

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, October 10, 2023**  
**2:30 to 4:00 PM**  
**VIA: Microsoft Teams**

**Invitees**

Stephen Boley  
Capt. Jason Britt  
Brett Saunders  
Jay Levenstein  
Steve Burch  
Scott Lunsford  
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
- MM Phase II Program Update
  - Financial Review
  - Project Updates
- Communications Update
- Stakeholder Outreach Update
- Q&A
- Adjourn

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, September 12, 2023**  
**2:30 to 4:00 PM**  
**VIA: Microsoft Teams**

**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:

- Capt. Jason Britt
  - Brett Saunders
  - Jay Levenstein (*absent*)
  - Scott Lunsford
  - Sherri Smith
  - Sgt. Derek Joseph
  - Steve Burch (*absent*)
  - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, Stacey Bayyari, Jessica Espinoza, Laura Freeman, Kristin Green, Kathy Jimenez, Judy Johnson, Patricia Joseph, Scott Lindsay, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Corrine Taylor, and Scott Tomaszewski.
  - Visitors included – Joseph Weldon from Accenture, Margie France with Ernst & Young, Carl Ford with J Ford Consulting, Maurice Bounds with Florida Digital Service, and Lisa Cullen with the Florida Tax Collectors attended. Ben Thames also attended.

**REVIEW OF MEETING MINUTES**

- Rachel Ramos reviewed the meeting minutes from August 8, 2023. No corrections were identified. A motion to approve the minutes was accepted by the board members and the August 8, 2023, meeting minutes were approved.

**PHASE II IV&V UPDATE**

- Margie France presented an overview of the IV&V report for Phase II as of July 2023. The current risk state was green and there were no open deficiencies to report. The project is currently tracking approximately 10 days behind schedule. The project is tracking on budget. Change Requests continue to follow the established change management process. Project risks are holding steady. Turnover and retention challenges for development staff continue to be experienced. Additional monitoring of staffing capacity has been put into place by FLHSMV.

**FINANCIAL REVIEW**

- Judy Moats presented a Phase II financial review. The Phase II budget for the 2023 – 2024 fiscal year is approximately \$9.9 million. Approximately \$908K was expended as of August 2023 with a 0% variance and approximately \$7.7 million in remaining funds.

## **PHASE II PROJECT UPDATE**

- Joseph Weldon discussed Phase II issues impacting the program. These included:
  - Issue 15 – Developer Vacancies – The team has a total of four vacancies.
  - Issue 20 – Phase II Development and Testing Late – The MV Globals team is trending approximately six weeks behind schedule and the Portal team is approximately two weeks behind schedule completing Milestone P.
  - The team is currently testing in Stage with Tax Collector offices for Manatee and Hillsborough Counties. Brevard County will be the next office to begin this testing.
  - The team also continued with User Acceptance Testing (UAT) for MV Inquiry (Release 1) at the end of October 2023.
- Mr. Weldon stated Team A (Title and Registration) are currently working in Milestone P, Sprint 58. They are trending behind on development and testing. A developer from the Operations team has been assisting to improve velocity. SEU continues to support the testing effort.
- Mr. Weldon stated Team B (MV Globals) are also trending behind on development and testing. They are also working in Milestone P, Sprint 58.
- Scott Tomaszewski stated for the IFTA/IRP team, the planned development is completed with developers addressing urgent interface bugs found by the vendor during their testing. The team continues to support testing efforts. The vendor conducted an on-sight visit with the FLHSMV team on August 15 – 17, 2023. They held collaborative sessions focusing on infrastructure roadblocks, data quality challenges, and preparations for the remaining scheduled testing tasks. For COTS configuration, the vendor is reporting 85% completion for System Integration Testing (SIT) with the vendor awaiting business validation for nine Audit bugs. SIT was scheduled to be completed in early August 2023; however, the new target completion date is the end of September 2023. Testing is delayed, as SEU is working on 98 hours of planned testing work and preparing 12 epic features for testing by September 19, 2023.
  - Deliverables for the team included:
    - Deliverable 21 – UAT Completion Report – Targeted for October 23, 2023.
  - Key dependencies for the team included:
    - Stage data being correct to run end-to-end transactions
    - Stage environment not changing during Performance and SIT
  - Key risks and issues for the team included:
    - Risk 129 – After hours support for IFTA/IRP vendor was registered on March 2, 2023, and is being monitored.
    - Risk 29 – Product Owner/SME availability through Go-Live
  - Important activities for the team included:
    - Complete SIT – Tracking 40 days late – Audit is the last main piece to complete.
    - Continue providing support for vendor requested urgent interface bug fixes.
    - Determine approach to complete UAT.
- Mr. Weldon stated for the Florida Smart ID (FSID) team, Thales is currently on-site as production testing continues. They are testing the application through remote enrollment and law enforcement is performing verification checks as well. Additionally, Thales will hold workshops tomorrow to focus on defining Phase 4 scope including: updates related to the user interface and updated AAMVA requirements related to participation in the digital trust service.
  - Important activities for the team included:

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- Release 3 – June 2023
    - Registration/Insurance (HB 0749)
    - Online Authentication
  - TSA Certification – June 29
  - Met with OEM Wallet Vendors – July 2023
  - September 12 – Production Testing
  - September 13 – Workshop with Thales
- Key dependencies for the team included:
  - Keep initial release meaningful but sized for “success” given short timeline.
  - Other vendors are dependent upon Thales Remote Enrollment updates.
- Risks and issues for the team included:
  - Issue 42 – Risk 94 Realized – FSID Onboarding Trending Late
- Michael Anderson stated the Enterprise Content Management (ECM) team completed the MVSCAN production conversion. They are currently comparing the databases to ensure all documents are accounted for and will continue to run a conversion job weekly to capture the new documents created. There are two dependencies requiring implementation prior to production Go-Live. First, the team needs legacy applications to integrate with the Content Service used by ORION to ensure access to all the documents. Once that integration is in place, they can begin testing the updated output files from the scanners in the scanning unit. They are still working through getting that work prioritized and scheduled.
  - Important activities for the team included:
    - MVSCAN production conversion complete
      - Comparing documents across both databases
      - Conversion of new documents will occur weekly until Go-Live
    - Awaiting legacy application integration with the Content Service
    - Scanning unit vendor output file development complete and awaiting legacy application integration prior to testing and implementation
      - Only one scanner in Stage so the team wants to minimize unnecessary rework
  - Key dependencies for the team included:
    - HSMV scanning unit software requires update to output file format for OnBase ingestion prior to Go-Live
    - Legacy application integration with the Content Service prior to Go-Live
  - Risks and issues for the team included:
    - Risk 101 – Delays in configuring new documents in OnBase could cause schedule delays.
- Aundrea Powell stated the MyDMV Portal/Fleet team is currently working in Milestone P, Sprint 53. They are working on testing registration features, developing MV Express Renewal, refining fleet management, and preparing for the military online verification queue. The team also continued to refactor ORION Phase II implementation, develop any bug fixes, and working on registration fees and system flow for registrations based on if the county has upgraded to MV ORION.
  - Important activities for the team included:
    - Continuing design for convenience issuances inventory control and printing
    - MV Check to Production – TBD
    - Providing estimates for adding HOV Decal Issuances to Portal

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- Key dependencies for the team included:
  - There are dependencies on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
  - There are cross-team dependencies on readiness of the code from Teams A and B.
- Risks and issues for the team included:
  - Issue 15 – Two developer vacancies currently open
  - Issue 75 – Secure and production moves added scope to backlog; therefore, pausing the Milestone planned scope and delaying several weeks. This was closed with the approval of Change Request 38 re-aligning Milestones and dates.
- Ann Naiman stated for the Policies and Procedures Manual and User Guides team, there are new assignments for IFTA/IRP, MV Globals and Titles and Registrations focusing heavily on correspondence codes. The team is pausing on the MyDMV Portal User Guide creation to better align with the development team's updated schedule approved by Change Request 38. The Release 1 Pilot User Guide is under formal review. This includes ORION's common and motor vehicle inquiry.
  - Key dates and activities included:
    - MV Procedures, Titles & Registration, MV Globals (Release 1)
      - Draft Due: July 25, 2023
      - Review Due: September 14, 2023
    - MV Procedures, Titles & Registration, MV Globals (Release 2)
      - Draft Due: December 26, 2023
      - Review Due: March 14, 2024
    - IFTA IRP (Release 3)
      - Draft Due: April 23, 2024
      - Review Due: May 21, 2024
    - MyDMV Portal (Release 5)
      - Draft Due: November 8, 2024
      - Review Due: March 21, 2024
    - MV Procedures, Titles & Registration, MV Globals (Release 6)
      - Draft Due: June 7, 2024
      - Review Due: October 15, 2024
  - Key dependencies and assumptions:
    - IFTA/IRP User Guide is dependent on vendor's User Guide due February 23, 2024.
    - User guide development is dependent on ORION's timely development.

## **STAKEHOLDER OUTREACH**

- Catherine Alvarez discussed the meeting with the license plate agencies held in Miami, Florida on August 8, 2023. Members provided an ORION demo focusing on the MV Issuance module, enterprise admin, ORION common, inventory module, MyDMV Portal, and Phase II functionality and other enhancements.
- Ms. Alvarez stated the team also traveled to Orlando, Florida to participate in the Tax Collector Education Forum from August 21 – 24, 2023. The team coordinated a cyber café to provide field users with exposure to the new ORION features related to motor vehicle issuance and

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inventory. There were approximately 20 stations total. The team also discussed the Phase II scope and schedule and presented an overview of Title and Registration issuance services with the IT Coalition as well.

**Q&A**

- There were no questions or concerns from members present.

**ADJOURNMENT**

- Ms. Green adjourned the meeting at approximately 2:50 p.m.
- The next Advisory Board Phase II Meeting is scheduled for October 10, 2023.

**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 (8/8/23)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Traffic Light Report	1 Pages
Phase II Project Updates – State of the State	6 Pages

# Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor  
Vehicles (FLHSMV)

Independent Verification and Validation (IV&V)  
Advisory Board Presentation

10 October 2023



Building a better  
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# Topics for discussion

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- ▶ General IV&V overview
- ▶ Overall risk state and trending

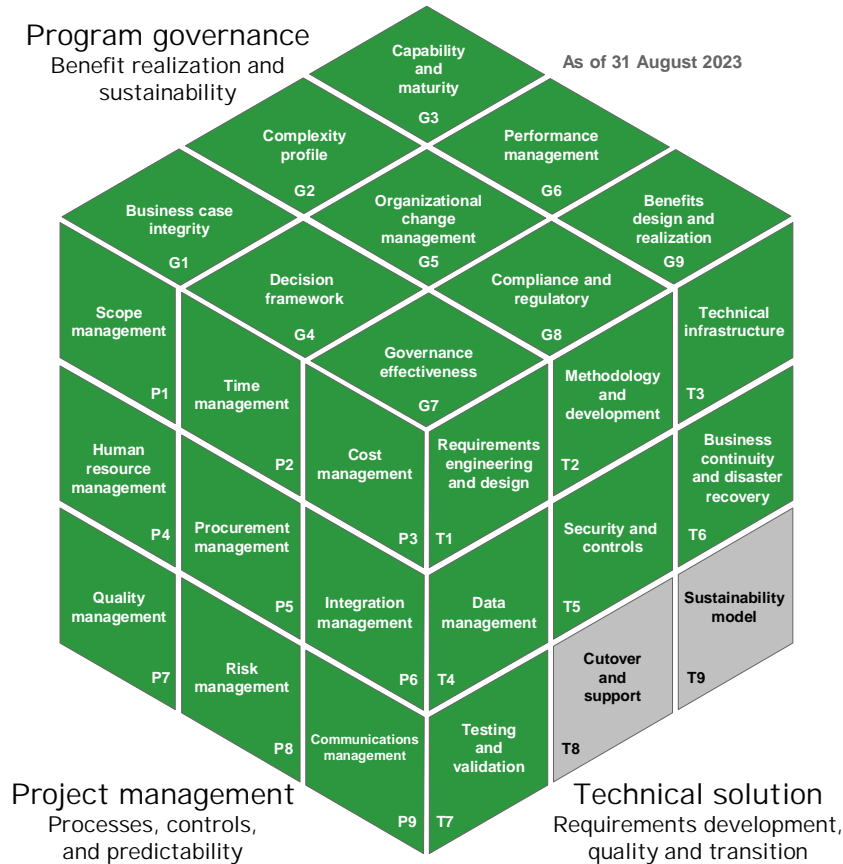


# General IV&V overview

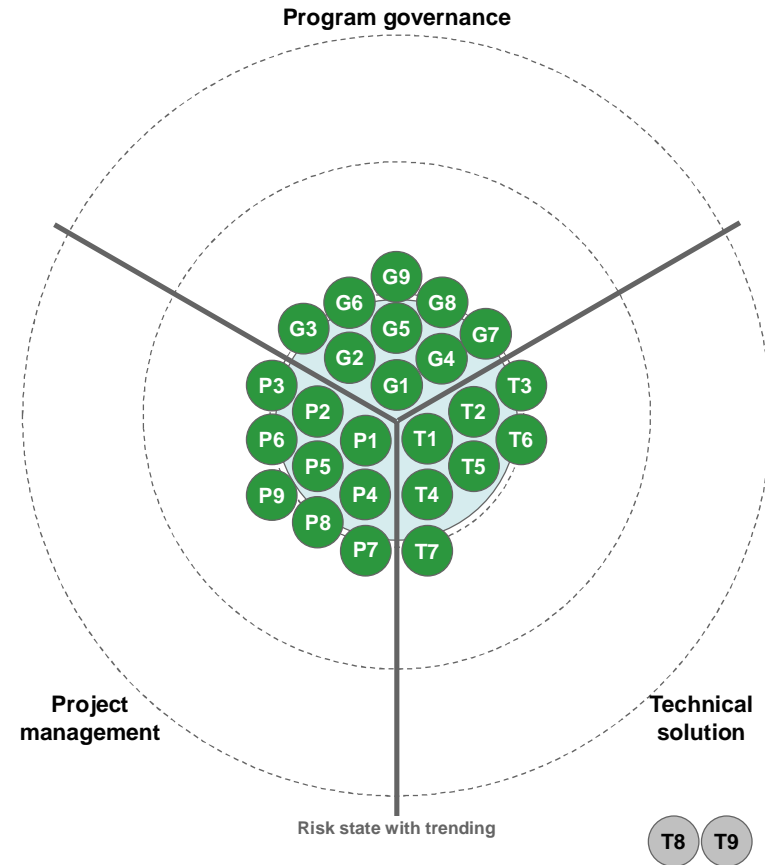
	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Yes ➔	<ul style="list-style-type: none"> <li>Overall project risk state is green – low risk</li> <li>IV&amp;V has no open deficiencies for the project</li> </ul>
	Is the project on time?	Trending late ➔	<ul style="list-style-type: none"> <li>Project is tracking ~8.8 days behind schedule</li> <li>IV&amp;V independently assessed the schedule using industry standard measures</li> </ul>
	Is the project on budget?	Yes ➔	<ul style="list-style-type: none"> <li>Project is tracking on budget</li> <li>IV&amp;V independently assessed budget based on budget and spend data provided</li> </ul>
	Is project scope being managed?	Yes ➔	<ul style="list-style-type: none"> <li>Project scope is managed; Change Requests follow the established change management process</li> <li>IV&amp;V reviews the change management process</li> </ul>
	Are risks being managed?	Yes ➔	<ul style="list-style-type: none"> <li>Project risks are holding steady</li> <li>Turnover and retention challenges for development staff continue; additional monitoring of staffing capacity put in place by FLHSMV; agency hiring freeze remains in effect</li> </ul>





# Overall risk state and trending

## Risk state for MMP2



## 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.

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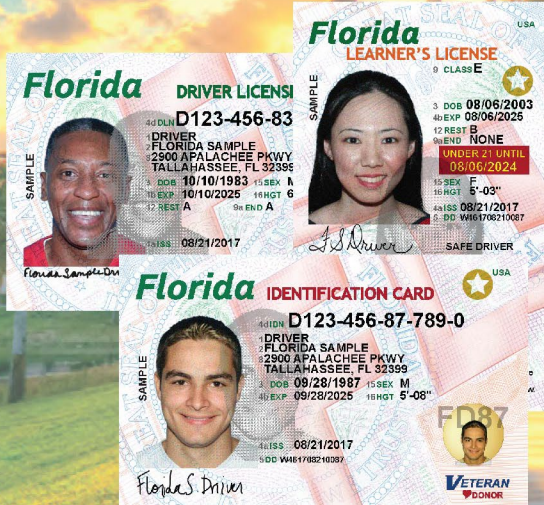
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FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



# Financial Update Motorist Modernization

# Phase II LBR Requests

Fiscal Year	Total Request	Contractual Services	IV&V Services	Expenses	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	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000
2022–2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
<b>2023–2024</b>	<b>\$9,993,740</b>	<b>\$8,883,765</b>	<b>\$299,975</b>	<b>\$810,000</b>	<b>\$0</b>
2024–2025	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
<b>Phase II TOTAL</b>	<b>\$73,266,280</b>	<b>\$60,362,825</b>	<b>\$3,196,605</b>	<b>\$9,592,150</b>	<b>\$114,700</b>

# Phase II Fiscal Year 2023-2024 Spend Plan Summary

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## ❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$6,500,000
• IFTA/IRP/Audit (Celtic Cross Holdings – HSMV-0286-20)	\$855,000
• Enterprise Content Management (Next Phase Solutions – HSMV-0293-20)	\$500,043
• Credential Service Provider/Mobile Driver License (mDL) (Thales – HSMV-0315-20)	\$400,000
• Staff Augmentation	\$615,000
• Contractual Services - Other	<u>\$13,722</u>
	<b>\$8,883,765</b>

❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23) **\$299,975**

❖ **Expense** **\$810,000**

❖ **Total Budget** **\$9,993,740**



# Phase II Fiscal Year 2023-2024

## Budget vs Actual Spending

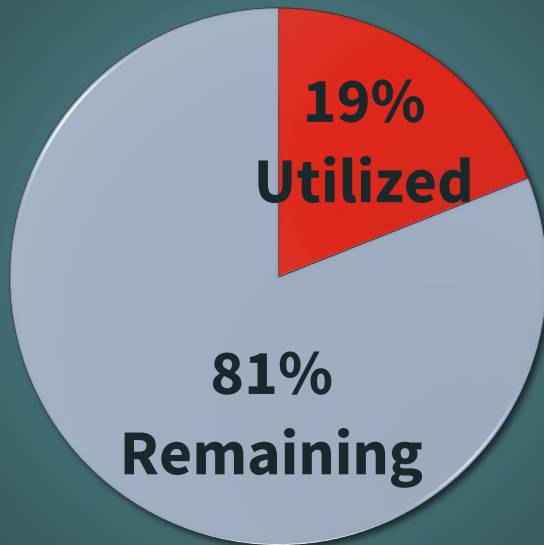
MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
September 2023 Expenditures		\$951,649	\$950,645	0%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$2,865,379	\$2,861,906	0%
Remaining Funds	\$7,131,834			

# Utilized and Remaining Budget

as of

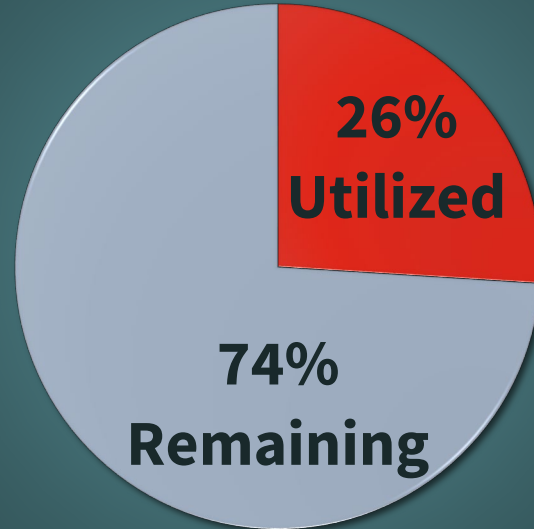
## September 30, 2023

### Contractual Services



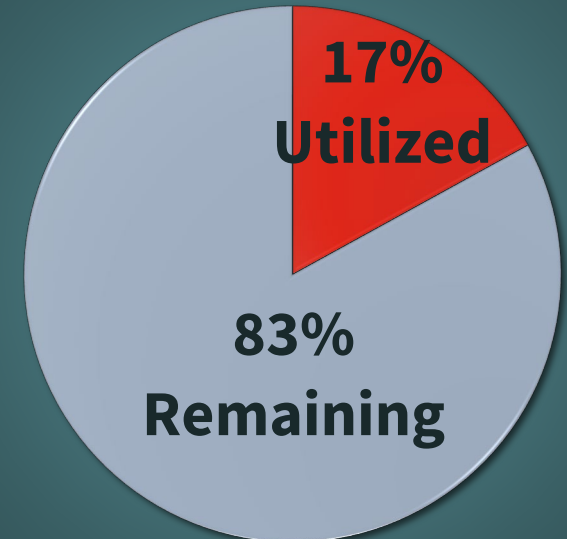
■ Utilized ■ Remaining

### Expense



■ Utilized ■ Remaining ■ ■

### IV&V



■ Utilized ■ Remaining



Phase II - Stoplight Report - as of 09/29/2023

Team A - T&R Issuance

Current Sprint: Sprint 59 (Ends 10/17/2023)



Milestone:	P (10/31/2023)
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Yellow

Q (01/23/2024)
Green
Green
Green
Green
Green

Full Backlog
Yellow
Yellow
Green
Green
Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	1	-	-	0.0%	0.2%
Refinement	98	30	1,356	23.3%	14.8%
Development	32	48	180	3.1%	4.8%
Testing	192	46	1,912	32.8%	29.0%
Done	317	48	2,199	37.7%	47.9%
Blocked	22	48	182	3.1%	3.3%
Total:	662	-	5,829		

Stories	Change	Dev Est	Dev	Stories
111	-	1,845	56.4%	53.1%
68	-	1,228	37.6%	32.5%
-	-	-	0.0%	0.0%
3	-	48	1.5%	1.4%
27	-	148	4.5%	12.9%
-	-	-	0.0%	0.0%
209	-	3,269		

Stories	Change	Dev Est	Dev	Stories
428	-	5,501	25.9%	18.4%
166	30	2,584	12.2%	7.1%
33	-	180	0.8%	1.4%
197	46	1,960	9.2%	8.5%
1,478	48	10,829	51.0%	63.6%
22	48	182	0.9%	0.9%
2,324	-	21,236		

Portal/Fleet Team

Current Sprint: Sprint 54 (Ends 10/19/2023)



Milestone:	P (11/02/2023)
Development:	Red
Testing:	Red
Business Actions:	Red
Technical Debt:	Green
Backlog Health:	Red

Q (01/25/2024)
Green
Green
Green
Green
Green

Full Backlog
Yellow
Yellow
Green
Green
Yellow

	Stories	Change	Dev Est	Dev	Stories
Not Started	95	-	460	48.3%	53.1%
Refinement	15	-	80	8.4%	8.4%
Development	13	-	77	8.1%	7.3%
Testing	15	2	84	8.8%	8.4%
Done	41	43	251	26.4%	22.9%
Blocked	-	1	-	0.0%	0.0%
Total:	179	-	952		

Stories	Change	Dev Est	Dev	Stories
120	-	1,160	99.7%	99.2%
1	-	4	0.3%	0.8%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
121	-	1,164		

Stories	Change	Dev Est	Dev	Stories
343	-	2,820	51.4%	42.1%
16	-	84	1.5%	2.0%
14	1	77	1.4%	1.7%
17	1	86	1.6%	2.1%
424	43	2,417	44.1%	52.1%
-	1	-	0.0%	0.0%
814	-	5,484		

Team B - MV Globals

Current Sprint: Sprint 59 (Ends 10/18/2023)



Milestone:	P (11/01/2023)
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Red

Q (01/24/2024)
Red
Green
Green
Green
Green

Full Backlog
Yellow
Yellow
Green
Green
Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	13	-	200	16.2%	12.7%
Refinement	44	-	572	46.4%	43.1%
Development	5	1	56	4.5%	4.9%
Testing	3	41	32	2.6%	2.9%
Done	33	-	348	28.2%	32.4%
Blocked	4	-	24	1.9%	3.9%
Total:	102	-	1,232		

Stories	Change	Dev Est	Dev	Stories
51	-	1,628	80.9%	78.5%
14	-	384	19.1%	21.5%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
65	-	2,012		

Stories	Change	Dev Est	Dev	Stories
85	-	2,188	21.4%	12.8%
67	41	1,108	10.8%	10.1%
7	1	56	0.5%	1.1%
4	41	32	0.3%	0.6%
498	-	6,836	66.7%	74.9%
4	-	24	0.2%	0.6%
665	41	10,244		

IFTA/IRP

Current Sprint: DEV Support Sprint 14 (Ends 10/03/2023)



Milestone:	O (07/25/2023)
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

Full Backlog
Green
Green
Green
Green
Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	-	-	-	0.0%	0.0%
Refinement	-	-	-	0.0%	0.0%
Development	-	-	-	0.0%	0.0%
Testing	-	-	-	0.0%	0.0%
Done	4	-	210	100.0%	100.0%
Blocked	-	-	-	0.0%	0.0%
Total:	4	-	210		

Stories	Change	Dev Est	Dev	Stories
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
-	-	-	0.0%	0.0%
188	-	5,024	100.0%	100.0%
-	-	-	0.0%	0.0%
188	-	5,024		

Enterprise Team

Current Sprint: Sprint 59 (Ends 10/17/2023)



Milestone:	P (10/31/2023)
Development:	Green
Testing:	Green
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

Q (01/23/2024)
Green
Green
Green
Green
Green

Full Backlog
Green
Green
Green
Green
Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	1	-	n/a	n/a	-
Refinement	-	-	n/a	n/a	-
Development	1	-	n/a	n/a	-
Testing	-	-	n/a	n/a	-
Done	-	-	n/a	n/a	-
Blocked	-	-	n/a	n/a	-
Total:	2	-	-		

Stories	Change	Dev Est	Dev	Stories
-	-	n/a	n/a	-
-	-	n/a	n/a	-
-	-	n/a	n/a	-
-	-	n/a	n/a	-
-	-	n/a	n/a	-
-	-	n/a	n/a	-
-	-	n/a		

Stories	Change	Dev Est	Dev	Stories
57	-	n/a	n/a	48.7%
-	-	n/a	n/a	0.0%
3	-	n/a	n/a	2.6%
-	-	n/a	n/a	0.0%
56	-	n/a	n/a	47.9%
1	-	n/a	n/a	0.9%
117	-	-		

Florida Smart ID

Current Sprint: Phase III - Sprint 15 (Ends 10/31/2023)



Milestone:	E (TBD)
Development:	Green
Testing:	Green
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

Full Backlog
Green
Green
Green
Green
Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	-	-	-	n/a	0.0%
Refinement	9	-	-	n/a	64.3%
Development	-	-	-	n/a	0.0%
Testing	-	-	-	n/a	0.0%
Done	-	-	-	n/a	0.0%
Blocked	5	-	-	n/a	35.7%
Total:	14	-	-		

Stories	Change	Dev Est	Dev	Stories
0	-	n/a	n/a	0.0%
9	-	n/a	n/a	4.5%
0	-	n/a	n/a	0.0%
0	-	n/a	n/a	0.0%
184	-	n/a	n/a	92.9%
5	-	n/a	n/a	2.5%
198	-	-		