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ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Motorist Modernization

Motorist Modernization Advisory Board Monthly Meeting
October 11, 2016
Neil Kirkman Building, Conference Room B-130
2900 Apalachee Parkway, Tallahassee Florida 32399
1:00-3:00 P.M. EST

Invitees	Representing
Deb Roby	DHSMV
Ed Broyles	DHSMV
Kelley Scott	DHSMV
Carl Forney	DHSMV
April Edwards	DHSMV
Beth Allman	Florida Clerk Courts & Comptrollers
Linda Fugate	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

    o Status Update and Financial Review

    o Change Request Review

    o Project Update

- Q&A

- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD
Monthly Meeting Minutes
Kirkman Building Conference Room B-130
September 13, 2016
1:00 p.m. to 1:30 p.m.

WELCOME AND INTRODUCTIONS

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

  Advisory Board Members present included:

    o Beth Allman (via phone)
    o Carl Forney
    o Ed Broyles
    o Deb Roby
    o April Edwards
    o Linda Fugate (not in attendance)

- Other DHSMV members present included: Kristin Green, Jessica Espinoza, Cathy Thomas, Judy Johnson, Laura Freeman, RaeLynn DeParsqual, Scott Tomaszewski and Aundrea Andrades.

- Visitors included: Gary Didio and Alyene Calvo, (Ernst & Young), and Karen McIntyre (AST). Kristin welcomed Gary & Alyene from Ernst & Young and thanked them for joining the meeting.

AGENDA MODIFICATION ADDITION
- Ms. Green highlighted one agenda modification to eliminate the Policy and Decisions Review, as there were no new items or updates to discuss.
- Ms. Green also extended an opportunity for Ernst & Young to provide an update. Mr. Didio indicated there were no current issues or concerns at this time.

REVIEW AND APPROVAL OF THE MINUTES FROM AUGUST 9, 2016
- Ms. Green reviewed the meeting minutes from August 9, 2016. There was one correction noted on page 1. The Review and Approval of the Minutes from April 12, 2016 header should reflect the date of July 12, 2016. A motion to approve the August 9, 2016 minutes with the one identified correction was unanimously accepted by the board members.

STAKEHOLDER OUTREACH UPDATE
- Ms. Green indicated that Mr. Samuel is currently on his way to meet with the Hillsborough County Tax Collector, as well as with an auto dealer to discuss EFS/ETR deployment.   Previously, he met with the Polk County Tax Collector on August 23, 2016 and a private tag agency in Miami/Dade on August 22, 2016.

- Ms. Espinoza provided an update on the Tax Collector Education Forum that was held in Orlando on August 29 thru September 2, 2016.   She indicated that the modernization team provided an

overview of the DL Issuance & Renewal Notification projects. They received positive feedback and comments from the attendees. The Tax Collectors were excited about the program enhancements.

- Ms. Espinoza also provided an update on the follow-up meeting with the Department of State (DOS) Focus Group. They discussed the possibility of sharing voter status and previous address information to help reduce the errors that the department sends back to them when processing motor voter applications. No decision was made by the Department of State and they were going to talk with their upper management and get back with us. No follow up meetings/dates have been scheduled, pending their next communication with us. We will also provide the ESC committee an update on this as well.

- Ms. Green stated that the Monthly Bureau Chief Meeting will be held on Friday, September 16, 2016.

- Ms. Espinoza indicated that there will be an upcoming FHP mini-workshop to provide them with an overview of what is being developed in Phase I to enhance current DL Issuance processes, and give them an opportunity for suggestions, concerns, or questions they might have.

- Mr. Samuel and his team attended a Renewal Notification Focus Group Meeting on August 9, 2016 in Orlando. They met with Tax Collectors to discuss the Renewal Notification process.

POLICY AND DECISIONS REVIEW

- The Senior Business Analysts confirmed that there were no items to review.

PHASE I PROGRAM UPDATE

- Ms. Green indicated that FY 2015-16 spending has been finalized, and that the program is spending within the established budget for FY 2016-17. There is a little variation for the month of August (expended slightly less than planned). This was due to some contracted staff having time off during the Labor Day holiday and Hurricane Hermine office closures. Based on what they billed and the hours they worked, that is where the fluctuation occurred. The program is still within established spending and on track with all deliverables.

CHANGE REQUEST REVIEWS

- Ms. Green explained that per the program's Change Management Process, there are 3 levels of change requests. Level one (1) are low-level requests that fall within the approval authority of the product owner, level two (2) falls into the same category but the change could impact multiple teams and require approval from more than one project owner and level three (3) are the higher-level requests that are submitted for Program Director or ESC approval.

- The project managers reviewed a handout of all level one and level two change requests that have been approved by product owners since the last Advisory Board meeting.
  - Scott Tomaszewski summarized the following change requests.
    - CR #6 regarding agency seized tag receipts. This is a minor planned business requirement modification to create and generate a receipt when seized tags are handed over to state representatives. This was approved.
    - CR #10 – Workflow process change to allow for a comment to be added at the time of correspondence creation. We will modify the system workflow to have the comment field available at the time that a correspondence is created (BOLO already has this feature). Change to existing user story feature. This was approved.

- CR # 16 – Write transactions to hold table for verification. This requires a 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. This was approved.
- Ms. Espinoza provided a review of level three change request number 21 (CR # 31). This is a DL Issuance change request resulting from 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. The estimate to complete the grooming for this change request is approximately 12 hours. The estimate for the development effort is approximately 61 hours. There will be no direct impact to the Phase I budget and it can be performed using existing resources. Kristin indicated that even though this is a level three (3) change request, its classification of Medium falls within the authority of Mr. Samuel to approve.
  - o Question asked: What station is Q09?
  - o Answer: Q09 is an internal office connected to Motorist Compliance.
- No further questions were received and Ms. Green called for the Advisory Board's recommendation to approve CR# 31. A motion to approve was unanimously agreed upon by board members.

DEVELOPMENT UPDATE
- Ms. Espinoza presented a DL Issuance team update on behalf of Joe Weldon who was out of office: The due date for completion of development Milestone A is November 1, 2016. In Sprint 2, testing was not completed due to issue 33 (delayed test environment). The sprint retrospective was held on August 31 and planning for Sprint 3 was performed on August 31, 2016. Due to Hurricane Hermine, the team continued sprint planning on September 6, 2016. The development is in progress right now as we are wrapping up Week 2 of Sprint 3 and are scheduled for demo, retrospective and Sprint 4 planning next week.
- Ms. Green indicated that the testing environment is currently available. The majority of the testers have confirmed access to the testing environment. This will allow the team to experience better progress with completing Sprints.
- Ms. Andrades presented a MyDMV portal update: The team ended Sprint 2 on August 30th with the demo and retrospective. We began Sprint 3 on August 31, 2016 and that Sprint will end on September 20, 2016. In Sprint 3, we're carrying all of the previous backlog items over for testing. This includes the dashboard, customer alerts and address verification. In Sprint 3, the two new functionalities that we're picking up are MyDMV portal, which is the log on and authentication of entering portal as well as the account profile.
- Mr. Tomaszewski presented a FR/Motorist Maintenance team update: What was included in Sprint 3 was motorist services work which is a huge part of the backend process. In addition, we picked up 16 authorization user stories that are on our milestone objective. The testing environment was brought up on September 12, 2016 and all Sprint testing tasks were carried over into this Sprint. We will most likely to have carry over into the following sprints in order to catch up. There were extra hours made available by the testers and in addition, we have a catch up (HIP) Sprint after Sprint 4 to make sure we address any open and outstanding Sprint testing that we might have missed. No new risks this current reporting period. No change requests

were received and FR will start development January 2017 according to the Release Plan Deliverable 25.

- Ms. DeParsqual presented updates for Renewal Notification and CDLIS/Citation Processing teams:
  - o Both teams are currently in the second week of Sprint 3. Both teams were impacted due to issue 33, (the testing environment) and issue 37 which was Hurricane Hermine. Renewal notification is currently working on common rules and motor vehicle functional areas. Our first milestone is in January 2017. We were able to close our risk REN06, as Bradford Cote has been named our new developer for Renewal Notification. There are still some change requests in analysis at this time, due to the Tax Collector meeting held in August. We will be presenting those change requests in the next month or so. Some of them are Level 2 and some will be escalated to a Level 3.
  - o Current work is occurring in the CDLIS updates functional area. There is a change request in place to re-align the development order of CDLIS/CP due to technical dependencies. As far as risks, we had an FTE developer resign. He will continue to work through the current Sprint. That brings our total to being short two developers. We' are looking to fill these resources as soon as possible.

Q&A
- Question from Mr. Didio: What's the velocity and the burndown looking like for Sprint 3 and how well are the teams performing and where are you on your schedule?
- Response from Ms. Green: We are delayed at this time due to the challenges we've experienced. We believe we will get a good read starting this next Sprint on our velocity and burndown now that the testing environment problem has been resolved. Ms. Green indicated that Accenture provides charts and graphs regarding development status as a part their weekly status reports.

ADJOURNMENT
- The meeting was officially adjourned at approximately 1:26 p.m.
- The next Advisory Board Meeting is scheduled for Tuesday, October 11, 2016 from 1:00 p.m. to 3:00 p.m.

Motorist Modernization Advisory Board Meeting

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, 8/9/16	6 pages
MM Phase I Decisions	5 pages
MM Phase I Level I and II Approved Changes 08302016	1 page
CR# 31 – MM Phase I – Create Financial Transaction Approved	3 pages

Motorist Modernization - Phase I
FY 2016-2017 Spend Plan
August 2016

Project Cost	Deliverables	Total Budget	July Budget	July Actual	Aug Budget	Aug Actual	Sep Budget	Sep Actual	Oct Budget	Oct Actual	Nov Budget	Nov Actual	Dec Budget	Dec Actual	Jan Budget	Jan Actual	Feb Budget	Feb Actual	Mar Budget	Mar Actual	Apr Budget	Apr Actual	May Budget	May Actual	Jun Budget	Jun Actual	Budget to Date	Actual to Date	Variance to Date	Total Project Budget	Total Project Actual	Total Project Variance
OPS Staff		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
OPS Staff (rate per hour includes 7.65% benefit costs)																																	
DHSMV Staff - Salary & Benefits		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Contracted Staff/Services		$ 8,676,000	$ 260,940	$ 260,940	$ 653,273	$ 647,503	653,273	$ 658,975	$ 853,277	$ -	$ 653,273	$ -	$ 860,273	$ -	$ 653,273	$ -	$ 853,273	$ -	$ 653,273	$ -	$ 853,273	$ -	$ 653,273	$ -	$ 1,075,326	$ -	$ 1,567,486	$ 1,567,418	$ 69	$ 8,676,000	$ 1,567,418	$ 7,108,583
Accenture - Support Service RFQ 020-15 (FY16-17)		$ -																														
Monthly Legislative/Governance Status Report	4	$ 440,000			$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000							
Lessons Learned	47	$ 14,000											$ 7,000												$ 7,000							
Updated System Specification Documents	48	$ -																														
Updated Synchronization Process Design Documents	49	$ 200,000											$ 200,000																			
Updated Modernization Development/Test Database Model	50	$ 200,000							$ 200,000																							
Updated Migration Plan	51	$ 200,000													$ 200,000																	
Motorist Modernization Milestone Release Report	52	$ 5,775,000			$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000							
As-Built Solution Overview Report	53	$ 221,000	$ 221,000	$ 221,000																													
Initial Technical Architecture Documents	54	$ 200,000																					$ 200,000									
Updated Technical Architecture Documents	55	$ -																														
Renewal Implementation Plan	56	$ -																														
Pilot Implementation Plan	57	$ -																														
Statewide Roll-Out Implementation Plan	58	$ -																														
RFQ 033-16; RFQ 034-16 - Contracted Services - Staff		$ 580,000			48,333	$ 42,563	48,333	$ 54,035	$ 48,337		48,333		48,333		48,333		48,333		48,333		48,333		48,333		96,666							
Contracted Services		$ 366,720																							366,720							
Ernst & Young - IV&V Services RFQ 019-15 (FY16-17)		479,280	39,940	39,940	39,940	39,940	39,940	39,940	39,940		39,940		39,940		39,940	$ -	39,940	$ -	39,940	$ -	39,940	$ -	39,940	$ -	39,940	$ -						
Expense		$ 71,600	$ -	$ -	$ -		$ -		$ -		$ -		$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	71,600	$ -	$ -	$ -	$ -	71,600	$ -	71,600
OCO		$ 1,751	$ -	$ -	$ -		$ -		$ -		$ -		$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	1,751	$ -	$ -	$ -	$ -	1,751	$ -	1,751
Other Items		$ -	$ -	$ -	$ -		$ -		$ -		$ -		$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total Costs		$ 8,749,351	260,940	260,940	653,273	647,503	653,273	658,975	$ 853,277	$ -	653,273	$ -	$ 860,273	$ -	653,273	$ -	853,273	$ -	653,273	$ -	853,273	$ -	653,273	$ -	1,148,677	$ -	1,567,486	1,567,418	69	8,749,351	1,567,418	7,181,934
Progress Payments			$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -

Total Project Budget	$ 8,749,351
Total Amount Spent To Date	$ 1,567,418
Total Amount Remaining	$ 7,181,934

General Information	
Project Name	Motorist Modernization Phase I – DL Issuance
Change Requested By	Joe Weldon, DL Issuance Project Manager
Product Owner	Dana Olvera
Date Requested	8/12/2016

Change Request #	30
Change Request Information (completed by the requestor)	

Description: This change request would:

1) Move Motor Voter screening questions (Country of Birth, State of Birth, FL Residency) from the Personal Information screen to the Identification Documents screen
2) Add question, "Would you like to apply for or change your voter registration?" to Capture Summary screen
3) Based upon answer to Motor Voter screening questions:
    a. Send Motor Voter Application Type to the signature pad for the customer to select and send back to the Examiner
    b. Send the list of current political parties to the signature pad for the customer to select and send back to the Examiner
4) Move Motor Voter screen after Capture screen in the work flow (see embedded file below)

License Issuance.pdf

5) Move Motor Voter Oath to Transaction Review

This request would involve creating/modifying the following stories:

Proposed Stories - CR30 - Motor Voter Party Affiliation Sig Pad	Functional Area
Motor Voter Party Affiliation Sig Pad	Motor Voter
Modify RQ24156 - Motor Voter During Issuance	Motor Voter
Modify FR9826 - Create "Personal Information - ID" Screen	Personal Details
Modify FR8517 - Create "Personal Information - ID" Screen	Personal Details
Modify FR8679 - Create Identification Documents Screen	Identification Documents
Modify FR22740 - Display Identification Documents screen for Non-Immigrant	Identification Documents
Modify FR22739 - Display Identification Documents screen for Immigrant	Identification Documents
Modify FR22741 - Display Identification Documents screen for Citizen	Identification Documents

Classification Critical : ☒   Medium : ☐

Business Need / Justification (completed by the requestor)

Description: This change request results from meeting with Department of State and Supervisor of Elections. They want to create functionality to allow customers to select their voter party on the signature pad when submitting a voter application via the DL Issuance application. The intent is to reduce the amount of user errors created and place the onus on the customer for voter party accuracy.

Impact Analysis (completed by ISA)

Specific Requirements Definition: Additional refinement sessions are needed to complete these user stories.

Completed by: Joe Weldon

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

Proposed Stories - CR30 - Motor Voter Party Affiliation Sig Pad	Functional Area		Grooming	Test Case Creation	Total Hours
Motor Voter Party Affiliation Sig Pad	Motor Voter		4	4	8
Modify RQ24156 - Motor Voter During Issuance	Motor Voter		2	2	4
Modify FR9826 - Create "Personal Information - ID" Screen	Personal Details		2	2	4
Modify FR8517 - Create "Personal Information - ID" Screen	Personal Details		2	2	4
Modify FR8679 - Create Identification Documents Screen	Identification Documents		1	2	3
Modify FR22740 - Display Identification Documents screen for Non-Immigrant	Identification Documents		1	2	3
Modify FR22739 - Display Identification Documents screen for Immigrant	Identification Documents		1	2	3
Modify FR22741 - Display Identification Documents screen for Citizen	Identification Documents		1	2	3
			14	18	32

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

User Story	Task Type	Effort	Task Effort	Story Effort
Motor Voter Party Affiliation Sig Pad				36
	UI Page - New	Medium	24	
	Plumbing - New	Extra Small	4	
	Business Service - New	Small	8	
Total Additional Hours				36

Development of this change request would be considered and prioritized in the backlog of DL

Issuance changes. This may impact other functionality being completed based upon the prioritization.

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.

An approval of this CR does not require a contractual amendment if the grooming, test case writing and development estimate validations are completed as part of Phase I software development.

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: Without this functionality, users will continue to select the voter party; the customer may review and accept it on the signature pad.

Completed by: Joe Weldon

Change Control Board Recommendation
Decision: ☒ Approve ☐ Reject ☐ Defer ☐ N/A
Comments: Recommendation to approve CR30 unanimously accepted by CCB members on 8/15/16. Resubmission of CR30 was unanimously accepted by CCB members on 10/10/16.

Advisory Board Recommendation
Decision: ☐ Approve ☐ Reject ☐ Defer ☐ N/A
Comments:

Executive Steering Committee Decision
Decision: ☐ Approve ☐ Reject ☐ Defer
Comments:

Executive Steering Committee Member	Signature	Date
Terry Rhodes Executive Director, DHSMV		
Diana Vaughn Deputy Executive Director, DHSMV		

Robert Kynoch Director of Motorist Services, DHSMV		
Boyd Dickerson-Walden Chief Information Officer, DHSMV		
Felecia Ford Chief, Bureau of Administrative Review DHSMV		

#	Title	Brief Description	Source	Notes	Internal Review Status	Internal Status Date	Estimated Effort	Project Team	Level	Approver per Governance	Decision	Date Approved/ Deferred/ Rejected
PMCR-2	Create Financial Transactions	The Mainframe batch job that currently posts Revenue Transactions for 'X' & 'Q09' Stations to Revenue Tables has been archived by FR. This data is needed for revenue reporting. It must be replaced with a .NET job to pull the transactions, write them to the new tables.	Gap Review /Estimation	**7/26/16:** Working with Natasha on level of effort. Probably a Level II **08/30/16 Meeting Update:** Changed to Level III CR 31. **09/20/16:** Approved by CCB. Routed for PgM Director signature on 9/26/16.	Escalated to Level III	8/30/2016	11 Hrs - Refinement & Test Case 44 Hrs - Development **55 Hrs - Total**	DL	III	Program Director	Approved	9/26/2016
PMCR-20	Renewal Notification File	Change alert if the vendor has not picked up from 7 business days to 5 business days	TC Meeting	**08.09.16** Identified per the REN Tax Collectors Focus Group Meeting. **8/30/16:** Estimates pending.	Approved	9/26/2016	1 hour for Refinement	Renewal	I/II	Product Owner/Project Manager	Approved	9/26/2016
PMCR-24	Renewal Notification - No-fee error messages - Discontinued Plates	Include a drop down list on the county maintenance screen to prevent no-code errors on discontinued plates: o Sunshine State o State Motto o Florida Regular	TC Meeting	**08.09.16** Identified per the REN Tax Collectors Focus Group Meeting. **8/30/16:** Estimates pending. **10/4/16:** Product owner verified impact to single team and existing user story. Product owner approved.	Approved	10/4/2016	Grooming Est**. 2hrs** Development Est. **20hrs** Total **22 hours**	Renewal	I/II	Product Owner/Project Manager	Approved	10/4/2016
PMCR-27	Modify Name History Screen to modify office column to display out of state two character value when record is associated with out of state customers.	On the Name History Screen there is currently a column for Office where the Florida office responsible for the issuance is displayed. In the case of OOS AKA data, it would be helpful if this field accommodated the STATE of issuance as well. Please edit the Office column to be the Office/State column and display the office ID for Florida DL and the State for cross reference DLs displayed.	New Requirement	8/18/16 - MM Developers have indicated this is a complex and potential risk to system performance and would need more in-depth research. This information can be obtained from other sources and is also similar in nature to CR 28 Modify License & ID Screen. **08/30/2016 Meeting Update:** Waiting on Estimate	Approved	8/30/2016	3.5 Hrs - Write Test Case (2), create test data (.5), and execute tests (1). No changes to UI Page 7 Hrs Development (changes to the business services, entity properties, helper service and stored procedures). **10.5 Hrs - Total**	MM	I/II	Product Owner/Project Manager	Approved	9/26/2016
PMCR-28	Modify License and ID Screen to show all Out of State License records are displayed on the page.	On this screen, currently, only one Out of State License is displayed. Where there is more than one, OOS license, display them all. Currently, the system filters on the most recent OOS record and displays it.	New Requirement	**08/31/2016 Update:** According to technial SME, License data is only purged when the complete driver record (person) meets the purge criteria. **08/30/2016 Meeting Update:** Waiting on follow-up of time period to purge AKAs	Approved	8/30/2016	20 Hrs - Refine Test Cases, create Test Data and Execute Test Cases. 36 Hrs - Development (package update, User Control and expanded functional testing). **56 Hrs - Total**	MM	I/II	Product Owner/Project Manager	Approved	9/26/2016

#	Title	Brief Description	Source	Notes	Internal Review Status	Internal Status Date	Estimated Effort	Project Team	Level	Approver per Governance	Decision	Date Approved/ Deferred/ Rejected
PMCR-29	Motorcycle License Plates fees	Motorcycle - if at least 1 of the registrants is under 21, a fee is calculated using the under 21 license plate code. If all of the registrants are over 21 we calculate the fee using the 21 and over license plate code.	TC Meeting	**08/29/16:** Approved by BA, Product Owners and Lead Dev. No estimates provided. **08/30/2016 Meeting Update:** Waiting on Estimate **10/4/16:** Product owner verified impact to single team and existing business rule. Product owner approved.	Approved	10/4/2016	Grooming Est. **2hrs** Development Est. **20hrs** Total **22 hours**	Renewal	I/II	Product Owner/Project Manager	Approved	10/4/2016
PMCR-37	Reorder County Dropdown List	**FR8018** - county dropdown list on the Customer Inquiry screen should be alphabetized	Sprint Review	**10/4/16:** Product owner verified impact to single team and minor impacts to existing user story. Product owner approved.	Approved	10/4/2016	.25 Hours - Refinement .5 Hours - Development .5 Hours - Test **1.25 Hours Total**	DL	I/II	Product Owner/Project Manager	Approved	10/4/2016
PMCR-38	Change "Alert" to "Message"	**FR8492** - change "Alert" to "Messages" on header and column names in grid to be consistent	Sprint Review	**10/4/16:** Product owner verified impact to single team and minor impacts to existing user story. Product owner approved.	Approved	10/4/2016	.25 Hours - Refinement .5 Hours - Development .5 Hours - Test **1.25 Hours Total**	DL	I/II	Product Owner/Project Manager	Approved	10/4/2016
PMCR-39	Move Hyperlink on Customer Inquiry and Transaction Queue	**FR8018 & FR9235** - move hyperlink from DL/ID number to Customer name	Sprint Review	Business rule and Test Update ONLY. **10/4/16:** Product owner verified impact to single team and minor impacts to existing user story. Product owner approved.	Approved	10/4/2016	.25 Hours - Refinement .5 Hours - Test **.75 Hours Total**	DL	I/II	Product Owner/Project Manager	Approved	10/4/2016
PMCR-40	Add Ability to Reprint CDL Withdrawal Letter from Sanction Screen	FR9843 - Add hyperlink to Description/Details column for CDL Withdrawals that will open an image of the letter that was sent to the customer (if saved on the DB)	Missed Requirement	**10/4/16:** Product owner verified impact to single team and minor impacts to existing user story. Product owner approved.	Approved	10/4/2016	.25 Hours - Refinement .5 Hours - Test 2 Hours - Build **2.75 Hours Total**	DL	I/II	Product Owner/Project Manager	Approved	10/4/2016