

Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, September 8, 2020
1:00 to 2:00 PM, EST
VIA: GoToMeeting

Invitees

Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
Mary Ross
William Washington
Lisa Cullen

Representing

FLHSMV
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

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

MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
Monthly Meeting Minutes
Tuesday, August 11, 2020
1:00 to 2:00 PM
VIA: GoToMeeting

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:00 p.m. Terrence Samuel began the meeting by welcoming the attendees and proceeded with the roll call of board members.

Advisory Board members present included:

- Mary Ross
 - Ed Broyles
 - Pace Callaway
 - Lisa Cullen
 - April Edwards
 - William Washington (absent)
 - Kevin Bailey
- Additional FLHSMV members included: Terrence Samuel, Kristin Green, Jessica Espinoza, Suzie Carey, Scott Tomaszewski, Aundrea Powell, Craig Benner, Chad Hutchinson, Felecia Ford, Cheryl Dent, Judy Johnson, Michael Anderson, Brenda Washington, Tiffany Elkins, Malati Paladugu, Scott Lindsay and Janis Timmons.
 - Visitors included: Michelle McGinley and Joseph Weldon from Accenture. Rebekah Bauman from Grant Street, Beth Allman and Melvin Cox with the Florida Clerks, Gary Axtell with Civitek, Carl Ford with J Ford Consulting and Scott Lunsford with the Florida Tax Collectors. Cam Willey also attended.

NEW ADVISORY BOARD MEMBERSHIP

- Terrence Samuel welcomed new Advisory Board member Mary Ross to the meeting.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Jessica Espinoza reviewed the meeting minutes from June 9, 2020. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the June 9, 2020, meeting minutes were approved.

STAKEHOLDER OUTREACH

- Terrence Samuel stated the Sr. Business Analysts and SEU have been working with LDO on train-the-trainer sessions and answering any usability questions participants may have.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner presented a Phase I OCM update. He stated Change Champion Network Connect (CCNC) meetings continued monthly. Engagement meetings continued with all divisions. Chad Hutchinson presented an overview of Mobile DL (mDL) during the July CCNC and a Motorist Maintenance demo was performed as well. The Tax Collector Engagement Plan, with the updated milestones, is pending final approval by the ESC. He stated the key change intervention report from the External Readiness Survey has been submitted to OMM leadership for review.

PROJECT UPDATES

- Informatica – Cheryl Dent stated all Core mappings (error handling integrated) and non-Core mappings have been deployed to STAGE. SEU was 70% complete with Core testing and 40% complete with non-Core testing. Data Seed Validation Testing is approximately 71% completed. The team continued to work on a change request to determine the test deployment dates. The revised Performance Testing completion date is August 24. The final Deliverable date from Plante Moran for the non-Core mappings has not been determined, yet.
 - Key activities included:
 - ISA and SEU Informatica testing for Core and non-Core
 - Data Seed Validation Testing
 - Bug fixes for the Core and non-Core mappings
- DL Issuance – Joseph Weldon stated all team have been preparing for a cumulative performance test on August 14. The team is awaiting results from the security scan. The team has been working on updating their performance scripts and deployment spreadsheet. The team completed CR212 related to VLS 3.2. He state the team received a sign-off from AAMVA on VLS 3.2 testing; therefore, AAMVA Structural Testing was completed. The team continued to work on CR210, and work would begin soon on CR213 as it was recently approved by the ESC.
 - Key risks and issues for the team included:
 - Issue 168 – Sandbox Support
 - Key implementation activities included:
 - Support vendors – Batch transcripts, DL Penny Vendor and Third-Party Cashiering
 - User set-up scripts
 - Lisa Cullen asked for an update on the third-party cashiering systems.
 - Terrence Samuel stated the team received emails from two cashier vendors. A Sandbox training session was held with one vendor and we reached out to the second vendor to ensure they did not have any additional questions. He stated a separate meeting can be scheduled with the vendors to discuss further.
- Motorist Maintenance (MM) and Financial Responsibility (FR) – Scott Tomaszewski stated security testing continued. Development was completed and the Informatica team completed the data mapping for CR210. The team continued to work on CR213 as well.
 - Key risks and issues for the team included:
 - Issue 34 – FR Sanction Panel Performance Issues
 - Key implementation activities included:
 - Complete all Go-Live Technical Debt by end of September 2020
 - Continue support role in addressing bug fixes for Core and non-Core pertaining to MM and FR
 - Key dependencies and assumptions included:
 - WRAPs/change requests are for critical exceptions only – This will impact go-live
 - Informatica Testing Dependencies (targeted for Informatica Project’s End-to-End Testing)
- MyDMV Portal – Aundrea Powell stated security testing began and the team is awaiting any corrective action, if needed. The team has not started work on CR213, yet.
 - Key implementation activities included:
 - MyDMV Portal Core Dependency Updates
 - User Guide Documentation (in review by Communications)
 - Support LDO CSC Hands-on Training Development
 - Implementation Dependency Preparation

- Key dependencies/assumptions included:
 - Informatica Testing Dependencies (targeted for Informatica Project’s End-to-End Testing)
 - WRAPs/change requests are for critical exceptions only
- CDLIS/CP – Ms. Powell stated security testing began. The team began work on CR213.
 - Key implementation activities included:
 - Continued AAMVA Structural Testing for 5.3.3 Compliance
 - PDPS Testing with AAMVA
 - Implementation dependency preparation
 - Knowledge Transfer for Batch Jobs
 - Key dependencies/assumptions included:
 - Certification from AAMVA on 5.3.2 was received but requires approval of CDLIS and PDPS.
 - WRAPs/change requests are for critical exceptions only
- Renewal Notification – Ms. Powell stated security testing has started and the team is awaiting any corrective action, if needed. The team began work on CR213.
 - Key dependencies/assumptions included:
 - Printing stability (DB, Print Manager, Planet Press)
 - No further changes to DL Notices
 - Key implementation activities included:
 - Performance Changes with Email
 - Implementation Dependency Preparation
 - Knowledge Transfer for Batch Jobs
- Mr. Samuel stated a revised Phase I go-live date has not been determined, yet, as the team is awaiting a more definitive status on Informatica and various testing. He stated the plan is to still have FLHSMV offices implemented first, followed by Tax Collector offices. The insurance companies also requested a 60-day notice prior to go-live.

COMMUNICATION UPDATE

- There was no communications update at the meeting.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 1:30 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for September 8, 2020.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

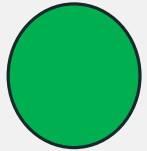
MM Advisory Board Agenda	1 Page
MM Advisory Board Monthly Meeting Minutes (6/9/20)	5 Pages
OCM Update Report	6 Pages
Phase I Team Updates – State of the State	7 Pages

FLHSMV OCM Team Summary – Phase I



Planning

- Engagement Plans



Implement Change

- DAS
- FHP
- ISA
- MS
- OED



Measure & Evaluate

- Readiness Survey
- Pilot Feedback

Key Risks and Issues

- *If Business Units are not aware of new process changes prior to ORION training and rollout, the modernized MM Ph I may not reach its full potential in efficiencies, there could be user frustration and/or an impact on customer service*
- *Tax Collector Engagement Plan is pending approval*

SUMMARY & HIGHLIGHTS

- *Change Champion Network Connects continue monthly*
- *Engagement meetings continue with all divisions*
- *Knowledge Transfer sessions continue with ISA*

Tasks In Progress

- Working with Bureaus on change intervention recommendations
- Preparing post-pilot assessment
- ORION Access (identification of roles, migration of users, process for new users)

Report: September 8, 2020

FLHSMV OCM Team Summary – Phase II

Strategy

Planning

- Engagement Plans
- Change Champion Kickoff

Implement Change

- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate

- Readiness Survey

Key Risks and Issues

- *No identified Risks or Issues at this time*

SUMMARY & HIGHLIGHTS

- *Submitted OCM Phase II Schedule to OMM*

Tasks In Progress

- Review of Phase II Gap Analysis and Process Changes

Report: September 8, 2020

Informatica Team Summary

Team Profile

Informatica Team: 4 full-time, 3 part-time (FLHSMV)
Additional FLHSMV: 7
of Plante Moran Developers: 2 full-time
Testers: 10 FTEs

Testing Summary

Tables to test: 147 (54 Core and 93 non-Core)

SEU Core Testing Complete: 78%
Tables Started: 54 (Core)
Tables Completed: 36 (Core)

SEU non-Core Testing Complete: 36%
Tables Started: 93 (non-Core)
Tables Completed: 3 (non-Core)

Stakeholder Testing Status

Tables for Validation: 92
Tables in progress: 14
Table validation approved : 78
Performance Management Office validation complete – 85%

Forecasted Key Dates

- Deployment of Core to STAGE (error handling integrated) – **5/22/2020** – Completed on 5/21
- Deliverable #4-16 - Final Non-Core Development Package – **02/15/2020**
7/17/2020 **8/27/2020**
- Performance Testing Complete – **7/15/2020**
9/11/2020
- Statewide Production Deployment – (All tables bi-directional) – **11/15/2020**
- 30-day Stabilization Period – **11/13** – **12/15/2020**

Key Risks and Issues

Risk 117– Technical Development Support – If the OMM developers are unable to react to technical questions in a timely manner, Informatica timelines may be delayed.

Update: Informatica developers continue emailing questions to the OMM developers and copying PM's so that they are aware and can manage capacity impacts appropriately.

Issue 135 – Informatica schedule impacts

Update: All workflows are running in STAGE and SEU is testing Core and non-Core. All developers are working on bug fixes. Data validation and Performance testing are also in progress.

Key Informatica Activities

- ISA and SEU Informatica testing for Core and non-Core
- Data Seed validation testing
- Bug fixes for both Core and Non-Core mappings

Key Dependencies & Assumptions

- Natasha White's capacity for dedicated testing will be uninterrupted
- Kevin Gray will maintain additional resources to continue Data Validation as needed
- Developer timely support and response

Critical Path for MM Phase I Pilot & Statewide Go-Live (as of Sep. 8, 2020)



User Acceptance Testing (execution)

Complete



Original Development Sprints (Dev. & Test)

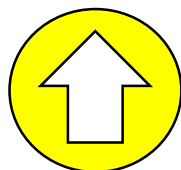
Complete



External Vendor Testing (i.e., XML)

Complete

- *XML Testing and Book of Business Reload for Insurance Companies*
- *Idemia End-to-End Card Issuance Printing (DL issuance, Portal, Renewal)*
- *Main-In Renewals, NCOA, FDLE, etc.*
- *3rd Party Cashiering testing continuing and reports are “good”*



AAMVA Structural Testing & Certification

**Weeks prior
to go-live**

- *Certification achieved for 5.3.2 (covering 5.3.3 needs); CDLIS Baseline final review passed by AAMVA. VLS testing done and confirmed by AAMVA.*
- *PDPS 1st Round approved by AAMVA. Final Testing nearly complete after CRs.*
- *Final Smoke Test scheduled based on CR211 revised schedule*

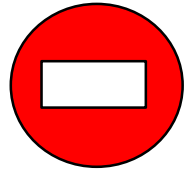
Critical Path for MM Phase I Pilot & Statewide Go-Live (as of Sep. 8, 2020)



Organizational Change Management

Complete

- *Efforts still continue to support Implementation Planning OCM activities*



Informatica Seed & CDC Testing

Due: 10/02/20

Due: 11/15/20

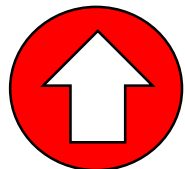
Originally Due in 12/2019; revised dates as part of CR211

- *Data Seeding Validation & UAT (9/11/2020 target completion)*
- *End to End Testing (10/1/2020 - 10/30/2020 – yet to commence)*



Formal Regression Testing

Complete

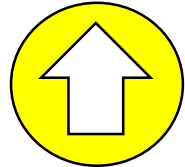


Change Control – Approved CRs

Due: 09/21/20

- *Development for CR210 complete with the exception of testing data source.*
- *Additional items coming out of informatica testing (e.g., missed requirements) are being addressed as Tech Debt.*
- *Development and testing for Amended CR213 has commenced.*

Critical Path for MM Phase I Pilot & Statewide Go-Live (as of Sep. 8, 2020)



Base Performance Testing

Due: 09/18/2020

Originally Due 5/8/2020; revised to 9/18/2020 w/ CR213

- *All teams have completed their performance test script execution and resolved performance testing bugs, although FR panels seeking addt'l review*
- *Field Office Performance Testing conducted; addt'l testing planned for HSMV offices as well as select Tax Collector Offices ---- COVID 19 consideration*

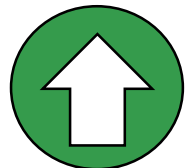


Enterprise Security Testing

Due: 09/25/2020

Originally Due 05/15/2020; revised to 09/25/2020 w/CR213

- *Issue closed on getting results of Security execution. Teams will work through remediation as part of CR213 tech debt, which is planned through 9/25/2020*



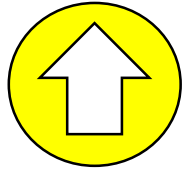
ORION Production Code Deployments

Due: 12/04/2020

Originally targeting June 2020; Adjusted based on CR211

- *All teams have completed their initial round of code deployment and dependency scripts, including DB level, and are currently updating for CRs*
- *Secondary round of code deployment tests dependent on Shadow Stage Refresh, which will begin when Informatica Data Seeding is complete*

Critical Path for MM Phase I Pilot & Statewide Go-Live (as of Sep. 8, 2020)



User Guides & Operations Manual

Due: 10/30/2020

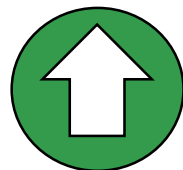
- *DL Issuance and Supergroup (MM, FR, CDLIS, CP) user guide all completed and reviewed from the “team” perspective. Turned over for Formal Review*
- *Content being updated by Operations Manual team from Legal review for statute references. Final review with ESC will begin within next week.*
- *Final reviews remain in process for Supergroup and MyDMV Portal User Guides*
- *DL Issuance User Guide completed and posted to PartnerNet.*



Online Learning Courses Deployed (iLearn)



FLHSMV Train the Trainer & SMEs Trained (including CSC Trainers, Field Support, TC Liaisons)



TC Train the Trainer Sessions **Duration: July – Sept. 2020**

- *All content, data scenarios and trainers have been identified and communications have been completed by LDO; TC Trainers registering*