Motorist Modernization Phase I

Office of Motorist Modernization

Advisory Board

Monthly Meeting

November 10, 2015

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Motorist Modernization Advisory Board Monthly Meeting
November 10, 2015
Kirkman Building, Conference Room B130
1:00 PM – 3:00 PM

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

Agenda Outline

- Roll Call

- Welcome

- Review and Approval of Last Meeting Minutes

- Policy and Decisions Review

- MM Phase I Program Update

  o Status Update and Financial Review

  o IV&V Deficiencies

  o Change Request Review

  o Requirements Validation Update

- Communications Update

  o Organizational Change Management

- Q&A

- Adjourn

Motorist Modernization Advisory Board

Monthly Meeting Minutes

Kirkman Building Conference Room B-130

October 13, 2015

1:00 p.m. to 3:00 p.m.

DRAFT

Welcome & Introductions

- The meeting was called to order at 1:05 pm. Ms. Green introduced herself and welcomed the members to the Advisory Board meeting. She informed the group that she was functioning on behalf of Terrence Samuel, while he was out of the office on business travel. Ms. Green took roll-call and indicated that Board members Ed Broyles and April Edwards were also on business travel and would not be in attendance. She introduced and welcomed Carl Forney as the newly appointed Advisory Board member (replacing Katherine Sanders). Quorum was established with five of seven members in attendance.

  Advisory Board Members present included:
  - Deb Roby
  - Stephen Fielder
  - Beth Allman (telephonic)
  - Linda Fugate (telephonic)
  - Carl Forney (new Advisory Board member)

  Advisory Board Members not present included:
  - Ed Broyles
  - April Edwards

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

- Visitors included: Steve Storey (Oracle), Michael Saman (Auto Data Direct), Patty Turnage (Office of General Counsel), and Kim Koegel (Accenture).

Review and Approval of the Last Meeting Minutes

- Ms. Green reviewed the meeting minutes from September 8, 2015. A motion to approve was unanimously accepted by the members.

Policy and Decisions Review

- Ms. Espinoza explained to the members that the Phase I Decisions document was adjusted to combine the comments and decisions from the Executive Steering Committee meeting. Also, a new column was added to track when additional items are added.

- Ms. Johnson reviewed POR21: Mailing and Residential Addresses: Should out of country addresses be allowed for mailing, residential and ship to addresses in MyDMV or Field? A decision matrix was presented to the ESC. The ESC decided that an out-of-state or out-of-country resident address would not be allowed for driver license and/or motor vehicle. Since DHSMV is going to a central single customer, the new system will adhere to those rules. The exception to the rule is for the active military and their family. The mailing address in this case can be out of state. Mr. Stoumbelis agreed to check to make sure that this decision is not violating any statutes. The Department of Defense has a web service where DHSMV can verify the status of an individual.

- Ms. Johnson reviewed POR22: Pending Sanctions: If a customer has a pending sanction, should we allow them to renew or replace their current license online? It was noted that previously, Mr. Boyd Dickerson-Walden and Ms. Deb Roby agreed to allow the issuance, but requested to make the cut off point ten days prior to the sanction effective date. The customer must be made aware and understand that they have a pending sanction. There is one exception to the rule, CDL Med Cert Disqualification - No CDL issuance if pending. The customer's option would be to downgrade to Class E at no cost, if applicable. Med Cert Disqualifications prevent the CDL driver from driving a CMV once placed on the record.

- Ms. Johnson reviewed POR23: Should 5 to 14 year olds be allowed to renew their ID card online or should they visit an office? Currently, the Department only allows 8 year ID card renewals on-line.   Mr. Alan Busenbark indicated that the renewal process would allow 5 to 14 year olds to renew their ID cards by convenience method. Ms. Fugate and Ms. Roby expressed concerns over photographs being over 8 years old if renewed online. However, members acknowledged that this same scenario exists for Driver License renewals. The OMM team agreed to relay this concern to the ESC.

- Ms. Espinoza reviewed DL18: Transcripts should retain the true Original Issuance date. The concern was brought up about the original issuance date. The ESC's recommendation was to create a new issuance type called 'True Original Issuance'. If the customer returns 12 – 18 months after the date of expiration, they would renew the license. The reason for replacing the original issuance on the transcript was attributed to a bug in the system. The OMM team recommends fixing the bug without creating a new issuance type. Advisory Board members agreed.

- Ms. Espinoza reviewed DL19: Require CDLIS check on Class E transactions. This involves changing some of the AAMVA checks during a customer inquiry and provides insight on how the issues were addressed if the service was up or down. Based on statistics and current

load for Class E Issuances, the team suggested running the checks that are currently required, which are PDPS and SSA for all Class E licenses. Advisory Board members agreed.

- Ms. Espinoza reviewed DL20: Can voided application information be reused on the same day? A legal opinion was requested, as it may violate statutes. The requirement was to allow users who were voiding the transaction to reuse all of the information that was entered during the original transaction (i.e. to reissue the license). The suggestion was to add a prompt to make sure all necessary changes have been made and require a new signature under oath and require oath acknowledgement during Transaction Review, so both the examiner and the customer are verifying that the information is still correct from the voided application.

- Ms. Espinoza reviewed DL21: Currently, customer's must pay for 'Exams - Not Paid' in order to attain an FDLE letter. Should this requirement continue to be enforced? The reason the customer has to pay for the "Not Paid" exams is because they have to go through the "Exam Only" option to print the letter.

  - Ms. Roby informed members that the Department is meeting with FDLE regarding the letters. It is important that as much information on predators and offenders is captured as possible (photos, signatures, and etc.). This is more important than the fees.

- Ms. Espinoza reviewed DL22: Should a letter be sent out for confirmation when a customer adds emergency contact information? The Support Desk was concerned because customers are able to add a person's information as their ECI (Emergency Contact Information) without their consent. A suggestion was made to send letters notifying customers that their information was added to a customer's ECI and asking if they consent to having their information being used.

  - Per Mr. Fielder, the law does not require that we get their consent.

  - Per Ms. Roby, with the volume of customers that we have, we could not afford sending courtesy letters. We do not have authority to remove someone's contact information from a customer's record.

- Ms. Johnson reviewed REN01: Should we allow school bus drivers to renew CDL by convenience method or by mail? Previously, Boyd and Deb agreed to allow CDL school bus convenience renewal options (online and mail). For online renewal, they will be required to provide an electronic signature indicating they are school bus driver. There may be a need to have a check box to indicate that the customer is still employed as a school bus driver. The new system will not allow customers to renew CDL Hazmat by convenience method.

- Ms. Johnson reviewed REN02: As part of the renewal notice, one of the requirements is to provide more information to the customer to alert them that they have issues on either

their registration, a customer stop or other matters. There was a statute change to allow a customer stop for a batch check to prevent future transactions for the customer. Will there be a change to the Department's policy to reflect the change to the statute?

- o Per Ms. Johnson, the members approve customers receiving notice of the renewal. The enforcement piece will be dealt with in the insufficient fund system.

- Ms. Espinoza will send Ms. Fugate an email requesting her to look into DL15's action item. Ms. Fugate will let the members know of her findings at the next Advisory Board meeting.

MM Phase I Program Update

Financial Review
- Ms. Timmons provided an update on the spend plan for September. She indicated that development of several deliverables is underway. There is a lot of activity happening in October and November. Within the next two months, more funds will have been expended. A Budget Amendment Proposition was presented to the House and Senate on Friday, October 9th and their decision is still pending as to how much will be released.

- Ms. Green: A decision was made to provide everyone with updates on upcoming procurement activities. A calendar is shown in the booklet on page 27. This year, amendments to the Support Services contract will begin earlier so that they be executed by the first day of the next fiscal year.

IV&V Deficiencies
- Mr. Didio provided a status update on the IV&V Deficiencies. As of September, the first 7 deficiencies have been fully addressed by the team. There is now a fully formed business case program based upon the latest Schedule IV-B, so this deficiency (#7) has now been closed. The two remaining deficiencies are Organizational Change Management (#9) and Requirements Engineering and Design (#8). The program team is on track to address these deficiencies. These deficiencies are to help ensure that the foundational elements are addressed and in place. The number of green facets are now 18, and the number of amber facets are two and will remain amber until the remaining deficiencies are addressed over the next couple months.

- Ms. Green indicated that there were 71 deficiency recommendations that had been closed. There are currently five open recommendations which are related to the open deficiencies.

Requirements Validation Update

- Ms. Thomas provided an update on Financial Responsibility:
  - A total of 27 grooming sessions were held.
  - The current functional areas are Clearance for Non-Insurance and Batch Processing.
  - The total stories for the functional area is 3 for non-insurance and 24 for batch processing.
  - There are 27 stories are in progress and none were completed as of yet. No stories are pending. The second increment had just started.
- Ms. Thomas provided an update on Citation Processing:
  - A total of 22 grooming sessions were held.
  - The functional areas are Fail to Comply, Revenue Reconcile Report and IVR Fail to Comply Revenue Reconcile Report is currently being addressed.
  - There are 13 functional areas. Thirteen are in progress. There are none completed or pending.
- Ms. Johnson provided an update on Renewal Notification:
  - A total of 30 grooming sessions were held.
  - Increment one is almost completed. The grooming had been completed for the first increment. The team is preparing to create a deliverable to submit for approval.
  - The team is ahead of schedule and are stories in increment 2.
  - There are 13 user stories in this functional area.
- Ms. Johnson provided an update on MyDMV Portal:
  - A total of 35 grooming sessions were held. There are 367 requirements in increment one. The team is on schedule. The due date for increment one is approaching soon.
  - Currently working on Motor Voter Application. This functional area has 4 stories.
- Ms. Espinoza provided an update on DL Issuance:
  - A total of 34 grooming sessions were held. There are 25 functional areas.
  - The team is working on Identification Documents and Customer Summary. There were 129 stories for this deliverable. 121 stories had been completed. 8 stories are in progress.
- Ms. Espinoza provided an update on Motorist Maintenance:
  - A total of 20 grooming sessions were held, with 7 functional areas.
  - This deliverable was AAMVA Helpdesk and Driver Search with 129 stories. 115 stories had been completed.

Communications Update

- Ms. Jones provided an updated on Organizational Change Management (OCM). The main activity performed since the last Advisory Board meeting was working with Accenture, the Services Support vendor, to develop Deliverable 20 which is the Communications Strategy and Plan.
- Ms. Jones introduced Kim Koegel from Accenture to the members. Ms. Koegel and Ms. Jones are working together to develop the OCM plan.
- The official name for the Driver License and Vehicle Registration Information System will be O.R.I.O.N. An unveiling ceremony with the new system logo is planned for November.
- The program's stakeholder register and key messages were developed with the Executive Steering Committee and the Chief of Staff.
- The forward facing webpage is in the planning stage. A centralized email account was created. The purpose of this email account is to receive feedback in one consolidated location, so the proper people could be advised of information quickly.
- A periodic communique is being developed to the program team members. The plan is to be distributed monthly or as needed.
- A Media Ready one sheet is also being developed with fundamental information about the program.

Other Items of Discussion
- Ms. Jones has been helping with the development of focus groups with some of the partner agencies: FDLE, Department of State (DOS), and etc.
- Ms. Johnson provided an update on the focus group meeting with the Department of State held on 10/12/15:
  - The DHSMV team reviewed some statistics to assist with the online motor voter registration project. They provided statistics on the number of license, ID, and driver license card holders in addition to sub-categories such as citizens, immigrants, to assist them in knowing their potential population of usage of the application would be.
  - Current issues were discussed with the address matching and address edits.
  - DHSMV team members are going to verify that the Department's data file is the most recent version from DOS.
  - A follow up meeting with the DOS is scheduled in December. The OMM team will present to them the screenshots of the new DL issuance system and the online MyDMV Portal to get their feedback.

Adjourned
- The meeting came to a close and was officially adjourned at approximately 2:56 pm.
- The next Advisory Board meeting is scheduled for Tuesday, November 10th from 1:00 – 3:00 pm.

Note: Handouts at this meeting included:

Consolidated in a booklet format:

MM Advisory Board Agenda	1 page
MM Advisory Board Monthly Meeting Minutes 09-08-15	8 pages
MM Phase I Decisions	12 page
MM Phase I Master Program Schedule – Key Milestones	2 pages
OMM Purchasing and Legal Calendar	1 pages
IV&V Rating Summary	2 pages
Communications Update	1 page
Notes Section	4 pages

Additional handouts include:

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

MM Phase I Decisions 11-3-15

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
CDL01		CDLIS	Print driver's photo on CLP or Static image?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	Recommendation: Static image, text indicating "Not for Identification" 7/14/15 Update - An issue was raised concerning the CLP being issued centrally and the customer leaving the office with no document or credential. It's an inconvenience for the customer per Linda Fugate.	8/20/2015	ESC agrees with recommendation. ESC - We will issue a temporary permit when the customer is not allowed Over-the-counter issuance. 14 days begin from date of paper permit issuance.	Closed
CDL02		CDLIS	Ask for legislative change to charge for the CLP.	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Ask for legislative change to charge. **Stats Update:** FY 14-15 - 39,556 Instructional Permits issued	8/20/2015	ESC - No charge. Stats requested.	Open
CDL03		CDLIS	Charge for CLP renewals?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Charge after legislative approval (Set at $0 for now) **Stats Update:** FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days.	8/20/2015	Stats requested.	Open
CDL04		CDLIS	Charge for CLP replacements?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Charge after legislative approval (Set at $0 for now) **Stats Update:** FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days.	8/20/2015	Stats requested.	Open
CDL05		CDLIS	Do not issue CLP's and CDL's to "Non-Domiciled" drivers?	Deb Roby	Closed		Continue to issue CLP's and CDL's to Non-Domicile drivers and produce unique cards **Stats Update:** FY14-15 - Of 39,853 Original CDLs, 9% were non-immigrants.	8/20/2015	Stats requested.	Open
CDL06		CDLIS	How to limit the maximum period for CDL's license to 8 years?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	Issue CDL license up to 8 years and 364 days and limit early renewals to 1 year.	8/20/2015	ESC agrees with recommendation.	Closed
CDL07		CDLIS	Replace the 4 year Hazmat license with a Hazmat until date indicator on license?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	Approval to implement a Hazmat until date on the license	8/20/2015	ESC agrees with recommendation.	Closed
CDL08		CDLIS	How to implement an intrastate restriction for those driver's who self-certify in an intrastate category?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed		Send out a letter asking drivers within the next 90 days to reconsider their intrastate self-certification and change to interstate via the web. Drivers who continued to claim an intrastate self-certification after the 90 days will receive an intrastate restricted license at no cost. After the one-time free license, the driver will be charged a $25 replacement fee for any changes. **7/14/15 Update -** Steven Fielder stated that "intrastate via the web" needs to be changed to "interstate via the web".	8/20/2015	Rob - Send electronically as well.	Open
CDL09		CDLIS	Should the Department continue to issue no-cost Class E licenses to commercial drivers who downgrade due to disqualifications?	Boyd Dickerson-Walden, Deb Roby, David Helton, Maureen Johnson	Closed	8/20/2015	No Change.	8/20/2015	ESC agrees with recommendation.	Closed
CDL10		CDLIS	Issue Non-Domiciled CLPs and CDLs to foreign drivers	Deb Roby	Open		Under Review from Requested Functionality Document. 4/8/15 Update - Deferred until 2017 per Deb Roby. **7/14/15 Update** - Changed the status to "Open" per the Advisory Board.	8/20/2015		Open

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

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR03		Core Rule for Eligibility for DL/ID Issuance	Customer cannot do an online issuance and have a restriction type code of 'C' and the following restrictions :

*Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions?

*Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions?

· "C" – Business Purposes
· "D" – Employment Purposes
· "P" – Probation Interlock Device
· "S" – Other Restrictions
· "Y" – Education Purposes
· "R" – Restricted | Chiefs' Recommendation: The current and new CIPS print solution will need to handle the printing of the special Restrictions mentioned above. | Closed | | I see no reason to disallow renewing as long as the dates and restrictions are brought forward on a renewed license.
Ray Graves 03/31/2015
See note 1 below table - Not sure why we cannot issue a DL if the restriction is already on the record. Please note that we no longer use the 'Y' restriction.(BAR/Felicia Ford)
See note 2 below - Should be able to issue with C, D,Y, or P restriction and if the time period is over it should automatically delete the restriction and issue.
R restriction should be allowed unless they are not eligible for another R license. S would be ok as long as restrictions are clear as what the S stands for.
Maureen Johnson 4/7/2015
There may be valid reasons for not allowing portal renewals/replacements; however, from my point of view (field DL offices), when a customer with one of the listed restrictions come to our office and the restriction is still current and they are real ID, we don't require other documents; therefore, they could renew online if they meet these requirements.
Oscar Tolmos 4/9/2015 | 8/20/2015 | | Closed |
| POR04 | | Eligibility for DL Renewal and Replacement Issuance | Should checks for other Re-Exam Correspondences in addition to 3, be required in Portal to determine if an issuance is allowed? | | Open | 8/20/2015 | Chiefs' Recommendation:
Looking to allow other correspondences currently not allowed to issue online due to the medical flag. Allow issuance if review/re-exam not required within 60 days. Bill Henderson is supplying the correspondences allowed a renewal or replacement issuance if medical flag set but follow-up in not due within 60 days or more. | 8/20/2015 | ESC agrees with recommendation.

As long as not within 60-days of follow-up. | Closed |
| POR05 | | Eligibility for DL Renewal and Replacement Issuance | 90 Day Printed Temporary Permit fee of $??.00 - '???' – new code – Can we charge for the issuance of the card and if so the fee amount? | Chiefs' Recommendation:
A Temporary permit with a printed card doesn't seem to be an option for online portal issuance of non-CDL drivers.5/28/2015

Say it could be a printed document.

Concern whether it would hold as authentic. | Closed | | Need statutory authority to charge. Maureen Johnson 4/7/2015

We don't have statutory authority to charge for a temporary driving permit. Alan Busenbark 4/8/2015

Currently, our temporary permit can be easily duplicated and altered. Therefore, in our opinion, we should develop a more sophisticated and secure document before we consider charging for this service.
Oscar Tolmos 4/9/2015 | 8/20/2015 | | Closed |

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

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

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR10		Transcripts/New Portal	Are there requirements for the new portal as it relates to GOVQA Public Records and if so what are the requirements?	Chiefs' Recommendation: Defer need to discuss with legal – Maureen Johnson	Closed		GovQA tracks all public record requests with the exclusion of bulk data sales. We should be able to track what transcript have been sold through portal and to who if possible. Maureen Johnson 4/7/2015	8/20/2015	Research legal requirement.	Open
POR11		Insurance Updates	Customers will have the option to update insurance information via the new online portal. There are concerns and so a suggestion has been to only allow updates when necessary to clear an open or pending FR sanction and when required to renew registration online. Otherwise, Could we please defer the option of simply updating their current insurance online? A few concerns are:

·   We must allow insurance companies 10 days to provide us with new policy information – this would increase traffic back and forth to the insurance companies

·   A customer could enter wrong information or not the current effective date and cause a denial to come back in error

·   We cannot update the database unless the insurance company provides us the insurance policy – realizing we are going to verify the information being provided by the customer. | Chiefs' Recommendation: Recommended portal allowing Insurance updates only when required for FR Clearance and Vehicle Registration. | Closed | 8/20/2015 | The option of anyone simply updating the insurance should be deferred later down the road per Laura Freeman. Ray Graves. 3/30/2015

Need more information and understanding to have an opinion. Maureen Johnson 4/7/2015

We do not recommend at this time as FR cases have a verification date and customers may enter errors online which will increase the verification process. Therefore, coming into our facilities will decrease errors. Oscar Tolmos 4/9/2015 | 8/20/2015 | Only allow sanction clearance.
- Verify VIN first (VIN verification is done by the insurance company - XML should assist with this) | Closed |
| POR12 | | DL/CDL/ID Issuance | PDPS/CDLIS Inquiry- When should this be done is the question?

In the new suggestions the request is to do it

·Before Issuance of License in Portal
o   CDL Renewal
o   License Renewal
o   Any Issuance – replacements too

Discontinue in Portal of doing the check in CIPS the backend process if doing it on front end? | Chiefs' Recommendation: It was stated PDPS is down on Sundays. We need more discussion on performing a PDPS Inquiry for Driver License renewals or all Driver License issuances Is it feasible for PDPS Inquiries to take place during the back-end process and before printing of card?

5/28/2015 Class E only renewals check, but on CDL renewals and replacement. Mark so CPIS will know not whether to run the check. Still outstanding on Class E Replacements.

6/1/2015 ELT recommended performing checks on replacement as well as renewals. There is no additional cost for the inquiries, we are charged based on the number of pointer records. | Closed | | Chiefs' Recommendation: It was stated PDPS is down on Sundays. We need more discussion on performing a PDPS Inquiry for Driver License renewals or all Driver License issuances Is it feasible for PDPS Inquiries to take place during the back-end process and before printing of card?

05/28/2015 Class E only renewals check, but on CDL renewals and replacement. Mark so CPIS will know not whether to run the check. Still outstanding on Class E Replacements.

06/01/15 ELT recommended performing checks on replacement as well as renewals. There is no additional cost for the inquiries, we are charged based on the number of pointer records.

9/15 Update - List of maintenance windows have been requested for SSA/CDLIS/PDPS. | 8/20/2015 | ESC would like to know the current procedures for when the system is down statewide and current maintenance windows.

09/18 - Based on maintenance windows, we will allow issuance of credentials even when the services are down. We will reconcile on the back end. | Open |

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR13		Minor's Parental Consent Withdrawal	Do we want to allow a parent to withdraw their Parental Consent of their minor child via Portal? · Should withdrawal be accepted only from consenting parent attached at the time of issuance or just allow them to enter DL, SSN and DOB? · Should the minor be given the 20 day notification the license will be cancelled or immediately cancel? · Worried parent will use as a weapon – back and forth · What information will be required if decide to allow?	05/28/2015 ELT - By Consenting Parent Only	Closed		05/28/2015 By Consenting Parent Only	8/24/2015	ESC agrees with recommendation.	Closed
POR14		Subscription - Monitoring Minor by Non Consenting Parent	Do we want to allow the non consenting parent the option to subscribe for a minor monitoring subscription? · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office?	5/28/2015 ELT - Only the Consenting Parent	Closed			8/24/2015	ESC agrees with recommendation.	Closed
POR15		Subscription - Monitoring on Elderly Parent or Other Adult	Do we want to allow the option to subscribe Monitoring on Elderly or Adults? · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office?	5/28/2015 Executive Leadership to make determination	Open	8/24/2015	06/01/15 ELT suggested a change in legislation to charge for the Employee Monitoring	8/24/2015	Deferred to a later time. Recommendation: - Allow via online handshake - Initiated by parent	Closed
POR16		Downgrades – Class E or ID	When downgrading from a CDL or a Class E license, why do we create the Class E or ID as an Original Issuance? Was it due to system limitations or specific Statutes or Departmental Policies?		Open	8/24/2015	05/28/2015 Can these be done as a Renewal instead of an Original?	8/24/2015	Allow with the following conditions: 1. If the credential downgraded to has not expired, allow downgrade as replacement. 2. If the credential downgraded to is expired less than 12 months, allow renewal. 3. If the credential downgraded to is expired more than 12 months, allow original.	Closed
POR17		Downgrades – CDL to Class E	Should the replacement fee be charged when the customer is electing to downgrade (no disqualification on record)		Open	8/24/2015	Currently if there are sanctions on the license, the downgrade replacement is processed without charging a fee.	8/24/2015	The decision was made to only charge for downgrade when it is voluntary.	Closed
POR18		Express Shipping	Should we provide an option for express shipping, if so on which items and how will they be processed?		Open			8/24/2015	Allow express shipping for Driver license and ID card Issuances only. **AI** - Look for generic statutes on the state mail – Diana will look for this. Boyd said we can recoup the costs.	Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR19		Portal Languages	Are we required to display the portal application in languages other than English and Spanish?		Open	8/24/2015	Currently Virtual Office only provides Spanish and English.	8/24/2015	We will focus on English and Spanish for now.	Closed
POR20	8/24/2015	Rule for Fee Waiver for 100% Veteran	Should the Agency propose a Legislative change to exclude the waiver of DUI reinstatement fee even if 100% disabled?	Pat Porter/ Alan Busenbark	Open		Was that the intent to exclude Veterans from DUIs as well.			Closed
POR21	8/24/2015	Mailing and Residential Addresses	Should out of country addresses be allowed for mailing, residential and ship to addresses in MyDMV or Field?		Open		Currently out of country is not allowed for Residential and Mailing addresses in Virtual Office or FDLIS.			Open
POR22	8/28/2015	Pending Sanctions	If a customer has a **pending** sanction, should we allow them to renew or replace their current license online? If so, should we establish a time frame to prevent them from purchasing a license right before the suspension goes into effect?		Open		Boyd and Deb agreed to allow the issuance, but make the cut off point 10 days prior to the sanction effective date. We have to make certain the customer is made aware and it's very clear they have the pending sanction. 10 days out should avoid us having to credit back money since the license should print within 10 days of the purchase. If within 10 days, we would provide a message "you must visit an office to renew or replace your license". There is one exception: CDL Med Cert Disqualifications - No CDL issuance if pending. Their option would be to downgrade to Class E at no cost if applicable. Med Cert Disqualifications prevent the CDL driver from driving a CMV once placed on the record.			Open
POR23	8/26/2015	Minor ID Cards	Do we want a 5 to 14 yr. old to renew ID online or go in person? Currently we only allow 8 yr. ID card renewals on line. Not 4 yr. id cards for those under 15.		Open		Alan B said DL Renewals will allow 5 to 14 yr. old ID cards to renew by convenience method. **10/13/15** Linda Fugate was concerned about the photo of the child take at the time he/she is 5 and the changes that can occur in their appearance during this time period. Deb Roby stated that this is no different than a teenager who gets their license at 16 and would not be required to take another photo until they are 32 years old. It was also stated that this population is usually for kids with medical issues.			Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
DL01		DL Issuance	Allow examiners to print Hazmat extension letter locally. *Original Request: System should be able to print hazmat temporary letter instead of calling help desk.*	Deb Roby	Closed		Recommendation: Planned - Extensions may be printed as replacements with "HazMat until MM/DD/YYYY" on the card. **09/18 Update -** 1. Issuance reason: a) Application/Examiner Error (inaccurate prints, veteran no fee issues, etc...) b) Delayed processing time at TSA 2. Process: CDL Help Desk generates letters manually on as need basis. Staff uses the CDL driver's data to draft letters that are specific to the driver's case. 3. Average: 15-20 Hazmat extension letters are issued per week. 4. Other States: *Pending more information* **CDLIS Help Desk Recommendation:** 1. Designate 2-3 Hazmat certified users per office (more hazmat specific training). 2. Add prompts to ensure successful submission/payment and a checkbox for Veterans who are entitled to a no-fee Hazmat endorsement.	8/24/2015	Will there be a fee or no fee? **AI -** Do we have legal authority to extend Hazmat?	Open
DL02		DL Issuance	Show expiration date of FR cases on eligibility screen.	Deb Roby	Closed	8/24/2015	Recommendation: Planned - We will re-write and include more thorough information on the FR instruction sheets.	8/24/2015	ESC agrees with recommendation.	Closed
DL03		DL Issuance	Change page name from CDL Information to CDL Medical Record in Add/Modify.	Deb Roby	Closed	8/24/2015	Recommendation: Planned - Going forward, we will use the proper name for this page and all related functionality (CDL Med Certification)	8/24/2015	ESC agrees with recommendation.	Closed
DL04		DL Issuance	FDLIS to launch Automatically to DAVID, for the purpose of scoring reports.	Deb Roby	Closed		Recommendation: A link to DAVID will be added in the system for easy access - Login and verification will still be required to access DAVID. **9/15 Update** - This is referencing the need to launch DAVID when performing QA through FDLIS. The QA staff is required to perform audits on individuals and each user is scored on percentage of transaction accuracy. A requirement to provide a quick link for HazMat fingerprints was previously identified and will satisfy the need for QA as well.	8/24/2015	**AI -** Boyd would like to know what "scoring report" is. May be a QA function. Team will verify this. What is the DAVID access for?	Open
DL05		DL Issuance	The Motor Voter application should allow users to enter a partial address in the previous address field. *Original Request: The system should allow partial previous addresses to be entered. Even a previous city, state or county will help.*	Deb Roby & Maureen Johnson	Closed		Recommendation: Planned - Street address will be optional but previous State will be required.	8/24/2015	**AI -** Diana/Terry will verify and have DOS sign off on this.	Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
DL06		DL Issuance	The system should recognize third party payment types so that the reports can display actual payment type instead of "TC Other" *Original Request: System to recognize all tender types used in 3rd Party Systems so that fees don't report as TC Other on our FDLIS reports.*	Deb Roby	Closed	8/24/2015	Recommendation: Not Planned - All TCs don't use the same 3rd party vendor but the department will look into a better solution. **Advisory Board Recommendation:** Create office setting that will save payment types for TCs with Third Party Cashiers as TC Cash, TC Credit Card, TC Check, etc...	8/24/2015	ESC agrees with recommendation.	Closed
DL07		DL Issuance	Record information of the person requesting transcript if it's not requested by the record holder. *Original Request: List who wants the transcript (Individual or other).*	Deb Roby	Closed		Recommendation: Not planned - Field personnel are only allowed to sell transcripts to the record holder.	8/24/2015	**AI** - We need to review the statute and see if it's related to DL. If statute says we're ok doing it, then we need to see if what Maureen does is similar.	Open
DL08		DL Issuance	When it gets close to the end of the 60 day limit, *could there be* a proposed issuance date so we can extend their issuance date as needed?	Deb Roby	Closed	8/24/2015	Recommendation: Not planned - issuance date is dependent on USCIS approval and the information cannot currently be updated in real time.	8/24/2015	ESC agrees with recommendation.	Closed
DL09		DL Issuance	User I.D./Examiner I.D. needs to be addressed. *Intent: Correct information in the reports to display the correct Examiner ID for the purpose of reporting productivity.*	Deb Roby	Closed	8/24/2015	Recommendation: Planned - We will plan to display the information for both, the examiner/agent who owns the transaction and for the cashier.	8/24/2015	ESC agrees with recommendation.	Closed
DL10		DL Issuance	Pre-fill Motor Voter information from information previously entered in FDLIS application.		Closed		Recommendation: Planned - The information saved will only be valid for the same day so that users do not have to type the information in again in the event that a transaction is voided.	8/24/2015	ESC agrees with recommendation. **AI-** Add to the DOS Open Item list and have DOS sign off on this.	Open
DL11		DL Issuance	Move Motor Voter to the beginning of the application process.	Deb Roby & Maureen Johnson	Closed		Recommendation: Page order has been adjusted to improve workflow for users. If the customer is not eligible, the Motor Votor page will not be displayed.	8/24/2015	**AI-** Add to the DOS Open Item list and have DOS sign off on this.	Open
DL12		DL Issuance	Include an option for out of state voters in the Motor Voter form.	Deb Roby, Maureen Johnson and Department of State Recommendation	Closed		Recommendation: The system should only require the previous state. Include an OOS section in the Motor Voter page for all Original transactions.	8/24/2015	ESC agrees with recommendation. **AI-** Add to the DOS Open Item list and have DOS sign off on this.	Open
DL13		DL Issuance	Motor Voter application receipt should print in multiple languages.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: We will offer any language offered by DOS/Sup of Election so that verbiage is consistent with approved application.	8/24/2015	ESC agrees with recommendation.	Closed
DL14		DL Issuance	Questions regarding Sample Ballots should only be asked from the Motor Voter application form.	Deb Roby & Maureen Johnson	Closed		Recommendation: Add button to copy email address from the previous page, where the email address for receiving department information is provided/ Add verbiage to inform customer that email addresses submitted for sample ballot are not protected. **Stats Update -** 2,408 customers signed up to receive sample ballots between 8/1/2015 -9/1/2015.	8/24/2015	The ESC agrees with the recommendation. **AI -** Need to see if it's a required part of motor voter. Stats Requested.	Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
DL15		DL Issuance	Screening questions regarding convictions should not be retrieved by FDLIS from the online application.	Deb Roby & Maureen Johnson	Open		Needs further discussion. Waiting on TC Survey. **9/15 Update -** This is referring to the statutory question: "Have you ever been adjudged by a court of law to be mentally incapacitated, suffering from any mental disorder or disease?" **Note:** This question appears two times during a DL transaction (in respect to driving and in respect to voting). When a customer fills out the online application, the question is automatically answered for the customer in both places.	8/24/2015	**AI -** Linda wanted to survey the tax collectors. She's going back to ask them. She believes they are not using it. Members agreed to wait until we find out what Linda says.	Open
DL16		DL Issuance	Require the user to select a party on all New and Change/Update transactions.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: Customers will be required to select party for all transactions with motor voter changes or updates. We suggest the ability to display the party affiliation information on the sig pad	8/24/2015	ESC agrees with recommendation.	Closed
DL17		DL Issuance	Email address should be verified so that bad email addresses can't be entered.	Deb Roby & Maureen Johnson	Closed	8/24/2015	Recommendation: The department will look into an automated method to validate email address.	8/24/2015	ESC agrees with recommendation.	Closed
DL18	9/15/2015	DL Issuance	Transcripts should retain the true Original Issuance date.	Advisory Board/ Deb Roby, Maureen Johnson and Natasha White	Open		Recommendation: Fix bug that replaces Original Issuance date without creating a new issuance type.			Open
DL19	9/18/2015	DL Issuance	Require CDLIS check on Class E transactions (Org, Rnw & Rpl).		Open		**If the user receives a "Not Eligible" response:** Class E Original Issuance Service up: No issuance allowed Service down: No override allowed Class E Renewal Issuance Service up: Only 90-Day permit can be issued Service down: No override allowed Class E Replacement Issuance Service up: Only 90-Day permit can be issued Service down: No override allowed Class E Temporary Class E Permit Check not required **9/30 Update:** Based on stats and current load for Class E Issuances, the team suggests waiting for state-to-state to be implemented. (AAMVA Tracking spreadsheet updated) **10/09 Update:** If SSN does not verify, should the system disable the ability to issue Temporary Permits?			Open
DL20	9/29/2015	DL Issuance	Can voided application info be reused on the same day? Will this be an auditing issue?		Open		DL Issuance Team suggests getting a legal opinion. **9/30 Update:** Add prompt to make sure all necessary changes have been made and require new signature under oath and oath acknowledgement during Transaction Review.			Open
DL21	10/9/2015	DL Issuance	Currently, customer's must pay for 'Exams - Not Paid' in order to attain an FDLE Letter. Should this requirement continue to be enforced?				The reason the customer is charged is because the "Exam Only" option is the only way to print the letter.			Open
DL22	10/9/2015	DL Issuance	Should a letter be sent out for confirmation when a customer adds emergency contact information?				Should the customer be allowed to use someone else's information as their ECI without their consent?			Open

Item No.	Add Date	Function Area	Requested Functionality	Bureau Chief Suggestion/ Approval by Name(s)	Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
REN01	9/11/2015	School Bus Renewals	Will we allow school bus drivers to renew CDL by convenience method?	Boyd Dickerson-Walden, Deb Roby	Open		Boyd, Deb agreed we will allow CDL school bus convenience renewal options (online and mail) . On line will be the electronic signature indicating they are school bus driver, may want to have a box they check indicating still employed as school bus driver. We will NOT renew CDL Hazmat by convenience method.			Open
REN02	9/18/2015	Customer Stops	The Statute was changed to allow a Customer Stop for Bad Check to prevent future transaction for the customer; however the Department's policy has not been changed. Will there be a change to the Department's policy to reflect the change to the statute?		Open		**10/13/15** Linda Fugate stated that she would like to notify the customer on the renewal notice so that they would not have to issue a refund to customers who may not be eligible at the time of processing the renewal.			Open

Role	Renewal Notification	MyDMV Portal	DL Issuance/ Motorist Maintenance	Financial Responsibility	Citation Processing/ CDLIS
Project Manager	RaeLynn DeParsqual	Aundrea Andrades	Joe Weldon	Joe Weldon	Scott Tomaszewski (January 2016)
Senior BA	Judy Johnson	Judy Johnson	Jessica Espinoza	Brenda Washington Catherine Thomas	Brenda Washington Catherine Thomas
Scrum Master	Jo Lena Bryan	Daymon Jensen	Joe Weldon	Stuart Williams	Staci Mildenberger
Team Lead	Thomas Wilson	Aundrea Andrades	Catherine Alvarez Pavel Machado	Hector Figueroa	Dan Hardy Jill Burford (A)
Product Owner(s)	Alan Busenbark (P) Cheryl Bruce (A)	Pat Porter (P) Palmer Brand (A)	**DL Issuance** Dana Olvera (P) Elisha Jones (A) Paul Blackburn (A) Norma Cox (A) **Motorist Maintenance** Dorothy Hill (P) Jim Hage (A) William Roseburgh (A) Mike Sarvis (A)	Laura Freeman (P) Lacey Lowers (A) Linda McCarter (A) Yvonne Busby (A) - transition	**Citation Processing** Debbie Todd (P) Suzanne Maiorano (A) April Langston (A) **CDLIS** Tod Browning (P) Diane Register (A) Kathy Daws (A)
Permanent OMM Staff	Kathy Reeves Cyndi Collins	Kathy Reeves Catherine Alvarez	Sabrina Mirville Vivian Pennywell		Hector Figueroa Paula Griner Jill Buford
Permanent SME	Paula Stanfield Alissa Hoban Cheryl Zenoz *TBA (P& I)	Deepa Vasudevan Sondra Martin Jamie Scarborough (A) *TBA (DAS)	**DL Issuance** Aaron Lee-Dean Tabatha Nathan Dhankumari Persaud Kathleen Pierre-Bryan Lisa Horan TBA (PMO) TBA (PMO) TBA (CDL) **Motorist Maintenance** Priscilla Nelomes Chuck Campbell Alisa Hoban Gail Singletary Khelsie Russel Deb Cullers Eva Adams	Kim Godwin Mabel Martin Sabrina Ellinor Paige Grimm Rachael Jarriel Ken Ward Liz Sipfle	**Citation Processing** Bryan Hall Dan Hardy Alison Welborn Liz Damgaard Richie Frederick Cassandra Jackson Darryl Everett William Roseburgh **CDLIS** Don Shirilla (as needed for Field Issuance)
Developer(s)	Patrica Joseph (40%) Margaret White (40%) TimWolf (40%) Earl Whayne(40%)	Natasha White (As needed) Heather Duey(40%) Yeli Sidibe (40%) may not attend all mtgs Min Zhang (40%) may not attend all mtgs	Jeff Marsey(40%) Natasha White(40%) Mike Porter(40%) will not attend meeting William Jester(40%) will not attend meeting	Joel Mendoza (40%) Jon Hall (40%) Sam Edwards (FDLIS & Motorist Maint)(60%) Kevin Davis(60%)	Chris Hansen (40%) Juan Fu (CDLIS Only) (60%) Shaivi Nandineni (Batch) (40%)
Tester(s)	Brian Rivera	Chequayea (CeCe) Kitt Kelsey Martin	**DL Issuance** Gracie Davis Pilar Delp **Motorist Maintenance** Melinda McGlohon Patti Fletcher Doug Mullikin	Jessica Biggers	**Citation Processing** Valecia Summers **CDLIS** Sheri Quick

NOTE: *Allisa Hoban is Business SME on Revenue across projects*
Note (SD): *These are the anticipated %'s; Some of these resources will likely share duties, so they may be present for certain session areas;*
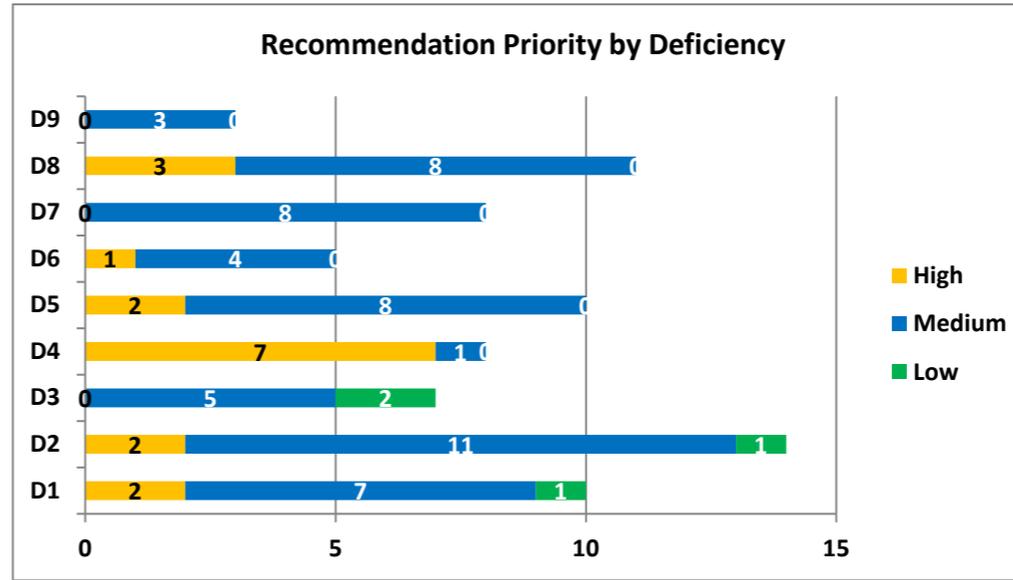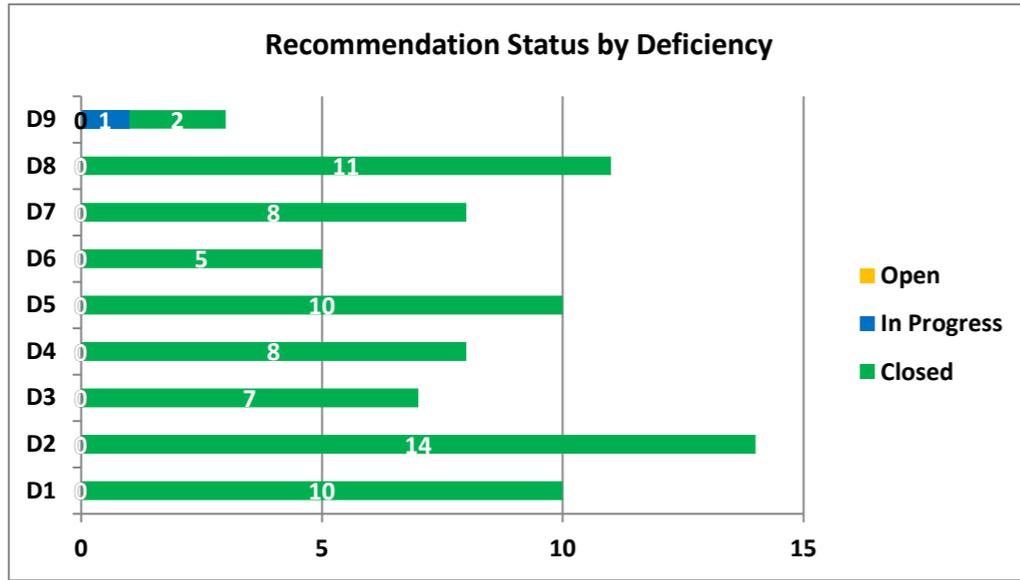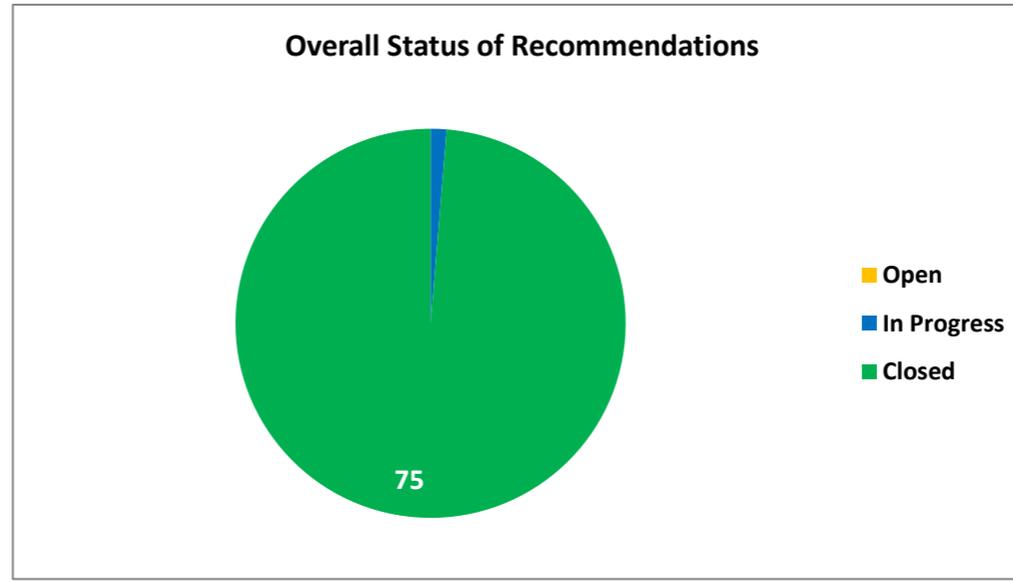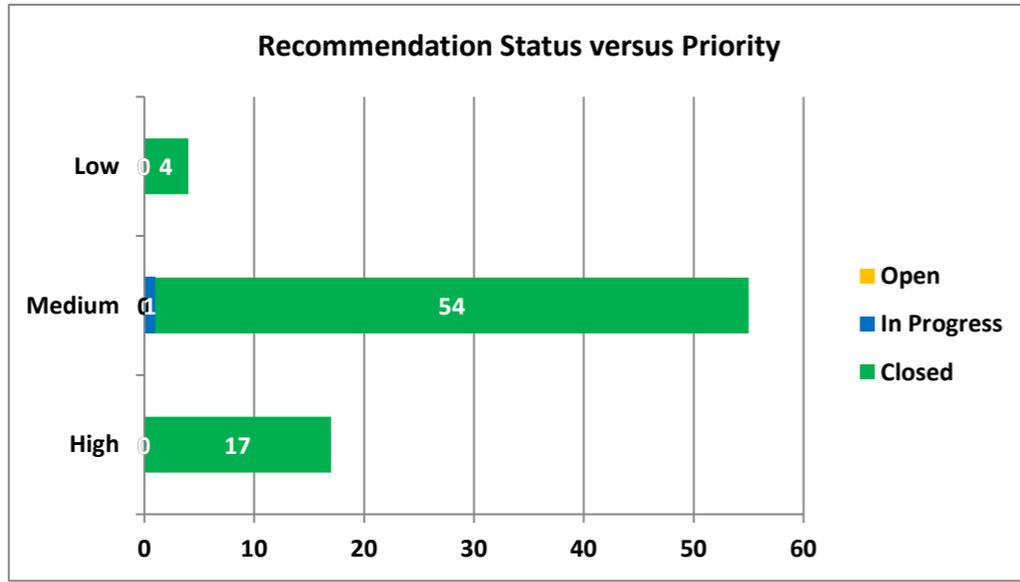
General Information	
Project Name	Motorist Modernization Phase I
Change Requested By	Wendy Ling, Program Manager
Business Owner	Boyd Dickerson-Walden
Date Requested	11/19/2015

Change Request Information (completed by the requestor)

Description:

Schedule changes prompted by issue mitigation surrounding schedule slippage for specific tasks. These tasks are currently grouped with the functional area requirements validation/grooming tasks. The purpose of this change is to separate out the development estimation validation tasks and the test case generation activities. *Please refer to the proposed MM Phase I program schedule.*

1) Add specific tasks for test case generation by functional area.

2) Add specific tasks for validation of development estimates.

Alternatives: No alternative solutions were identified.

Classification Critical : ☐   Medium : ☒   Low : ☐

Impact Analysis (completed by ISA)

Change Request #	03

Specific Requirements Definition:

Completed by:

Impact on Schedule: No overall impact to the end date of the schedule and no changes to the Requirements Validation milestones. Validated development estimations and test case development tasks are running behind and the intent with this schedule revision is to provide a path to remediation, monitor resources needed for tasks, and offer transparency with tracking progress.

Completed by: Wendy Ling, Kristin Green

Impact on Cost: No impact.

Completed by: Wendy Ling, Kristin Green

Impact on Resources: DHSMV development and testing resources from ISA and the business area(s) have been assigned to each functional area team. Separation of these activities in the schedule will provide a path to remediation, monitor resources needed for tasks, and offer transparency with tracking progress.

Completed by: Wendy Ling, Kristin Green

Resource Requirements	Work Effort (Hours)	Cost
	N/A	N/A
	N/A	N/A
Total	N/A	N/A

Alternatives to the Requested Change:

Completed by:

Outcome		
Decision: ☐ Approve ☐ Reject ☐ Defer		
Comments:		

Executive Steering Committee Member	Signature	Date
Terry Rhodes Executive Director, DHSMV		
Diana Vaughn Deputy Executive Director, DHSMV		
Robert Kynoch Director of Motorist Services, DHSMV		
Boyd Dickerson-Walden Chief Information Officer, DHSMV		
Felecia Ford Chief, Bureau of Administrative Review DHSMV		

Recommendation Status versus Priority

Overall Status of Recommendations

Recommendation Status by Deficiency

Recommendation Priority by Deficiency

Recommendation Status versus Priority				
Priority	Open	In Progress	Closed	Total
High	0	0	17	17
Medium	0	1	54	55
Low	0	0	4	4
Total	0	1	75	76

Recommendation Status by Deficiency				
Deficiency	Open	In Progress	Closed	Total
D1	0	0	10	10
D2	0	0	14	14
D3	0	0	7	7
D4	0	0	8	8
D5	0	0	10	10
D6	0	0	5	5
D7	0	0	8	8
D8	0	0	11	11
D9	0	1	2	3
Total	0	1	75	76

Recommendation Priority by Deficiency				
Deficiency	High	Medium	Low	Total
D1	2	7	1	10
D2	2	11	1	14
D3	0	5	2	7
D4	7	1	0	8
D5	2	8	0	10
D6	1	4	0	5
D7	0	8	0	8
D8	3	8	0	11
D9	0	3	0	3
Total	17	55	4	76

Communications and Organizational Change Management Update

Communications/OCM Update

◆ **Communication Strategy & Plan (Approved on October 29)**
- ❖ Outreach to Tax Collectors to engage in a Focus Group
- ❖ GHQ Motorist Modernization Update is being planned

◆ **Organizational Analysis (To be Submitted on December 3)**
- ❖ Deliverable Expectations Document (DED) submitted to State on November 3
- ❖ Outcomes / Findings will inform the Training & Performance Support Strategy
- ❖ **Training & Performance Support Strategy**
  - ✓ Training Needs & Objectives
  - ✓ Training Curriculum
  - ✓ Training Delivery Strategy
  - ✓ Performance Support Strategy

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Step #1: Understand the Impacted Areas

The Organizational Analysis is a key input to the Training & Performance Support Strategy and details key aspects the various end-user groups (internal and external, as applicable) for consideration into the to-be business processes and technology.

It is intended to provide a gap-analysis of the end-user groups' current and future work environments, tasks and activities, and knowledge, skills and abilities.

Four (4) Key Business Areas:

- **MyDMV Portal**
- **D/L Issuance Replacement**
- **Citations Processing**
- **Back-end Operations**

Step #2: Assess Impact to System Users

System User Group	Driver Inquiry (DL and Motorist Maintenance)			Driver Record Maintenance (Motorist Maintenance)			Transactions (DL)			GHQ User Administration			Local User Administration			System Administration (GHQ)			Batch Processes (GHQ)			Driver History (Motorist Maintenance and DL)			AAMVA Processes (CDLIS)		
	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?
DHSMV Employee: Bureau of Commercial Vehicles and Driver Services (System Administrators)																											
DHSMV Employee: Bureau of Commercial Vehicles and Driver Services (Local Administrators)																											
DHSMV Employee: Bureau of Commercial Vehicles and Driver Services (Front Line Users)																											
DHSMV Employee: Bureau of Dealer Services (System Administrators)																											
DHSMV Employee: Bureau of Dealer Services (Local Administrators)																											

SAMPLE

Work with Senior Business Analysts to confirm the OCM process includes the correct system users and functions for the Organizational Analysis working sessions (which will include additional subject matter experts).

Working sessions review each of the four areas to identify impact <u>by function for system users</u> and ascertain needs.
- ✓ **New Tasks or Activities**
- ✓ **New Knowledge, Skills, Abilities**
- ✓ **New Technology, Tools, Hardware**

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Step #3: Summarize Gap Analysis and Next Steps

	Business Area (Select from list)	Impacted System User Group	Current State	Future State	Gap Category
1					
2	myDMV Portal				
3	DL Issuance Replacement / Citations Processing				
4	Other External Systems				
5					
6					
7					
8					
9					
10					

Based on the outcomes from the working sessions, we will document gaps tied to each key Business Area and detail the following:
- ✓ **The Impacted Stakeholder Group**
- ✓ **Summary of Current State**
- ✓ **Future State (i.e., what is changing)**
- ✓ **Gap Category (e.g., training, readiness, position description consideration, etc.)**

Next Steps: Complete OCM plan, obtain formal acceptance, and implement prioritized OCM support task list to align with Phase I Project needs and timeline.

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Advisory Board Meeting Notes

Advisory Board Meeting Notes

Advisory Board Meeting Notes

Advisory Board Meeting Notes

Communications and Organizational Change Management Update

Communications/OCM Update

◆ **Communication Strategy & Plan (Approved on October 29)**
- ❖ Outreach to Tax Collectors to engage in a Focus Group
- ❖ GHQ Motorist Modernization Update is being planned

◆ **Organizational Analysis (To be submitted on December 3)**
- ❖ Deliverable Expectations Document (DED) submitted to State on November 3
- ❖ Outcomes / Findings will inform the Training & Performance Support Strategy

◆ **Training & Performance Support Strategy (To be submitted on February 11)**
- ❖ Training Needs & Objectives
- ❖ Training Curriculum
- ❖ Training Delivery Strategy
- ❖ Performance Support Strategy

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Communications/OCM Update

The Motorist Modernization program strives to…

❖ Modernize driver license and vehicle registration systems to serve Florida's growing population—without growing government.

❖ Unify driver license and vehicle registration systems to simplify office visits.

❖ Expand online tools to let citizens access more services whenever and wherever they want.

❖ Provide law enforcement better driver and vehicle information to increase public safety.

❖ Continue improving driver license and motor vehicle data security to keep citizens' information safe.

❖ Enhance employee tools and work processes to strengthen the focus on customers and outcomes.

Step #1: Understand the Impacted Areas

The Organizational Analysis is a key input to the Training & Performance Support Strategy and details key aspects the various end-user groups (internal and external, as applicable) for consideration into the to-be business processes and technology.

It is intended to provide a gap-analysis of the end-user groups' current and future work environments, tasks and activities, and knowledge, skills and abilities.

Four (4) Key Business Areas:

- **MyDMV Portal**
- **D/L Issuance Replacement**
- **Citations Processing**
- **Back-end Operations**

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Step #2: Assess Impact to System Users

DL Issuance Replacement-Related Impact Assessment (H, M, L, N/A)
Total: 9 areas
DHSMV Contact: Jessica Espinoza

System User Group	Driver Inquiry (DL and Motorist Maintenance)			Driver Record Maintenance (Motorist Maintenance)			Transactions (DL)			GHQ User Administration			Local User Administration			System Administration (GHQ)			Batch Processes (GHQ)			Driver History (Motorist Maintenance and DL)			AAMVA Processes (CDLIS)		
	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?
DHSMV Employee: Bureau of Commercial Vehicles and Driver Services (System Administrators)																											
DHSMV Employee: Bureau of Commercial Vehicles and Driver Services (Local Administrators)																											
DHSMV Employee: Bureau of Commercial Vehicles and Driver Services (Front Line Users)																											
DHSMV Employee: Bureau of Dealer Services (System Administrators)																											
DHSMV Employee: Bureau of Dealer Services (Local Administrators)																											
DHSMV Employee: Bureau of Dealer Services (Front Line Users)																											
DHSMV Employee: Bureau of Issuance Oversight (System Administrators)																											

Work with Senior Business Analysts to confirm the OCM process includes the correct system users and functions for the Organizational Analysis working sessions (which will include additional subject matter experts).

Working sessions review each of the four areas to identify impact <u>by function for system users</u> and ascertain needs.
- ✓ **New Tasks or Activities**
- ✓ **New Knowledge, Skills, Abilities**
- ✓ **New Technology, Tools, Hardware**

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Step #3: Summarize Gap Analysis and Next Steps

	Business Area (Select from list)	Impacted System User Group	Current State	Future State	Gap Category
1					
2	myDMV Portal				
3	DL Issuance Replacement Citations Processing				
4	Other External Systems				
5					
6					
7					
8					
9					
10					

Based on the outcomes from the working sessions, we will document gaps tied to each key Business Area and detail the following:
- ✓ **The Impacted Stakeholder Group**
- ✓ **Summary of Current State**
- ✓ **Future State (i.e., what is changing)**
- ✓ **Gap Category (e.g., training, readiness, position description consideration, etc.)**

Next Steps: Complete Organizational Analysis, obtain formal acceptance, and work on the Training and Performance Support Strategy.

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