. Key risks and issues for the team included:
  - Reluctance from stakeholders for adopting changes
  - Risk 103 – Identify a long-term owner for letters to maintain consistency after Phase I go-live.
    - The owners for letters have been identified. Motorist Services will own all letters except BAR. Legal will own BAR letters. A working group within Motorist Services will be set up to address the process to maintain consistency of letters post go-live.
  - Risk 104 – Develop new business process and training for CSC for the new MyDMV Portal log-on process to prevent difficulty with customer override and disassociation process.
    - A working group began meeting to address this.
- Terrence Samuel asked if Lisa Cullen was aware of the Trainer-the-Trainer Conference in Orlando.
- Lisa Cullen confirmed and stated 3-4 members would be attending.

**COMMUNICATION UPDATE**
- There was no communications update at the meeting.

**Q&A**
- There no questions or concerns from members present.
ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 1:43 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for August 13, 2019.

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 (6/11/19) 4 Pages
- OCM Update Report 6 Pages
- MM Phase I Financial Review 7 Pages
- MM Phase I State-of-the-State Presentation 13 Pages
Motorist Modernization
Financials

AUGUST 13, 2019
<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense (Software, Travel, etc.)</th>
<th>OCO</th>
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<td>$479,280</td>
<td>$865,000</td>
<td>$6,775</td>
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<td>2018-2019</td>
<td>$7,536,000</td>
<td>$6,976,720</td>
<td>$479,280</td>
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<td>$-</td>
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<tr>
<td>2019-2020</td>
<td>$2,323,620</td>
<td>$2,303,620</td>
<td>$20,000</td>
<td>$-</td>
<td>$-</td>
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<td><strong>Total</strong></td>
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<td><strong>$32,678,267</strong></td>
<td><strong>$2,536,306</strong></td>
<td><strong>$1,745,667</strong></td>
<td><strong>$64,541</strong></td>
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Budget and Actuals: Current Fiscal Year through July 2019
## Budget and Actuals

### Phase I Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
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</thead>
<tbody>
<tr>
<td><strong>Fiscal Year 2019-2020</strong></td>
<td>$2,323,620</td>
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<tr>
<td><strong>Total Funding</strong></td>
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<td></td>
<td></td>
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<tr>
<td><strong>Fiscal Year to Date</strong></td>
<td>$40,000</td>
<td>$40,000</td>
<td>0%</td>
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<tr>
<td><strong>Month to Date</strong></td>
<td>$40,000</td>
<td>$40,000</td>
<td>0%</td>
</tr>
<tr>
<td><strong>(July 2019)</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Remaining Funds</strong></td>
<td>$2,283,620</td>
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</table>
### Phase II Total Project

LBR Requests Updated

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense</th>
<th>OCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-2018</td>
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<td>$3,575,240</td>
<td>$357,190</td>
<td>$179,850</td>
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<td>2018-2019</td>
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<td>$4,455,960</td>
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<td>$150,000</td>
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<td>2019-2020</td>
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<td>$9,715,960</td>
<td>$423,240</td>
<td>$3,570,000</td>
<td>$33,000</td>
</tr>
<tr>
<td>2020-2021</td>
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<td>$6,915,960</td>
<td>$423,240</td>
<td>$276,500</td>
<td>$4,000</td>
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<tr>
<td>2021-2022</td>
<td>$6,036,700*</td>
<td>$5,580,460</td>
<td>$423,240</td>
<td></td>
<td>$33,000</td>
</tr>
<tr>
<td>2022-2023</td>
<td>$2,906,700*</td>
<td>$2,479,460</td>
<td>$423,240</td>
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<td>$4,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$39,474,480</strong>*</td>
<td><strong>$32,723,040</strong></td>
<td><strong>$2,473,390</strong></td>
<td><strong>$4,176,350</strong></td>
<td><strong>$101,700</strong></td>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through July 2019

**Budget:** $13,742,200

- **Contracted Services:** $3,570,000
- **IV&V Services:** $423,240
- **Expense (Software, Travel):** $33,000
- **OCO:** $9,715,960

**Actuals:** $35,270

- **Contracted Services:** $0
- **IV&V Services:** $35K
- **Expense (Software, Travel):** $0
- **OCO:** $0

Remaining
## Budget and Actuals

### Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$13,742,200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
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<td>$35,270</td>
<td>0%</td>
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<tr>
<td>Month to Date (July 2019)</td>
<td>$35,270</td>
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<tr>
<td>Remaining Funds</td>
<td>$13,706,930</td>
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</tbody>
</table>
Informatica Team Summary

Team Profile

# Database tables: 200
# Developers: 3 full-time, 3 part-time
# Testers: 6 FTEs

Testing Summary

# Tables to sync: 200
# Tables Started: 16
# Tables Completed: 0
# Open Bugs by

UAT Critical: 49
UAT High: 62
UAT Medium: 82

Deployment Dates and Stabilization

<table>
<thead>
<tr>
<th>Areas</th>
<th>Dates</th>
</tr>
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<tbody>
<tr>
<td>DL -&gt; MV one-way mappings to STAGE</td>
<td>4/29/2019 (Complete)</td>
</tr>
<tr>
<td>DL -&gt; MV core tables (15 – 20 tables)</td>
<td>12/2019</td>
</tr>
<tr>
<td>All tables – bi-directional</td>
<td>2/2020</td>
</tr>
<tr>
<td>Informatica Stabilization</td>
<td>9/2019 – 2/2019</td>
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</tbody>
</table>

Key Risks and Issues

• Issue 135 – Informatica schedule impacts based on new timelines

Update: Leadership evaluating the schedule impacts of new Informatica timelines.

Forecasted Key Dates

Development of core bi-directional workflows – 9/30/2019
Test core workflows – 12/6/2019
Development of remaining bi-directional workflows – 12/31/2019
Test all workflows – 1/31/2020

Key Dependencies & Assumptions

• The development team successfully demonstrated the feasibility of the new design solution with the proof of concept. Development is proceeding with the new design.
DL Issuance Team Summary

**Team Profile**
- # User Stories: 971
- # Developers: 4.5 [2.5 FTEs; 2 Cont.]
- # Testers: 13 FTEs

**Enterprise Testing Summary**

**Performance Test**
- Scenarios (Total): 39

**Tests Developed:** 39
- Pending Execution: 39
- In Process of Execution: 0
- Successfully Completed: 0

**Security Testing Status**
- Not Started

**User Acceptance Testing Summary**

<table>
<thead>
<tr>
<th>SEU Execution Only</th>
<th>8/15</th>
<th>Last ESC</th>
<th>Delta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total UAT Test Scenarios</td>
<td>59</td>
<td>57</td>
<td>2</td>
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<tr>
<td>Scripts to be developed</td>
<td>1</td>
<td>5</td>
<td>-4</td>
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<tr>
<td>Scripts pending execution</td>
<td>7</td>
<td>9</td>
<td>-2</td>
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<tr>
<td>Scripts being executed</td>
<td>14</td>
<td>15</td>
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<tr>
<td>Scripts completed</td>
<td>37</td>
<td>28</td>
<td>9</td>
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</table>

**User Acceptance Testing Summary**

<table>
<thead>
<tr>
<th></th>
<th>8/15</th>
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<th>Delta</th>
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</thead>
<tbody>
<tr>
<td>UAT Critical</td>
<td>6</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>UAT High</td>
<td>9</td>
<td>10</td>
<td>-1</td>
</tr>
<tr>
<td>UAT Medium</td>
<td>20</td>
<td>5</td>
<td>15</td>
</tr>
</tbody>
</table>

**Key Risks and Issues**
- Issue 39 – Short 2 FTE Developers
- Issue 59 – Batch Vendors
- Issue 105 – Batch Transcript Testing
- Issue 129 – Informatica Impact on UAT
- Issue 136 – Idemia CIPS Printing

**Key Dependencies/Assumptions**
- Purge NOT in scope for DL Issuance Phase I
- UAT/Informatica Testing Dependencies
  - Migrate remaining apps (issue open)
  - Successful 2-way sync; Data seed issues resolved
- WRAPs/CRs are for critical exceptions only

**Forecasted Key Dates**
- Sprint Development – Done
- Sprint Testing – Done
- UAT Completion – Late
- Originally Planned - 6/5/2019
  - Revised target – 8/16/2019
**Team Profile**

- **# User Stories:** 611
- **# Developers:** 5.5 [2.5 FTEs; 3 Cont.]
- **# Testers:** 2 FTEs (2 PT)

**Enterprise Testing Summary**

- **Performance Test Scenarios (Total):** 24
- **Tests Developed:** 9
- **Pending Execution:** 15
- **In Process of Execution:** 9
- **Successfully Completed:** 0

**Security Testing Status**

- **Not Started**

**User Acceptance Testing Summary**

<table>
<thead>
<tr>
<th>SEU Execution Only</th>
<th>8/15</th>
<th>Last ESC</th>
<th>Delta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total UAT Test Scenarios</td>
<td>32</td>
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<td>Scripts to be developed</td>
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<td>Scripts pending execution</td>
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<tr>
<td>Scripts being executed</td>
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</tr>
<tr>
<td>Scripts completed</td>
<td>9</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>

**Forecasted Key Dates**

- **Sprint Development – Done**
- **Sprint Testing – Done**
- **UAT Completion – Late**

  - **Originally Planned - 7/18/2019**
  - **Revised Target – TBD**

**Key Risks and Issues**

- **Issue 15 – Structural Testing not completed per schedule**
- **Issue 29 – Testing and Developer resource deficits impacting IMS schedule**
- **Issue 30 – Delay in Cancelled Policies Testing**

**Key Dependencies/Assumptions**

- Quick UAT bug triage and resolution to blocking bugs
- Stability in enterprise services while UAT bugs and performance issues are being fixed.
MyDMV Portal Team Summary

**Team Profile**

- # User Stories: 773
- # Developers: 2 [1 FTE; 1 Cont.]
- # Testers: 1.5 FTEs (2.5 on UAT)

**Testing Summary**

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

**Security Testing Status**

Not Started

**User Acceptance Testing Summary**

<table>
<thead>
<tr>
<th>SEU Execution Only</th>
<th>8/15</th>
<th>Last ESC</th>
<th>Delta</th>
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</thead>
<tbody>
<tr>
<td>Total UAT Test Scenarios</td>
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<tr>
<td>Scripts to be developed</td>
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</tr>
<tr>
<td>Scripts pending execution</td>
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<td></td>
</tr>
<tr>
<td>Scripts completed</td>
<td>26</td>
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</table>

<table>
<thead>
<tr>
<th>8/15</th>
<th>Last ESC</th>
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<tbody>
<tr>
<td>UAT Critical</td>
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<tr>
<td>UAT Medium</td>
<td>8</td>
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</tr>
</tbody>
</table>

**Key Risks and Issues**

- Risk 13 – Closed and became an Issue.
- Issue 18 – Impact to UAT. CR172 still testing and new date is 7/12, which is past the UAT date of 7/3/2019.

**Key Dependencies/Assumptions**

- Informatica Testing Dependencies
  - VO Regression Test Specifically
  - WRAPS/CRs are for critical exceptions only
  - CRs from the Focus Group findings and UAT
  - Revised ADA approach will determine impact on MyDMV Portal

**Forecasted Key Dates**

Sprint Development – Done
Sprint Testing – Late
Revised Target – TBD

UAT Completion – Late
Revised Target – TBD
**Team Profile**

- **# User Stories:** 469
- **# Developers:** 4
  - [3 FTEs; 1 Cont.]
- **# Testers:** 2 FTEs

**Testing Summary**

- **Performance Test Scenarios (Total):** 21
- **Tests Developed:** 7
- **Pending Execution:** 7
- **In Process of Execution:** 0
- **Successfully Completed:** 0

**Security Testing Status**

- **Not Started**

**User Acceptance Testing Summary**

<table>
<thead>
<tr>
<th>SEU Execution Only</th>
<th>8/15</th>
<th>Last ESC</th>
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<tr>
<td>Scripts completed</td>
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**Key Risks and Issues**

- **Developer/Resources – Dependency for SEU Flat File execution tasks**

**Forecasted Key Dates**

- **Sprint Development – Done**
- **Sprint Testing – Done**
- **UAT Completion – Late**

**Originally Planned - 5/10/2019**

**Revised Target – TBD**

**Key Dependencies/Assumptions**

- Letter Development by letter team
- Planet Press Environmental and Performance Issue
Renewal Notification Team Summary

**Team Profile**
- # User Stories: 344
- # Developers: 0.3 FTE
- # Testers: 3 FTEs
  - (1 on UAT)

**Testing Summary**
Performance Test
- Scenarios (Total): 15
- Tests Developed: 3
- Pending Execution: 2
- In Process of Execution: 1
- Successfully Completed: 0

**Security Testing Status**
- Not Started

**User Acceptance Testing Summary**

<table>
<thead>
<tr>
<th>SEU Execution Only</th>
<th>8/15</th>
<th>Last ESC</th>
<th>Delta</th>
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**Key Risks and Issues**
- Environmental and Performance Issues with Planet Press (letter generation)

**Key Implementation Activities**
- End to End Testing for DL Notices (Receipt of the printed letters)

**Forecasted Key Dates**
- Sprint Development – Done
- Sprint Testing – Done
- UAT Completion – Done
<table>
<thead>
<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
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</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Organizational Change Management Core Team Meeting</td>
<td>Internal</td>
<td>Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.</td>
<td>OCM Core Team</td>
<td>Face-to-Face Meeting</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>Weekly</td>
<td>Internal Change Control Board</td>
<td>Internal</td>
<td>Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.</td>
<td>Product Owners and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Bi-Monthly</td>
<td>Change Control Board</td>
<td>Internal</td>
<td>Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.</td>
<td>CCB Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green and Project Managers</td>
</tr>
<tr>
<td>Monthly</td>
<td>Motorist Modernization User Guides</td>
<td>Internal/External</td>
<td>Meetings occurring throughout the month providing content for the Motorist Modernization User Guides related to Driver License Issuance, Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS, Citation Processing, Motorist Maintenance and Financial Responsibility).</td>
<td>FLHSVM Staff and Tax Collectors</td>
<td>Face-to-Face Meeting/Conference Call/Electronic Communication</td>
<td>Koral Griggs and Project Managers</td>
</tr>
<tr>
<td>July - August 2019</td>
<td>Motorist Modernization Resources</td>
<td>Internal/External</td>
<td>Developing strategic materials, including posters, bulletin boards, quick facts and an informational video to assist change champions in communicating about Motorist Modernization.</td>
<td>FLHSVM Staff and Tax Collectors</td>
<td>Printed Materials/Electronic Communication</td>
<td>Alexis Bakofsky</td>
</tr>
<tr>
<td>August 2019</td>
<td>Organizational Change Management Engagement Plans</td>
<td>Internal</td>
<td>OCM documents identifying steps to successfully engage members, partners and stakeholders with Motorist Modernization changes. Engagement plans are being developed for the Division of Motorist Services, Division of Administrative Service, Office of the Executive Director, Information Systems Administration and Florida Highway Patrol.</td>
<td>FLHSVM Staff</td>
<td>Printed Materials/Electronic Communication</td>
<td>Craig Benner</td>
</tr>
<tr>
<td>August 2019</td>
<td>Motorist Modernization SharePoint Site</td>
<td>Internal</td>
<td>Implement high level SharePoint site for all members to learn more about the Motorist Modernization Program and become a resource and reference for the department.</td>
<td>FLHSVM Staff</td>
<td>Electronic Communication</td>
<td>Alexis Bakofsky and Koral Griggs</td>
</tr>
<tr>
<td>September 17 - 18, 2019</td>
<td>Change Champions Kickoff Meeting</td>
<td>Internal</td>
<td>Face-to-face notification to Change Champions of their selection and a series of meetings to prepare Change Champions for questions and inquiries regarding the Motorist Modernization Program.</td>
<td>FLHSVM Staff</td>
<td>Face-to-Face Meeting/Electronic Communication</td>
<td>Craig Benner</td>
</tr>
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</table>
## Training

<table>
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<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
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</thead>
<tbody>
<tr>
<td>Bi-Weekly</td>
<td>Learning and Development Office Checkpoint Meeting</td>
<td>Curriculum Course Development</td>
<td>Bi-Weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Jennifer Ford and Sarah Pope</td>
</tr>
<tr>
<td>Weekly</td>
<td>Learning and Development Office Motorist Modernization Team Checkpoint Meetings</td>
<td>Curriculum Course Development</td>
<td>Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.</td>
<td>LDO Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>As Necessary</td>
<td>LDO User Experience Demo</td>
<td>Curriculum Course Development</td>
<td>As training processes are developed and tested, SEU and/or the project teams facilitate a demo for LDO to walk through the training process as it should be communicated to the end user. This demo is the first step in the development process.</td>
<td>LDO, SEU and OMM Team</td>
<td>Face-to-Face Meeting/Recording</td>
<td>Sarah Pope and LDO Designers</td>
</tr>
<tr>
<td>Bi-Weekly</td>
<td>Learning and Development/Office of Motorist Modernization Leadership Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.</td>
<td>LDO and OMM Leadership</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel and Jennifer Ford</td>
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## Communications

<table>
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<tr>
<th>Date/Frequency</th>
<th>Title</th>
<th>Category</th>
<th>Description</th>
<th>Audience</th>
<th>Vehicle</th>
<th>Owner(s)</th>
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<tbody>
<tr>
<td>Bi-Weekly</td>
<td>Executive Steering Committee Meeting</td>
<td>Internal</td>
<td>Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.</td>
<td>ESC Leadership Members and OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
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<tr>
<td>Monthly</td>
<td>Phase I Advisory Board</td>
<td>Internal/External</td>
<td>Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.</td>
<td>Advisory Board Voting Members and OMM Team</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>OMM Team</td>
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<tr>
<td>Weekly</td>
<td>Motorist Modernization Internal Team Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program.</td>
<td>OMM Team</td>
<td>Face-to-Face Meeting</td>
<td>OMM Team</td>
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<tr>
<td>Weekly</td>
<td>Phase I Accenture Weekly Status Meeting</td>
<td>Internal/External</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young, AST and OMM team members.</td>
<td>OMM Team, Ernst and Young and AST</td>
<td>Face-to-Face Meeting/Conference Call</td>
<td>Accenture Team</td>
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<tr>
<td>Weekly</td>
<td>Motorist Modernization Weekly Leadership Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.</td>
<td>Executive Leadership</td>
<td>Face-to-Face Meeting</td>
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<td>Weekly</td>
<td>IV&amp;V Weekly Status Meeting</td>
<td>Internal</td>
<td>Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.</td>
<td>OMM Leadership, AST, Ernst and Young, and Contract Manager</td>
<td>Face-to-Face Meeting</td>
<td>Kristin Green</td>
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<tr>
<td>As Necessary</td>
<td>Focus Group Meetings</td>
<td>Stakeholder Outreach</td>
<td>Meetings to provide information or obtain feedback on the Motorist Modernization initiative.</td>
<td>Various Stakeholders</td>
<td>Face-to-Face Meeting/Conference Call/Electronic Communication</td>
<td>Koral Griggs, Terrence Samuel, Senior Business Analysts</td>
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<td>Frequency</td>
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<td>Internal/External</td>
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<tr>
<td>Bi-Weekly</td>
<td>Communications Meeting</td>
<td>Internal</td>
<td>FLHSMV Communications Team</td>
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<td>Monthly</td>
<td>MoMo You Know</td>
<td>Internal</td>
<td>Motorist Modernization Program Members</td>
<td>Koral Griggs</td>
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<td>Quarterly</td>
<td>ORION Hub Newsletter</td>
<td>External/Internal</td>
<td>FLHSMV Staff Members and Tax Collectors</td>
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<td>Quarterly</td>
<td>ISA Bits and Bytes</td>
<td>Internal</td>
<td>FLHSMV Staff</td>
<td>Brooke Stone</td>
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<td>Quarterly</td>
<td>Motorist Services Intersection Newsletter</td>
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<td>FLHSMV Staff Members and Tax Collectors</td>
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<td>Motorist Services News Wheel</td>
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<td>ORION Star</td>
<td>Internal</td>
<td>Executive Leadership and Motorist Modernization Program Members</td>
<td>Koral Griggs</td>
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<td>Monthly</td>
<td>Legislative Governance Status Report</td>
<td>External</td>
<td>Various Stakeholders</td>
<td>Accenture Team</td>
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<td>As Necessary</td>
<td>FLHSMV Governor's Weekly Report</td>
<td>External</td>
<td>Florida Governor</td>
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<td>Monthly</td>
<td>Motorist Modernization Website</td>
<td>Internal/External</td>
<td>FLHSMV Staff, Tax Collectors and Citizens Website</td>
<td>Koral Griggs and FLHSMV Web Team</td>
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<td>Florida Highway Safety AAMVA Testing for CDLIS 5.3.3</td>
<td>Internal/External</td>
<td>AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team</td>
<td>Conference Call Kristin Green and Sonia Nelson</td>
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<td>As Necessary</td>
<td>PartnerNet/SafetyNet Webpages</td>
<td>Internal/External</td>
<td>Tax Collectors and FLHSMV Staff</td>
<td>Koral Griggs</td>
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<td>Date</td>
<td>Event Description</td>
<td>Internal/External</td>
<td>Department of Financial Services and FLHSMV Staff</td>
<td>Conference Call</td>
<td>Various Stakeholders</td>
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<tr>
<td>July 12, 2019</td>
<td>Provided updates on Motorist Modernization Phase 1 to the IT Coalition and various Tax Collector members in Tampa.</td>
<td>Internal/External</td>
<td>IT Coalition</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel, Judy Johnson and Chad Hutchinson</td>
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<tr>
<td>April 12, 2019</td>
<td>Provided a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.</td>
<td>Internal/External</td>
<td>Tax Collectors</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel</td>
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<tr>
<td>May 24, 2019</td>
<td>Host a series of focus groups for usability testing on the MyDMV Portal for various customer stakeholders.</td>
<td>Internal/External</td>
<td>Various Stakeholders</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
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<tr>
<td>August 26 - 29, 2019</td>
<td>Attend the Tax Collector conference to provide an update on Motorist Modernization and a chance to participate in hands-on testing of ORION.</td>
<td>Internal/External</td>
<td>Tax Collectors</td>
<td>Face-to-Face Meeting</td>
<td>Terrence Samuel, Judy Johnson, Catherine Thomas, Jessica Espinoza and Chad Hutchinson</td>
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<tr>
<td>August 28, 2019</td>
<td>Review and finalize MyDMV Portal Focus Groups Summary Report from vendor regarding reported findings for focus groups and suggested enhancements.</td>
<td>Internal/External</td>
<td>Various Stakeholders</td>
<td>Face-to-Face Meeting</td>
<td>Koral Griggs</td>
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</tbody>
</table>