

Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, October 8, 2019
1:00 to 2:00 PM, EST
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees

Deb Roby
Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
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
 - Financial Review
 - Project Updates
- Communications Update
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD PHASE I

Monthly Meeting Minutes

Tuesday, September 10, 2019

1:00 to 2:00 PM

Kirkman Building Conference Room B-202

WELCOME AND INTRODUCTIONS

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

Advisory Board members present included:

- Deb Roby
 - Ed Broyles (via phone)
 - Pace Callaway (via phone)
 - Lisa Cullen
 - William Washington
 - Kevin Bailey
- Additional DHSMV members present included Kristin Green, Koral Griggs, Jessica Espinoza, Judy Johnson, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Felecia Ford, Craig Benner, Chad Hutchinson, Cheryl Dent, Scott Morgan and Scott Lindsay.
 - Visitors included Joseph Weldon and Michelle McGinley from Accenture. Carl Ford from J Ford Consulting and Scott Lunsford from the Florida Tax Collectors also attended.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from August 13, 2019. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the August 13, 2019, meeting minutes were approved.

STAKEHOLDER OUTREACH

- Jessica Espinoza discussed the various presentations and demos performed at the Tax Collector Education Forum during the week of August 26. She stated they received positive feedback from the hands-on ORION room. Two bugs were also identified the team had previously tracked.
- She stated the team will be traveling to Hillsborough County next week to install DL Issuance and work in the Sandbox environment.

FINANCIAL REVIEW

- Janis Timmons presented a Phase I and II financial review. The Phase I budget was \$2.3 million with \$226K expended. There was a 0 percent variance with approximately \$2.1 million in remaining funds. The budget for Phase II was \$13.7 million with \$1.3 million expended. There was a 0 percent variance with approximately \$12.4 million in remaining funds.

PROJECT UPDATES

- Informatica – Informatica – Cheryl Dent stated the team deployed the CDC/Landing tables and bi-directional workflows into Production on August 29. The Core CDC/ETL bi-directional workflows are scheduled to be deployed in STAGE by September 30. She stated testing of the Core workflows is scheduled to be completed by December 6. Development of the remaining non-Core bi-directional

Office of Motorist Modernization

workflows is scheduled to be completed by December 31 with testing of all workflows to be completed by January 31. The development team successfully demonstrated the feasibility of the new design solution with the proof of concept. Development is proceeding with the new design. Key risks and issues for the team included: Informatica schedule impacts based on new timelines (Issue 135). She stated the team is planning a conference call with Plante Moran to discuss the stabilization and ETL approaches.

- DL Issuance – Joe Weldon stated the team is working on 39 performance test scenarios with all tests developed. He stated 14 have successfully been completed so far. The team is also working on 50 UAT test scenarios with 43 completed. He stated Idemia CIPS Printing (Issue 136) and AOB would be addressed during regression testing. The team currently had no open bugs.
 - Key risks and issues for the team included:
 - Issue 39 – Short one FTE Developers
 - Issue 59 – Batch Vendors
 - Issue 105 – Batch Transcript Testing
 - Issue 129 – Informatica Impact on UAT
 - The team completed all sprint development and testing. The revised targeted completion date for UAT is September 17.
- Motorist Maintenance and Financial Responsibility (FR) – Scott Tomaszewski stated the team is working on 24 total performance test scenarios with 21 developed and 15 pending execution. He stated the team continued to work on the nine scripts for the XML batch jobs. The team is also working on 32 UAT test scenarios with 23 completed so far. The team continued to mitigate bugs. Key dependencies for the team included: UAT bug triage and resolution to block bugs (war room three times daily) and stability in enterprise services while UAT bugs and performance issues are being fixed.
 - Key risks and issues for the team included:
 - Issue 29 – Testing and developer resource deficits impacting IMS schedule – He stated this issue could be closed soon as additional resources have been added.
 - Issue 30 – Delay in cancelled policies testing
 - The team completed sprint development and testing. The targeted completion date for UAT was September 10; however, the team has nine UAT scripts pending completion by SEU.
- MyDMV Portal – Aundrea Powell stated the team is working on 15 total performance test scenarios with all developed and 13 pending execution. The team has 33 total UAT test scenarios with 30 scripts completed. The team continued to mitigate bugs. Key dependencies for the team included: Informatica testing (specifically VO Regression Test), WRAPs/change requests for critical exceptions only, change requests from the focus group findings and UAT, and the revised ADA approach, which will determine the impact on MyDMV Portal.
 - Key risks and issues for the team included:
 - Issue 18 – Sprint Testing Impacting UAT
 - She stated the revised target completion dates for sprint testing and UAT have not been determined, yet.
- CDLIS/CP – Ms. Powell stated the team is working on 19 performance test scenarios with 13.5 developed and two successfully completed. The team is working on 87 UAT test scenarios with 81 scripts completed. Key dependencies for the team included: letter development by the letters team and Planet Press environmental and performance issue.
 - Key risks and issues for the team included:
 - Developer/resources – Dependency for SEU Flat File execution tasks
 - Sprint development and testing were complete. The revised UAT completion date is September 17.

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- Renewal Notification – Ms. Powell stated the team completed UAT and began performance testing. She stated the team is working on four total performance test scenarios with two completed. Key implementation activities for the team included: end-to-end testing for DL notices (receipt of the printed letters).
 - Key risks and issues for the team included:
 - Environmental and performance issues with Planet Press (letter generation)
 - Letter Manager Performance Issues
 - Email Service Rewrite – In progress

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner stated the team continued to finalize the various engagement plans. The Change Champion Kick-Off meeting is now scheduled for October 9 – 10, 2019. He stated the team continued to work on the ISA knowledge transfer plan with Accenture.

COMMUNICATION UPDATE

- There was no communication update at the meeting.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 1:22 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for October 8, 2019.

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 (8/13/19)	5 Pages
MM Phase I Financial Review	7 Pages
MM Phase I State-of-the-State Presentation	7 Pages

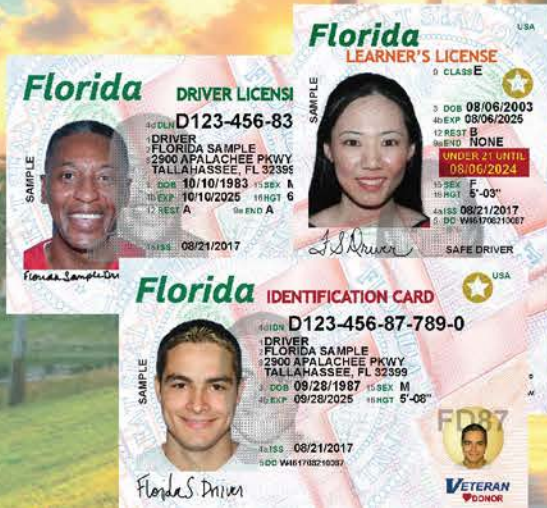


OCM Report

ADVISORY BOARD BRIEFING – OCTOBER 8, 2019

OCM Briefing – As of October 7, 2019

	ISSUE	COMMENTS	NEXT STEP
1	Change Champion Kick-Off Meeting	Change Champion Kick-off Meeting has been set for November 13. An email to Change Champions was sent by Ex. Director Rhodes on October 3, 2019. Terrence Samuel is emailing Change Champions on October 7, 2019 with date and location of Kick-off. Kick-off materials (Toolkit) being routed for approval now.	Approval of Toolkit and preparations for Kick-off.
2	Engagement Plan Status	ISA & FHP & DAS – 100% MS – 80% (with COS) OED – 70% (being routed amongst directors)	Meetings have begun with MS and their bureaus. A meeting is set with ISA for October 10. Working with DAS to set up a meeting. FHP and OED to be scheduled.
3	Knowledge Transfer	OCM Team and Accenture are working on the ISA knowledge transfer plan. Accenture is focused on tools sets and OCM is working on the people plan.	Accenture is finalizing Deliverable 61. OCM Team drafted Plan and is meeting weekly with ISA and Accenture.



Motorist Modernization Financials

OCTOBER 3, 2019

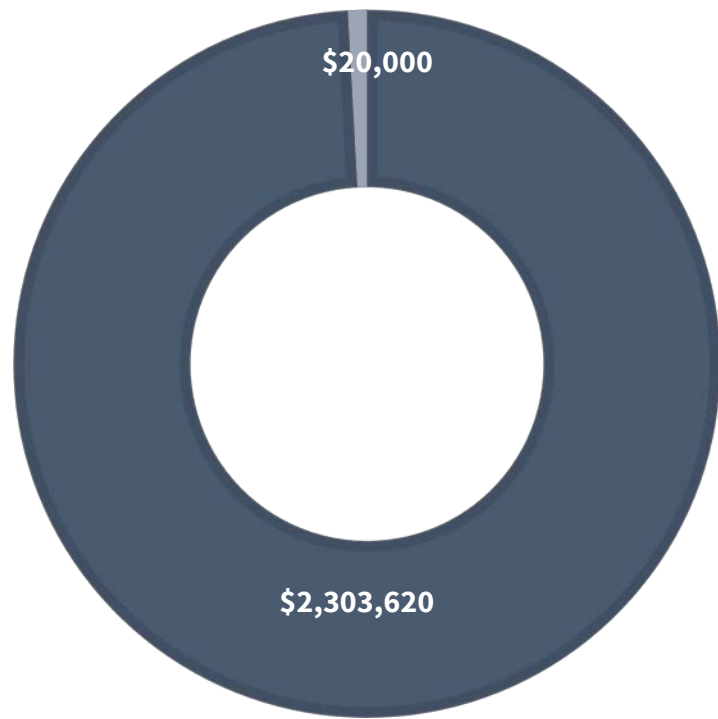


Phase I Total Project

LBR Requests - Updated

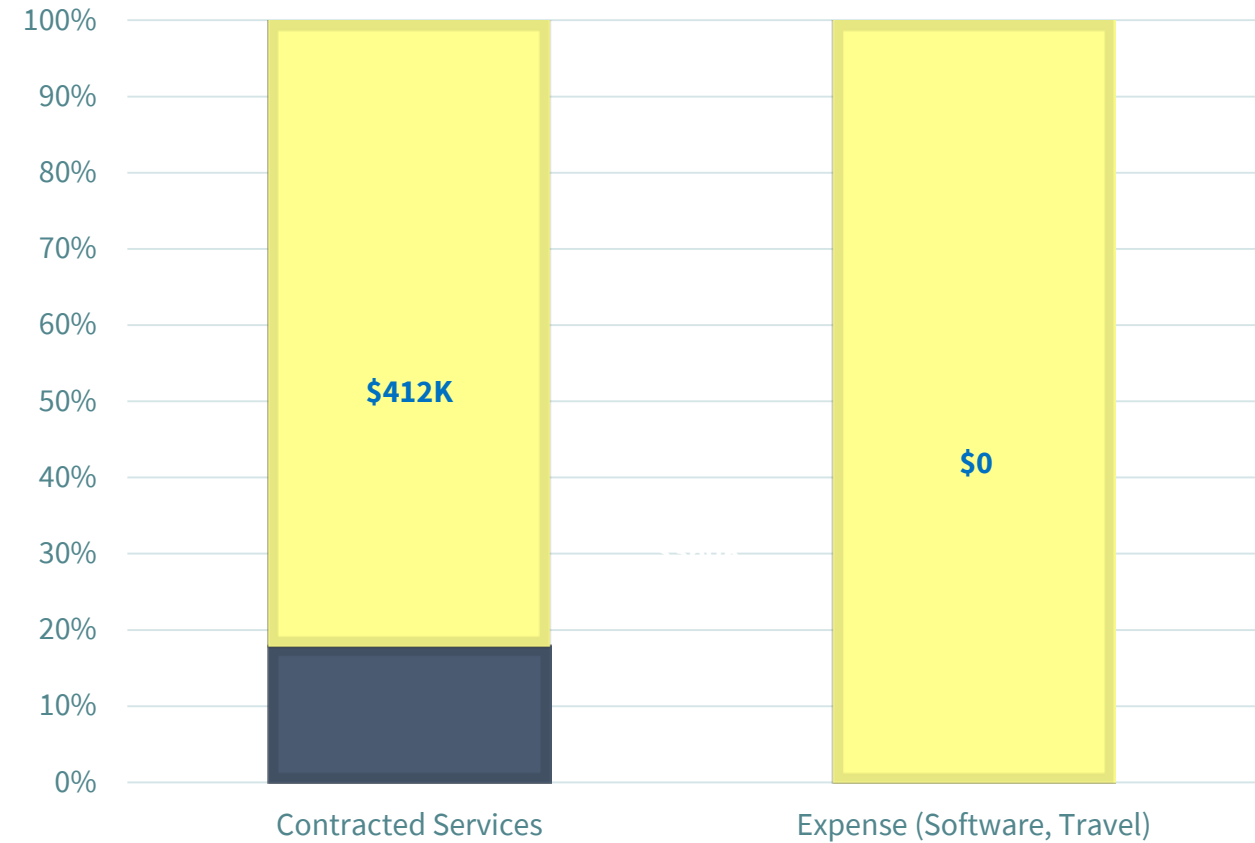
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	\$ 2,500,000	\$ 1,514,762	\$ 619,186	\$ 61,478	\$ -
2015-2016	\$ 6,362,609	\$ 5,468,933	\$ 479,280	\$ 382,501	\$ 31,895
2016-2017	\$ 8,749,351	\$ 7,907,512	\$ 479,280	\$ 336,688	\$ 25,871
2017-2018	\$ 9,857,775	\$ 8,506,720	\$ 479,280	\$ 865,000	\$ 6,775
2018-2019	\$ 7,536,000	\$ 6,976,720	\$ 479,280	\$ 80,000	\$ -
2019-2020	\$ 2,323,620	\$ 2,303,620		\$ 20,000	\$ -
Total	\$ 37,329,355	\$ 32,678,267	\$ 2,536,306	\$ 1,745,667	\$ 64,541

BUDGET: \$2,323,620



■ Contracted Services ■ Expense (Software, Travel)

ACTUALS: \$412,874



■ Remaining

Budget and Actuals: Current Fiscal Year through September 2019

Budget and Actuals

Phase I Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$2,323,620		
Fiscal Year to Date	\$412,874	\$412,874	0%
Month to Date (September 2019)	\$186,437	\$186,437	0%
Remaining Funds	\$1,910,746		

Phase II Total Project

LBR Requests

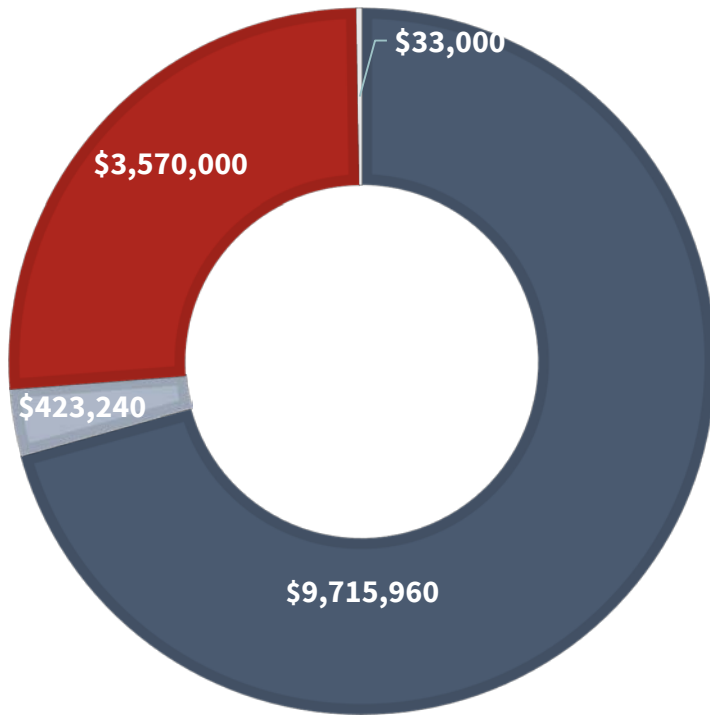
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	OCO
2017-2018	\$ 4,132,180	\$ 3,575,240	\$ 357,190	\$ 179,850	\$ 19,900
2018-2019	\$ 5,037,000	\$ 4,455,960	\$ 423,240	\$ 150,000	\$ 7,800
2019-2020	\$ 13,742,200	\$ 9,715,960	\$ 423,240	\$ 3,570,000	\$ 33,000
2020-2021	\$ 7,619,700*	\$ 6,915,960	\$ 423,240	\$ 276,500	\$ 4,000
2021-2022	\$ 6,036,700*	\$ 5,580,460	\$ 423,240		\$ 33,000
2022-2023	\$ 2,906,700*	\$ 2,479,460	\$ 423,240		\$ 4,000
Total	\$ 39,474,480*	\$ 32,723,040	\$ 2,473,390	\$ 4,176,350	\$ 101,700

Phase II Total Project

LBR Requests Updated

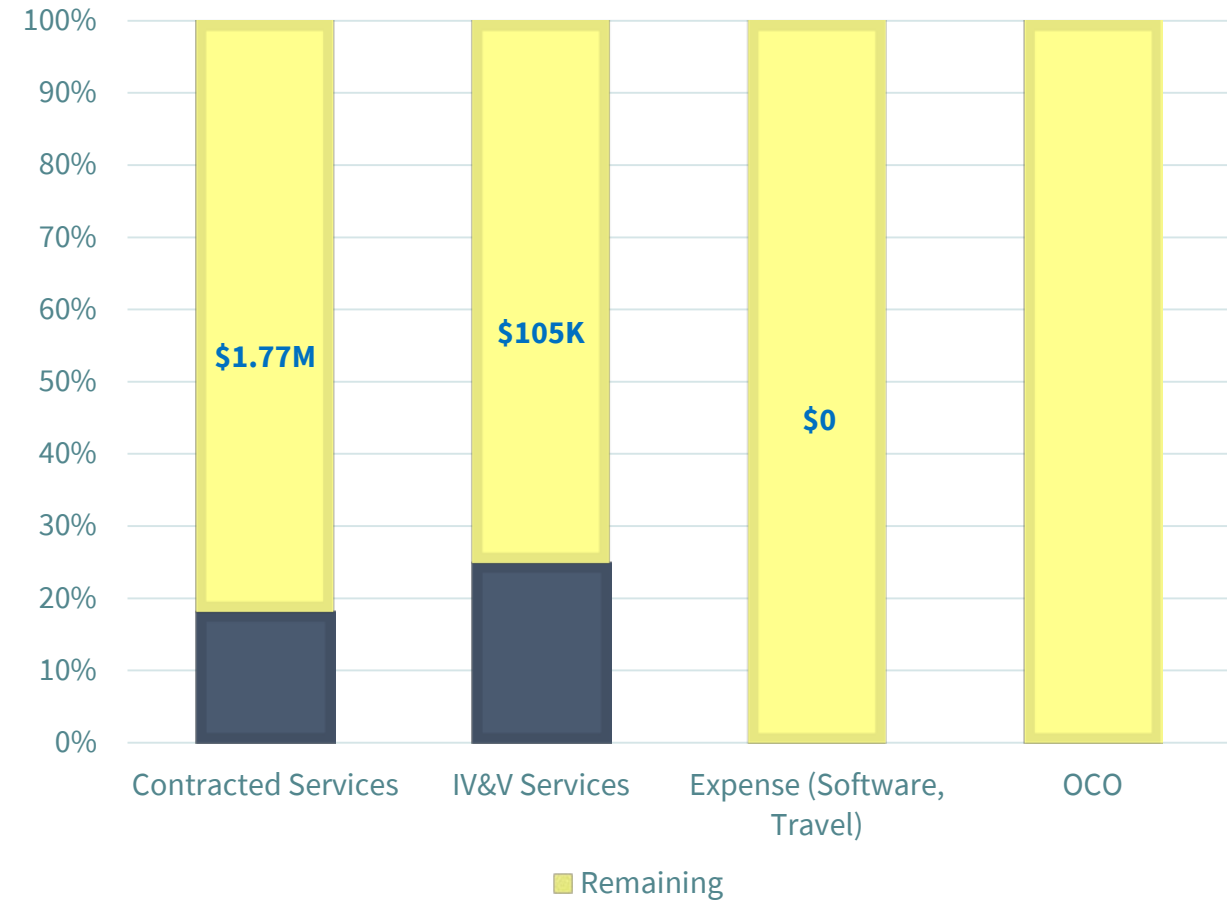
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	OCO
2017-2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018-2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019-2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021-2022	\$7,377,440	\$6,689,200	\$423,240	\$232,000	\$33,000
2022-2023	\$4,408,260	\$3,781,020	\$423,240	\$200,000	\$4,000
Total	\$44,574,480	\$35,833,340	\$2,473,390	\$6,146,050	\$121,700

BUDGET: \$13,742,200



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

ACTUALS: \$1,875,426

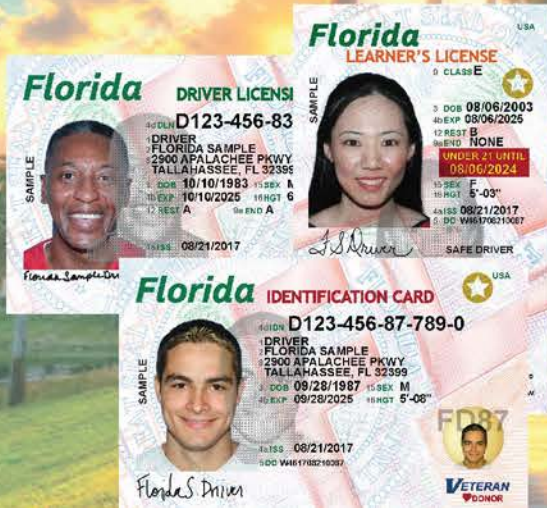


Budget and Actuals: Current Fiscal Year through September 2019

Budget and Actuals

Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$13,742,200		
Fiscal Year to Date	\$1,875,426	\$1,875,426	0%
Month to Date (September 2019)	\$595,078	\$595,078	0%
Remaining Funds	\$11,866,774		



Motorist Modernization Phase I – October 8, 2019

STATE OF THE STATE



Informatica Team Summary

Team Profile

Database tables: 200
Developers: 3 full-time, 3 part-time
Testers: 5 FTEs

Testing Summary

Tables to sync: app. 200
Tables Started: 16
Tables Completed: 0
Open Bugs by

UAT Critical: 49
UAT High: 62
UAT Medium: 82

Deployment Dates and Stabilization

Areas	Dates
Core bi-directional workflows to STAGE	10/3/2019 (Complete)
Core bi-directional workflows to Production (15 – 20 tables)	12/2019
All tables – bi-directional	2/2020
Informatica Stabilization	9/2019 – 2/2019

Key Dependencies & Assumptions

- SEU will help identify workflow development priorities.
- Ability to deploy workflows to STAGE when needed

Key Risks and Issues

- Issue 135 – Informatica schedule impacts based on new timelines

Update: The team had a conference call with Plante Moran to discuss the latency issue and stabilization. Configuration adjustments suggested by Plante Moran have helped decrease the latency from approx. three minutes to under a minute for the CDC/Landing workflows. Plante Moran also approved of the stabilization strategy.

Forecasted Key Dates

Deployment of core bi-directional workflows – ~~9/30/2019~~ 10/3/2019

Test core workflows – 12/6/2019

Deployment of remaining bi-directional workflows – 12/31/2019

Test all workflows – 1/31/2020

DL Issuance Team Summary

Team Profile

User Stories: 971
Developers: 2.75
[1.75 FTEs; 1 Cont.]
Testers: 10 FTEs
(includes Field Testers)

Enterprise Testing Summary

Performance Test Scenarios
(Total): 43

Tests Developed: 43
Pending Execution: 7
In Process of Execution: 12
Successfully Completed: 24

Security Testing Status

Not Started

User Acceptance Testing Summary

SEU Execution Only	10/8	Last ESC	Delta
Total UAT Test Scenarios	48	50	-2
Scripts to be developed	0	0	0
Scripts pending execution	0	0	0
Scripts being executed	0	7	-7
Scripts completed	48	43	5

Key Risks and Issues

- Issue 39 – Short 1 FTE Developers
- Issue 59 – Batch Vendors
- Issue 105 – Batch Transcript Testing
- Issue 129 – Informatica Impact on UAT

Key Implementation Activities

- Vendor Structural Testing:
 - Batch Transcripts
 - DL Penny Vendor
- End to End Testing for DL Notices
- AAMVA Structural Testing

Key Dependencies/Assumptions

- Purge NOT in scope for DL Issuance Phase I
- UAT/Informatica Testing Dependencies
 - Migrate remaining apps (issue open)
 - Successful 2-way sync; Data seed issues resolved
- WRAPs/CRs are for critical exceptions only

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

MM/FR Team Summary

Team Profile

User Stories: 611

Developers: 6.5

[2.5 FTEs; 4 Cont.]

Testers: 5 FTEs (up from 2.5)

Enterprise Testing Summary

Performance Test
Scenarios (Total): 24

Tests Developed: 21

Pending Execution: 15

In Process of Execution : 9

Successfully Completed: 0

Security Testing Status

Not Started

User Acceptance Testing Summary

SEU Execution Only	10/8	Last ESC	Delta
Total UAT Test Scenarios		32	
Scripts to be developed		0	
Scripts pending execution		0	
Scripts being executed		18	
Scripts completed		11	
	10/8	Last ESC	Delta
UAT Critical		7	
UAT High		14	
UAT Medium		22	

Key Dependencies/Assumptions

- Quick UAT bug triage and resolution to blocking bugs
- Stability in enterprise services while UAT bugs and performance issues are being fixed.

Key Risks and Issues

- None at this time

Forecasted Key Dates

Sprint Development – Done

Sprint Testing – Done

UAT Completion – Late

Originally Planned - 7/18/2019

Revised Target – TBD

MyDMV Portal Team Summary

Team Profile

User Stories: 773
Developers: 1 and 1/2
[1 FTE; 1 Cont.]
Testers: 4

Testing Summary

Performance Test
Scenarios (Total): 15
Tests Developed: 15
Pending Execution: 15
In Process of Execution : 0
Successfully Completed: 0

Security Testing Status

Not Started

User Acceptance Testing Summary

SEU Execution Only	10/8	Last ESC	Delta
Total UAT Test Scenarios	33	33	0
Scripts to be developed	0	0	
Scripts pending execution	0	0	0
Scripts being executed	0	4	-4
Scripts completed	33	26	4

Key Risks and Issues

- None at this time

Key Implementation Activities

- Vendor Structural Testing
 - Bulk Transcript Testing
- Portal Dependency Updates
- User Guide Documentation
- Additional ADA enhancements

Key Dependencies/Assumptions

- Informatica Testing Dependencies
 - VO Regression Test Specifically
- WRAPs/CRs are for critical exceptions only

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

CDLIS/CP Team Summary

Team Profile

User Stories: 469
Developers: 4
[3 FTEs; 1 Cont.]
Testers: 2 FTEs

Testing Summary

Performance Test
Scenarios (Total): 21
Tests Developed: 13.5
Pending Execution: 3.5
In Process of Execution : 8
Successfully Completed: 2

Security Testing Status

Not Started

User Acceptance Testing Summary

SEU Execution Only	10/8	Last ESC	Delta
Total UAT Test Scenarios	87	87	0
Scripts to be developed	0	0	0
Scripts pending execution	0	0	-4
Scripts being executed		6	-6
Scripts completed		82	10
	10/8	Last ESC	Delta
UAT Critical		0	0
UAT High		2	-2
UAT Medium		4	3

Key Dependencies/Assumptions

- Planet Press Environmental and Performance Issue

Key Risks and Issues

- None at this time

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Late
Originally Planned - 5/10/2019
Revised Target – TBD

Renewal Notification Team Summary

Team Profile

User Stories: 344
Developers: 0.3 FTE
Testers: 3 FTEs

Testing Summary

Performance Test
Scenarios (Total): 4
Tests Developed: 4
Pending Execution: 2
In Process of Execution : 0
Successfully Completed: 2

Security Testing Status

Not Started

User Acceptance Testing Summary

SEU Execution Only	10/8	Last ESC	Delta
Total UAT Test Scenarios	14	14	0
Scripts to be developed	0	0	0
Scripts pending execution	0	0	0
Scripts being executed	0	3	-3
Scripts completed	14	10	4

Key Risks and Issues

- Email Service Rewrite – In progress

Key Implementation Activities

- End to End Testing for DL Notices
(Receipt of the printed letters)

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

Motorist Modernization Phase I Communications Plan						
This plan covers July - December 2019						
Organizational Change Management						
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Daily	Organizational Change Management Core Team Meeting	Internal	Daily meetings to discuss and review aspects, tasks and dates of completion related to Organizational Change Management.	OCM Core Team	Face-to-Face Meeting	Craig Benner
Weekly	Internal Change Control Board	Internal	Weekly meetings to discuss and review change requests related to system development and scheduling prior to the bi-monthly Change Control Board Meeting.	Product Owners and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Bi-Monthly	Change Control Board	Internal	Bi-monthly meeting to discuss, review and approve change requests related to system development and scheduling.	CCB Members and OMM Team	Face-to-Face Meeting	Kristin Green and Project Managers
Monthly	Motorist Modernization User Guides	Internal/External	Meetings occurring throughout the month providing content for the Motorist Modernization User Guides related to Driver License Issuance, Renewal Notifications, MyDMV Portal and the Supergroup (CDLIS, Citation Processing, Motorist Maintenance and Financial Responsibility).	FLHSMV Staff and Tax Collectors	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs and Project Managers
July - November 2019	Motorist Modernization Resources	Internal/External	Developing strategic materials, including posters, bulletin boards, quick facts and tear sheet to assist change champions in communicating about Motorist Modernization.	FLHSMV Staff and Tax Collectors	Printed Materials/Electronic Communication	Alexis Bakofsky
October 2019	Organizational Change Management Engagement Plans	Internal	Create and receive approval on OCM documents identifying steps to successfully engage members, partners and stakeholders with Motorist Modernization changes. Engagement plans are being developed for the Division of Motorist Services, Division of Administrative Service, Office of the Executive Director, Information Systems Administration and Florida Highway Patrol.	FLHSMV Staff	Printed Materials/Electronic Communication	Craig Benner
October 2019	Motorist Modernization SharePoint Site	Internal	Implement high level SharePoint site for all members to learn more about the Motorist Modernization Program and become a resource and reference for the department.	FLHSMV Staff	Electronic Communication	Alexis Bakofsky and Koral Griggs
November 13, 2019	Change Champions Kickoff Meeting	Internal	Face-to-face notification to Change Champions of their selection and a series of meetings to prepare Change Champions for questions and inquiries regarding the Motorist Modernization Program.	FLHSMV Staff	Face-to-Face Meeting/Electronic Communication	Craig Benner

Training						
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Learning and Development Office Checkpoint Meeting	Curriculum Course Development	Bi-Weekly meeting with Motorist Modernization leadership to review the Learning and Development Office training plan and process updates.	LDO Members and OMM Team	Face-to-Face Meeting	Jennifer Ford and Sarah Pope
Weekly	Learning and Development Office Motorist Modernization Team Checkpoint Meetings	Curriculum Course Development	Weekly meeting to discuss training needs, development progress, schedule, change requests, risks, issues or questions impacting training.	LDO Members and OMM Team	Face-to-Face Meeting	Sarah Pope and LDO Designers
As Necessary	LDO User Experience Demo	Curriculum Course Development	As training processes are developed and tested, SEU and/or the project teams facilitate a demo for LDO to walk through the training process as it should be communicated to the end user. This demo is the first step in the development process.	LDO, SEU and OMM Team	Face-to-Face Meeting/Recording	Sarah Pope and LDO Designers
Bi-Weekly	Learning and Development/Office of Motorist Modernization Leadership Meeting	Internal	Bi-weekly meeting to ensure coordination between Motorist Modernization and Learning and Development leadership.	LDO and OMM Leadership	Face-to-Face Meeting	Terrence Samuel and Jennifer Ford
Communications						
Date/Frequency	Title	Category	Description	Audience	Vehicle	Owner(s)
Bi-Weekly	Executive Steering Committee Meeting	Internal	Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.	ESC Leadership Members and OMM Team	Face-to-Face Meeting	OMM Team
Monthly	Phase I Advisory Board	Internal/External	Monthly meeting open to the public to present updates, information and changes to the Phase I Advisory Board.	Advisory Board Voting Members and OMM Team	Face-to-Face Meeting/Conference Call	OMM Team
Weekly	Motorist Modernization Internal Team Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program.	OMM Team	Face-to-Face Meeting	OMM Team
Weekly	Phase I Accenture Weekly Status Meeting	Internal/External	Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase I Accenture team, Ernst and Young, AST and OMM team members.	OMM Team, Ernst and Young and AST	Face-to-Face Meeting/Conference Call	Accenture Team
Weekly	Motorist Modernization Weekly Leadership Meeting	Internal	Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.	Executive Leadership	Face-to-Face Meeting	OMM Team
Weekly	IV&V Weekly Status Meeting	Internal	Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.	OMM Leadership, AST, Ernst and Young, and Contract Manager	Face-to-Face Meeting	Kristin Green
As Necessary	Focus Group Meetings	Stakeholder Outreach	Meetings to provide information or obtain feedback on the Motorist Modernization initiative.	Various Stakeholders	Face-to-Face Meeting/Conference Call/Electronic Communication	Koral Griggs, Terrence Samuel, Senior Business Analysts

Bi-Weekly	Communications Meeting	Internal	Bi-weekly meeting with Alexis Bakofsky, Beth Frady, Rick Burnham and Craig Benner to discuss communications within the agency and the Office of Motorist Modernization, in addition to MyDMV Portal marketing.	FLHSMV Communications Team	Face-to-Face Meeting	Koral Griggs
Monthly	MoMo You Know	Internal	When requested, a monthly email containing updates related to the Motorist Modernization project, including "need to knows," encouragement, upcoming tasks, etc.	Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Bi-Weekly	ORION Hub Newsletter	External/Internal	Bi-weekly newsletter consisting of various articles related to the Motorist Modernization project and written by Motorist Modernization team members.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Koral Griggs
Quarterly	ISA Bits and Bytes	Internal	Provide Motorist Modernization content for ISA's quarterly newsletter, when requested.	FLHSMV Staff	Electronic Communication	Brooke Stone
Quarterly	Motorist Services Intersection Newsletter	Internal	Provide Motorist Modernization content for the Motorist Services Intersection Newsletter, when requested.	FLHSMV Staff Members and Tax Collectors	Electronic Communication	Rick Burnham
Weekly	Motorist Services News Wheel	Internal	Provide Motorist Modernization content for the Motorist Services News Wheel, when requested.	Motorist Services	Electronic Communication	Rick Burnham
Monthly	ORION Star	Internal	Monthly award presented to a Motorist Modernization team member who has gone "above and beyond" for the sake of the project and the team.	Executive Leadership and Motorist Modernization Program Members	Electronic Communication	Koral Griggs
Monthly	Legislative Governance Status Report	External	Monthly status report to provide updates related to the Motorist Modernization Program.	Various Stakeholders	Electronic Communication	Accenture Team
As Necessary	FLHSMV Governor's Weekly Report	External	Contribution of content for the Governor's Weekly Report, as necessary.	Florida Governor	Electronic Communication	Koral Griggs
Monthly	Motorist Modernization Website	Internal/External	Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.	FLHSMV Staff, Tax Collectors and Citizens	Website	Koral Griggs and FLHSMV Web Team
Monthly	Florida Highway Safety AAMVA Testing for CDLIS 5.3.3	Internal/External	Monthly meeting to prepare for casual and structural testing related to CDLIS 5.3.3., including PDPS and SSOLV.	AAMVA QA Manager, AAMVA Florida Representative, and CDLIS and Citation Processing Team	Conference Call	Kristin Green and Sonia Nelson
As Necessary	PartnerNet/SafetyNet Webpages	Internal/External	Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&V Report and the monthly Tax Collector Status Report.	Tax Collectors and FLHSMV Staff	PartnerNet/SafetyNet	Koral Griggs

Bi-Weekly	Financial Responsibility Bi-Weekly Meeting	Internal	Bi-weekly meeting with Financial Responsibility team members and the Department of Financial Services to provide updates on the Motorist Modernization Program and the Financial Responsibility project.	Department of Financial Services and FLHSMV Staff	Conference Call	Scott Tomaszewski, Catherine Thomas, Laura Freeman, Pat Porter, Mechell Walker and Ray Graves
Bi-Weekly	Phase I Go-Live Implementation Meetings	Internal	Bi-weekly meeting with the Motorist Modernization team to discuss tasks related to go-live implementation for Phase I.	OMM Team	Face-to-Face Meeting	Michelle McGinley
Monthly	REAL ID Compliance	Internal/External	Monitor REAL ID compliance rates statewide prior to October 1, 2020. Whenever possible, provide stakeholders with REAL ID materials and reminders to pass along to customers. Include report on monthly tax collector update.	OMM Team	Printed Materials/Electronic Communication/Face-to-Face Meeting	Koral Griggs and Alexis Bakofsky
September 16 -19, 2019	Driver License Issuance Sandbox Testing	Internal/External	Installation of the new DL Issuance module at the Hillsborough Office to test the module.	Tax Collectors	Face-to-Face Meeting	Jessica Espinoza, Terrence Samuel and Chad Hutchinson
August 26 - 29, 2019	Tax Collector Conference	Internal/External	Attended the Tax Collector conference to provide an update on Motorist Modernization and a chance to participate in hands-on testing of ORION.	Tax Collectors	Face-to-Face Meeting	Terrence Samuel, Judy Johnson, Catherine Thomas, Jessica Espinoza and Chad Hutchinson
August 28, 2019	MyDMV Portal Focus Groups Summary Report	Internal/External	Reviewed and finalized MyDMV Portal Focus Groups Summary Report from vendor regarding reported findings for focus groups and suggested enhancements.	Various Stakeholders	Face-to-Face Meeting	Koral Griggs