Motorist Modernization Advisory Board Monthly Meeting  
October 24, 2017  
Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399  
1 to 3 p.m., EST  

Invitees  
Deb Roby  
Ed Broyles  
Kelley Scott  
Pace Callaway  
April Edwards  
William Washington  
Linda Fugate  

Representing  
DHS MV  
DHS MV  
DHS MV  
DHS MV  
DHS MV  
Florida Clerk Courts & Comptrollers  
Florida Tax Collectors  

Agenda  

- Roll Call  
- Welcome  
- Review and Approval of Last Meeting Minutes  
- Advisory Board Charter  
- IV&V Update  
- Stakeholder Outreach Update  
- Policy and Decisions Review  
- MM Phase I Program Update  
  - Financial Review  
  - Change Request Review  
  - Program & Project Updates  
  - Communications/OCM Update  
- Q&A  
- Adjourn
MOTORIST MODERNIZATION ADVISORY BOARD

Monthly Meeting Minutes
Kirkman Building Conference Room B-202
August 8, 2017
1:00 to 3:00 p.m.

WELCOME AND INTRODUCTIONS

• The meeting was called to order at 1:05 p.m. Ms. Green began the meeting with the Welcome and Introductions, and proceeded with the roll call of board members.

Advisory board members present included:

  o Pace Callaway
  o Deb Roby
  o April Edwards (absent)
  o Ed Broyles (via phone)
  o Beth Allman (absent)
  o Linda Fugate (via phone)
  o Kelley Scott (via phone)

• Additional DHSMV members present included - Kristin Green, Koral Griggs, Sonia Nelson, Cheryl Dent, Scott Tomaszewski, Judy Johnson, Aundrea Andrades, Jessica Espinoza, Laura Freeman, Janis Timmons, Joe Weldon (Accenture) and Kelly Shannon.

• Visitors included – Michelle Morris and Joe from Palm Beach County (via phone), Chris Wade and Gary Didio (via phone) from IV&V.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

• Ms. Green reviewed the meeting minutes from July 11, 2017. There were no changes, revisions or corrections from members. A motion to approve the July 11, 2017 minutes was unanimously accepted by the board members.

IV&V UPDATE

• Mr. Chris Wade from IV&V, provided the update and stated the overall risk state is green. The schedule performance index (SPI) is 1.00. There were no additional facets evaluated. No new deficiencies were identified since the last report. The MM program team has satisfactorily addressed all deficiencies identified by the IV&V Team. The program is currently on schedule and is within established performance thresholds. Future milestones are trending slightly behind schedule, but within established performance parameters. The overall schedule quality is 94.9 and is consistent and excellent.

STAKEHOLDER OUTREACH UPDATE

• Ms. Green indicated we are not reviewing this topic today.
POLICY AND DECISION REVIEW

- Ms. Green indicated we are not reviewing this topic today.

FINANCIAL REVIEW

- Ms. Timmons reported on June and July financials. The variance between budget and actuals for June 2017 was less than 1%. Fiscal Year 2016-2017 has been closed. For Fiscal Year 2017-2018, we received $9.8 M for Phase I activities. July 2017 financials reflect a 0% variance between budget and actuals. We are expecting several large purchases of software and software tools during this current year, and will continue our Deliverable based contract with Accenture and Ernst & Young.

CHANGE REQUEST REVIEWS – LEVEL III

- CR #63 (Level III, Medium) - Ms. Green indicated this was not included in the email packet sent to members before the meeting. It was taken to the Change Control Board this morning however, that meeting did not have quorum. It was reviewed with the CCB for information purposes only. We would like an approval recommendation from the Advisory Board for this DL Issuance request. Mr. Weldon stated this is a name change prompting customer inquiry and AAMVA checks to reduce the possibility of creating duplicate customers. There will be no impacts to the data tier, database or schedule. Ms. Green asked for a motion to approve, and all were in favor and Change Request # 63 was approved. This change request will be submitted to the ESC next week.

CHANGE REQUEST REVIEWS – LEVEL I AND II

- PMCR 109 - DL Issuance, Joe Weldon - Move Print Political Party Button - Cancelled, did as part of FR33550.
- PMCR 110 - DL Issuance, Joe Weldon – Refresh Queue – Cancelled 7/10/17 as not needed.
- PMCR 111 - DL Issuance, Joe Weldon – Update MV Inquiry Screen – Deferred on 7/10/17, can be addressed in Phase II.
- PMCR 126 - DL Issuance, Joe Weldon – Change to Scan Document Screen- Cancelled, Work completed without a change request.
- PMCR 132 - DL Issuance, Joe Weldon – Revise FR33270 – Send to Signature Pad to Opt In/Opt Out. Cancelled, work completed without a change request.
- PMCR 137 - DL Issuance, Joe Weldon – Change NLETs labels- Deferred, Phase II Change Request.
- PMCR 139 - DL Issuance, Joe Weldon – Label Change on Batch Details – Approved 7/17/17.
- PMCR 144 - DL Issuance, Joe Weldon – Add Motor Voter Address Info Screen – Approved by PO on 6/6/17.
- PMCR 151 - DL Issuance, Joe Weldon – Auto- Populate state of residence – Cancelled, don’t want to auto populate.
- PMCR 169 - DL Issuance, Joe Weldon – Limit name and address changes on non-issuance. Approved 7/25/17.
• PMCR-208 – MyDMV Portal, Aundrea Andrades – MV Services Display of Registration in MyDMV Portal. Approved July 17, 2017 by PO.
• PMCR 216 – Renewal, Sonia Nelson – Archive FR 14526. Create CRS deposit for mail in renewals. Approved on 7/31/17.
• PMCR 221 – Citation Processing, Sonia Nelson – Connecting the DUI dispositions to the DUI revocation. Approved on 7/31/17.
• PMCR 222 – Citation Processing, Sonia Nelson – Connecting dispositions to the sanction commercial disqualification. Approved 7/31/17.
• PMCR 224 - Renewal, Sonia Nelson – Duplicate Story should be archived. Approved 7/31/17.
• PMCR 225 – Renewal, Sonia Nelson – This is a missed requirement. Approved 7/31/17.
• PMCR 226 - Renewal, Sonia Nelson – This is a missed requirement. Approved 7/31/17.
- PMCR 227 – Renewal, Sonia Nelson – Add County time frame drop down box. Approved 7/31/17.
- PMCR 228 – Renewal, Sonia Nelson – Add History to vendor details. Approved 7/31/17.
- PMCR 229 – Citation Processing, Sonia Nelson – DUI Court ordered time period code. Approved 7/31/17.

PROJECT UPDATES

- DL Issuance – Mr. Weldon stated the team is currently in Milestone E which ends 10/18/17. Included in this Milestone is the functionality to complete an Original DL Issuance, Replace DL Issuance and Renew DL Issuance. The team is in Sprint 15, which ends on 8/16/17. The team is working on new screens, calls for test data from third party and STS as well as the change requests and screens for Motor Voter. Based on capacity, the stop light indicators for the Sprint are green for Development and Technical Debt, and red for Business Actions and Testing, due to six open design questions from the Sprints and twelve open design questions for BA’s in the current Sprint. The stoplight indicators for the Milestone reflect green for Technical Debt and yellow for Business Actions, Development and Testing.

- The Policy and Procedures group is continuing their meetings on a weekly basis via conference calls. The team met last on 7/25/17 through 7/27/17 (the end of Milestone D). The team meets next on 9/12-14, 2017. No project risks reported for the current period. There is one project issue that remains open:

- MyDMV Portal – Ms. Andrades stated the team is currently in Milestone D, which ends on 8/29/17. The team is ending Sprint 16 on 8/8/17. We will be starting the HIP Sprint on 8/9/17, and ends on 8/28/17. In Sprint 16, we developed and tested the issuance of a Motor Vehicle Parking Permit Renewal, Commercial Learners Permit Replacement and Generated Documents. In HIP, we will be testing Commercial Learner Permit Renewal, the last issuance for MyDMV. The Stoplight Report indicates red in Business Actions and Testing as the developers are over capacity and are behind on completing all work for the Sprint. For the Milestone stoplight update, we are green in Business Actions, Development, Testing and Technical Debt. There are no risk issues or action items to report during the current period.

- Renewal Notification – Ms. Nelson stated that the team is in Milestone D for Renewal Processing. The team started Sprint 16 on 7/19/17 and ends on 8/8/17. This is the fourth of four planned sprints for this milestone. The milestone ends 8/29/17. The team is working on the Renewal Notice, GHQ Renewal Validation, Renewal Vendor File and TC Renewal Reports. For the current Sprint, we have committed 34 stories for completion. Based on capacity, our Stoplight indicators for the Sprint are green for Business Actions and Technical Debt and red for Testing and Development. For the milestone stoplight report, we are green for the Business Actions and Technical Debt and yellow for Testing and Development. No project risks or issues reported for the current period. There were eleven (11) Level I/II change requests were submitted and approved by the Product Owner on 8/1/17.

- CDLIS/Citation Processing – Ms. Nelson stated the team is working on Milestone C which ends on 10/3/17. The team is working to complete Sprint 13 which ends on 8/1/17. In this milestone we will work on stories for DUI Revocation, Mandatory Revocation, HTO Revocation,
Point Suspension Process, Youthful Offender, Miscellaneous Revocation, Verify ID Process and Violation of Restriction Sanction. Based on capacity, our stoplight indicators for the Sprint are green for all four areas. For the Milestone, our stoplight indicators are yellow for Business Actions, Development and Testing and green for Technical Debt. There were three (3) Level I/II change requests submitted and approved by the Product Owner on 8/1/17. No specific risks reported for the current period.

- Motorist Maintenance – Mr. Tomaszewski stated that the team is in Milestone D, which ends on 8/30/17. Work included in this milestone are Disposition features needed by the Citation Processing team to meet their testing obligations. The HIP Sprint started on 8/13/17 and ends on 8/30/17. The bugs associated with the remaining approved Disposition change story is targeted for completion in the Sprint. Also, critical and high reported bugs reported against the disposition service by other team members will also be addressed. The Sprint Stoplight Report reflects green for all categories as the team is on schedule and within planned capacity for the sprint. The Milestone Stoplight report reflects green for all categories as the developers and testers have the capacity to complete all Milestone objectives. There are no risks, issues or change requests for the current period.

- Financial Responsibility – Mr. Tomaszewski stated the team is in Milestone D which ends on 8/30/17. Included in this milestone are the Sanction Creation Data Tier work to satisfy the approved Change Request #48 and the Insurance Data Exchange (XML) backend process. The HIP Sprint started on 8/3/17 and ends on 8/30/17. The team committed to completed testing and bugs registered against the Sanction Creation Data Tier work and Transaction daily reporting. Technical Debt related to broken unit tests will also be addressed. For the Sprint Stoplight, we are green in Business Actions and Technical Debt and yellow in Development and Testing. The developers and testers have the capacity to complete the Sprint objectives. The Milestone Stoplight report reflects green in all areas as the developers and testers have the capacity to complete their planned Milestone objectives. There are no new risks or issues reported for the current period.

COMMUNICATION UPDATE

- Ms. Griggs stated the names for all the working groups have been finalized. The next step is getting schedules from the Project Managers. Schedules are due by Friday, 8/11/17. This information will be presented to the ESC on Thursday, 8/17/17.

- There are now two processes for reviewing the MyDMV Portal with the Communication team. One process is for reviewing previously developed screens and the second process is for new screens or undeveloped screens, which are reviewed in refinement meetings.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Ms. Green requested a motion to adjourn the meeting and the meeting was adjourned at approximately 1:42 p.m.

- The next Advisory Board Meeting is scheduled for September 12, 2017.
**Note: Handouts at this meeting included:**

*Consolidated in a meeting packet and emailed to members:*

<table>
<thead>
<tr>
<th>Document Description</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM Advisory Board Agenda</td>
<td>1 Page</td>
</tr>
<tr>
<td>MM Advisory Board Monthly Meeting Minutes dated 7/11/17</td>
<td>7 Pages</td>
</tr>
<tr>
<td>MM Phase I Project Manager Log of Agile Development Change Requests</td>
<td>4 Pages</td>
</tr>
<tr>
<td>MM Level III (Medium) Change Request #63</td>
<td>4 Pages</td>
</tr>
<tr>
<td>MM Program Glossary</td>
<td>2 Pages</td>
</tr>
<tr>
<td>MM Stoplight Reports for Sprint &amp; Milestone Updates</td>
<td>2 Pages</td>
</tr>
</tbody>
</table>
Department of Highway Safety and Motor Vehicles

Motorist Modernization Phase I Advisory Board Charter

I. **Board Name**

This Charter constructs a standing board officially named as the Department of Highway Safety & Motor Vehicles (DHSMV) Motorist Modernization Advisory Board.

II. **Purpose**

The Advisory Board is created for the purpose of providing strategic input to the Motorist Modernization Program Director, and the Executive Steering Committee (ESC) on matters relevant to the Motorist Modernization program’s first phase. The specific purposes of the board may include the following responsibilities:

- Facilitate cooperation and communication between the DHSMV and stakeholders impacted by the Motorist Modernization program;
- Offer recommendations for program improvement and stakeholder management and outreach; and
- Make recommendations for establishing priorities which includes participating in ongoing program planning.

III. **Duration**

The Motorist Modernization Phase I Advisory Board shall be a standing Board that will be in existence until the DHSMV Executive Director disbands the body. It is assumed that this body will remain intact throughout the Motorist Modernization program’s lifecycle.
IV. Motorist Modernization Program Structure

The Motorist Modernization program structure is critical to the success of the program. The program structure consists of five (5) major entities that share the common goal of a successful completion of the Motorist Modernization program, so it can achieve its planned benefits and anticipated outcomes. Figure 1 below depicts the Motorist Modernization program’s organizational chart.
V. **Motorist Modernization Program Responsibilities**

a. **Executive Sponsor**
   - Initiate and provide overall funding for the program;
   - Advocate the program both internally and externally;
   - Review any major deliverables; and
   - Support the Motorist Modernization Program Director to successfully deliver the program.

b. **Executive Steering Committee**
   Ensure the program meets overall objectives and:
   - Provide management direction and support to the Program Team;
   - Assess the program’s alignment with the strategic goals of the Department;
   - Review and approve or disapprove high-priority changes to the program’s scope, schedule and costs;
   - Review and approve or disapprove major program deliverables, based on recommendations from the Motorist Modernization Program Director; and
   - Recommend suspension or termination of the program (or any of its sub-project initiatives) to the Governor, the President of the Senate, and the Speaker of the House of Representatives if determined that the primary objectives cannot be achieved.

c. **Advisory Board**
   Provide input and strategic guidance to the Motorist Modernization Program Team and the ESC to assist in decision-making. Members should advise, assist, support, and advocate for the program. Responsibilities will include the following:
   - Provide support to the Program Team;
   - Review and make recommendations related to any changes to the program’s scope, schedule, and cost;
   - Review any major deliverables;
   - Review requirements for all projects in the Motorist Modernization program;
   - Attend / participate in each Advisory Board meeting;
   - Identify issues vital to their interest on the Board and help to build consensus for the program;
   - Support the implementation goals and schedule adopted for the program; and
   - Balance their specific interests with an understanding of the overall goal to better serve the citizens of Florida.
d. Independent Verification and Validation (IV&V)
Perform an independent assessment of the Motorist Modernization program to ensure that the deliverables meet defined requirements/specifications in accordance with industry leading practices. The IV&V vendor reports to the ESC.

e. Program Team
The Program Team, led by the Motorist Modernization Program Director, is responsible for providing daily planning, management and oversight of the Motorist Modernization program. The responsibilities of the Program Team also include the following:

- Submit written monthly program status reports to the ESC which include:
  - Planned vs. actual program costs;
  - An assessment of the status of major milestones and deliverables;
  - Identification of any issues requiring resolution, proposed resolution for these issues and information regarding the status of the resolution; and
  - Identification of risks that must be managed.

- Review and approve or disapprove all deliverables. Major program deliverables may also require ESC approval.

- Identification of necessary changes in the scope, schedule, or costs. All recommended changes must be reviewed by program stakeholders before submission to the ESC.
VI. Motorist Modernization Advisory Board Members

Advisory Board Members
(7 Representatives)

- Driver Licenses Representative DHSMV
- Budget Management Representative DHSMV
- Tax Collectors Association Representative
- Motor Vehicles Representative DHSMV
- Deputy CIO DHSMV
- Administrative Services Representative DHSMV
- Florida Court Clerks & Comptrollers Representative

a. Official Members
- The Advisory Board membership shall be comprised of members approved by the DHSMV Executive Director. The Advisory Board shall consist of 7 members. Members will be selected and appointed by their respective stakeholder organizations. The following are the designated representation for the Advisory Board:
  - Department of Highway Safety and Motor Vehicles (5 representatives)
  - Florida Court Clerks and Comptrollers (1 Representative)
  - Florida Tax Collector Association (1 Representative)
VII. Meetings

The Advisory Board shall meet monthly, and all meetings shall be facilitated by the Motorist Modernization Program Director. All meetings must adhere to the Sunshine Law. A vital element of the Sunshine Law is the requirement that Boards subject to the law provide "reasonable notice" of all meetings. The Motorist Modernization Program Director shall establish and publish a schedule for all Advisory Board meetings. The Director may call ad hoc meetings at their discretion. A conference line will be provided for every meeting for those members that are not able to attend in person.

The Motorist Modernization Program Director shall update the Advisory Board on all matters related to the Motorist Modernization program, including, budget, scope, schedule, resources management, stakeholder outreach, status updates, risks, issues and other relevant program information.

Any strategic program decisions will be presented to the Advisory Board members to document their insight and direction for presentation to the Executive Steering Committee.

Agenda and supporting materials will be provided to the Advisory Board members no later than three (3) business days prior to the scheduled meeting.

A quorum of (5) Advisory Board members must be present in person or via a conference line before the board can conduct business.

The Motorist Modernization Program Team will prepare and distribute the draft meeting minutes to the membership as a part of the next meeting’s packet. The final minutes will be stored as permanent records on the Advisory Board’s public-facing website.

VIII. Discussion and Decision Making

The Motorist Modernization Advisory Board is intended to facilitate open discussion of issues and options. Program Team members will provide background information related to key issues that the Advisory Board may consider and provide recommendations on. The Advisory Board will strive to provide consensus-based recommendations to the Motorist Modernization Program Director and the Executive Steering Committee. (Consensus is a preponderance of opinion. It does not mean "unanimity").

If Advisory members find that consensus cannot be achieved, the Advisory Board will send the complete range of their input to Executive Steering Committee for final consideration.
IX. Signature and Acceptance Page

We have reviewed the Motorist Modernization Advisory Board Charter and agree that the content is accurate and agreed upon by the Board.

______________________________   _____________________
Name William Washington      Date
Representing: Florida Clerk Courts and Comptrollers

______________________________   _____________________
Name Ed Broyles       Date
Representing: DHSMV

______________________________   _____________________
Name April Edwards       Date
Representing: DHSMV

______________________________   _____________________
Name Pace Callaway      Date
Representing: DHSMV

______________________________   _____________________
Name Linda Fugate       Date
Representing: Florida Tax Collector Association

______________________________   _____________________
Name Deb Roby       Date
Representing: DHSMV

______________________________   _____________________
Name Kelley Scott       Date
Representing: DHSMV
Topics for discussion

- General IV&V overview
- Overall risk state and trending
- IV&V ratings summary
- Key indicators
- Status of key deficiency recommendations
- Overall performance
- Forecast milestone completion
- Open deficiencies and actions
- Performance improvement recommendations
- Upcoming IV&V activities

- Supporting information
- Summary of changes
- Open deficiencies
- Project milestones
- Late tasks
- Project schedule quality
- Project budget

Data contained in this MAR is as of 13 October 2017
General IV&V overview

- There are no open IV&V deficiencies.
  - No additional facets evaluated.
  - No new deficiencies identified since the last report.
- The Program is within established schedule performance thresholds.
  - The schedule performance index (SPI) is 0.984.
  - 190 of 2,854 total tasks (6.66%) contained in the project schedule are late.
  - 181 of 2,050 tasks (8.83%) for the current period are late.
- The Program is within established cost performance thresholds.
  - The cost performance index (CPI) is 1.000.
  - The Program is currently on budget based on provided budget and spending information.
- The project is falling behind schedule.
  - Future milestones are projected to be completed behind schedule.
  - Projected future milestone completion dates are trending negative.
  - Project completion date forecast to be 17 September 2019, 19.2 days late.
Overall risk state and trending

**Risk state of the MM Program (Phase I)**

Program governance
- Benefit realization and sustainability
- As of 13 October 2017

Risk state with trending

- Program governance
- Project management
- Technical solution

- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
- Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.
- Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

**Program governance**
- Business case integrity
- Decision framework
- Governance effectiveness
- Organizational change management
- Compliance and regulatory
- Benefits design and realization
- Technical infrastructure

**Project management**
- Scope management
- Time management
- Cost management
- Requirement engineering and design
- Data management
- Security and controls
- Methodology and development
- Business continuity and disaster recovery

**Technical solution**
- Business case integrity
- Decision framework
- Governance effectiveness
- Organizational change management
- Compliance and regulatory
- Benefits design and realization
- Technical infrastructure

**Scope management**
- P1
- P2
- P3
- P4
- P5
- P6
- P7
- P8
- P9

**Time management**
- T1
- T2
- T3
- T4
- T5
- T6
- T7
- T8
- T9

**Cost management**
- G2
- G4
- G6
- G8
- G9

**Requirements engineering and design**
- T1
- T2
- T3
- T4
- T5
- T6
- T7
- T8
- T9

**Data management**
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Security and controls**
- T1
- T2
- T3
- T4
- T5
- T6
- T7
- T8
- T9

**Methodology and development**
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Business continuity and disaster recovery**
- T1
- T2
- T3
- T4
- T5
- T6
- T7
- T8
- T9

**Sustainability model**
- P1
- P2
- P3
- P4
- P5
- P6
- P7
- P8
- P9

**Requirements development, quality and transition**
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Governance effectiveness**
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Organizational change management**
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Compliance and regulatory**
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Benefits design and realization**
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Technical infrastructure**
- G1
- G2
- G3
- G4
- G5
- G6
- G7
- G8
- G9

**Risk state with trending**
- Program governance
- Project management
- Technical solution

**Risk state with trending**
- Program governance
- Project management
- Technical solution

**Risk state with trending**
- Program governance
- Project management
- Technical solution

**Risk state with trending**
- Program governance
- Project management
- Technical solution
Overall IV&V ratings summary

This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.

Facet risk rating totals are as follows:
- Red (critical issues): 0
- Amber (issues): 0
- Green (no issues): 25
- Gray (not evaluated): 2
- Open deficiencies: 0

Conclusions:
- The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
## Key indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the project approach sound?</td>
<td>Yes</td>
<td>The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.</td>
</tr>
<tr>
<td>Is the project on time?</td>
<td>Yes</td>
<td>The Program is within established schedule performance thresholds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The schedule performance index (SPI) is 0.984.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 190 of 2,854 total tasks (6.66%) contained in the project schedule are late.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 181 of 2,050 tasks (8.83%) for the current period are late.</td>
</tr>
<tr>
<td>Is the project on budget?</td>
<td>Yes</td>
<td>The Program is within established cost performance thresholds.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The cost performance index (CPI) is 1.000.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The Program is currently on budget based on provided budget and spending information.</td>
</tr>
<tr>
<td>Is scope being managed so there is no scope</td>
<td>Yes</td>
<td>The work being completed as part of the MM Program (Phase I) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.</td>
</tr>
<tr>
<td>creep?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What are the project’s future risks?</td>
<td>Unknown</td>
<td>The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&amp;V Team.</td>
</tr>
<tr>
<td>Are the project’s risks increasing or</td>
<td>Steady</td>
<td>The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&amp;V Team.</td>
</tr>
<tr>
<td>decreasing?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there new or emerging technological</td>
<td>No</td>
<td>New and emerging technologies were considered in the Feasibility Study.</td>
</tr>
<tr>
<td>solutions that will affect the project’s</td>
<td></td>
<td>None have an adverse effect on the project’s technological assumptions.</td>
</tr>
<tr>
<td>technology assumptions?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Status of key deficiency recommendations

Recommendation Status versus Priority

Recommendation Priority by Deficiency

Overall Status of Recommendations

Recommendation Status by Deficiency
Overall performance

This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.

Summary:
- Schedule and cost performance are within established thresholds.

Conclusions:
- The Program is currently on schedule and on budget.

- Green area indicates within tolerance of +/- 10% for both SPI and CPI.
- Amber area indicates review is required and corrective actions may be necessary.
- Red area indicates out-of-tolerance and corrective actions are necessary.

As of 09 October 2017:
- SPI = 0.984
- CPI = 1.000
Overall performance (continued)

This chart shows the cumulative planned value (PV) and earned value (EV) for the project.

<table>
<thead>
<tr>
<th>Summary:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.</td>
</tr>
<tr>
<td>The total amount of work not completed as scheduled is 4,301.6 hours.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Conclusions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Program is behind schedule.</td>
</tr>
</tbody>
</table>

Blue area indicates the cumulative PV as of the current reporting period.

Grey area indicates the cumulative EV as of the current reporting period.

PV is the work scheduled to be accomplished.

EV is the value of the work actually performed.
This chart shows the percent complete for duration and work for the project.

**Summary:**
- Duration and work complete has been consistent since the beginning of the project.
- The modification of the schedule due to CR68 (Informatica) introduced a large number of long duration activities with little work, greatly impacting percent duration complete.

**Conclusions:**
- None.
Forecast milestone completion

This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).

**Summary:**
- Future milestones are projected to be completed behind schedule.
- Projected future milestone completion dates are trending negative.

**Conclusions:**
- The project is behind schedule.
# Open deficiencies and actions

<table>
<thead>
<tr>
<th>Deficiency</th>
<th>Actions taken</th>
</tr>
</thead>
</table>

The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Performance improvement recommendations

The DHSMV MM Program Team has satisfactorily addressed all performance improvement recommendations identified by the IV&V Team.
Upcoming IV&V activities

► Participate in IV&V and Program meetings
► Review draft and final MM Program materials provided to the IV&V Team
► Conduct interviews as required
► Schedule of immediate IV&V deliverables is as follows:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Planned draft</th>
<th>Planned final</th>
<th>Actual final</th>
<th>Comment</th>
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</thead>
<tbody>
<tr>
<td>MAR – Mar 2017 (IVV-302AZ)</td>
<td>14 April 2017</td>
<td>01 May 2017</td>
<td>21 April 2017</td>
<td>▶ Complete</td>
</tr>
<tr>
<td>MAR – Apr 2017 (IVV-302BA)</td>
<td>12 May 2017</td>
<td>30 May 2017</td>
<td>19 May 2017</td>
<td>▶ Complete</td>
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<tr>
<td>MAR – May 2017 (IVV-302BB)</td>
<td>14 June 2017</td>
<td>29 June 2017</td>
<td>21 June 2017</td>
<td>▶ Complete</td>
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<tr>
<td>MAR – Aug 2017 (IVV-302BD)</td>
<td>14 September 2017</td>
<td>29 September 2017</td>
<td>22 September 2017</td>
<td>▶ Complete</td>
</tr>
<tr>
<td>MAR – Sep 2017 (IVV-302BE)</td>
<td>13 October 2017</td>
<td>30 October 2017</td>
<td>20 October 2017</td>
<td>▶ Complete</td>
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<tr>
<td>MAR – Oct 2017 (IVV-302BF)</td>
<td>14 November 2017</td>
<td>30 November 2017</td>
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<tr>
<td>MAR – Nov 2017 (IVV-302BG)</td>
<td>14 December 2017</td>
<td>01 January 2018</td>
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<tr>
<td>MAR – Dec 2017 (IVV-302BH)</td>
<td>15 January 2018</td>
<td>30 January 2018</td>
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</table>
Supporting information

- Summary of changes
- IV&V ratings summary
- Open deficiencies
- Project milestones
- Late tasks
- Project budget
## Summary of changes

### Supporting information

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deficiencies addressed</strong></td>
<td>► There are no open IV&amp;V deficiencies.</td>
</tr>
<tr>
<td><strong>New deficiencies</strong></td>
<td>► No new deficiencies identified since the last report.</td>
</tr>
<tr>
<td><strong>Risk ratings</strong></td>
<td>► No risk rating changes since the last report.</td>
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<tr>
<td><strong>Maturity ratings</strong></td>
<td>► G6 – Performance management changed from level 3 (defined) to level 4 (managed).&lt;br&gt;► G8 – Compliance and regulatory changed from level 2 (repeatable) to level 3 (defined).&lt;br&gt;► P2 – Time management changed from level 3 (defined) to level 4 (managed).&lt;br&gt;► T2 – Methodology and development changed from level 2 (repeatable) to level 3 (defined).</td>
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<tr>
<td><strong>Interviews conducted</strong></td>
<td>► No interviews conducted since last report.</td>
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<tr>
<td><strong>Artifacts received</strong></td>
<td>► Numerous artifacts received.</td>
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</table>
Open deficiencies

<table>
<thead>
<tr>
<th>Areas and implications</th>
<th>Recommendations</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
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The DHSMV MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
## Project milestones

### Supporting information

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<th>WBS</th>
<th>Title</th>
<th>Original</th>
<th>Scheduled</th>
<th>Planned</th>
<th>Forecast</th>
<th>Actual</th>
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<td>1.3.12</td>
<td>Project Monitoring and Control Phase COMPLETE</td>
<td>06/28/2019</td>
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<td>Project Closeout Phase COMPLETE</td>
<td>06/28/2019</td>
<td>08/29/2019</td>
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<td>8.2</td>
<td>Database Redesign / Synchronization COMPLETE</td>
<td>05/01/2018</td>
<td>09/07/2018</td>
<td>09/07/2018</td>
<td>09/21/2019</td>
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<tr>
<td>8.4</td>
<td>PHASE GATE REVIEW - Database Redesign / Synchronization</td>
<td>06/20/2018</td>
<td>09/07/2018</td>
<td>09/07/2018</td>
<td>09/21/2019</td>
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<tr>
<td>8.5.10</td>
<td>Development COMPLETE</td>
<td>05/25/2018</td>
<td>09/13/2018</td>
<td>09/13/2018</td>
<td>09/27/2018</td>
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<td>8.6</td>
<td>PHASE GATE REVIEW - Development</td>
<td>07/27/2018</td>
<td>09/13/2018</td>
<td>09/13/2018</td>
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<tr>
<td>8.7.5</td>
<td>Testing COMPLETE</td>
<td>02/20/2019</td>
<td>04/22/2019</td>
<td>04/22/2019</td>
<td>05/09/2019</td>
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<td>8.7.7</td>
<td>PHASE GATE REVIEW – Testing</td>
<td>04/22/2019</td>
<td>04/22/2019</td>
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<tr>
<td>8.8.4</td>
<td>Operations Planning COMPLETE</td>
<td>03/02/2018</td>
<td>12/28/2018</td>
<td>07/19/2019</td>
<td>08/06/2019</td>
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</tr>
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</table>

▶ Additional milestones will be added as the project progresses

1. Original – Original contract completion date.
2. Scheduled – Scheduled completion date based on the latest schedule baseline.
3. Planned – Planned completion date (should be the same as scheduled).
4. Forecast – Based on the current schedule performance index.
5. Actual – The actual completion date
Late tasks

Supporting information

This chart shows the number of tasks that are late for each of the IV&V reports for the following:

- Total tasks late.
- Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.

Summary:
- Total normal tasks: 2,854
- Total tasks late: 190
- Total open tasks late: 3

Conclusions:
- The total number of tasks designated as late is 6.66% of the total number of tasks.
Project schedule quality
Entire schedule: 11/1/2013 to 8/29/2019

Supporting information

This chart shows the quality of the project schedule within each of the following areas:
- Overall quality with trending
- Key indicators
- Schedule parameters

Summary:
- Overall quality: 94.3

Conclusions:
- Overall schedule quality is consistent and excellent

Key Indicators
- Dynamic schedule
- Critical path
- Resource allocation
- Task durations
- Schedule baseline
- On time tasks

Schedule Parameters
- Summary tasks
- Milestone tasks
- Normal tasks
- Resources

12-Oct-17: 94.3
4-Oct-17: 94.4
28-Sep-17: 94.4
13-Sep-17: 94.8
12-Sep-17: 94.8
25-Aug-17: 94.8

Dynamic schedule – Task dependencies and constraints
Critical path – Task dependencies
Resource allocation – Resource assignments
Task durations – Task durations other than 8 to 80 hours
Baseline – Full baseline defined for all tasks
On time tasks – Tasks that are not late
Project schedule quality
Period: 11/01/2017 to 01/31/2018

This chart shows the quality of the project schedule within each of the following areas:
- Overall quality with trending
- Key indicators
- Schedule parameters

**Summary:**
- Overall quality: 94.5

**Conclusions:**
- Overall schedule quality is consistent and excellent

- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation – Resource assignments
- Task durations – Task durations other that 8 to 80 hours
- Baseline – Full baseline defined for all tasks
- On time tasks – Tasks that are not late
Project budget
Total project funding

Total project budget versus actual expenditures

Thousands

$0

$5,000

$10,000

$15,000

$20,000

$25,000

$30,000

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18

Total budget
Total actual
Cumulative total budget
Cumulative total actual
Project budget
DHSMV staff funding

Total DHSMV staff budget versus actual expenditures

Thousands

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18

Total DHSMV staff - budget
Total DHSMV staff - actual
Cumulative total DHSMV staff - budget
Cumulative total DHSMV staff - actual
Project budget
Contract staff funding

Total contract staff budget versus actual expenditures

- Total contracted staff - budget
- Total contracted staff - actual
- Cumulative total contracted staff - budget
- Cumulative total contracted staff - actual

Thousands

$0

$5,000

$10,000

$15,000

$20,000

$25,000

Prior
Jul-15
Aug-15
Sep-15
Oct-15
Nov-15
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
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Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Apr-18
May-18
Jun-18
Project budget
Expense funding

Total expense budget versus actual expenditures

- Total expense - budget
- Total expense - actual
- Cumulative total expense - budget
- Cumulative total expense - actual
Total OCO budget versus actual expenditures

Thousands

- Red: Total OCO - budget
- Green: Total OCO - actual
- Red: Cumulative total OCO - budget
- Green: Cumulative total OCO - actual


$0 | $10 | $20 | $30 | $40 | $50 | $60 | $70 |
Project budget
Other items funding

Supporting information

Total other items budget versus actual expenditures

Thousands

$0

$10

$20

$30

$40

$50

$60

$70

Prior

Jul-15

Aug-15

Sep-15

Oct-15

Nov-15

Dec-15

Jan-16

Feb-16

Mar-16

Apr-16

May-16

Jun-16

Jul-16

Aug-16

Sep-16

Oct-16

Nov-16

Dec-16

Jan-17

Feb-17

Mar-17

Apr-17

May-17

Jun-17

Jul-17

Aug-17

Sep-17

Oct-17

Nov-17

Dec-17

Jan-18

Feb-18

Mar-18

Apr-18

May-18

Jun-18

Jul-18

Total other items - budget

Total other items - actual

Cumulative total other items - budget

Cumulative total other items - actual
Project budget
IV&V services funding

Total IV&V services budget versus actual expenditures

Thousands

$0

$500

$1,000

$1,500

$2,000

$2,500

Prior

Total IV&V services - budget
Total IV&V services - actual
Cumulative total IV&V services - budget
Cumulative total IV&V services - actual
Project budget
Budget and actual distribution

Supporting information

Budget distribution

DHSMV staff: $0, 0%
Contracted staff: $23,390,415, 86%
Expense: $1,591,078, 6%
OCO: $64,541, 0%
Other items: $62,101, 0%
IV&V: $2,057,026, 8%

Actual distribution

DHSMV staff: $0, 0%
Contracted staff: $16,654,169, 87%
Expense: $718,297, 4%
OCO: $57,766, 0%
Other items: $62,101, 0%
IV&V: $1,697,566, 9%
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### Florida Department of Highway Safety and Motor Vehicles

#### Motorist Modernization - Phase I

**FY 2017-2018 Spend Plan**

**September 2017**

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### General Information

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<tr>
<td>Agile Project Name</td>
<td>Motorist Modernization Phase I – Citation Processing</td>
</tr>
<tr>
<td>Change Request Title</td>
<td>Citation Processing – Rework stories for Driving Under the Influence (DUI) and Commercial Disqualification</td>
</tr>
<tr>
<td>Change Requested By</td>
<td>Sonia Nelson</td>
</tr>
<tr>
<td>Product Owner</td>
<td>Deborah Todd</td>
</tr>
<tr>
<td>Date Requested</td>
<td>September 29, 2017</td>
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<tr>
<th>Change Request # (To be assigned by CCB Chair)</th>
<th>69</th>
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<tbody>
<tr>
<td>☒ New Request</td>
<td></td>
</tr>
<tr>
<td>☐ Resubmitted / Amended Request</td>
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</tbody>
</table>

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

**Description of Change:**
The purpose of this change request is to add stories/tasks for the necessary rework of the DUI and Commercial Disqualification functional areas stories. In August 2017, the Enterprise Architecture team for Motorist Modernization made a change to the technical design for Citation Processing policies, which caused development done prior to the technical change to be restructured to work with the new design.

**Classification:** Critical [ ]

*Due to the level of classification (Level III) and potential impact to the scope, schedule (on the critical path, milestone impact, and/or >10 business days/81 hours), and/or budget (> $500, increase to overall program budget), this change request must be reviewed by the Change Control Board and approved by the Executive Steering Committee in accordance with the MM Phase I Program Management Plan.*

**Change Request Type:**

- [ ] New (Unplanned/Missed) Work Effort
- [ ] Re-work
- [ ] New (Expanded) Work Effort
- [ ] Removal/Archival

### Business Need / Justification (completed by the requestor)

**Description:**
Sprint 14 for Citation Processing introduced a new technical design that any future development in the Citation Processing module must adhere to. Development done prior to the infrastructure change must be restructured to work with the new design.

Prior to August 2017, Sprint 14, the following policies for Citation Processing were developed and must be restructured:

- DUI Revocation Process 1st DUI – Add Revocation
- DUI Revocation Process 2nd DUI – Add Revocation
- DUI Revocation Process 3rd DUI – Add Revocation
- DUI Revocation Process 4th & Subsequent – Add Revocation
- DUI Revocation Process Manslaughter – Add Revocation
- Commercial Disqualification Process – Receive and Evaluate Dispositions
Impact Analysis

Requirements Change Description:
There are no blueprint requirement changes. The changes are technical in nature and should be considered as technical debt.

Technical Change Description:
At the beginning of the Citations Processing project, the design for processing a disposition was based on stories prioritized in the beginning of the project. The stories in the front of the backlog had a design approach for each story resulting in a single type of Sanction. This led to a design where the disposition was inspected and sent to the correct sanction type service. Stories developed later broke this design. A single disposition could return different types of sanctions based on the data within the disposition. In order to accommodate these later policies, we changed the design to iterate through all policies. While designing the new approach, we also looked at the end-to-end process and optimized the data access to improve throughput for the processing. This also led to a more maintainable design, where each policy is processed individually. If bugs are found or changes in the future agency policy leads to changes, they can be compartmentalized to only the policies that are affected, and not have unknown side effects.

Associated Wrap Number? N/A

Impact on Backlog:
Milestone D (10/4/17 – 3/20/18) is 114 days. The team has six full-time developers, making our capacity for the Milestone an estimated 4101 hours. Current work already in the Milestone is estimated to be 3198 hours. Estimations show there is capacity to absorb this change in Milestone D.

The following rework stories would be added to backlog with the following estimates for effort.

<table>
<thead>
<tr>
<th>No.</th>
<th>DUI Rework</th>
<th>DEV Hours</th>
<th>SEU Hours</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rework DUI 1st Disposition</td>
<td>10</td>
<td>36</td>
<td>46</td>
</tr>
<tr>
<td>2</td>
<td>Rework DUI 2nd Disposition</td>
<td>11</td>
<td>20</td>
<td>31</td>
</tr>
<tr>
<td>3</td>
<td>Rework DUI 3rd Disposition</td>
<td>11</td>
<td>20</td>
<td>31</td>
</tr>
<tr>
<td>4</td>
<td>Rework DUI 4th or more Disposition</td>
<td>11</td>
<td>20</td>
<td>31</td>
</tr>
<tr>
<td>5</td>
<td>Rework DUI - DUI Manslaughter Disposition</td>
<td>74</td>
<td>80</td>
<td>154</td>
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<tr>
<td>6</td>
<td>ReWork Disqualification Major Offense Felony Possession (RQ17044)</td>
<td>16</td>
<td>6.5</td>
<td>22.5</td>
</tr>
<tr>
<td>7</td>
<td>ReWork Disqualification Serious Violations (RQ17056)</td>
<td>16</td>
<td>6.5</td>
<td>22.5</td>
</tr>
<tr>
<td>8</td>
<td>ReWork Disqualification Railroad-Highway Grade Crossing (RQ17068)</td>
<td>16</td>
<td>15.5</td>
<td>31.5</td>
</tr>
<tr>
<td>9</td>
<td>ReWork Disqualification CLP or CDL Fraud (RQ18597)</td>
<td>16</td>
<td>15.5</td>
<td>31.5</td>
</tr>
<tr>
<td>10</td>
<td>ReWork Disqualification Major Offense (RQ15239)</td>
<td>24</td>
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<td>37</td>
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<tr>
<td>11</td>
<td>ReWork Disqualification Violation of Out of Service Order (RQ17069)</td>
<td>16</td>
<td>13</td>
<td>29</td>
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<tr>
<td></td>
<td>Total Hours</td>
<td>467</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Impact on Schedule:**
- [x] No Project / Program schedule change
- [ ] Project / Program schedule change

**Schedule Change Description:** No changes are required to the Integrated Master Schedule (IMS).

**Change may be addressed within:**
- [ ] New Milestone
- [x] Existing Milestone
- [ ] New Sprint
- [x] Existing Sprint

**Provide detail for when this change will be implemented:**

## Current Schedule:

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team C - CDLIS &amp; Citation Processing</td>
<td>478 days</td>
<td>Wed 7/27/16</td>
<td>Fri 5/25/18</td>
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<tr>
<td>MILESTONE GROUP C</td>
<td>73 days</td>
<td>Wed 6/21/17</td>
<td>Fri 9/29/17</td>
</tr>
<tr>
<td>Sprint 11</td>
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<td>Mon 7/10/17</td>
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<td>14 days</td>
<td>Wed 9/13/17</td>
<td>Mon 10/2/17</td>
</tr>
<tr>
<td>CP Milestone Retrospective - Milestone C</td>
<td>1 day</td>
<td>Tue 10/3/17</td>
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<td>15 days</td>
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<td>Sprint 18</td>
<td>14 days</td>
<td>Wed 12/6/17</td>
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<td>13 days</td>
<td>Wed 12/27/17</td>
<td>Fri 1/12/18</td>
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<td>Sprint 20</td>
<td>15 days</td>
<td>Wed 1/17/18</td>
<td>Tue 2/6/18</td>
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<td>Sprint 21</td>
<td>15 days</td>
<td>Wed 2/7/18</td>
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<td>CP HIP Sprint - Milestone Group D</td>
<td>14 days</td>
<td>Wed 2/28/18</td>
<td>Mon 3/19/18</td>
</tr>
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<td>Tue 3/20/18</td>
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<tr>
<td>MILESTONE GROUP E</td>
<td>64 days</td>
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<td>Sprint 22</td>
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<td>Sprint 23</td>
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<td>Sprint 24</td>
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<tr>
<td>CP HIP Sprint - Milestone Group E</td>
<td>18 days</td>
<td>Wed 5/23/18</td>
<td>Fri 6/15/18</td>
</tr>
<tr>
<td>CP Milestone Retrospective - Milestone E</td>
<td>1 day</td>
<td>Tue 6/19/18</td>
<td>Tue 6/19/18</td>
</tr>
</tbody>
</table>

**Proposed Schedule:**
No change to current schedule.

**Impact on Cost:**
No impact to current costs.
<table>
<thead>
<tr>
<th>Resources Needed to Support this Request</th>
<th>Program (P) or Operational (O)</th>
<th>Work Effort (Hours)</th>
<th>% Allocation to Program</th>
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</thead>
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<tr>
<td>Khadija Harris</td>
<td>P</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Albert Phillips</td>
<td>P</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Amit Roy</td>
<td>P</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Lee Green</td>
<td>P</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Vikas Vedprakash</td>
<td>P</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Leelarani Katam</td>
<td>P</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>SEU Testers</td>
<td>P</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>467</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Work Effort:**
A total of 467 hours will be added to the backlog. Development estimate is 221 hours, SEU testing estimate is 246 hours.

**Alternatives to the Requested Change:** None identified.

**Impact on Training:** No known impact to training

**Impact on Policies and/or Procedures:** No known impact to policies or procedures.

The project/program manager attests that all impacts and alternatives have been vetted by the following members:

<table>
<thead>
<tr>
<th>List Individual Name(s) &amp; Review Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Owner</td>
</tr>
<tr>
<td>Scrum Master</td>
</tr>
<tr>
<td>Program Manager</td>
</tr>
<tr>
<td>Project Manager</td>
</tr>
<tr>
<td>Sr. Business Analyst</td>
</tr>
<tr>
<td>Lead Developer / Software Architect</td>
</tr>
<tr>
<td>Enterprise Technical Team Representative</td>
</tr>
<tr>
<td>Testing Manager</td>
</tr>
<tr>
<td>LDO Representative</td>
</tr>
<tr>
<td>Financial Representative (DAS/OFM)</td>
</tr>
<tr>
<td>Other Operational / Business Manager(s)</td>
</tr>
</tbody>
</table>
### Change Control Board Recommendation

**Decision:**
- [ ] Approve
- [ ] Reject
- [ ] Defer
- [x] N/A

**Comments:** This request was reviewed by the CCB on 10/17/17. However, an approval recommendation was not solicited because quorum was not established at the meeting.

### Advisory Board Recommendation

**Decision:**
- [ ] Approve
- [ ] Reject
- [ ] Defer
- [ ] N/A

**Comments:**

### Executive Steering Committee Decision

**Decision:**
- [ ] Approve
- [ ] Reject
- [ ] Defer

**Comments:**

### Approver

<table>
<thead>
<tr>
<th>Approver</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terry Rhodes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive Director, DHSMV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diana Vaughn</td>
<td></td>
<td></td>
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<tr>
<td>Deputy Executive Director, DHSMV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Robert Kynoch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Motorist Services, DHSMV</td>
<td></td>
<td></td>
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<tr>
<td>Boyd Dickerson-Walden</td>
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<tr>
<td>Chief Information Officer, DHSMV</td>
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<tr>
<td>Deb Dobson</td>
<td></td>
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<td>Program Manager - FLOW, DHSMV</td>
<td></td>
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### General Information

<table>
<thead>
<tr>
<th>Agile Project Name</th>
<th>Motorist Modernization Phase I – Citation Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Request Title</td>
<td>Citation Processing – Rework Disqualification story to Add HTO and Point Suspension stories for Disqualification</td>
</tr>
<tr>
<td>Change Requested By</td>
<td>Sonia Nelson</td>
</tr>
<tr>
<td>Product Owner</td>
<td>Deborah Todd</td>
</tr>
<tr>
<td>Date Requested</td>
<td>September 25, 2017</td>
</tr>
</tbody>
</table>

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

**Description of Change:**

The purpose of this change request is to modify the story, Add Commercial Disqualification – Disqualify – Serious Violations (RQ17056), through the creation of a rework story that would include the necessary tasks to add a disqualification for the functional areas of Habitual Traffic Offender (HTO) and Point Suspension. This request would also be used to archive the individual add disqualification stories that are currently included in the development tasks for both functional areas.

**Classification:** Critical

*Due to the level of classification (Level III) and potential impact to the scope, schedule (on the critical path, milestone impact, and/or >10 business days/81 hours), and/or budget (>500, increase to overall program budget), this change request must be reviewed by the Change Control Board and approved by the Executive Steering Committee in accordance with the MM Phase I Program Management Plan.*

**Change Request Type:**

- [x] Re-work

### Business Need / Justification (completed by the requestor)

**Description:**

The Disqualification – Serious Violations process has already been developed and will require a rework story to include disqualification tasks for HTO and Point Suspension. Approval of this change request would add 14 hours of re-work and archive the following stories, totaling 164 hours.

**HTO stories to archive**

- FR15141
- FR15144
- FR15142
- FR15146

**Point Suspension stories to archive**

- FR15222
- FR15227
- FR15228
- FR33450
Impact Analysis

Requirements Change Description:
RQ17056 currently reads –

**Evaluate the Driver Record and Add the Disqualification**
- If the driver has three or more Serious Violations that occurred out of separate incidents, occurring within any three year period from the Compare Date, THEN
  - The system will process a Disqualification for 120 days using **RQ15236: Disqualify - Notice Provided and Effective Date**
  - The projected expiration date will be calculated using **RQ27146: Sanction Projected Expiration Date**
  - Connect all dispositions that contributed to the disqualification using **RQ26540: Sanction and Disposition Connectors**
  - Check to determine if a PDPS Pointer is needed using **RQ24746: Common - Pointer Maintenance - Add**
  - Maintain the Ineligibility Flag using **RQ25055: Common - Ineligible Flag Maintenance**
  - Check to determine if the Safe Driver Date must be re-calculated using **RQ24764: Common - Update Customer - Calculate Safe Driver Date**
  - Check for deceased date using **RQ17721: Deceased Date**
    - If “Deceased Date” check passes, create the disqualification using the letter template named DISQ and **RQ17796: Disqualification**

**OTHERWISE**
- If the driver has two Serious Violations that occurred out of separate incidents, occurring within any three year period calculated from the Compare Date, THEN
  - The system will process a Disqualification for 60 days using **RQ15236: Disqualify - Notice Provided and Effective Date**
  - The projected expiration date will be calculated using **RQ27146: Sanction Projected Expiration Date**
  - Connect all dispositions that contributed to the disqualification using **RQ26540: Sanction and Disposition Connectors**
  - Check to determine if a PDPS Pointer is needed using **RQ24746: Common - Pointer Maintenance - Add**
  - Maintain the Ineligibility Flag using **RQ25055: Common - Ineligible Flag Maintenance**
  - Check to determine if the Safe Driver Date must be re-calculated using **RQ24764: Common - Update Customer - Calculate Safe Driver Date**
  - Check for deceased date using **RQ17721: Deceased Date**
    - If “Deceased Date” does not exist, create the disqualification letter using the template named DISQ and **RQ17796: Disqualification**

The RQ will be updated to read –

**Evaluate the Driver Record and Add the Disqualification**
- If the driver has three or more Serious Violations that occurred out of separate incidents, occurring within any three year period from the Compare Date, THEN
  - The system will process a Disqualification for 120 days using **RQ15236: Disqualify - Notice Provided and Effective Date**
  - The projected expiration date will be calculated using **RQ27146: Sanction Projected Expiration Date**
  - If the inbound disposition does not indicate a CMV AND the system has taken another sanction action on the inbound disposition
    - Use Disqualification reason code will be 25 - 3 SER TRAF VIO W/I 3 YEARS IN NON-CMV
- If the inbound disposition does indicate a CMV
  - Use Disqualification reason code 02 - THREE SERIOUS TRAFFIC VIOLATIONS WITHIN 3 YEARS IN CMV
- Connect all dispositions that contributed to the disqualification using RQ26540: Sanction and Disposition Connectors
- Check to determine if a PDPS Pointer is needed using RQ24746: Common - Pointer Maintenance - Add
- Maintain the Ineligibility Flag using RQ25055: Common - Ineligible Flag Maintenance
- Check to determine if the Safe Driver Date must be re-calculated using RQ24764: Common - Update Customer - Calculate Safe Driver Date
- Check for deceased date using RQ17721: Deceased Date
  - If "Deceased Date" check passes, create the disqualification using the letter template named DISQ and RQ17796: Disqualification

OTHERWISE
- If the driver has two Serious Violations that occurred out of separate incidents, occurring within any three year period calculated from the Compare Date, THEN
  - The system will process a Disqualification for 60 days using RQ15236: Disqualify - Notice Provided and Effective Date
  - The projected expiration date will be calculated using RQ27146: Sanction Projected Expiration Date
  - If the inbound disposition does not indicate a CMV AND the system has taken another sanction action on the inbound disposition
    - Use Disqualification reason code will be 24 - 2 SER TRAF VIO W/I 3 YEARS IN NON-CMV
- If the inbound disposition does indicate a CMV
  - Use Disqualification reason code 01 - TWO SERIOUS TRAFFIC VIOLATIONS WITHIN 3 YEARS IN CMV
- Connect all dispositions that contributed to the disqualification using RQ26540: Sanction and Disposition Connectors
- Check to determine if a PDPS Pointer is needed using RQ24746: Common - Pointer Maintenance - Add
- Maintain the Ineligibility Flag using RQ25055: Common - Ineligible Flag Maintenance
- Check to determine if the Safe Driver Date must be re-calculated using RQ24764: Common - Update Customer - Calculate Safe Driver Date
- Check for deceased date using RQ17721: Deceased Date
  - If "Deceased Date" does not exist, create the disqualification letter using the template named DISQ and RQ17796: Disqualification

Technical Change Description:
The add Commercial Disqualification stories will be modified to include functionality necessary to review and annotate a Driver’s record to indicate HTO and/or Point Suspension.

The process for evaluating a commercial driver is complete, the team will add the policies for HTO and Point Suspension. The team estimates fourteen (14) hours development time.
Associated Wrap Number? N/A

Impact on Backlog:
The team would be archiving stories totaling 164 hours and requesting 14 hours of development time would be needed to rework the Commercial Disqualification stories.

Impact on Schedule:
- ☒ No Project / Program schedule change
- ☐ Project / Program schedule change

Schedule Change Description: No changes are required to the Integrated Master Schedule (IMS).

Change may be addressed within:
- ☐ New Milestone
- ☒ Existing Milestone
- ☐ New Sprint
- ☒ Existing Sprint

Provide detail for when this change will be implemented:


Current Schedule:

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team C - CDLIS &amp; Citation Processing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MILESTONE GROUP C</td>
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</tr>
<tr>
<td>Sprint 11</td>
<td>14 days</td>
<td>Wed 6/21/17</td>
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<tr>
<td>Sprint 14</td>
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<td>Wed 8/23/17</td>
<td>Mon 9/11/17</td>
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<td>14 days</td>
<td>Wed 9/13/17</td>
<td>Mon 10/2/17</td>
</tr>
<tr>
<td>CP Milestone Retrospective - Milestone C</td>
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<td>Tue 10/3/17</td>
<td>Tue 10/3/17</td>
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<tr>
<td>MILESTONE GROUP D</td>
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<tr>
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<td>15 days</td>
<td>Wed 3/21/18</td>
<td>Tue 4/10/18</td>
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<td>Sprint 23</td>
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</tr>
<tr>
<td>CP Milestone Retrospective - Milestone E</td>
<td>1 day</td>
<td>Tue 6/19/18</td>
<td>Tue 6/19/18</td>
</tr>
</tbody>
</table>

Proposed Schedule:
No change to current schedule.

Impact on Cost:
No impact to current costs.
### Resources Needed to Support this Request

<table>
<thead>
<tr>
<th>Name</th>
<th>Program (P) or Operational (O)</th>
<th>Work Effort (Hours)</th>
<th>% Allocation to Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Khadija Harris</td>
<td>P</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Albert Phillips</td>
<td>P</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Amit Roy</td>
<td>P</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Lee Green</td>
<td>P</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Vikas Vedprakash</td>
<td>P</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Leelarani Katam</td>
<td>P</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>SEU Testers</td>
<td>P</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>14</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Work Effort:
Estimates for Development and Testing total 14 hours.

### Alternatives to the Requested Change: None identified.

### Impact on Training:
No known impact to training. Modules have not yet been developed for this functionality.

### Impact on Policies and/or Procedures:
No known impact to policies or procedures.

The project/program manager attests that all impacts and alternatives have been vetted by the following members:

<table>
<thead>
<tr>
<th>List Individual Name(s) &amp; Review Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deborah Todd</td>
</tr>
<tr>
<td>Paula Griner</td>
</tr>
<tr>
<td>Cheryl Dent</td>
</tr>
<tr>
<td>Sonia Nelson</td>
</tr>
<tr>
<td>Catherine Thomas</td>
</tr>
<tr>
<td>Khadija Harris</td>
</tr>
<tr>
<td>Patrick Robbins</td>
</tr>
<tr>
<td>Shari McDuffie</td>
</tr>
<tr>
<td>Anat Michaeli-Ling</td>
</tr>
<tr>
<td>Steve Burch</td>
</tr>
<tr>
<td>Other Operational / Business Manager(s)</td>
</tr>
</tbody>
</table>
Change Control Board Recommendation

<table>
<thead>
<tr>
<th>Decision:</th>
<th>Approve</th>
<th>Reject</th>
<th>Defer</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td>This request was reviewed by the CCB on 10/17/17. However, an approval recommendation was not solicited because quorum was not established at the meeting.</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Advisory Board Recommendation

<table>
<thead>
<tr>
<th>Decision:</th>
<th>Approve</th>
<th>Reject</th>
<th>Defer</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
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<td></td>
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<td></td>
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</tbody>
</table>

Executive Steering Committee Decision

<table>
<thead>
<tr>
<th>Decision:</th>
<th>Approve</th>
<th>Reject</th>
<th>Defer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approver</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terry Rhodes</td>
<td>Executive Director, DHSMV</td>
<td></td>
</tr>
<tr>
<td>Diana Vaughn</td>
<td>Deputy Executive Director, DHSMV</td>
<td></td>
</tr>
<tr>
<td>Robert Kynoch</td>
<td>Director of Motorist Services, DHSMV</td>
<td></td>
</tr>
<tr>
<td>Boyd Dickerson-Walden</td>
<td>Chief Information Officer, DHSMV</td>
<td></td>
</tr>
<tr>
<td>Deb Dobson</td>
<td>Program Manager - FLOW, DHSMV</td>
<td></td>
</tr>
</tbody>
</table>
Office of Motorist Modernization
Change Request Form – Agile Project

<table>
<thead>
<tr>
<th>General Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Agile Project Name</td>
<td>Motorist Modernization Phase I - Motorist Maintenance</td>
</tr>
<tr>
<td>Change Request Title</td>
<td>Move stories to the appropriate milestone</td>
</tr>
<tr>
<td>Change Requested By</td>
<td>Scott Tomaszewski</td>
</tr>
<tr>
<td>Product Owner</td>
<td>Dorothy Hill</td>
</tr>
<tr>
<td>Date Requested</td>
<td>10/10/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Change Request #</th>
<th>71</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ New Request</td>
<td>![ ] Resubmitted / Amended Request</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Change Request Information (completed by the requestor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description: This request is to move Motorist Maintenance change-related stories in Milestone E to Milestones F and G due to the impact of the project issue # 39 reduced development staff impacting the project team. This request is to appropriately align the change stores and fixes to non-functioning web pages in production to their appropriate future milestone. This CR corrects the work planned for as part of the CR #45 to their appropriate future milestone.</td>
</tr>
<tr>
<td>These stories need to be moved to 2018 milestones due to the need to share developer resources to support the new Batch project team and a reduction of development staff supporting the financial Responsibility development currently planned for in Milestone E.</td>
</tr>
<tr>
<td>This request will include moving 20 Motorist Maintenance change stories (associated with Financial Responsibility) as part of the Motorist Maintenance change work planned for in 2018 milestones. There will be about 500 hours spread across the milestones in 2018.</td>
</tr>
<tr>
<td>Classification: Critical ![ ]</td>
</tr>
<tr>
<td>Due to the level of classification (Level III) and potential impact to the scope, schedule (on the critical path, milestone impact, and/or &gt;10 business days/81 hours), and/or budget (&gt;-$500, increase to overall program budget), this change request must be reviewed by the Change Control Board and approved by the Executive Steering Committee in accordance with the MM Phase I Program Management Plan.</td>
</tr>
<tr>
<td>Change Request Type: (This change is associated with the following.)</td>
</tr>
<tr>
<td>☐ New (Unplanned/Missed) Work Effort</td>
</tr>
<tr>
<td>☐ New (Expanded) Work Effort</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Need / Justification (completed by the requestor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description: This request impacts Motorist Maintenance change stories and the timing of when the CDLIS development work needing MM UI to see Out of state crash incidents reported from other states to Florida.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Impact Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements Change Description: No impact to requirements/functional areas for Motorist Maintenance.</td>
</tr>
<tr>
<td>Technical Change Description: No technical changes above what was planned for were identified.</td>
</tr>
</tbody>
</table>
Associated Wrap Number? N/A

Impact on Backlog: This CR will require the team to re-prioritize 20 stories back to their original milestone objectives in 2018.

Impact on Schedule:

- [x] No Project / Program schedule change
- [ ] Project / Program schedule change

Schedule Change Description: No changes to the schedule are needed. However, additional developer resources will be required to join the team by March 2018 to address the reduction of developers supporting Motorist Maintenance development.

Change may be addressed within:

- [ ] New Milestone
- [x] Existing Milestone
- [ ] New Sprint
- [x] Existing Sprint

Provide detail for when this change will be implemented: Will be pulled in and prioritized during regular refinement (Product Owner backlog review) when Developers and Testers rejoin the Motorist Maintenance effort. Below is the tentative plan to reallocate the stories to 2018 Milestones:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Sprint</th>
<th>ID</th>
<th>Name</th>
<th>Priority</th>
<th>Effort (Hrs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>22</td>
<td>FR24527</td>
<td>FR / FR Reports Screen - Data Tier: Display Sanction Error Queue</td>
<td>Critical</td>
<td>8</td>
</tr>
<tr>
<td>F</td>
<td>22</td>
<td>FR28432</td>
<td>FR / FR Reports Screen - Data Tier: Update Sanction Error Queue</td>
<td>Critical</td>
<td>8</td>
</tr>
<tr>
<td>F</td>
<td>22</td>
<td>FR24525</td>
<td>FR / FR Reports Screen - Data Tier: Display Logs and Files</td>
<td>Critical</td>
<td>8</td>
</tr>
<tr>
<td>F</td>
<td>22</td>
<td>FR23245</td>
<td>Changes - Search - Crashes screen. developed in conjunction with PMCR-34.</td>
<td>Critical</td>
<td>40</td>
</tr>
<tr>
<td>F</td>
<td>21</td>
<td>FR23120</td>
<td>Changes - Search - FR Sanctions</td>
<td>Critical</td>
<td>64</td>
</tr>
<tr>
<td>F</td>
<td>21</td>
<td>FR23342</td>
<td>Changes - Search - Maintenance link FR</td>
<td>Critical</td>
<td>24</td>
</tr>
<tr>
<td>F</td>
<td>21</td>
<td>FR23334</td>
<td>Changes - Search - &quot;View FR Actions&quot; button</td>
<td>Critical</td>
<td>56</td>
</tr>
<tr>
<td>F</td>
<td>21</td>
<td>FR28065</td>
<td>Changes - Search - Display FR History Details</td>
<td>Critical</td>
<td>48</td>
</tr>
<tr>
<td>F</td>
<td>21</td>
<td>FR28068</td>
<td>Changes - Search - Create FR History Details</td>
<td>Critical</td>
<td>8</td>
</tr>
<tr>
<td>Milestone</td>
<td>Sprint</td>
<td>ID</td>
<td>Name</td>
<td>Priority</td>
<td>Effort (Hrs)</td>
</tr>
<tr>
<td>-----------</td>
<td>--------</td>
<td>--------</td>
<td>------------------------------------------------</td>
<td>----------</td>
<td>--------------</td>
</tr>
<tr>
<td>G</td>
<td>23</td>
<td>FR2339</td>
<td>Changes - Search - Crash Report Link</td>
<td>Critical</td>
<td>72</td>
</tr>
<tr>
<td>G</td>
<td>24</td>
<td>FR24532</td>
<td>Changes - FR / View Insurance Company Screen</td>
<td>High</td>
<td>16</td>
</tr>
<tr>
<td>G</td>
<td>24</td>
<td>FR24536</td>
<td>Changes - FR / Judgments Screen</td>
<td>High</td>
<td>40</td>
</tr>
<tr>
<td>G</td>
<td>24</td>
<td>FR30413</td>
<td>Changes - FR / Insurance Policy Information Search Screen</td>
<td>High</td>
<td>16</td>
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<tr>
<td>G</td>
<td>24</td>
<td>FR24534</td>
<td>Changes - FR / Insurance Policy Information Results Screen</td>
<td>High</td>
<td>12</td>
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<tr>
<td>G</td>
<td>24</td>
<td>FR24539</td>
<td>Changes - FR / Crashes Screen</td>
<td>High</td>
<td>20</td>
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<tr>
<td>G</td>
<td>24</td>
<td>FR24541</td>
<td>Changes - FR / Add Crash Report Screen</td>
<td>High</td>
<td>16</td>
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<tr>
<td>G</td>
<td>24</td>
<td>FR24543</td>
<td>Changes - FR / Report Screen</td>
<td>High</td>
<td>4</td>
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<td>G</td>
<td>24</td>
<td>FR24544</td>
<td>Changes - FR / Company Logs and Files Screen</td>
<td>High</td>
<td>8</td>
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<tr>
<td>G</td>
<td>24</td>
<td>FR24547</td>
<td>Changes - FR / Crash Error Reports Screen</td>
<td>High</td>
<td>48</td>
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<tr>
<td>G</td>
<td>24</td>
<td>FR24546</td>
<td>Changes - FR / Sanction Error Queue Screen</td>
<td>High</td>
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</tbody>
</table>
CR71 Motorist Maintenance move stories to correct Milestone

**Current Schedule:**

<table>
<thead>
<tr>
<th>ID</th>
<th>Change Request</th>
<th>% Complete</th>
<th>High Priority/Take Final</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>3271 B, CR41, CR48 B0%</td>
<td>3272 B, CR41, CR48 0%</td>
<td>Sprint 17</td>
<td>MILESTONE GROUP E</td>
<td>24 days</td>
<td>Thu 8/21/17</td>
<td>Wed 1/3/18</td>
<td></td>
</tr>
<tr>
<td>3274 B, CR41, CR48 0%</td>
<td>3275 B, CR41, CR48 0%</td>
<td>Sprint 18</td>
<td>MM/FR Sprint - Milestone Group E</td>
<td>12 days</td>
<td>Thu 12/14/17</td>
<td>Tue 1/2/18</td>
<td></td>
</tr>
<tr>
<td>3276 B, CR41, CR48 0%</td>
<td>3277 B, CR41, CR48 0%</td>
<td>Sprint 19</td>
<td>MM/FR Retrospective - Milestone E</td>
<td>1 day</td>
<td>Wed 1/3/18</td>
<td>Wed 1/3/18</td>
<td></td>
</tr>
<tr>
<td>3278 B, CR41, CR48 B0%</td>
<td>3279 B, CR41, CR48 0%</td>
<td>Sprint 20</td>
<td>MILESTONE GROUP F</td>
<td>44 days</td>
<td>Thu 1/4/18</td>
<td>Wed 5/7/18</td>
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<tr>
<td>3280 B, CR41, CR48 0%</td>
<td>3281 B, CR41, CR48 0%</td>
<td>Sprint 21</td>
<td>MM/FR Sprint - Milestone Group F</td>
<td>14 days</td>
<td>Thu 2/15/18</td>
<td>Tue 3/6/18</td>
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</tr>
<tr>
<td>3282 B, CR41, CR48 0%</td>
<td>3283 B, CR41, CR48 0%</td>
<td>Sprint 22</td>
<td>MM/FR Retrospective - Milestone F</td>
<td>1 day</td>
<td>Wed 3/7/18</td>
<td>Wed 3/7/18</td>
<td></td>
</tr>
<tr>
<td>3284 B, CR41, CR48 0%</td>
<td>3285 B, CR41, CR48 0%</td>
<td>Sprint 23</td>
<td>MILESTONE GROUP G</td>
<td>40 days</td>
<td>Thu 3/8/18</td>
<td>Wed 5/2/18</td>
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<tr>
<td>3286 B, CR41, CR48 0%</td>
<td>3287 B, CR41, CR48 0%</td>
<td>Sprint 24</td>
<td>MM/FR Sprint - Milestone Group G</td>
<td>9 days</td>
<td>Thu 4/10/18</td>
<td>Tue 5/1/18</td>
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<td>3288 B, CR41, CR48 0%</td>
<td>3289 B, CR41, CR48 0%</td>
<td>Sprint 25</td>
<td>MM/FR Retrospective - Milestone G</td>
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<td>Wed 5/2/18</td>
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<tr>
<td>3290 B, CR41, CR48 0%</td>
<td>3291 B, CR41, CR48 0%</td>
<td>Sprint 26</td>
<td>MILESTONE GROUP H</td>
<td>39 days</td>
<td>Thu 5/3/18</td>
<td>Wed 6/27/18</td>
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<td>3292 B, CR41, CR48 0%</td>
<td>3293 B, CR41, CR48 0%</td>
<td>Sprint 27</td>
<td>MM/FR Sprint - Milestone Group H</td>
<td>14 days</td>
<td>Thu 6/20/18</td>
<td>Wed 8/1/18</td>
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<tr>
<td>3295 B, CR41, CR48 0%</td>
<td>3296 B, CR41, CR48 0%</td>
<td>Sprint 28</td>
<td>MM/FR Retrospective - Milestone H</td>
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<td>Wed 8/1/18</td>
<td>Wed 8/1/18</td>
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<tr>
<td>3297 B, CR41, CR48 0%</td>
<td>3298 B, CR41, CR48 0%</td>
<td>Sprint 29</td>
<td>MILESTONE GROUP I</td>
<td>34 days</td>
<td>Thu 6/28/18</td>
<td>Wed 8/15/18</td>
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<tr>
<td>3299 B, CR41, CR48 0%</td>
<td>3303 B, CR28 0%</td>
<td>Sprint 30</td>
<td>MM/FR HP Sprint - Milestone Group I</td>
<td>4 days</td>
<td>Thu 8/15/18</td>
<td>Tue 8/15/18</td>
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<tr>
<td>3300 B, CR41, CR48 0%</td>
<td>3301 B, CR41, CR48 0%</td>
<td>Sprint 31</td>
<td>MM/FR Retrospective - Milestone I</td>
<td>1 day</td>
<td>Wed 8/15/18</td>
<td>Wed 8/15/18</td>
<td></td>
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<tr>
<td>3302 B, CR41, CR48 0%</td>
<td>3304 B, CR41, CR48 0%</td>
<td>Sprint 32</td>
<td>MILESTONE GROUP J</td>
<td>19 days</td>
<td>Thu 8/16/18</td>
<td>Wed 9/12/18</td>
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</tr>
<tr>
<td>3305 B, CR41, CR48 0%</td>
<td>3306 B, CR41, CR48 0%</td>
<td>Sprint 33</td>
<td>Development COMPLETE</td>
<td>0 days</td>
<td>Thu 9/13/18</td>
<td>Thu 9/13/18</td>
<td></td>
</tr>
</tbody>
</table>

**Proposed Schedule:** No change to planned IMS schedule requested.

**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.

**Resources Needed to Support this Request**

<table>
<thead>
<tr>
<th>Resources Needed to Support this Request</th>
<th>Program (P) or Operational (O)</th>
<th>Work Effort (Hours)</th>
<th>% Allocation to Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing project development and testing resources.</td>
<td>P</td>
<td>500</td>
<td>100</td>
</tr>
</tbody>
</table>

**Total**

| Total | 500 |

**Work Effort:** Work effort of 500 hours that was included as part of Milestone E, would need to be addressed during the 2018 Milestones as part of the MM change stories.
### Alternatives to the Requested Change:
No alternatives identified.

### Impact on Training:
No Impact since these stories will be addressed as part of the original timeframe when Motorist Maintenance change stories are to be addressed. The training unit has not begun development of modules associated with this functionality.

### Impact on Policies and/or Procedures:
No changes to Policies or Procedures were identified.

<table>
<thead>
<tr>
<th>The project/program manager attests that all impacts and alternatives have been vetted by the following members:</th>
<th>List Individual Name(s) &amp; Review Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ Product Owner</td>
<td>Dorothy Hill via CCB on 10/17/17.</td>
</tr>
<tr>
<td>☒ Scrum Master</td>
<td>Hector Figueroa via CCB on 10/17/17.</td>
</tr>
<tr>
<td>☒ Program Manager</td>
<td>Cheryln Dent via CCB on 10/17/17.</td>
</tr>
<tr>
<td>☐ Project Manager</td>
<td></td>
</tr>
<tr>
<td>☒ Sr. Business Analyst</td>
<td>Cathy Thomas &amp; Laura Freeman via email on 10/12/17.</td>
</tr>
<tr>
<td>☐ Lead Developer / Software Architect</td>
<td></td>
</tr>
<tr>
<td>☐ Enterprise Technical Team Representative</td>
<td></td>
</tr>
<tr>
<td>☐ Testing Manager</td>
<td></td>
</tr>
<tr>
<td>☒ LDO Representative</td>
<td>Anat Michaeli-Ling via CCB on 10/17/17.</td>
</tr>
<tr>
<td>☒ Financial Representative (DAS/OFM)</td>
<td>Pace Calloway via CCB on 10/17/17.</td>
</tr>
<tr>
<td>☐ Other Operational / Business Manager(s)</td>
<td></td>
</tr>
</tbody>
</table>
## Change Control Board Recommendation

<table>
<thead>
<tr>
<th>Decision:</th>
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<th>Reject</th>
<th>Defer</th>
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<tr>
<td>Comments:</td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Advisory Board Recommendation

<table>
<thead>
<tr>
<th>Decision:</th>
<th>Approve</th>
<th>Reject</th>
<th>Defer</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>

## Executive Steering Committee Decision

<table>
<thead>
<tr>
<th>Decision:</th>
<th>Approve</th>
<th>Reject</th>
<th>Defer</th>
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<tbody>
<tr>
<td>Comments:</td>
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<table>
<thead>
<tr>
<th>Approver</th>
<th>Signature</th>
<th>Date</th>
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<tbody>
<tr>
<td>Terry Rhodes</td>
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<td>Executive Director, DHSMV</td>
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<td>Diana Vaughn</td>
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<td>Deputy Executive Director, DHSMV</td>
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<td>Robert Kynoch</td>
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<td>Director of Motorist Services, DHSMV</td>
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<td>Boyd Dickerson-Walden</td>
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<td>Chief Information Officer, DHSMV</td>
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<td>Deb Dobson</td>
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<td>Program Manager - FLOW, DHSMV</td>
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Motorist Modernization Glossary

- Approved
  - Development and/or testing are approved to work on the story and plans to complete the tasks added in the sprint.

- Burndown
  - Sprint tracking tool that shows the total original estimated hours versus the remaining hours measured against the sprint timeline to graphically depict the progress of the team during the current sprint.

- Capacity
  - Calculation of the hours of available work by task type for a sprint. Typically calculated at 80% of the day or 6-hour work days per person.

- Committed
  - Development and testing can both be completed in the sprint based on the capacity each group commits and the level of effort for the associated stories.
  - Development stories completed in a previous sprint, which only require testing and the testers agree to testing the stories during the sprint.

- Completed Work
  - The hours of work completed on the task.

- Dev Status
  - Possible statuses –
    - Not Started
      - Development has not yet started.
    - Dev Started
      - Development has begun.
    - Dev Done
      - QA can start testing. The developers have already completed deployment to Alpha and the functional testing tasks are complete.
      - QA testing should not start before a story is marked Dev Done and SEU testing (excluding building test cases) should not start before a story is marked Ready to Test.
      - The developer who completed the functional testing is responsible for marking the story Dev Done.
    - Ready to Test
      - SEU can start testing. QA has already completed testing and the application has been deployed to Beta and verified.
    - Testing in Progress
    - Testing Blocked
    - Testing Complete
• Blocked Task
  o Task that is not yet assigned due to dependencies, or an assigned task that cannot be worked to completion due to dependencies, whether in development or testing. A blocked task is not necessarily an impediment.
  ▪ Bug
    • Error in program code that causes it to produce an incorrect or unexpected result based on the requirement.
  ▪ Impediment
    • An obstacle to development or testing task completion that cannot be resolved within a workgroup (Developers, Testers or Business Analysts) within a project task.
• Done
  • The story or functionality has been developed and tested and received product owner sign off.
• Functionality/Stories
  o A high-level definition of a requirement, capturing the who, what and why in a simple, concise way. Business rules are linked to stories and a group of stories make up a functional area.
• Issues
  o A defined barrier or obstacle to project work, which is currently happening and may impact forward progress immediately or in the future. An issue can also be a risk, which cannot be managed through risk mitigation approach.
• Milestone
  o Defined period to complete a defined set of features or functionalities.
• Original Estimate
  o The original estimate in hours of work to complete the task.
• Remaining Work
  o The estimate in hours for the work remaining to complete the task.
• Risks
  o An uncertain future event, which may have a negative impact on the project should it occur.
• Sprint
  o Three-week Agile development cycle as defined by Motorist Modernization.
• Task
  o Unit of work.