A SAFER FLORIDA

HIGHWAY SAFETY AND MOTOR VEHICLES

Motorist Modernization Phase I

Office of Motorist Modernization

Advisory Board

Monthly Meeting

October 13, 2015

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Motorist Modernization Advisory Board Monthly Meeting

October 13, 2015

Kirkman Building, Conference Room B130
1:00 PM – 3:00 PM

Invitees	**Representing**
Deb Roby	DHSMV
Ed Broyles	DHSMV
Steven Fielder	DHSMV
Carl Forney	DHSMV
April Edwards	DHSMV
Beth Allman	Florida Clerk Courts & Comptrollers
Linda Fugate	Florida Tax Collectors

Agenda Outline

- Roll Call

- Welcome

- Review and Approval of Last Meeting Minutes

- Policy and Decisions Review

- MM Phase I Program Update

  o Status Update and Financial Review

  o IV&V Deficiencies

  o Requirements Validation Update

- Communications Update

  o Organizational Change Management

- Q&A

- Adjourn

Motorist Modernization Advisory Board
Monthly Meeting Minutes
Kirkman Building Conference Room B-130
September 8, 2015
1:00 p.m. to 3:00 p.m.

Welcome & Introductions

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

  Advisory Board Members present included:
  - Deb Roby
  - Ed Broyles
  - Stephen Fielder
  - April Edwards
  - Beth Allman
  - Linda Fugate (not present)

  Advisory Board Members not present included:
  - Linda Fugate
  - Katherine Sanders is no longer employed with DHSMV. A replacement Advisory Board Member is pending.

- Other DHSMV members present included: Terrence Samuel, Kristin Green, Wendy Ling, Catherine Thomas, Jessica Espinoza, Judy Johnson, Samadhi Jones, Janis Timmons, and Kathlene Crowe.

- Visitors included: Damaris Reynolds (Office of General Counsel) and Michael Saman (Auto Data Direct).

- Ms. Green briefly reviewed the topics from the August 11, 2015 meeting minutes. She reminded the members to let her know if they would like access to the shared Legislative website. There were no comments on the meeting minutes. Mr. Fielder motioned to accept the minutes. Mrs. Edwards seconded. The minutes were accepted unanimously.

- Mr. Samuel provided an update on the Tax Collector Annual Education Forum. A few members of the OMM team participated and provided an update on project deficiencies, as well as an overview of Driver License Issuance, Electronic Filing System (EFS), Capture, the new Portal and the Renewal System.

MM Phase I Program Update

- One week before last, Mr. Samuel, Ms. Green and a few other members of the OMM team presented a project update to the legislative staff. The meeting went well. The legislative staff appreciated the progress made with addressing the IV&V deficiencies. They also commented that the program spend plan's revised format was easier to follow and understand where the money is being spent. OMM received a thank you note from Denise Potvin afterward.

Overview of ESC approved schedule changes

- Ms. Ling provided an overview of the schedule changes. She referenced the Change Request handout. The changes to the schedule were based on the revisions to the support services contract. Also, the Schedule IV-B and LBR request were updated for the fiscal year 16/17.

- Item 1: One of the first revisions in the master schedule change request was associated with the lessons learned deliverables. Per the contract amendment with Accenture, the dates for these items have been adjusted. Deliverables 8C and 8D were originally due on the same day, September 3rd. This was an oversight and the dates have been amended.

- Item 2: In concert with the contract amendment, deliverables 20 – 46 were included and updated as part of the overall program schedule. Deliverables 20 - 46 are the new deliverables for this fiscal year. The finished dates that were included reflect the planned acceptance date by the Department. The review cycles have been included in the overall schedule with additional tasks and line items. The overall schedule was completely re-baselined with the information, pending approval by the Executive Steering Committee (ESC).

- Item 3: Due to reworking some of the items and the changes from the contract amendment, there were a few line item tasks that changed and amended for logic purposes. Some of the changes included the procurement for replication tool, the team foundation server configuration, and the activities under the Development Foundation Support shifted because development will not be completed in this fiscal year.

- The purpose of labeling in the schedule is to ensure there is a 1:1 ratio to all of the deliverables in the contract amendment so it would be easy to review and reference. The deliverables are explained in detail in the contract amendment.

- The Requirements Validation will require more detail such as task level information and etc. In addition, the organizational change management items were added as a result of the IV&V Deficiency report. Deliverables numbers 20-22 were a part of the organizational change management. Ms. Timmons pointed out that the liquidated damages increased for the three deliverables due to size.

- Mr. Samuel explained there was a deficiency related to the organizational change management. Since Accenture was already on board and doing other work for us, it was determined that they would support OCM activities and development of deliverables. There are things that will change as a result of Motorist Modernization. There will be new groups

that will be created, the requirements to keep blueprint updated, and etc. Ms. Jones will be the agency's representative working with Accenture on the Organizational Change Management (OCM).

- Mr. Fielder inquired about the corresponding information between the change request form and the different documents. Ms. Ling explained that the detailed program schedule has the breakout of all of the functional areas that will be addressed for each deliverable. Mr. Fielder and Ms. Allman wanted to verify they could trace deliverable due dates between the contract amendment and re-baselined program schedule. Key milestones in the re-baselined program schedule correspond directly to the deliverables detailed in the contract amendment.

- Mr. Samuel said the team assessed everything that would be completed for the rest of the fiscal year that would involve procurement and legal. Mr. Samuel will meet with Mr. Fielder on the Request for Information (RFIs) dates that will take place between now and June 30, 2016.

- Ms. Timmons gave an overview of the spend plan. Mr. Fielder asked to know why the $5.5 million contractual services budget does not include IV&V. Ms. Ling and Ms. Timmons clarified where the information was located on the spend plan.

Project Deficiencies

- Ms. Green provided an update on project deficiencies. It was reported that one deficiency was closed at the last meeting; since then 3 more were closed; Deficiencies 1-4 are closed. The cube reflects the update with more areas filled in green. The August Monthly Assessment Report will show 5 deficiencies closed. The team is working aggressively to close deficiencies 5 and 7. There is a rigorous deadline based on the condition of the program's appropriations for this year to close the remaining two deficiencies 5 and 7. Deficiency 5 is associated with performance tracking and reporting. Deficiency 7 is associated with Schedule IV-B updates. The Department is on track to close all 7 deficiencies by the end of September. The deficiency numbering is reflective of priority. This ordering was recommended by Ernst and Young.

Requirements Update

- Mr. Samuel announced that since the last meeting, Jessica Espinoza and Cathy Thomas have been promoted as Sr. Business Analysts. There are five different teams working on requirements validation (grooming). Each of those teams have a team leader, scrum master, product owner (responsible for the system), etc. There are many requirements that each of the teams have to go through. The team verifies linkage to statutes, rules and policies.

- Ms. Espinoza provided a status update for Driver License issuance. The DL Issuance team started meeting on August 11th. The team held 15 meetings to date; 7 of the meetings were for Motorist Maintenance (3 pre-grooming and 4 grooming).

    o The stand-up meetings for DL Issuance begin at 8:45 am for 15 minutes in room B220.

- o Motorist Maintenance is at 8:30 am for 15 minutes in the same room.
- o Grooming sessions for DL Issuance are at 9:00 am to 11:00 am on Tuesday, Wednesday, Thursday and Friday in room D329.
- o Motorist Maintenance is from 2:00 pm to 4:00 pm on Tuesdays and Thursdays in room B264.
- o Currently, 34 stories have been completed; 17 for Motorist Maintenance. There are 32 functional areas in the first increment for the deliverable. 25 stories belong to DL and 7 for Motorist Maintenance. The team is working on Customer Summary for DL Issuance with 78 stories so far. For Motorist Maintenance, there are 18 stories.
- o There were a total of 803 stories for DL issuance: 103 for motorist maintenance.

- Mr. Samuel asked Ms. Espinoza to explain the difference between the stand-up meetings and the regular meetings and how it is possible for the requirements to change during this process. Ms. Espinoza explained that during the grooming process, the team review each story to ensure it is at a level that a developer can understand to start developing from it or code from it. The number of stories change because in the grooming sessions, the developers will let the team know if coding can be done in one sprint (3-week period) for each story or if it needs to be broken down. This is the reason why one story can turn into three or four, depending on the developer.

- Ms. Espinoza explained that most of the stories for Motorist Maintenance are regression testing, but role validations are changing as well. The database is changing and as such, everything needs to be retested.

- Mr. Fielder inquired to know how many Driver License systems there will be. Mr. Samuel said there would be one. Mr. Fielder asked for clarity on why there was FDLIS and DL Maintenance in the old days, and then Motorist Maintenance was later created. On the motor vehicle side there was only FDLIS. Ms. Espinoza explained that it is being fixed by removing the add/modify function in DL Issuance. FLDIS currently has an add/modify functionality. In the shell, there will be two different modules but they will be used together. She clarified that one system will be logged into.

- Ms. Thomas provided an update for Financial Responsibility (FR).
  - o The team started grooming on August 19th. They have held 9 grooming sessions since then.
  - o Stand-ups occur Monday through Friday from 9:20 am to 9:30 am in room D220.
  - o The grooming sessions occur Tuesday, Wednesday and Thursday from 9:30 am to 12:00 pm in room D220.
  - o Another meeting was set up on Friday and Monday to stay on schedule.
  - o The team is working on two sections; the insurance company verification piece and clearance.
  - o The team has 135 stories to groom. There are 6 functional areas in the project. They are currently working on clearance and clearance insurance. There are 14

stories in this functional area, 4 stories ready for estimate. 5 in progress and 5 hadn't yet started.
  - o The deliverable is on schedule for 9/22/15.

- Mr. Samuel noted that he and a few of the team members were planning to visit Montgomery, Alabama to look at the state's online verification system.

- Ms. Thomas also provided an update on Citation Processing and CDLIS.
  - o The team started grooming on August 18th. They have held 10 meetings to date.
  - o The stand-up meetings occur Monday through Friday at 9:00 am to 9:15 am.
  - o Grooming sessions are on Tuesday (3:00 pm -5:00 pm), Wednesday and Thursday (2:00 pm – 4:00 pm).
  - o There are 296 stories to groom: CDLIS has 76 stories and Citation Processing has 220 stories.
  - o There are 36 functional areas for Citation Processing. CDLIS has 11 functional areas.
  - o The functional areas that the team are working on for Citation Processing are commercial disqualification process, driving school completion process and drop-out prevention process.
  - o There are 27 functional areas; 23 have been completed, 6 are in progress and 21 are pending.

- Ms. Allman brought up that the Driver school completion clerks requested a report with a list of people who successfully completed driver improvement school. When people don't report back to the clerk, their license gets suspended. It would be helpful if clerks can get the information directly from DHSMV, since the driving schools report to us. Mr. Samuel stated that Ms. Jones is working with the stakeholders and can discuss further in the Communications portion of the presentation.

- Ms. Johnson provided an updated on Portal.
  - o The Portal team started grooming on August 11th. The team has had 15 meetings to date.
  - o The stand-up meetings are on Monday through Friday at 9:45 am.
  - o Grooming sessions are on Tuesday and Thursday from 10:00 am to 12:00 pm.
  - o There are 627 stories and 47 functional areas.
  - o The team is currently working on address verification.

- Ms. Johnson also provided an update on Renewal.
  - o The Renewal team started grooming on August 11th.
  - o They have 364 stories and 18 functional areas.
  - o In the first increment, they have been working on the creation of the renewal file for motor vehicles, mobile homes, parking permits, driver license.
  - o The team is currently working on the renewal reports that support the creation of those files.

- Mr. Samuel noted a risk that Accenture raised which was a concern with resources. If not mitigated, this could result in a finding by IV&V. Until recently, the EFS/ETR and Capture

developers and the business analysts did not work together. The business analysts performed the requirements work, and then the developers did their work separately. As the schedule slipped behind, it came to light that the developers did not understand the Department's business and needed to be involved at the onset. To address this risk, various development resources have been incorporated in each of the current teams. As Ms. Espinoza stated in her update earlier in the meeting, the stories were changing because if it could not be completed in one sprint, the story gets split up. Sprint means a 3-week development period so the developers could get the work finished within this timeframe. If a story is too large to complete within 3 weeks, the story would get split up.

- When Motorist Modernization Phase I started, it was decided that the testers needed to be present at the grooming sessions, so they could start writing the test scripts. A user story is not complete until the testing comes back as complete.   Mr. Samuel reiterated the importance of having the testers present so they could start writing the test scripts. Ms. Julie Baker, the Bureau of Issuance Oversight Chief, agrees completely with this new process but there is still a resource issue that her leadership is actively working to address.

- Ms. Roby indicated that Ms. Baker submitted a plan to triple the testing staff. There may be a need to hire contractors.

- Ms. Jones provided an update on Communications. The program team received authorization from the ESC to develop a stand-alone, public-facing website for Motorist Modernization. This site will offer one comprehensive page where all of the other sub-pages can be found. This site will serve as a central location for sites such as PartnerNet, Advisory Board and etc. The team is still working on the system logo, which was submitted a couple weeks ago to the Communications Office. They are working the logo with the graphic artists. For the changes that are coming up, Ms. Jones will provide the members with talking points on different issues so everyone can speak in a unified voice that is clear and consistent when dealing with the stakeholders.

- Accenture's Organizational Change Management resource, Matthew Duke, is on board. Ms. Jones will have her initial meeting with him later in the day.

- The team is working with the Department of State (DOS) with the online voter registration requirements. There is a new law that went into effect on May, 2015 that effects the requirements. There was a discovery/kick-off meeting on August 19th. The purpose was to work out the next steps and how to make motor voter and online registration work together as a unit. There was a follow up meeting with the DOS on August 27th to determine the four focus groups which are: address, identity verification, signatures, and technical. OMM will continue to work closely with the DOS.

- OMM met with FDLE. The main topic that came out of the initial meeting is some of the sheriff's offices want to run an on demand, real-time report for addresses that is specifically for them to use for their duties related to sex offenders, the sex offender registry. We are working with them on that request. Another meeting will be scheduled with them for next week.

ESC16	DL17	*DL Issuance*: Will look into an email validation service.

Other Items of Discussion

- The next meeting is scheduled for Tuesday, October 13th from 1:00 – 3:00 pm.

Adjourned

- The meeting came to a close and was officially adjourned at approximately 2:56 pm.

Note: Handouts at this meeting included:

Consolidated in a booklet format:

MM Advisory Board Agenda	1 page
MM Advisory Board Monthly Meeting Minutes 8-11-15	4 pages
IV&V Cube	1 page
Support Services Contract Amendment 3	17 pages
Advisory Board Issues and Recommendations	3 pages
Notes Section	4 pages

Additional handouts include:

HSMV Action Plan for Addressing IV&V Deficiencies	7 pages
2015-2016 – MM Phase I Spend Plan	1 page
MM Phase I Decisions	13 pages

Policy and Decisions Review

Item No.	Decision Doc #	Function Area
ESC01		*Renewal*: Legal opinion pending on whether addresses will be exempt from Public Records. **ACTION**: Pending legal opinion
ESC02	POR09	*Portal:* People contacting Bureau of Records for other people's records. "Bulk" is anything over 20 records. **ACTION**: Ms. Allman will ask how many are given away. She will also get a figure from Department of Revenue and divide by $6.25 and survey for the amount sold during 2014-15 calendar year. Ms. Allman will provide the information for the next meeting.
ESC03	POR09	*Portal:* Did not discuss.
ESC04	CDL01	*CDLIS:* Customer would leave without a document. It is estimated that the customer would have a temporary permit paper until they receive the permanent one in the mail. **ACTION**: Mr. Samuel will find out what other states do.
ESC05		*DL Issuance*: Email address as a renewal notice-related to ESC-01 **ACTION**: Pending legal opinion.
ESC06	DL07	*DL Issuance*: Mr. Broyles indicated they do want the auto-redaction ability that the department now has. **ACTION**: Pending response from Ms. Fugate.
ESC07	DL07	*DL Issuance*: Issue another driver's transcript. Ms. Allman stated that anybody can request. The way BOR does it now, you get back only what you give them. All conviction information is public. Mr. Broyles stated that if an employer wants a record, there is a system limitation that prevents HSMV from providing. **ACTION**: Pending legal opinion.
ESC08	POR08	*DL Issuance:* Eliminate change of address fee. Can change mailing address no fee, but residential address requires fee.
ESC09	POR15	*Portal:* The ESC supports this but with parental consent.
ESC10	POR16	*Portal*: DL to ID card is Real ID; CDL to DL is a downgrade with no charge. Not labeled as originals. The true original issue date needs to be retained for insurance. Mr. Fielder stated that there should be a way to show that a person have been driving; find a way to display it in such a way i.e. insurance is an issue; 1st Florida Class E; 1st Florida CDL. The Advisory Board could not reach a decision - tabled.
ESC11	POR17	*Portal:* Voluntary downgrade will charge fee.
ESC12	POR19	*Portal*: Make it a blanket purchase order. Going to start with the handbook and Communications Office wanted posters, etc. **ACTION**: Mr. Fielder is in the process of getting a contract signed between the agency and a translation service.
ESC13	DL06	*DL Issuance*: Did not discuss.
ESC14	DL11	*DL Issuance*: This issue is closed.
ESC15	DL15	*DL Issuance*: Screening questions from FDLIS brought up because of adjudged mentally incompetent automatically transfers, but it is being fixed in the motor voter application. **ACTION**: Awaiting response from Ms. Fugate.

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
CDL01		CDLIS	Print driver's photo on CLP or Static image?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	Recommendation: Static image, text indicating "Not for Identification" 7/14/15 Update - An issue was raised concerning the CLP being issued centrally and the customer leaving the office with no document or credential. It's an inconvenience for the customer per Linda Fugate.	8/20/2015	ESC agrees with recommendation. ESC - We will issue a temporary permit when the customer is not allowed Over-the-counter issuance. 14 days begin from date of paper permit issuance.	Closed
CDL02		CDLIS	Ask for legislative change to charge for the CLP.	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Ask for legislative change to charge. **Stats Update:** FY 14-15 - 39,556 Instructional Permits issued	8/20/2015	ESC - No charge. Stats requested.	Open
CDL03		CDLIS	Charge for CLP renewals?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Charge after legislative approval (Set at $0 fo now) **Stats Update:** FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days.	8/20/2015	Stats requested.	Open
CDL04		CDLIS	Charge for CLP replacements?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Charge after legislative approval (Set at $0 fo now) **Stats Update:** FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days.	8/20/2015	Stats requested.	Open
CDL05		CDLIS	Do not issue CLP's and CDL's to "Non-Domiciled" drivers?	Deb Roby	Closed		Continue to issue CLP's and CDL's to Non-Domicile drivers and produce unique cards **Stats Update:** FY14-15 - Of 39,853 Original CDLs, 9% were non-immigrants.	8/20/2015	Stats requested.	Open
CDL06		CDLIS	How to limit the maximum period for CDL's license to 8 years?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	Issue CDL license up to 8 years and 364 days and limit early renewals to 1 year.	8/20/2015	ESC agrees with recommendation.	Closed
CDL07		CDLIS	Replace the 4 year Hazmat license with a Hazmat until date indicator on license?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	Approval to implement a Hazmat until date on the license	8/20/2015	ESC agrees with recommendation.	Closed
CDL08		CDLIS	How to implement an intrastate restriction for those driver's who self-certify in an intrastate category?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Send out a letter asking drivers within the next 90 days to reconsider their intrastate self-certification and change to interstate via the web. Drivers who continued to claim an intrastate self-certification after the 90 days will receive an intrastate restricted license at no cost. After the one-time free license, the driver will be charged a $25 replacement fee for any changes. **7/14/15 Update -** Steven Fielder stated that "intrastate via the web" needs to be changed to "interstate via the web".	8/20/2015	Rob - Send electronically as well.	Open
CDL09		CDLIS	Should the Department continue to issue no-cost Class E licenses to commercial drivers who downgrade due to disqualifications?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	No Change.	8/20/2015	ESC agrees with recommendation.	Closed

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
CDL10		CDLIS	Issue Non-Domiciled CLPs and CDLs to foreign drivers	Deb Roby	Open		Under Review from Requested Functionality Document. 4/8/15 Update - Deferred until 2017 per Deb Roby. 7/14/15 Update - Changed the status to "Open" per the Advisory Board.	8/20/2015		Open
CIT01		Citation Processing	Include all medical certification fields (physicians name, address, etc) on transcripts	Tod Browning	Closed		4/3-Tod advised this is in reference to transcripts and should be a planned functionality.	8/20/2015	**AI** - Add requirement in DL Issuance to include this information in field issued transcripts.	Open
CIT02		Citation Processing	Team to discuss how to handle out of state citation numbers. Currently use 0000. Consider using the reference ID.	Deborah Todd	Closed		8/26/15 - Dan provided a list of dedicated OOS fields for dispositions. Suzanne & April are researching OOS ticket numbers. 9/3/15 - Suzanne to bring samples of OOS citations & transcripts to grooming meeting. 9/3/15 - still no consistency in OOS citation numbers, leave as is until "state to state".	8/20/2015		Open
CIT03		Citation Processing	Determine if Florida citation numbers will be expanded to 20 characters	Deborah Todd	Closed		9/1 - waiting on a decision from the Director's office. Deborah Todd said the issue will not be discussed until at least the week of 9/8. 9/8/15 not approved at this time.	8/20/2015		Open
POR01		Core Rule for Eligibility for DL/ID Issuance	Customers that are males and under 26, must be flagged for Select Service. Age requirements for registering information with SS? Based on the 'selective service flag' in the database, we have 2,081 males between 15 and 25 where the flag is false, but over 1.4 million with the flag true. These are active DL and ID holders. The majority with 'false' are license holders.	All Chiefs approved. 4/10/24015	Closed	8/20/2015	(See Selective Service table for details on "Who Must Register") Alan Busenbark 4/8/2015 Correct and Current. Oscar Tolmos 4/9/2015	8/20/2015	ESC agrees with recommendation.	Closed
POR02		Core Rule for Eligibility for DL/ID Issuance	Customer must not have license type of ('R') – Do we still need this business rule?	All Chiefs approved. 4/10/2015	Closed		Not needed as "R" license type is obsolete. Oscar Tolmos 4/9/2015 **Stats Update -** As of 8/28, there are 4,055 credentials with an "R" restriction	8/20/2015	Stats requested. **AI -** Peter will check statute.	Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR03		Core Rule for Eligibility for DL/ID Issuance	Customer cannot do an online issuance and have a restriction type code of 'C' and the following restrictions : *Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions? *Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions? · "C" – Business Purposes · "D" – Employment Purposes · "P" – Probation Interlock Device · "S" – Other Restrictions · "Y" – Education Purposes · "R" – Restricted	Chiefs' Recommendation: The current and new CIPS print solution will need to handle the printing of the special Restrictions mentioned above.	Closed		I see no reason to disallow renewing as long as the dates and restrictions are brought forward on a renewed license. Ray Graves 03/31/2015 *See note 1 below table* - Not sure why we cannot issue a DL if the restriction is already on the record. Please note that we no longer use the 'Y' restriction.(BAR/Felicia Ford) *See note 2 below* - Should be able to issue with C, D,Y, or P restriction and if the time period is over it should automatically delete the restriction and issue. R restriction should be allowed unless they are not eligible for another R license. S would be ok as long as restrictions are clear as what the S stands for. Maureen Johnson 4/7/2015 There may be valid reasons for not allowing portal renewals/replacements; however, from my point of view (field DL offices), when a customer with one of the listed restrictions come to our office and the restriction is still current and they are real ID, we don't require other documents; therefore, they could renew online if they meet these requirements. Oscar Tolmos 4/9/2015	8/20/2015		Closed
POR04		Eligibility for DL Renewal and Replacement Issuance	Should checks for other Re-Exam Correspondences in addition to 3, be required in Portal to determine if an issuance is allowed?		Open	8/20/2015	Chiefs' Recommendation: Looking to allow other correspondences currently not allowed to issue online due to the medical flag. Allow issuance if review/re-exam not required within 60 days. Bill Henderson is supplying the correspondences allowed a renewal or replacement issuance if medical flag set but follow-up in not due within 60 days or more.	8/20/2015	ESC agrees with recommendation. As long as not within 60-days of follow-up.	Closed
POR05		Eligibility for DL Renewal and Replacement Issuance	90 Day Printed Temporary Permit fee of $??.00 - '???' – new code – Can we charge for the issuance of the card and if so the fee amount?	Chiefs' Recommendation: A Temporary permit with a printed card doesn't seem to be an option for online portal issuance of non-CDL drivers.5/28/2015 Say it could be a printed document. Concern whether it would hold as authentic.	Closed		Need statutory authority to charge. Maureen Johnson 4/7/2015 We don't have statutory authority to charge for a temporary driving permit. Alan Busenbark 4/8/2015 Currently, our temporary permit can be easily duplicated and altered. Therefore, in our opinion, we should develop a more sophisticated and secure document before we consider charging for this service. Oscar Tolmos 4/9/2015	8/20/2015		Closed

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POR06		Eligibility for DL Renewal and Replacement Issuance	Determine if the Dept. of Defense has a service to call to verify Military Status/Location and if DHSMV thinks this is viable option to eliminate Military customers from having to mail in packages for issuances? · This would verify Military status and out of state. Then allow the renewal online even though they have already used their convenience renewal option and not have to submit by mail.	Chiefs' Recommendation: Reaching out to DOD (to see if our systems can talk?). We think this would be good to do verification of military status and not have to mail in renewal paper work – Casey Dobson 5/28/2014 Need legislative change for MV residential address requirement Allow family members as well by providing SSN of military family member. 6/1/2015 ELT asked for the cost of using the DOD web service. 6/1/2015 DOD stated that we must complete the form DD1144 in order for them to determine if a cost would be associated with our usage.	Open		No, the DOD does not have a service to call. Military personnel are verified by individual branch address, which can be found at website: www.defense.gov Oscar Tolmos 4/9/2015 ELT - What is the cost associated with use of the web service? 08/20 Update - Team started MOU process to find out more information.	8/20/2015		Open
POR07		Eligibility for DL Renewal and Replacement Issuance	If a customer have both an ID card and a terminated Driver License. Can the once terminated DL renew via the online system and terminate the ID?	Chiefs' Recommendation: Allow the issuance of the DL with the cancellation/termination the ID. The new Portal will also allow the issuance of an ID when the License is ineligible therefore cancelling/downgrading the license. 5/28/2015 Allow going from ID Card to a Renewal checking if eligible for convenience renewal.	Closed		Yes if no vision exam is required or if there is a way for vision report to be submitted and scanned for vision requirements showing they meet. Maureen Johnson 4/7/2015 If a DL is terminated during an ID card issuance, the individual should not be allowed to renew the DL online. This is the current practice and keeps the department in line with the intent of REAL ID. Alan Busenbark 4/8/2015 No. Termination of a DL/ID will create a cancellation on the record. Once terminated, the customer is required to go to an office to obtain a new credential so that a sanction clearance may be performed. Oscar Tolmos 4/9/2015	8/20/2015		Closed

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POR08		Eligibility for DL Renewal and Replacement Issuance	Will a customer be required to purchase an issuance if they update their residential address, which is what prints on the driver license or should we, just put a message about the statute?	Chiefs' Recommendation: We are deferring and requesting an answer from Executive Leadership on whether to require an issuance if residential address is update or just state the statute.	Open	8/20/2015	Yes, Just put message about the statute. Better to have an updated address than none at all because they don't want to pay the $25 Maureen Johnson 4/7/2015 There are pro's and con's for both arguments; however, I lean to allowing customers to change their residential address in Portal without printing a new card. In this instance, a message on the statute requirement would be good to include. Alan Busenbark 4/8/2015 Yes, that is correct. The residential address is what prints on the driver license. Both mailing and residential address must be captured on the FDLIS application; however, the residential address must appear on the credential unless the customer qualifies for residential address exception. If we, just put a statute? It should be easily understood by the customer. Oscar Tolmos 4/9/2015 6/1/2015 ELT request stats for address changes on VO prior to requiring a transaction and stats after requiring a transaction. *Does the NCOA address process update the residential address? *Is this information sent to DMS?	8/20/2015	Residential - Issuance required. Mailing - No issuance required. Ship to - Issuance required.	Closed
POR09		Transcripts	Currently an individual cannot go into a field office and request another Driver's Record/Transcript, only their own. Verifying the Department wants to allow individual customers to purchase other driver's redacted history records via the new online portal. If so, should the search criteria be more precise example (DL and DOB)? And how many inquiries at one time?	Chiefs' Recommendation: DL# will be required for purchasing another driver's record/transcript. The name field will be optional; if supplied it will print on the transcript. There will be a limit of one other driver and your own per completed shopping cart transaction.	Closed		Search should be done by DL# or name, date of birth and sex to ensure the correct record is selected for transcript. I think credentialing and TC support should establish how many could be sold at once. This could create a wait for customers if we allow too many. Customers could also be referred to transcript portal for purchasing.Maureen Johnson 4/7/2015 Yes, the department should include online service and the search should be done by DL#, name, and date of birth and sex, DL EIN # also to ensure the correct record is selected for transcript. Customers could also be referred to transcript portal for purchasing. I don't see a reason for limiting the amount. Oscar Tolmos 4/9/2015 **Stats Update:** In the last 6-months, 1,645 requests for other driver transcripts were processed (this type of request amounts to half of the public record requests processed monthly). **Total transcripts issued (FY 14/15):** Headquarters – 21,714 Field Offices – 73,996 Total HQ and Field – 95,710 FCCC – 55,011	8/20/2015	Stats requested.	Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR10		Transcripts/New Portal	Are there requirements for the new portal as it relates to GOVQA Public Records and if so what are the requirements?	Chiefs' Recommendation: Defer need to discuss with legal – Maureen Johnson	Closed		GovQA tracks all public record requests with the exclusion of bulk data sales. We should be able to track what transcript have been sold through portal and to who if possible. Maureen Johnson 4/7/2015	8/20/2015	Research legal requirement.	Open
POR11		Insurance Updates	Customers will have the option to update insurance information via the new online portal. There are concerns and so a suggestion has been to only allow updates when necessary to clear an open or pending FR sanction and when required to renew registration online. Otherwise, Could we please defer the option of simply updating their current insurance online? A few concerns are: · We must allow insurance companies 10 days to provide us with new policy information – this would increase traffic back and forth to the insurance companies · A customer could enter wrong information or not the current effective date and cause a denial to come back in error · We cannot update the database unless the insurance company provides us the insurance policy – realizing we are going to verify the information being provided by the customer.	Chiefs' Recommendation: Recommended portal allowing Insurance updates only when required for FR Clearance and Vehicle Registration.	Closed	8/20/2015	The option of anyone simply updating the insurance should be deferred later down the road per Laura Freeman.Ray Graves. 3/30/2015 Need more information and understanding to have an opinion.Maureen Johnson 4/7/2015 We do not recommend at this time as FR cases have a verification date and customers may enter errors online which will increase the verification process. Therefore, coming into our facilities will decrease errors. Oscar Tolmos 4/9/2015	8/20/2015	Only allow sanction clearance. - Verify VIN first (VIN verification is done by the insurance company - XML should assist with this)	Closed

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POR12		DL/CDL/ID Issuance	PDPS/CDLIS Inquiry- When should this be done is the question? In the new suggestions the request is to do it ·Before Issuance of License in Portal o CDL Renewal o License Renewal o Any Issuance – replacements too Discontinue in Portal of doing the check in CIPS the backend process if doing it on front end?	Chiefs' Recommendation: It was stated PDPS is down on Sundays. We need more discussion on performing a PDPS Inquiry for Driver License renewals or all Driver License issuances Is it feasible for PDPS Inquiries to take place during the back-end process and before printing of card? 5/28/2015 Class E only renewals check, but on CDL renewals and replacement. Mark so CPIS will know not whether to run the check. Still outstanding on Class E Replacements. 6/1/2015 ELT recommended performing checks on replacement as well as renewals. There is no additional cost for the inquiries, we are charged based on the number of pointer records.	Closed		Chiefs' Recommendation: It was stated PDPS is down on Sundays. We need more discussion on performing a PDPS Inquiry for Driver License renewals or all Driver License issuances Is it feasible for PDPS Inquiries to take place during the back-end process and before printing of card? 05/28/2015 Class E only renewals check, but on CDL renewals and replacement. Mark so CPIS will know not whether to run the check. Still outstanding on Class E Replacements. 06/01/15 ELT recommended performing checks on replacement as well as renewals. There is no additional cost for the inquiries, we are charged based on the number of pointer records. **9/15 Update -** List of maintenance windows have been requested for SSA/CDLIS/PDPS.	8/20/2015	ESC would like to know the current procedures for when the system is down statewide and current maintenance windows. **09/18 -** Based on maintenance windows, we will allow issuance of credentials even when the services are down. We will reconcile on the back end.	Open
POR13		Minor's Parental Consent Withdrawal	Do we want to allow a parent to withdraw their Parental Consent of their minor child via Portal? · Should withdrawal be accepted only from consenting parent attached at the time of issuance or just allow them to enter DL, SSN and DOB? · Should the minor be given the 20 day notification the license will be cancelled or immediately cancel? · Worried parent will use as a weapon – back and forth · What information will be required if decide to allow?	05/28/2015 ELT - By Consenting Parent Only	Closed		05/28/2015 By Consenting Parent Only	8/24/2015	ESC agrees with recommendation.	Closed
POR14		Subscription - Monitoring Minor by Non Consenting Parent	Do we want to allow the non consenting parent the option to subscribe for a minor monitoring subscription? · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office?	5/28/2015 ELT - Only the Consenting Parent	Closed			8/24/2015	ESC agrees with recommendation.	Closed

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POR15		Subscription - Monitoring on Elderly Parent or Other Adult	Do we want to allow the option to subscribe Monitoring on Elderly or Adults? · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office?	5/28/2015 Executive Leadership to make determination	Open	8/24/2015	06/01/15 ELT suggested a change in legislation to charge for the Employee Monitoring	8/24/2015	Deferred to a later time. Recommendation: - Allow via online handshake - Initiated by parent	Closed
POR16		Downgrades – Class E or ID	When downgrading from a CDL or a Class E license, why do we create the Class E or ID as an Original Issuance? Was it due to system limitations or specific Statutes or Departmental Policies?		Open	8/24/2015	05/28/2015 Can these be done as a Renewal instead of an Original?	8/24/2015	Allow with the following conditions: 1. If the credential downgraded to has not expired, allow downgrade as replacement. 2. If the credential downgraded to is expired less than 12 months, allow renewal. 3. If the credential downgraded to is expired more than 12 months, allow original.	Closed
POR17		Downgrades – CDL to Class E	Should the replacement fee be charged when the customer is electing to downgrade (no disqualification on record)		Open	8/24/2015	Currently if there are sanctions on the license, the downgrade replacement is precessed without charging a fee.	8/24/2015	The decision was made to only charge for downgrade when it is voluntary.	Closed
POR18		Express Shipping	Should we provide an option for express shipping, if so on which items and how will they be processed?		Open			8/24/2015	Allow express shipping for Driver license and ID card Issuances only. **AI -** Look for generic statutes on the state mail – Diana will look for this. Boyd said we can recoup the costs.	Open
POR19		Portal Languages	Are we required to display the portal application in languages other than English and Spanish?		Open	8/24/2015	Currently Virtual Office only provides Spanish and English.	8/24/2015	We will focus on English and Spanish for now.	Closed
POR20	8/24/2015	Rule for Fee Waiver for 100% Veteran	Should the Agency propose a Legislative change to exclude the waiver of DUI reinstatement fee even if 100% disabled?	Pat Porter/ Alan Busenbark	Open		Was that the intent to exclude Veterans from DUIs as well.			Closed
POR21	8/24/2015	Mailing and Residential Addresses	Should out of country addresses be allowed for mailing, residential and ship to addresses in MyDMV or Field?		Open		Currently out of country is not allowed for Residential and Mailing addresses in Virtual Office or FDLIS.			Open

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POR22	8/28/2015	Pending Sanctions	If a customer has a **pending** sanction, should we allow them to renew or replace their current license online? If so, should we establish a time frame to prevent them from purchasing a license right before the suspension goes into effect?		Open		Boyd and Deb agreed to allow the issuance, but make the cut off point 10 days prior to the sanction effective date. We have to make certain the customer is made aware and it's very clear they have the pending sanction. 10 days out should avoid us having to credit back money since the license should print within 10 days of the purchase. If within 10 days, we would provide a message "you must visit an office to renew or replace your license". There is one exception: CDL Med Cert Disqualifications - No CDL issuance if pending. Their option would be to downgrade to Class E at no cost if applicable. Med Cert Disqualifications prevent the CDL driver from driving a CMV once placed on the record.			Open
POR23	8/26/2015	Minor ID Cards	Do we want a 5 to 14 yr old to renew ID online or go in person? Currently we only allow 8 yr ID card renewals on line. Not 4 yr id cards for those under 15.		Open		Alan B said DL Renewals will allow 5 to 14 yr old ID cards to renew by convenience method.			Open
DL01		DL Issuance	Allow examiners to print Hazmat extension letter locally. *Original Request: System should be able to print hazmat temporary letter instead of calling help desk.*	Deb Roby	Closed		Recommendation: Planned - Extensions may be printed as replacements with "HazMat until MM/DD/YYYY" on the card. **09/18 Update -** 1. Issuance reason: a) Application/Examiner Error (inaccurate prints, veteran no fee issues, etc...) b) Delayed processing time at TSA 2. Process: CDL Help Desk generates letters manually on as need basis. Staff uses the CDL driver's data to draft letters that are specific to the driver's case. 3. Average: 15-20 Hazmat extension letters are issued per week. 4. Other States: *Pending more information* **CDLIS Help Desk Recommendation:** 1. Designate 2-3 Hazmat certified users per office (more hazmat specific training). 2. Add prompts to ensure successful submission/payment and a checkbox for Veterans who are entitled to a no-fee Hazmat endorsement.	8/24/2015	Will there be a fee or no fee? **AI -** Do we have legal authority to extend Hazmat?	Open
DL02		DL Issuance	Show expiration date of FR cases on eligibility screen.	Deb Roby	Closed	8/24/2015	Recommendation: Planned - We will re-write and include more thorough information on the FR instruction sheets.	8/24/2015	ESC agrees with recommendation.	Closed
DL03		DL Issuance	Change page name from CDL Information to CDL Medical Record in Add/Modify.	Deb Roby	Closed	8/24/2015	Recommendation: Planned - Going forward, we will use the proper name for this page and all related functionality (CDL Med Certification)	8/24/2015	ESC agrees with recommendation.	Closed

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DL04		DL Issuance	FDLIS to launch Automatically to DAVID, for the purpose of scoring reports.	Deb Roby	Closed		Recommendation: A link to DAVID will be added in the system for easy access - Login and verfication will still be required to access DAVID. **9/15 Update** - This is referencing the need to launch DAVID when performing QA through FDLIS. The QA staff is required to perform audits on individuals and each user is scored on percentage of transaction accuracy. A requirement to provide a quick link for HazMat fingerprints was previously identified and will satisfy the need for QA as well.	8/24/2015	**AI -** Boyd would like to know what "scoring report" is. May be a QA function. Team will verify this. What is the DAVID access for?	Open
DL05		DL Issuance	The Motor Voter application should allow users to enter a partial address in the previous address field. *Original Request: The system should allow partial previous addresses to be entered. Even a previous city, state or county will help.*	Deb Roby & Maureen Johnson	Closed		Recommendation: Planned - Street address will be optional but previous State will be required.	8/24/2015	**AI -** Diana/Terry will verify and have DOS sign off on this.	Open
DL06		DL Issuance	The system should recognize third party payment types so that the reports can display actual payment type instead of "TC Other" *Original Request: System to recognize all tender types used in 3rd Party Systems so that fees don't report as TC Other on our FDLIS reports.*	Deb Roby	Closed	8/24/2015	Recommendation: Not Planned - All TCs don't use the same 3rd party vendor but the department will look into a better solution. **Advisory Board Recommendation:** Create office setting that will save payment types for TCs with Third Party Cashiers as TC Cash, TC Credit Card, TC Check, etc...	8/24/2015	ESC agrees with recommendation.	Closed
DL07		DL Issuance	Record information of the person requesting transcript if it's not requested by the record holder. *Original Request: List who wants the transcript (Individual or other).*	Deb Roby	Closed		Recommendation: Not planned - Field personnel are only allowed to sell transcripts to the record holder.	8/24/2015	**AI -** We need to review the statute and see if it's related to DL. If statute says we're ok doing it, then we need to see if what Maureen does is similar.	Open
DL08		DL Issuance	When it gets close to the end of the 60 day limit, *could there be* a proposed issuance date so we can extend their issuance date as needed?	Deb Roby	Closed	8/24/2015	Recommendation: Not planned - issuance date is dependent on USCIS approval and the information cannot currently be updated in real time.	8/24/2015	ESC agrees with recommendation.	Closed
DL09		DL Issuance	User I.D./Examiner I.D. needs to be addressed. *Intent: Correct informationin the reports to display the correct Examiner ID for the purpose of reporting productivity.*	Deb Roby	Closed	8/24/2015	Recommendation: Planned - We will plan to display the information for both, the examiner/agent who owns the transaction and for the cashier.	8/24/2015	ESC agrees with recommendation.	Closed
DL10		DL Issuance	Pre-fill Motor Voter information from information previously entered in FDLIS application.		Closed		Recommendation: Planned - The information saved will only be valid for the same day so that users do not have to type the information in again in the event that a transaction is voided.	8/24/2015	ESC agrees with recommendation. **AI-** Add to the DOS Open Item list and have DOS sign off on this.	Open

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DL11		DL Issuance	Move Motor Voter to the beginning of the application process.	Deb Roby & Maureen Johnson	Closed		Recommendation: Page order has been adjusted to improve workflow for users. If the customer is not eligible, the Motor Votor page will not be displayed.	8/24/2015	**AI-** Add to the DOS Open Item list and have DOS sign off on this.	Open
DL12		DL Issuance	Include an option for out of state voters in the Motor Voter form.	Deb Roby, Maureen Johnson and Department of State Recommendation	Closed		Recommendation: The system should only require the previous state. Include an OOS section in the Motor Voter page for all Original transactions.	8/24/2015	ESC agrees with recommendation. **AI-** Add to the DOS Open Item list and have DOS sign off on this.	Open
DL13		DL Issuance	Motor Voter application receipt should print in multiple languages.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: We will offer any language offered by DOS/Sup of Election so that verbiage is consistent with approved application.	8/24/2015	ESC agrees with recommendation.	Closed
DL14		DL Issuance	Questions regarding Sample Ballots should only be asked from the Motor Voter application form.	Deb Roby & Maureen Johnson	Closed		Recommendation: Add button to copy email address from the previous page, where the email address for receiving department information is provided/ Add verbiage to inform customer that email addresses submitted for sample ballot are not protected. **Stats Update -** 2,408 customers signed up to receive sample ballots between 8/1/2015 - 9/1/2015.	8/24/2015	The ESC agrees with the recommendation. **AI -** Need to see if it's a required part of motor voter. Stats Requested.	Open
DL15		DL Issuance	Screening questions regarding convictions should not be retrieved by FDLIS from the online application.	Deb Roby & Maureen Johnson	Open		Needs further discussion. Waiting on TC Survey. **9/15 Update -** This is referring to the statutory question: "Have you ever been adjudged by a court of law to be mentally incapacitated, suffering from any mental disorder or disease?" **Note:** This question appears two times during a DL transaction (in respect to driving and in respect to voting). When a customer fills out the online application, the question is automatically answered for the customer in both places.	8/24/2015	**AI -** Linda wanted to survey the tax collectors. She's going back to ask them. She believes they are not using it. Members agreed to wait until we find out what Linda says.	Open
DL16		DL Issuance	Require the user to select a party on all New and Change/Update transactions.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: Customers will be required to select party for all transactions with motor voter changes or updates. We suggest the ability to display the party affiliation information on the sig pad	8/24/2015	ESC agrees with recommendation.	Closed
DL17		DL Issuance	Email address should be verified so that bad email addresses can't be entered.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: The department will look into an automated method to validate email address.	8/24/2015	ESC agrees with recommendation.	Closed
DL18	9/15/2015	DL Issuance	Transcripts should retain the true Original Issuance date.	Advisory Board/ Deb Roby, Maureen Johnson and Natasha White	Open		Recommendation: Fix bug that replaces Original Issuance date without creating a new issuance type.			Open

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DL19	9/18/2015	DL Issuance	Require CDLIS check on Class E transactions (Org, Rnw & Rpl).		Open		**If the user receives a "Not Eligible" response:** Class E Original Issuance Service up: No issuance allowed Service down: No override allowed Class E Renewal Issuance Service up: Only 90-Day permit can be issued Service down: No override allowed Class E Replacement Issuance Service up: Only 90-Day permit can be issued Service down: No override allowed Class E Temporary Class E Permit Check not required **9/30 Update:** Based on stats and current load for Class E Issuances, the team suggests waiting for state-to-state to be implemented. (AAMVA Tracking spreadsheet updated)			Open
DL20	9/29/2015	DL Issuance	Can voided application info be reused on the same day? Will this be an auditing issue?		Open		DL Issuance Team suggests getting a legal opinion. **9/30 Update:** Add prompt to make sure all necessary changes have been made and require new signature under oath and require oath acknowledgement during Transaction Review.			Open
REN01	9/11/2015	School Bus Renewals	Will we allow school bus drivers to renew CDL by convenience method?	Boyd Dickerson-Walden, Deb Roby	Open		Boyd, Deb agreed we will allow CDL school bus convenience renewal options (online and mail) . On line will be the electronic signature indicating they are school bus driver, may want to have a box they check indicating still employed as school bus driver. We will NOT renew CDL Hazmat by convenience method.			Open
REN02	9/18/2015	Customer Stops	The Statute was changed to allow a Customer Stop for Bad Check to prevent future transaction for the customer; however the Department's policy has not been changed. Will there be a change to the Department's policy to reflect the change to the satatute?		Open					

ID	WBS	Task Name	Finish	2013 2013 '13
0	**0**	**MM Phase I MASTER Program Schedule**	**Thu 8/29/19**	
1	**1**	**Project Management**	**Thu 8/29/19**	
369	**6**	**Requirements Gathering and Documentation**	**Tue 8/11/15**	
1480	**7**	**Requirements Validation**	**Tue 6/28/16**	
1481	**7.1**	**Requirements Validation and Approval - Renewal Notification**	**Tue 6/28/16**	
1497	7.1.9	Deliverable 32 - Renewal Notification Validated Requirements	Thu 11/5/15	
1510	7.1.15	Deliverable 33 - Renewal Notification Validated Requirements	Fri 3/11/16	
1526	7.1.24	Deliverable 34 - Renewal Notification Validated Requirements	Tue 6/28/16	
1527	**7.2**	**Requirements Validation and Approval - DL Issuance**	**Thu 6/16/16**	
1528	**7.2.1**	**Complete Requirement Validation for Financial Responsibility**	**Fri 6/10/16**	
1539	7.2.1.4	Deliverable 35 - Financial Responsibility Validated Requirements (Increment 1)	Wed 10/14/15	
1552	7.2.1.10	Deliverable 36 - Financial Responsibility Validated Requirements (Increment 2)	Thu 2/11/16	
1567	7.2.1.18	Deliverable 37 - Financial Responsibility Validated Requirements (Increment 3)	Fri 6/10/16	
1568	**7.2.2**	**Complete Requirement Validation for DL Issuance & Motorist Maintenance**	**Thu 6/16/16**	
1586	7.2.2.11	Deliverable 41 - DL Issuance Validated Requirements (Increment 1)	Mon 11/2/15	
1606	7.2.2.24	Deliverable 42 - DL Issuance Validated Requirements (Increment 2)	Fri 3/4/16	
1627	7.2.2.38	Deliverable 43 - DL Issuance Validated Requirements (Increment 3)	Thu 6/16/16	
1628	**7.2.3**	**Complete Requirement Validation for Citation Processing & CDLIS**	**Wed 6/15/16**	
1644	7.2.3.9	Deliverable 38 - Citation Processing & CDLIS Validated Requirements (Increment 1)	Tue 10/6/15	
1671	7.2.3.29	Deliverable 39 - Citation Processing & CDLIS Validated Requirements (Increment 2)	Thu 2/18/16	
1702	7.2.3.53	Deliverable 40 - Citation Processing & CDLIS Validated Requirements (Increment 3)	Wed 6/15/16	
1703	**7.3**	**Complete Requirement Validation for MyDMV Portal**	**Mon 6/27/16**	
1728	7.3.18	Deliverable 29 - MyDMV Portal Validated Requirements	Fri 11/20/15	
1752	7.3.35	Deliverable 30 - MyDMV Portal Validated Requirements	Thu 3/10/16	
1777	7.3.53	Deliverable 31 - MyDMV Portal Validated Requirements	Mon 6/27/16	
1778	**7.4**	**Technical Requirements Validation**	**Fri 6/10/16**	
1790	7.4.3	Deliverable 44 - Phase I: Technical Requirements	Fri 6/10/16	
1799	7.4.5	Deliverable 45 - Data Model Review and Validation	Fri 3/4/16	
1810	7.5	Requirements Validation and Approval COMPLETE	Tue 6/28/16	
1811	**8**	**Design, Develop, Implement**	**Thu 8/29/19**	
1812	**8.1**	**Database Redesign**	**Wed 6/20/18**	
1819	**8.1.7**	**Data Warehouse**	**Fri 6/10/16**	
1828	8.1.7.2	Deliverable 46 - Reporting Strategy	Fri 6/10/16	
1840	8.1.8	Deliverable # 19 - Data Warehouse Gap Analysis Report	Tue 7/14/15	
1846	**8.1.11**	**Analysis and Design**	**Thu 11/5/15**	
1847	**8.1.11.1**	**Deliverable 13- System Specification Document - Initial Version**	**Mon 11/2/15**	
1861	8.1.11.2	Deliverable # 13 - System Specification Document (Initial Version)	Mon 11/2/15	
1871	8.1.11.4	Deliverable #16 - Synchronization Process Design	Thu 11/5/15	
1872	**8.1.12**	**Data Migration**	**Tue 8/16/16**	
1881	8.1.12.2	Deliverable # 18 - Migration Plan (Data)	Fri 4/15/16	
1885	**8.1.13**	**Data Sychronization (limited model)**	**Thu 5/7/15**	
1921	8.2	Database Redesign / Synchronization COMPLETE	Wed 6/20/18	
1922	**8.3**	**Development**	**Fri 7/27/18**	
1929	**8.3.2**	**Development Release Planning**	**Mon 5/23/16**	
1938	8.3.2.2	Deliverable 23 - Release Planning Guiding Principles and Strategy	Wed 10/7/15	
1947	8.3.2.4	Deliverable 24 - Phase I: Draft Release Plan	Fri 11/13/15	
1956	8.3.2.6	Deliverable 25 - Phase I: Final Release Plan	Mon 5/23/16	
1957	**8.3.3**	**Pass 0 - Enterprise Preparations**	**Fri 1/22/16**	
1967	8.3.3.2	Deliverable #17 - Test Database Conceptual Design (HW Configuration)	Thu 11/5/15	
1968	8.3.3.3	Confirm DEV/Test Environment Readiness with Enterprise Architecture Refresh Project (Oracle Upgrade)	Thu 11/5/15	
2099	8.3.8	Development COMPLETE	Fri 7/27/18	
2100	**8.4**	**Testing**	**Mon 4/22/19**	

ID	WBS	Task Name	Finish	2013
				2013
				'13
2101	**8.4.1**	**Test Plan**	**Fri 5/13/16**	
2110	**8.4.1.2**	**Deliverable 28 - Testing Strategy and Plan**	**Fri 5/13/16**	
2111	**8.4.2**	**End-to-End User Acceptance Testing**	**Tue 1/22/19**	
2117	8.4.2.2	UAT COMPLETE - Product Owner Approval and Signature	Fri 7/6/18	
2122	**8.4.2.4**	**UAT COMPLETE - Product Owner Approval and Signature**	**Mon 9/10/18**	
2128	**8.4.2.6**	**UAT COMPLETE - Product Owner Approval and Signature**	**Tue 1/22/19**	
2133	8.4.2.8	UAT COMPLETE - Product Owner Approval and Signature	Mon 9/10/18	
2134	**8.4.3**	**Enterprise System Testing**	**Tue 4/9/19**	
2135	**8.4.3.1**	**Confirm Production Environment Readiness with Enterprise Architecture Refresh Project (Oracle Upgrade)**	**Wed 6/6/18**	
2142	8.4.3.8	Obtain Enterprise System Testing Product Owner/Business Approval and Signoff	Tue 4/9/19	
2143	8.4.3.9	Obtain Enterprise System Testing ISA/Technical Approval and Signoff	Tue 4/9/19	
2144	**8.4.4**	**Security**	**Mon 4/22/19**	
2153	**8.4.4.2**	**Deliverable 26 - Draft Security Plan**	**Fri 11/20/15**	
2162	**8.4.4.4**	**Deliverable 27 - Final Security Plan**	**Mon 5/23/16**	
2167	8.4.4.6	Obtain Security Scan ISM Approval and Signoff	Mon 4/22/19	
2168	**8.4.5**	**Testing COMPLETE**	**Mon 4/22/19**	
2169	**8.5**	**Operations Planning**	**Fri 7/20/18**	
2170	**8.5.1**	**Organizational Change Management**	**Fri 2/26/16**	
2179	**8.5.1.2**	**Deliverable 20 - Communications Strategy and Plan**	**Mon 11/2/15**	
2188	**8.5.1.4**	**Deliverable 21 - Organizational Analysis**	**Fri 12/18/15**	
2197	**8.5.1.6**	**Deliverable 22 - Training and Performance Support Strategy**	**Fri 2/26/16**	
2208	**8.5.4**	**Operations Planning COMPLETE**	**Fri 7/20/18**	
2209	**8.6**	**Implementation**	**Wed 8/28/19**	
2224	**8.6.4**	**Implementation COMPLETE**	**Wed 8/28/19**	
2225	**8.7**	**Project COMPLETE**	**Thu 8/29/19**	

Office of Motorist Modernization Purchasing & Legal Calendar 2015-2016

Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016	April 2016	May 2016	June 2016	2016-2017	2017-2018	2018-2019	2019-2020

Data Quality Solutions

- OMM staff to prepare DRAFT Request for Information (RFI); Complete by December 15, 2015
- DRAFT RFI to Purchasing and Legal for review; return to OMM with revisions and comments by February 19, 2016
- POST Final RFI by March 15, 2016; Complete RFI process no later than June 15, 2016
- Utilize pricing for 2017-2018 LBR
- Estimated Purchase 2017-2018

Enterprise Content Management System - PHASE II

- OMM staff to prepare DRAFT Request for Information (RFI); Complete by February 1, 2016
- DRAFT RFI to Purchasing and Legal for review; return to OMM with revisions and comments by March 31, 2016
- POST Final RFI by April 7, 2016; Complete RFI process no later than June 23, 2016
- Utilize pricing for 2017-2018 LBR
- Estimated Purchase 2018-2019

International Fuel Tax Agreement/International Registration Plan (IFTA/IRP) - PHASE II

- OMM staff to prepare DRAFT Request for Information (RFI); Complete by February 1, 2016
- DRAFT RFI to Purchasing and Legal for review; return to OMM with revisions and comments by March 31, 2016
- POST Final RFI by April 7, 2016; Complete RFI process no later than June 23, 2016
- Utilize pricing for 2017-2018 LBR
- Estimated Purchase 2018-2019

Support Services Contract - PHASE I (February 2015 through June 2019)

- OMM Contract Deliverables Planning for FY2016-2017; Current Contract Amendment expires June 30, 2016
- Session Ends; Budget 2016-2017
- Finalize DRAFT Contract Amendment; Submit to Purchasing and Legal for review; Execute Amendment by June 3, 2016
- Planning & Execution for 2017-2018
- Planning & Execution for 2018-2019

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Table 1. Summary of changes	
Item	**Description**
Interviews conducted	• No interviews conducted. • Refer to Appendix G, Interviews and artifacts.
Artifacts received	• Artifacts received include various deliverables, ESC meeting agenda, IV&V deficiency action plan, project performance management metrics, requirements management documents, RASCI, schedule, schedule IV-B feasibility study, status reports and spending plan. • Refer to Appendix G, Interviews and artifacts.

The following figure shows the overall risk ratings assigned to each area within the program governance, project management and technical solution dimensions. It also shows the risk state trending for each area (positive or negative). Red facets represent the highest risks and should be remediated first.
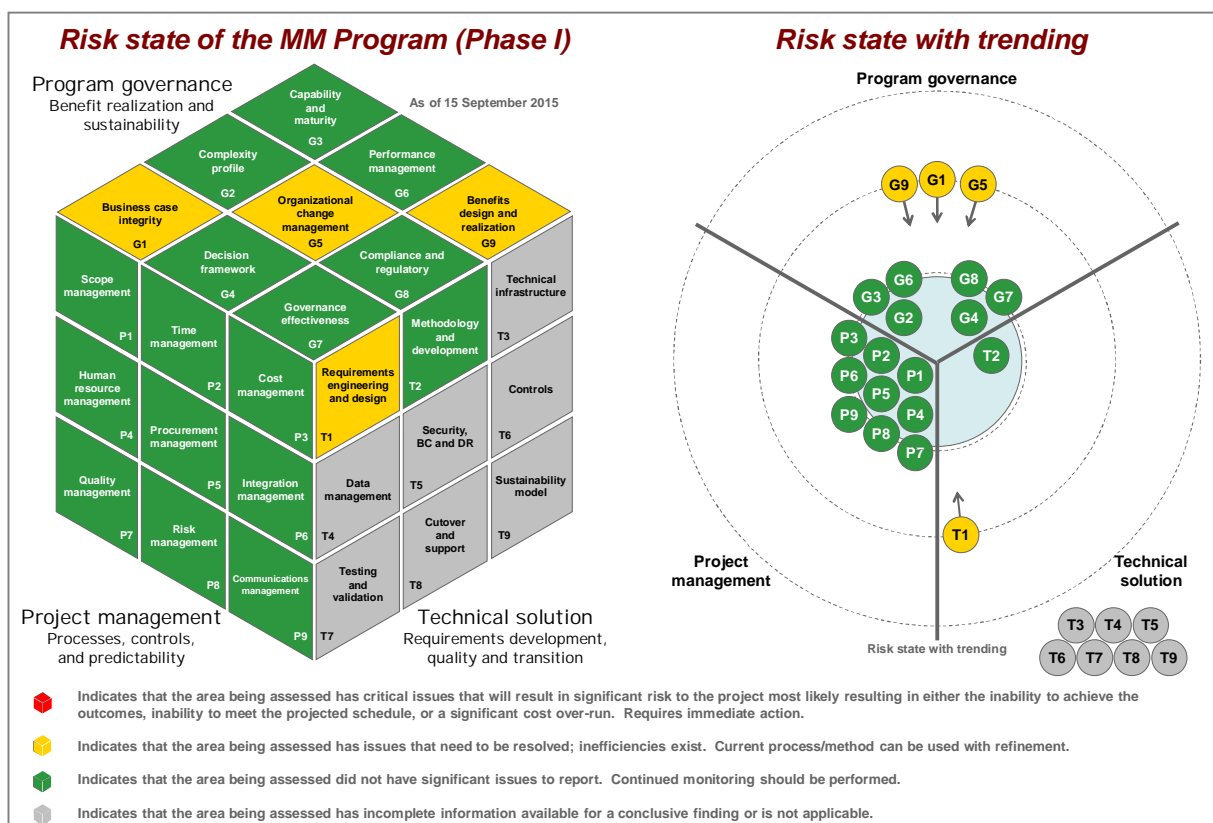

Figure 1. Overall risk state and trending

The following figure shows a summary of the IV&V cube facet ratings (red, amber green and gray) including open deficiencies per month for the past several months.
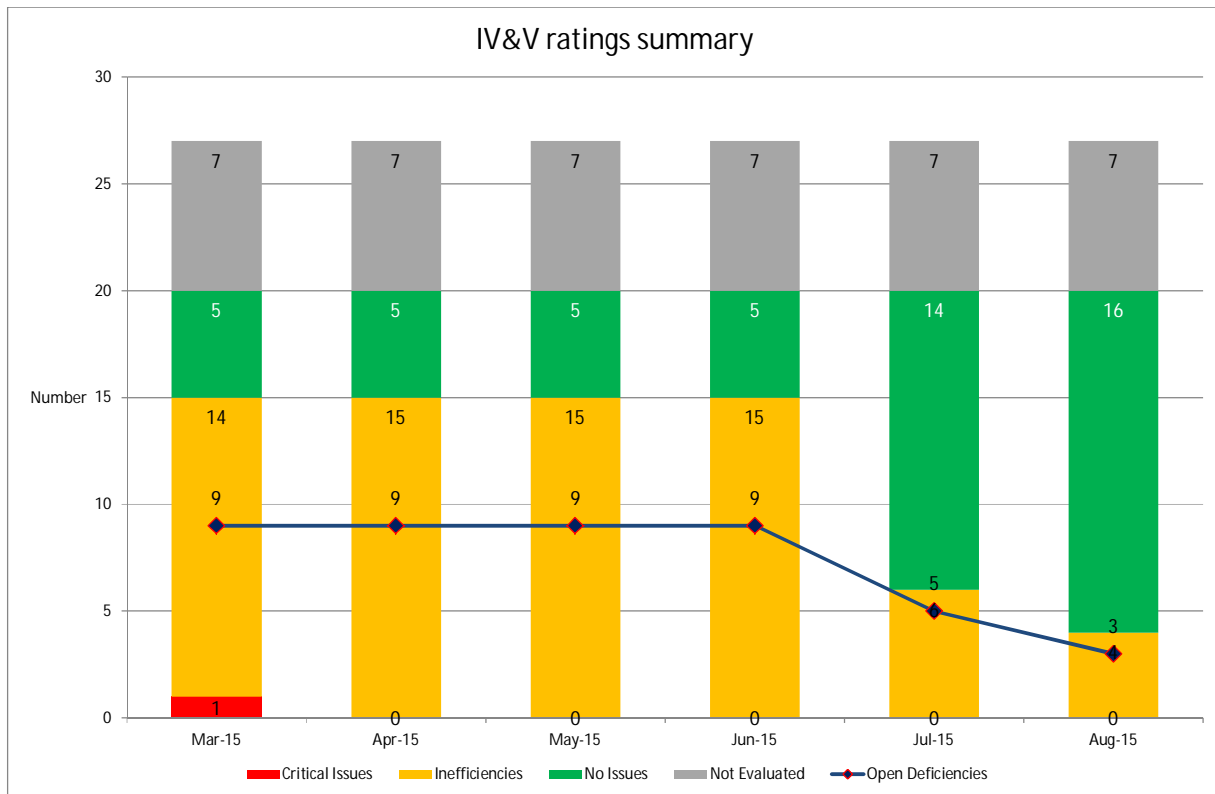

Figure 2. Summary of IV&V cube facet ratings and open deficiencies per month

Key items displayed in the above figure are as follows:

- The MM Program Team is actively working to address the deficiencies identified by the IV&V Team.
- The overall IV&V project risks are decreasing.

Motorist Modernization Advisory Board Communications Update
October 13, 2015

Main Activity: Working with Accenture (Support Services Vendor) to create Organizational Change Management Deliverable #20– Communications Strategy and Plan, which is to be submitted on October 16, 2015.

Other Activities:
1. ORION (Online Registration and Identity Operating Network)
   1.1. New System Logo approved
   1.2. Planning logo unveiling as part of a GHQ update
2. Accenture
   2.1. Organizational Change Management Consultant Kim Koegel started on October 1
3. Working sessions/meetings to gain input for communication planning and activities
   3.1. September 28 – ESC ad hoc meeting to discuss draft stakeholder list and draft key messages
   3.2. October 1 – Meeting with Chief of Staff and Press Secretary to refine key messages
   3.3. October 2 – Additional meeting with OMM program leadership to walk through initial communication plan activities/tools
4. Webpages
   4.1. SharePoint training completed September 15–17, 2015
   4.2. Reviewing all webpages for strategic revision and consolidation with the forward-facing website (currently in planning)

Preliminary Recommendations:
- Establish a centralized program email account as a feedback mechanism for all communication activities
- Distribute a periodic communique to the program team members containing status information and accomplishments
- Develop a media-ready, one-sheet to begin communicating program information to the general public.

Advisory Board Meeting Notes

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