

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, October 8, 2019
2:30 to 4:00 PM
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees

Stephen Boley
Lt. Jason Britt
Diane Buck
Jay Levenstein
Steve Burch
Lisa Cullen
Sherri Smith
Sgt. Derek Joseph
TBD

Representing

FLHSMV
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Tax Collectors
Florida Tax Collectors
Law Enforcement
Law Enforcement

Agenda

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

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, September 10, 2019
2:30 to 4:00 PM
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

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

- | | |
|---------------------|------------------------------------|
| ○ Lt. Jason Britt | DHSMV |
| ○ Diane Buck | DHSMV (via phone) |
| ○ Jay Levenstein | DHSMV |
| ○ Lisa Cullen | Florida Tax Collectors |
| ○ Sherri Smith | Florida Tax Collectors (via phone) |
| ○ Sgt. Derek Joseph | Law Enforcement (via phone) |
- Additional DHSMV members present included – Kristin Green, Koral Griggs, Jessica Espinoza, Judy Johnson, Craig Benner, Felecia Ford, Chad Hutchinson and Laura Freeman.
 - Visitors present included – Nathan Johnson from Accenture, and Gary Didio from Ernst and Young attended via phone. Andrew Bell and Denise Smith from Florida Auto Tag Agencies, Carl Ford from J Ford Consulting and Scott Lunsford with the Florida Tax Collectors also attended.

REVIEW OF MEETING MINUTES

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

IV&V UPDATE

- Gary Didio presented an IV&V update for Phase II. The overall risk state was green. There were no open deficiencies to report and no new facets were reviewed. The Schedule Performance Index was .955. 26 of 1,446 total tasks were late. The program completion date is projected to be 112.9 days late and the Schedule Quality Score was 96.2.

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 identified; however, they were previously tracked by the team.

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.

PHASE II PROJECT UPDATE

- Nathan Johnson stated all teams have completed requirements validation. He stated some teams will begin development and sprint planning this week.

COMMUNICATIONS UPDATE

- There was no communications update at the meeting.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 2:40 p.m.
- The next Advisory Board Phase II Meeting is scheduled for October 8, 2019.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

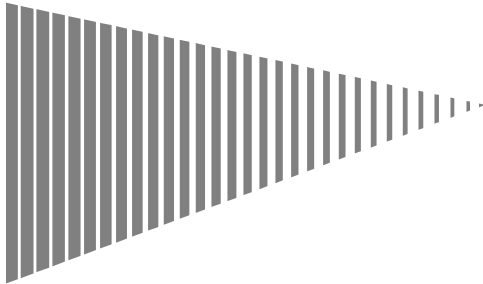
| | |
|--|----------|
| MM Advisory Board Phase II Agenda | 1 Page |
| MM Advisory Board Phase II Meeting Minutes (8/13/19) | 4 Pages |
| MM Phase II IV&V Update | 31 Pages |
| MM Phase I/II Financials | 7 Pages |

Motorist Modernization Program Phase II (MMP2)

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

Independent verification and validation (IV&V)
Monthly Assessment Report Summary
August 2019

30 September 2019



Building a better
working world

Topics for discussion

- ▶ General IV&V overview
- ▶ Overall risk state and trending
- ▶ Project complete date slippage
- ▶ Schedule variance
- ▶ Upcoming IV&V activities
- ▶ Project budget
- ▶ Summary of changes
- ▶ Supporting information

Data contained in this MAR is as of 31 August 2019

General IV&V overview

Overall IV&V risk state:

Green

There are no open IV&V deficiencies

- No additional facets reviewed since the last report
- No new deficiencies identified since the last report

The MMP2 Program is within established schedule performance thresholds

- The schedule performance index (SPI) is 0.966 and **increasing**
- 11 of 1,446 total tasks (.76%) contained in the project schedule are late
- 0 of 41 total tasks (0%) for the current period are late
- Schedule variance (SV) is currently -1,141.8 hours and **decreasing**
- To complete schedule performance index (TSPI) is 1.031 and **decreasing**

The MMP2 Program is within established cost performance thresholds

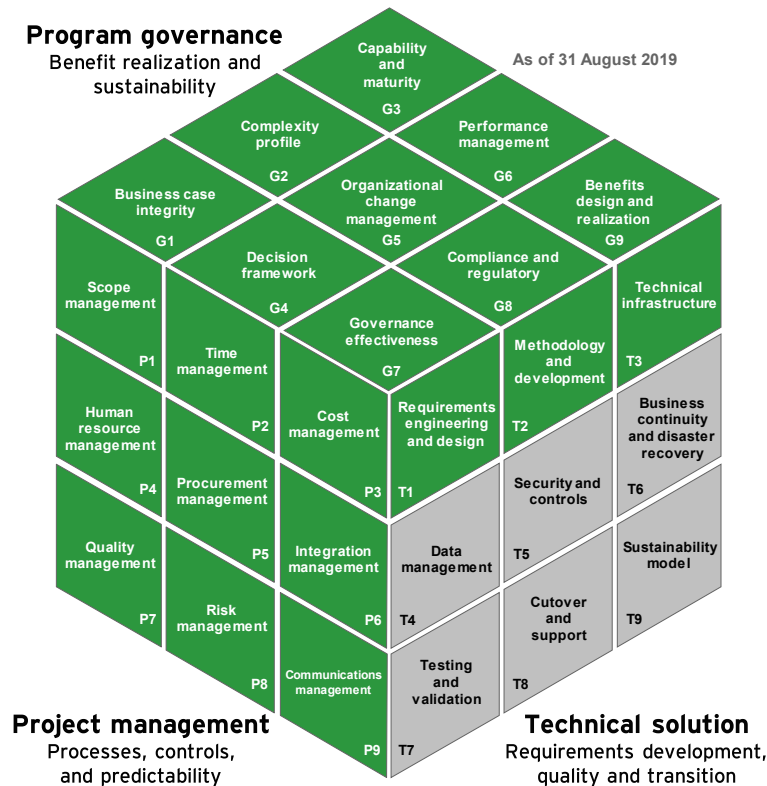
- The cost performance index (CPI) is 1.000
- The Program is currently on budget based on provided budget and spending information

The MMP2 Program is behind schedule

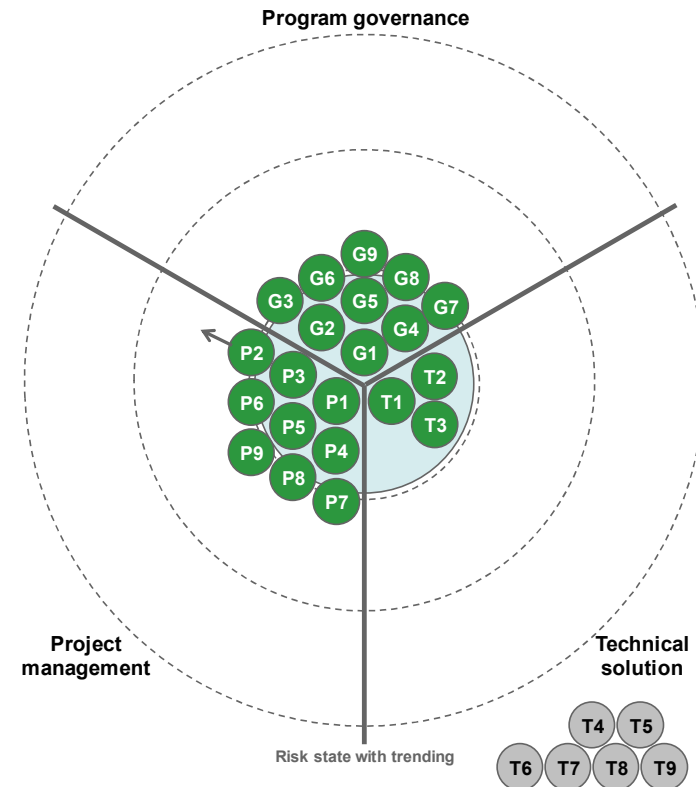
- The Program completion date is forecast to be 16 February 2024, 212.9 days late
- Future milestones are projected to be completed behind schedule
- The amount of time the project is behind schedule is **increasing**

Overall risk state and trending

Risk state of the MM Program (Phase II)

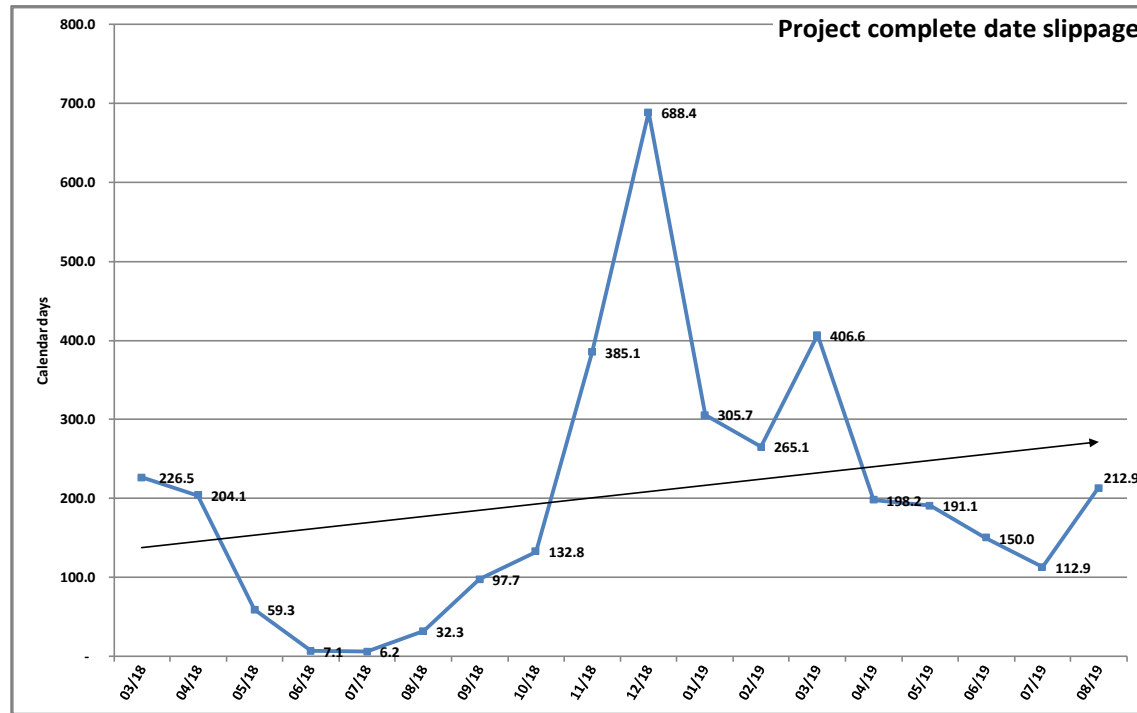


Risk state with trending



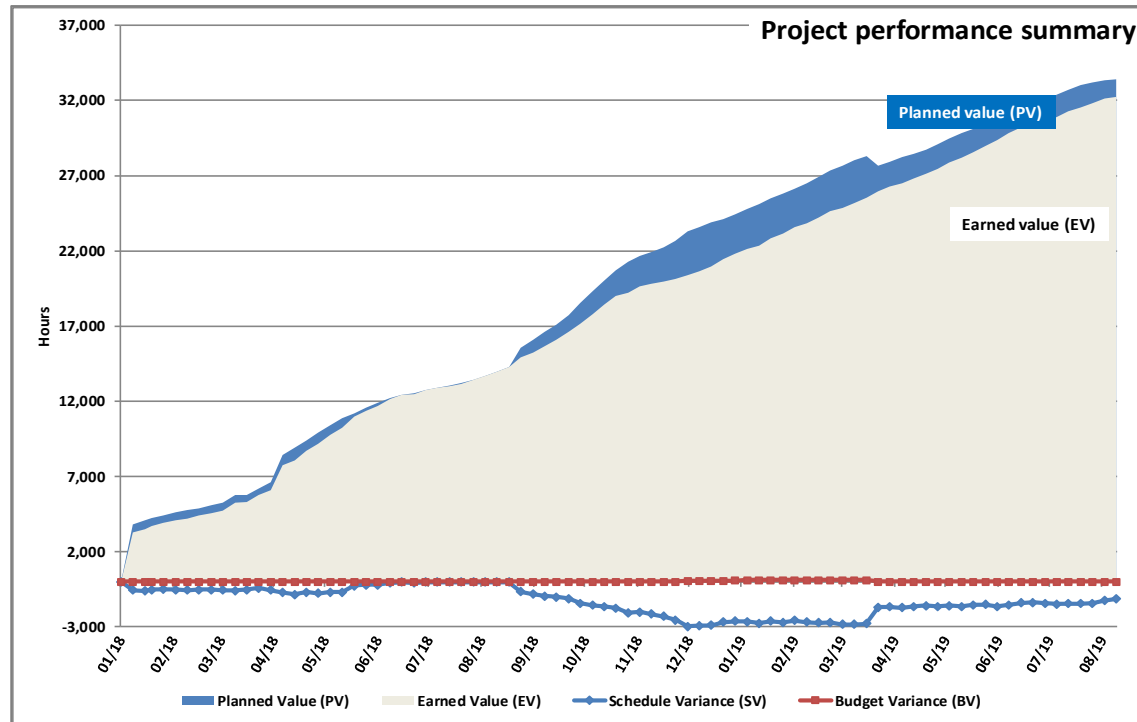
- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that 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.

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 completion date is forecast to be 16 February 2024, 212.9 days late.
 - The amount of time the project is behind schedule is **increasing**.
- Conclusions:
 - The program is behind schedule.

Schedule variance

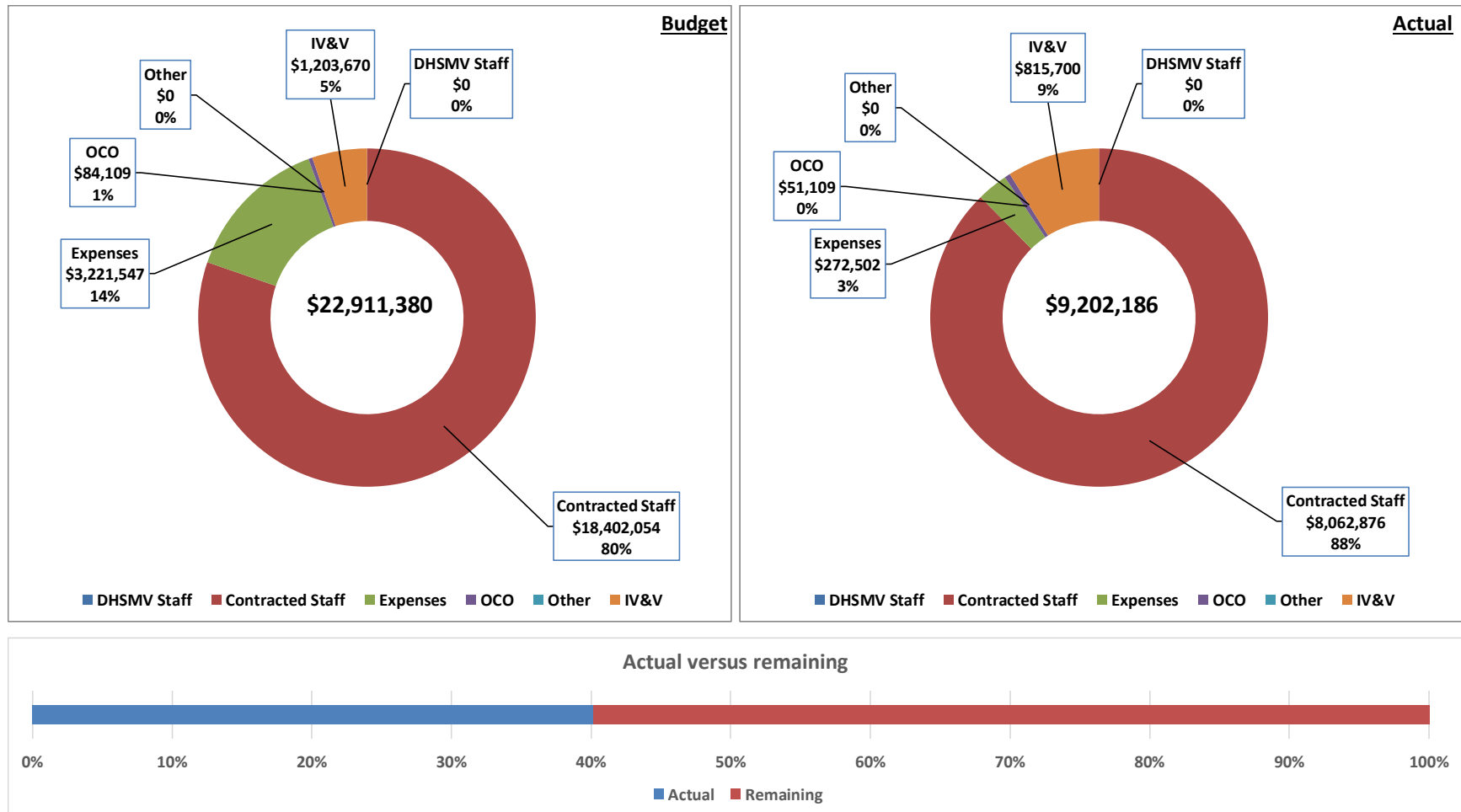


- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
 - Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
 - The total amount of work not completed as scheduled is 1,141.8 hours.
- Conclusions:
 - The MMP2 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.

Project budget



Summary of changes

| Item | Description |
|--------------------------|---|
| Deficiencies addressed | ▶ There are no open IV&V deficiencies. |
| New deficiencies | ▶ No new deficiencies identified since the last report. |
| New process improvements | ▶ No new process improvements identified 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. |

Upcoming IV&V activities

- ▶ Participate in IV&V and Program meetings
- ▶ Review draft and final MMP2 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 – Jul 2019 (IVV-302AS) | 08/14/2019 | 08/29/2019 | 08/29/2019 | ▶ Complete |
| MAR – Aug 2019 (IVV-302AT) | 09/16/2019 | 10/01/2019 | 09/30/2019 | ▶ Complete |
| MAR – Sep 2019 (IVV-302AU) | 10/14/2019 | 10/29/2019 | | |
| MAR – Oct 2019 (IVV-302AV) | 11/14/2019 | 12/03/2019 | | |
| MAR – Nov 2019 (IVV-302AW) | 12/13/2019 | 12/31/2019 | | |
| MAR – Dec 2019 (IVV-302AX) | 01/15/2020 | 01/31/2020 | | |
| MAR – Jan 2020 (IVV-302AY) | 02/14/2020 | 03/02/2020 | | |
| MAR – Feb 2020 (IVV-302AZ) | 03/13/2020 | 03/30/2020 | | |
| MAR – Mar 2020 (IVV-302BA) | 04/14/2020 | 04/29/2020 | | |
| MAR – Apr 2020 (IVV-302BB) | 05/14/2020 | 06/01/2020 | | |
| MAR – May 2020 (IVV-302BC) | 06/12/2020 | 06/29/2020 | | |
| MAR – Jun 2020 (IVV-302BD) | 07/15/2020 | 07/30/2020 | | |

Supporting information

- ▶ Key indicators
- ▶ IV&V ratings summary
- ▶ Status of key deficiency recommendations
- ▶ Schedule and cost performance
- ▶ Forecast milestone completion
- ▶ Project milestone dates
- ▶ Late tasks
- ▶ Open deficiencies and recommendations
- ▶ Process improvement recommendations
- ▶ Project schedule quality
- ▶ Project budget

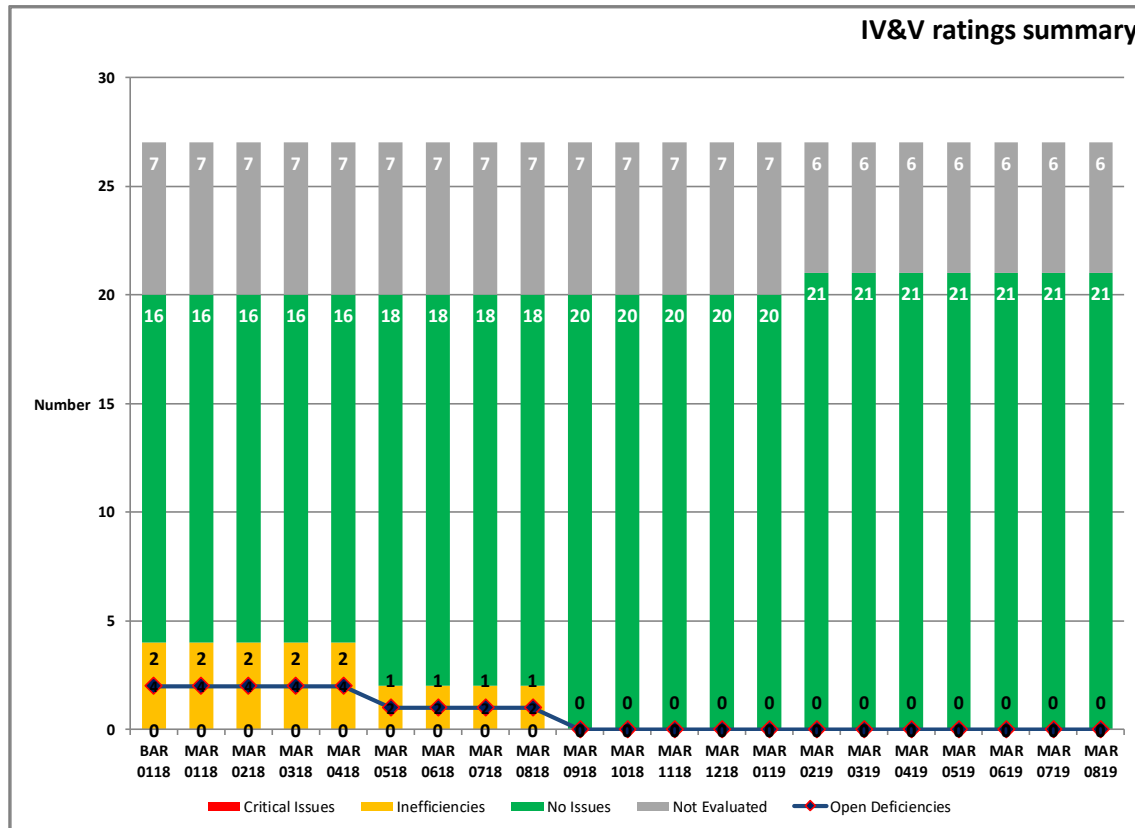
Key indicators

Supporting information

| Indicator | Value | Comment |
|--|---------|---|
| Is the project approach sound? | Yes | <ul style="list-style-type: none"> ▶ 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 | <ul style="list-style-type: none"> ▶ The MMP2 Program is within established schedule performance thresholds. <ul style="list-style-type: none"> ▶ The SPI is 0.966 and increasing. ▶ 11 of 1,446 total tasks (.76%) contained in the project schedule are late. ▶ 0 of 41 total tasks (0%) for the current period are late. ▶ SV is currently -1,141.8 hours and is decreasing. ▶ TSPI is 1.031 and decreasing. |
| Is the project on budget? | Yes | <ul style="list-style-type: none"> ▶ The MMP2 Program is within established cost performance thresholds. <ul style="list-style-type: none"> ▶ 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 | <ul style="list-style-type: none"> ▶ The work being completed as part of the MMP2 Program is within the scope of the project as defined in the Schedule IV-B Feasibility Study. ▶ Additional change requests are reviewed and approved based on the established change management process. |
| What are the project's future risks? | Unknown | <ul style="list-style-type: none"> ▶ The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team. |
| Are the project's risks increasing or decreasing? | Steady | <ul style="list-style-type: none"> ▶ The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team. |
| Are there new or emerging technological solutions that will affect the project's technology assumptions? | No | <ul style="list-style-type: none"> ▶ New and emerging technologies were considered in the Feasibility Study. ▶ None have an adverse effect on the project's technological assumptions. |

IV&V ratings summary

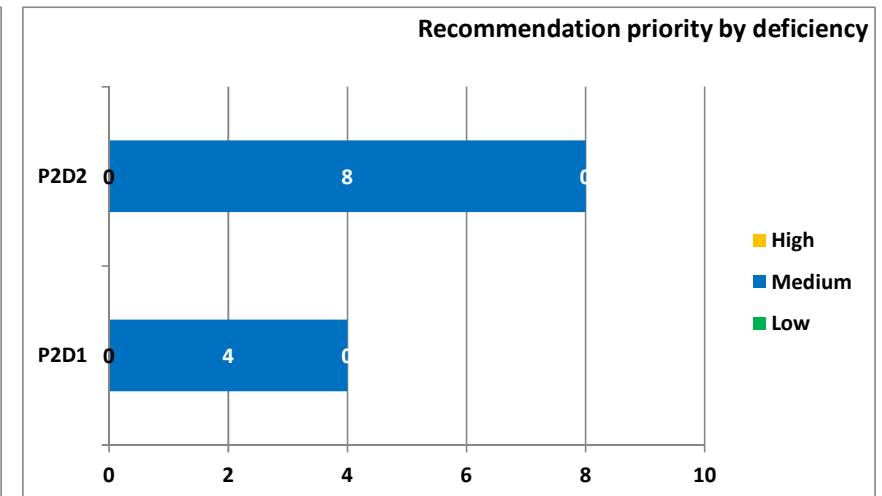
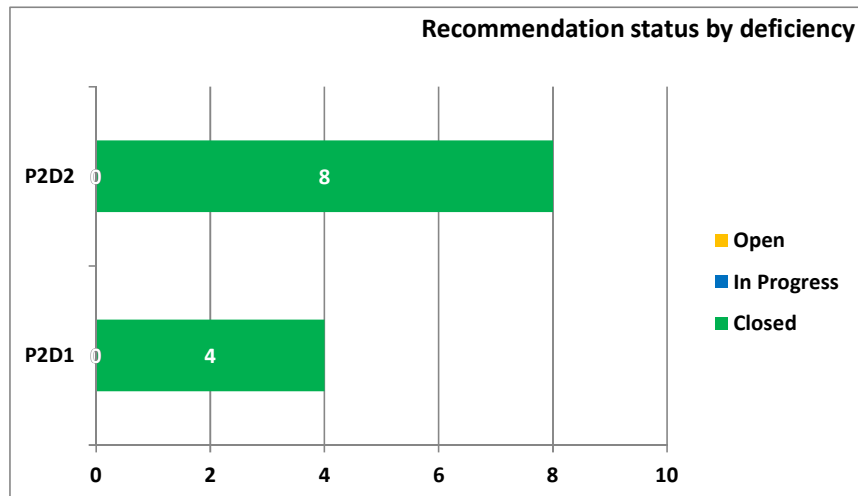
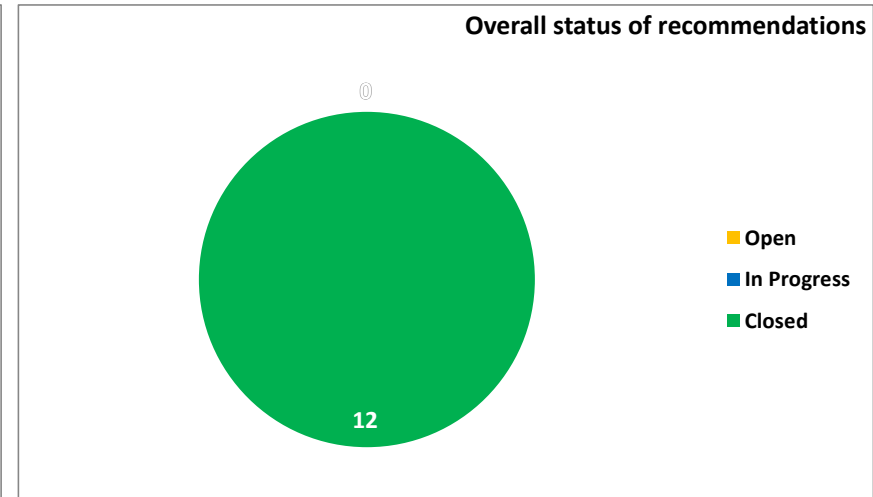
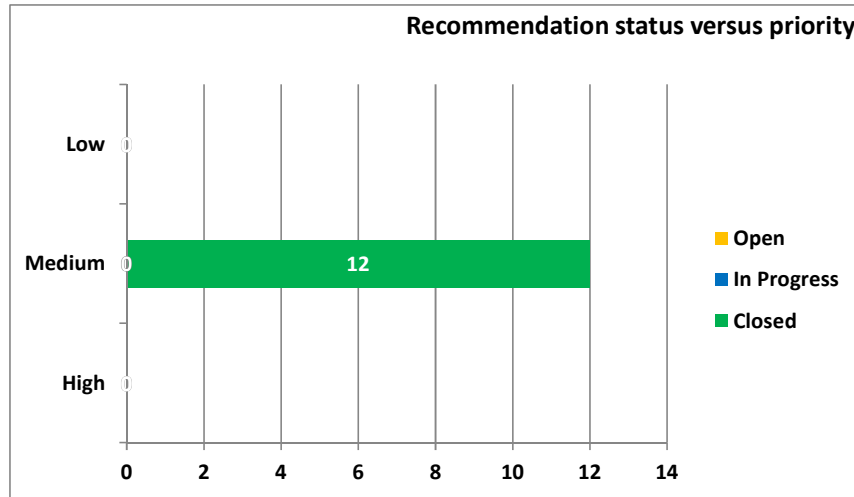
Supporting information



- 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): 0
 - Green (no issues): 21
 - Gray (not evaluated): 6
- Open deficiencies: 0
- Conclusions:
 - The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.

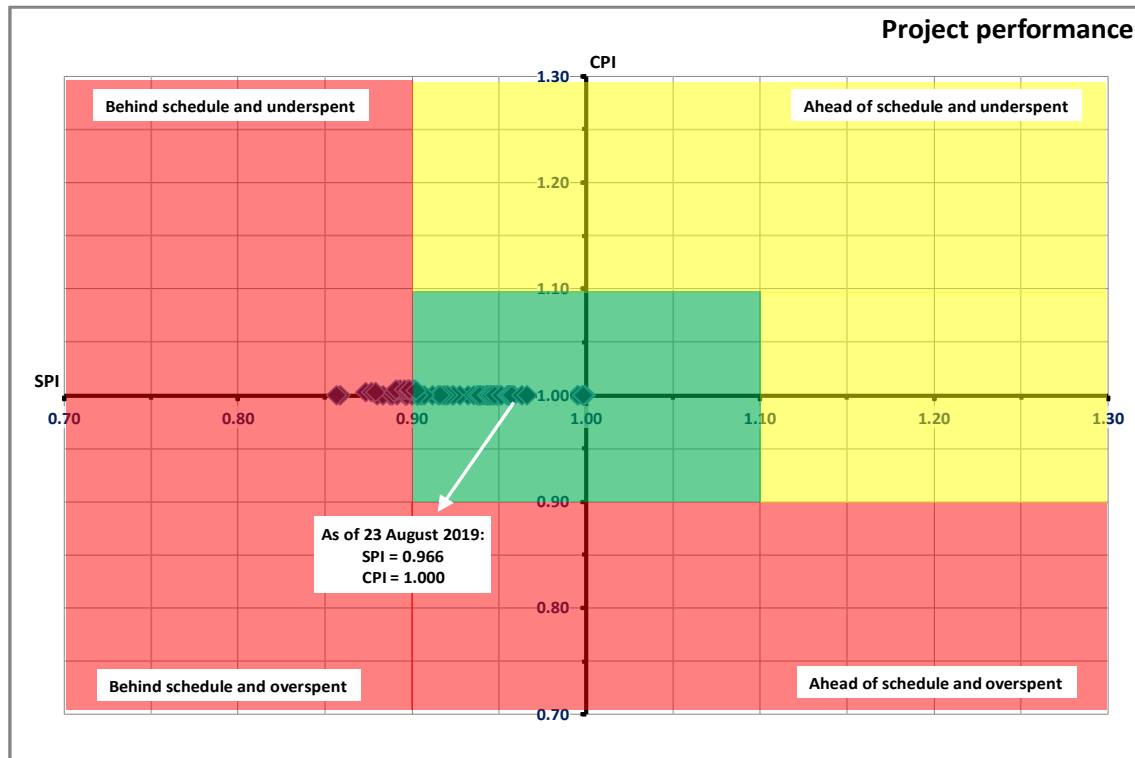
Status of key deficiency recommendations

Supporting information



Schedule and cost performance

Supporting information



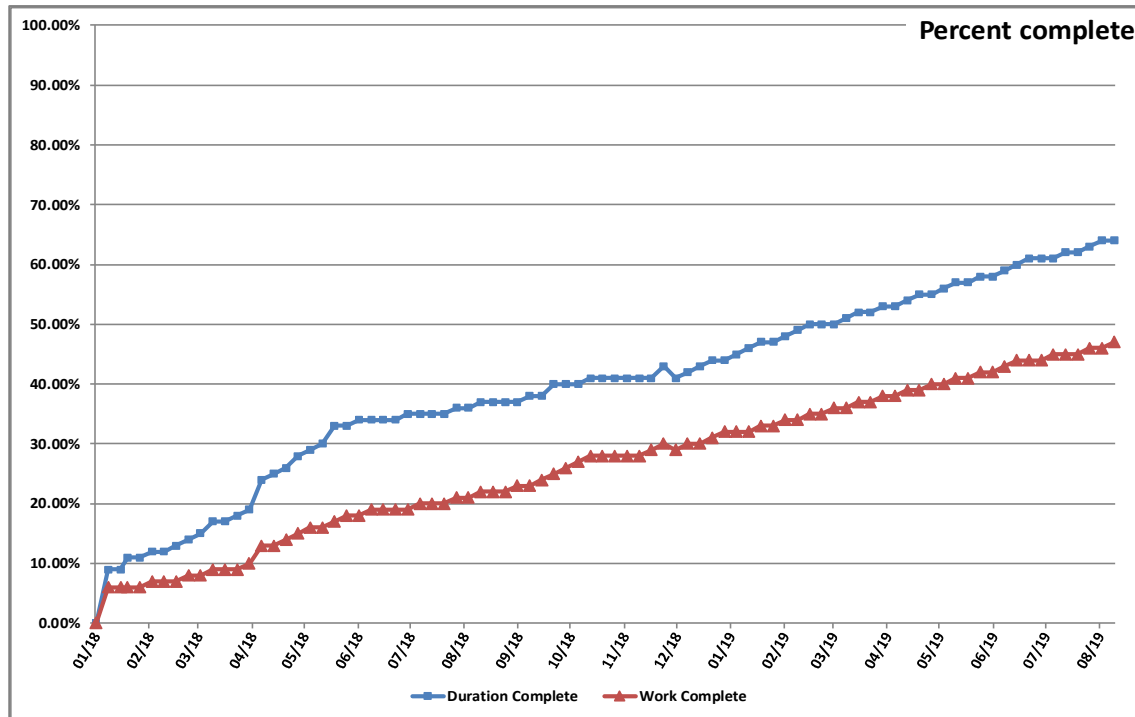
- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
 - Schedule and cost performance are within established thresholds.
- Conclusions:
 - The Program is behind schedule but within established performance thresholds.

- ▶ 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.

Schedule and cost performance (continued)

Supporting information

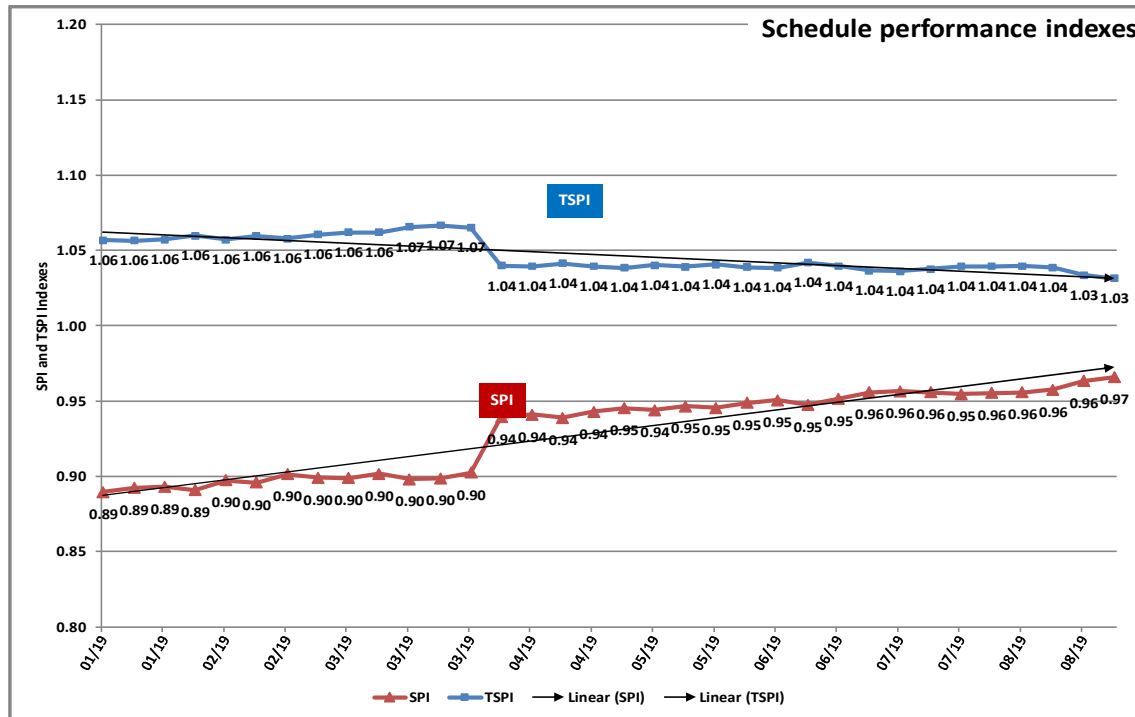


- This chart shows the percent complete for duration and work for the project.
- Summary:
 - Duration and work complete has been increasing since the beginning of the project.
- Conclusions:
 - None.

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

Schedule and cost performance (continued)

Supporting information



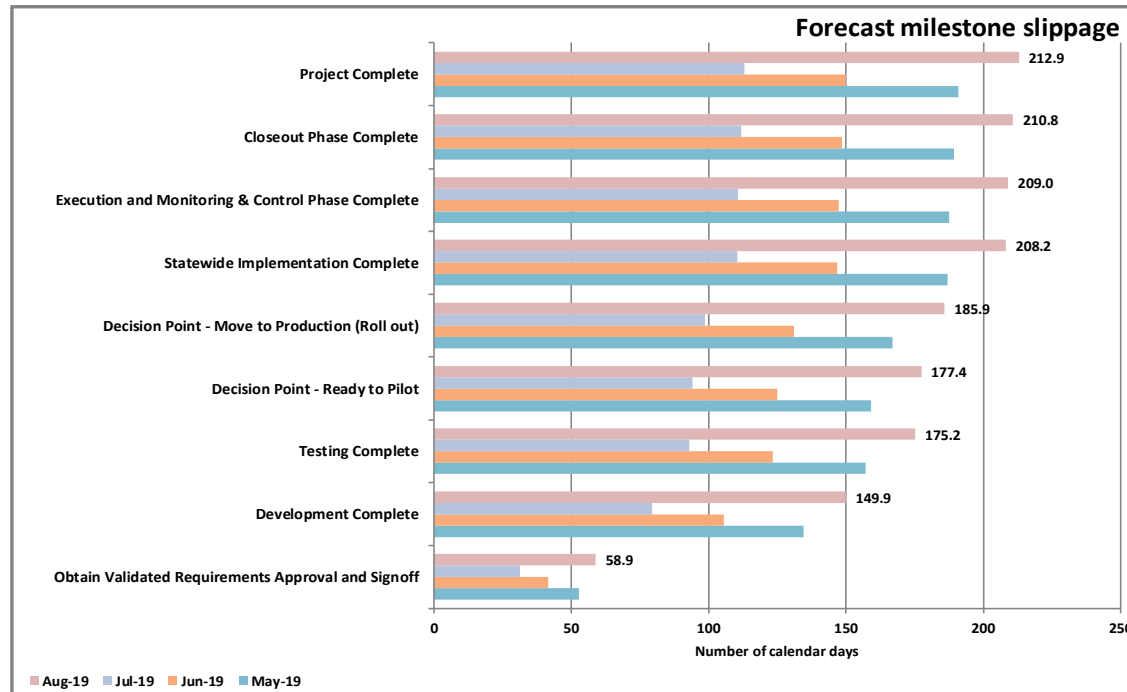
- This chart shows the TSPI and SPI indexes and associated trends.
- Summary:
 - The overall SPI trend is **increasing**.
 - The overall TSPI trend is **decreasing**.
- Conclusions:
 - Future required schedule efficiency is becoming in-line with the planned schedule.

- ▶ Blue line is TSPI
- ▶ Red line is SPI

- ▶ TSPI is the future schedule efficiency required to complete the project as scheduled

Forecast milestone completion

Supporting information



- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
 - Future milestones are projected to be completed behind schedule.
 - The amount of time the project is behind schedule is **increasing**.
- Conclusions:
 - The program is behind schedule.

Project milestone dates

Supporting information

| WBS | Title | Completion date | | | | |
|-----------|--|-----------------|-----------|----------|----------|--------|
| | | Original | Scheduled | Planned | Forecast | Actual |
| 3.4.10 | Obtain Validated Requirements Approval and Signoff | 07/30/19 | 07/30/19 | 07/30/19 | 09/26/19 | |
| 3.5.14.5 | Development Complete | 12/03/21 | 12/03/21 | 12/03/21 | 05/01/22 | |
| 3.5.15.5 | Testing Complete | 07/29/22 | 07/29/22 | 07/29/22 | 01/20/23 | |
| 3.5.18.5 | Decision Point - Ready to Pilot | 08/19/22 | 08/19/22 | 08/19/22 | 02/12/23 | |
| 3.5.18.7 | Decision Point - Move to Production (Roll out) | 11/07/22 | 11/07/22 | 11/07/22 | 05/11/23 | |
| 3.5.18.12 | Statewide Implementation Complete | 06/05/23 | 06/05/23 | 06/05/23 | 12/30/23 | |
| 3.7 | Execution and Monitoring & Control Phase Complete | 06/12/23 | 06/12/23 | 06/12/23 | 01/06/24 | |
| 4.5 | Closeout Phase Complete | 06/29/23 | 06/29/23 | 06/29/23 | 01/25/24 | |
| 5 | Project Complete | 07/19/23 | 07/19/23 | 07/19/23 | 02/16/24 | |

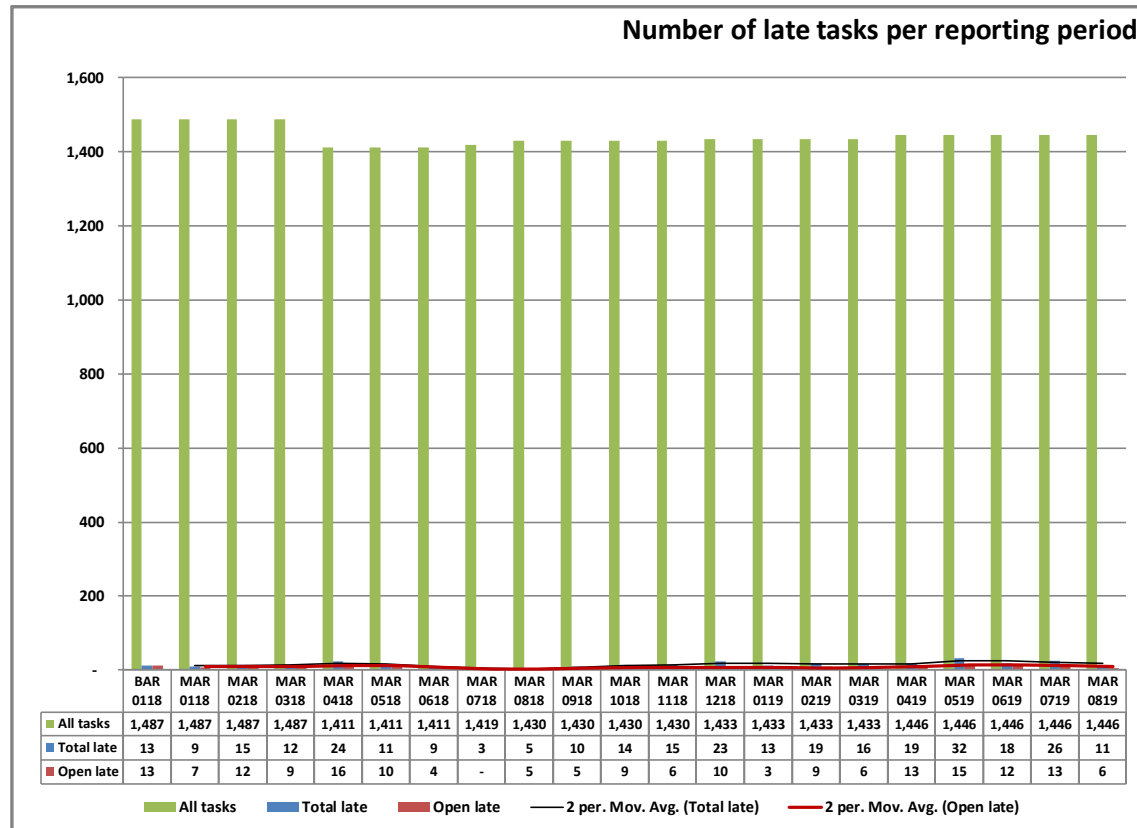
- Items highlighted are either currently late or projected to be late.
- Original – Original contract completion date.
- Scheduled – Scheduled completion date based on the latest schedule baseline.
- Planned – Planned completion date (should be the same as scheduled).
- Forecast – Based on ES calculations and the current SPI.
- Actual – The actual completion date

Late

212.9 days

Late tasks

Supporting information



- 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: 1,446
 - Total tasks late: 11
 - Total open tasks late: 06
- Conclusions:
 - The total number of tasks designated as late is 0.76% of the total number of tasks.
 - The number of late tasks has **decreased** since the last report.

Open deficiencies and actions

Supporting information

| Deficiency | Actions taken |
|------------|---------------|
| ▶ None | |

The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

Process improvement recommendations

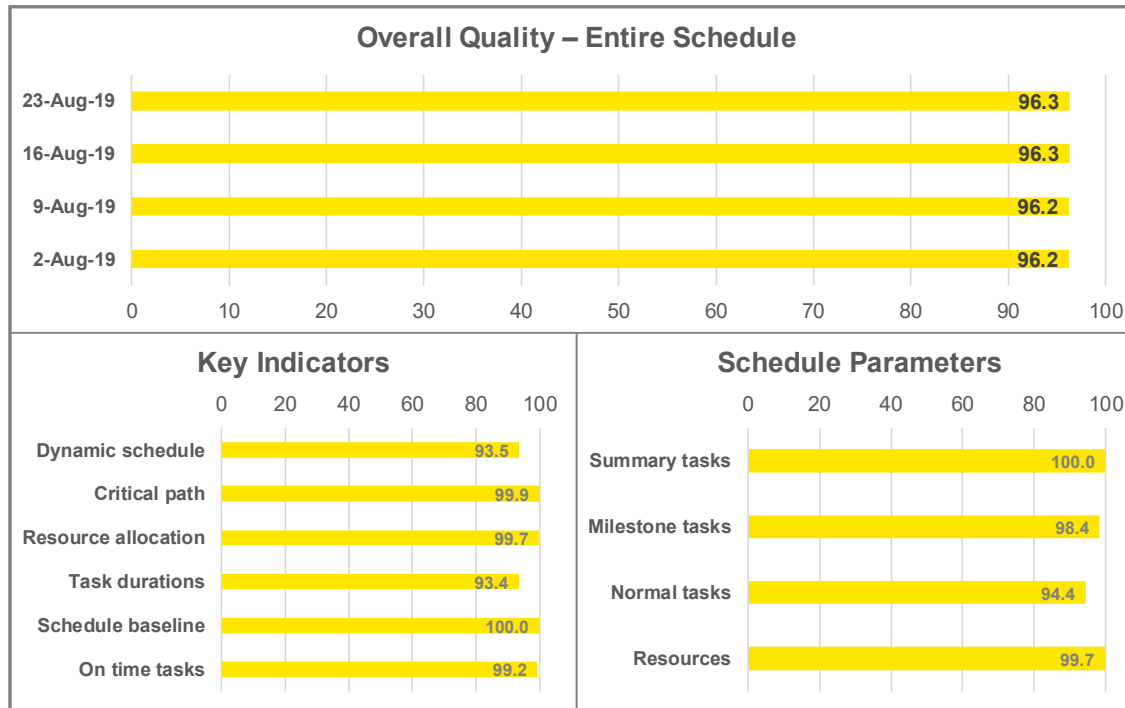
Supporting information

| Recommendation | Progress update / resolution | Status |
|--|--|---------------|
| ▶ The program team should perform a level of effort analysis on the remaining Uniface task and update the MM Program Schedule to provide an accurate reflection of the remaining work, allocated resources, and adjusted timeline. | ▶ The program team is continuing to analyze the remaining UNIFACE tasks to determine appropriate changes to the MMP2 Program Schedule. | ▶ In-progress |

Project schedule quality

MMP2 schedule

Supporting information



- 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

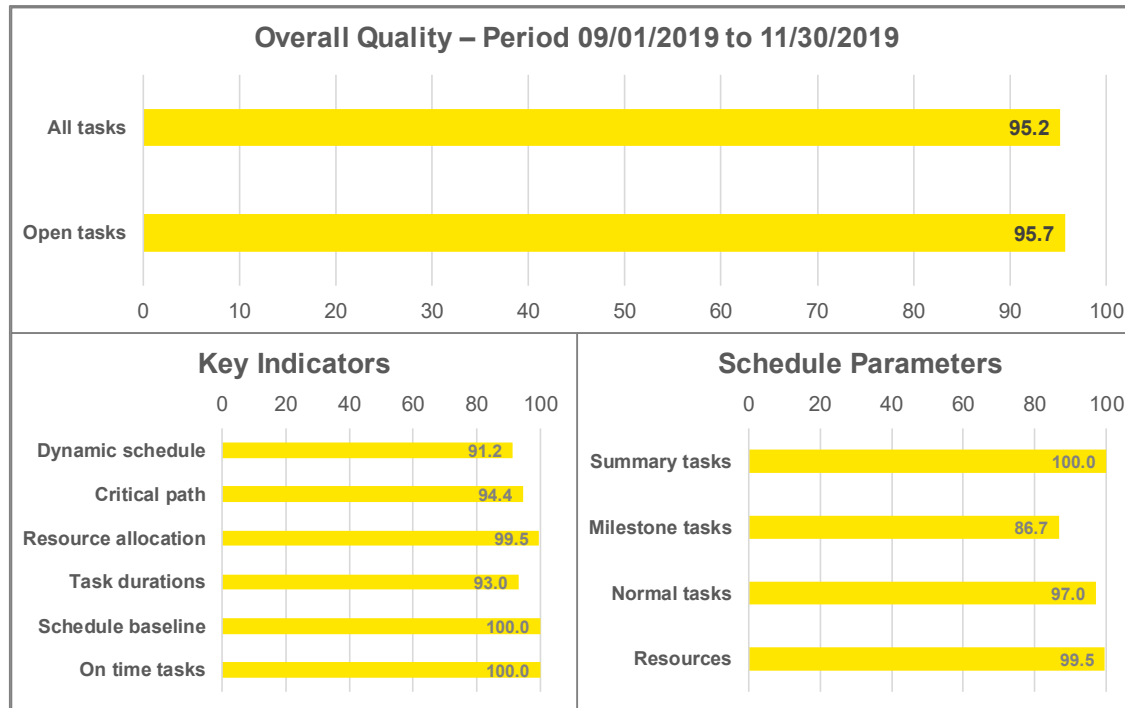
- ▶ Task durations – Task durations other that 8 to 80 hours
- ▶ Baseline – Full baseline defined for all tasks
- ▶ On time tasks – Tasks that are not late

| Quality Value | |
|---------------|-------------------|
| ↑ | 90 or greater |
| ↗ | Between 75 and 90 |
| → | Between 60 and 75 |
| ↘ | Between 45 and 60 |
| ↓ | Less than 45 |

Project schedule quality

MMP2 period

Supporting information



■ 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: 95.2

■ Conclusions:

- Overall schedule quality is consistent and excellent

- ▶ Dynamic schedule – Task dependencies and constraints
- ▶ Critical path – Task dependencies
- ▶ Resource allocation –Resource assignments

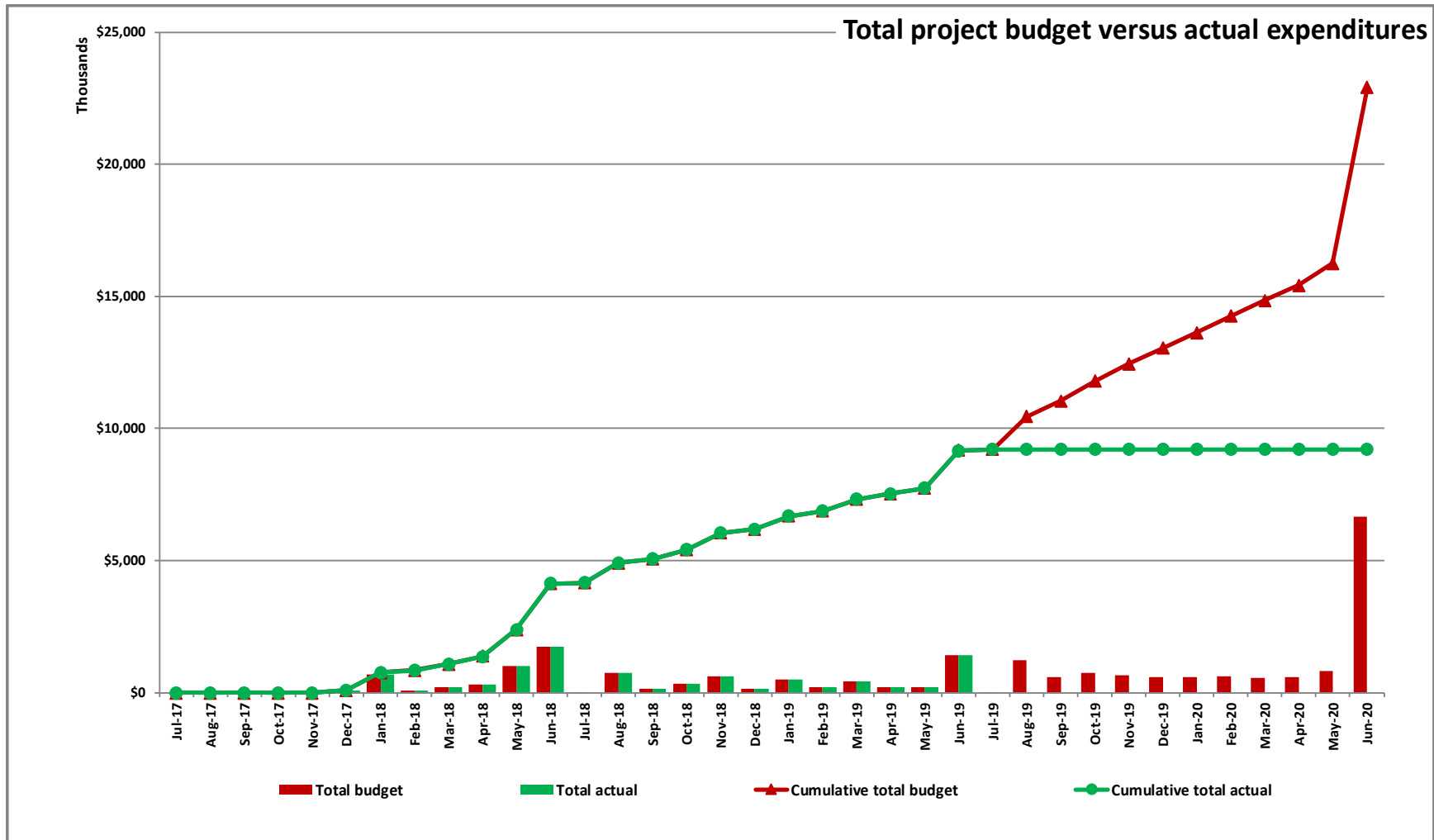
- ▶ Task durations – Task durations other that 8 to 80 hours
- ▶ Baseline – Full baseline defined for all tasks
- ▶ On time tasks – Tasks that are not late

| Quality Value | |
|---------------|-------------------|
| ↑ | 90 or greater |
| ↗ | Between 75 and 90 |
| → | Between 60 and 75 |
| ↘ | Between 45 and 60 |
| ↓ | Less than 45 |

Project budget

Total project funding

Supporting information



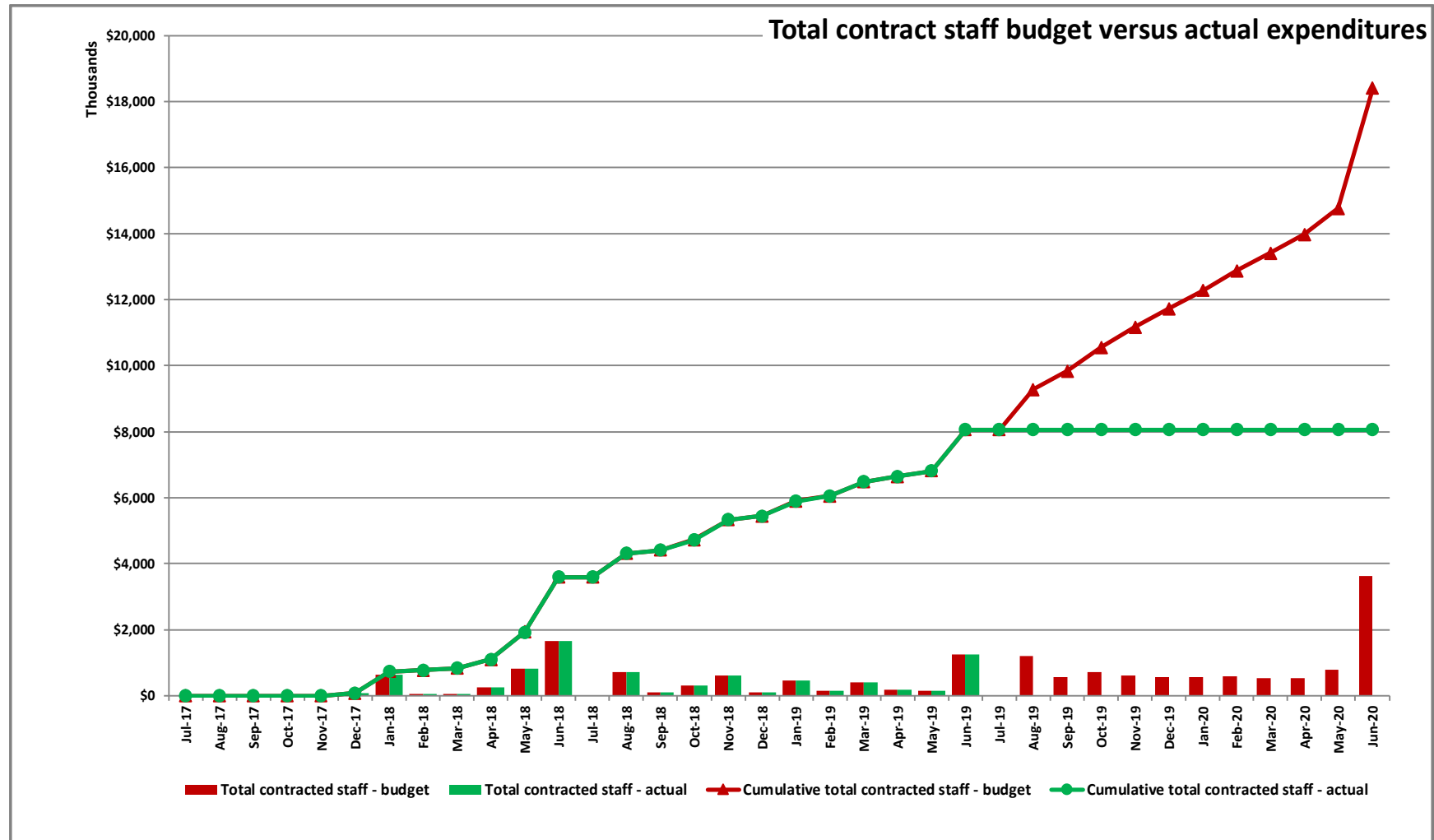
Supporting information



Project budget

Contract staff funding

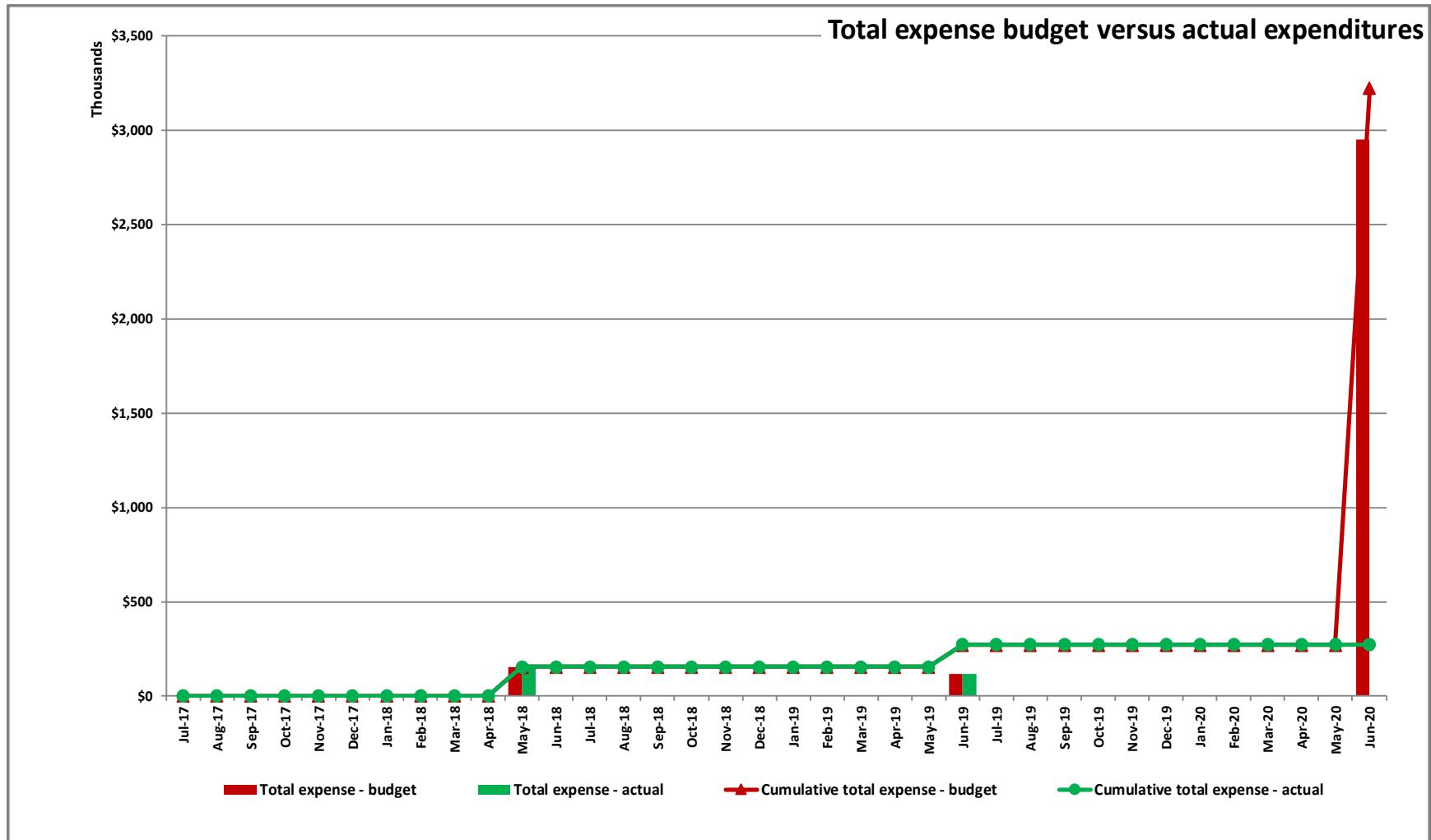
Supporting information



Project budget

Expense funding

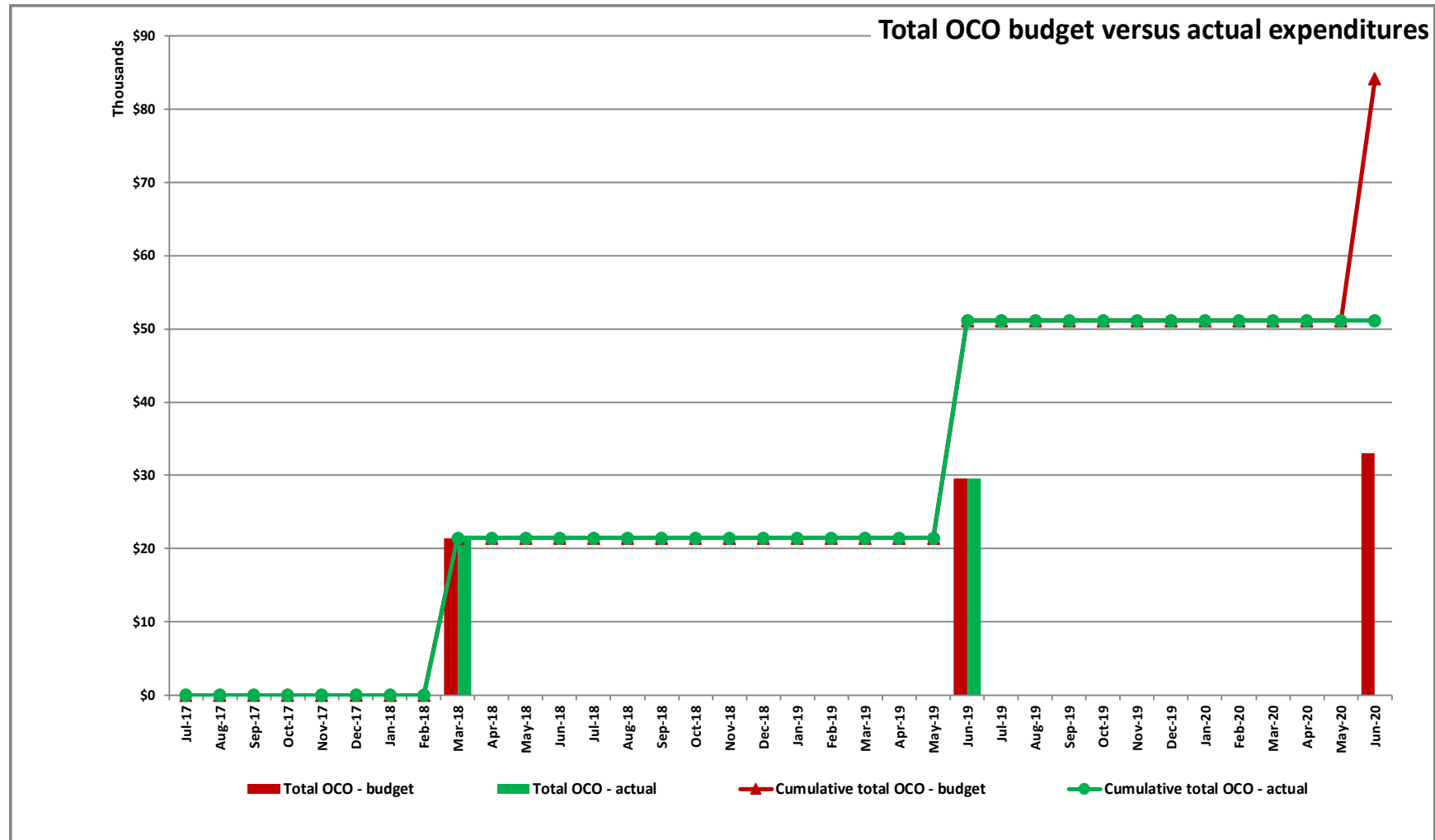
Supporting information



Project budget

OCO funding

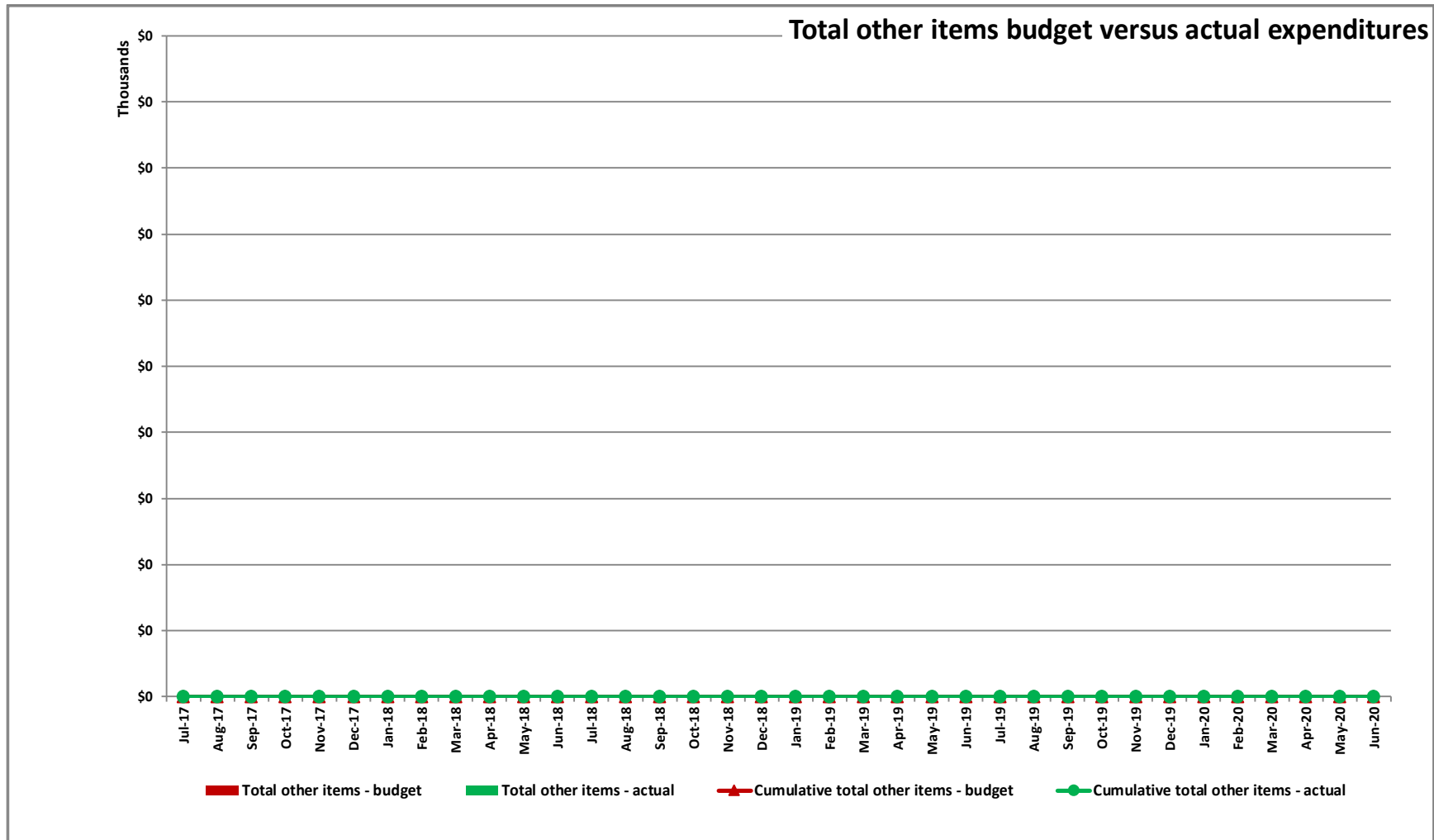
Supporting information



Project budget

Other items funding

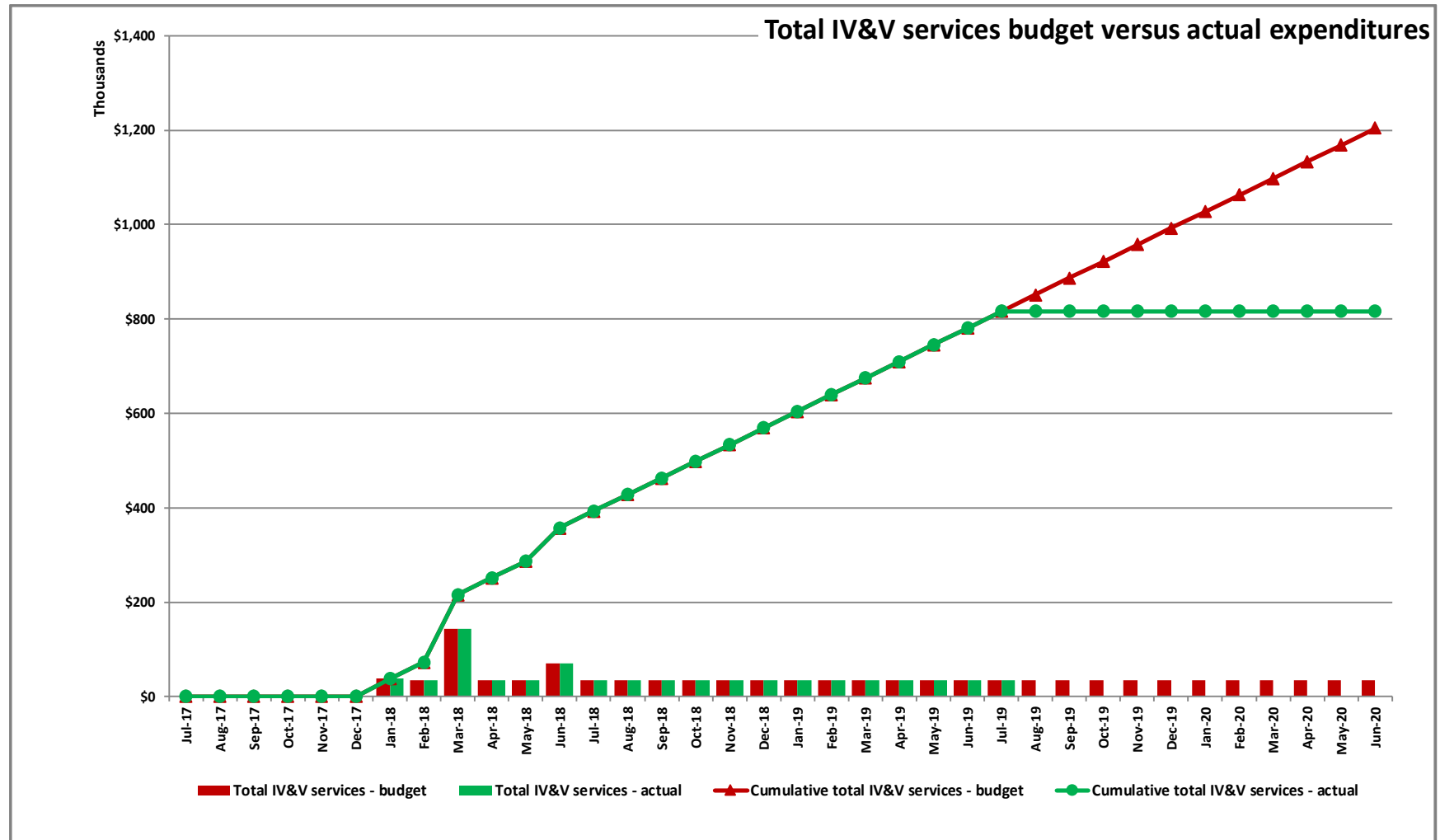
Supporting information



Project budget

IV&V services funding

Supporting information



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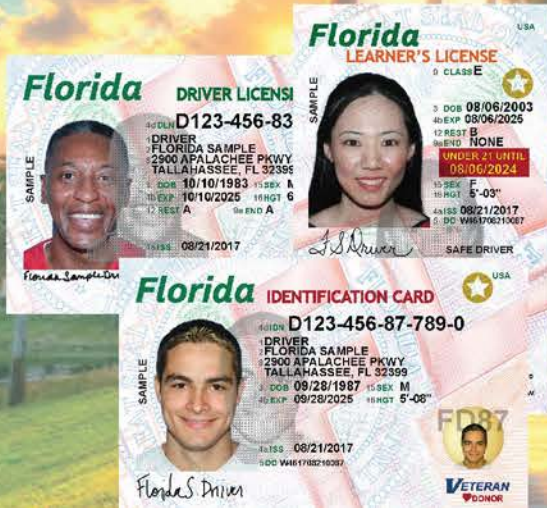
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Motorist Modernization Financials

OCTOBER 3, 2019

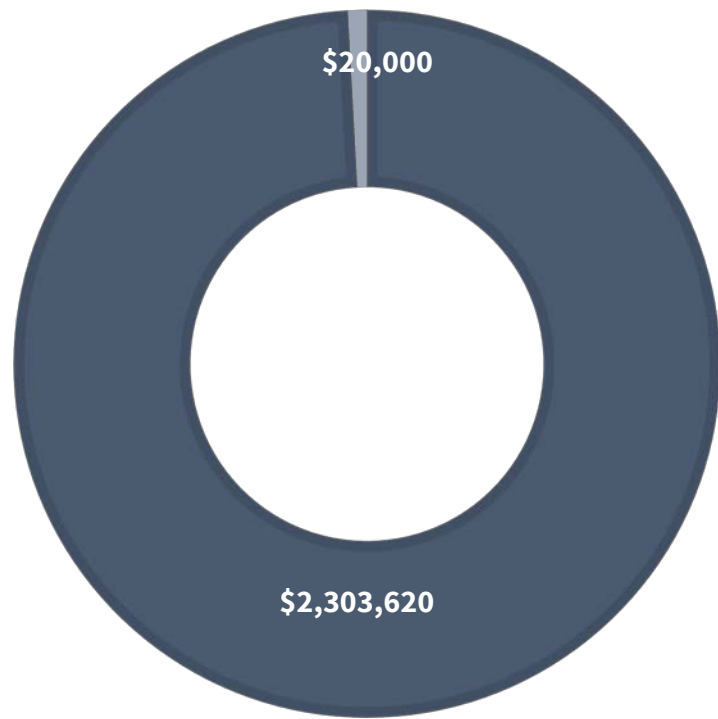


Phase I Total Project

LBR Requests - Updated

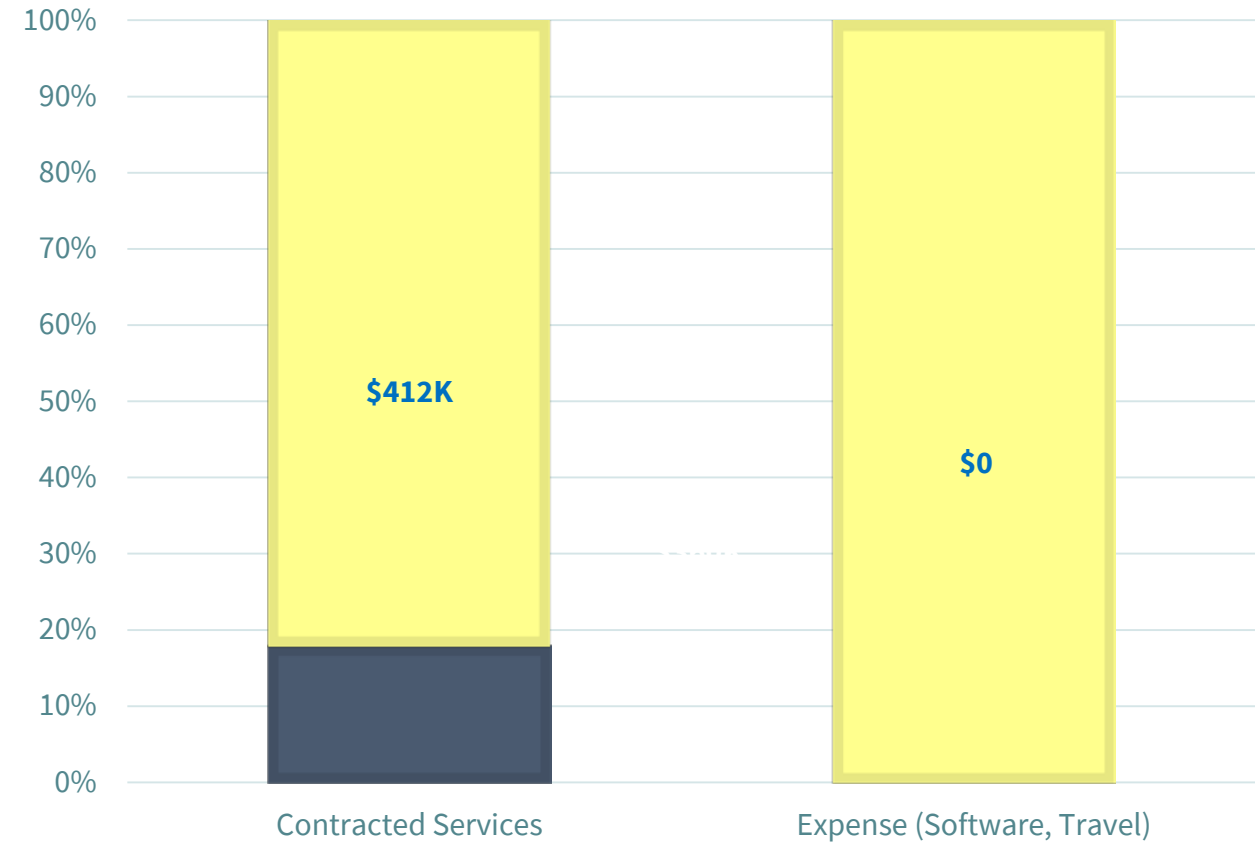
| Fiscal Year | Total Request | Contracted Services | IV&V Services | Expense (Software, Travel, etc.) | OCO |
|-------------|---------------|---------------------|---------------|----------------------------------|-----------|
| 2014-2015 | \$ 2,500,000 | \$ 1,514,762 | \$ 619,186 | \$ 61,478 | \$ - |
| 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

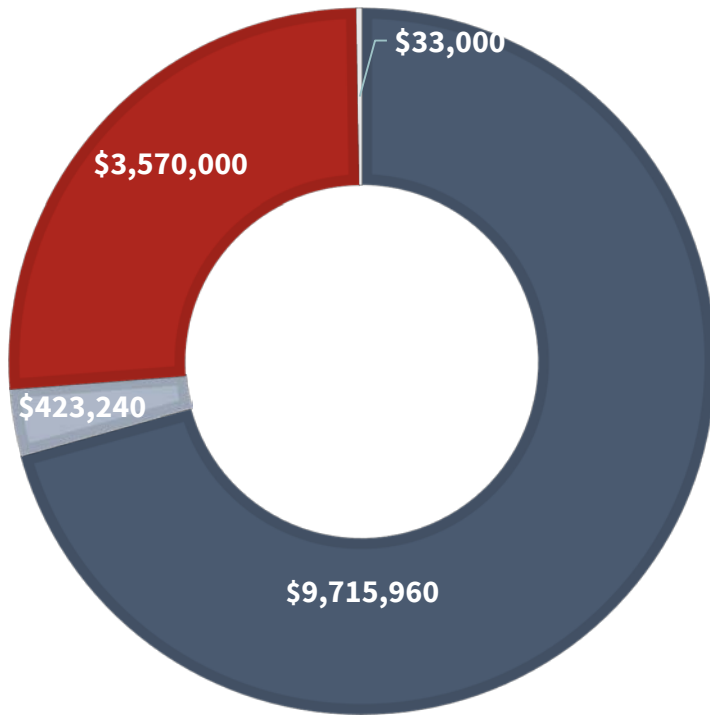
| Fiscal Year | Total Request | Contracted Services | IV&V Services | Expense | OCO |
|-------------|----------------|---------------------|---------------|--------------|------------|
| 2017-2018 | \$ 4,132,180 | \$ 3,575,240 | \$ 357,190 | \$ 179,850 | \$ 19,900 |
| 2018-2019 | \$ 5,037,000 | \$ 4,455,960 | \$ 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

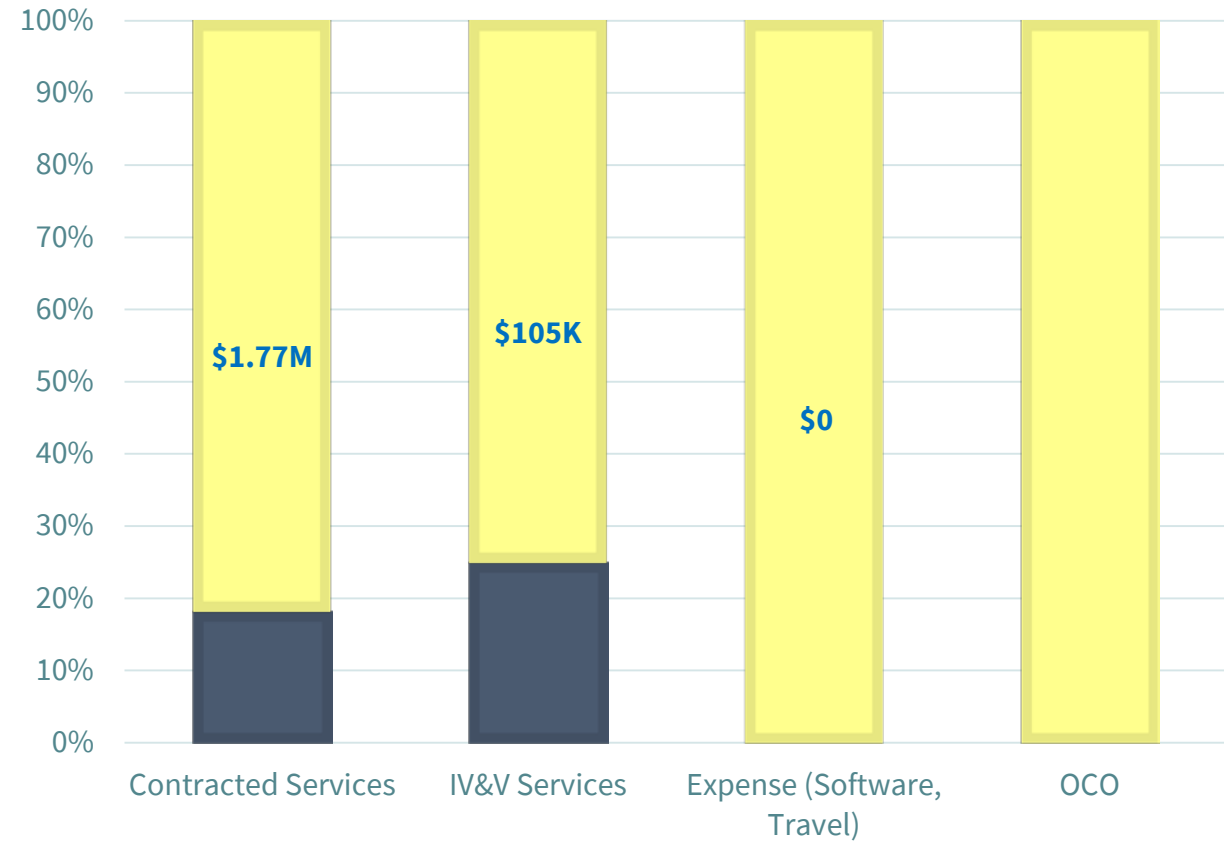
| Fiscal Year | Total Request | Contracted Services | IV&V Services | Expense | OCO |
|-------------|---------------|---------------------|---------------|-------------|-----------|
| 2017-2018 | \$4,132,180 | \$3,575,240 | \$357,190 | \$179,850 | \$19,900 |
| 2018-2019 | \$5,037,000 | \$4,455,960 | \$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



■ Remaining

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 II Communications Plan | | | | | | |
|---|--|-------------------|---|---|--|----------------------------------|
| This plan covers July - December 2019 | | | | | | |
| Organizational Change Management | | | | | | |
| Date/Frequency | Title | Category | Description | Audience | Vehicle | Owner(s) |
| July 25, 2019 | Phase II All-Hands Meeting | Internal/External | Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics. | OMM Team, FLHSMV Staff Members and Tax Collector SMEs | Face-to-Face Meeting/Conference Call | Nathan Johnson |
| July - November 2019 | Motorist Modernization Resources | Internal/External | Developing strategic materials, including posters, bulletin boards and quick facts about the Motorist Modernization Program. | FLHSMV Staff and Tax Collectors | Printed Materials/Electronic Communication | Alexis Bakofsky |
| September 11, 2019 | Phase II Development Kick Off | Internal | Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics. First step prior to the start of sprint planning and development. | FLHSMV Staff | Face-to-Face Meeting/Conference Call | Nathan Johnson |
| 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 |
| Training | | | | | | |
| Date/Frequency | Title | Category | Description | Audience | Vehicle | Owner(s) |
| 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 II Advisory Board | Internal/External | Monthly meeting open to the public to present updates, information and changes to the Phase II 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 II 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 II 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. | 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 Program 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 | Koral Griggs |
| 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. | 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, Citizens | Website | Koral Griggs and FLHSMV Web Team |
| As Necessary | PartnerNet/SafetyNet Webpages | 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 |

| | | | | | | |
|-----------------------------|--------------------|-------------------|--|----------------|----------------------|-----------------|
| July 30 - August 1, 2019 | Visit to Texas DMV | Internal/External | Discussed modernization process with Texas DMV regarding their customer portal. | OMM Leadership | Face-to-Face Meeting | Terrence Samuel |
|-----------------------------|--------------------|-------------------|--|----------------|----------------------|-----------------|