



Motorist Modernization

**Motorist Modernization Advisory Board Monthly Meeting
September 13, 2016
Neil Kirkman Building, Conference Room B-130
2900 Apalachee Parkway, Tallahassee Florida 32399
1:00-3:00 P.M. EST**

Invitees

Deb Roby
Ed Broyles
TBD
Carl Forney
April Edwards
Beth Allman
Linda Fugate

Representing

DHSMV
DHSMV
DHSMV
DHSMV
DHSMV
Florida Clerk Courts & Comptrollers
Florida Tax Collectors

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- Stakeholder Outreach Update
- Policy and Decisions Review
- MM Phase I Program Update
 - Status Update and Financial Review
 - Change Request Review
 - Development Update
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD

Monthly Meeting Minutes
Kirkman Building Conference Room B-130
August 9, 2016
1:00 p.m. to 3:00 p.m.

WELCOME AND INTRODUCTIONS

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

Advisory Board Members present included:

- Beth Allman
 - Carl Forney
 - Ed Broyles
 - Deb Roby
 - April Edwards
 - Steven Fielder (not in attendance)
 - Linda Fugate (not in attendance)
- Other DHSMV members present included: Kristin Green, Jessica Espinoza, Cathy Thomas, Janis Timmons, Scott Tomaszewski, Aundrea Andrades and Joseph Weldon (Accenture).
 - Visitors included: Gary Didio (Ernst & Young, via telephone), Alyene Calvo (Ernst & Young) and Amanda Sutton (Tek Systems).

MODIFICATION ADDITION

- One modification was made to the published agenda; IV&V will provide an update during the meeting. Gary Didio was unable to make the meeting in person due to Delta flight problems, and joined the meeting via telephone. Mr. Didio discussed the program's cube, indicating that it is the same as it has been for the last several months. IV&V does not have any concerns with the program at this time. They began looking at the testing and validation facet to ensure testing strategies are in line with the development work that is continuing during this period. All pending issues have been addressed and corrected over the past several months.

REVIEW AND APPROVAL OF THE MINUTES FROM APRIL 12, 2016

- Ms. Green reviewed the meeting minutes from April 12, 2016. A motion to approve was unanimously accepted by the board members.

STAKEHOLDER OUTREACH UPDATE

- Mr. Samuel and Ms. Rhodes attended the Florida Police Chief's Association meeting on July 30, 2016 and discussed Motorist Modernization features that might impact them.

- The IT Coalition meeting was held on August 2, 2016 and Mr. Samuel provided an update on Drive, Capture, and EFS/ETR roll-out. A high level overview of Phase I transition to development was also provided. Matt Doran from Sarasota was very complimentary of the Capture roll-out.
- Mr. Samuel and his team attended a Renewal Focus Group Meeting on August 9, 2016 in Orlando. They met with Tax Collectors to discuss the Renewal Notification process.

POLICY AND DECISIONS REVIEW

- DL 26 –Will the department purchase hardware to scan/read checks to validate the check during the cashiering process?
 - Ms. Espinoza reviewed the information provided by Stats, which showed inconsistencies in FY 2015-2016 numbers regarding worthless checks. A second request was made to Stats for additional information. Ms. Roby asked if the worthless checks were from the field offices or the agency as a whole; Ms. Espinoza explained the checks were from FDLIS and FRVIS and they include all worthless checks regardless of office. Ms. Roby stated that since we are considering the purchase of scanners to validate checks and we are only placing them in field offices, we should try to isolate those issues to determine if it is worthwhile.
- DL 27 –Should the department continue to collect Race/Ethnicity as one field? Also, should the current list of Race/Ethnicity be updated to align with any other agencies? (Census, DOS, etc.)
 - Ms. Espinoza explained that the ESC wants us to perform more impact analysis to find out if changing these fields to align with OMB standards would affect other systems and how many other systems (FDLE, DOS, etc.) would this impact?
- DL30 – Can [Emergency Contact Information] ECI be accessed and updated outside of a transaction?
 - The Focus Group would like to add a quick link to the home page. Four of the six team members responded and approved the addition of a quick link on the home page. They are fine with this change as it will reduce the number of keystrokes.
- REN04 – MV Email Renewal Notices: The TC focus group would like to add a hyperlink to "By Mail" text that will navigate the customer to the mailing address of the county associated with the registration.
 - Ms. Espinoza indicated that this was being discussed today (August 9, 2016) at the TC Focus Group meeting in Orlando.
- REN06 – OOS Renewals: The new renewal notification system will print renewal notices for all registrations where the primary registrant's residence address is out-of-state (OOS). In the old system, these registrations are processed by the last active county, if known, or distributed amongst the six volunteer counties. Due to a recent issue with Residence County being populated with the wrong county code, a concern was raised about the financial impact of implementing the above business rule.
 - Ms. Espinoza indicated that this was being discussed today (August 9, 2016) at the TC Focus Group meeting in Orlando.
- REN07 – Renewal Notice Processing: Renewal Team members met with Janie Westberry and Ginny Gardner to discuss the current status and options for making changes to the Novitex contract. The agency would like to bring all DL Renewal Notifications processing in-house from the Department of Revenue to Novitex and include all out of state MV Renewal Notifications print, mail and processing. Currently, 6 counties rotate the printing, mailing and processing of all

the out of state MV Renewal Notifications but do not recuperate all of the costs. Novitex currently prints all DL Renewal Notifications. DOR processes all DL mail-in renewals.

- Ms. Espinoza indicated that this was being discussed today (August 9, 2016) at the TC Focus Group meeting in Orlando.
- Judy and Janie met again and resolved the specifications and issues that were of concern with the vendor. No additional update available at this time.

ESC MEETING FOLLOW-UP

- Ms. Green discussed the ESC meeting follow up from July 21, 2016. The program team conducted a Phase Gate Review, the ESC gave the green light to proceed with software development. Two teams began development on July 21, 2016.
- There was a change request to incorporate refinements to the master schedule. The team refined the development activities, scheduled deliverables, training-related activities and the early release of motor vehicle renewal notifications. A copy of the approved change request will be provided at the next meeting.
- Ms. Green advised that the Change Control Board's first meeting will be held on August 15, 2016. The CCB is an eleven (11) member body. The Agenda includes reviewing the team's Charter and performing a walk through of the Change Management Process. Two high-level (formal) change requests will be reviewed during the meeting. Meetings are currently scheduled bi-monthly.

PROGRAM UPDATE

- Ms. Timmons discussed the Spend Plan for FY2016-17. FY 2015-16 spending has been finalized. The program team has started the FY 2016-17 spend plan and all spending is on schedule.
- Mr. Weldon - The DL Issuance project started software development Sprint 1 and are reaching completion. Sprint 1 is concentrating on selecting the customer (inquiry) and first screens of customer detail. Planning for Sprint 2 has begun. Currently, there is not a working test environment available to test functionality, but we are aggressively working towards that resolution.
- Three change requests will be presented to the ESC at our next meeting.
 - CR 29 (critical / Level 3); purge from the queue which was a missed functionality, today, if a transaction is abandoned it will be purged from the queue;
 - CR 30 (critical / Level 3); Motor Voter receipts which will allow the customer to choose their political party instead of telling the DL Examiner which party to select; and
 - CR 14 (low / Level 1); Request another's driver transcripts.
- The testing environment has been delayed due to AST and operational issues. We are currently working with the database group to get that up and running.
- Mr. Tomaszewski – The Motorist Maintenance and Financial Responsibility projects share common developers. We will work on Motor Maintenance first and transition into Financial

Responsibility. Sprint cycles are on schedule. Final Sprint 1 acceptance testing will be carried over into Sprint 2, due to testing environment delays. No project risks or issues have been reported. Resource onboarding took longer than originally anticipated which impacted our schedule for the developers. The team foundation server setup (TFS) was also delayed and ultimately impacted development. The following change requests are pending further discussion:

- An issue was reported regarding a field being repopulated in the system. We were unable to reproduce the issue so we are working with the product owner to identify the problem and report back at a later date.
- Ms. Andrades – The MyDMV portal project completed Sprint 1 on July 27, 2016. Sprint 2 will begin tomorrow. The portal team is unique as six (6) team members reside in Atlanta. The team is working on the functional area of the dashboard. Operational and testing issues were a factor, so some tasks were not completed and these delayed issues will be carried over into Sprint 2. No specific problems have been reported at this time.
- Cathy Thomas (reporting on behalf of project Manager Ms. DeParsqual who was traveling) – Sprint 1 for the Renewal Notification project started July 27, 2016. The main focus is common rules and Motor Vehicle monthly renewal functional area. Two risks have been reported.
 - REN 05; Novitex procurement is currently in cost benefit and analysis negotiation stage. Contract negotiation options will be presented to the ESC this month.
 - Renewal Notification Development Lead, Margaret White has been promoted to Data Processing Manager and Jeff Marsey is acting interim. No replacement resource is available and we are awaiting Leadership’s decision regarding her replacement.
- Cathy Thomas (reporting on behalf of project Manager Ms. DeParsqual who was traveling) – CDLIS/Citation Processing project experienced a staggered Sprint 1. They are working on updates for the functional areas (CDLIS). Citations processing is scheduled to begin development December 2016. Two change requests are pending:
 - Two missed requirements are resulting in low level change requests. Dev estimates are still under consideration to determine the escalation level, however, we expect the estimates to remain at level one or level two.
 - Post to record only and add a .net service to keep the IVR functioning.
- Ms. Green advised the Advisory Board members that Steven Fielder is leaving the agency and thanked him for his service and his role on the Advisory Board. As per the Advisory Board Charter, we are waiting a replacement from Ms. Rhodes to identify the replacement.
- Mr. Forney asked the Project Managers if they had concerns about the test and non-test environment. Are there concerns regarding space, performance, capacity and time? Mr. Weldon stated it was a concern for developers as this affects their progress and schedule. We are working with AST to move forward to get past the problems and continue to meet our ongoing obligations and maintain our environment stabilization in order not to impact our production environment.

ADJOURNED

- The meeting was officially adjourned at approximately 1:39 p.m.
- The next Advisory Board Meeting is scheduled for Tuesday, September 13, 2016 from 1:00 p.m. to 3:00 p.m.

DRAFT

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, 7/12/16	6 pages
MM Phase I Decisions	5 pages

Additional handouts included:

MM Phase I Decisions (updated)	3 pages
MM Spend Plan	1 page

DRAFT

#	Title	Brief Description	Source	Notes	Internal Review Status	Internal Status Date	Estimated Effort	Project Team	Level	Approver per Governance	Decision	Date Approved/Deferred/Rejected	User Story/Business Rules	Date Submitted
6	Agency Seized Tag receipt.	Minor planned business requirement modification to create and Generate a receipt when seized tags are handed over to state representative.	Gap Review	<p>7/26/16: Level I - only impacts FR. Working on estimating level of effort for letter changes.</p> <p>8/23/16: Estimates reviewed. Product Owner approved.</p>	Approved	8/23/2016	<p>3 Hrs - Write new Test Case</p> <p>36 Hrs - Development (UI, Letter Service)</p> <p>39 Hrs - Total</p>	FR	I/II	Product Owner	Approved	8/23/2016	DL02019 (FR17990,FR17992)	7/13/2016
10	Workflow process change to allow for a comment to be added at the time of Correspondence creation.	Modify the system workflow to have the comment field available at the time that a coorespondance is created (BOLO already has this feature). Change to existing user story / feature.	Gap Review	<p>7/26/16: Level I - only impacts MM. Working on estimating level of effort for screen changes.</p> <p>8/2/16: Planned work already identified during baseline.</p>	Approved	8/23/2016	<p>40 Hrs - Refinement & Test Case (Regression testing of up to 300 correspondence types)</p> <p>8 Hrs - Development (Database changes and possible UI changes)</p> <p>48 Hrs - Total</p>	MM	I/II	Product Owner	Approved	8/23/2016	DL02082: FR 23232: RQ15998	8/1/2016
16	Write Transactions to Hold Table for Verification	Table modification to pick up the IVR FR 7 existing data and correctly populate existing reports. Need to move data from the FR_Trans_27 Table, write to the FR Activity Table and then to the Verification_Hold Table. Table element refinement.	Gap	<p>8/17/16: Level I - only impacts FR. Working on estimating level of effort for table updates.</p> <p>8/2/16: Citation Processing work to support FR (CR #2). Working on estimating level of effort.</p> <p>8/23/16: CCB - Product Owner elevated this item to be inserted into the product backlog with a higher priority.</p>	Approved	8/23/2016	<p>0 Hrs - Refinement & Test Case (Already planned in original estimates)</p> <p>80 Hrs - Development (Database changes, expanded functional testing to include multiple tables)</p> <p>80 Hrs - Total</p>	FR	I/II	Product Owner	Approved	8/23/2016	FR30536	8/23/2016

General Information	
Project Name	Motorist Modernization Phase I – <i>DL Issuance</i>
Change Requested By	Joe Weldon, DL Issuance Project Manager
Product Owner	Dana Olvera
Date Requested	8/30/2016

Change Request #	31
-------------------------	-----------

Change Request Information (completed by the requestor)

Description: The Mainframe batch job that formerly posted Revenue Transactions for 'X' & 'Q09' Stations to Revenue Tables has been archived by FR. It must be replaced with a .Net job to pull the transactions, write them to the FR_Trans_Fees Table, so that it may be reported through Revenue. This action will create the financial transaction in a way that can be used by this report.

This CR would create the following stories:

Proposed Stories - CRXX - Create Financial Transactions	Functional Area
Create Financial Transactions - Create Job	Batch
Create Financial Transactions - Insert Data	Batch
Create Financial Transactions - Batch Processing Framework	Batch

Classification Critical : Medium :

Due to the level of classification and isolated impact to the schedule (not on the critical path), minor scope change(s), and/or minimal impact to budget, this change request may be approved by the Program Director in accordance with the MM Phase I Program Management Plan.

Business Need / Justification (completed by the requestor)

Description: (Please include # of systems impacted, frequency of occurrence in production, volume of customers/users impacted, ROI, benefits, etc.).

This was a missed requirement due to functional area overlap with the FR Team Batch process. This CR is needed to create the financial transactions in a way that can be used by revenue reports so that the batch job currently running on the Mainframe can be retired.

Impact Analysis (completed by ISA)

Specific Requirements Definition: (specify whether refactoring / re-work is required)

Completed by: Joe Weldon

**Office of Motorist Modernization
Change Request Form – Agile Project**

Impact on Schedule: (specify whether modifications to the program’s integrated master schedule (IMS) are required, which include addition/removal of sprints, addition/removal/modification of milestones, etc.)

Below is the estimated effort to complete the grooming for this Change Request:

Proposed Stories - CRXX - Create Financial Transactions	Grooming	Test Case Creation	Total Hours
Create Financial Transactions - Create Job	0.5	2	2.5
Create Financial Transactions - Insert Data	4	4	8
Create Financial Transactions - Batch Processing Framework	0.5	1	1.5
	5	7	12

Development of this change request would be considered and prioritized in the backlog of DL Issuance user stories in the Release Plan. This may impact other functionality being completed based upon the prioritization.

Below is the initial estimate of development effort for this Change Request:

User Story	Task Type	Effort	Task Effort	Test Data/ Execution	Story Effort
Create Financial Transactions - Create Job					36
	Batch Job - New	Med	24	12	
Create Financial Transactions - Insert Data					20
	Plumbing - New	Small	8	4	
	Business Service - New	Small	8		
Create Financial Transactions - Batch Processing Framework					5
	Utility - New	Extra Small	4	1	
Total Hours					61

Completed by: Joe Weldon

Impact on Cost: No direct impact to the Motorist Modernization Phase I budget. This work effort will be performed by existing resources.

Impact on Resources: See above. Team members will need to be committed to add refinement sessions to complete these user stories.

Resource Requirements	Work Effort (Hours)	Cost
Total		

Alternatives to the Requested Change: (Please also include recommendations for trade-offs)

**Office of Motorist Modernization
Change Request Form – Agile Project**

and/or removal of planned requirements)

Completed by:

Change Control Board Recommendation			
Decision: <input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer	<input type="checkbox"/> N/A
Comments: Recommendation to approve CR31 unanimously accepted by CCB members on 9/6/16.			

Advisory Board Recommendation			
Decision: <input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer	<input type="checkbox"/> N/A
Comments:			

Program Director Decision		
Decision: <input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Comments:		

Approver	Signature	Date
Terrence Samuel OMM Director, DHSMV		
Kristin Green OMM Deputy Director, DHSMV		
Joe Weldon OMM Project Manager, Accenture		