Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, August 13, 2019
2:30 to 4:00 PM
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees	Representing
Stephen Boley	FLHSMV
Lt. Jason Britt	FLHSMV
Diane Buck	FLHSMV
Jay Levenstein	FLHSMV
Steve Burch	FLHSMV
Lisa Cullen	Florida Tax Collectors
Sherri Smith	Florida Tax Collectors
Sgt. Derek Joseph	Law Enforcement
TBD	Law Enforcement

Agenda

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

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, July 9, 2019
2:30 to 4:00 PM
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 2:30 p.m. Terrence Samuel began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

  Advisory Board Phase II members included

o Stephen Boley	DHSMV
o Steve Burch	DHSMV (absent)
o Lt. Jason Britt	DHSMV
o Diane Buck	DHSMV
o Jay Levenstein	DHSMV (absent)
o Lisa Cullen	Florida Tax Collectors
o Sherri Smith	Florida Tax Collectors
o Sgt. Derek Joseph	Law Enforcement

- Additional DHSMV members present included – Terrence Samuel, Koral Griggs, Cathy Thomas, Jessica Espinoza, Judy Johnson, Craig Benner, Felecia Ford, Chad Hutchinson and Laura Freeman. Scott Lindsay also attended.
- Visitors present included – Alyene Calvo and Gary Didio from Ernst & Young, Michelle McGinley and Nathan Johnson from Accenture attended via phone. Andrew Bell and Denise Smith from Florida Auto Tag Agencies, Michael Samaan from Auto Data Direct, Carl Ford from J Ford Consulting and Scott Lunsford with the Florida Tax Collectors also attended.

REVIEW OF MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from June 11, 2019. No corrections were identified. A motion to approve the minutes was accepted by the board members and the June 11, 2019, meeting minutes were approved.

IV&V UPDATE

- Alyene Calvo presented an IV&V update for Phase II. The overall risk state was green. There were no open deficiencies to report and no new facets were reviewed. The Schedule Performance Index was .949. 32 of 1,446 total tasks were late. The program completion date is projected to be 191 days late and the Schedule Quality Score was 96.1. She stated they met with the program team and they have made progress with the Uniface tasks and will work on re-estimating the work effort.

STAKEHOLDER OUTREACH

- Terrence Samuel stated the team presented an update on the Motorist Modernization project at Department of Revenue on June 10.

- Mr. Samuel discussed presenting and performing demos at the Tax Collector Education Forum in August.
- He also stated meetings are being scheduled with Avis and Hertz.
- Jessica Espinoza discussed the upcoming All-Hands Meeting with the tax collector subject matter experts.

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.

POLICY & DECISION REVIEW

- POR08 – Request to Allow the Issuance of Permanent Decals for Tribal Registrations – Judy Johnson stated the department will move forward with seeking legislation to allow for the issuance of permanent plates. The team is awaiting additional follow-up from the business.
- POR11 – Permanent Plates for Tribes – Ms. Johnson stated the department will move forward with seeking legislation to allow for the issuance of permanent plates. The team is awaiting additional follow-up from the business.
- DSERV05 – Felecia Ford stated the Dealer Services team is requesting a decision on allowing the tax collectors to have the capability to cancel dealer plates if the dealer is surrendering the cancelled plate, or in the case of cancelling a stolen plate, ensuring a proper police report was provided. At a minimum, a scanned copy of the plate or report must be associated with the transaction and available for review in ORION. The Advisory Board supported the suggestion to provide the dealers the capability to cancel dealer plates. She stated the team will report back to the ESC.
    - Lt. Jason Britt asked if these dealer plates are within the allotted cancellation period.
    - Ms. Ford stated this is during the timeframe where the plates would still be valid, but if the policy was cancelled or modified and the dealer is no longer eligible for as many plates as they have, the dealer would be able to cancel these plates.
    - Diane Buck asked if dealers going out of business would be able to surrender these plates at a tax collector office.
    - Ms. Ford stated they would have the option to go to the regional office or tax collector offices.
    - Ms. Buck was stated additional documentation is needed when a dealer goes out of business. She was concerned with the possibility of this documentation not being sent to the regional office if the dealer were to return the plates at the tax collector office.
    - Ms. Ford stated she would discuss these concerns with the team.
    - Lisa Cullen suggested listing a reason code when dealer plates are returned to tax collector offices.
    - Ms. Ford stated criteria will be determined for when dealer plates are surrendered at tax collector offices.

  - Carl Ford asked if dealers would be allowed to have multiple coverages at a given time, and will the maximum number of plates a dealer have reflect all the dealer's coverage?
  - Ms. Ford stated the plan is to document the coverage a dealer has and if it is determined they need more plates during the renewal period, then there will be an ability to add an additional policy.
  - Andrew Bell stated this topic was widely discussed at the Dealer Advisory Board meeting recently. He stated those meeting minutes may be helpful.
- REG01 – Cathy Thomas stated the Registration team would like to request that the tax collector offices be able to provide the Antique Vessel decals from their office. Currently, the tax collector office corrects the registration use to "EA," and then the customer must mail the request to Tallahassee to receive the decal. The decals could be requested through inventory, like the color decals for vessels and mobile homes. The department has an extensive amount of these decals on hand. This would provide better customer service and would save the department the mail fees to send these to the customer. Approximately 10 are currently mailed out per day.
  - The tax collector members agreed this would be great customer service.

PHASE II PROJECT UPDATE

- Nathan Johnson stated all teams have completed requirements validation. The teams are also working on completing development and testing estimates to finalize release planning. The team plans to begin development in September.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner stated the team began drafting the Phase II OCM Schedule and identifying deliverables.

COMMUNICATIONS UPDATE

- There was no communications update at the meeting.

Q&A

- Carl Ford asked if the global cashiering solution being developed for Phase I would be available for Phase II stakeholders to observe in advance?
- Terrence Samuel stated the cashiering solution for Phase I will be the same for Phase II. He stated the cashiering specs were previously given to the IT Coalition but he will follow-up on this.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 2:59 p.m.
- The next Advisory Board Phase II Meeting is scheduled for August 13, 2019.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (6/11/19)	3 Pages
MM Phase II IV&V Update	31 Pages
MM Phase II Decision Log	2 Pages
MM Phase I/II Financials	7 Pages
OCM Update Report	6 Pages
Phase II Traffic Light Report	1 Page

Motorist Modernization Program Phase II (MMP2)

State of Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

June 2019

29 July 2019

EY

Building a better working world

Topics for discussion

- General IV&V overview
- Overall risk state and trending
- IV&V ratings summary
- Key indicators
- Status of key deficiency recommendations
- Overall performance
- Project complete date slippage
- Forecast milestone slippage
- Open deficiencies and actions
- Process improvement recommendations
- Upcoming IV&V activities
- Supporting information
  - Summary of changes
  - Project milestones
  - Late tasks
  - Project schedule quality
  - Project budget

Data contained in this MAR is as of 30 June 2019

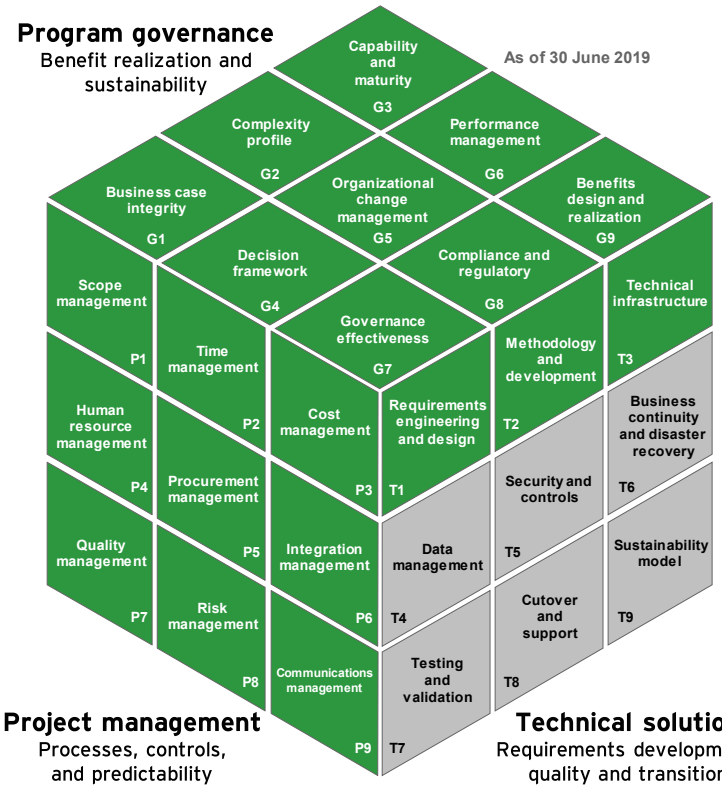
General IV&V overview

Overall IV&V risk state:	Green

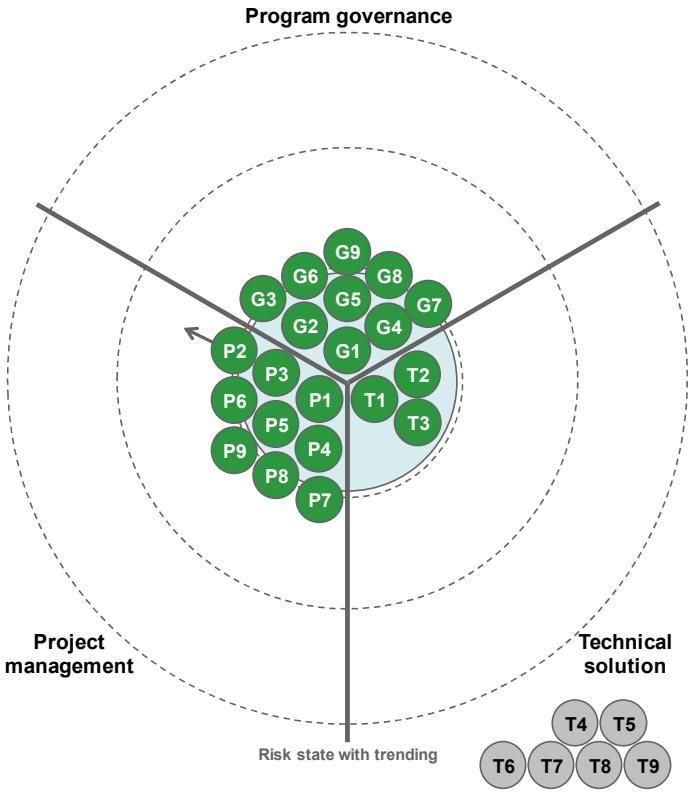
- There are no open IV&V deficiencies
  - No additional facets reviewed since the last report
  - No new deficiencies identified since the last report
- The MMP2 Program is within established schedule performance thresholds
  - The schedule performance index (SPI) is 0.956
  - 18 of 1,446 total tasks (1.24%) contained in the project schedule are late
  - 4 of 168 total tasks (2.38%) for the current period are late
  - Schedule variance (SV) is currently -1,397.5 hours and is ***decreasing***
- The MMP2 Program is within established cost performance thresholds
  - The cost performance index (CPI) is 1.000
  - The Program is currently on budget based on provided budget and spending information
- The MMP2 Program is behind schedule
  - The Program completion date is forecast to be 16 December 2023, 150.0 days late
  - Future milestones are projected to be completed behind schedule
  - The amount of time the project is behind schedule is ***decreasing***

Overall risk state and trending

Risk state of the MM Program (Phase II)

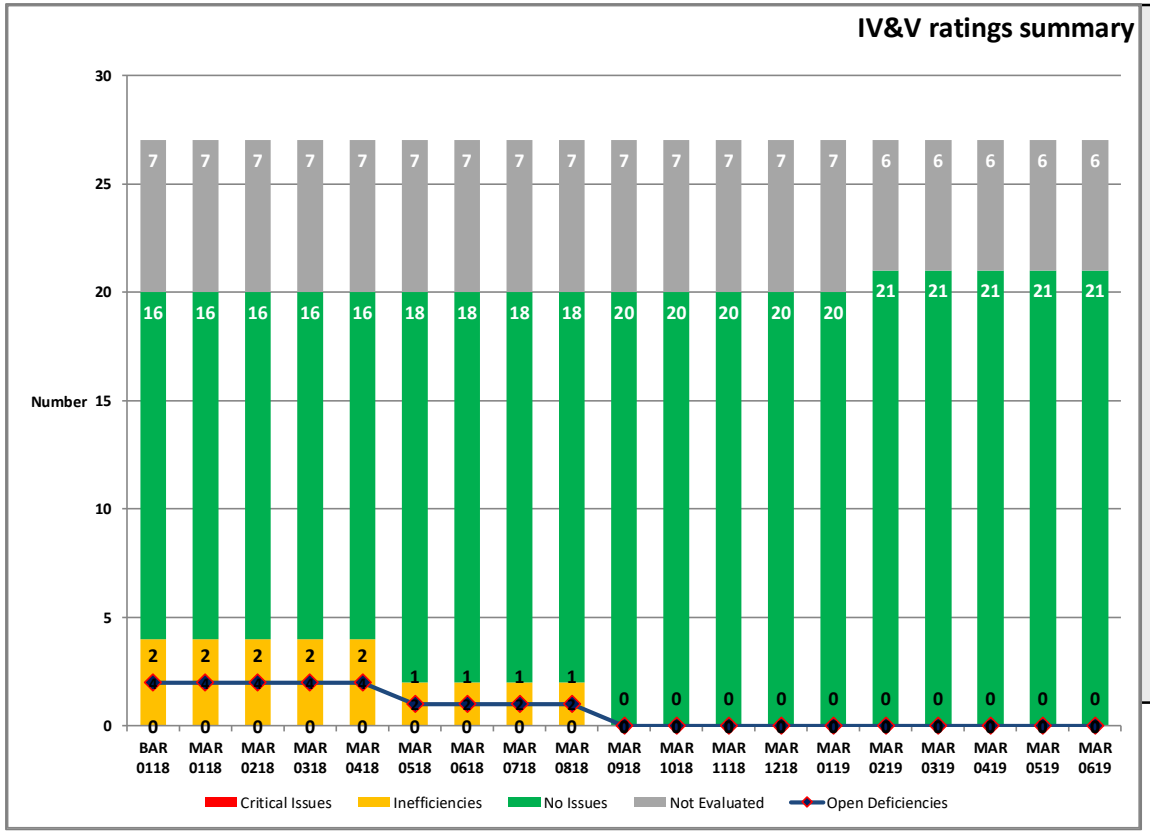


Risk state with trending



- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
- Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.
- Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

IV&V ratings summary

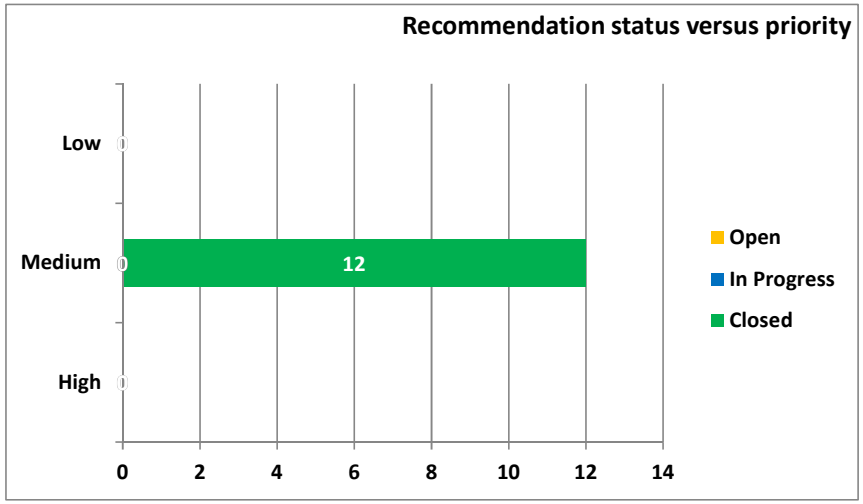


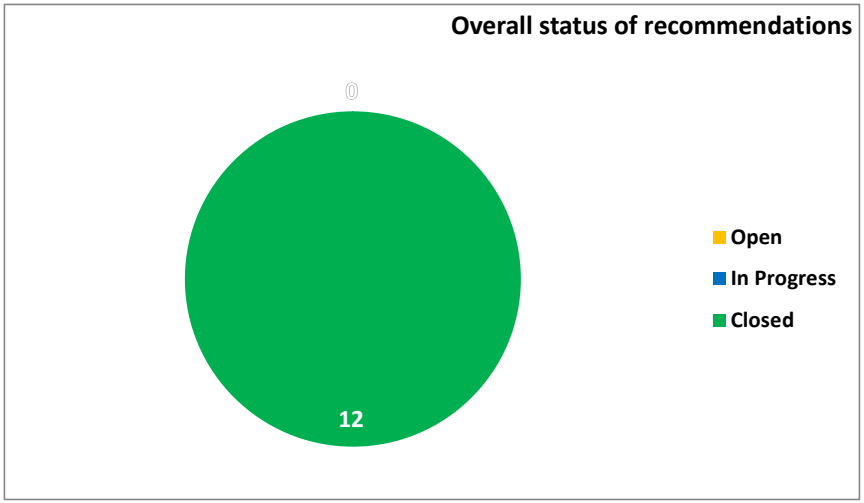
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 21
  - Gray (not evaluated): 6
- Open deficiencies: 0
- Conclusions:
  - The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.

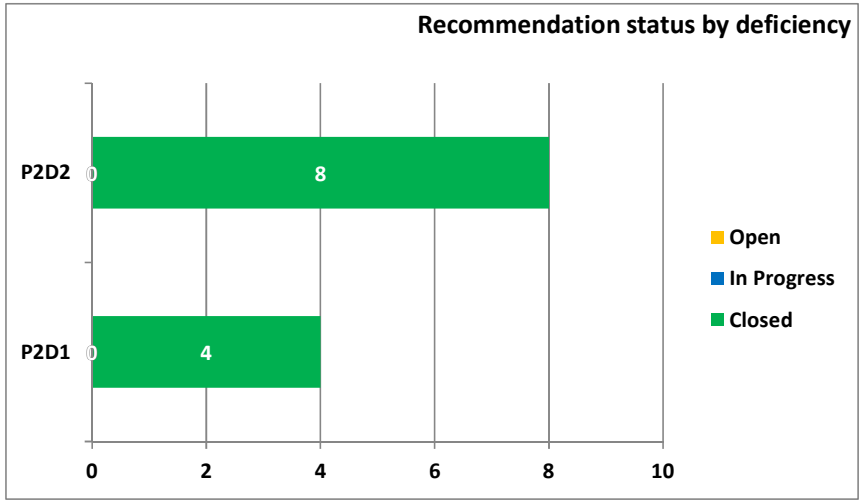
Key indicators

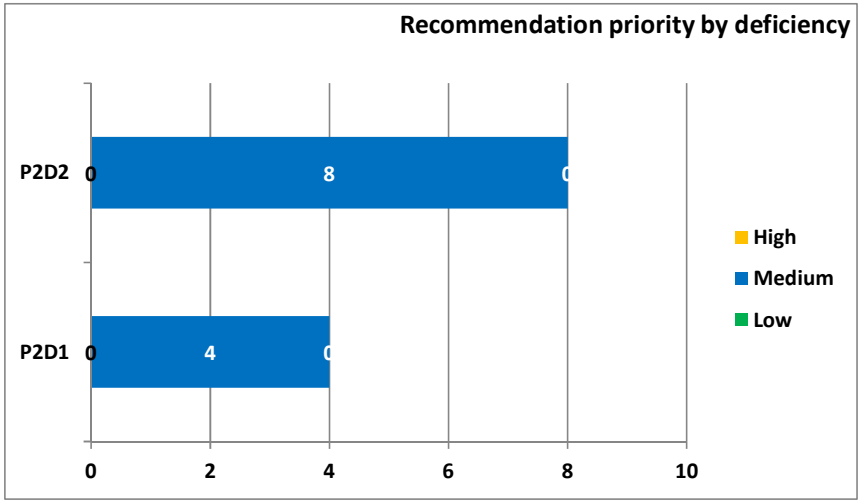
Indicator	Value	Comment
Is the project approach sound?	Yes	► The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	► The MMP2 Program is within established schedule performance thresholds. ► The schedule performance index (SPI) is 0.949. ► 18 of 1,446 total tasks (1.24%) contained in the project schedule are late. ► 4 of 168 total tasks (2.38%) for the current period are late. ► SV is currently -1,397.5 hours and is ***decreasing***.
Is the project on budget?	Yes	► The MMP2 Program is within established cost performance thresholds. ► The cost performance index (CPI) is 1.000. ► The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	► The work being completed as part of the MMP2 Program is within the scope of the project as defined in the Schedule IV-B Feasibility Study. ► Additional change requests are reviewed and approved based on the established change management process.
What are the project's future risks?	Unknown	► The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are the project's risks increasing or decreasing?	Steady	► The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	► New and emerging technologies were considered in the Feasibility Study. ► None have an adverse effect on the project's technological assumptions.

Status of key deficiency recommendations

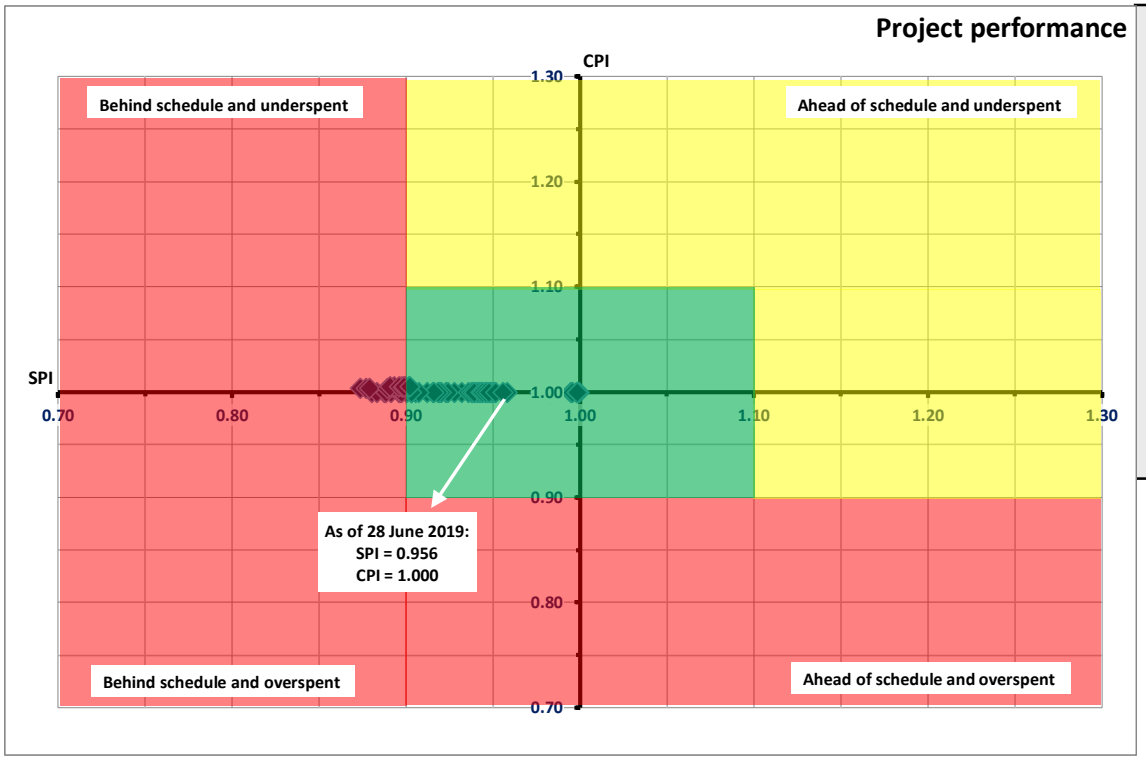








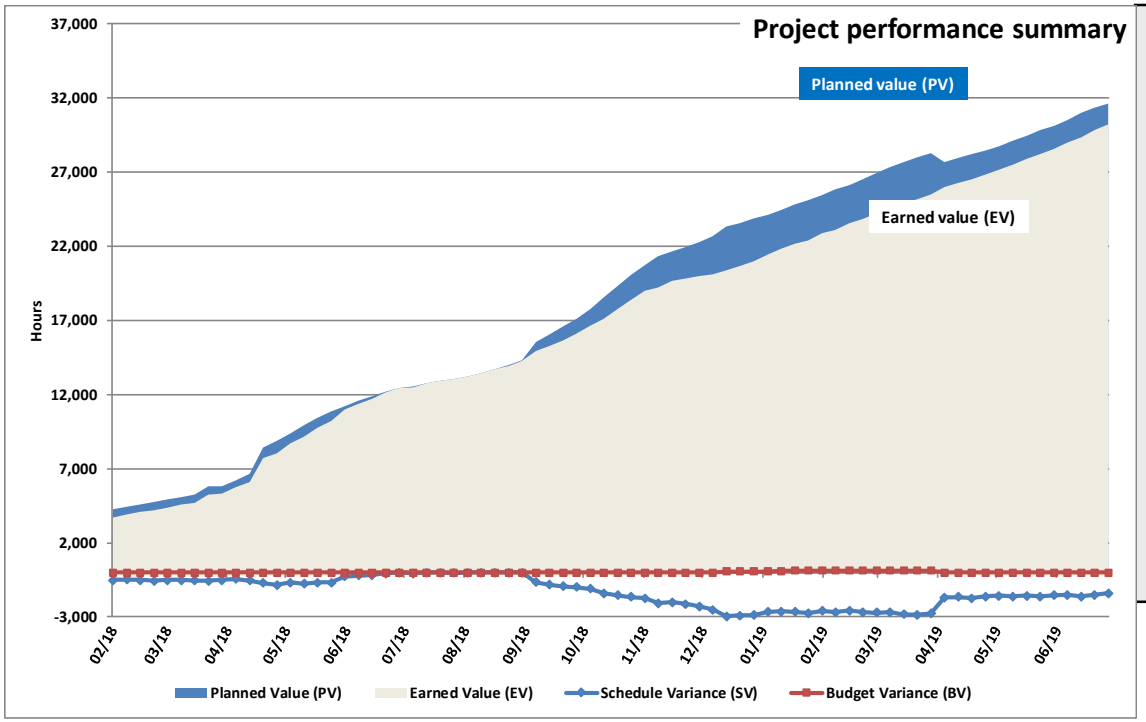
Overall performance



- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - Schedule and cost performance are within established thresholds.
- Conclusions:
  - The Program is behind schedule but within established performance thresholds.

- Green area indicates within tolerance of +/- 10% for both SPI and CPI.
- Amber area indicates review is required and corrective actions may be necessary.
- Red area indicates out-of-tolerance and corrective actions are necessary.

Overall performance (continued)

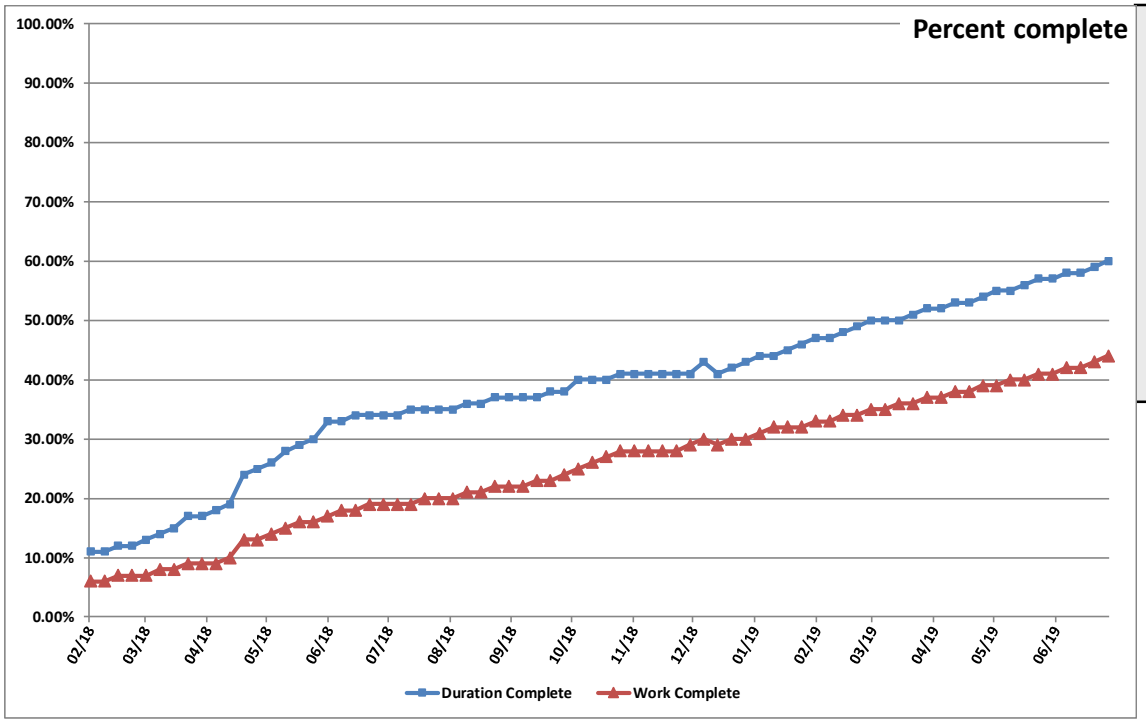


- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
  - The total amount of work not completed as scheduled is 1,397.5 hours.
- Conclusions:
  - The MMP2 Program is behind schedule.

- Blue area indicates the cumulative PV as of the current reporting period.
- Grey area indicates the cumulative EV as of the current reporting period.

- PV is the work scheduled to be accomplished.
- EV is the value of the work actually performed.

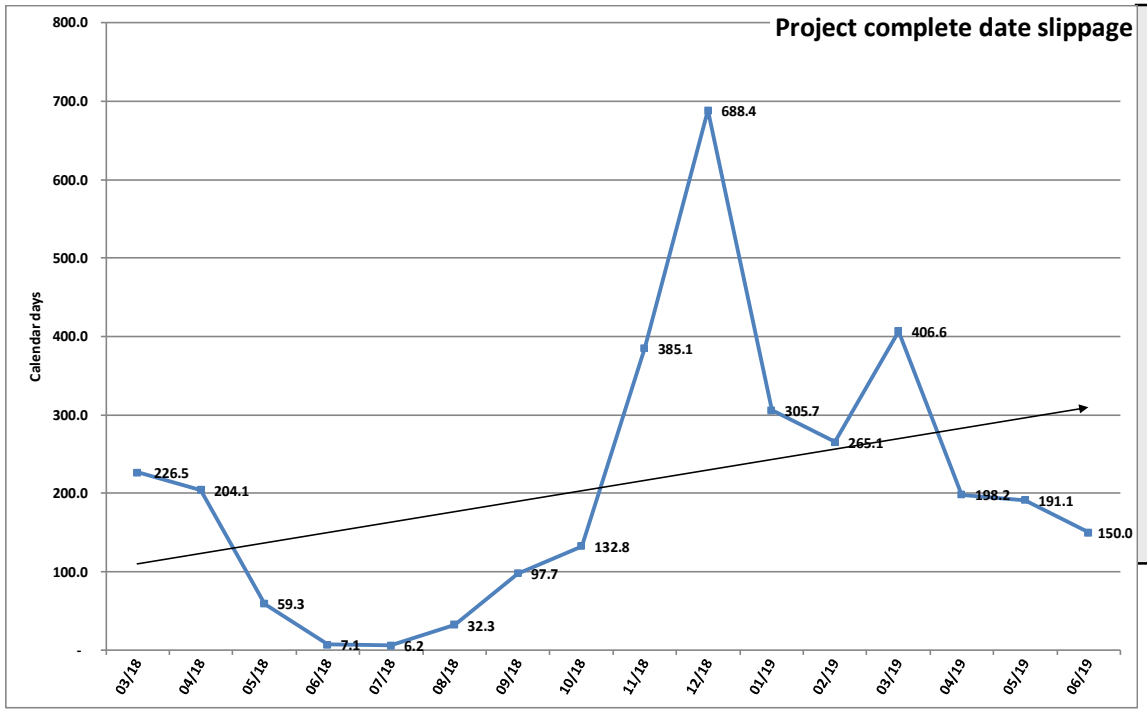
Overall performance
(continued)



- This chart shows the percent complete for duration and work for the project.
- Summary:
  - Duration and work complete has been increasing since the beginning of the project.
- Conclusions:
  - None.

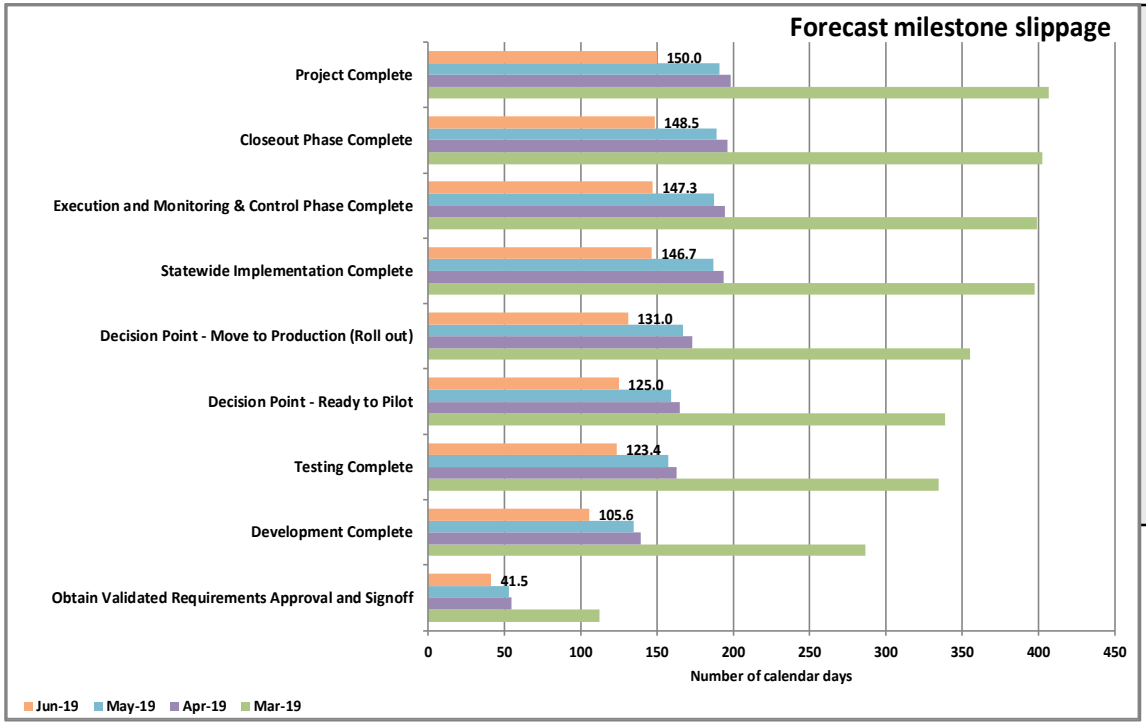
- Blue line is duration percent complete.
- Red line is work percent complete

Project complete date slippage



- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
  - The program completion date is forecast to be 16 December 2023, 150.0 days late.
  - The amount of time the project is behind schedule is ***decreasing***.
- Conclusions:
  - The program is behind schedule.

Forecast milestone completion



- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is ***decreasing***.
- Conclusions:
  - The program is behind schedule.

Open deficiencies and actions

Deficiency	Actions taken
▸ None	

The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

Process improvement recommendations

Recommendation	Progress update / resolution	Status
▸ The program team should perform a level of effort analysis on the remaining Uniface task and update the MM Program Schedule to provide an accurate reflection of the remaining work, allocated resources, and adjusted timeline.	▸ The program team is continuing to analyze the remaining UNIFACE tasks to determine appropriate changes to the MMP2 Program Schedule.	▸ In-progress

Upcoming IV&V activities

- Participate in IV&V and Program meetings
- Review draft and final MMP2 Program materials provided to the IV&V Team
- Conduct interviews as required
- Schedule of immediate IV&V deliverables is as follows:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jul 2018 (IVV-302AG)	08/14/2018	08/29/2018	08/29/2018	Complete
MAR – Aug 2018 (IVV-302AH)	09/17/2018	10/02/2018	10/01/2018	Complete
MAR – Sep 2018 (IVV-302AI)	10/18/2018	11/02/2018	11/02/2018	Complete
MAR – Oct 2018 (IVV-302AJ)	11/14/2018	11/29/2018	11/30/2018	Complete
MAR – Nov 2018 (IVV-302AK)	12/14/2018	01/04/2019	01/04/2019	Complete
MAR – Dec 2018 (IVV-302AL)	01/15/2019	01/30/2019	01/27/2019	Complete
MAR – Jan 2019 (IVV-302AM)	02/14/2019	02/26/2019	03/01/2019	Complete
MAR – Feb 2019 (IVV-302AN)	03/14/2019	03/29/2019	03/27/2019	Complete
MAR – Mar 2019 (IVV-302AP)	04/12/2019	04/29/2019	04/29/2019	Complete
MAR – Apr 2019 (IVV-302AQ)	05/14/2019	05/29/2019	05/29/2019	Complete
MAR – May 2019 (IVV-302AR)	06/14/2019	06/28/2019	06/28/2019	Complete
MAR – Jun 2019 (IVV-302AS)	07/15/2019	07/30/2019	07/29/2019	Complete

Supporting information

- Summary of changes
- Project milestones
- Late tasks
- Project schedule quality
- Project budget

Summary of changes

Supporting information

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies.
New deficiencies	► No new deficiencies identified since the last report.
New process improvements	► No new process improvements identified since the last report.
Maturity ratings	► No maturity rating changes since the last report.
Interviews conducted	► No interviews conducted since last report
Artifacts received	► Numerous artifacts received.

Project milestones

Supporting information

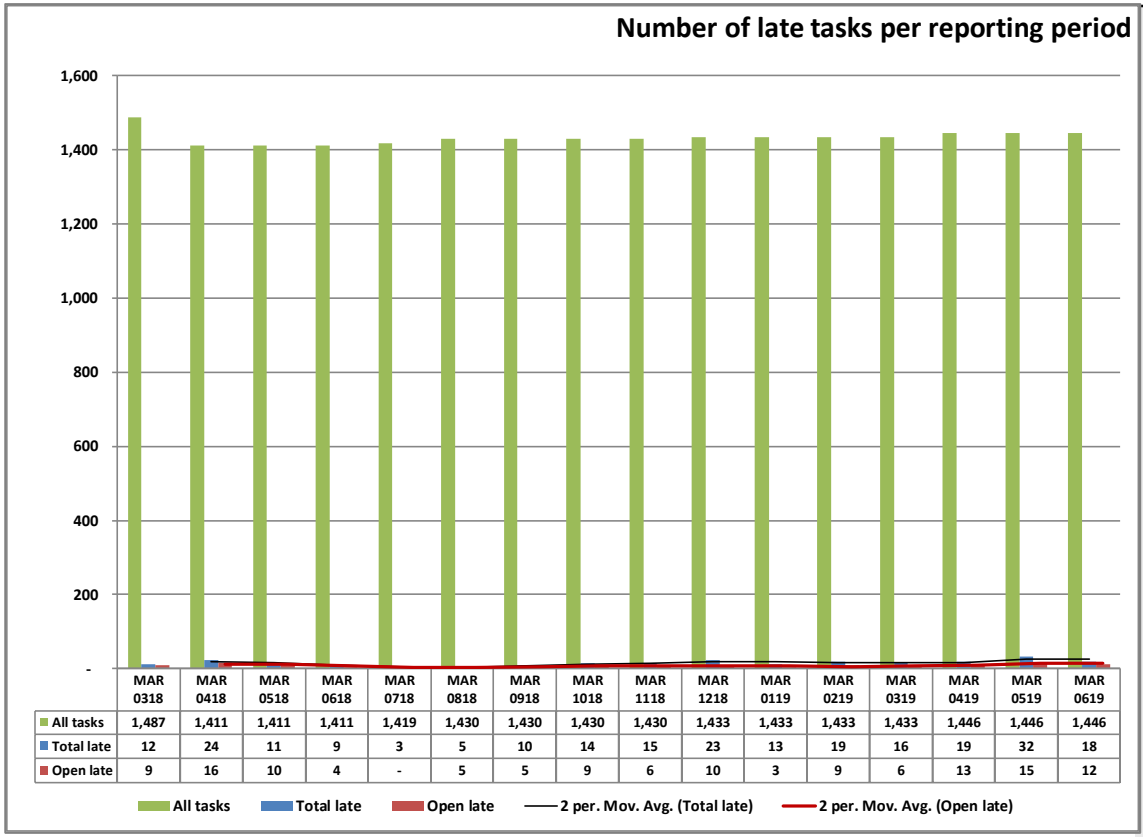
WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	09/09/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	03/18/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	11/29/22	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	12/22/23	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	03/18/23	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	10/29/23	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	11/06/23	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	11/24/23	
5	Project Complete	07/19/23	07/19/23	07/19/23	12/16/23	

1. Items highlighted are either currently late or projected to be late.
2. Original – Original contract completion date.
3. Scheduled – Scheduled completion date based on the latest schedule baseline.
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations and the current SPI.
6. Actual – The actual completion date

Late	150.0 days

Late tasks

Supporting information



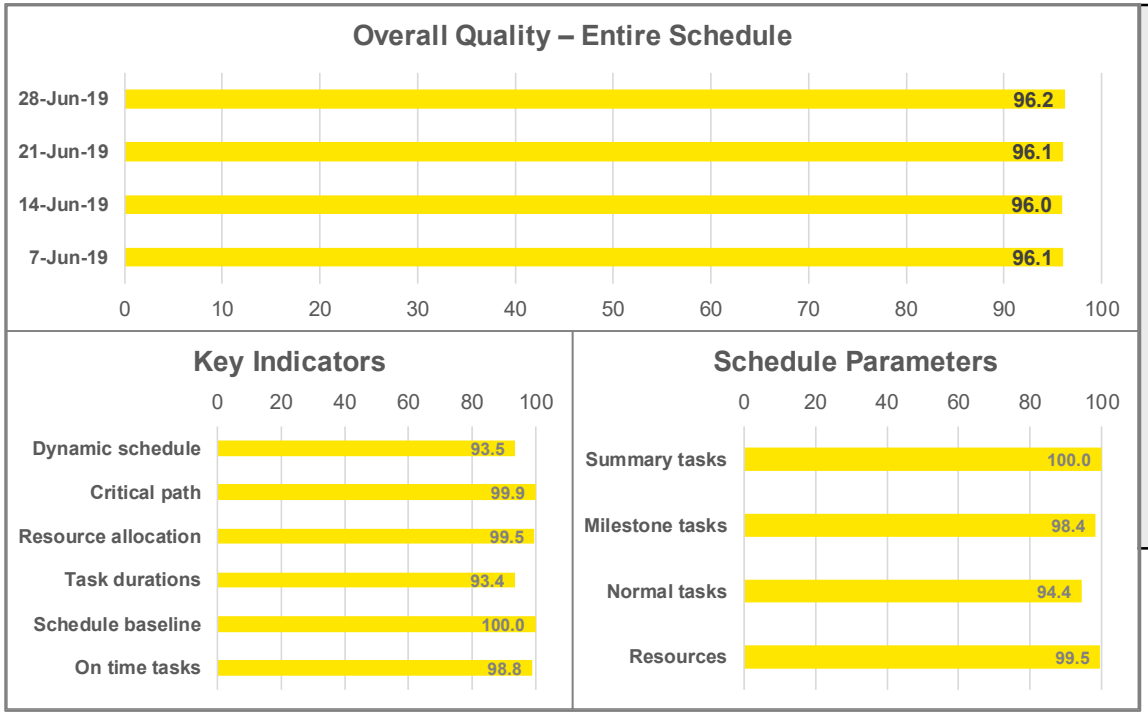
	MAR 0318	MAR 0418	MAR 0518	MAR 0618	MAR 0718	MAR 0818	MAR 0918	MAR 1018	MAR 1118	MAR 1218	MAR 0119	MAR 0219	MAR 0319	MAR 0419	MAR 0519	MAR 0619
All tasks	1,487	1,411	1,411	1,411	1,419	1,430	1,430	1,430	1,430	1,433	1,433	1,433	1,433	1,446	1,446	1,446
Total late	12	24	11	9	3	5	10	14	15	23	13	19	16	19	32	18
Open late	9	16	10	4	-	5	5	9	6	10	3	9	6	13	15	12

- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,446
  - Total tasks late: 18
  - Total open tasks late: 12
- Conclusions:
  - The total number of tasks designated as late is 1.24% of the total number of tasks.
  - The number of late tasks has ***decreased*** since the last report.

Project schedule quality

MMP2 schedule

Supporting information



- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 96.2
- Conclusions:
  - Overall schedule quality is consistent and excellent

- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation –Resource assignments

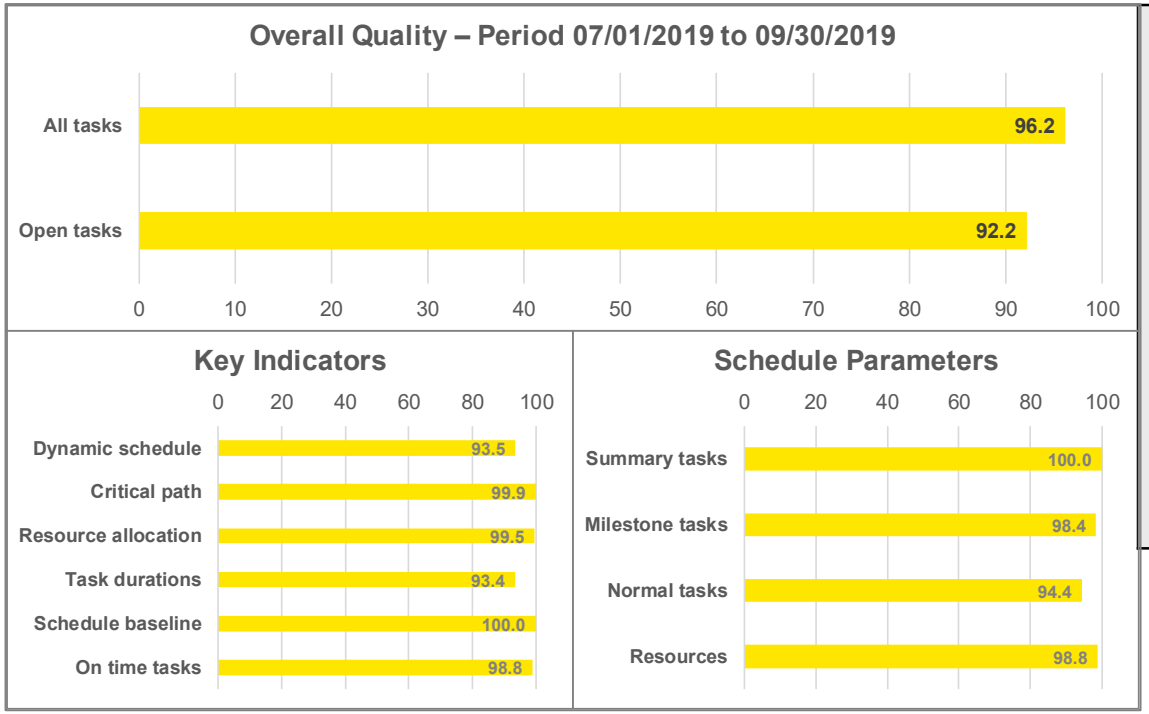
- Task durations – Task durations other that 8 to 80 hours
- Baseline – Full baseline defined for all tasks
- On time tasks – Tasks that are not late

Quality Value	
↑	90 or greater
↗	Between 75 and 90
→	Between 60 and 75
↘	Between 45 and 60
↓	Less than 45

Project schedule quality

MMP2 period

Supporting information



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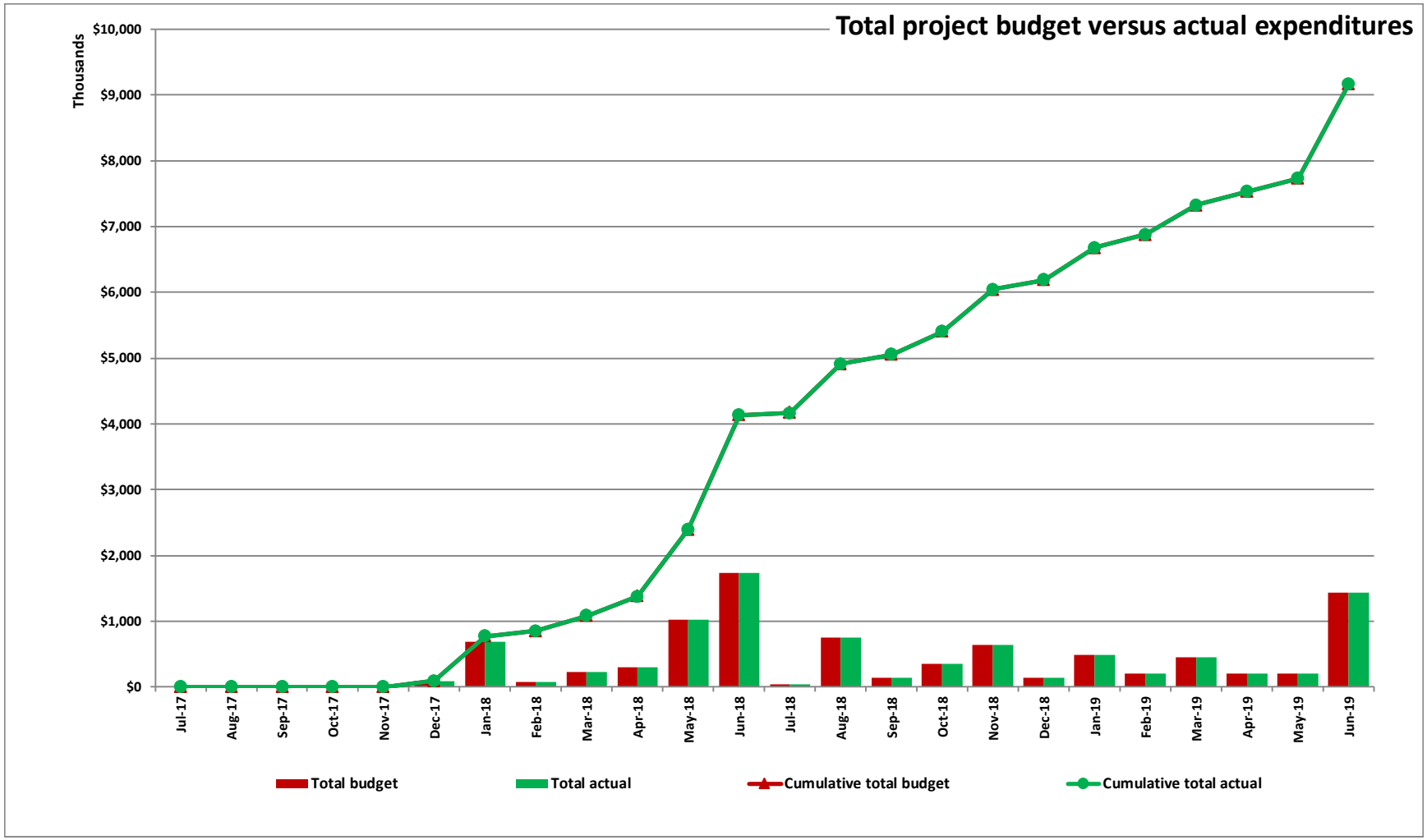
Quality Value	
↑	90 or greater
↗	Between 75 and 90
→	Between 60 and 75
↘	Between 45 and 60
↓	Less than 45

Project budget

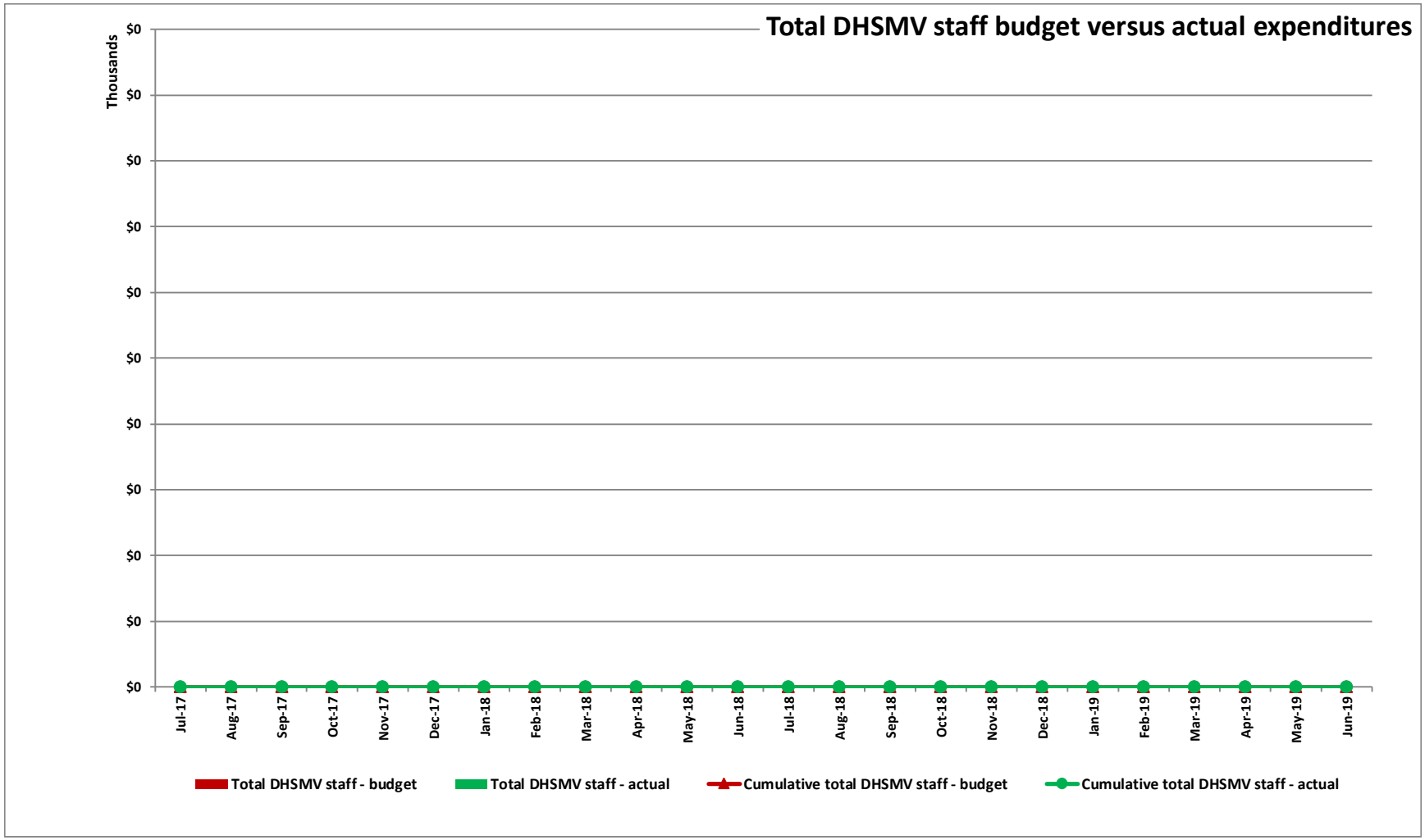
Total project funding

Supporting information



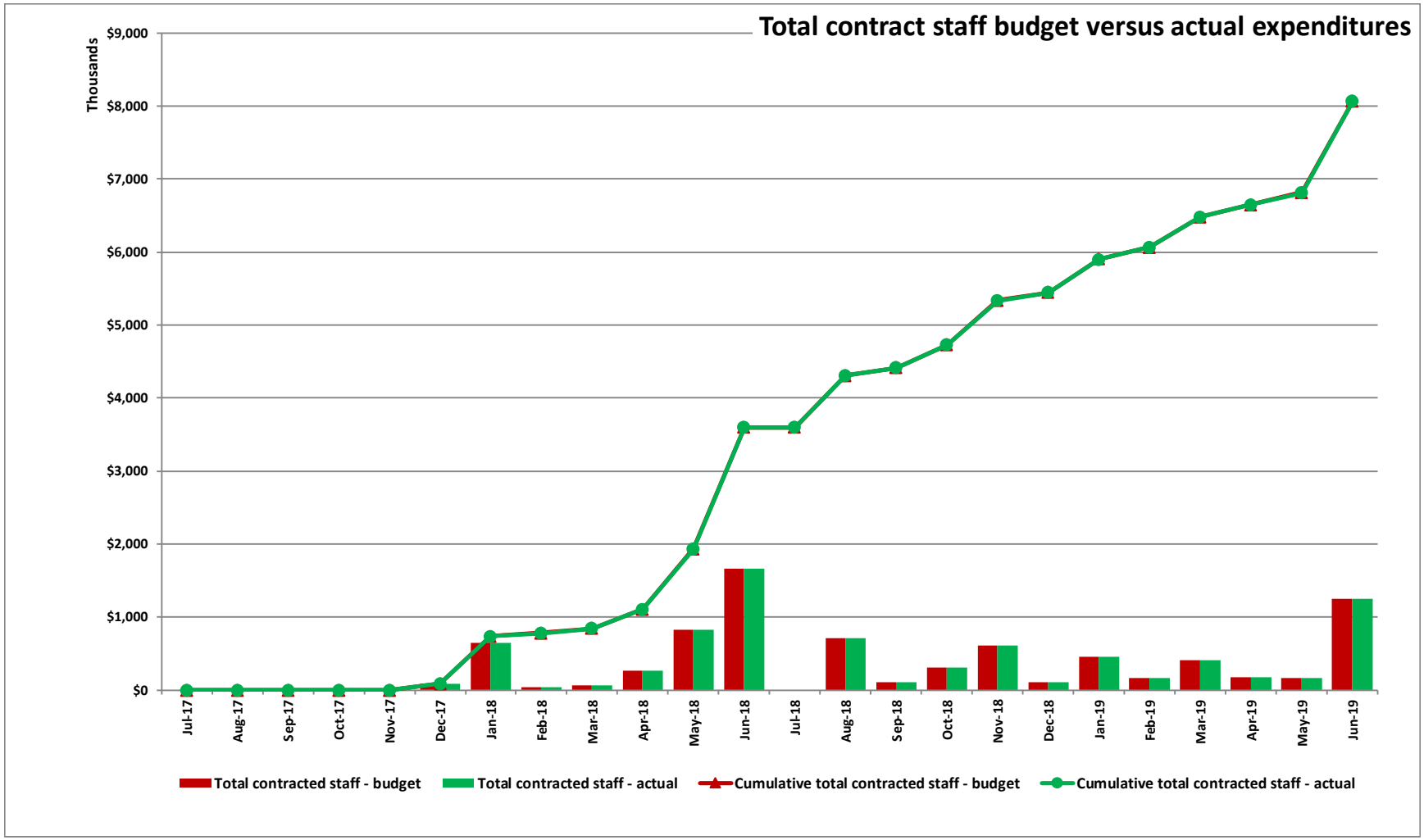
Project budget
DHSMV staff funding

Supporting information



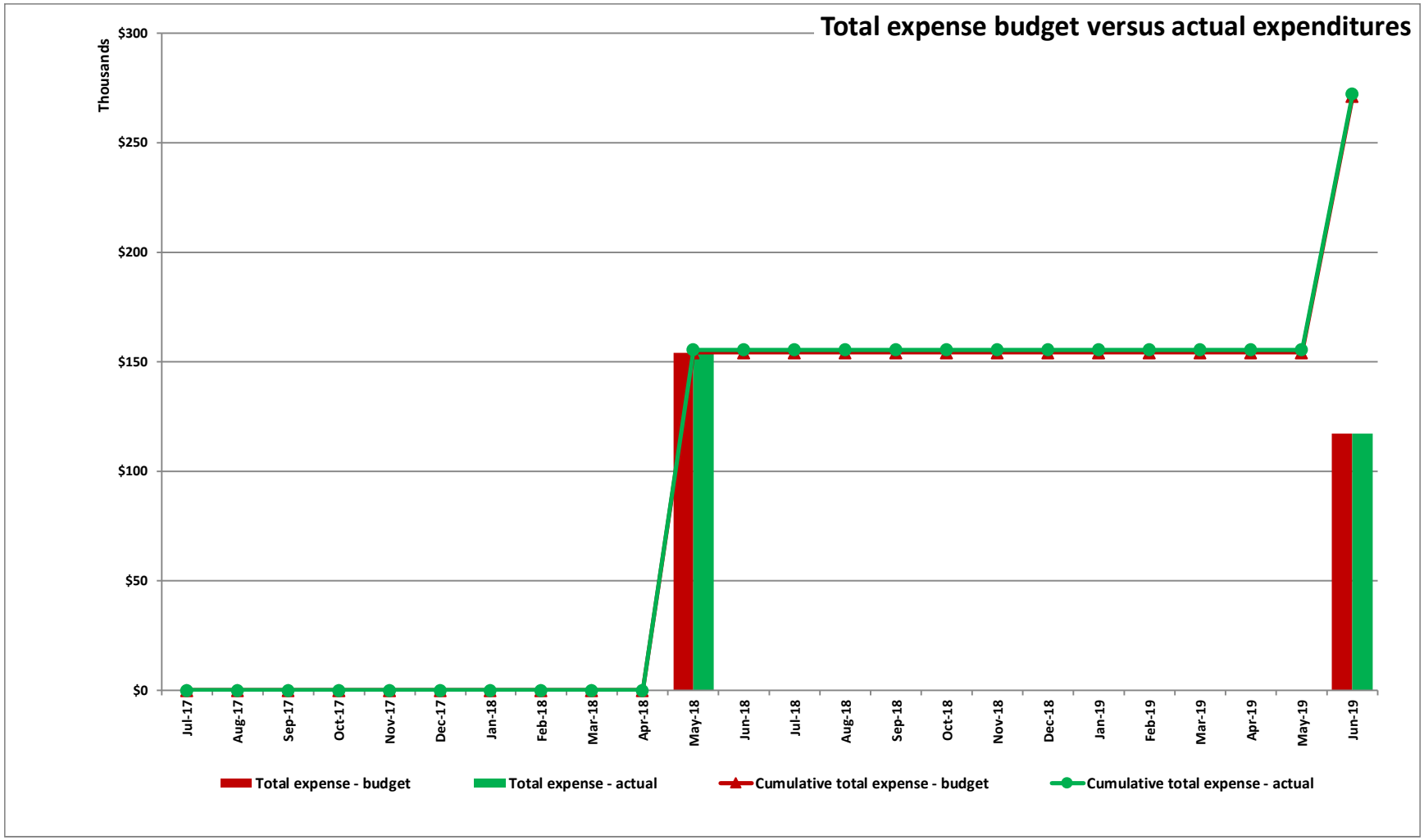
Project budget
Contract staff funding

Supporting information



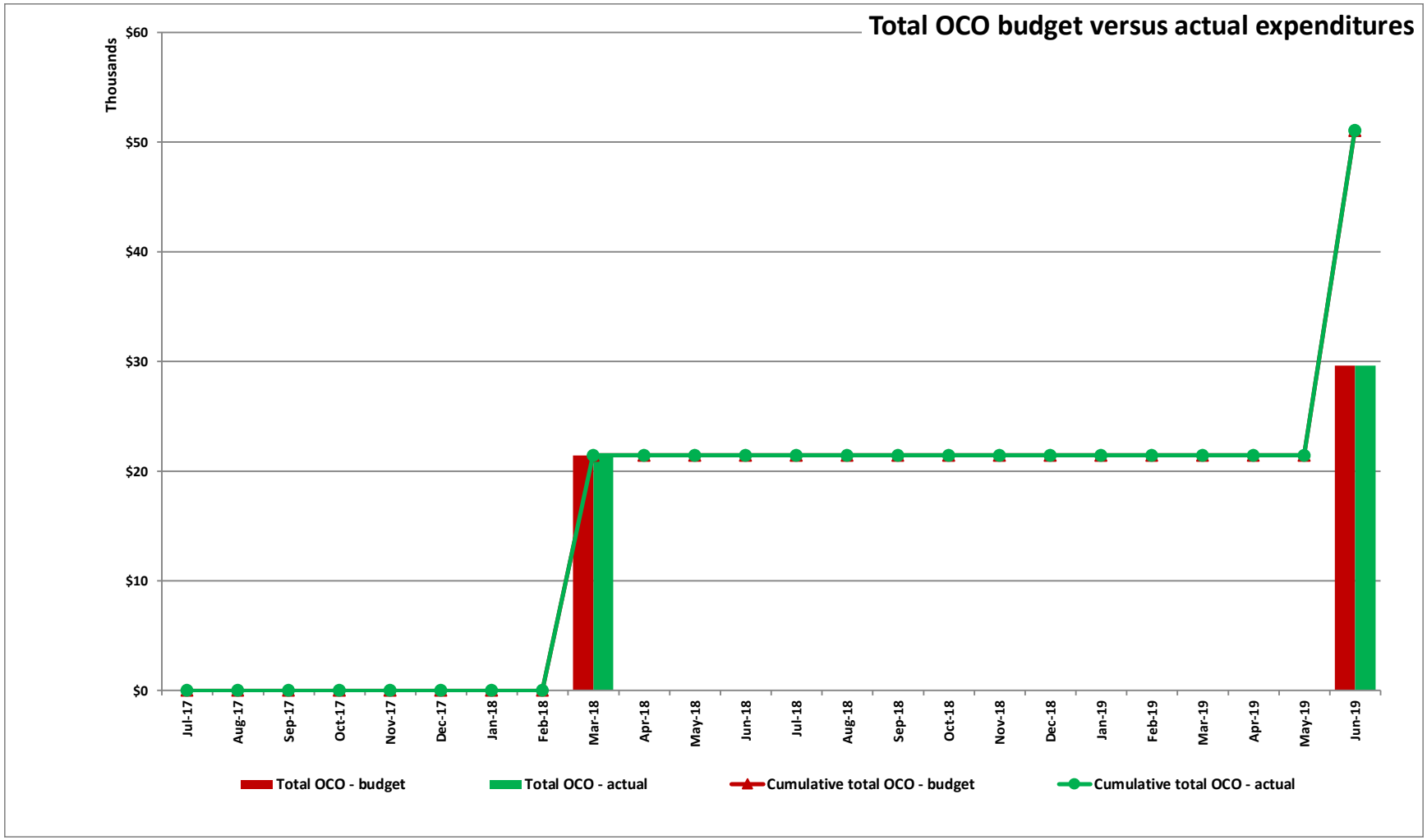
Project budget
Expense funding

Supporting information



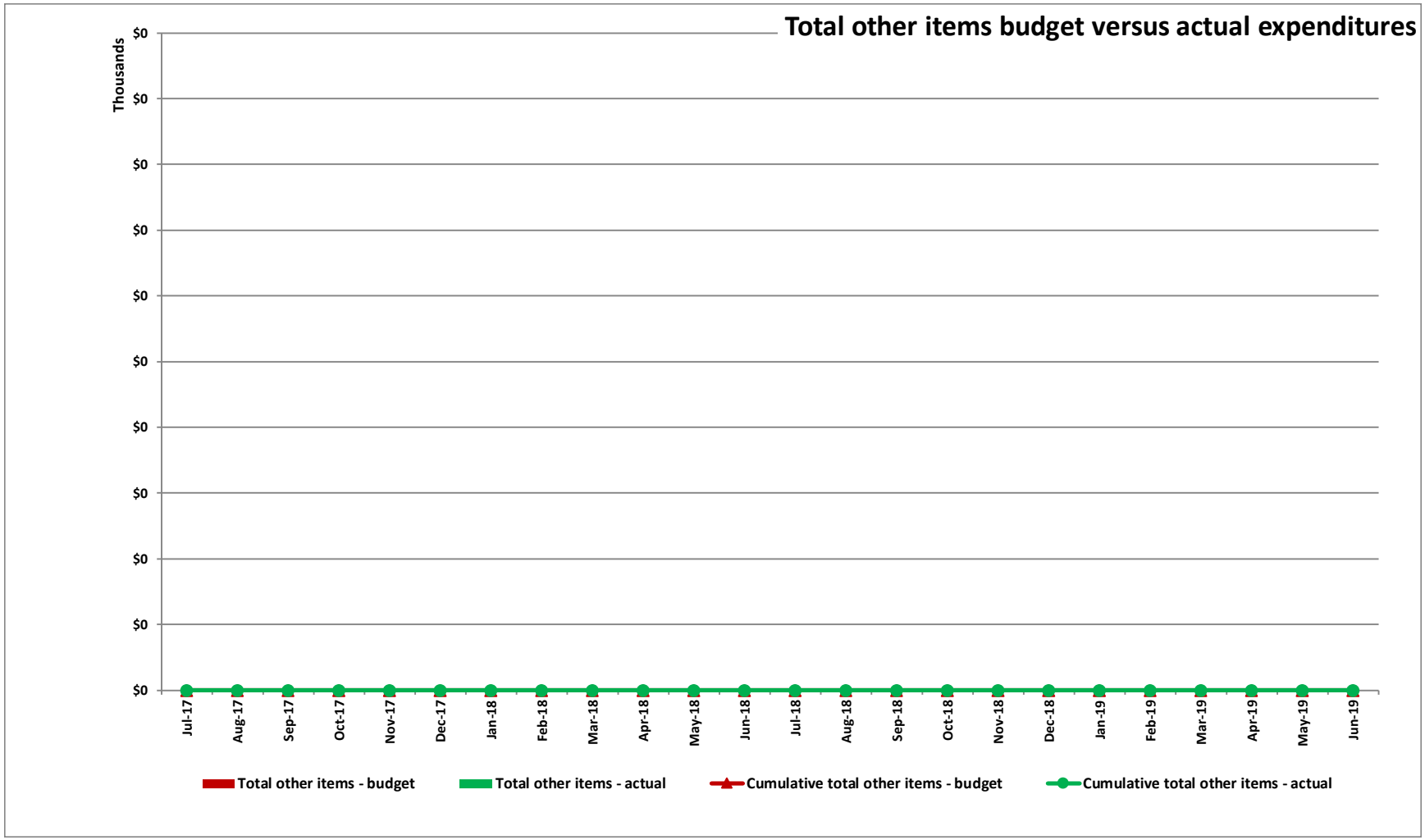
Project budget
OCO funding

Supporting information



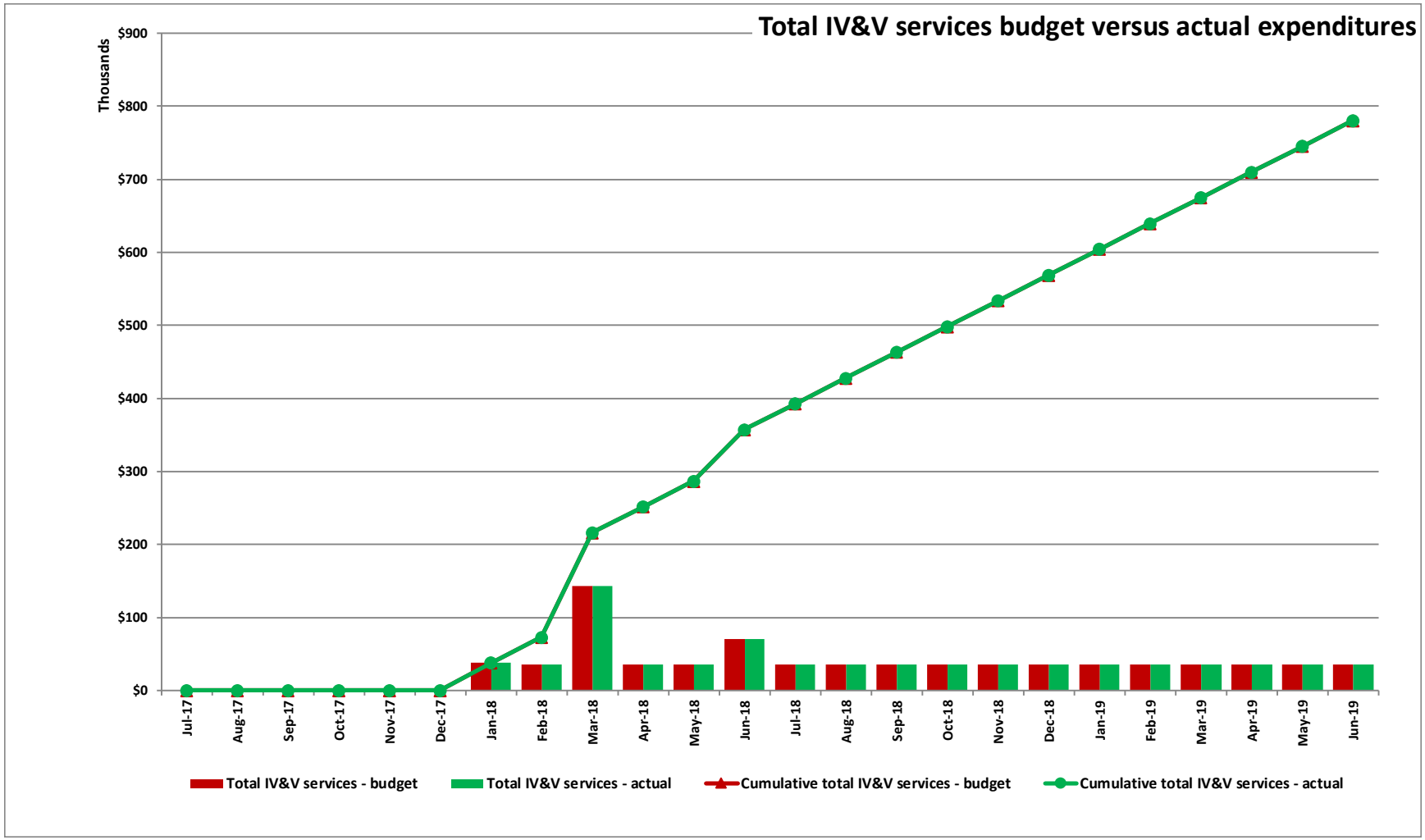
Project budget
Other items funding

Supporting information



Project budget
IV&V services funding

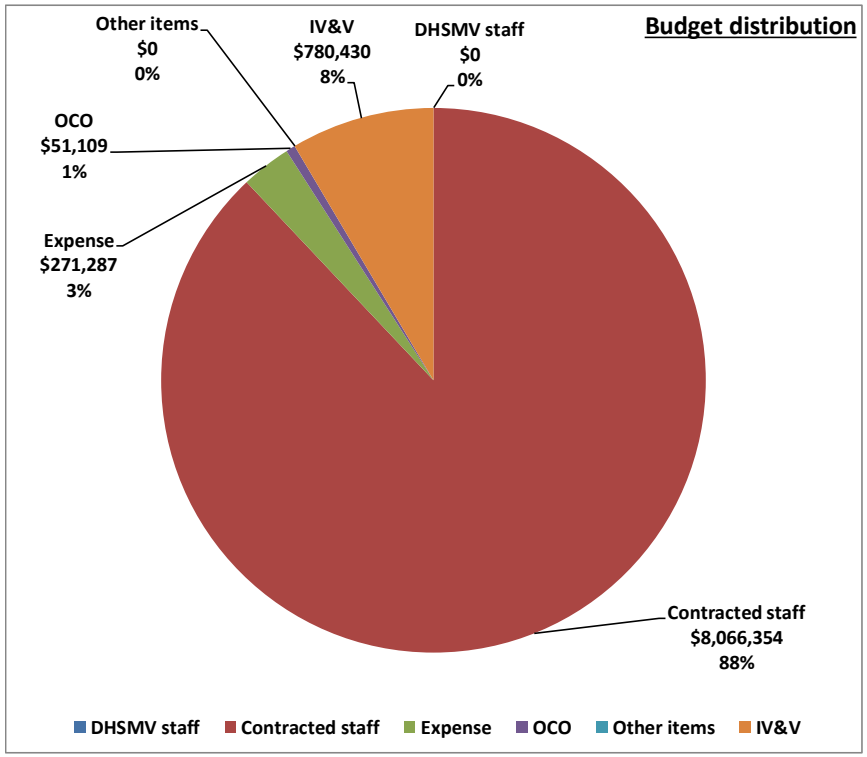
Supporting information

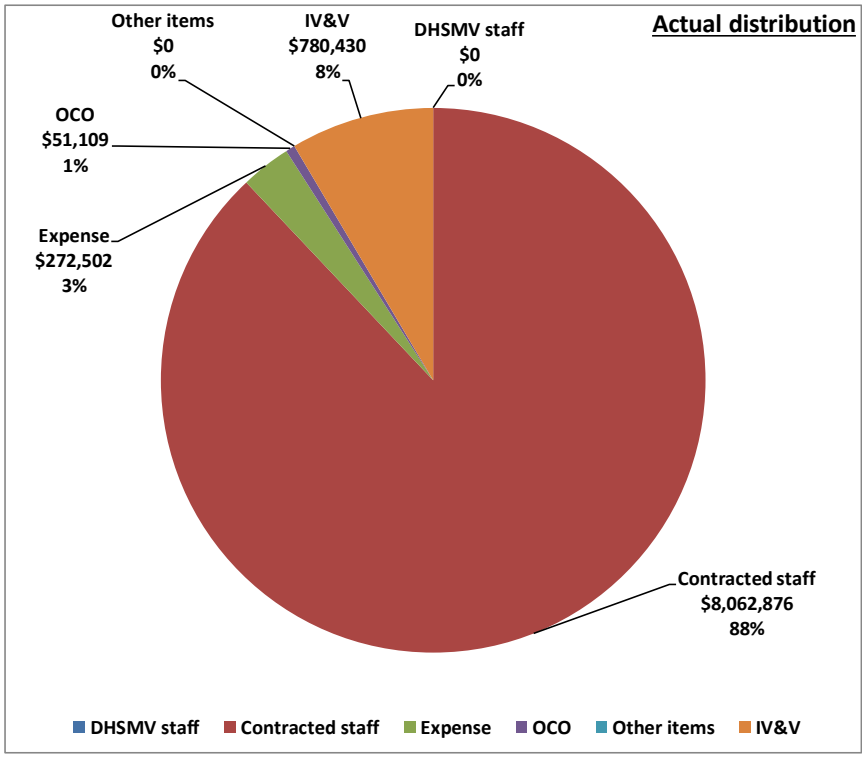


Project budget

Budget and actual distribution

Supporting information





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Motorist Modernization Financials

AUGUST 13, 2019

A SAFER FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

HIGHWAY PATROL

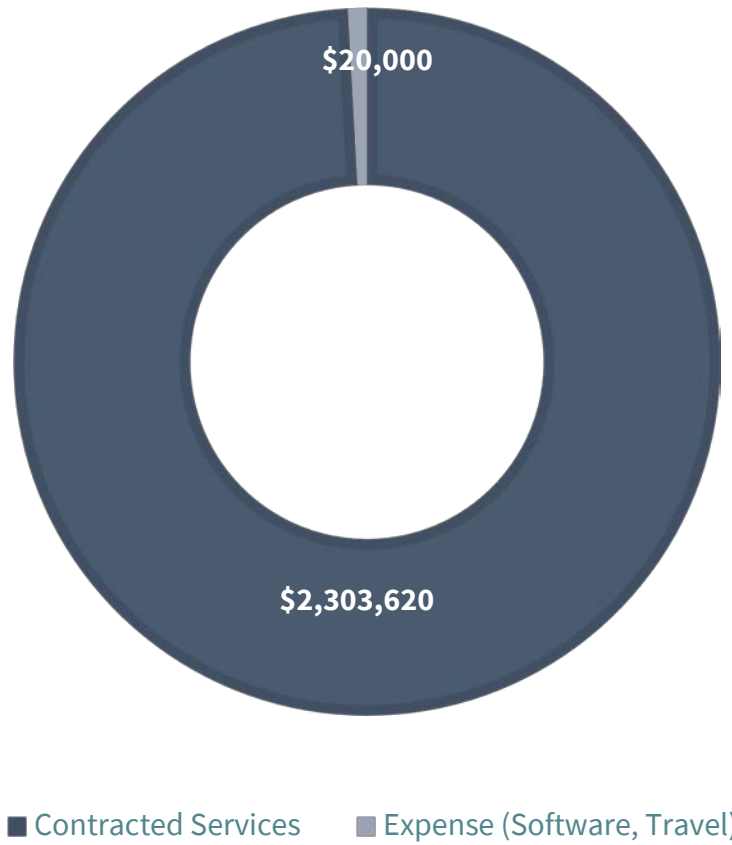
ORION ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Phase I
Total Project

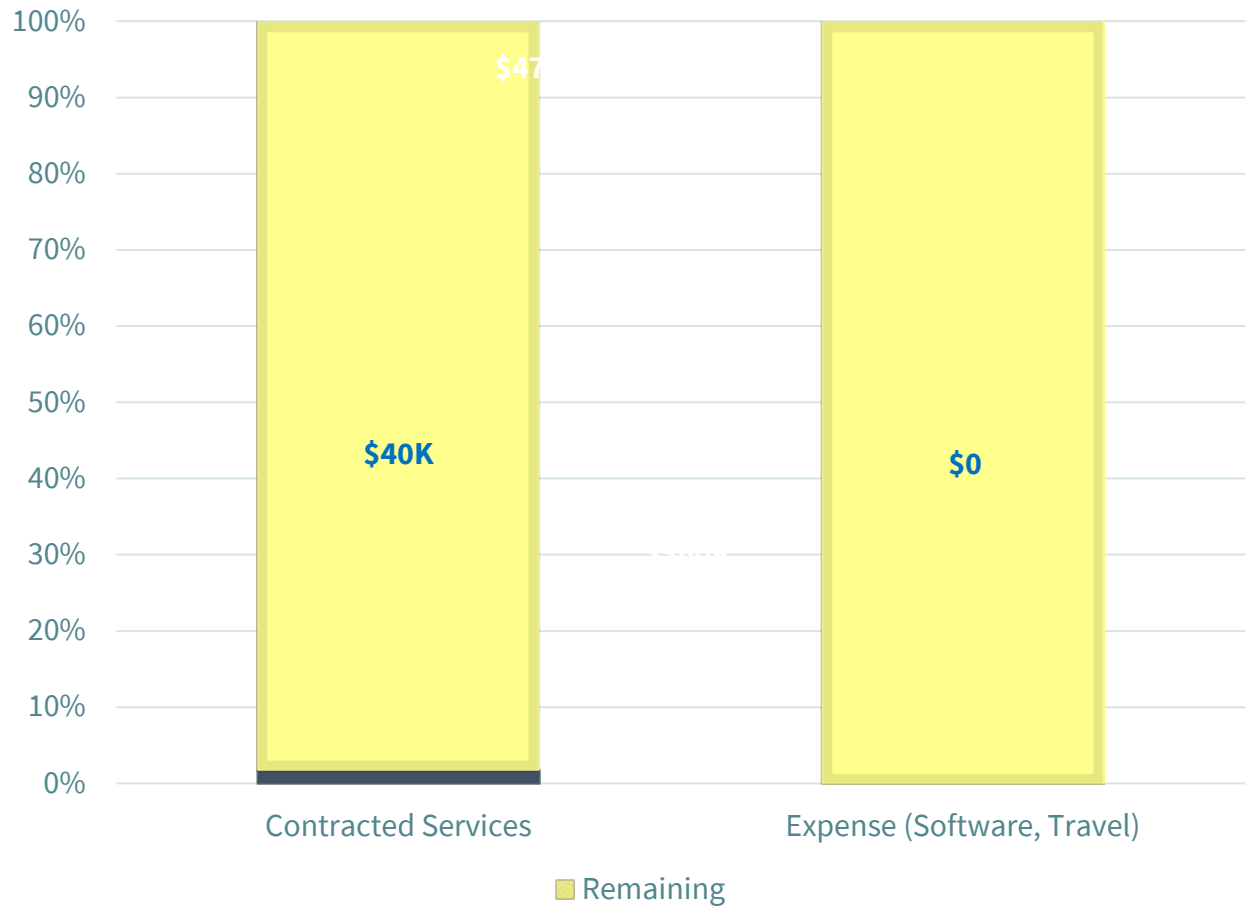
LBR Requests - Updated

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

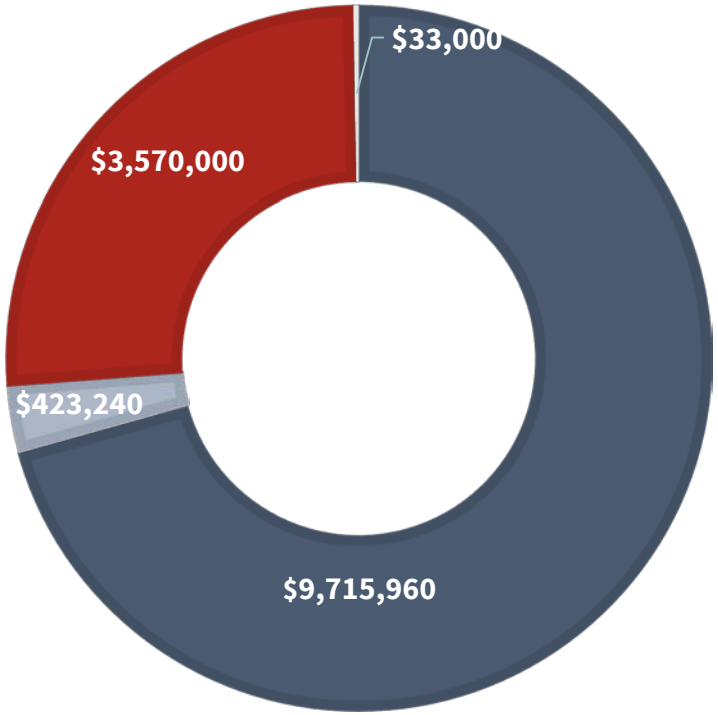
Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	$2,323,620		
Fiscal Year to Date	$40,000	$40,000	0%
Month to Date (July 2019)	$40,000	$40,000	0%
Remaining Funds	$2,283,620		

Phase II
Total Project

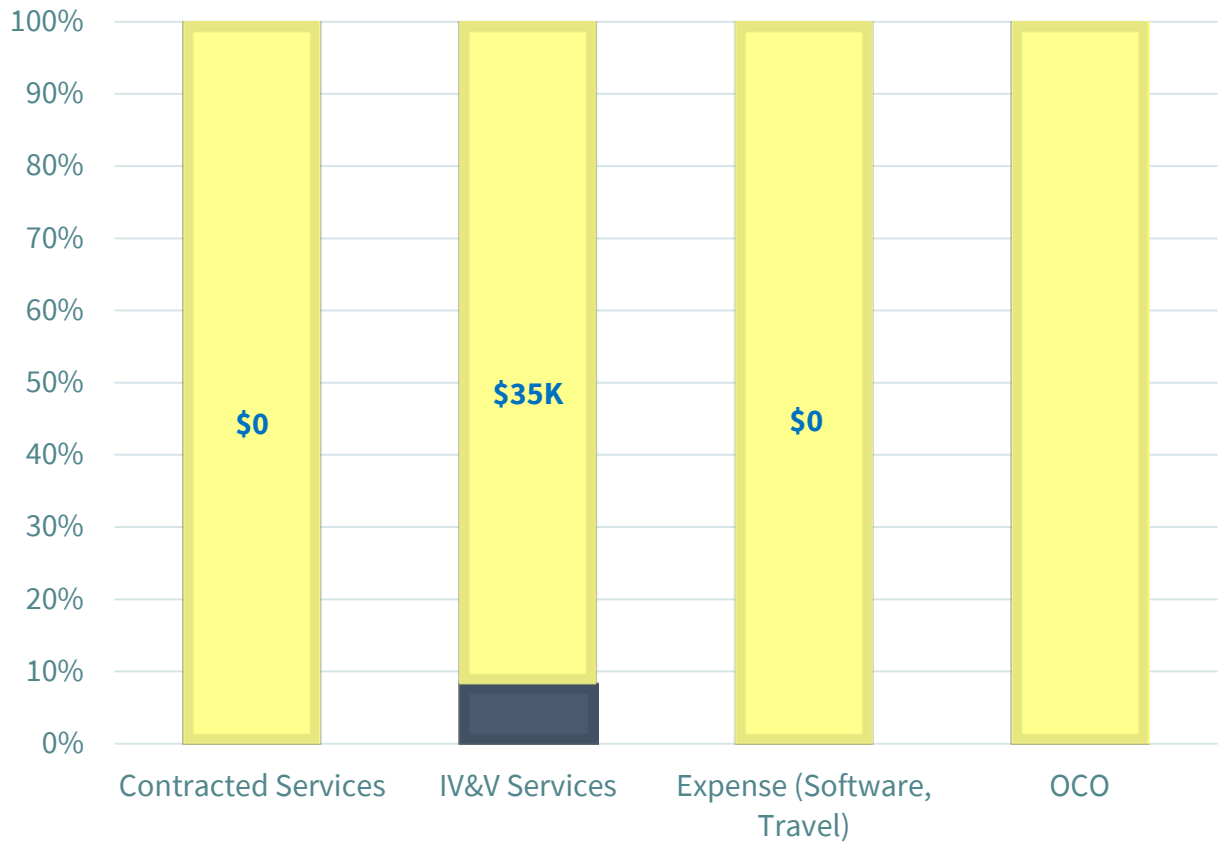
LBR Requests Updated

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 II Traffic Light Report

Current Stage: Requirements Validation

As of August 9, 2019

Team 1 - Dealer License

Due Date:	5/28/2019
% Complete:	100%

Increment 3 - Dealer Licensing

Action Items:	Green
Legacy Code:	Red
Estimation:	Green

Team 2 - Portal/Fleet

Due Date:	5/24/2019
% Complete:	100%

Increment 2 -Parking Permits, Titles, Dealer Services, High Speed, eCommerce, Kiosk, Electronic Title & Registration

Action Items:	Green
Legacy Code:	Yellow
Estimation:	Green

Team 3 - IFTA/IRP

Due Date:	5/17/2019
% Complete:	100%

Increment 2 - COTS Integration Design

Action Items:	Green
Legacy Code:	N/A
Estimation:	Green

Team 4 - Titles

Due Date:	6/4/2019
% Complete:	100%

Increment 3 - Salvage, Batch (ELT, Batch Title Print, etc.), Title Imaging, Reporting, Admin

Action Items:	Green
Legacy Code:	Red
Estimation:	Green

Team 5 - Registrations

Due Date:	6/11/2019
% Complete:	100%

Increment 3 - Dealer, Reg Stops , Parking Permits, Reports

Action Items:	Green
Legacy Code:	Red
Estimation:	Green

Team 6 - Globals/Batch/Inventory

Due Date:	5/28/2019
% Complete:	100%

Increment 3 - Admin (Admin, Batch)

Action Items:	Green
Legacy Code:	Red
Estimation:	Green

% Complete: % complete of requirements validation for current Increment	Green	< 10% overdue	Yellow	10%-20% overdue	Red >= 20% overdue
Action Items: % of overdue team action items	Green	< 10% overdue	Yellow	10%-20% overdue	Red >= 20% overdue
Legacy Code: % of as-is processes scheduled to be documented for the Increment	Green	< 10% overdue	Yellow	10%-20% overdue	Red >= 20% overdue
Estimation: % of completed user stories with overdue estimations	Green	< 10% overdue	Yellow	10%-20% overdue	Red >= 20% overdue

Motorist Modernization Phase II Communications Plan

This plan covers May - October 2019

Organizational Change Management

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
May 2019	Phase II Training Needs Assessment Survey	Internal	Questionnaire to identify an estimated number of department members requiring training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today. Results will assist in aligning Phase II system/process changes with the number of impacted members and outlining high-level training needs for each group.	FLHSMV Division Leaders	Electronic Communication	Amy Gendusa and OCM Team
May 2019	Phase II Training Needs Assessment Survey	External	Questionnaire to identify an estimated number of Tax Collectors and LPAs requiring training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today. Results will assist in aligning Phase II system/process changes with the impacted audience and outlining high-level training needs for the group.	Tax Collectors and License Plate Agents	Electronic Communication	Amy Gendusa and OCM Team
June 2019	Phase II Training Needs Assessment Survey Review	Internal/External	OCM team will review survey results regarding training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today.	FLHSMV Division Leaders, Tax Collectors and License Plate Agents	Face-to-Face Meeting	Craig Benner
July 25, 2019	Phase II All-Hands Meeting	Internal/External	Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.	OMM Team, FLHSMV Staff Members and Tax Collector SMEs	Face-to-Face Meeting/Conference Call	Nathan Johnson
July - August 2019	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and an informational video about the Motorist Modernization Program.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Alexis Bakofsky
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

Training

Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)

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 II Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase II 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 II 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 II 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.	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 Program 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	Koral Griggs
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.	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, Citizens	Website	Koral Griggs and FLHSMV Web Team
As Necessary	PartnerNet/SafetyNet Webpages	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
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
May 14, 2019	Industry Focus Group	External	Held a focus group meeting with various members and leaders of the industry to discuss Phase II Motorist Modernization efforts.	Industry Focus Group Members	Face-to-Face Meeting/Conference Call	Terrence Samuel, Koral Griggs and Jessica Espinoza
May 20 -24, 2019	IFTA/IRP Visits in Alabama and South Carolina	External	Traveled to Alabama and South Carolina and met with DMV leaders to discuss IFTA/IRP system functionalities.	IFTA/IRP Team	Face-to-Face Meeting	Kristin Green, Laura Freeman, Chad Hutchinson and Judy Johnson
June 10, 2019	Department of Revenue Tax Collector Training	Internal/External	Provide a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.	Tax Collectors	Face-to-Face Meeting	Terrence Samuel
July 15 - 19, 2019	Driver License Issuance Sandbox Testing	Internal/External	Installation of the new DL Issuance module at the Sarasota Mid-County Office to test the new module. For three days, 26 DL Issuance users participated in sandbox testing for the DL Issuance module within ORION.	Tax Collectors	Face-to-Face Meeting	Jessica Espinoza and Curt Chester
July 30 - August 1, 2019	Visit to Texas DMV	Internal/External	Discuss modernization process with Texas DMV regarding their customer portal.	OMM Leadership	Face-to-Face Meeting	Terrence Samuel