



### Motorist Modernization Advisory Board – Phase II Meeting Tuesday, November 8, 2022 2:30 to 4:00 PM VIA: Microsoft Teams

### Invitees

Stephen Boley Capt. Jason Britt Brett Saunders Jay Levenstein Steve Burch Scott Lunsford Sherri Smith Sgt. Derek Joseph TBD

### Representing

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

### Agenda

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





### Motorist Modernization Advisory Board – Phase II Meeting Tuesday, October 11, 2022 2:30 to 4:00 PM VIA: Microsoft Teams

### WELCOME AND INTRODUCTIONS

• The meeting was called to order at 2:30 p.m. Terrence Samuel began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

Advisory Board Phase II members included:

- o Capt. Jason Britt
- o Brett Saunders
- o Jay Levenstein
- Scott Lunsford
- o Sherri Smith
- o Sgt. Derek Joseph
- o Steve Burch
- o Stephen Boley
- Additional FLHSMV members included Catherine Alvarez, Michael Anderson, Stacey Bayyari, Laura Freeman, Kristin Green, Sondra Howard, Wendy Hughes, Chad Hutchinson, Judy Johnson, Patricia Joseph, Scott Lindsay, Pavel Machado, Judy Moats, Ann Naiman, Jennifer Nolan, Travis Pelham, Piers Sketch, Aundrea Powell, Rachel Ramos, Terrence Samuel, Johnny Singletary, Paula Stanfield, Corrine Taylor, Cathy Thomas, Scott Tomaszewski, and Joanna Walker.
- Visitors included Joseph Weldon from Accenture, and Margie France with Ernst & Young also attended.

### **REVIEW OF MEETING MINUTES**

• Rachel Ramos reviewed the meeting minutes from September 13, 2022. No corrections were identified. A motion to approve the minutes was accepted by the board members and the September 13, 2022, meeting minutes were approved.

### PHASE II IV&V UPDATE

• Margie France presented an overview of the IV&V report for Phase II. The current risk state was green. There were no open deficiencies to report. The schedule performance index was 0.996. 11 of 1,736 total tasks contained in the project schedule were late. The program completion date was forecasted to be 11.2 days late.

### FINANCIAL REVIEW

• Judy Moats presented a Phase II financial review. The Phase II budget for the 2022 – 2023 fiscal year is approximately \$9.9 million. Approximately \$2 million was expended as of September 2022 with a 0% variance and approximately \$7.9 million in remaining funds.





### PHASE II PROJECT UPDATE

- Joseph Weldon stated Team A (Title and Registration) was working on the Milestone L, HIP Sprint. From a development perspective, the team is working on Change Requests as well as the title modify and surviving spouse transfer transactions and personalized plate. The testers have shifted focus to closing out Milestone I stories included print electronic title, title reinstatement, and duplicate title. The team continued to work on future milestones from a development and refinement perspective. The team is late for testing for Milestone I and late for development and testing for Milestone J. They continued to work with the Enterprise team and AAMVA on the NMVTIS webservice integration.
- Mike Anderson stated Team B (MV Globals) continued to work on completing the history inquiry screens and customer details modal for Milestone K. The team successfully demonstrated nine stories on October 5, 2022, and while the team is still behind in Milestone K, it is working to leverage additional refinement sessions to build momentum and increase development velocity. The team has proposed solutions for blocked stories to enable development and is shifting focus into preparing Milestone L stories for development. The team is currently working on Motor Vehicle Record requests and Fleet Management stories.
- Scott Tomaszewski stated the IFTA/IRP is focused on technical work during the current Milestone G, HIP Sprint. The team completed the planned IRP Issuance VOID work during the previous sprint and have concentrated on vendor reported technical blockers. They are working to obtain cross-team agreement on design and requirements for enterprise services prior to Milestone H. On the Stoplight Report, Business Actions are yellow due to backlog requirements gaps impacting the team's ability to continue work for registration stops on October 19, 2022. The COTS Configuration is yellow as the vendor reported slow progress on their functional end-to-end testing related to data and needed interface adjustments; however, as previously mentioned, requirements gaps will block the start of planned development work next week unless resolved. The team is working to conclude interface development by the end of December 2022 and then transition developers to bug triage and mitigation supporting the vendor.
  - Key dependencies for the team included:
    - Awareness of minimum data records elements to support cross application requirements/constraints.
  - Key risks and issues for the team included:
    - Risk 177 Solution gap identified for manual IFTA distribution process Change Request 25 was submitted and approved for this work.
    - Important activities for the team included:
      - Identify and address necessary IRP updates to past refund interface work.
      - Enterprise core design and development supporting registration stops.
- Mr. Weldon stated the Florida Smart ID (FSID) team is focusing on production support for approximately 56K FSID holders, with 15% signing up through remote enrollment. The team continues to prepare for the production launch by updating chat bots and frequently asked questions.
  - Important activities for the team included:
    - Thales submitted apps for UL certification on September 19, 2022, and received certification on September 30, 2022
      - Waiting on formal letter

Motorist Modernization Phase II Advisory Board Meeting





Release 3 (TBD):

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- Online Authentication
  - Design Session held on June 6, 2022
  - Design Session held on August 26, 2022
  - Registration/Insurance (House Bill 0749)
    - Initial Design Session held on June 20, 2022
    - Amendment for work with Thales
- Key dependencies for the team included:
  - Keep initial release meaningful but sized for "success" given short timeline.
  - Other vendors are dependent upon Thales Remote Enrollment updates.
- Risks and issues for the team included:
  - Issue 42 Risk 94 Realized FSID Onboarding Trending Late
  - Issue 62 FSID Phase 3 Delayed Start
- Michael Anderson stated the Enterprise Content Management (ECM) team was able to
  execute a Contract Amendment with the vendor for Managed Service Support. The vendor
  will be assuming full support responsibility for the ECM solution. The team is working
  through the final few items identified during the sample conversion and continue to
  investigate a scanner barcode reading issue. They submitted the build request for the
  conversion hardware and once available, the vendor will configure and install software in
  preparation for the production conversion. The team is still working through the budget and
  procurement process for the long-term storage in the new data center which is required
  prior to starting the conversions.
  - o Important activities for the team included:
    - Completing sample conversion to provide measures for production conversion
    - Review of tester feedback
    - Resolution of scanner barcode issue (Fairfax and Scanning Unit working)
    - Production iteration build based on sample conversion results
    - Conversion hardware set-up/configuration
      - Command server to orchestrate activities
      - Processing server for conversion
      - Working long-term storage budget/procurement
  - Key dependencies for the team included:
    - Production conversion dependent on completion of successful sample conversion
    - Availability of Conversion Hardware to begin production conversion
  - Risks and issues for the team included:
    - Risk 101 Delays in configuring new documents in OnBase could cause schedule delays.
    - Risk TBD If scanners cannot read document barcodes, SEU will not be able to test document retrieval impacting the ECM schedule.
    - Risk TBD If long-term storage is not procured, the ECM schedule could experience further delays.
- Aundrea Powell stated the MyDMV Portal/Fleet team was working on the Milestone L, HIP Sprint. The team continued to test Milestone K stories including duplicate and lost-in-transit (Spanish translations). The team continued to develop and test Milestone L stories





including parking permits (renewals, replacement, subsequent, and duplicates) and preparing for remaining registration features.

- Important activities for the team included:
  - Reviewing and re-aligning features with Teams A and B coding A Change Request was submitted and approved from these changes to update the upcoming milestones.
- Key dependencies for the team included:
  - There are dependencies on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
  - There are cross-team dependencies on readiness of the code from Teams A and B.
- o Risks and issues for the team included:
  - Issue 15 One developer position currently open.
  - Risk 111 Cross-team dependency Continue to adjust what features to focus on to maintain progress on backlog.

### COMMUNICATIONS UPDATE

- Ann Naiman stated the Policy and Procedure User Guide working groups have established their respective tables of contents.
- She stated the team held a meeting with the license plate agencies in Miami, Florida on September 7, 2022. They also presented a Phase II overview to the Brevard County and Indian River County Tax Collector Offices on October 4, 2022.
- The team continued to discuss mobile DL and best practices with multiple states.

### <u>Q&A</u>

• There were no questions or concerns from members present.

### ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 2:50 p.m.
- The next Advisory Board Phase II Meeting is scheduled for November 8, 2022.

### Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (9/13/22)	5 Pages
Phase II IV&V Update	8 Pages
Financial Review	6 Pages
Phase II Traffic Light Report	1 Page
Phase II Project Updates – State of the State	5 Pages

Motorist Modernization Phase II Advisory Board Meeting

# Motorist Modernization Program Phase II (MMP2)

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

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

08 November 2022



# **Topics for discussion**

- General IV&V overview
- Overall risk state and trending
- Project complete date slippage
- IV&V ratings summary
- Open deficiencies and actions

Data contained in this MAR is as of 30 September 2022



# **General IV&V overview**

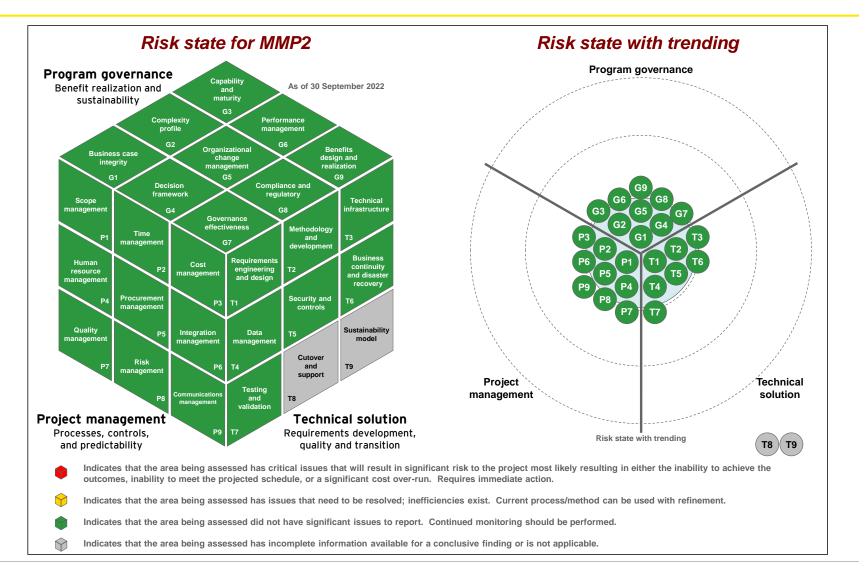
Overall IV&V risk state:

Green

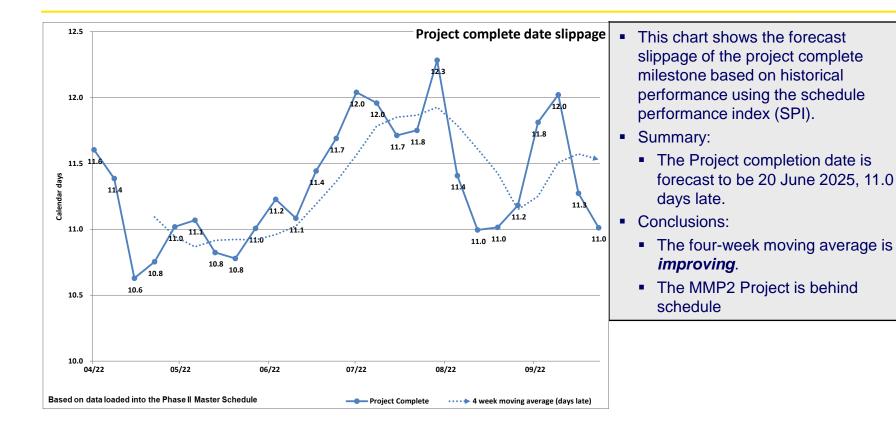
IV&V risk state	<ul> <li>The overall IV&amp;V risk state for the project is Green (no issues).</li> <li>There are no open IV&amp;V deficiencies.</li> </ul>
The MMP2 Project is within established schedule performance thresholds	<ul> <li>The SPI is 0.996 and the four-week moving average is <i>not improving</i>.</li> <li>12 of 1,736 total tasks (0.69%) contained in the project schedule are late.</li> <li>SV is currently -294.5 hours and the four-week moving average is <i>not improving</i>.</li> <li>TSPI is 1.011 and the four-week moving average is <i>not improving</i>.</li> </ul>
The MMP2 Project is within established cost performance thresholds	<ul> <li>The CPI is 1.000 and the four-week moving average is <i>steady</i>.</li> <li>CV is currently 0.0 hours and the four-week moving average is <i>steady</i>.</li> <li>The Project is currently on budget based on provided budget and spending information.</li> </ul>
The MMP2 Project is behind schedule	<ul> <li>The Project completion date is forecast to be 20 June 2025, 11.0 days late.</li> <li>Future milestones are projected to be completed behind schedule.</li> <li>The four-week moving average is <i>improving</i>.</li> </ul>



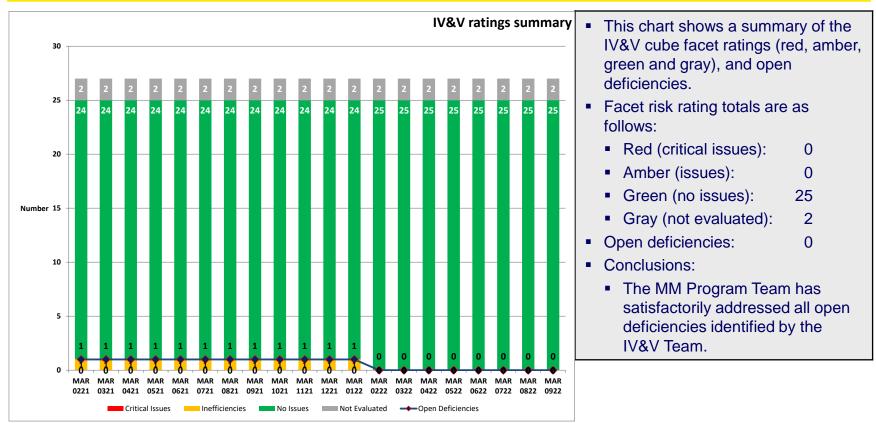
# **Overall risk state and trending**



# Project complete date slippage



# **IV&V ratings summary**



### Supporting information

# **Open deficiencies and actions**

Supporting information

There are no open deficiencies

There are no open deficiencies



# **Open process improvement recommendations**

Supporting information

Recommendation	Actions taken

There are no open process improvement recommendations

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# Financial Update Motorist Modernization





# Phase II LBR Requests

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expenses	0C0	
2017-2018	\$4,132,180	\$3,575,240	\$357,190 \$179,850		\$19,900	
2018-2019	\$5,037,000	\$4,455,960 \$423,240		\$150,000	\$7,800	
2019-2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000	
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000	
2021-2022	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000	
2022-2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0	
2023-2024	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0	
2024-2025	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0	
TOTAL	\$73,266,280	\$59,967,860	\$3,319,870	\$9,863,850	\$114,700	



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# Phase II Fiscal Year 2022-2023 Spend Plan Summary

Support Services (Accenture RFP-033-17)	\$6,474,000
IV&V CS (Ernst & Young RFQ-026-17)	\$ 423,240
IFTA/IRP/Audit (Celtic Cross Holdings - ITN-071-19)	\$1,000,000
ECM (Next Phase Solutions - RFQ-007-20)	\$ 500,926
CSP/mDL (Thales - RFQ-078-19)	\$ 400,000
Contracted Services - Staff Aug	\$ 616,000
Expense	\$ 579,574

## **Total Budget**

\$ 9,993,740



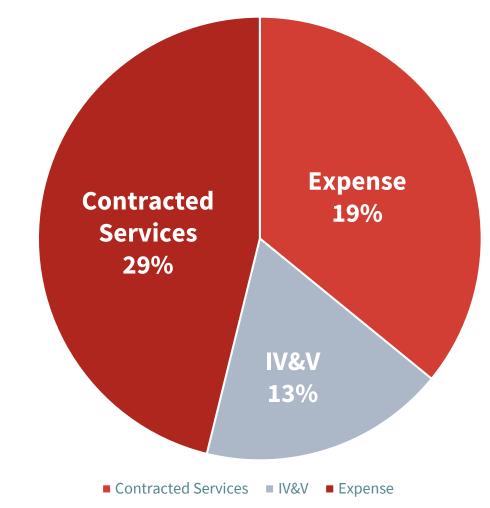
# **Phase II Expenditures by Month**





# Phase II Total Budget FY 2022-2023

## Allocated Budget Utilized as of October 31, 2022



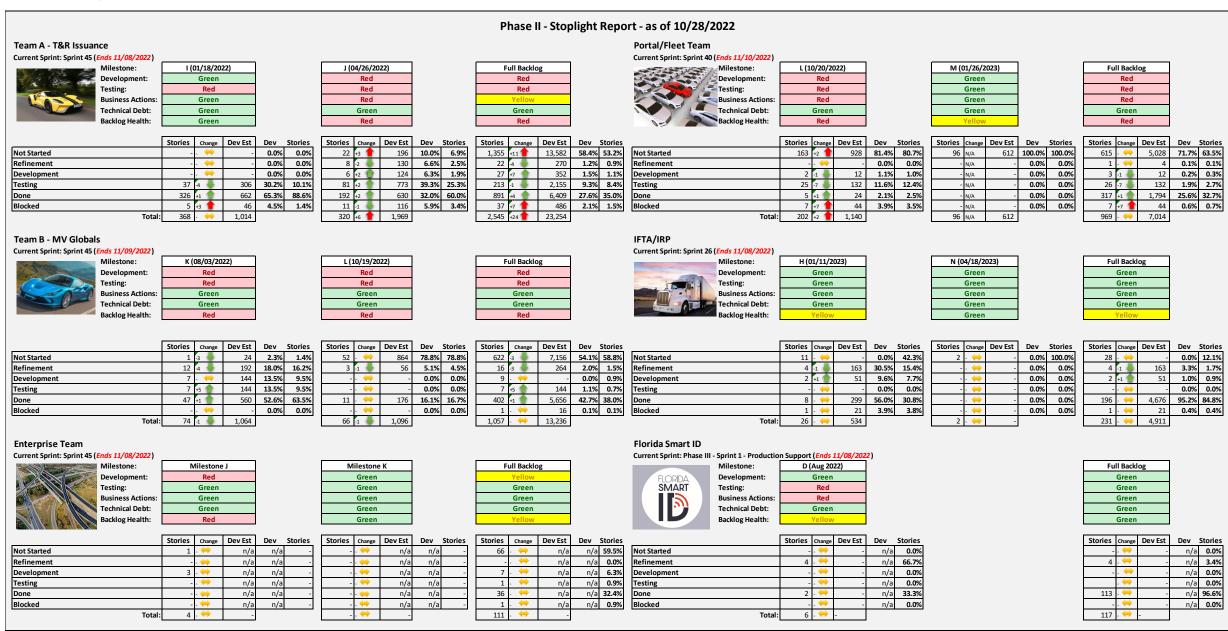


# Phase II Budget v. Actuals

DESCRIPTION	BUDGET TOTAL	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$2,496,524	\$2,496,524	0%
Month to Date (October 2022)		\$627,270	\$627,270	0%
Remaining Funds	\$7,497,226			









### Phase II - Stoplight Report - as of 10/28/2022

### Team A - T&R Issuance

Current Sprint: Sprint 45 (Ends 11/08/2022)



	-
Development:	
esting:	
Susiness Actions:	
echnical Debt:	
acklog Health:	

Blocked

I (01/18/2022)
Green
Red
Green
Green
Green

2 +1 1

368 +9 1

40

2,982

1.3%

0.5%

J (04/26/2022)
Red
Red
Red
Green
Red

1.5%

2.1%

486

23,254

1						·					·				
	Stories	Change	Dev Est	Dev	Stories	Stories	Change	Dev Est	Dev	Stories	Stories	Change	Dev Est	Dev	Stories
Not Started	-	- 🔶	-	0.0%	0.0%	22	+3 🕇	196	10.0%	6.9%	1	-1 🔶	40	2.1%	0.4%
Refinement	-	- 🔶	-	0.0%	0.0%	8	-2 🔶	130	6.6%	2.5%	4	-9 🔶	28	1.5%	1.7%
Development	-	- 🔶	-	0.0%	0.0%	6	+2 🕦	124	6.3%	1.9%	19	+6 👚	220	11.6%	8.2%
Testing	37	-4 🔶	306	30.2%	10.1%	81	+2 🔶	773	39.3%	25.3%	64	- 🔶	816	42.9%	27.7%
Done	326	+1 👚	662	65.3%	88.6%	192	+2 🔶	630	32.0%	60.0%	132	+1 👚	712	37.5%	57.1%
Blocked	5	+3 🕇	46	4.5%	1.4%	11	-1 🔶	116	5.9%	3.4%	11	+4 🕇	84	4.4%	4.8%
Total:	368	- 🔶	1,014			320	+6 🕇	1,969			231	+1 🕇	1,900		
	-														
Milestone:	L (:	10/18/20	22)			M (01/24/2023)				Full Backlog					
Development:		Red				Yellow				Red					
Testing:		Red				Yellow				Red					
<b>Business Actions:</b>		Red					Yellow			Yellow					
Technical Debt:		Green				Green				Green					
Backlog Health:		Red					Red				Red				
	Stories	Change	Dev Est	Dev	Stories	Stories	Change	Dev Est	Dev	Stories	Stories	Change	Dev Est	Dev	Stories
Not Started	335	+5 🕇	2,670	89.5%	91.0%	408	+4 🕇	4,116	93.7%	97.6%	1,355	+11 🕇	13,582	58.4%	53.2%
Refinement	5	+3 👚	32	1.1%	1.4%	2	-1 🔶	76	1.7%	0.5%	22	-4 🔶	270	1.2%	0.9%
Development	1	-1 🔶	16	0.5%	0.3%	-	- 🔶	-	0.0%	0.0%	27	+7 🔶	352	1.5%	1.1%
Testing	16	+1 👚	184	6.2%	4.3%	-	- 🔶	-	0.0%	0.0%	213	-1 🔶	2,155	9.3%	8.4%
Done	9	- 🔶	40	1.3%	2.4%	-	- 🔶	-	0.0%	0.0%	891	+4 💧	6,409	27.6%	35.0%

200

4,392

4.6%

1.9%

37

+7 1

2,545 +24 🕇

8

418 +5

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# Motorist Modernization Phase II – November 8, 2022

# STATE OF THE STATE





# IFTA / IRP Project Update

## Key Dates, Activities Milestones

Contract Signed – 06/2020 to Celtic

### Deliverables in next 30-60 Days & Status

- *Complete Initial service interface* development - 12/20/22
- Complete Vendor Conversion/Cleansing Data Cycle 3 - 12/21/22

### Important Activities – November

- Address Vendor reported blocking
- *Enterprise core design and development* supporting registration stops
- Identify and Promote critical change requests for GoLive

## Key Dependencies/Assumptions

Resolve which environment (Test or Stage) will we be able to complete Vendor functional testing.

## <u>Team Profile</u> # User Stories: 559\* *# Developers: 2\** # Testers: 5\*

## IFTA/IRP Specific Risks & Issues – <u>Program Level</u>

P2 – Issue #75 –IFTA Distribution process – *CR#25 has blocking bugs delayed by project* priority conflicts.

**COTS** Configuration

**Business Actions** 

**ORION** Integration





Scope / Schedule



# Florida Smart ID Project Update



Contract Signed – 06/2020 to Thales

Deliverables in next 30-60 Days & Status

 Onboarding Additional mDL Vendors – 04/12/2021 – 06/11/2021

### Important Activities

- Release 3 TBD:
  - *Registration/Insurance (HB 0749)* 
    - Initial Design Session 11/1/22
    - Amendment for work with Thales
    - CR22 Approved by Tier 3
  - Online Authentication

## Key Dependencies/Assumptions

• Keep initial release meaningful, but sized for "success" given short timeline

<u>mDL Specific Risks & Issues –</u>

<u>Program Level</u>

• Other vendors are dependent upon Thales Remote Enrollment updates

### <u>Team Profile</u> # User Stories: 106 # Developers: 0 # Testers: 2+



**Business Actions** 

Florida SMART ID Configuration

FLHSMV Integration



Issue 62 - FSID Release 3 Delayed Start





Scope / Schedule



# Enterprise Content Management (ECM) Project Update

### Key Dates, Activities Milestones

- 06/2020 Contract signed with Next Phase Solutions for OnBase Software
- 9/30/22 Amendment for NPS Managed Support executed

## Important Activities – Nov

- One document type remaining for sample conversion (MVVI)
  - Requires conversion hardware
  - Document type to be converted to MVT once process is worked out
- Conversion server set-up/configuration in progress by vendor
- Meeting with vendor to discuss change management and support processes
- Team received non-prod storage
- Working through supply chain issues and maintenance schedule to determine long-term storage availability date
- Start planning effort for DLSCAN conversion

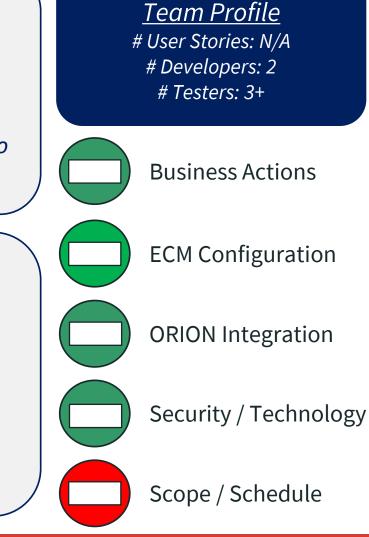
## Key Dependencies/Assumptions

- Production conversion dependent on completion of successful sample conversion
- Availability of Conversion Hardware to begin production conversion

## ECM Specific Risks & Issues

**Risk 101** – Delays in configuring new documents in OnBase could cause schedule delays (Opened 8/17/21)

**Risk 106** – If long term storage isn't procured, the ECM schedule could experience further delays (Opened 9/30/22)





# Portal Fleet(MyDMV Portal Phase II)Project Update

### Key Dates, Activities Milestones

- Milestone M Sprint 40
  - Developing and Testing Parking ۲ Permits (Renewals, *Replacements, Subsequent)* Milestone L stories
  - Developing and Test Case  $\bullet$ Writing for Registration Renewals

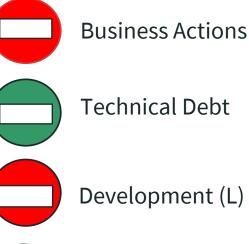
### Important Activities – November

- Clarifying rules for Parking Permits for customers with multiple primaries across teams
- *Reviewing and re-aligning features* ۲ with Team T&R and Global coding

## Key Dependencies/Assumptions

- Depends on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
- Readiness of code from Team A and Globals -there's cross team dependencies.

### <u>Team Profile</u> *# User Stories: 1025 # Developers: 3* # Testers: 8+









**Backlog Health** 

## Portal Specific Risks & Issues -Program Level

- *Issue 15 One developer position is opened* - the team currently has 3 developers.
- Issue 70- Cross team dependency upgraded ۲ to an issue. Team is currently impacted by core requirements and coding.