Office of Motorist Modernization

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	Representing
Deb Roby	FLHSMV
Ed Broyles	FLHSMV
Pace Callaway	FLHSMV
April Edwards	FLHSMV
Kevin Bailey	FLHSMV
William Washington	Florida Court Clerks & Comptrollers
Lisa Cullen	Florida Tax Collectors

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- Stakeholder Outreach Update
- MM Phase I Program Update
    - Financial Review
    - Project Updates
    - OCM Update
- Communications Update
- Q&A
- Adjourn

Office of Motorist Modernization

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.
    - 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
    - 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
    - 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.
    - 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.
    - 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
    - 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 – Cheryln 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

A SAFER FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

HIGHWAY PATROL

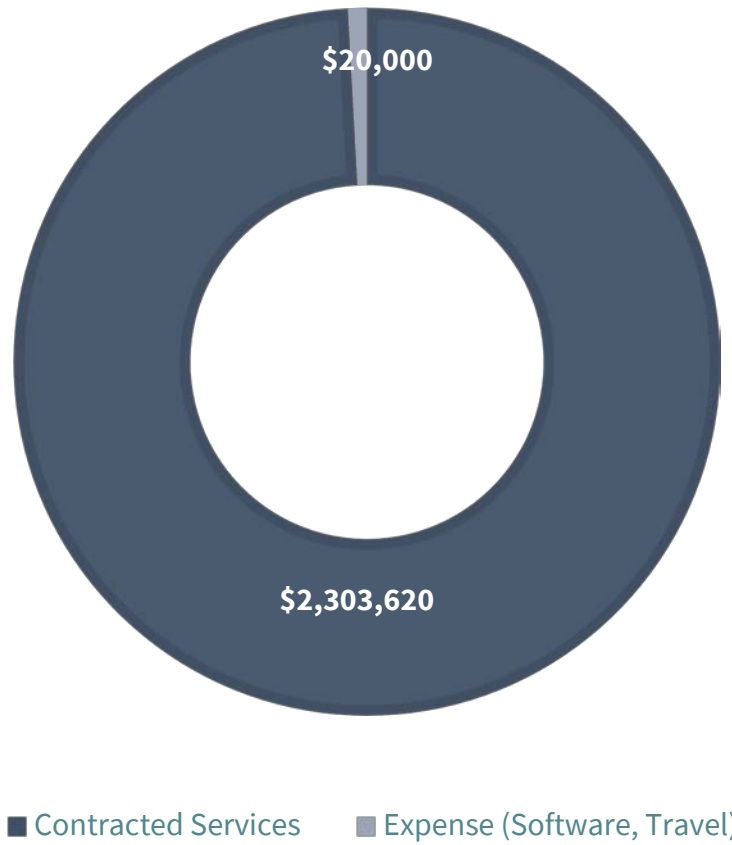
ORION ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Phase I
Total Project

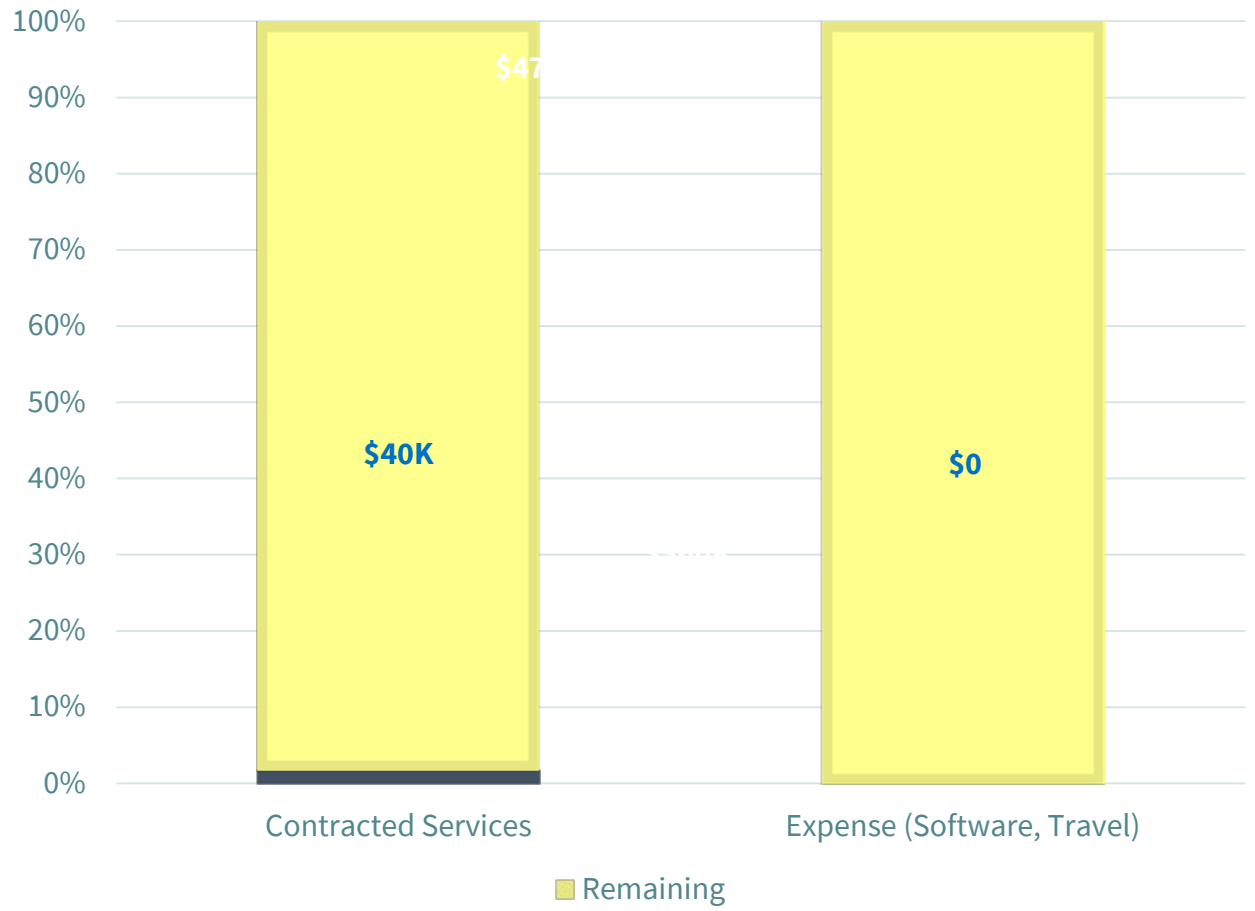
LBR Requests - Updated

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	$ 2,500,000	$ 1,514,762	$ 619,186	$ 61,478	$ -
2015-2016	$ 6,362,609	$ 5,468,933	$ 479,280	$ 382,501	$ 31,895
2016-2017	$ 8,749,351	$ 7,907,512	$ 479,280	$ 336,688	$ 25,871
2017-2018	$ 9,857,775	$ 8,506,720	$ 479,280	$ 865,000	$ 6,775
2018-2019	$ 7,536,000	$ 6,976,720	$ 479,280	$ 80,000	$ -
2019-2020	$ 2,323,620	$ 2,303,620		$ 20,000	$ -
Total	$ 37,329,355	$ 32,678,267	$ 2,536,306	$ 1,745,667	$ 64,541

BUDGET: $2,323,620



ACTUALS: $40,000



Budget and Actuals: Current Fiscal Year through July 2019

Budget and Actuals

Phase I Overview

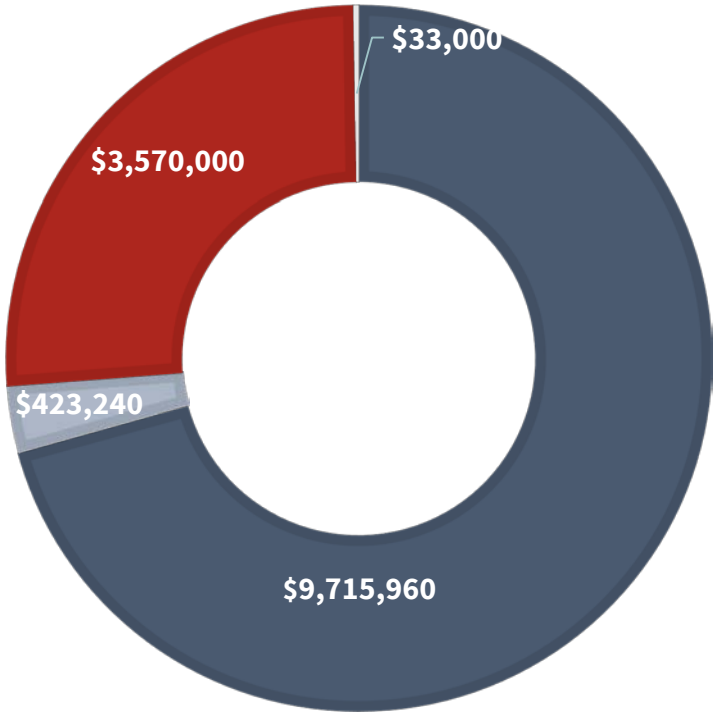
Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	$2,323,620		
Fiscal Year to Date	$40,000	$40,000	0%
Month to Date (July 2019)	$40,000	$40,000	0%
Remaining Funds	$2,283,620		

Phase II
Total Project

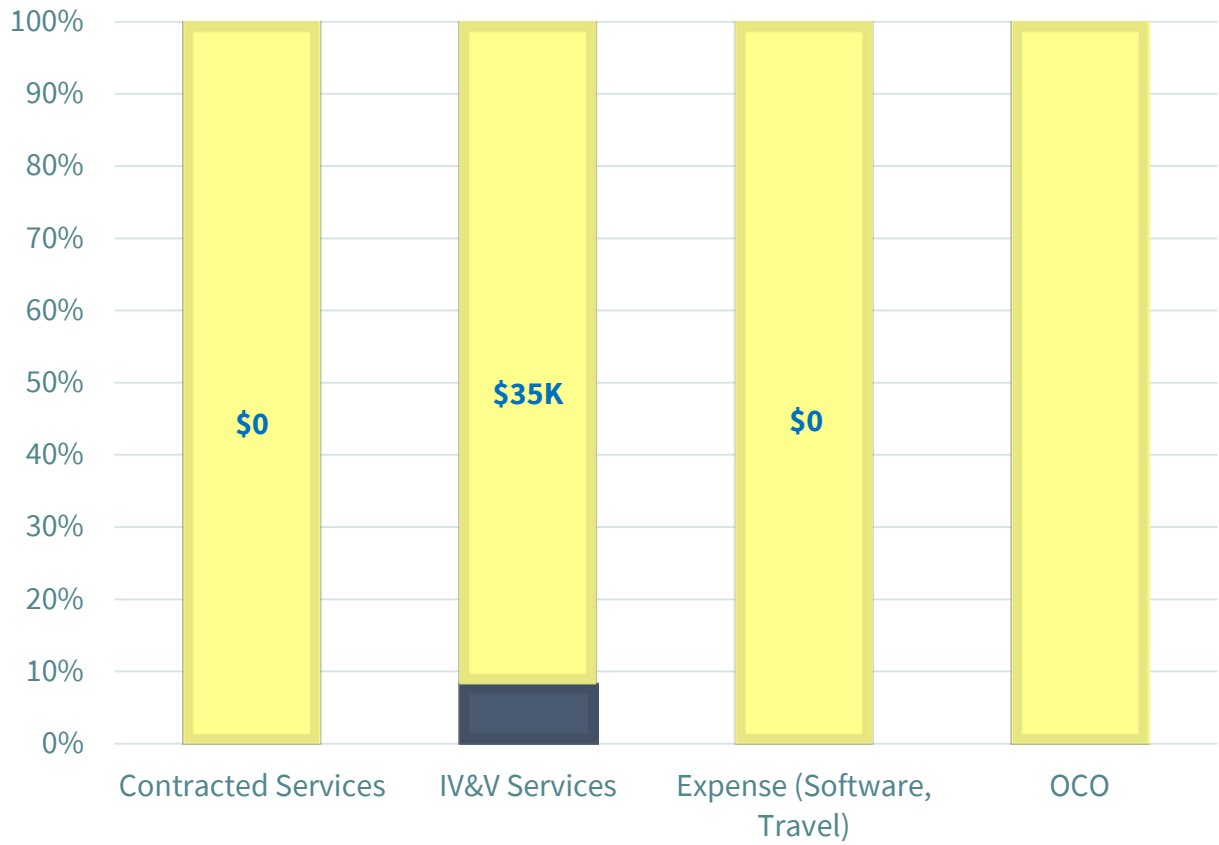
LBR Requests Updated

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	OCO
2017-2018	$ 4,132,180	$ 3,575,240	$ 357,190	$ 179,850	$ 19,900
2018-2019	$ 5,037,000	$ 4,455,960	$ 423,240	$ 150,000	$ 7,800
2019-2020	$ 13,742,200	$ 9,715,960	$ 423,240	$ 3,570,000	$ 33,000
2020-2021	$ 7,619,700*	$ 6,915,960	$ 423,240	$ 276,500	$ 4,000
2021-2022	$ 6,036,700*	$ 5,580,460	$ 423,240		$ 33,000
2022-2023	$ 2,906,700*	$ 2,479,460	$ 423,240		$ 4,000
Total	$ 39,474,480*	$ 32,723,040	$ 2,473,390	$ 4,176,350	$ 101,700

BUDGET: $13,742,200



ACTUALS: $35,270



Contracted Services | IV&V Services | Expense (Software, Travel) | OCO | Remaining

Budget and Actuals: Current Fiscal Year through July 2019

Budget and Actuals

Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	$13,742,200		
Fiscal Year to Date	$35,270	$35,270	0%
Month to Date (July 2019)	$35,270	$35,270	0%
Remaining Funds	$13,706,930		

Motorist Modernization Phase I – August 13, 2019

STATE OF THE STATE

FLHSMV FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

HIGHWAY PATROL FLORIDA

ORION ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

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

Areas	Dates
DL -> MV one-way mappings to STAGE	4/29/2019 (Complete)
DL -> MV core tables (15 – 20 tables)	12/2019
All tables – bi-directional	2/2020
Informatica Stabilization	9/2019 – 2/2019

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.*

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

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

SEU Execution Only	8/15	Last ESC	Delta
Total UAT Test Scenarios	59	57	2
Scripts to be developed	1	5	-4
Scripts pending execution	7	9	-2
Scripts being executed	14	15	-1
Scripts completed	37	28	9
	8/15	**Last ESC**	**Delta**
UAT Critical	6	1	5
UAT High	9	10	-1
UAT Medium	20	5	15

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*

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*

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Late
Originally Planned - 6/5/2019
Revised target – 8/16/2019

MM/FR Team Summary

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

SEU Execution Only	8/15	Last ESC	Delta
Total UAT Test Scenarios	32	32	0
Scripts to be developed	0	0	0
Scripts pending execution	0	1	-1
Scripts being executed	26	31	-5
Scripts completed	9	0	9
	8/15	**Last ESC**	**Delta**
UAT Critical	18	14	4
UAT High	45	34	11
UAT Medium	79	67	12

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.*

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*

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Late
Originally Planned - 7/18/2019
Revised Target – TBD

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

SEU Execution Only	8/15	Last ESC	Delta
Total UAT Test Scenarios		33	
Scripts to be developed		0	
Scripts pending execution		2	
Scripts being executed		5	
Scripts completed		26	
	8/15	**Last ESC**	**Delta**
UAT Critical		2	
UAT High		7	
UAT Medium		8	

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*

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.*

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Late
Originally Planned - 5/8/2019
Revised Target – TBD
UAT Completion – Late
Originally Planned - 7/3/2019
Revised Target – TBD

CDLIS/CP Team Summary

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

SEU Execution Only	8/15	Last ESC	Delta
Total UAT Test Scenarios		87	
Scripts to be developed		0	
Scripts pending execution		44	
Scripts being executed		24	
Scripts completed		19	
	8/15	**Last ESC**	**Delta**
UAT Critical		0	
UAT High		2	
UAT Medium		14	

Key Dependencies/Assumptions

- *Letter Development by letter team*
- *Planet Press Environmental and Performance Issue*

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

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

SEU Execution Only	8/15	Last ESC	Delta
Total UAT Test Scenarios	14	14	0
Scripts to be developed	0	0	0
Scripts pending execution	0	1	0
Scripts being executed	0	3	-3
Scripts completed	14	10	4

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

Motorist Modernization Phase I Communications Plan

This plan covers May - October 2019

Organizational Change Management

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Daily	Organizational Change Management Core Team Meeting	Internal	Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.	OCM Core Team	Face-to-Face Meeting	Craig Benner
Weekly	Internal Change Control Board	Internal	Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.	Product Owners and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Bi-Monthly	Change Control Board	Internal	Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.	CCB Members and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Monthly	Motorist Modernization User Guides	Internal/External	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).	FLHSMV Staff and Tax Collectors	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs and Project Managers
July - August 2019	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and an informational video to assist change champions in communicating about Motorist Modernization.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Alexis Bakofsky
August 2019	Organizational Change Management Engagement Plans	Internal	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.	FLHSMV Staff	Printed Materials/Electronic Communication	Craig Benner
August 2019	Motorist Modernization SharePoint Site	Internal	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.	FLHSMV Staff	Electronic Communication	Alexis Bakofsky and Koral Griggs
September 17 - 18, 2019	Change Champions Kickoff Meeting	Internal	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.	FLHSMV Staff	Face-to-Face Meeting/Electronic Communication	Craig Benner

Training

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Learning and Development Office Checkpoint Meeting	Curriculum Course Development	Bi-Weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.	LDO Members and OMM Team	Face-to-Face Meeting	Jennifer Ford and Sarah Pope
Weekly	Learning and Development Office Motorist Modernization Team Checkpoint Meetings	Curriculum Course Development	Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.	LDO Members and OMM Team	Face-to-Face Meeting	Sarah Pope and LDO Designers
As Necessary	LDO User Experience Demo	Curriculum Course Development	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.	LDO, SEU and OMM Team	Face-to-Face Meeting/Recording	Sarah Pope and LDO Designers
Bi-Weekly	Learning and Development/Office of Motorist Modernization Leadership Meeting	Internal	Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.	LDO and OMM Leadership	Face-to-Face Meeting	Terrence Samuel and Jennifer Ford

Communications

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Executive Steering Committee Meeting	Internal	Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.	ESC Leadership Members and OMM Team	Face-to-Face Meeting	OMM Team
Monthly	Phase I Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.	Advisory Board Voting Members and OMM Team	Face-to-Face Meeting/Conference Call	OMM Team
Weekly	Motorist Modernization Internal Team Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program.	OMM Team	Face-to-Face Meeting	OMM Team
Weekly	Phase I Accenture Weekly Status Meeting	Internal/External	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.	OMM Team, Ernst and Young and AST	Face-to-Face Meeting/Conference Call	Accenture Team
Weekly	Motorist Modernization Weekly Leadership Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.	Executive Leadership	Face-to-Face Meeting	OMM Team
Weekly	IV&V Weekly Status Meeting	Internal	Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.	OMM Leadership, AST, Ernst and Young, and Contract Manager	Face-to-Face Meeting	Kristin Green
As Necessary	Focus Group Meetings	Stakeholder Outreach	Meetings to provide information or obtain feedback on the Motorist Modernization initiative.	Various Stakeholders	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs, Terrence Samuel, Senior Business Analysts

Bi-Weekly	Communications Meeting	Internal	Bi-weekly meeting with Alexis Bakofsky, Beth Frady, Rick Burnham and Craig Benner to discuss communications within the agency and the Office of Motorist Modernization, in addition to MyDMV Portal marketing.	FLHSMV Communications Team	Face-to-Face Meeting	Koral Griggs
Monthly	MoMo You Know	Internal	When requested, a monthly email containing updates related to the Motorist Modernization project, including "need to knows," encouragement, upcoming tasks, etc.	Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Quarterly	ORION Hub Newsletter	External/Internal	Quarterly newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Koral Griggs
Quarterly	ISA Bits and Bytes	Internal	Provide Motorist Modernization content for ISA's quarterly newsletter, when requested.	FLHSMV Staff	Electronic Communication	Brooke Stone
Quarterly	Motorist Services Intersection Newsletter	Internal	Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Rick Burnham
Weekly	Motorist Services News Wheel	Internal	Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.	Motorist Services	Electronic Communication	Rick Burnham
Monthly	ORION Star	Internal	Monthly award presented to a Motorist Modernization team member who has gone "above and beyond" for the sake of the project and the team.	Executive Leadership and Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Monthly	Legislative Governance Status Report	External	Monthly status report to provide updates related to the Motorist Modernization Program.	Various Stakeholders	Electronic Communication	Accenture Team
As Necessary	FLHSMV Governor's Weekly Report	External	Contribution of content for the Governor's Weekly Report, as necessary.	Florida Governor	Electronic Communication	Koral Griggs
Monthly	Motorist Modernization Website	Internal/External	Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.	FLHSMV Staff, Tax Collectors and Citizens	Website	Koral Griggs and FLHSMV Web Team
Monthly	Florida Highway Safety AAMVA Testing for CDLIS 5.3.3	Internal/External	Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.	AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team	Conference Call	Kristin Green and Sonia Nelson
As Necessary	PartnerNet/SafetyNet Webpages	Internal/External	Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&V Report and the monthly Tax Collector Status Report.	Tax Collectors and FLHSMV Staff	PartnerNet/SafetyNet	Koral Griggs

Bi-Weekly	Financial Responsibility Bi-Weekly Meeting	Internal	Bi-weekly meeting with Financial Responsibility team members and the Department of Financial Services to provide updates on the Motorist Modernization Program and the Financial Responsibility project.	Department of Financial Services and FLHSMV Staff	Conference Call	Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves
Bi-Weekly	Phase I Go-Live Implementation Meetings	Internal	Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.	OMM Team	Face-to-Face Meeting	Michelle McGinley
Monthly	REAL ID Compliance	Internal/External	Monitor REAL ID compliance rates statewide prior to October 1, 2020. Whenever possible, provide stakeholders with REAL ID materials and reminders to pass along to customers. Include report on monthly tax collector update.	OMM Team	Printed Materials/Electronic Communication/Face-to-Face Meeting	Koral Griggs and Alexis Bakofsky
May 1, 2019	IT Coalition Meeting	Internal/External	Provided updates on Motorist Modernization Phase I to the IT Coalition and various Tax Collector members in Tampa.	IT Coalition	Face-to-Face Meeting	Terrence Samuel, Judy Johnson and Chad Hutchinson
June 10, 2019	Department of Revenue Tax Collector Training	Internal/External	Provided a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.	Tax Collectors	Face-to-Face Meeting	Terrence Samuel
June - August 2019	MyDMV Portal Focus Groups	Internal/External	Host a series of focus groups for usability testing on the MyDMV Portal for various customer stakeholders.	Various Stakeholders	Face-to-Face Meeting	Koral Griggs
August 26 - 29, 2019	Tax Collector Conference	Internal/External	Attend the Tax Collector conference to provide an update on Motorist Modernization and a chance to participate in hands-on testing of ORION.	Tax Collectors	Face-to-Face Meeting	Terrence Samuel, Judy Johnson, Catherine Thomas, Jessica Espinoza and Chad Hutchinson
August 28, 2019	MyDMV Portal Focus Groups Summary Report	Internal/External	Review and finalize MyDMV Portal Focus Groups Summary Report from vendor regarding reported findings for focus groups and suggested enhancements.	Various Stakeholders	Face-to-Face Meeting	Koral Griggs