Motorist Modernization Advisory Board – Phase II Monthly Meeting
September 11, 2018
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399
2:30 – 4:00 p.m., EST

Invitees	Representing
Stephen Boley	DHSMV
Lt. Jason Britt	DHSMV
Diane Buck	DHSMV
Jay Levenstein	DHSMV
Steve Burch	DHSMV
Lisa Cullen	Florida Tax Collectors
Leticia Torres	Florida Tax Collectors
Det. Sgt. Ivan Doobrow	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

- Communications Update

- Q&A

- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD PHASE II

Monthly Meeting Minutes
Kirkman Building Conference Room B-202
August 14, 2018
2:30 to 4 p.m., EST

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 2:30 p.m. Kristin Green 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
o	Lt. Jason Britt	DHSMV (via phone)
o	Diane Buck	DHSMV (via phone)
o	Jay Levenstein	DHSMV (absent)
o	Lisa Cullen	Florida Tax Collectors (via phone)
o	Leticia Torres	Florida Tax Collectors
o	Det. Sgt. Ivan Doobrow	Law Enforcement (via phone)

- Additional DHSMV members present included – Terrence Samuel, Kristin Green, Janis Timmons, Felecia Ford, Laura Freeman, Judy Johnson, Cherlyn Dent and Cathy Thomas.
- Visitors present included – Alyene Calvo and Colin Stephens from Ernst & Young, and Nathan Johnson from Accenture. Andrew Bell from Florida Auto Tag Agencies, and Selma Sauls from Auto Data Direct were present. Bob Priselac from Title Technology, and Brandon Shelley from OATA also attended.

ADVISORY BOARD PHASE II MEMBERSHIP CHANGES

- Kristin Green stated Steve Burch is the newest member of the Phase II Advisory Board replacing Trisha Williams.

REVIEW OF MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from July 10, 2018. Two corrections were identified. A motion to approve the minutes, with the two corrections, was accepted by the board members and the July 10, 2018, meeting minutes were approved.

IV&V UPDATE

- Alyene Calvo presented an overview of the June 2018 report for Phase II. The overall risk state was amber. There was one open deficiency regarding incomplete program governance causing two facets of the cube to be amber. 9 out of 1,411 tasks were late. The Schedule Performance Index was .999. The program was within the established performance thresholds. The program completion date is projected to be 7.1 days late and the Schedule Quality Score was 96.2.

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POLICY & DECISION REVIEW

- POR02 – Defining Scope of Fleet Services – Ms. Judy Johnson stated the ESC decided banks and credit unions would not be allowed to issue temporary tags. Legal was still reviewing statutory authority for this item.
- POR04/POR05 – Ms. Judy Johnson stated both of these items involved providing casual title sales services through the MyDMV Portal. Diana Vaughn asked the team to contact Department of Revenue for requirements gathering. The team also researched and outlined how to provide casual title sales services through the MyDMV Portal with the guidance of Robert Kynoch. The team notated concerns from Lisa Cullen and Lt. Jason Britt from the previous Advisory Board meeting.
- POR06 – What transaction services will be offered in the Phase II Kiosk solution, and what level of user authentication is required? – Ms. Johnson stated there was a discussion on incorporating different transactions into the kiosk solution. This list of transactions was presented to the ESC and is currently under review. The kiosk transactions list would also be discussed at the upcoming IT Coalition meeting.
  - Andrew Bell asked to see the list of kiosk transactions once reviewed.
- REG01 – For a residential address change on a motor vehicle transaction, are we going to force the customer to get a replacement driver license? – Cathy Thomas stated there was no update.
- REG04 – Should the system do an NMVTIS check prior to approval of a renewal? – Ms. Thomas stated there was no update.
- TLE01 – Should the Motor Vehicle Issuance system pre-populate the vehicle information based on data retrieved from VINtelligence? – Ms. Thomas stated there was no update.
- REG05 – Should the system do a NLETS check prior to registration renewal? – Ms. Thomas stated per the Advisory Board's recommendation, the team discussed with Sgt. Teslo and Beth Brinkley with FHP on how to handle this if a hit returns on the record, and the safety concern from tax collectors on clerks possibly having to address this issue with the customer over the counter. FHP recommended:
  - The clerk indicating the system is having an "issue" processing the transaction and ask the customer to have a seat while the matter is being resolved. The manager can then contact law enforcement to respond to the office to complete the investigation.
  - For offices with law enforcement present, the manager can ask the officer to investigate the matter and determine if a seizure or arrest is appropriate. The clerk should inform the customer they are unable to process the transaction and refer them to the regional office for further inspection of the vehicle and review of the paperwork.
  - If the customer leaves the office and the safety of the clerk/manager is not jeopardized, the clerk could attempt to obtain the tag number, and description of the vehicle.
  - If the transaction is allowed to go through, then we are just prolonging the situation, which eventually ends up with a fraud investigation.
  - Ms. Thomas added that this item would be discussed at the next ESC meeting.
    - Lisa Cullen asked if the tax collectors would contact law enforcement or FHP.
    - Ms. Thomas stated FHP stated the tax collectors would contact law enforcement, but she will confirm.
- DS01 – Felecia Ford stated the team would like a decision on whether they should continue to change the dealer's license number on a dealer when the dealer allows their license to expire and then re-apply for a license after the statutory delinquent period is over, or should

Motorist Modernization Advisory Board Meeting

they allow the dealer to retain their original license number. The team believes keeping the same license number will be easier to track the history of the dealer.

- o Diane Buck agreed with the team. She asked if the dealer history information would fall under the same dealer license number.
- o Ms. Ford confirmed.
- o Stephen Boley and Leticia Torres also agreed this was a good idea.

FINANCIAL REVIEW

- Ms. Janis Timmons stated the Phase I budget for the 2018/19 fiscal year is $7.5 million, with $604,940 expended as of July 30. The budget to actual variance for July 2018 was 0. The budget for Phase II for the 2018/19 fiscal year is $5 million with $70,270 expended as of July 30. The budget to actual variance for July 2018 was 0.

PROJECT UPDATES

- Mr. Nathan Johnson stated all teams were currently working on requirements validation and detailed business requirements. He overviewed the increments each team was working on.
  - o Terrence Samuel discussed the meeting the team held with PRIDE recently.
  - o Lisa Cullen stated she believes security will be increased by having an interface with PRIDE.
  - o Mr. Samuel stated he would provide Ms. Cullen and the tax collector focus groups the information PRIDE presented at the meeting.
- Dealer Services – Felecia Ford stated the team was meeting twice a week to ensure the SMEs understand the new system for manufactured housing and what is required by the team. She stated there has been great participation from the team.
- Titles & Registration – Cathy Thomas stated the team was working on original title transactions and original registrations. Both the Titles team and Registration team meets twice a week. She stated the team has been discussing screens, documenting business rules, and grooming and putting the business rules into Blueprint. There has been much participation from the tax collector SMEs.
  - o Mr. Samuel asked about the last meeting with the tax collector SMEs.
  - o Ms. Thomas stated the tax collector SMEs were last here the week of July 23 and the meetings were very successful.
  - o Mr. Johnson stated the next All-Hands meeting with the tax collector SMEs will be scheduled in October.
  - o Mr. Samuel asked how the Titles and Registration team was working on the customer service and fraud issues raised at past meetings.
  - o Ms. Thomas stated the team continues to discuss ways to fix these issues.
- IFTA/IRP – Laura Freeman stated the team has been working on getting a COT system and the content for an ITN. The team has been working with functional leads to obtain validations and requirements for different functional areas. The team is also working on a benefits realization and a Return on Investment.
  - o Stephen Boley asked if there was a target date for the ITN.
  - o Janis Timmons stated we have to wait until funding is secured before we know an exact date.
- Portal/Fleet Services – Judy Johnson stated the team is working on motor vehicle records requests and motor vehicle stop requests through MyDMV Portal.
- Mr. Samuel stated the team will be scheduling tax collector focus groups for Phase I and II via phone and in person. He discussed adding IT members to the focus groups as well.
- Mr. Johnson stated the team would also begin working on the release plan.

COMMUNICATIONS UPDATE
- There was no communications update at the meeting.

Q&A
- Andrew Bell with Florida Auto Tag Agencies requested updating insurance as a part of batch registration uploads.
- Judy Johnson stated they received a request for this and it is part of the list of enhancements for the high speed process.
- Mr. Bell asked if there has been discussion on how the baseline of inventory needs will change as more dealers sign up for the EFS process.
- Ms. Johnson stated this was on the inventory team's list of items to assess.
- Terrence Samuel asked for suggestions on this.
- Mr. Bell stated they will come up with a list of suggestions. He asked what the department's pinpoint would be for when to order additional inventory.
- Bob Priselac stated after speaking with dealers and tax collectors, they are looking at inventory as a whole and what the dealerships or offices use and not how much they need in reserve for every location. He stated he heard what the true needs were, but never heard back about an outcome.
- Lisa Cullen stated several factors that contributed to issues with the dealers. She stated if the state is adding a dealer, the inventory needs to be increased in the beginning. She asked Mr. Bell and Mr. Priselac what their thoughts were on paying up front for the license plates.
- Mr. Bell stated they would have no problem with that at all.
- Mr. Priselac stated it would be something they would consider as a whole.
- Mr. Bell stated he would add this to the list of ideas and email it to the Motorist Modernization email group.

ADJOURNMENT
- Mr. Samuel adjourned the meeting at approximately 3:10 p.m.
- The next Advisory Board Phase II Meeting is scheduled for September 11, 2018.

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 (7/10/18)	4 Pages
MM Phase II IV&V Update	31 Pages
MM Phase II Decision Log	8 Pages
MM Phase II Financials	9 Pages
Phase II Traffic Light Report	1 Page

Motorist Modernization Program (Phase II)

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

Independent verification and validation (IV&V)
Monthly Assessment Report Summary
July 2018

29 August 2018
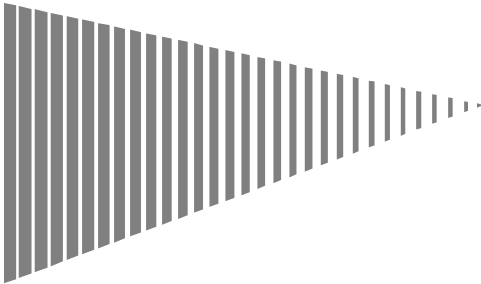
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Topics for discussion

► 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

  ► Open deficiencies

  ► Project milestones

  ► Late tasks

  ► Project schedule quality

  ► Project budget

Data contained in this MAR is as of 14 August 2018

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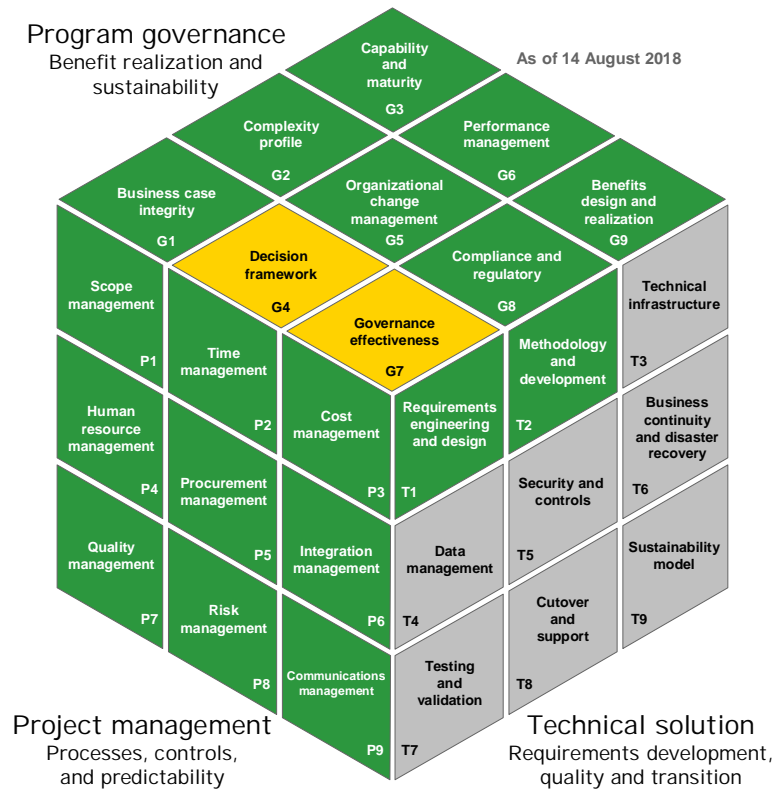
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General IV&V overview
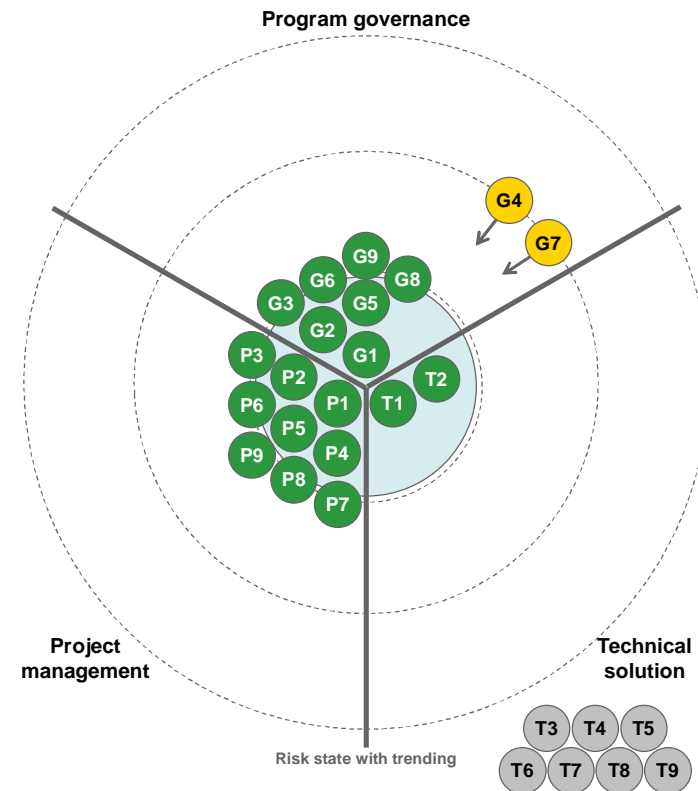
Overall IV&V risk state:	Amber

- ► There is one (1) open IV&V deficiency
  - ► P2D1 – Incomplete program governance
  - ► No additional facets evaluated
  - ► No new deficiencies identified since the last report
- ► The Program is within established schedule performance thresholds
  - ► The schedule performance index (SPI) is 0.999
  - ► 3 of 1,419 total tasks (0.21%) contained in the project schedule are late
  - ► 0 of 20 total tasks (0.00%) for the current period are late
- ► The 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 Program is behind schedule
  - ► The program completion date is forecast to be 25 July 2023, 6.2 days late
  - ► Future milestones are projected to be completed behind schedule
  - ► The amount of time the project is behind schedule is decreasing

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Overall risk state and trending

Risk state of the MM Program (Phase II)

Program governance
Benefit realization and sustainability

As of 14 August 2018

Complexity profile G2	Capability and maturity G3	Performance management G6
Business case integrity G1	Organizational change management G5	Benefits design and realization G9
Scope management P1	Decision framework G4	Compliance and regulatory G8	Technical infrastructure T3
Human resource management P4	Time management P2	Governance effectiveness G7	Methodology and development T2	Business continuity and disaster recovery T6
Quality management P7	Procurement management P5	Cost management P3	Requirements engineering and design T1	Security and controls T5	Sustainability model T9
	Risk management P8	Integration management P6	Data management T4	Cutover and support T8	
		Communications management P9	Testing and validation T7		

Project management
Processes, controls, and predictability

Technical solution
Requirements development, quality and transition

Risk state with trending

Program governance

G4
G7

G9
G6 G8
G3 G5
G2
P3 G1
P2 T2
P6 P1 T1
P5
P9 P4
P8
P7

Risk state with trending

Project management

Technical solution

T3 T4 T5
T6 T7 T8 T9

🟥 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.

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IV&V ratings summary

IV&V ratings summary
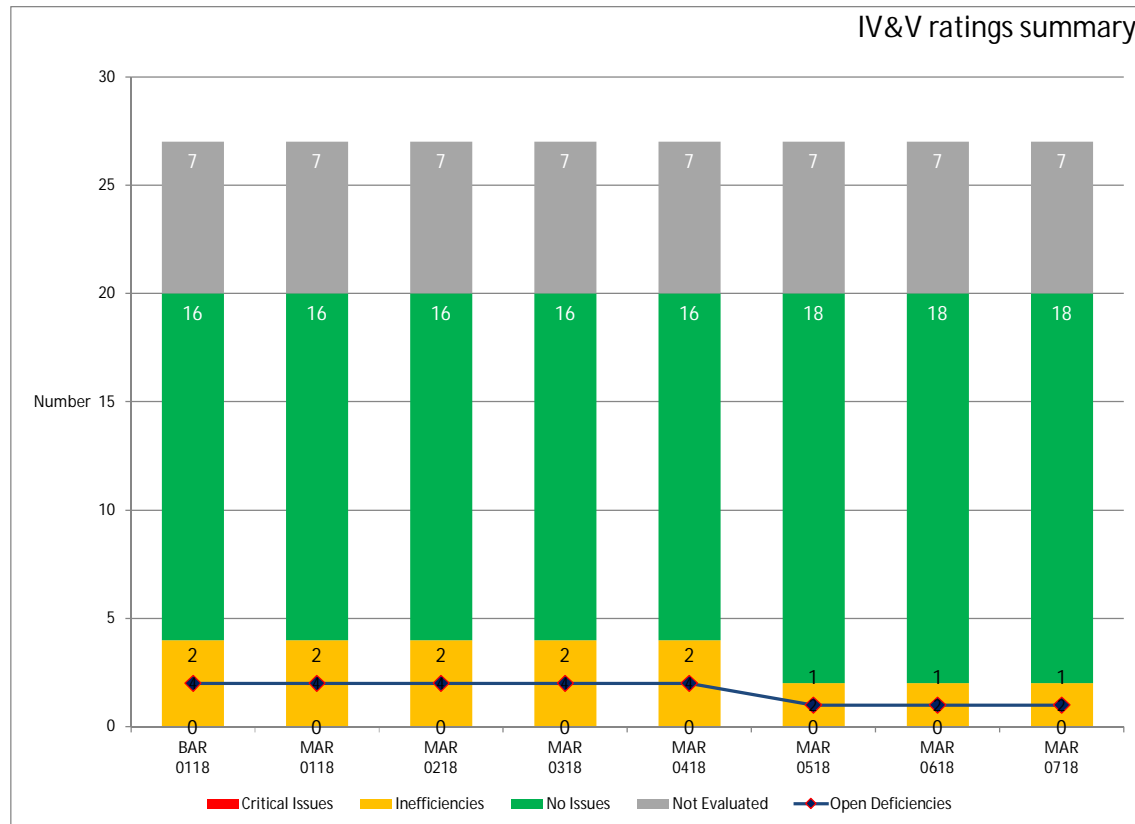
- § This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- § Facet risk rating totals are as follows:
  - § Red (critical issues):   0
  - § Amber (issues):   2
  - § Green (no issues):   18
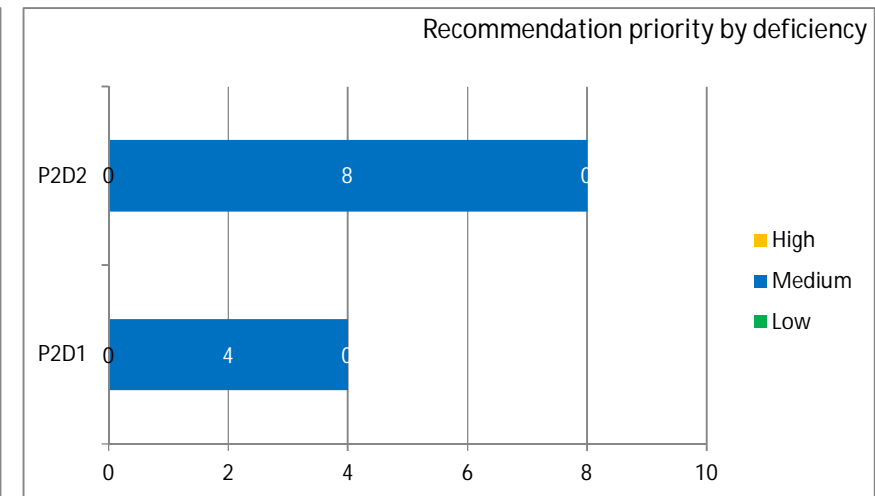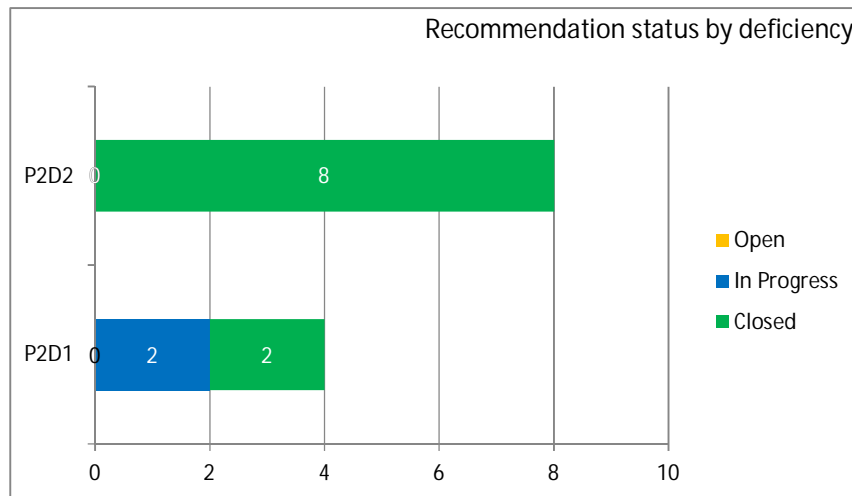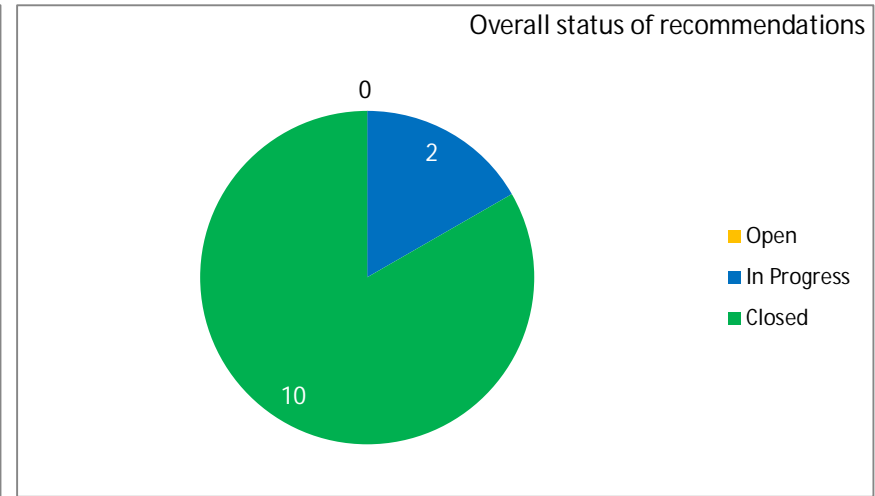 - § Gray (not evaluated):   7
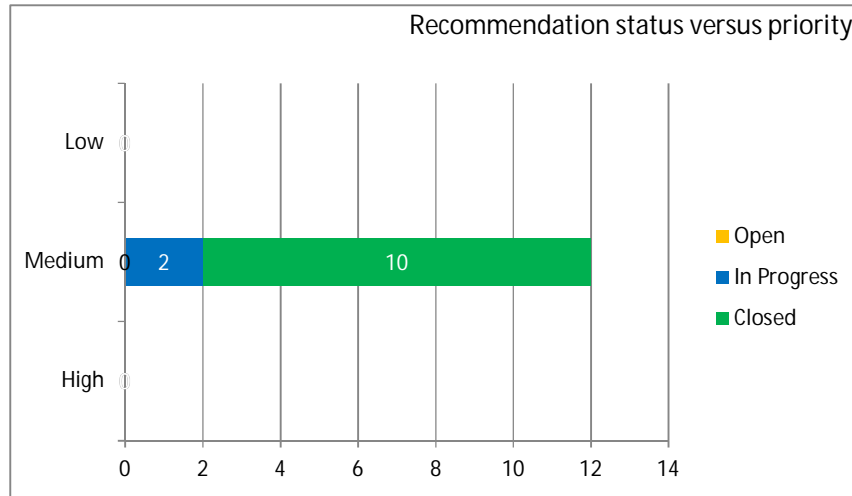- § Open deficiencies: 1
- § Conclusions:
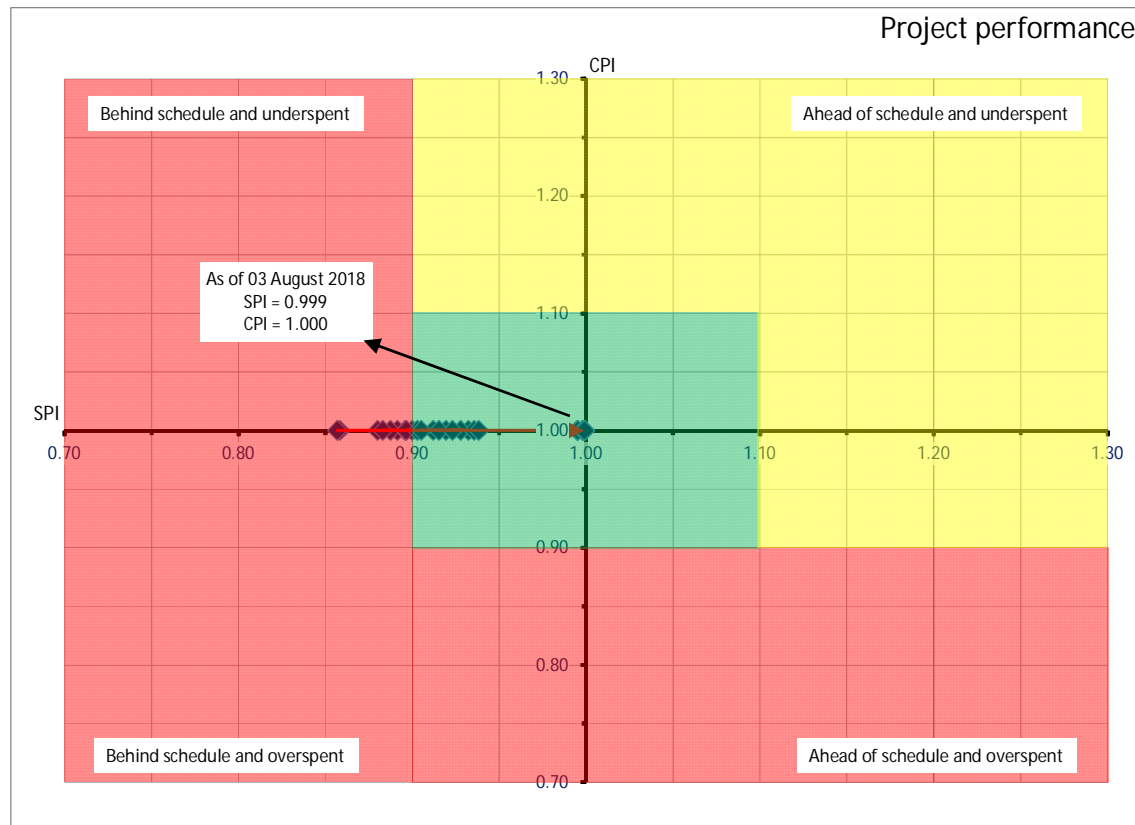 - § The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.

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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 Program is currently behind schedule.
		   ▶ The schedule performance index (SPI) is 0.999.
		   ▶ 3 of 1,419 total tasks (0.21%) contained in the project schedule are late.
		   ▶ 0 of 20 total tasks (0.00%) for the current period are late.

Is the project on budget?	Yes	▶ The 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 MM Program (Phase II) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	▶ The MM Program Team is currently working to resolve the deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	▶ The MM Program Team is currently working to resolve the 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.

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Status of key deficiency recommendations

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Overall performance

Project performance

- 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.

§ This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
§ Summary:
  § Schedule performance is within the established threshold.
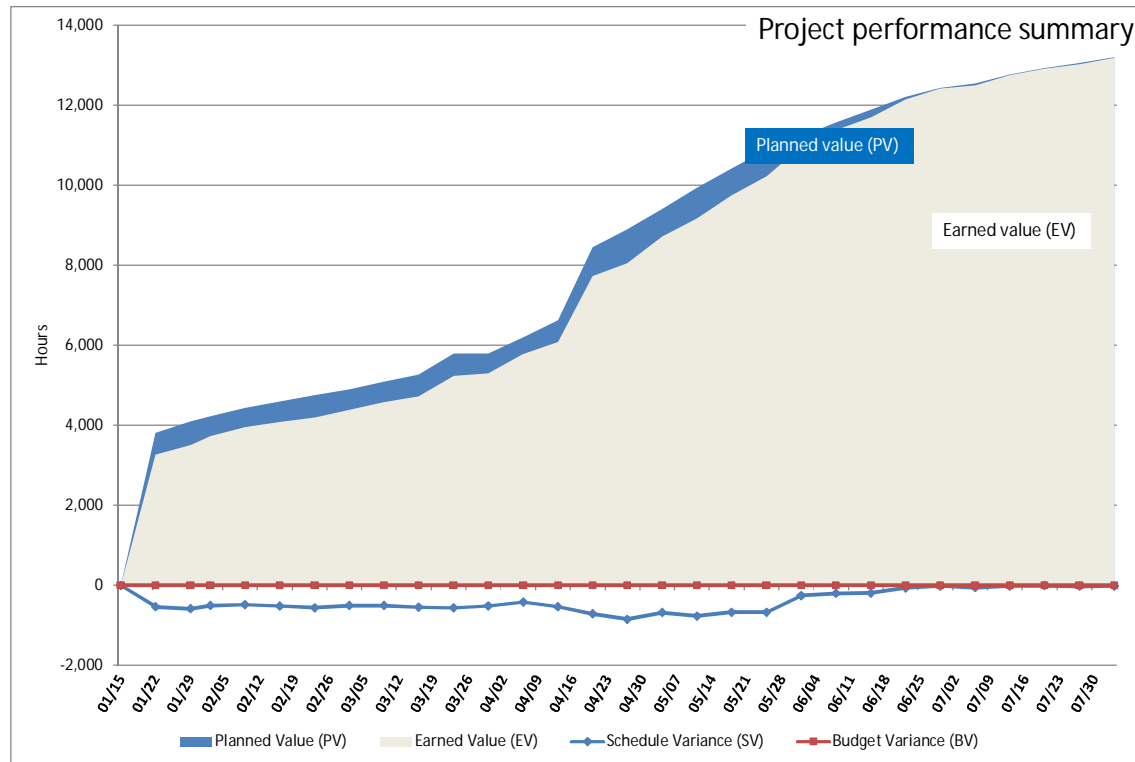 § Cost performance is within the established threshold.
§ Conclusions:
  § The Program is currently behind schedule.

Overall performance (continued)

Project performance summary

- § 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.
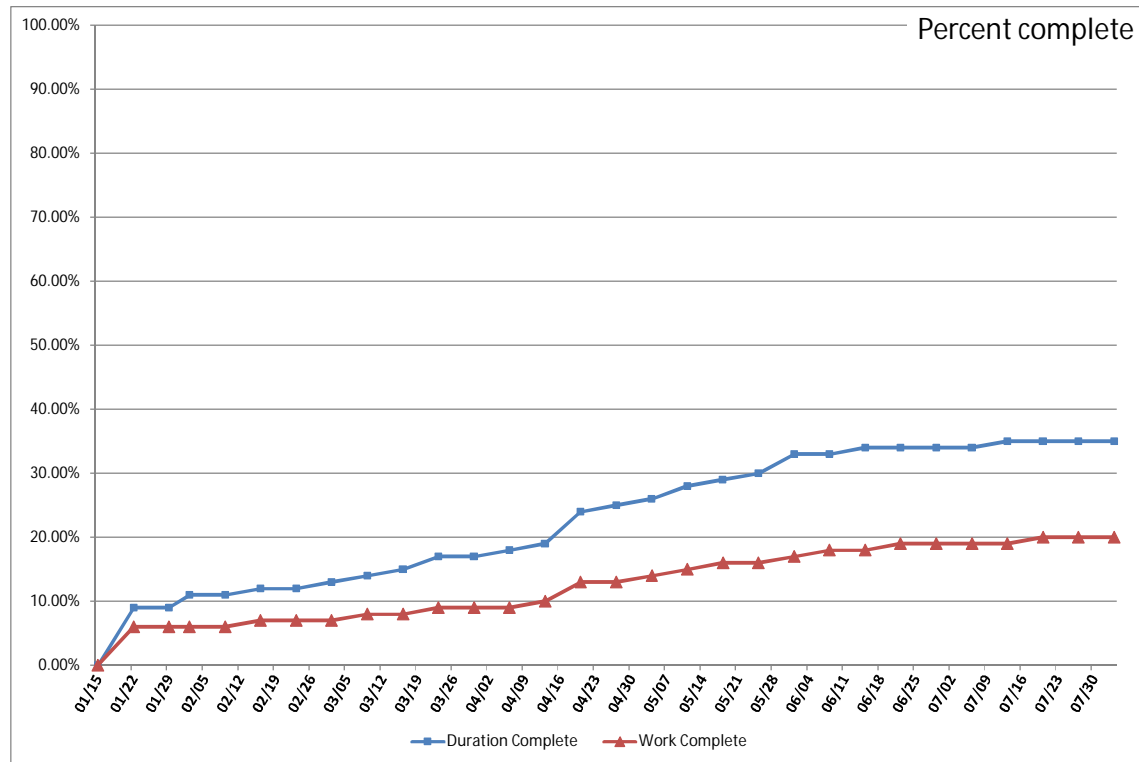 - § The total amount of work not completed as scheduled is 12 hours.
- § Conclusions:
  - § The Program is behind schedule.

- ► 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.

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Overall performance
(continued)

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

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Project complete date slippage

Project complete date slippage
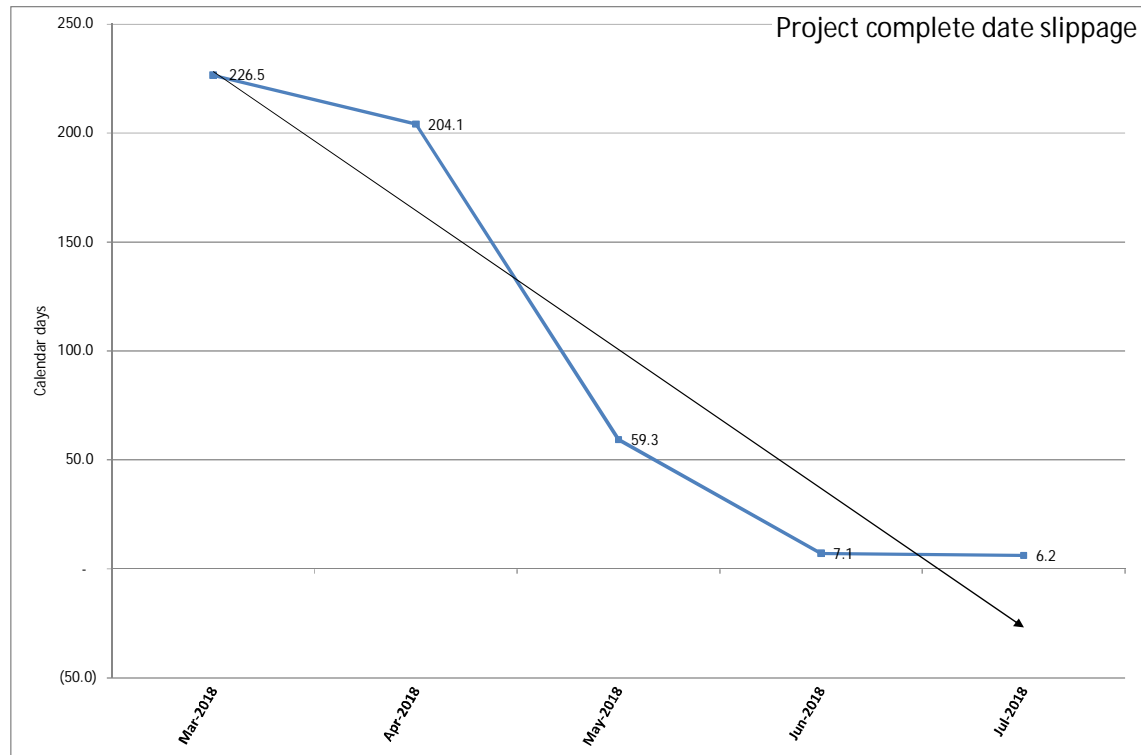
- § This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- § Summary:
  - § The program is behind schedule.
- § Conclusions:
  - § The program completion date is forecast to be 25 July 2023, 6.2 days late.
  - § Future milestones are projected to be completed behind schedule.
  - § The amount of time the project is behind schedule is decreasing.

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Forecast milestone completion

Forecast milestone slippage

Chart (horizontal bar chart, "Number of calendar days" 0–250), milestones top to bottom with labels:

- Project Complete — 6.2
- Closeout Phase Complete — 6.1
- Execution and Monitoring & Control Phase Complete — 6.1
- Statewide Implementation Complete — 6.0
- Decision Point - Move to Production (Roll out) — 5.4
- Decision Point - Ready to Pilot — 5.1
- Testing Complete — 5.1
- Development Complete — 4.3
- Obtain Validated Requirements Approval and Signoff — 1.7
- Obtain Requirements Approval and Signoff — 0.5
- Planning Phase Complete — -
- Initiation Phase Complete — -

Number of calendar days

Legend: Jul-18, Jun-18, May-18, Apr-18, Mar-18

§ This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
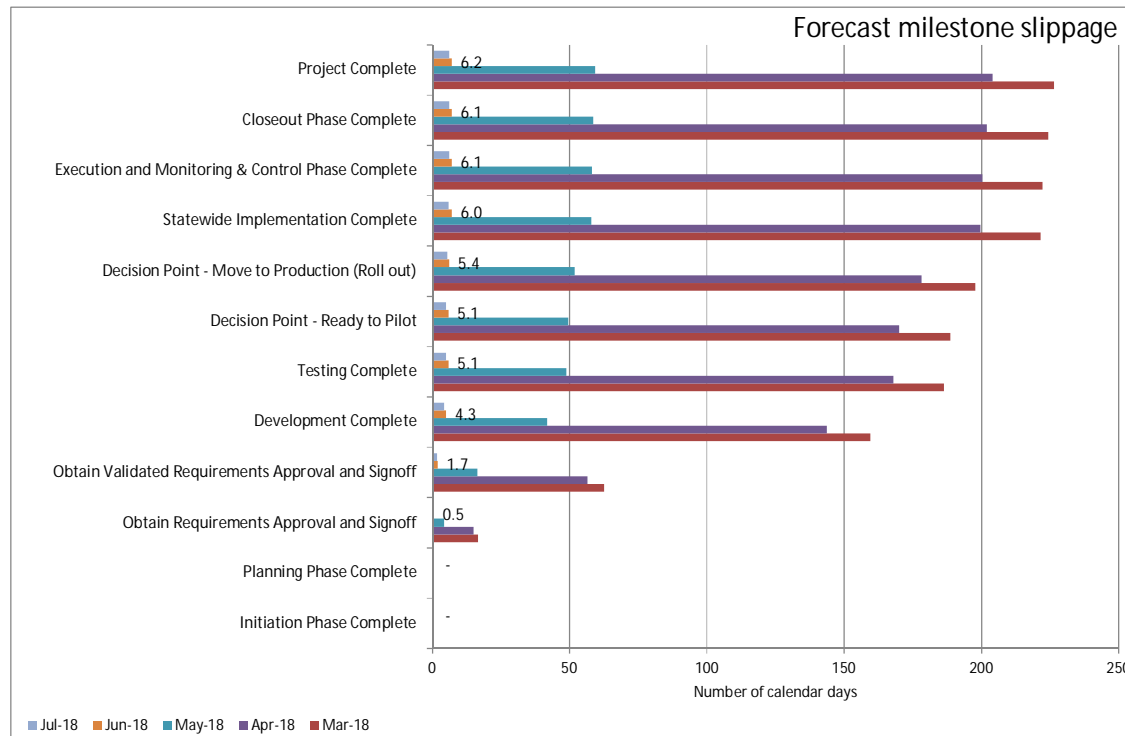
§ Summary:
  § The program is behind schedule.

§ Conclusions:
  § The program completion date is forecast to be 25 July 2023, 6.2 days late.
  § Future milestones are projected to be completed behind schedule.
  § The amount of time the project is behind schedule is decreasing.

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Open deficiencies and actions

Deficiency	Actions taken
▶ P2D1 – Incomplete program governance	▶ AB Charter has been established. ▶ Added inconsistent AB meetings to the program risk register. ▶ Identified additional personnel to be assigned to the AB. ▶ Conducted April AB meeting and reviewed revised AB Charter. ▶ Deputy CIO & PMO currently in the process of revising Tier 3 Charter / Project Charter Template to incorporate prioritization matrix. ▶ Regular AB meetings scheduled and conducted. ▶ Gartner recommendations for prioritization procedures under review and will be incorporated into the Tier 3 governance procedures.

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Process improvement recommendations

Recommendation	Progress update / resolution	Status
▶ No process improvement recommendations identified since the last report.		

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Upcoming IV&V activities

- ► Participate in IV&V and Program meetings
- ► Review draft and final MM 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 – Jan 2018 (IVV-302AA)	02/14/2018	03/01/2018	02/26/2018	► Complete
MAR – Feb 2018 (IVV-302AB)	03/14/2018	03/29/2018	03/21/2018	► Complete
MAR – Mar 2018 (IVV-302AC)	04/13/2018	04/30/2018	04/20/2018	► Complete
MAR – Apr 2018 (IVV-302AD)	05/14/2018	05/30/2018	05/21/2018	► Complete
MAR – May 2018 (IVV-302AE)	06/14/2018	06/29/2018	06/21/2018	► Complete
MAR – Jun 2018 (IVV-302AF)	07/16/2018	07/31/2018	07/23/2018	► Complete

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Supporting information

▶ Summary of changes

▶ Open deficiencies

▶ Project milestones

▶ Late tasks

▶ Project schedule quality

▶ Project budget

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Summary of changes

Item	Description
Deficiencies addressed	► No deficiencies addressed since the last report.
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► No risk rating changes 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.

Open deficiencies

Areas and implications	Recommendations	Actions taken
P2D1 – Incomplete program governance		
► G4 – Decision framework ► G7 – Governance Effectiveness ► Implications: ► Limited capacity to facilitate timely decision making. ► Misalignment in project operational decisions to the intended project objectives. ► Inconsistent decision awareness.	1. Complete the definition of the AB including a regular cadence for meetings. 2. Confirm that all appropriate AB members, delegates, and other requested resources attend all project Board meetings and are involved in all project decisions when necessary. 3. Revise the Tier 3 governance project approval process to include a quantitative impact analysis on the MM Program. a. The analysis should include impacts on project and operational resources, scope, schedule and budget. 4. Use the quantitative impact analysis to guide the prioritization of projects approved by Tier 3 governance that may impact the MM Program.	1. Closed. 2. Closed. 3. Currently incorporating recommendations from Gartner. 4. Currently incorporating recommendations from Gartner.

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Project milestones

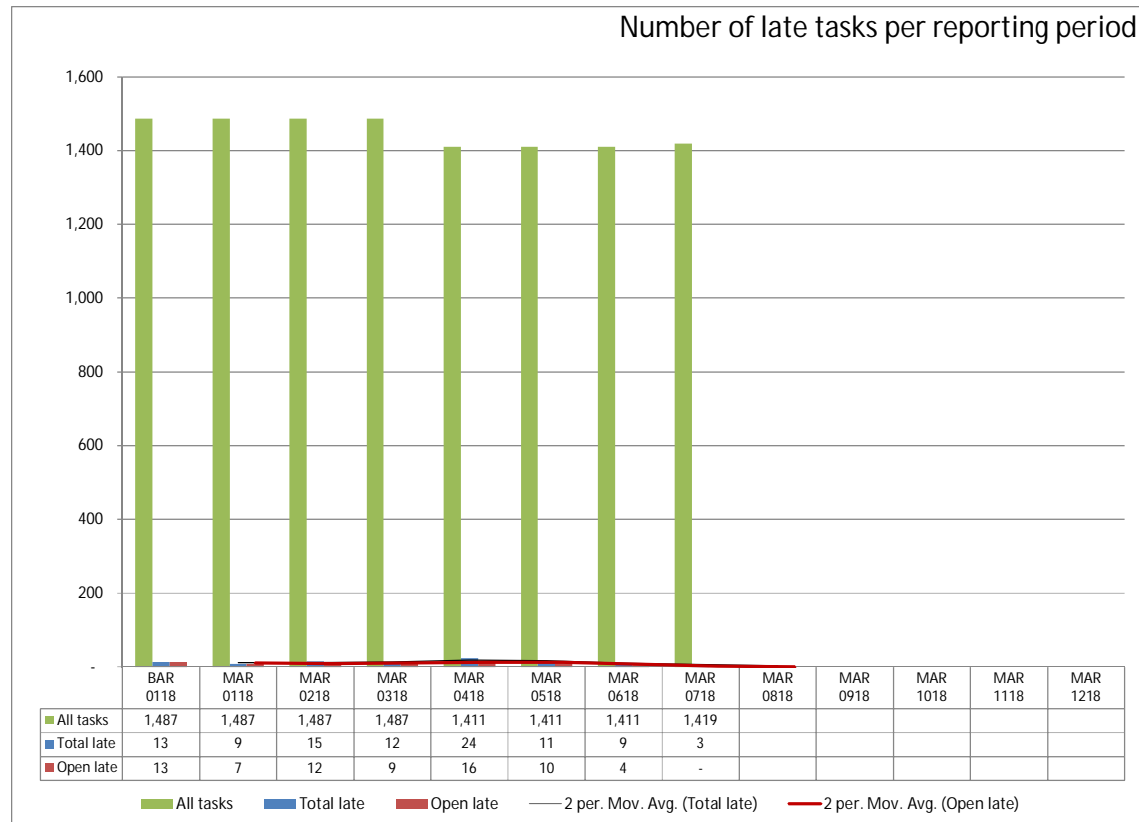| WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
1.4	Initiation Phase Complete	05/24/17	05/24/17	05/24/17	05/24/17	05/24/17
2.1	Planning Phase Complete	12/27/17	12/27/17	12/27/17	12/27/17	12/27/17
3.3.14	Obtain Requirements Approval and Signoff	06/19/18	06/19/18	06/19/18	06/19/18	06/19/18
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	07/31/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	12/07/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	08/03/22	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	08/24/22	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	11/12/22	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	06/11/23	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	06/18/23	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	07/05/23	
5	Project Complete	07/19/23	07/19/23	07/19/23	07/25/23	

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	

Late tasks

Number of late tasks per reporting period

	BAR 0118	MAR 0118	MAR 0218	MAR 0318	MAR 0418	MAR 0518	MAR 0618	MAR 0718	MAR 0818	MAR 0918	MAR 1018	MAR 1118	MAR 1218
All tasks	1,487	1,487	1,487	1,487	1,411	1,411	1,411	1,419					
Total late	13	9	15	12	24	11	9	3					
Open late	13	7	12	9	16	10	4	-					

Legend: All tasks | Total late | Open late | 2 per. Mov. Avg. (Total late) | 2 per. Mov. Avg. (Open late)
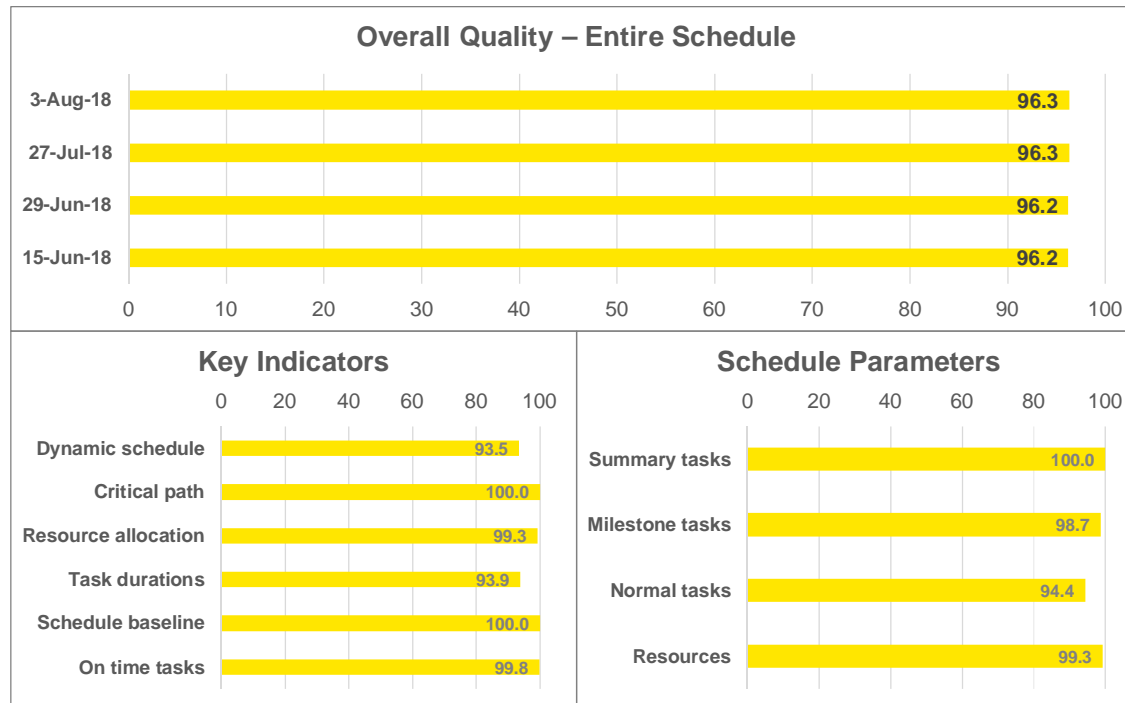
- § This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - § Total tasks late.
  - § Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- § A task is automatically designated as "late" if it is not complete and the project status date is later than the baseline finish date for the task.
- § Summary:
  - § Total normal tasks: 1,419
  - § Total tasks late: 3
  - § Total open tasks late: 0
- § Conclusions:
  - § The total number of tasks designated as late is 0.21% of the total number of tasks.

MMP2-IVV-312AH Jul Status v2.0 Final - 20180829

EY

Project schedule quality
Entire schedule: 9/19/2016 to 7/19/2023

Overall Quality – Entire Schedule

Date	Value
3-Aug-18	96.3
27-Jul-18	96.3
29-Jun-18	96.2
15-Jun-18	96.2

(horizontal axis: 0 10 20 30 40 50 60 70 80 90 100)

Key Indicators

(axis: 0 20 40 60 80 100)

Indicator	Value
Dynamic schedule	93.5
Critical path	100.0
Resource allocation	99.3
Task durations	93.9
Schedule baseline	100.0
On time tasks	99.8

Schedule Parameters

(axis: 0 20 40 60 80 100)

Parameter	Value
Summary tasks	100.0
Milestone tasks	98.7
Normal tasks	94.4
Resources	99.3

§ 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: 96.3
§ Conclusions:
  § Overall schedule quality is consistent and excellent
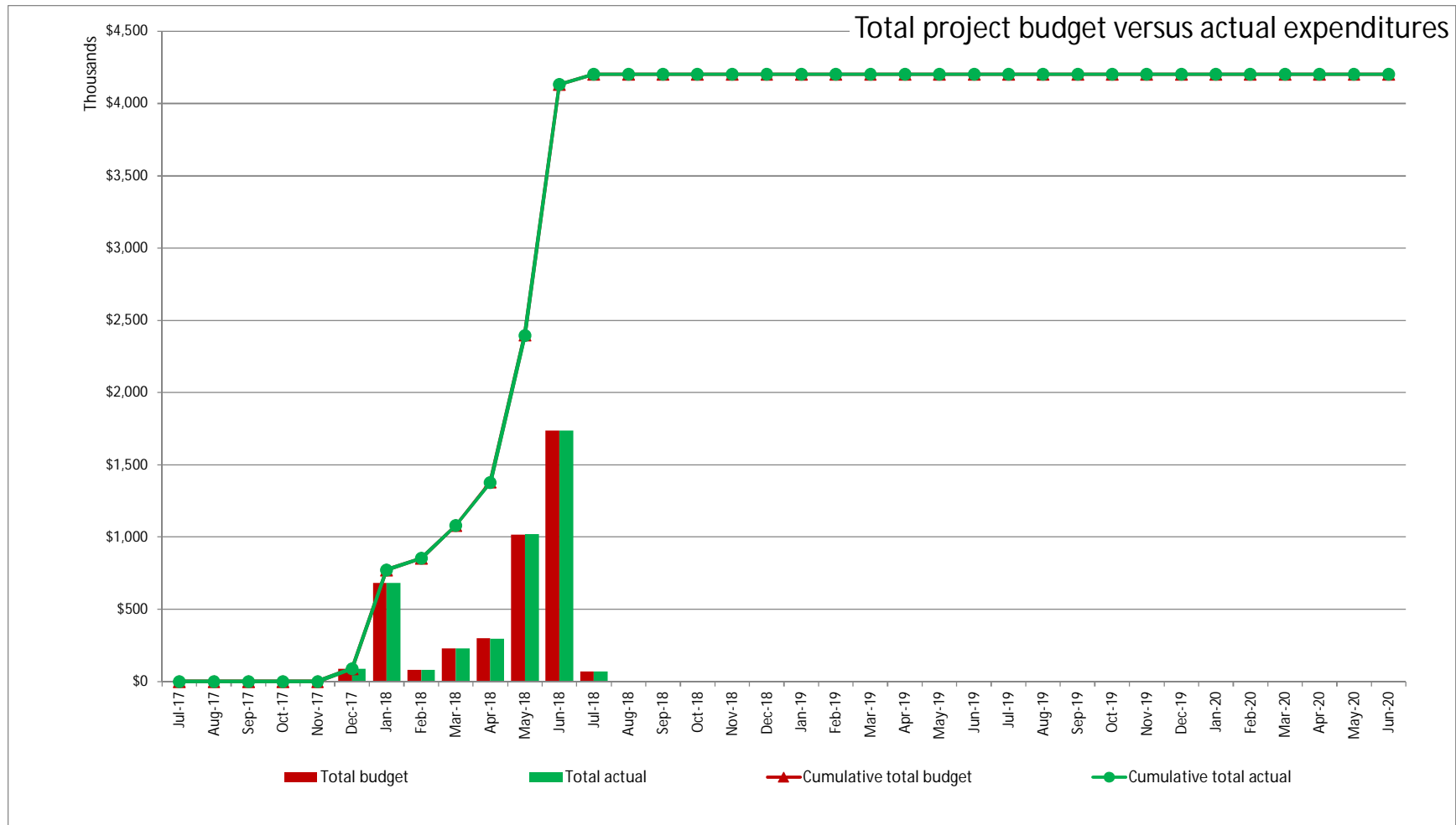
► Dynamic schedule – Task dependencies and constraints
► Critical path – Task dependencies
► Resource allocation –Resource assignments

► 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

Project schedule quality
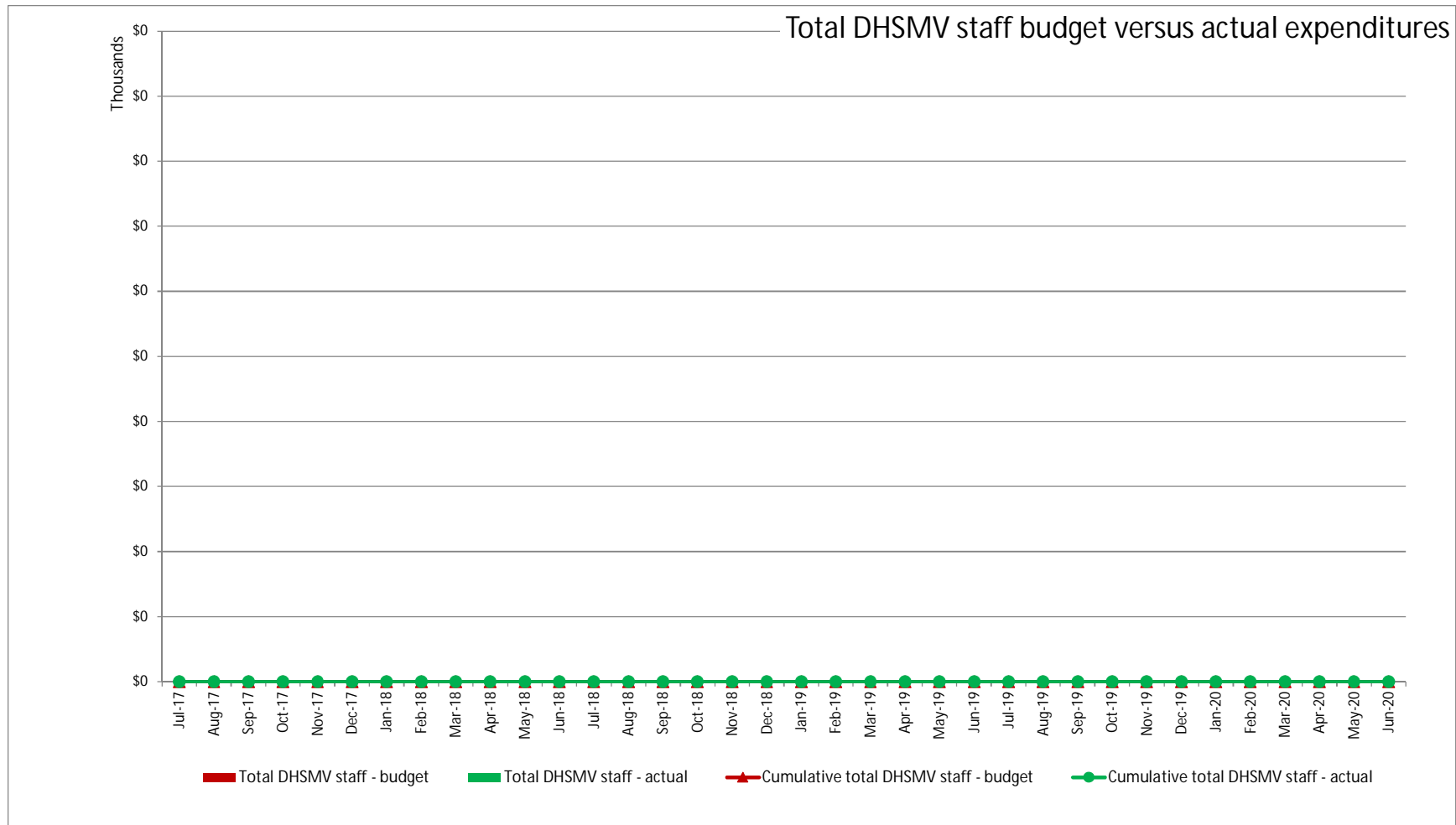## Period: 09/01/2018 to 11/30/2018
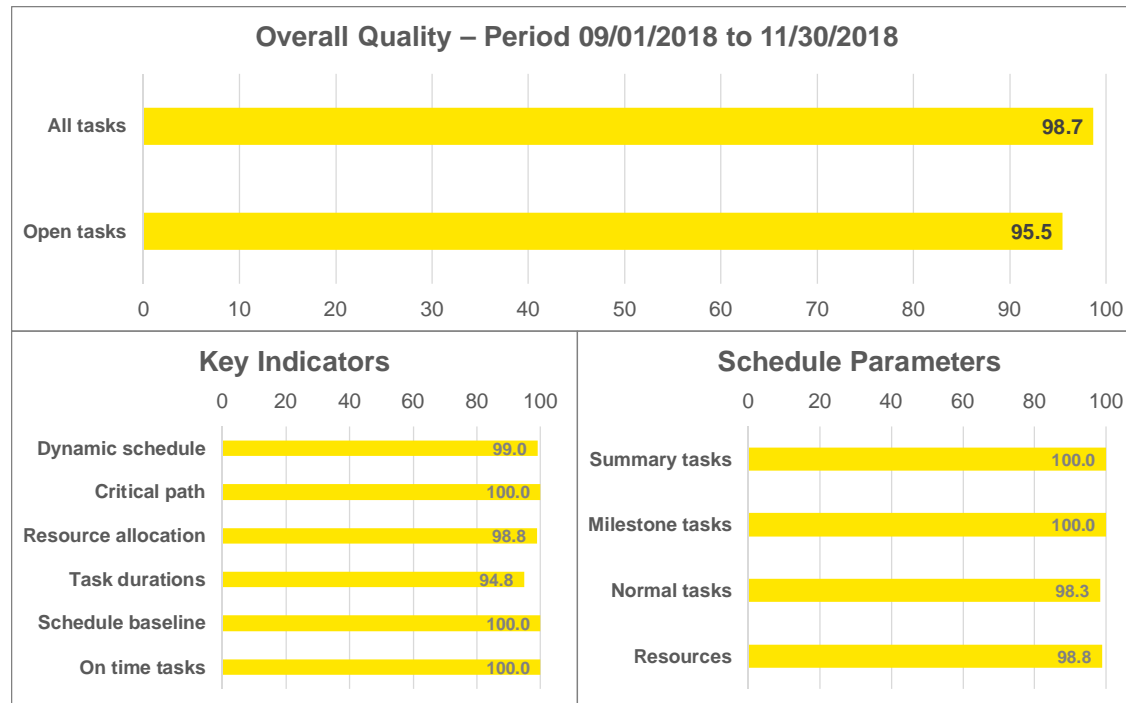
Overall Quality – Period 09/01/2018 to 11/30/2018

Task	Value
All tasks	98.7
Open tasks	95.5

(scale: 0 10 20 30 40 50 60 70 80 90 100)

Key Indicators

(scale: 0 20 40 60 80 100)

Indicator	Value
Dynamic schedule	99.0
Critical path	100.0
Resource allocation	98.8
Task durations	94.8
Schedule baseline	100.0
On time tasks	100.0

Schedule Parameters

(scale: 0 20 40 60 80 100)

Parameter	Value
Summary tasks	100.0
Milestone tasks	100.0
Normal tasks	98.3
Resources	98.8

§ 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: 95.5
§ 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

Project budget
Total project funding

Total project budget versus actual expenditures

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EY

Project budget
DHSMV staff funding

Total DHSMV staff budget versus actual expenditures

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EY

Project budget
Contract staff funding

Total contract staff budget versus actual expenditures

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EY

Project budget
Expense funding

Supporting information

Total expense budget versus actual expenditures

Legend: ■ Total expense - budget   ■ Total expense - actual   ▲ Cumulative total expense - budget   ● Cumulative total expense - actual

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EY
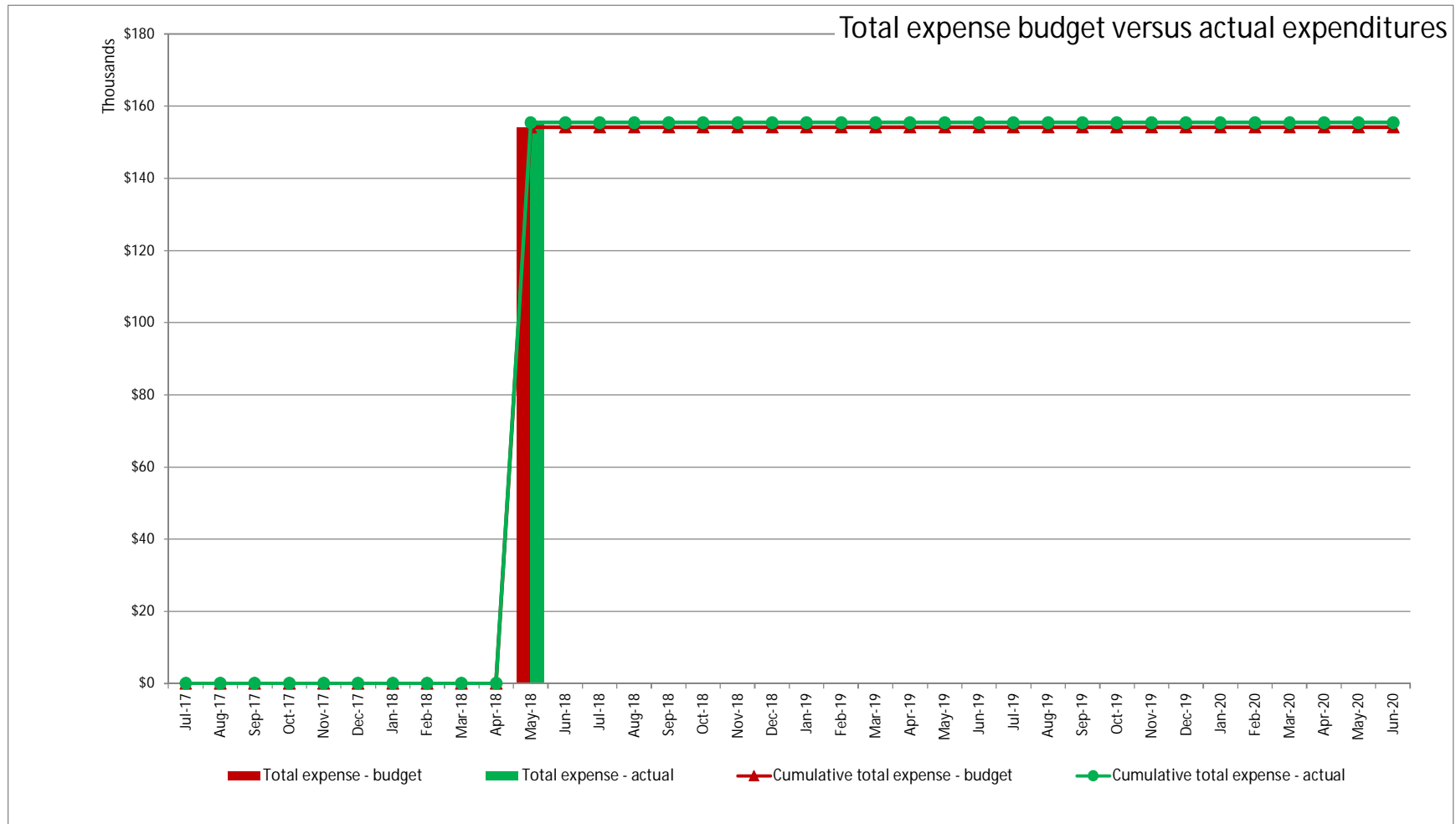
Project budget
OCO funding

Total OCO budget versus actual expenditures

MMP2-IVV-312AH Jul Status v2.0 Final - 20180829   EY

Project budget
Other items funding

Total other items budget versus actual expenditures

Thousands

$0
$0
$0
$0
$0
$0
$0
$0
$0
$0

Jul-17 Aug-17 Sep-17 Oct-17 Nov-17 Dec-17 Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18 Jul-18 Aug-18 Sep-18 Oct-18 Nov-18 Dec-18 Jan-19 Feb-19 Mar-19 Apr-19 May-19 Jun-19 Jul-19 Aug-19 Sep-19 Oct-19 Nov-19 Dec-19 Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20

■ Total other items - budget   ■ Total other items - actual   ▲ Cumulative total other items - budget   ● Cumulative total other items - actual

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EY

Project budget
IV&V services funding

Total IV&V services budget versus actual expenditures

Legend: Total IV&V services - budget | Total IV&V services - actual | Cumulative total IV&V services - budget | Cumulative total IV&V services - actual

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EY

Project budget
Budget and actual distribution

Budget distribution

- Other items $0 0%
- IV&V $392,460 9%
- DHSMV staff $0 0%
- OCO $21,458 1%
- Expense $154,230 4%
- Contracted staff $3,634,302 86%

Legend: DHSMV staff ◼ Contracted staff ◼ Expense ◼ OCO ◼ Other items ◼ IV&V

Actual distribution

- Other items $0 0%
- IV&V $357,190 8%
- DHSMV staff $0 0%
- OCO $21,458 1%
- Expense $155,445 4%
- Contracted staff $3,668,016 87%

Legend: DHSMV staff ◼ Contracted staff ◼ Expense ◼ OCO ◼ Other items ◼ IV&V

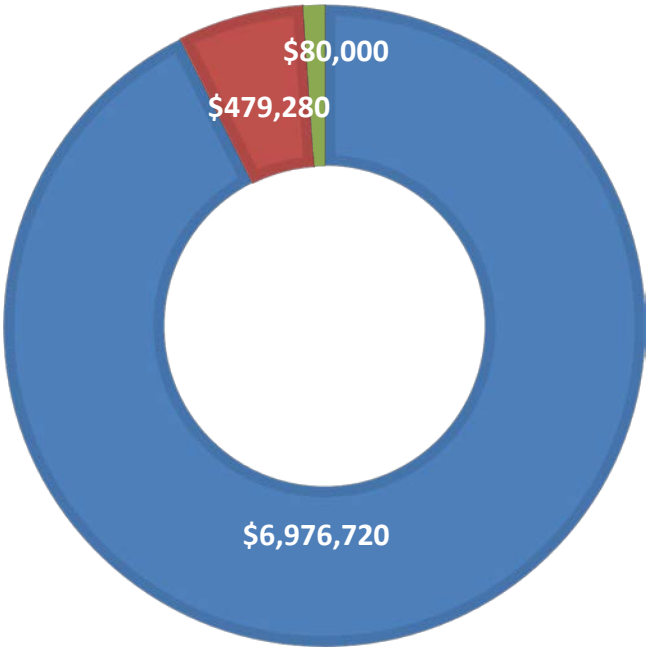# Motorist Modernization Phase I Financial Review

Phase I LBR Requests – Total Project

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	$ 1,823,620	$ 1,803,620		$ 20,000	$ -
Total	$ 36,829,355	$ 32,178,267	$ 2,536,306	$ 1,745,667	$ 64,541

Motorist Modernization Phase I Financial Review

Budget and Actuals: Current Fiscal Year through August 31, 2018

ORION
ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

BUDGET: $7,536,000

- $80,000
- $479,280
- $6,976,720

■ Contracted Services   ■ IV&V Services   ■ Expense (Software, Travel)

ACTUALS: $1,314,093

	Contracted Services	IV&V Services	Expense (Software, Travel)
	$5.7 M	$400K	$80K
	$1.2 M	$80K	

■ Remaining

Motorist Modernization Phase I Financial Review

Budget and Actuals: Overview

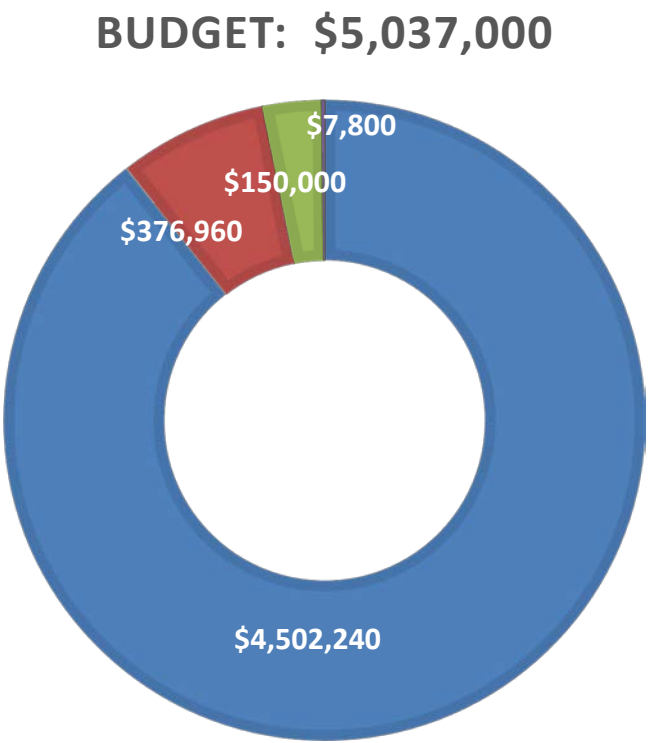| Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2018-2019 Total Funding	$7,536,000		
Fiscal Year to Date	$1,312,213	$1,314,093	.14%
Month to Date (August 2018)	$707,273	$709,153	.27%
Remaining Funds	$6,221,908		

Motorist Modernization Phase II Financial Review
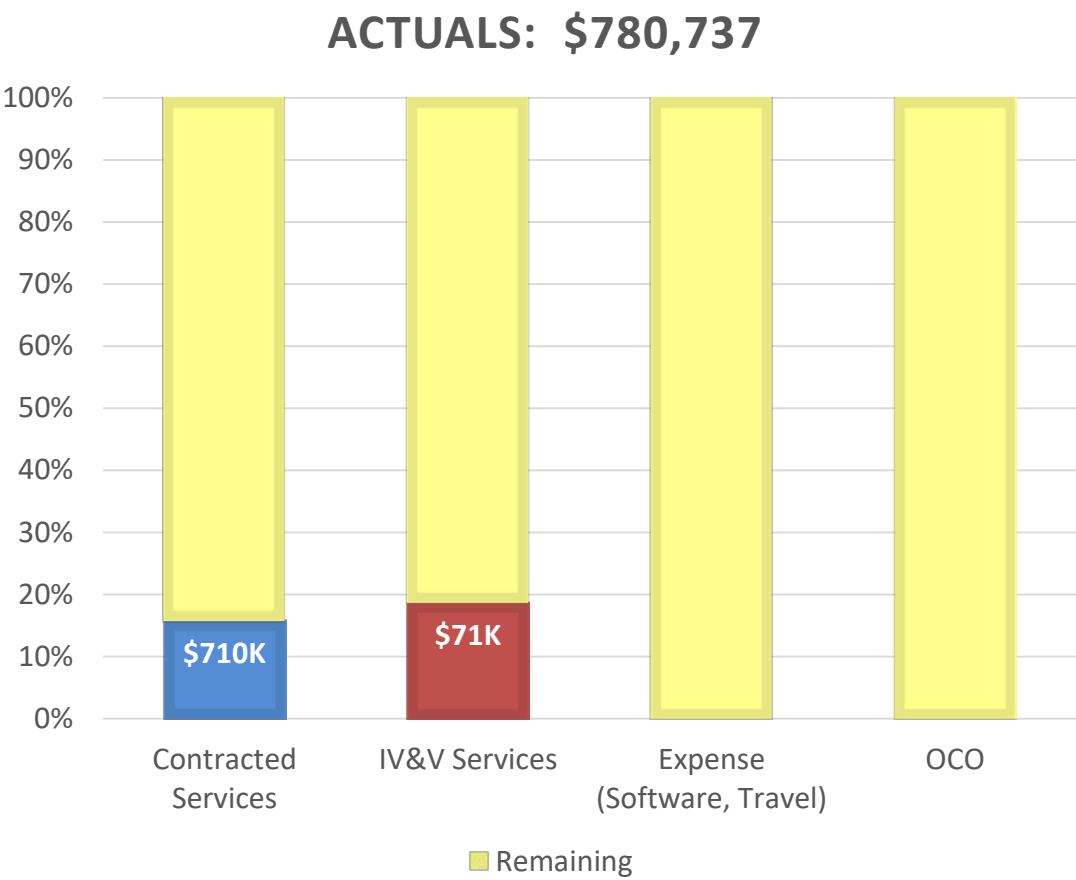
Phase II LBR Requests – Total Project

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2017-2018	$ 4,132,180	$ 3,575,240	$ 357,190	$ 179,850	$ 19,900
2018-2019	$ 5,037,000	$ 4,379,200	$ 500,000	$ 150,000	$ 7,800
2019-2020	$ 8,426,200	$ 7,239,200	$ 500,000	$ 670,000	$ 17,000
2020-2021	$ 8,219,700	$ 7,239,200	$ 500,000	$ 476,500	$ 4,000
2021-2022	$ 6,907,700	$ 5,939,200	$ 500,000	$ 464,500	$ 4,000
2022-2023	$ 3,806,700	$ 2,871,200	$ 500,000	$ 431,500	$ 4,000
Total	$ 36,529,480	$ 31,243,240	$ 2,857,190	$ 2,372,350	$ 56,700

Motorist Modernization Phase II Financial Review

Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2018-2019 Total Funding	$5,037,000		
Fiscal Year to Date	$778,120	$780,737	.34%
Month to Date (August 2018)	$742,850	$745,467	.35%
Remaining Funds	$4,526,263		

Questions?

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	POR02	The Portal team needs assistance in defining the scope of the Fleet services functionality within the Portal. There have been several business cases discussed: Sunshine State Screen Scrape Banks/Credit Unions (Temp Tags, Repossessions, etc.) Leasing Companies (Temp Tags to pick-up cars)	4/13/2018	12/1/2018	The team is moving forward based on the discussion held during the team meeting and feedback from the product owner. Any changes received after the need date, will not be included in the 6/2019, deliverable.			**5/2/2018 Update** Banks/Credit Unions will not be allowed to issue temporary tags. The team will reach out to Sunshine State and Enterprise to gather more information as it pertains to Bulk Titles and Registrations, permanent decals and Electronic Tags. The team will also reach out to GA to discuss searching by VIN. **8/1/2018 Update** Pending Legal Opinion		
POR	POR04	A request was submitted to the Portal team to allow the seller and buyer to complete and verify all information required (odometer) for a title transfer online with electronic signatures for processing of title transfers via the Portal. The team is concerned about insuring the exchange of money and the title certificate.	5/1/2018	12/1/2018	The team is moving forward based on the discussion held during the team meeting and feedback from the product owner. Any changes received after the need date, will not be included in the 6/2019, deliverable.	**7/17/2018 Update** Lisa Cullen expressed concern with performing casual title sale transactions in the Portal. On behalf of the Tax Collectors Association, there is a huge concern about fraud and the impact to their offices. They will be impacted with phone calls and correcting the errors. Lt. Britt stated anything online where we can't identify who is doing the processing, we are going to have major problems down the line. That's an identification process that will be well known and documented for certain.		**5/2/2018 Update** Diana Vaughn asked the team to reach out to DOR for requirements gathering.		
POR	POR06	What transaction services will be offered in the Phase II Kiosk solution and what level of user authentication is required?		2/28/2019	Any decisions made after 2/28/2019, will not be included in the 6/2019 deliverable.			**5/17/2018 Update** A list of transactions was presented to the ESC for review. **8/14/2018 Update** The list of transactions were reviewed during the August 1, 2018, ESC meeting. Mr. Samuel suggested we have a separate meeting to discuss kiosks with the IT Coalition the week of 9/10/2018.		

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	REG04	Should the system do a NMVTIS check prior to approval of a renewal? Would potentially slow down (and/or throw errors) on high-speed processing, county web sites, MyDMV Portal, etc.	4/25/2018	9/21/2018	If we did not run the NMVTIS check on the renewals, the fraud issue would continue with customers registering their vehicles in Florida with out-of-state titles.	AB likes the idea, but have a concern that if NMVTIS is down, they won't be able to process unless we create a bypass and check on the backend. This would be a big impact to the TC Offices. Same concern as above.	5/8/2018 6/12/2018	**05/02/2018 Update** Check with AAMVA to see if we can do the NMVTIS check on registrations. Florida titles should be cancelled in the system if they have been titled out of state. **05/15/2018 Update** The team met with Shibu and Desi to discuss the impact on the system with running a NMVTIS check on all renewals. We are looking at tripling the load on NMVTIS at a minimum. Still need to check with AAMVA. **06/12/2018 Update** We sent an email to AAMVA on June 11, 2018, and are waiting on a response. **07/19/2018 Update** We are waiting on a meeting to be scheduled with AAMVA to discuss.		
REG	REG05	Should the system perform an NLETS (National Law Enforcement Telecommunications System) check on registration-only transactions? Currently, NLETS is only ran on title transactions.	5/29/2018	9/21/2018	This would help with fraud issues on the registration side and assist with QA review processes. We just need to keep in mind that we do not want to slow down the process on the Tax Collector counter. The business requested that we perform a NMVTIS check on all registration renewal transactions. If we get this approved through AAMVA, do we still need to do a NLETS check as well? NMVTIS runs a Law Enforcement check. Not all states are NMVTIS participants. NLETS will give you real-time information on vehicles that are reported stolen. NLETS also shows reg information.	Recommended we discuss with FHP on how to handle if a hit returns on the record. Does the registration still process and the record get flagged, or is a process performed on the backend? There is a concern from tax collector leadership that the clerks may have to address the issue with the customer over the counter, which could become a safety concern. **07/18/2018 Update** An email was sent to Sgt. Teslo and Beth Brinkley and they suggest the following: - Indicate the system is having an "Issue" processing the transaction and ask the customer to have a seat while the matter is being resolved. The manager can then contact Law Enforcement to respond to the office to complete the investigation.	6/12/2018			

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	REG05					**07/18/2018 Update Cont.** For offices with Law Enforcement presence, the manager can ask that the officer investigate the matter and determine if a seizure or arrest is appropriate. - Clerk should inform the customer they are unable to process the transaction and refer them to the regional office for further inspection of the vehicle and review of the paperwork. If the customer leaves the office and the safety of the clerk/manager is not jeopardized, attempt to obtain the tag number, and description of the vehicle. If the transaction is allowed to go through, then we are just prolonging the situation, which eventually ends up with a fraud investigation.		**08/16/2018 Update** Recommend that I go back to the team to discuss what information would we receive from NLETS that we don't already receive from NMVTIS? Is it really necessary to run both for a registration-only transaction?		
	TLE02	The Title and Registration team would like a decision on where the required documents would be scanned. Would the Tax Collectors send the documents to GHQ Scanning Unit or if they have the capability to scan the documents in their office, would they be able to do that, similar to DL?	8/7/2018	1/31/2019	If the counties did not send the documents to GHQ to be scanned, the Tax Collectors would need scanners in all their offices.			**09/06/2018 Update** A meeting is being scheduled to discuss this further before a decision is made. Titles Team will groom stories in Increment 1 assuming there is no change from the current process (scanning in Tallahassee).		

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
	DS01	The Dealer Services team would like a decision on whether they should continue to change the Dealer's License Number on a dealer when the dealer allows their license to expire and then re-apply for a license after the statutory delinquent period is over or should they allow the dealer to retain their original license number.	8/8/2018	10/30/2018	Section 320.27(4)(a) requires the dealer to submit a new application and pay the initial license fee if the dealer fails to renew their license prior to the expiration date of the delinquent period (45 days after expiration date). There is no reference to the dealer having to resubmit any additional information that is required by an original applicant. Currently, these dealers are treated like a renewal with the exception of the original fee and a new license number. We believe that by keeping the same license number it will be easier to track the history of the dealer. Also, the dealer would not need to change preprinted documents that have their old number already printed.	The AB supported the suggestion to have the dealer's retain their original dealer number if they re-apply after the license and delinquent dates have expired.	8/14/2018	**08/16/2018 Update** Robert would like to schedule a meeting to discuss this further before a decision is made. **09/06/2018 Update** Meeting was scheduled with Rick White for Monday, September 10. **09/10/2018 Update** The team met with the Business to discuss the recommendation. Rick White will be provide his recommendation to Robert Kynoch who will advise ESC on his final decision regarding the retention of the original Dealer License number.		

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	1	Do we need statutory authority to allow entities, such as UPS to issue Temp Tags on demand?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.	Yes, statutory authority would be necessary. The question is whether UPS and leasing companies can issue and print-on-demand electronic temporary tag registration. Section 320.131, F.S, only provides for licensed motor vehicle dealers to utilize this service. 320.131(8) The department shall administer an electronic system for licensed motor vehicle dealers to use for issuing temporary tags. If a dealer fails to comply with the department's requirements for issuing temporary tags using the electronic system, the department may deny, suspend, or revoke a license under s. 320.27(9)(b)16. upon proof that the licensee has failed to comply with the department's requirements. The department may adopt rules to administer this section.	9/5/2018	Under review	
POR	1 Cont.					(9)(a) The department shall implement a secure print-on-demand electronic temporary tag registration, record retention, and issue system required for use by every department-authorized issuer of temporary tags by the end of the 2007-2008 fiscal year. Such system shall enable the department to issue, on demand, a temporary tag number in response to a request from the issuer by way of a secure electronic exchange of data and then enable the issuer to print the temporary tag 1that has all required information. A motor vehicle dealer licensed under this chapter 2may charge a fee to comply with this subsection. Based on the foregoing, legislation would be necessary for leasing companies and UPS to issue and print-on-demand electronic temporary tag registration.			

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	2	Do we need statutory authority to allow entities, such as Enterprise Holdings (Car Rental) to process title and registration transactions electronically?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.	Yes, statutory authority would be necessary. Non-dealer commercial entities have expressed an interest in having the Department implement an electronic interface to perform title and registration transactions, similar to the process provided in s. 320.03(10), F.S. Section 320.03(10), F.S., limits use of the electronic system to entities that, in the normal course of its business, sell products that must be titled or registered, and provides title and registration services on behalf of its consumers (dealer licensees and entities that sell vessels). 320.03(10) Jurisdiction over the electronic filing system for use by authorized electronic filing system agents to electronically title or register motor vehicles, vessels, mobile homes, or off-highway vehicles; issue or transfer registration license plates or decals; electronically transfer fees due for the title and registration process; and perform inquiries for title, registration, and lienholder verification and certification of service providers is expressly preempted to the state, and the department shall have regulatory authority over the system.	9/5/2018	Under review	

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	2 Cont.					The electronic filing system shall be available for use statewide and applied uniformly throughout the state. An entity that, in the normal course of its business, sells products that must be titled or registered, provides title and registration services on behalf of its consumers and meets all established requirements may be an authorized electronic filing system agent and shall not be precluded from participating in the electronic filing system in any county. Upon request from a qualified entity, the tax collector shall appoint the entity as an authorized electronic filing system agent for that county. The department shall adopt rules in accordance with chapter 120 to replace the December 10, 2009, program standards and to administer the provisions of this section, including, but not limited to, establishing participation requirements, certification of service providers, electronic filing system requirements, and enforcement authority for noncompliance. The December 10, 2009, program standards, excluding any standards which conflict with this subsection, shall remain in effect until the rules are adopted. An authorized electronic filing agent may charge a fee to the customer for use of the electronic filing system. Further, Rules 15C-16.0015C-16.010, F.A.C., EFS Agent Participation Requirements., provides:			

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	2 Cont.					(1) Entities requesting authorization to become an EFS agent must meet the following requirements: (a) Sell products that must be titled or registered. (b) Provide title and registration services on behalf of its consumers. (c) Enter into a contract with a Certified Service Provider. (d) Apply to the Department on Form HSMV 82083S (Rev. 08/11), Application to Become an Authorized Electronic Filing System Agent/Change of Certified Service Provider, which is incorporated herein by reference and available via the Department website www.flhsmv.gov/html/forms.html, https://www.flrules.org/Gateway/reference.asp?No=Ref-00402. Based upon the foregoing, legislation would be necessary to authorize non-leader commercial entities to process title and registration transactions electronically.			

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	3	Do we need statutory authority to allow LPAs, such as Sunshine State to process title and registration transactions electronically?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.	A statutory change is not required; however, this would require a technology change. LPAs have expressed an interest in having a direct, electronic interface to FRVIS to perform title and registration transactions. Section 320.03(1), F.S., provides, in part, that: "(1) The tax collectors in the several counties of the state, as authorized agents of the department, shall issue registration certificates, registration license plates, validation stickers, and mobile home stickers to applicants...." Section 320.03(8), F.S., provides for tax collectors to utilize private tag agents (LPAs). Currently, LPAs use a software known as "Screen Scrape." It enables them to intercept information being entered on their computer screens, and simulates keyboard activity being communicated to FRVIS. The LPAs want a direct interface to FRVIS to eliminate the need for their software. This would eliminate the need for them to make software updates to address any updates to FRVIS, and they argue that the interface would create a more efficient process. Based upon the foregoing, legislation would not be necessary for this change.	9/5/2108	Under review	

Motorist Modernization - Phase II Traffic Light Report
Current Stage: Requirements Validation
As of Friday August 31, 2018

Team 1 - Dealer License

Due Date:	10/23/2018
% Complete:	49%

Increment 1 - Manufactured Housing

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

Team 2 - Portal/Fleet

Due Date:	12/7/2018
% Complete:	27%

Increment 1 - Standalone Apps, Registration Services, Tribe, Fleet, Bulk Registration

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

Team 3 - IFTA/IRP

Due Date:	1/7/2019
% Complete:	62%

Increment 1 - Draft Requirements for ITN

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

Team 4 - Titles

Due Date:	10/1/2018
% Complete:	43%

Increment 1 - Customer/ Vehicle Inquiry, Original Title

Action Items:	Green
Legacy Code:	Yellow
Estimation:	Yellow

Team 5 - Registrations

Due Date:	10/15/2018
% Complete:	25%

Increment 1 - Original Registration, Renewals , Specialty Plates

Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Team 6 - Globals/Batch/Inventory

Due Date:	10/23/2018
% Complete:	42%

Increment 1 - Inventory

Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

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