

Motorist Modernization Advisory Board

Monthly Meeting Minutes

Kirkman Building Conference Room B-130

September 8, 2015

1:00 p.m. to 3:00 p.m.

Welcome & Introductions

- The meeting was called to order at 1:00 pm. Terrence Samuel began the meeting with the *Welcome and Introductions*. He proceeded with roll call for the Board Members.

Advisory Board Members present included:

- Deb Roby
- Ed Broyles
- Stephen Fielder
- April Edwards
- Beth Allman
- Linda Fugate (not present)

Advisory Board Members not present included:

- Linda Fugate
- Katherine Sanders is no longer employed with DHSMV. A replacement Advisory Board Member is pending.

- Other DHSMV members present included: Terrence Samuel, Kristin Green, Wendy Ling, Catherine Thomas, Jessica Espinoza, Judy Johnson, Samadhi Jones, Janis Timmons, and Kathlene Crowe.
- Visitors included: Damaris Reynolds (Office of General Counsel) and Michael Saman (Auto Data Direct).
- Ms. Green briefly reviewed the topics from the August 11, 2015 meeting minutes. She reminded the members to let her know if they would like access to the shared Legislative website. There were no comments on the meeting minutes. Mr. Fielder motioned to accept the minutes. Mrs. Edwards seconded. The minutes were accepted unanimously.
- Mr. Samuel provided an update on the Tax Collector Annual Education Forum. A few members of the OMM team participated and provided an update on project deficiencies, as well as an overview of Driver License Issuance, Electronic Filing System (EFS), Capture, the new Portal and the Renewal System.

MM Phase I Program Update

- One week before last, Mr. Samuel, Ms. Green and a few other members of the OMM team presented a project update to the legislative staff. The meeting went well. The legislative staff appreciated the progress made with addressing the IV&V deficiencies. They also commented that the program spend plan's revised format was easier to follow and understand where the money is being spent. OMM received a thank you note from Denise Potvin afterward.

Overview of ESC approved schedule changes

- Ms. Ling provided an overview of the schedule changes. She referenced the Change Request handout. The changes to the schedule were based on the revisions to the support services contract. Also, the Schedule IV-B and LBR request were updated for the fiscal year 16/17.
- Item 1: One of the first revisions in the master schedule change request was associated with the lessons learned deliverables. Per the contract amendment with Accenture, the dates for these items have been adjusted. Deliverables 8C and 8D were originally due on the same day, September 3rd. This was an oversight and the dates have been amended.
- Item 2: In concert with the contract amendment, deliverables 20 – 46 were included and updated as part of the overall program schedule. Deliverables 20 - 46 are the new deliverables for this fiscal year. The finished dates that were included reflect the planned acceptance date by the Department. The review cycles have been included in the overall schedule with additional tasks and line items. The overall schedule was completely re-baselined with the information, pending approval by the Executive Steering Committee (ESC).
- Item 3: Due to reworking some of the items and the changes from the contract amendment, there were a few line item tasks that changed and amended for logic purposes. Some of the changes included the procurement for replication tool, the team foundation server configuration, and the activities under the Development Foundation Support shifted because development will not be completed in this fiscal year.
- The purpose of labeling in the schedule is to ensure there is a 1:1 ratio to all of the deliverables in the contract amendment so it would be easy to review and reference. The deliverables are explained in detail in the contract amendment.
- The Requirements Validation will require more detail such as task level information and etc. In addition, the organizational change management items were added as a result of the IV&V Deficiency report. Deliverables numbers 20-22 were a part of the organizational change management. Ms. Timmons pointed out that the liquidated damages increased for the three deliverables due to size.
- Mr. Samuel explained there was a deficiency related to the organizational change management. Since Accenture was already on board and doing other work for us, it was determined that they would support OCM activities and development of deliverables. There are things that will change as a result of Motorist Modernization. There will be new groups

that will be created, the requirements to keep blueprint updated, and etc. Ms. Jones will be the agency's representative working with Accenture on the Organizational Change Management (OCM).

- Mr. Fielder inquired about the corresponding information between the change request form and the different documents. Ms. Ling explained that the detailed program schedule has the breakout of all of the functional areas that will be addressed for each deliverable. Mr. Fielder and Ms. Allman wanted to verify they could trace deliverable due dates between the contract amendment and re-baselined program schedule. Key milestones in the re-baselined program schedule correspond directly to the deliverables detailed in the contract amendment.
- Mr. Samuel said the team assessed everything that would be completed for the rest of the fiscal year that would involve procurement and legal. Mr. Samuel will meet with Mr. Fielder on the Request for Information (RFIs) dates that will take place between now and June 30, 2016.
- Ms. Timmons gave an overview of the spend plan. Mr. Fielder asked to know why the \$5.5 million contractual services budget does not include IV&V. Ms. Ling and Ms. Timmons clarified where the information was located on the spend plan.

Project Deficiencies

- Ms. Green provided an update on project deficiencies. It was reported that one deficiency was closed at the last meeting; since then 3 more were closed; Deficiencies 1-4 are closed. The cube reflects the update with more areas filled in green. The August Monthly Assessment Report will show 5 deficiencies closed. The team is working aggressively to close deficiencies 5 and 7. There is a rigorous deadline based on the condition of the program's appropriations for this year to close the remaining two deficiencies 5 and 7. Deficiency 5 is associated with performance tracking and reporting. Deficiency 7 is associated with Schedule IV-B updates. The Department is on track to close all 7 deficiencies by the end of September. The deficiency numbering is reflective of priority. This ordering was recommended by Ernst and Young.

Requirements Update

- Mr. Samuel announced that since the last meeting, Jessica Espinoza and Cathy Thomas have been promoted as Sr. Business Analysts. There are five different teams working on requirements validation (grooming). Each of those teams have a team leader, scrum master, product owner (responsible for the system), etc. There are many requirements that each of the teams have to go through. The team verifies linkage to statutes, rules and policies.
- Ms. Espinoza provided a status update for Driver License issuance. The DL Issuance team started meeting on August 11th. The team held 15 meetings to date; 7 of the meetings were for Motorist Maintenance (3 pre-grooming and 4 grooming).
 - The stand-up meetings for DL Issuance begin at 8:45 am for 15 minutes in room B220.

- Motorist Maintenance is at 8:30 am for 15 minutes in the same room.
- Grooming sessions for DL Issuance are at 9:00 am to 11:00 am on Tuesday, Wednesday, Thursday and Friday in room D329.
- Motorist Maintenance is from 2:00 pm to 4:00 pm on Tuesdays and Thursdays in room B264.
- Currently, 34 stories have been completed; 17 for Motorist Maintenance. There are 32 functional areas in the first increment for the deliverable. 25 stories belong to DL and 7 for Motorist Maintenance. The team is working on Customer Summary for DL Issuance with 78 stories so far. For Motorist Maintenance, there are 18 stories.
- There were a total of 803 stories for DL issuance: 103 for motorist maintenance.
- Mr. Samuel asked Ms. Espinoza to explain the difference between the stand-up meetings and the regular meetings and how it is possible for the requirements to change during this process. Ms. Espinoza explained that during the grooming process, the team review each story to ensure it is at a level that a developer can understand to start developing from it or code from it. The number of stories change because in the grooming sessions, the developers will let the team know if coding can be done in one sprint (3-week period) for each story or if it needs to be broken down. This is the reason why one story can turn into three or four, depending on the developer.
- Ms. Espinoza explained that most of the stories for Motorist Maintenance are regression testing, but role validations are changing as well. The database is changing and as such, everything needs to be retested.
- Mr. Fielder inquired to know how many Driver License systems there will be. Mr. Samuel said there would be one. Mr. Fielder asked for clarity on why there was FDLIS and DL Maintenance in the old days, and then Motorist Maintenance was later created. On the motor vehicle side there was only FDLIS. Ms. Espinoza explained that it is being fixed by removing the add/modify function in DL Issuance. FDLIS currently has an add/modify functionality. In the shell, there will be two different modules but they will be used together. She clarified that one system will be logged into.
- Ms. Thomas provided an update for Financial Responsibility (FR).
 - The team started grooming on August 19th. They have held 9 grooming sessions since then.
 - Stand-ups occur Monday through Friday from 9:20 am to 9:30 am in room D220.
 - The grooming sessions occur Tuesday, Wednesday and Thursday from 9:30 am to 12:00 pm in room D220.
 - Another meeting was set up on Friday and Monday to stay on schedule.
 - The team is working on two sections; the insurance company verification piece and clearance.
 - The team has 135 stories to groom. There are 6 functional areas in the project. They are currently working on clearance and clearance insurance. There are 14

stories in this functional area, 4 stories ready for estimate. 5 in progress and 5 hadn't yet started.

- The deliverable is on schedule for 9/22/15.
- Mr. Samuel noted that he and a few of the team members were planning to visit Montgomery, Alabama to look at the state's online verification system.
- Ms. Thomas also provided an update on Citation Processing and CDLIS.
 - The team started grooming on August 18th. They have held 10 meetings to date.
 - The stand-up meetings occur Monday through Friday at 9:00 am to 9:15 am.
 - Grooming sessions are on Tuesday (3:00 pm -5:00 pm), Wednesday and Thursday (2:00 pm – 4:00 pm).
 - There are 296 stories to groom: CDLIS has 76 stories and Citation Processing has 220 stories.
 - There are 36 functional areas for Citation Processing. CDLIS has 11 functional areas.
 - The functional areas that the team are working on for Citation Processing are commercial disqualification process, driving school completion process and drop-out prevention process.
 - There are 27 functional areas; 23 have been completed, 6 are in progress and 21 are pending.
- Ms. Allman brought up that the Driver school completion clerks requested a report with a list of people who successfully completed driver improvement school. When people don't report back to the clerk, their license gets suspended. It would be helpful if clerks can get the information directly from DHSMV, since the driving schools report to us. Mr. Samuel stated that Ms. Jones is working with the stakeholders and can discuss further in the Communications portion of the presentation.
- Ms. Johnson provided an updated on Portal.
 - The Portal team started grooming on August 11th. The team has had 15 meetings to date.
 - The stand-up meetings are on Monday through Friday at 9:45 am.
 - Grooming sessions are on Tuesday and Thursday from 10:00 am to 12:00 pm.
 - There are 627 stories and 47 functional areas.
 - The team is currently working on address verification.
- Ms. Johnson also provided an update on Renewal.
 - The Renewal team started grooming on August 11th.
 - They have 364 stories and 18 functional areas.
 - In the first increment, they have been working on the creation of the renewal file for motor vehicles, mobile homes, parking permits, driver license.
 - The team is currently working on the renewal reports that support the creation of those files.
- Mr. Samuel noted a risk that Accenture raised which was a concern with resources. If not mitigated, this could result in a finding by IV&V. Until recently, the EFS/ETR and Capture

developers and the business analysts did not work together. The business analysts performed the requirements work, and then the developers did their work separately. As the schedule slipped behind, it came to light that the developers did not understand the Department's business and needed to be involved at the onset. To address this risk, various development resources have been incorporated in each of the current teams. As Ms. Espinoza stated in her update earlier in the meeting, the stories were changing because if it could not be completed in one sprint, the story gets split up. Sprint means a 3-week development period so the developers could get the work finished within this timeframe. If a story is too large to complete within 3 weeks, the story would get split up.

- When Motorist Modernization Phase I started, it was decided that the testers needed to be present at the grooming sessions, so they could start writing the test scripts. A user story is not complete until the testing comes back as complete. Mr. Samuel reiterated the importance of having the testers present so they could start writing the test scripts. Ms. Julie Baker, the Bureau of Issuance Oversight Chief, agrees completely with this new process but there is still a resource issue that her leadership is actively working to address.
- Ms. Roby indicated that Ms. Baker submitted a plan to triple the testing staff. There may be a need to hire contractors.
- Ms. Jones provided an update on Communications. The program team received authorization from the ESC to develop a stand-alone, public-facing website for Motorist Modernization. This site will offer one comprehensive page where all of the other sub-pages can be found. This site will serve as a central location for sites such as PartnerNet, Advisory Board and etc. The team is still working on the system logo, which was submitted a couple weeks ago to the Communications Office. They are working the logo with the graphic artists. For the changes that are coming up, Ms. Jones will provide the members with talking points on different issues so everyone can speak in a unified voice that is clear and consistent when dealing with the stakeholders.
- Accenture's Organizational Change Management resource, Matthew Duke, is on board. Ms. Jones will have her initial meeting with him later in the day.
- The team is working with the Department of State (DOS) with the online voter registration requirements. There is a new law that went into effect on May, 2015 that effects the requirements. There was a discovery/kick-off meeting on August 19th. The purpose was to work out the next steps and how to make motor voter and online registration work together as a unit. There was a follow up meeting with the DOS on August 27th to determine the four focus groups which are: address, identity verification, signatures, and technical. OMM will continue to work closely with the DOS.
- OMM met with FDLE. The main topic that came out of the initial meeting is some of the sheriff's offices want to run an on demand, real-time report for addresses that is specifically for them to use for their duties related to sex offenders, the sex offender registry. We are working with them on that request. Another meeting will be scheduled with them for next week.

Policy and Decisions Review

Item No.	Decision Doc #	Function Area
ESC01		<i>Renewal:</i> Legal opinion pending on whether addresses will be exempt from Public Records. ACTION: Pending legal opinion
ESC02	POR09	<i>Portal:</i> People contacting Bureau of Records for other people's records. "Bulk" is anything over 20 records. ACTION: Ms. Allman will ask how many are given away. She will also get a figure from Department of Revenue and divide by \$6.25 and survey for the amount sold during 2014-15 calendar year. Ms. Allman will provide the information for the next meeting.
ESC03	POR09	<i>Portal:</i> Did not discuss.
ESC04	CDL01	<i>CDLIS:</i> Customer would leave without a document. It is estimated that the customer would have a temporary permit paper until they receive the permanent one in the mail. ACTION: Mr. Samuel will find out what other states do.
ESC05		<i>DL Issuance:</i> Email address as a renewal notice-related to ESC-01 ACTION: Pending legal opinion.
ESC06	DL07	<i>DL Issuance:</i> Mr. Broyles indicated they do want the auto-redaction ability that the department now has. ACTION: Pending response from Ms. Fugate.
ESC07	DL07	<i>DL Issuance:</i> Issue another driver's transcript. Ms. Allman stated that anybody can request. The way BOR does it now, you get back only what you give them. All conviction information is public. Mr. Broyles stated that if an employer wants a record, there is a system limitation that prevents HSMV from providing. ACTION: Pending legal opinion.
ESC08	POR08	<i>DL Issuance:</i> Eliminate change of address fee. Can change mailing address no fee, but residential address requires fee.
ESC09	POR15	<i>Portal:</i> The ESC supports this but with parental consent.
ESC10	POR16	<i>Portal:</i> DL to ID card is Real ID; CDL to DL is a downgrade with no charge. Not labeled as originals. The true original issue date needs to be retained for insurance. Mr. Fielder stated that there should be a way to show that a person have been driving; find a way to display it in such a way i.e. insurance is an issue; 1 st Florida Class E; 1 st Florida CDL. The Advisory Board could not reach a decision - tabled.
ESC11	POR17	<i>Portal:</i> Voluntary downgrade will charge fee.
ESC12	POR19	<i>Portal:</i> Make it a blanket purchase order. Going to start with the handbook and Communications Office wanted posters, etc. ACTION: Mr. Fielder is in the process of getting a contract signed between the agency and a translation service.
ESC13	DL06	<i>DL Issuance:</i> Did not discuss.
ESC14	DL11	<i>DL Issuance:</i> This issue is closed.
ESC15	DL15	<i>DL Issuance:</i> Screening questions from FDLIS brought up because of adjudged mentally incompetent automatically transfers, but it is being fixed in the motor voter application. ACTION: Awaiting response from Ms. Fugate.

ESC16	DL17	<i>DL Issuance:</i> Will look into an email validation service.
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Other Items of Discussion

- The next meeting is scheduled for Tuesday, October 13th from 1:00 – 3:00 pm.

Adjourned

- The meeting came to a close and was officially adjourned at approximately 2:56 pm.

Note: Handouts at this meeting included:

Consolidated in a booklet format:

MM Advisory Board Agenda	1 page
MM Advisory Board Monthly Meeting Minutes 8-11-15	4 pages
IV&V Cube	1 page
Support Services Contract Amendment 3	17 pages
Advisory Board Issues and Recommendations	3 pages
Notes Section	4 pages

Additional handouts include:

HSMV Action Plan for Addressing IV&V Deficiencies	7 pages
2015-2016 – MM Phase I Spend Plan	1 page
MM Phase I Decisions	13 pages