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FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

ORION
ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

Motorist Modernization

Motorist Modernization Advisory Board – Phase I Monthly Meeting
November 14, 2017
Neil Kirkman Building, Conference Room A-339
2900 Apalachee Parkway, Tallahassee Florida 32399
1 to 2 p.m., EST

Invitees | Representing

Invitees	Representing
Deb Roby	DHSMV
Ed Broyles	DHSMV
Kelley Scott	DHSMV
Pace Callaway	DHSMV
April Edwards	DHSMV
William Washington	Florida Clerk Courts & Comptrollers
Linda Fugate	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

    o Financial Review

    o Change Request Review

    o Program & Project Updates

- Q&A

- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD

Monthly Meeting Minutes
Kirkman Building Conference Room B-202
October 24, 2017
1:00 to 3:00 p.m.

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:03 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:

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

- Additional DHSMV members present included – Terrence Samuel, Kristin Green, Koral Griggs, Cathy Thomas, Sonia Nelson, Cheryln Dent, Scott Tomaszewski, Judy Johnson, Aundrea Andrades, Jessica Espinoza, Laura Freeman, Janis Timmons, Felecia Ford, Joe Weldon (Accenture) and Kelly Shannon.

- Visitors included – Kris Dove from Sogeti and Alyene Calvo and Gary Didio (via phone) from IV&V.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES
- Ms. Green reviewed the meeting minutes from August 8, 2017. There were no changes, revisions or corrections from members. A motion to approve the August 8, 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 143 - DL Issuance, Joe Weldon – Modify Opt-in/Opt-Out – Approved on 7/17/17.
- PMCR 144 - DL Issuance, Joe Weldon – Add Motor Voter Address Info Screen – Approved by PO on 6/6/17.
- PMCR 150 - DL Issuance, Joe Weldon – Auto-Select SSN Required for Non-Immigrant - Approved on 7/25/17.
- PMCR 151 - DL Issuance, Joe Weldon – Auto-Populate state of residence – Cancelled, don't want to auto populate.
- PMCR 153 - DL Issuance, Joe Weldon – Rework required docs – Cancelled, Covered on PMCR-279.
- PMCR 169 - DL Issuance, Joe Weldon – Limit name and address changes on non-issuance. Approved 7/25/17.
- PMCR 171 - DL Issuance, Joe Weldon – Update background color for photo – Approved 7/25/17.
- PMCR-172 - DL Issuance, Joe Weldon – Create Parental Consent Story. Approved July 25, 2017.

- PMCR-173 – DL Issuance, Joe Weldon –Remove Extra Spaces in Name. Approved July 25, 2017.
- PMCR-174 – DL Issuance, Joe Weldon – Archive FR 24075. Approved July 17, 2017.
- PMCR-185 – DL Issuance, Joe Weldon – Add Placeholder End-to-End Testing for Original DL. Approved July 25, 2017.
- PMCR-186 – DL Issuance, Joe Weldon – Add Placeholder End-to-End Testing for Renew DL. Approved July 25, 2017.
- PMCR-187 – DL Issuance, Joe Weldon – Add Placeholder End-to-End Testing for Replace DL. Approved on July 25, 2017.
- PMCR-188 – DL Issuance, Joe Weldon – Update rules on Selective Service Signature Pad. Approved July 25, 2017.
- PMCR-190 – DL Issuance, Joe Weldon – Update rules on Max Value for Voluntary Contributions. Approved July 25, 2017.
- PMCR-192 – MyDMV Portal, Aundrea Andrades – Cart Item Count. Approved July 17, 2017.
- PMCR-193 – MyDMV Portal, Aundrea Andrades – Print Preview Card next Button. Approved July 17, 2017.
- PMCR-195 – DL Issuance, Joe Weldon – Update Rules to Handle Null Issue Date. Handled as a bug, CR cancelled on July 10, 2017.
- PMCR-196 – DL Issuance, Joe Weldon – Archive TC Miscellaneous Transactions. Approved July 17, 2017.
- PMCR-198 – DL Issuance, Joe Weldon – Update to Edit Functionality on Temporary Address. Approved July 25, 2017.
- PMCR-200 – DL Issuance, Joe Weldon – Set 100% Disabled Flag. Approved July 25, 2017.
- PMCR-204 – DL Issuance, Joe Weldon – Create Motor Voter App Type Sig Pad. Approved July 25, 2017.
- PMCR-205 – DL Issuance, Joe Weldon – Create Spanish Version of Motor Voter Sig Pad. Approved July 25, 2017.
- PMCR-208 – MyDMV Portal, Aundrea Andrades – MV Services Display of Registration in MyDMV Portal. Approved July 17, 2017 by PO.
- PMCR 211 - My DMV Portal, Aundrea Andrades – Motor Voter Changes within MyDMV Portal. Approved 7/31/17.
- PMCR 216 – Renewal, Sonia Nelson – Archive FR 14526. Create CRS deposit for mail in renewals. Approved on 7/31/17.
- PMCR 217 – Renewal, Sonia Nelson – Archive FR19631, High Speed – Scan Documents. Approved 7/31/17.
- PMCR 218 – Renewal, Sonia Nelson – Archive FR2277707, Update CRS transaction for Motor Vehicle Renewals. Approved 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 223 – Renewal, Sonia Nelson – Archive FR9255, Compare Motor Vehicle Renewal and FRVIS fees. Story no longer needed. 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:
    - DL Issuance Developer Pulled, DL – 8/1/17 Update – Application Systems Programmer III Background check came back good.   Start date 8/14/17. Applications Systems Programmer II – Advertisement was extended. Will close on 8/8/17/.
  There are no change requests or action items to report during this period.
- 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.

Motorist Modernization Program (Phase I)

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

Independent verification and validation (IV&V)
Monthly Assessment Report Summary
September 2017

20 October 2017
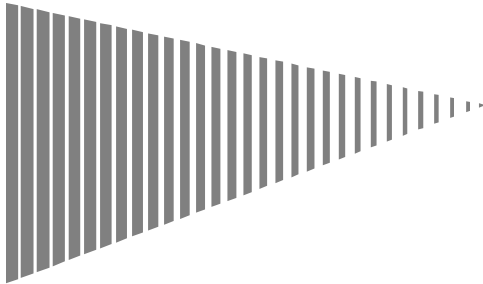
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Building a better
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Topics for discussion

- ► 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

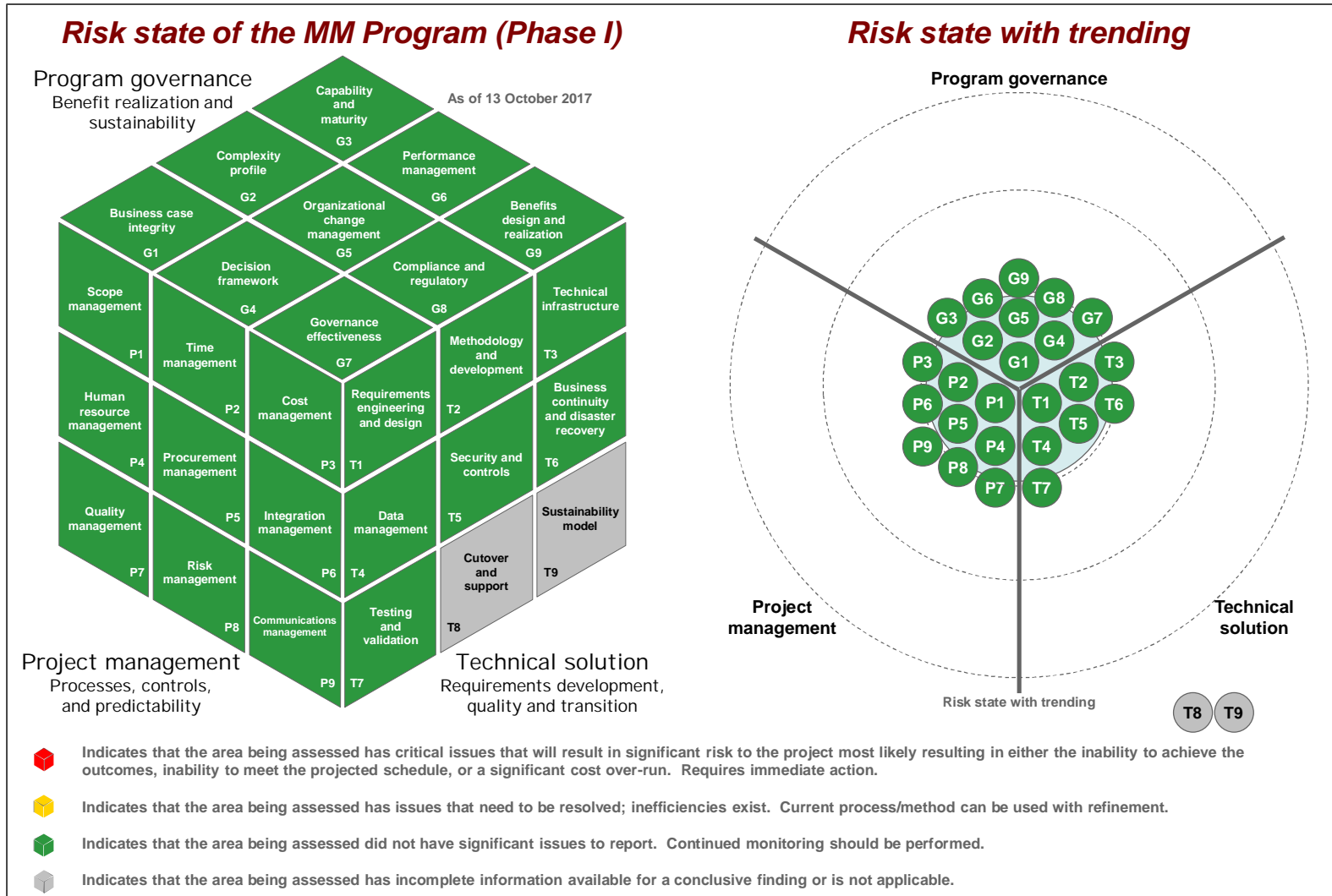Data contained in this MAR is as of 13 October 2017

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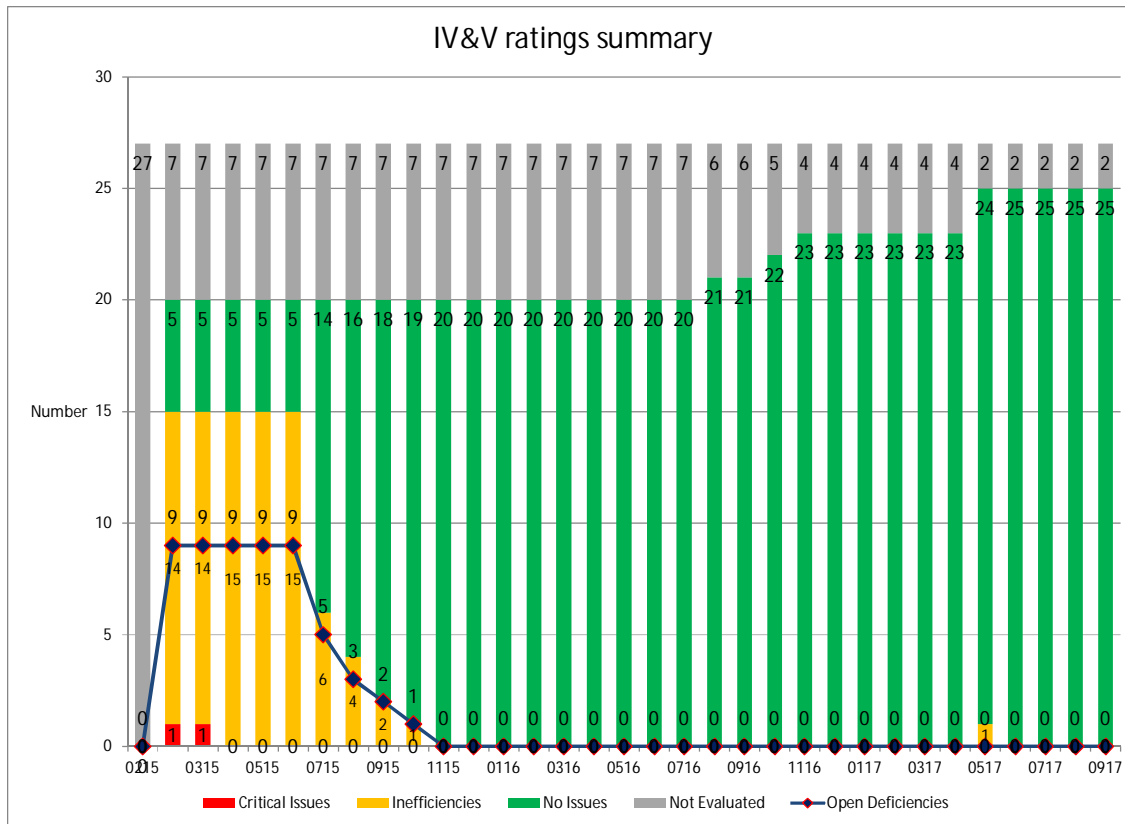# General IV&V overview

Overall IV&V risk state:	Green

► 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.

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Overall risk state and trending

Risk state of the MM Program (Phase I)

Program governance
Benefit realization and sustainability

As of 13 October 2017

- Capability and maturity — G3
- Complexity profile — G2
- Performance management — G6
- Business case integrity — G1
- Organizational change management — G5
- Benefits design and realization — G9
- Scope management — P1
- Decision framework — G4
- Compliance and regulatory — G8
- Technical infrastructure — T3
- Time management — P2
- Governance effectiveness — G7
- Methodology and development — T2
- Human resource management — P4
- Cost management — P3
- Requirements engineering and design — T1
- Business continuity and disaster recovery — T6
- Procurement management — P5
- Security and controls — T5
- Quality management — P7
- Integration management — P6
- Data management — T4
- Sustainability model — T9
- Risk management — P8
- Cutover and support — T8
- Communications management — P9
- Testing and validation — T7

Project management
Processes, controls, and predictability

Technical solution
Requirements development, quality and transition

Risk state with trending

Program governance

Project management

Technical solution

Risk state with trending

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.

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Overall IV&V ratings summary

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
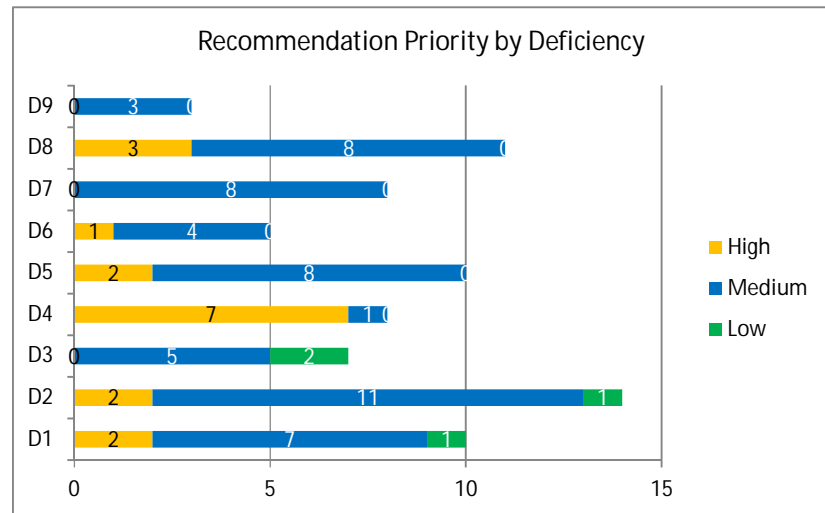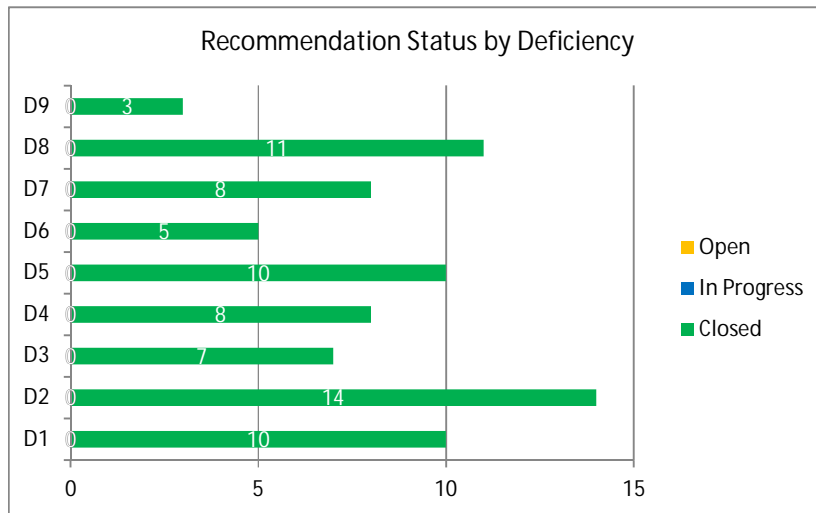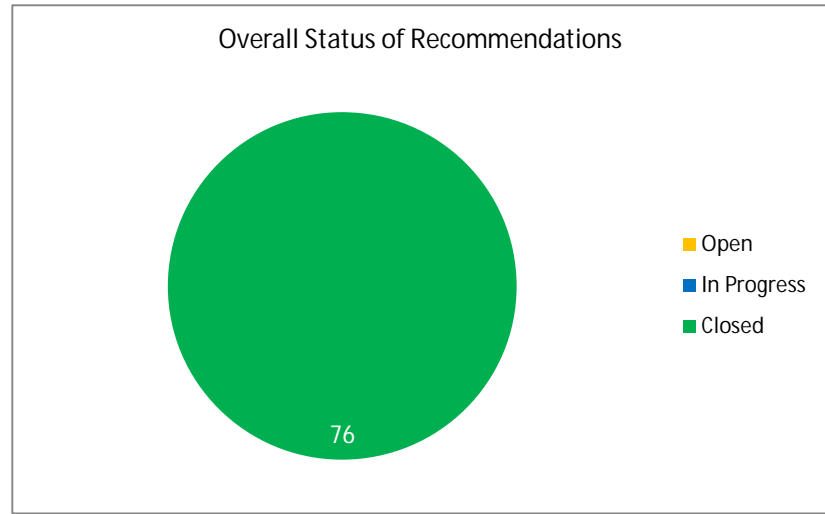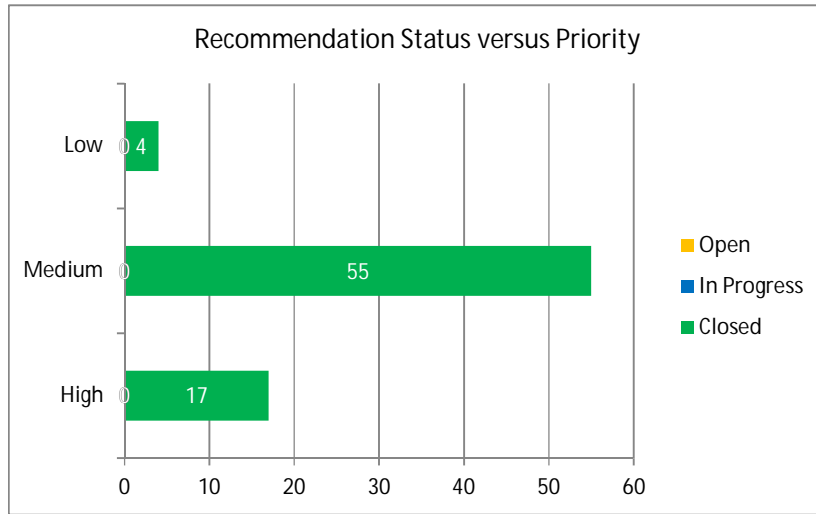- § Open deficiencies: 0
- § Conclusions:
  - § The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

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Key indicators

Indicator	Value	Comment
Is the project approach sound?	Yes	► The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	Yes	► 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.
Is the project on budget?	Yes	► 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.
Is scope being managed so there is no scope creep?	Yes	► 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.
What are the project's future risks?	Unknown	► The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	► The MM Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	► New and emerging technologies were considered in the Feasibility Study. ► None have an adverse effect on the project's technological assumptions.

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Status of key deficiency recommendations

Recommendation Status versus Priority

Priority	Open	In Progress	Closed
Low	0		4
Medium	0		55
High	0		17

Overall Status of Recommendations

Closed: 76

Recommendation Status by Deficiency

Deficiency	Closed
D9	3
D8	11
D7	8
D6	5
D5	10
D4	8
D3	7
D2	14
D1	10

Recommendation Priority by Deficiency

Deficiency	High	Medium	Low
D9	0	3	0
D8	3	8	0
D7	0	8	0
D6	1	4	0
D5	2	8	0
D4	7	1	0
D3	0	5	2
D2	2	11	1
D1	2	7	1

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Overall performance

Project performance

Behind schedule and underspent

Ahead of schedule and underspent

Behind schedule and overspent

Ahead of schedule and overspent

As of 09 October 2017:
SPI = 0.984
CPI = 1.000

§ 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.

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Overall performance
(continued)

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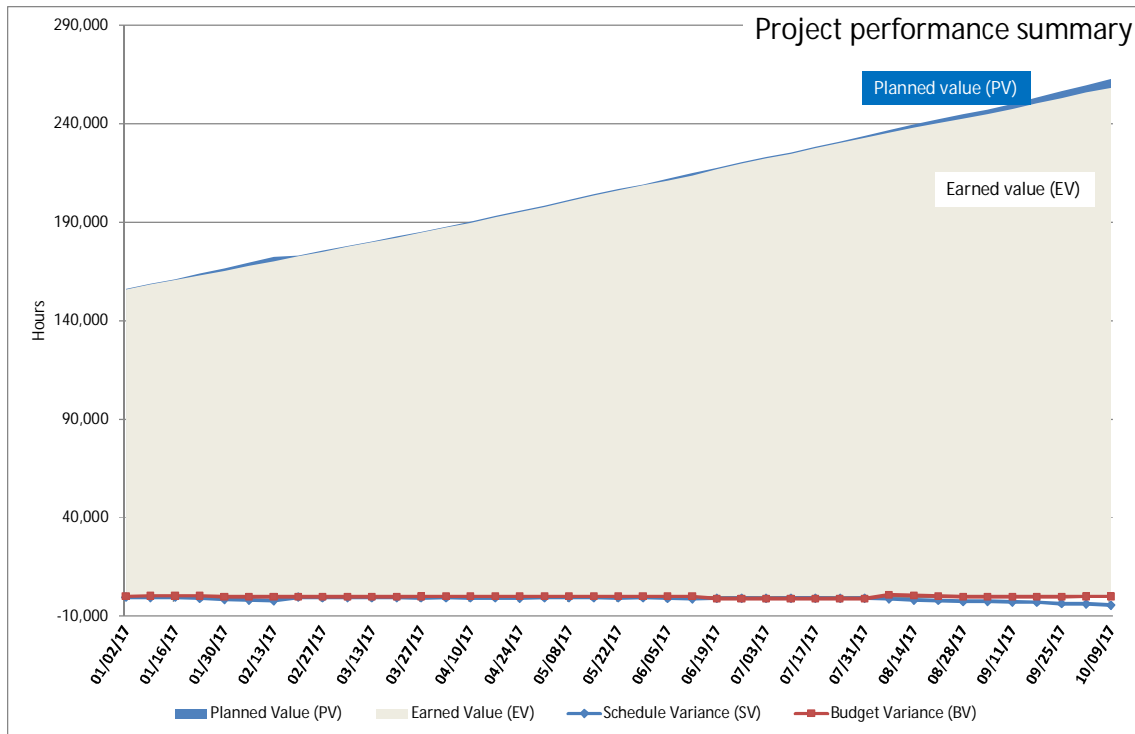
§ This chart shows the cumulative planned value (PV) and earned value (EV) for the project.

§ Summary:

   § Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.

   § The total amount of work not completed as scheduled is 4,301.6 hours.

§ Conclusions:

   § The Program is behind schedule.

► 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.

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Overall performance (continued)
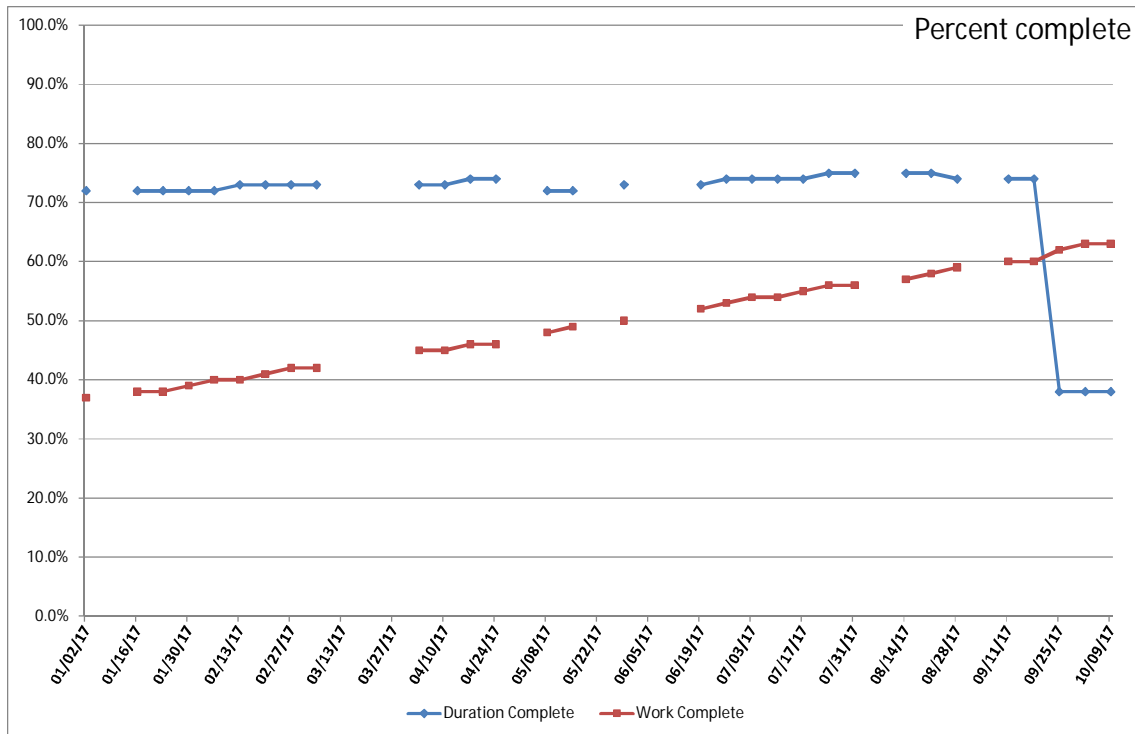
§ This chart shows the percent complete for duration and work for the project.

§ 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.

► Blue line is duration percent complete.
► Red line is work percent complete

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Forecast milestone completion

Forecast milestone slippage

Milestone	Sep 2017 value
Project COMPLETE	19.2
Implementation COMPLETE	19.2
PHASE GATE REVIEW – Pilot	18.6
PHASE GATE REVIEW – Operations Planning	18.6
Operations Planning COMPLETE	18.6
PHASE GATE REVIEW - Testing	17.5
Testing COMPLETE	17.5
PHASE GATE REVIEW - Development	14.6
Development COMPLETE	14.6
PHASE GATE REVIEW - Database Redesign / Synchronization	14.5
Database Redesign / Synchronization COMPLETE	14.5
PHASE GATE REVIEW - Requirements Validation	0.0
Requirements Validation and Approval COMPLETE	0.0
Project Closeout Phase COMPLETE	19.2
Project Monitoring and Control Phase COMPLETE	18.4

Number of calendar days

Legend: Sep 2017, Aug 2017, Jul 2017, Jun 2017, May 2017, Apr 2017

§ 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

Deficiency	Actions taken

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

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Performance improvement recommendations

Recommendation	Progress update / resolution	Status

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

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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:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Feb 2017 (IVV-302AY)	14 March 2017	29 March 2017	21 March 2017	► Complete
MAR – Mar 2017 (IVV-302AZ)	14 April 2017	01 May 2017	21 April 2017	► Complete
MAR – Apr 2017 (IVV-302BA)	12 May 2017	30 May 2017	19 May 2017	► Complete
MAR – May 2017 (IVV-302BB)	14 June 2017	29 June 2017	21 June 2017	► Complete
MAR – Jun 2017 (IVV-302BC)	17 July 2017	01 August 2017	24 July 2017	► Complete
MAR – Jul 2017 (IVV-302BD)	14 August 2017	29 August 2017	21 August 2017	► Complete
MAR – Aug 2017 (IVV-302BD)	14 September 2017	29 September 2017	22 September 2017	► Complete
MAR – Sep 2017 (IVV-302BE)	13 October 2017	30 October 2017	20 October 2017	► Complete
MAR – Oct 2017 (IVV-302BF)	14 November 2017	30 November 2017		
MAR – Nov 2017 (IVV-302BG)	14 December 2017	01 January 2018		
MAR – Dec 2017 (IVV-302BH)	15 January 2018	30 January 2018		

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Supporting information

► Summary of changes

► IV&V ratings summary

► Open deficiencies

► Project milestones

► Late tasks

► Project budget

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Summary of changes

Item	Description
Deficiencies addressed	► There are no open IV&V deficiencies.
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► No risk rating changes since the last report
Maturity ratings	► G6 – Performance management changed from level 3 (defined) to level 4 (managed). ► G8 – Compliance and regulatory changed from level 2 (repeatable) to level 3 (defined). ► P2 – Time management changed from level 3 (defined) to level 4 (managed). ► T2 – Methodology and development changed from level 2 (repeatable) to level 3 (defined).
Interviews conducted	► No interviews conducted since last report
Artifacts received	► Numerous artifacts received.

Open deficiencies

Areas and implications	Recommendations	Actions taken
None		

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

EY

Project milestones

WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
1.3.12	Project Monitoring and Control Phase COMPLETE	06/28/2019	06/28/2019	06/28/2019	07/16/2019	
1.4.8	Project Closeout Phase COMPLETE	06/28/2019	08/29/2019	08/29/2019	09/17/2019	
8.2	Database Redesign / Synchronization COMPLETE	05/01/2018	09/07/2018	09/07/2018	09/21/2019	
8.4	PHASE GATE REVIEW - Database Redesign / Synchronization	06/20/2018	09/07/2018	09/07/2018	09/21/2019	
8.5.10	Development COMPLETE	05/25/2018	09/13/2018	09/13/2018	09/27/2018	
8.6	PHASE GATE REVIEW - Development	07/27/2018	09/13/2018	09/13/2018	09/27/2018	
8.7.5	Testing COMPLETE	02/20/2019	04/22/2019	04/22/2019	05/09/2019	
8.7.7	PHASE GATE REVIEW – Testing	04/22/2019	04/22/2019	04/22/2019	05/09/2019	
8.8.4	Operations Planning COMPLETE	03/02/2018	12/28/2018	07/19/2019	08/06/2019	

► 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	

EY

Late tasks

Number of late tasks per reporting period

	MAR 0116	MAR 0216	MAR 0316	MAR 0416	MAR 0516	MAR 0616	MAR 0716	MAR 0816	MAR 0916	MAR 1016	MAR 1116	MAR 1216	MAR 0117	MAR 0217	MAR 0317	MAR 0417	MAR 0517	MAR 0617	MAR 0717	MAR 0817	MAR 0917
All tasks	1,970	1,976	1,991	1,991	1,989	1,989	1,989	2,629	2,631	2,649	2,648	2,643	2,641	2,637	2,646	2,647	2,653	2,651	2,650	2,668	2,854
Total late	57	44	38	49	34	29	12	3	7	6	6	5	11	11	9	5	4	8	7	9	190
Open late	32	22	31	30	24	26	11	1	2	1	1	-	4	2	2	2	3	4	2	5	3

All tasks ■ Total late ■ Open late —— 2 per. Mov. Avg. (Total late) —— 2 per. Mov. Avg. (Open late)

§ 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
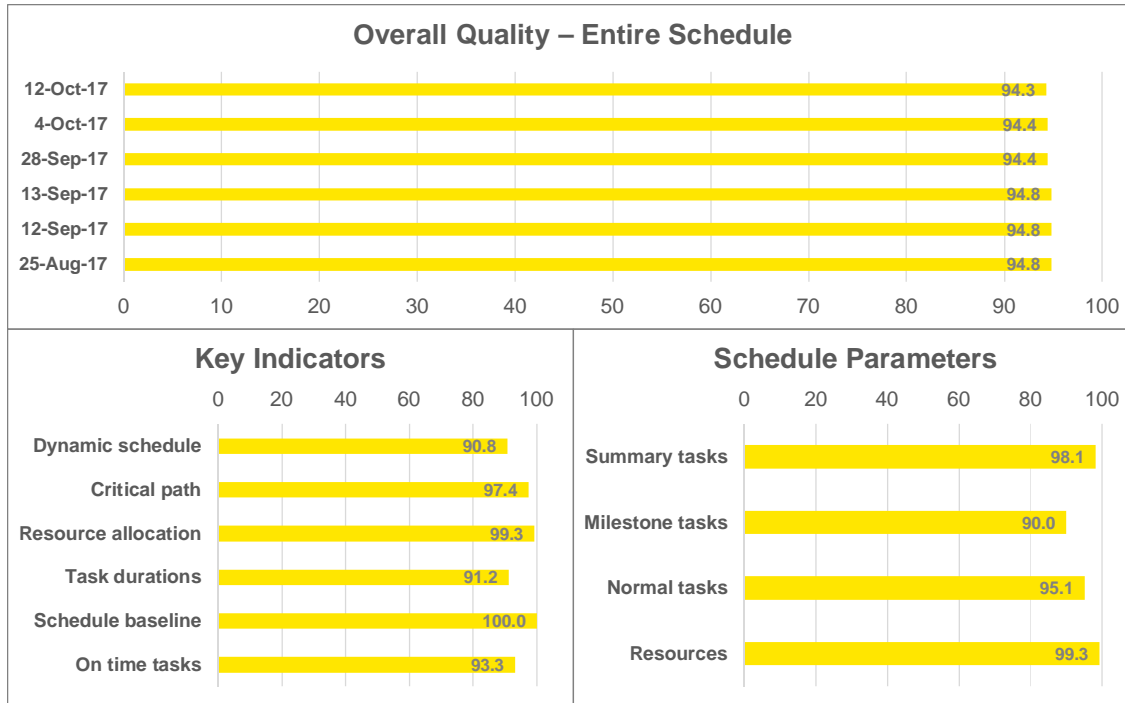
Overall Quality – Entire Schedule

Date	Value
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

Key Indicators

Indicator	Value
Dynamic schedule	90.8
Critical path	97.4
Resource allocation	99.3
Task durations	91.2
Schedule baseline	100.0
On time tasks	93.3

Schedule Parameters

Parameter	Value
Summary tasks	98.1
Milestone tasks	90.0
Normal tasks	95.1
Resources	99.3

§ 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

► 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

EY

Project schedule quality
Period: 11/01/2017 to 01/31/2018
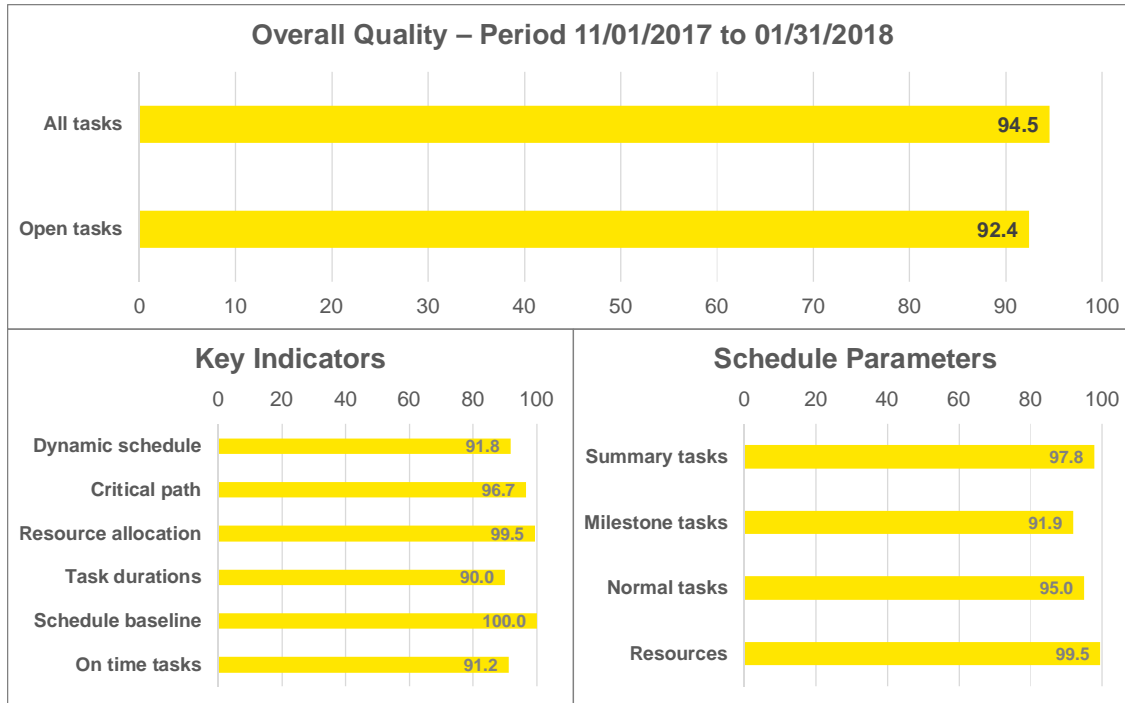
Overall Quality – Period 11/01/2017 to 01/31/2018

Task	Value
All tasks	94.5
Open tasks	92.4

Scale: 0 10 20 30 40 50 60 70 80 90 100

Key Indicators

Scale: 0 20 40 60 80 100

Indicator	Value
Dynamic schedule	91.8
Critical path	96.7
Resource allocation	99.5
Task durations	90.0
Schedule baseline	100.0
On time tasks	91.2

Schedule Parameters

Scale: 0 20 40 60 80 100

Parameter	Value
Summary tasks	97.8
Milestone tasks	91.9
Normal tasks	95.0
Resources	99.5

§ 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

EY

Project budget
Total project funding

Total project budget versus actual expenditures

DHSMV MMP1-IVV-203BF Sep Status v2.0 Final - 20171020

EY
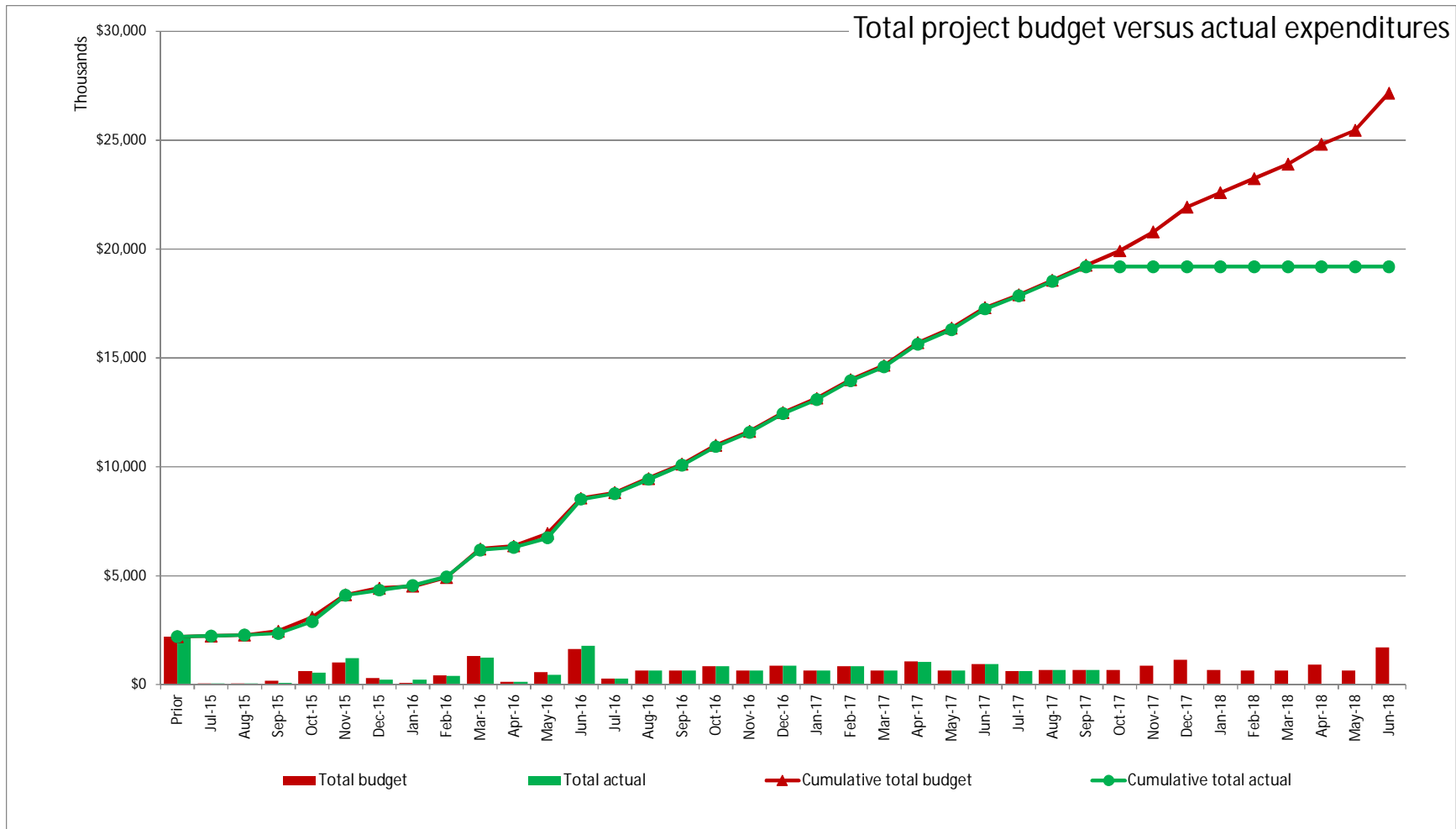
Project budget
DHSMV staff funding

Total DHSMV staff budget versus actual expenditures

Legend: Total DHSMV staff - budget | Total DHSMV staff - actual | Cumulative total DHSMV staff - budget | Cumulative total DHSMV staff - actual

DHSMV MMP1-IVV-203BF Sep Status v2.0 Final - 20171020

EY
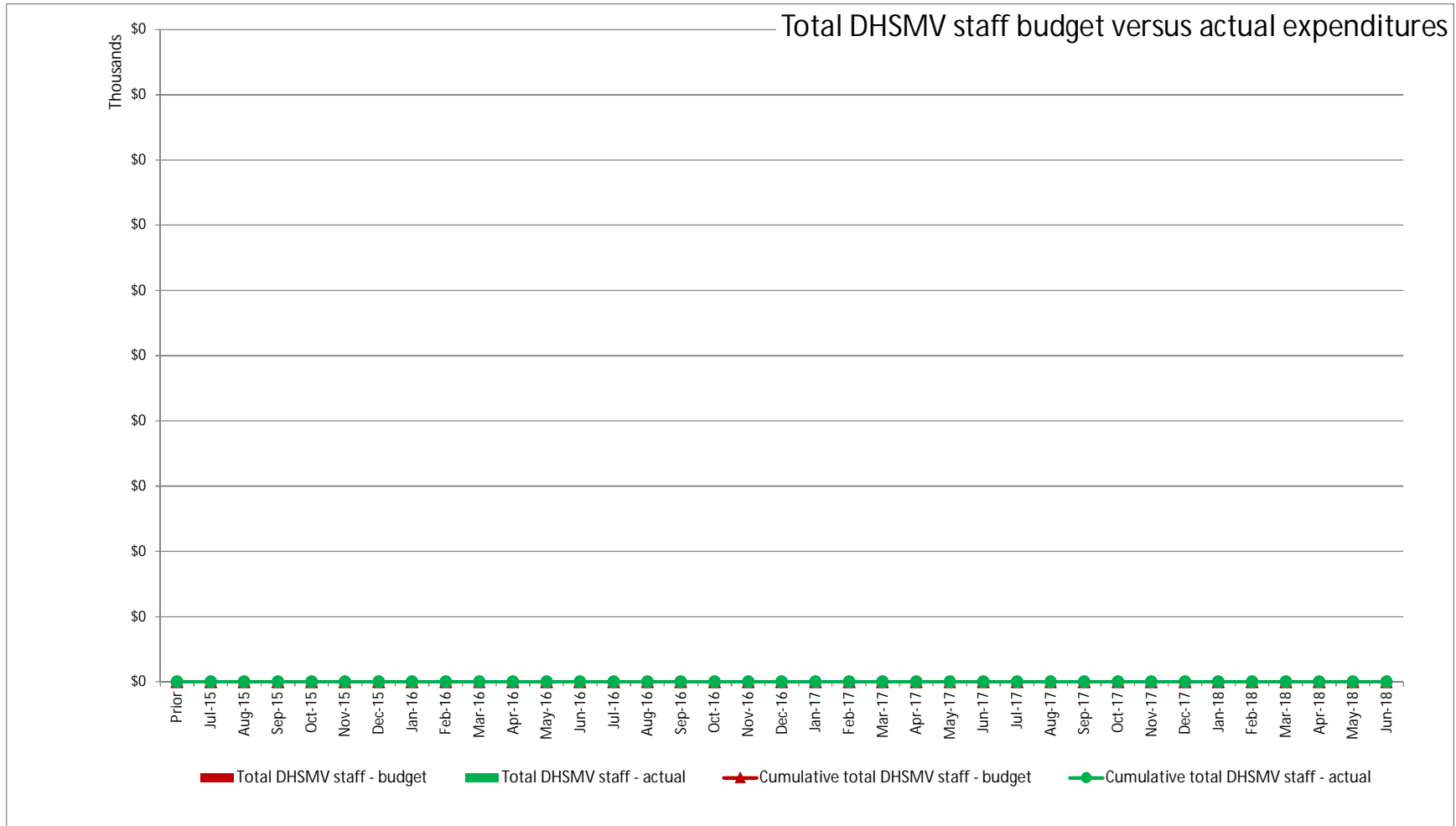
Project budget
Contract staff funding

Total contract staff budget versus actual expenditures

Legend:
- ■ Total contracted staff - budget
- ■ Total contracted staff - actual
- ▲ Cumulative total contracted staff - budget
- ● Cumulative total contracted staff - actual

DHSMV MMP1-IVV-203BF Sep Status v2.0 Final - 20171020

EY
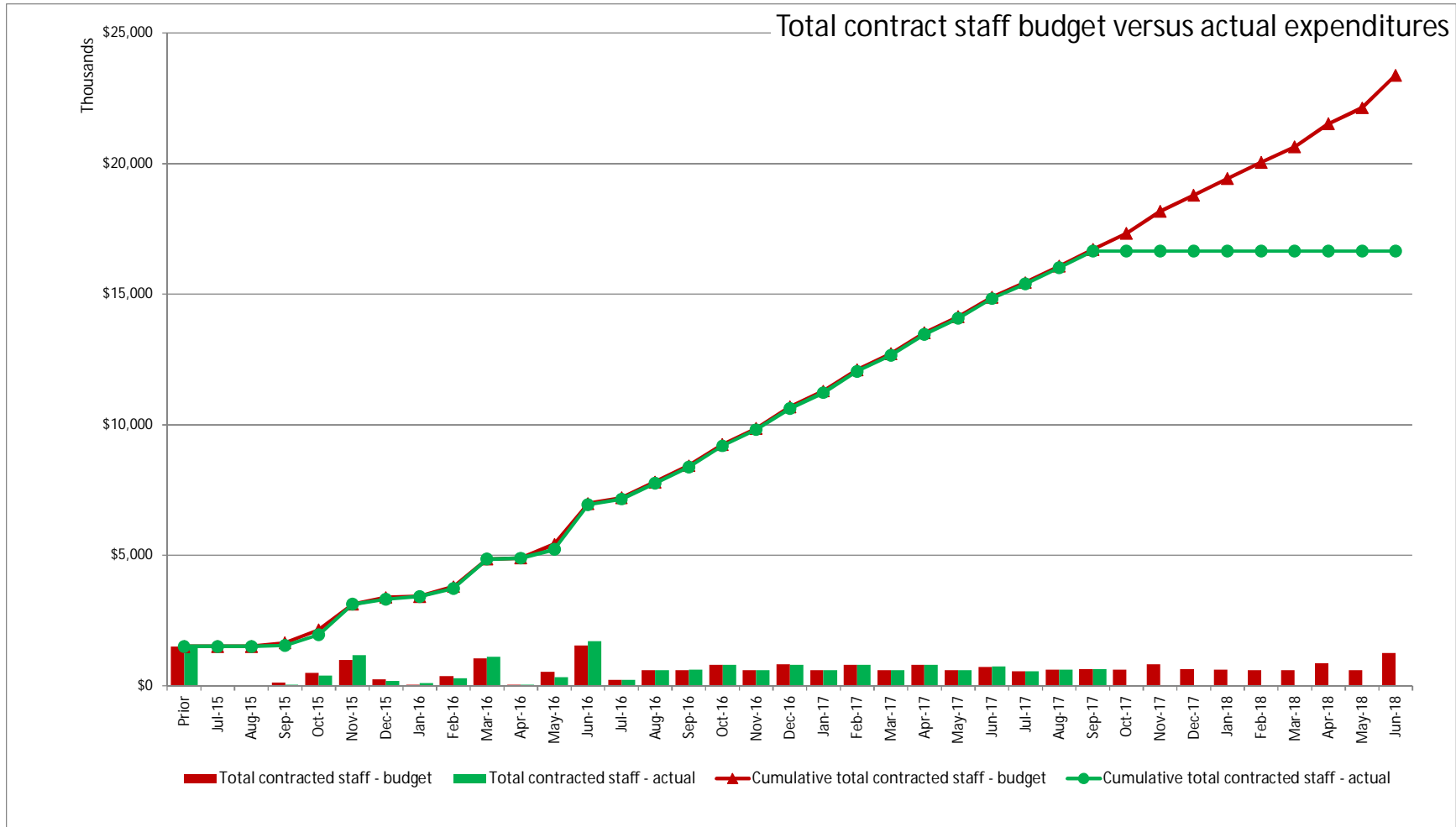
Project budget
Expense funding

Total expense budget versus actual expenditures

Legend:
- Total expense - budget
- Total expense - actual
- Cumulative total expense - budget
- Cumulative total expense - actual

DHSMV MMP1-IVV-203BF Sep Status v2.0 Final - 20171020

EY
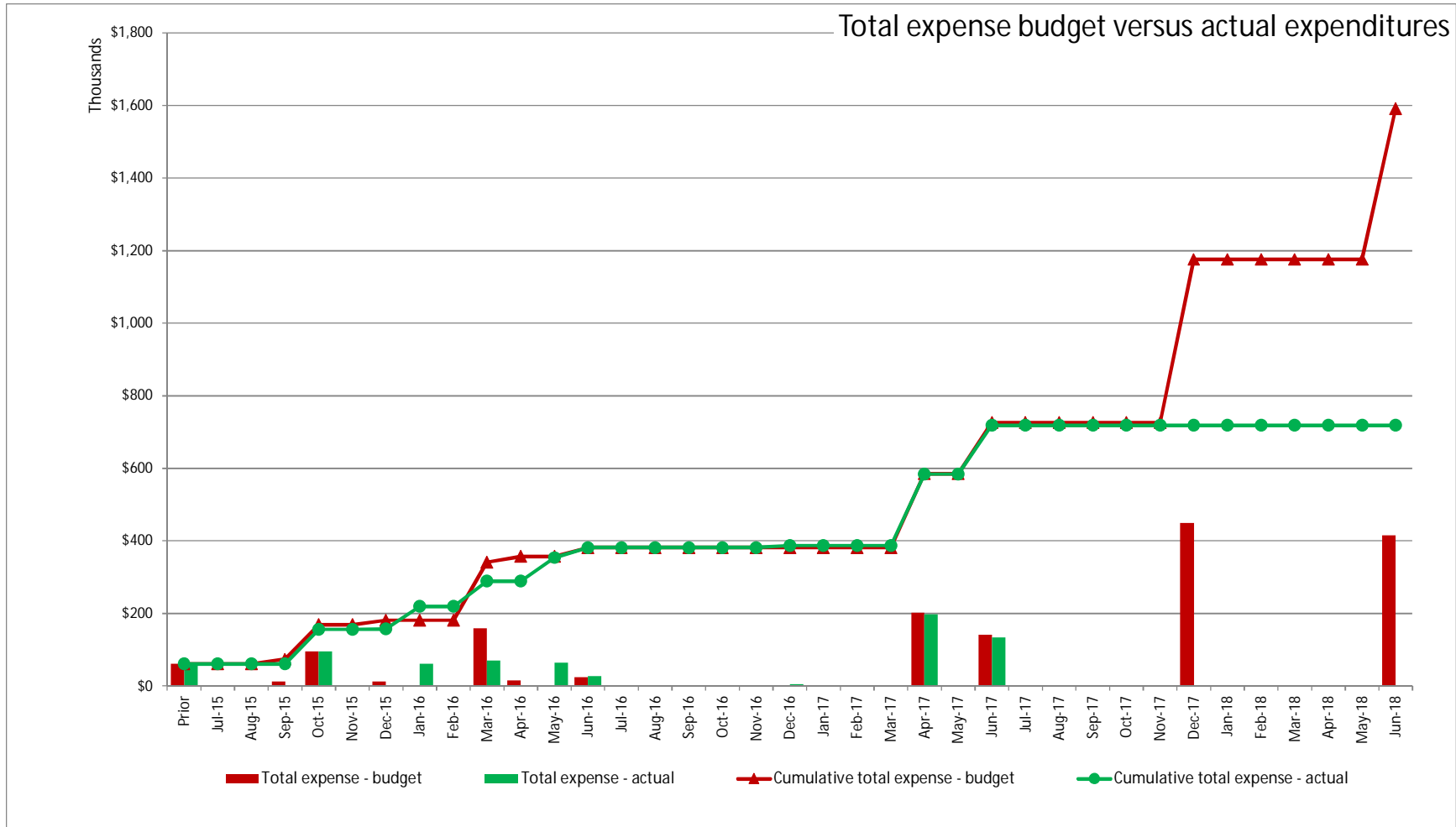
Project budget
OCO funding

Total OCO budget versus actual expenditures

Legend: Total OCO - budget | Total OCO - actual | Cumulative total OCO - budget | Cumulative total OCO - actual

DHSMV MMP1-IVV-203BF Sep Status v2.0 Final - 20171020

EY
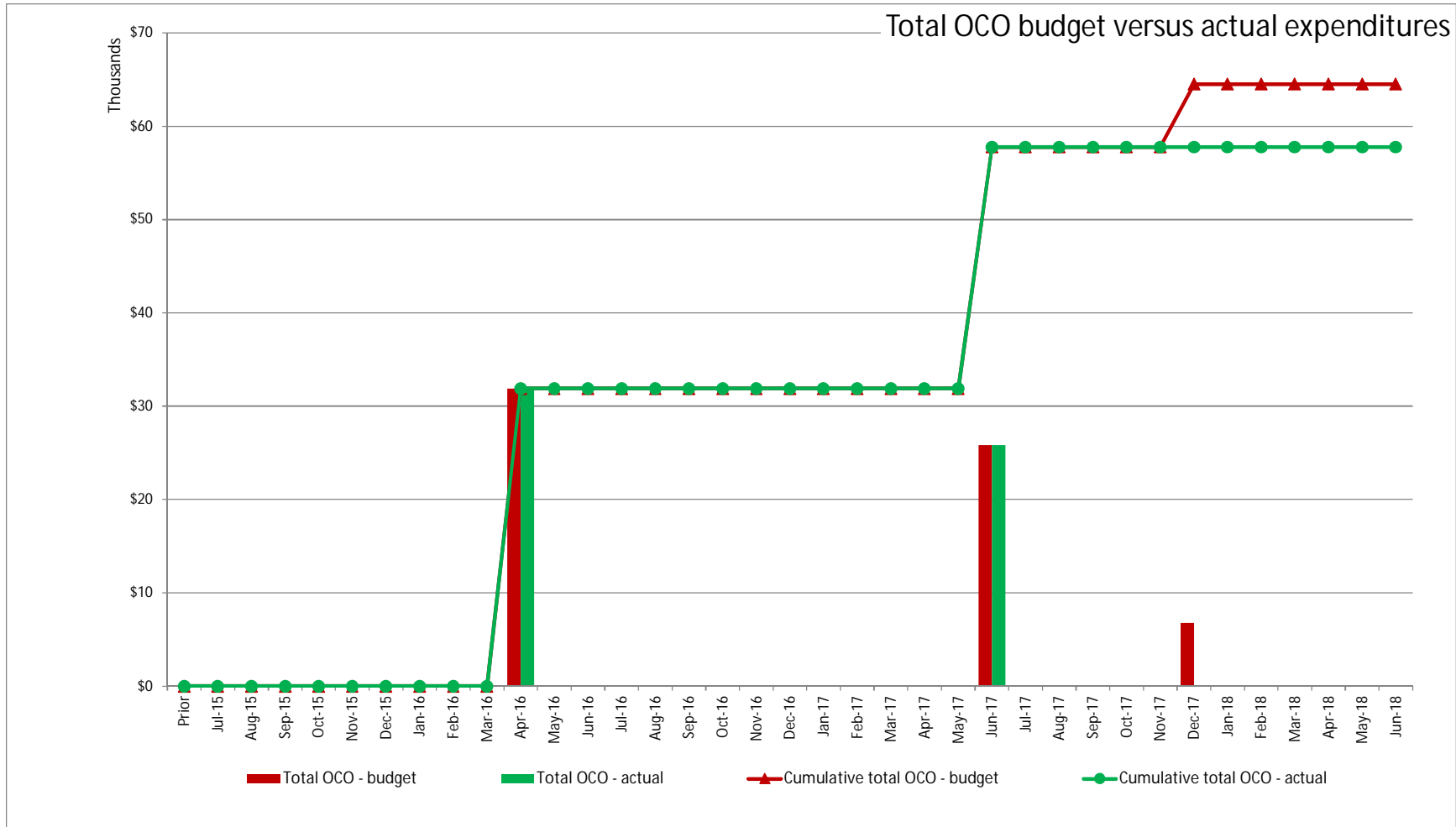
Project budget
Other items funding

Total other items budget versus actual expenditures

DHSMV MMP1-IVV-203BF Sep Status v2.0 Final - 20171020

EY
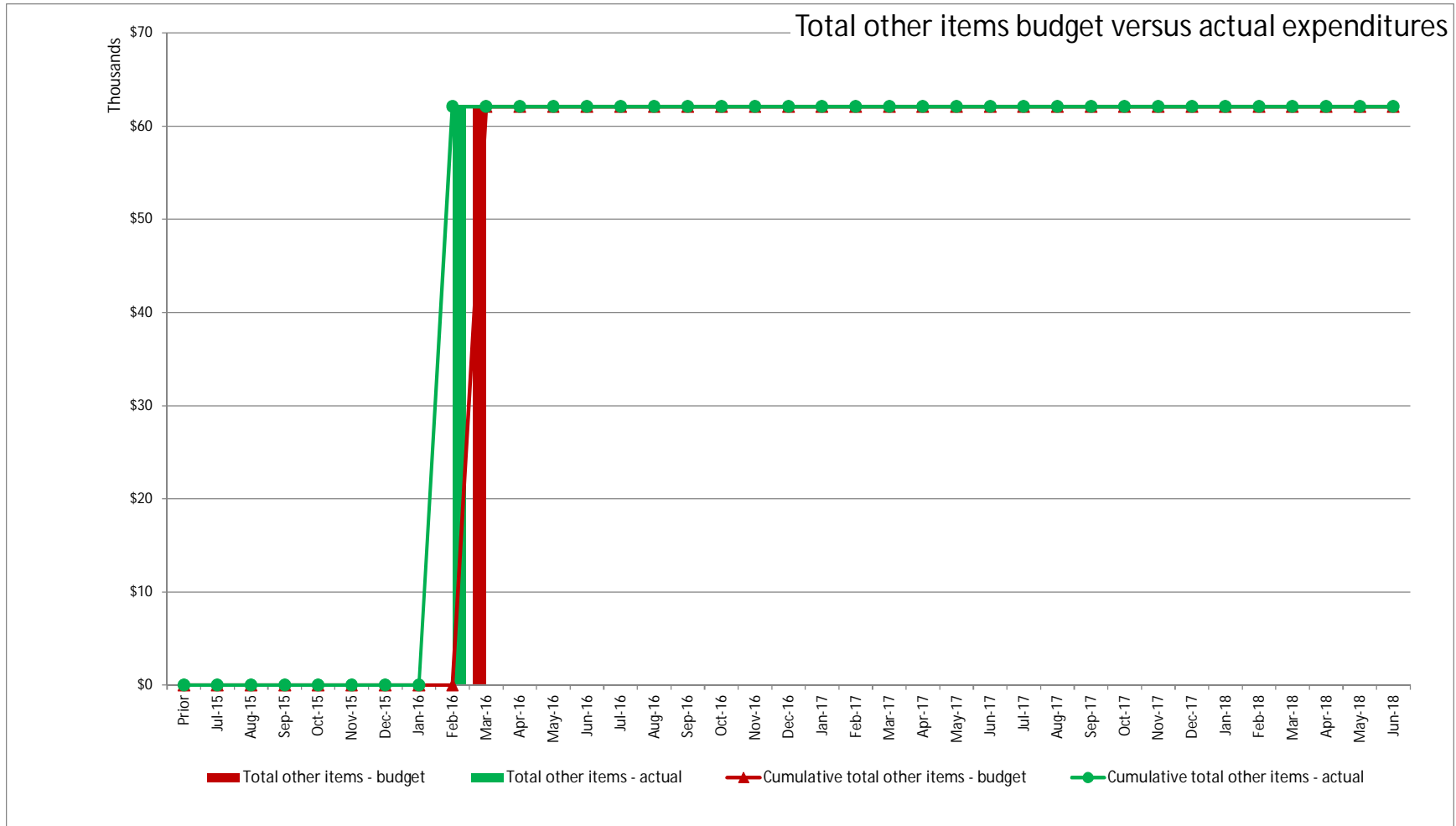
Project budget
IV&V services funding

Total IV&V services budget versus actual expenditures

Legend:
- Total IV&V services - budget
- Total IV&V services - actual
- Cumulative total IV&V services - budget
- Cumulative total IV&V services - actual

DHSMV MMP1-IVV-203BF Sep Status v2.0 Final - 20171020

EY
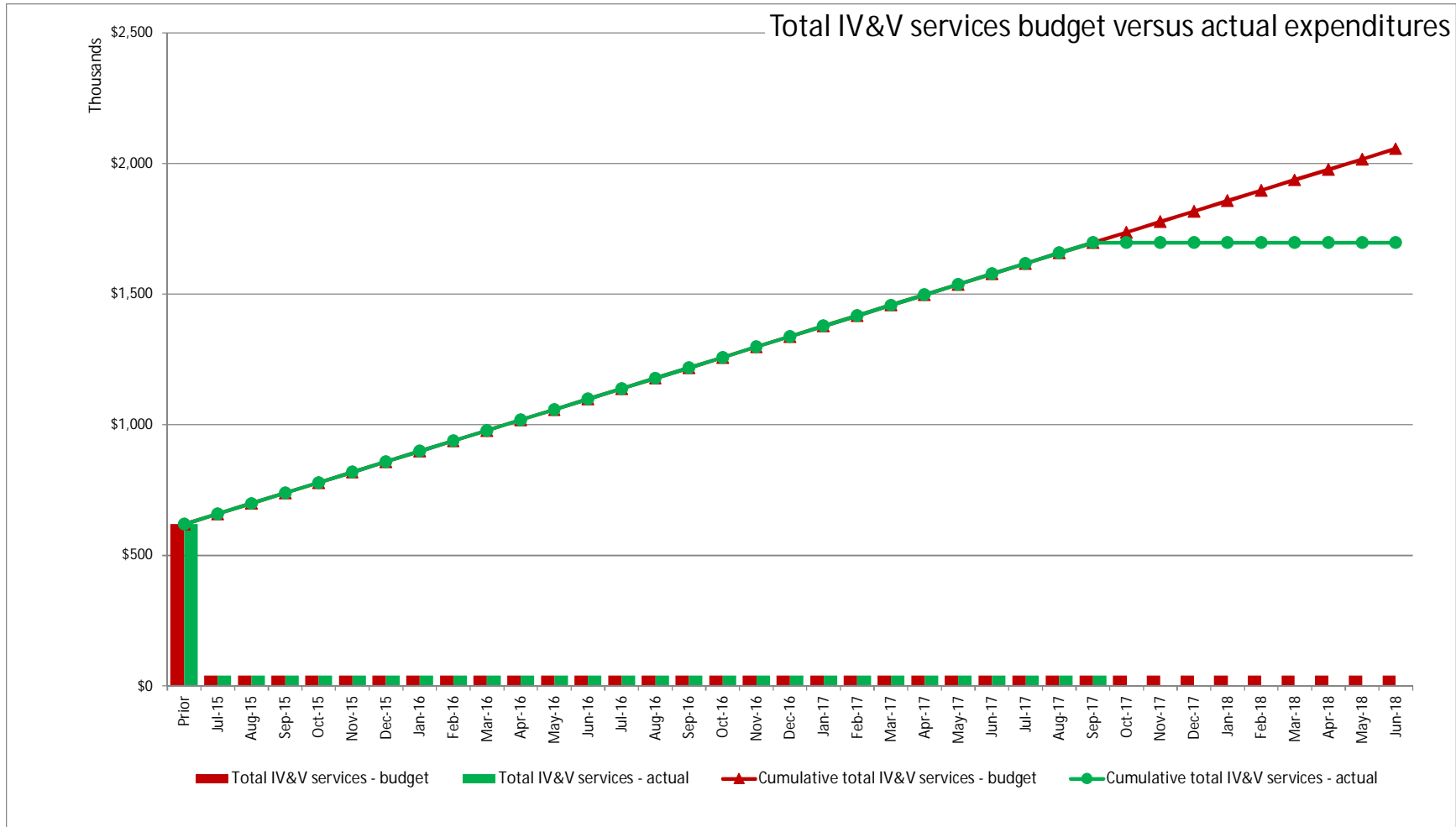
Project budget
Budget and actual distribution

Budget distribution

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

Legend: DHSMV staff | Contracted staff | Expense | OCO | Other items | IV&V

Actual distribution

- Other items $62,101 0%
- IV&V $1,697,566 9%
- DHSMV staff $0 0%
- OCO $57,766 0%
- Expense $718,297 4%
- Contracted staff $16,654,169 87%

Legend: DHSMV staff | Contracted staff | Expense | OCO | Other items | IV&V

Motorist Modernization - Phase I
FY 2017-2018 Spend Plan
September 2017

Current Year, Total Year

Project Cost	Deliverables	Total Budget	July Budget	July Actual	Aug Budget	Aug Actual	Sep Budget	Sep Actual	Oct Budget	Oct Actual	Nov Budget	Nov Actual	Dec Budget	Dec Actual	Jan Budget	Jan Actual	Feb Budget	Feb Actual	Mar Budget	Mar Actual	Apr Budget	Apr Actual	May Budget	May Actual	Jun Budget	Jun Actual	Budget to Date	Actual to Date	Variance to Date	Total Project Budget	Total Project Actual	Variance (Remaining)
OPS Staff																																
OPS Staff (rate per hour includes 7.65% benefit costs)																																
DHSMV Staff - Salary & Benefits																											$ -	$ -		$ -	$ -	$ -
Contracted Staff		$ 8,986,000	$ 604,940	$ 604,940	$ 666,540	$ 661,000	$ 675,780	$ 676,000	$ 725,804	$ 709,452	$ 869,620	$ -	$ 673,540	$ -	$ 666,540	$ -	$ 654,500	$ -	$ 649,780	$ -	$ 912,860	$ -	$ 654,500	$ -	$ 1,231,596	$ -	$ 2,673,064	$ 2,651,392	21,673	$ 8,986,000	$ 2,651,392	$ 6,334,609
Accenture - Support Service RFQ019-15 (FY17-18)																											$ -	$ -	$ -	$ -	$ -	$ -
Accenture - Deliverables		$ 7,250,000																									$ -	$ -	$ -	$ -	$ -	$ -
Monthly Legislative/Governance Status Report	4	$ 480,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000	$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 40,000		$ 160,000	$ 160,000	$ -	$ 480,000	$ 160,000	$ 320,000
Lessons Learned	47	$ 14,000									$ 7,000												$ 7,000				$ -	$ -	$ -	$ 14,000	$ -	$ 14,000
Updated System Specification Documents	48	$ 100,000									$ 100,000																$ -	$ -	$ -	$ 100,000	$ -	$ 100,000
Updated Synchronization Process Design Documents	49	$ -																									$ -	$ -	$ -	$ -	$ -	$ -
Updated Modernization Development/Test Database Model	50	$ -																									$ -	$ -	$ -	$ -	$ -	$ -
Updated Migration Plan	51	$ -																									$ -	$ -	$ -	$ -	$ -	$ -
Motorist Modernization Milestone Release Report	52	$ 6,300,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000	$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 525,000		$ 2,100,000	$ 2,100,000	$ -	$ 6,300,000	$ 2,100,000	$ 4,200,000
As-Built Solution Overview Report	53	$ -																									$ -	$ -	$ -	$ -	$ -	$ -
Initial Technical Architecture Documents	54	$ -																									$ -	$ -	$ -	$ -	$ -	$ -
Updated Technical Architecture Documents	55	$ 256,000																	$ 256,000								$ -	$ -	$ -	$ 256,000	$ -	$ 256,000
Renewal Implementation Plan	56	$ 100,000									$ 100,000																$ -	$ -	$ -	$ 100,000	$ -	$ 100,000
Pilot Implementation Plan	57	$ -																									$ -	$ -	$ -	$ -	$ -	$ -
Statewide Roll-Out Implementation Plan	58	$ -																									$ -	$ -	$ -	$ -	$ -	$ -
Contracted Services - Staff [1]		$ 679,280			$ 61,600	$ 56,060	$ 70,840	$ 71,060	$ 61,600	$ 45,248	$ 64,680		$ 61,600		$ 61,600		$ 49,560		$ 44,840		$ 51,920		$ 49,560		$ 101,480		$ 194,040	$ 172,368	21,673	$ 679,280	$ 172,368	$ 506,913
Contracted Services [3]		$ 577,440							$ 59,264	$ 59,264													$ 518,176				$ 59,264	$ 59,264	$ -	$ 577,440	$ 59,264	$ 518,176
IV&V Services		$ 479,280	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940	$ 39,940		$ 39,940		$ 39,940	$ -	$ 39,940		$ 39,940		$ 39,940	$ -	$ 39,940	$ -	$ 39,940	$ -	$ 159,760	$ 159,760	$ -	$ 479,280	$ 159,760	$ 319,520
Expense [2]		$ 865,000	$ -	$ -	$ -	$ -	$ -	$ -	$ 6,200	$ 6,166	$ -		$ 450,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 408,800	$ -	$ 6,200	$ 6,166	34	$ 865,000	$ 6,166	$ 858,834
OCO		$ 6,775	$ -	$ -	$ -	$ -	$ -	$ -	$ -		$ -		$ 6,775	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -		$ 6,775	$ -	$ 6,775
Other Items		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -		$ -		$ -		$ -		$ -		$ -		$ -		$ -		$ -		$ -	$ -		$ -	$ -	$ -
Total Costs		$ 9,857,775	$ 604,940	$ 604,940	$ 666,540	$ 661,000	$ 675,780	$ 676,000	$ 732,004	$ 715,617	$ 869,620	$ -	$ 1,130,315	$ -	$ 666,540	$ -	$ 654,500	$ -	$ 649,780	$ -	$ 912,860	$ -	$ 654,500	$ -	$ 1,640,396	$ -	$ 2,679,264	$ 2,657,557	21,707	$ 9,857,775	$ 2,657,557	$ 7,200,218
Progress Payments			$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -		$ -		$ -		$ -		$ -		$ -		$ -		$ -		$ -	$ -		$ -	$ -	$ -

	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
$ Variance MTD	$ -	$ (5,540)	$ 220	$ (16,387)	$ (869,620)	$ (1,130,315)	$ (666,540)	$ (654,500)	$ (649,780)	$ (912,860)	$ (654,500)	$ (1,640,396)	**Total Project Budget** $ 9,857,775
% Variance MTD	0.00%	-0.83%	0.03%	-2.24%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	**Total Amount Spent To Date** $ 2,657,557
													Total Amount Remaining $ 7,200,218

*CS left early October, being replaced November 2017

Office of Motorist Modernization
Change Request Form – Agile Project

General Information	
Agile Project Name	Motorist Modernization Phase I - Motorist Maintenance
Change Request Title	Move 20 change stories to their appropriate milestone
Change Requested By	Scott Tomaszewski
Product Owner	Dorothy Hill
Date Requested	10/10/2017

Change Request #		71
☒ New Request		☐ Resubmitted / Amended Request

Change Request Information (completed by the requestor)
Description of Change: This request is to move Motorist Maintenance change-related stories in Milestone E (8/31/17 – 1/3/18) to Milestones F (1/4/18 – 3/7/18) and I (6/28/18 – 8/15/18) due to the impact of project issue #39 (reduced development staff) and a recent staffing re-alignment of MM developer resources to support the new DL Batch team.   It was the team's original plan to initiate work on all change stories in 2018, after completion of the FR Data Tier (which was realigned to Milestone E, per CR 48). Approval of this request will re-align the change stores and fixes to non-functioning web pages in production to subsequent milestones.   This request will include moving 20 Motorist Maintenance change stories (associated with Financial Responsibility).

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: *(This change is associated with the following.)*

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

Business Need / Justification (completed by the requestor)
Description: This request impacts Motorist Maintenance change stories and the timing of completion of CDLIS development work (1st Quarter 2018) needing the MM User Interface to view Out of state crash incidents reported from other states to Florida.

Impact Analysis
Requirements Change Description: No impact to requirements/functional areas for Motorist Maintenance. Requirements are not changing, planned work is shifting to a later milestone.
Technical Change Description: No technical changes above what was planned for were identified.

Associated Wrap Number? N/A

Impact on Backlog: This CR will require the team to re-prioritize current Milestone F stories and re-align 20 stories back to their original milestone objectives. These items will be pulled in and prioritized during regular refinement (Product Owner backlog review) when Developers and Testers rejoin the Motorist Maintenance effort.

Impact on Schedule:

☒ No Project / Program schedule change   ☐ Project / Program schedule change

Schedule Change Description: No changes to the schedule are needed. However, with existing developers and their projected capacity, user stories marked with a low priority will need to be targeted for completion outside of Phase 1 Go-Live period. Below is the list of stories that have been marked low in priority to accommodate the work associated with this request.

Milestone	Sprint	ID	Name	Priority	Effort (Hrs)
F	21	FR27678	Changes - Medical / Push to Expert from Medical Queue	Low	32
F	21	FR27677	Changes - Medical / Push to Medical Queue from Expert	Low	32
F	21	FR23301	Development Stories - Changes - Search - Update to Create Order / Related Sanctions	Low	64
F	21	FR24260	Development Stories - Changes - Medical - Vision Correspondence	Low	4
F	21	FR24261	Development Stories - Changes - Medical - Medical Correspondence	Low	4
F	21	FR28461	Changes - Medical / Create Medical Reporting screen	Low	16
F	21	FR28460	Changes - Medical / Display Medical Reporting screen	Low	28
F	21	FR27806	Changes - Medical / Create Medical Queue Report	Low	16
F	22	FR27807	Changes - Medical / Generate/Print Medical Queue Report	Low	24
			TOTAL		**220**

Change may be addressed within:

☐ New Milestone   ☒ Existing Milestone   ☐ New Sprint   ☒ Existing Sprint

Provide detail for when this change will be implemented: Re-prioritizing the aforementioned Milestone F stories as low would allow the team to absorb the 208 hours submitted via this request. Also, because Milestone I was primarily slated to accommodate UAT, System Testing and support Insurance Company structure testing, the team should be able to absorb the 316 hours submitted via this request (assuming capacity of 6 developers). Below is the tentative plan to reallocate the stories to 2018 Milestones.

Milestone	Sprint	ID	Name	Priority	Effort (Hrs)
F	22	FR24527	FR / FR Reports Screen - Data Tier: Display Sanction Error Queue	Critical	8
F	22	FR28432	FR / FR Reports Screen - Data Tier: Update Sanction Error Queue	Critical	8
F	22	FR24525	FR / FR Reports Screen - Data Tier: Display Logs and Files	Critical	8
F	22	FR23245	Changes - Search - Crashes screen. developed in conjunction with PMCR-34.	Critical	40
F	21	FR23120	Changes - Search - FR Sanctions	Critical	64
F	21	FR23342	Changes - Search - Maintenance link FR	Critical	24
F	21	FR23334	Changes - Search - "View FR Actions" button	Critical	56
			TOTAL		**208**

Milestone	Sprint	ID	Name	Priority	Effort (Hrs)
I	21	FR28065	Changes - Search - Display FR History Details	Critical	48
I	21	FR28068	Changes - Search - Create FR History Details	Critical	8
I	23	FR23339	Changes - Search - Crash Report Link	Critical	72
I	24	FR24532	Changes - FR / View Insurance Company Screen	High	16
I	24	FR24536	Changes - FR / Judgments Screen	High	40
I	24	FR30413	Changes - FR / Insurance Policy Information Search Screen	High	16

I	24	FR24534	Changes - FR / Insurance Policy Information Results Screen	High	12	
I	24	FR24539	Changes - FR / Crashes Screen	High	20	
I	24	FR24541	Changes - FR / Add Crash Report Screen	High	16	
I	24	FR24543	Changes - FR / Report Screen	High	4	
I	24	FR24544	Changes - FR / Company Logs and Files Screen	High	8	
I	24	FR24547	Changes - FR / Crash Error Reports Screen	High	48	
I	24	FR24546	Changes - FR / Sanction Error Queue Screen	High	8	
			TOTAL		**316**	

Current Schedule:

ID	Change Request	% Comple	High Duration/Fixe Finish	Task Name	Duration	Start	Finish
3271	8, CR41, CR48	31%		⊿ MILESTONE GROUP E	84 days	Thu 8/31/17	Wed 1/3/18
3273	8, CR41, CR48	80%		Sprint 17	15 days	Thu 9/21/17	Wed 10/11/17
3274	8, CR41, CR48	0%		Sprint 18	15 days	Thu 10/12/17	Wed 11/1/17
3275	8, CR41, CR48	0%		Sprint 19	14 days	Thu 11/2/17	Wed 11/22/17
3276	8, CR41, CR48	0%		Sprint 20	13 days	Mon 11/27/17	Wed 12/13/17
3277	8, CR41, CR48	0%		MM/FR Sprint - Milestone Group E	12 days	Thu 12/14/17	Tue 1/2/18
3278	8, CR41, CR48	0%		MM/FR Retrospective - Milestone E	1 day	Wed 1/3/18	Wed 1/3/18
3279	8, CR41, CR48	0%		⊿ MILESTONE GROUP F	44 days	Thu 1/4/18	Wed 3/7/18
3280	8, CR41, CR48	0%		Sprint 21	14 days	Thu 1/4/18	Wed 1/24/18
3281	8, CR41, CR48	0%		Sprint 22	15 days	Thu 1/25/18	Wed 2/14/18
3282	8, CR41, CR48	0%		MM/FR Sprint - Milestone Group F	14 days	Thu 2/15/18	Tue 3/6/18
3283	8, CR41, CR48	0%		MM/FR Retrospective - Milestone F	1 day	Wed 3/7/18	Wed 3/7/18
3284	8, CR41, CR48	0%		⊿ MILESTONE GROUP G	40 days	Thu 3/8/18	Wed 5/2/18
3285	8, CR41, CR48	0%		Sprint 23	15 days	Thu 3/8/18	Wed 3/28/18
3286	8, CR41, CR48	0%		Sprint 24	15 days	Thu 3/29/18	Wed 4/18/18
3287	8, CR41, CR48	0%		MM/FR Sprint - Milestone Group G	9 days	Thu 4/19/18	Tue 5/1/18
3288	8, CR41, CR48	0%		MM/FR Retrospective - Milestone G	1 day	Wed 5/2/18	Wed 5/2/18
3289	8, CR41, CR48	0%		⊿ MILESTONE GROUP H	39 days	Thu 5/3/18	Wed 6/27/18
3290	8, CR41, CR48	0%		Sprint 25	15 days	Thu 5/3/18	Wed 5/23/18
3291	8, CR41, CR48	0%		Sprint 26	14 days	Thu 5/24/18	Wed 6/13/18
3292	8, CR41, CR48	0%		MM/FR Sprint - Milestone Group H	9 days	Thu 6/14/18	Tue 6/26/18
3293	8, CR41, CR48	0%		MM/FR Retrospective - Milestone H	1 day	Wed 6/27/18	Wed 6/27/18
3294	8, CR41, CR48	0%		⊿ MILESTONE GROUP I	34 days	Thu 6/28/18	Wed 8/15/18
3295	8, CR41, CR48	0%		Sprint 27	14 days	Thu 6/28/18	Wed 7/18/18
3296	8, CR41, CR48	0%		Sprint 28	15 days	Thu 7/19/18	Wed 8/8/18
3297	8, CR41, CR48	0%		MM/FR HIP Sprint - Milestone Group I	4 days	Thu 8/9/18	Tue 8/14/18
3298	8, CR41, CR48	0%		MM/FR Retrospective - Milestone I	1 day	Wed 8/15/18	Wed 8/15/18
3299	8, CR41, CR48	0%		▷ MILESTONE GROUP J	19 days	Thu 8/16/18	Wed 9/12/18
3303	CR28	0%		Development COMPLETE	0 days	Thu 9/13/18	Thu 9/13/18
3304	CR07	0%		⊿ Internal OCM Readiness Assessment 2	5 days	Fri 9/14/18	Thu 9/20/18

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	Program (P) or Operational (O)	Work Effort (Hours)	% Allocation to Program
Resources already accounted for as part of phase I development. *Note: Development estimates were based on 6-developers.*	P	524	100
Total		**524**	

Work Effort: Work effort of 524 hours realigned to Milestones F and I.

Alternatives to the Requested Change: No additional alternatives identified other than the re-prioritization of existing MS F stories from Critical to Low.

Impact on Training: No impact. There are no changes to functionality and training development for this functionality has not commenced.

Impact on Policies and/or Procedures: No impact. There are no changes to functionality and user guide documentation of this functionality has not commenced.

The project/program manager attests that all impacts and alternatives have been vetted by the following members:	List Individual Name(s) & Review Notes
☒ Product Owner	Dorothy Hill and Pat Porter approved to move this CR forward during CCB – Internal meeting on 10/31/17.
☒ Scrum Master	Hector Figueroa was part of the initial team submitting request.
☒ Program Manager	Kristin Green/ Cherlyn Dent part of the first level approval meeting held on 10/31/17.
☒ Project Manager	Scott Tomaszewski approved
☒ Sr. Business Analyst	Catherine Thomas was part of the initial team submitting request.
☒ Lead Developer / Software Architect	Jon Hall/Brian Johnson approved on 11/3/17.
☒ Enterprise Technical Team Representative	Email request for approval was sent to Chad Hutchinson on 11/3/17.
☒ Testing Manager	Email request for approval was sent to Barbara Peacock on 11/3/17.
☒ LDO Representative	Anat Michaeli-Ling indicated no current impacts to LDO on 10/25/17.
☒ Financial Representative (DAS/OFM)	Steve Burch acknowledged CR routed for approval on 10/24/17
☒ Other Operational / Business Manager(s)	Email request for approval was sent to Eric Brown on 10/24/17. Desi Tatilian acknowledged CR routed for approval on 10/24/17.

Change Control Board Recommendation

Decision: ☒ Approve   ☐ Reject   ☐ Defer   ☐ N/A

Comments:

Advisory Board Recommendation

Decision: ☐ Approve   ☐ Reject   ☐ Defer   ☐ N/A

Comments:

Executive Steering Committee Decision

Decision: ☐ Approve   ☐ Reject   ☐ Defer

Comments:

Approver	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		
Deb Dobson Program Manager - FLOW, DHSMV		

General Information

Agile Project Name	Motorist Modernization Phase I – Citation Processing
Change Request Title	Citation Processing – Add underlying Conviction to CDLIS HT Message
Change Requested By	Sonia Nelson
Product Owner	Deborah Todd
Date Requested	October 31, 2017

Change Request # *(To be assigned by CCB Chair)*		73
☒ New Request	☐ Resubmitted / Amended Request	

Change Request Information (completed by the requestor)

Description of Change:

The purpose of this change request is to modify the HT- Report Inbound OOS Withdrawal process for CDLIS to include checking for processing an underlying disposition (conviction) and adding it to the Florida driver record (if found).

If approved, this work will be completed as a part of Milestone D (10/4/17 – 3/20/18).

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:

An inbound sanction could have a conviction (disposition) attached. This request is necessary to send the conviction to the Citation Disposition Process so that it will be added to the driver's record.

Impact Analysis

Requirements Change Description:

Update RQ19016 to include the following:
- If no matching disposition (conviction) is found, then call the disposition service at RQ30406:
- Add Disposition to the Record and process through all applicable policies.
- If the process fails while adding the disposition, CP will return error to CDLIS/WCF
- Process date and status code will not be updated
- Then no confirmation is sent to AAMVA.
- CDLIS batch process will continue to run nightly if any errors found then perform the requirement named Generate email to CDLIS Group
- 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 to determine if a PDPS Pointer is needed using RQ24746: Common - Pointer Maintenance

Technical Change Description:
CDLIS HT process will call the Citation Processing Add Disposition process if an underlying conviction is present.

Associated Wrap Number? N/A

Impact on Backlog:
Milestone D is 114 days. The team has six full-time developers, making our capacity for the Milestone an estimated 4,101 hours. Current work already in the Milestone is estimated to be 3,687 hours. Based on these estimations, there is capacity to absorb this change in Milestone D.

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

Story Impact	DEV Hours	SEU Hours	Total Hours	Milestone
Validate Inbound Report OOS Withdrawal	40	40	80	D

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:
Milestone D. Milestone October 4, 2017 to March 20, 2018.

Current Schedule:

Task Name	Duration	Start	Finish
Team C - CDLIS & Citation Processing	**478 days**	**Wed 7/27/16**	**Fri 5/25/18**
MILESTONE GROUP C	**73 days**	**Wed 6/21/17**	**Fri 9/29/17**
Sprint 11	14 days	Wed 6/21/17	Mon 7/10/17
Sprint 12	15 days	Wed 7/12/17	Tue 8/1/17
Sprint 13	15 days	Wed 8/2/17	Tue 8/22/17
Sprint 14	14 days	Wed 8/23/17	Mon 9/11/17
CP HIP Sprint - Milestone Group C	14 days	Wed 9/13/17	Mon 10/2/17
CP Milestone Retrospective - Milestone C	1 day	Tue 10/3/17	Tue 10/3/17
MILESTONE GROUP D	**114 days**	**Wed 10/4/17**	**Mon 3/12/18**
Sprint 15	15 days	Wed 10/4/17	Tue 10/24/17
Sprint 16	14 days	Wed 10/25/17	Mon 11/13/17
Sprint 17	13 days	Wed 11/15/17	Fri 12/1/17
Sprint 18	14 days	Wed 12/6/17	Mon 12/25/17
Sprint 19	13 days	Wed 12/27/17	Fri 1/12/18
Sprint 20	15 days	Wed 1/17/18	Tue 2/6/18
Sprint 21	15 days	Wed 2/7/18	Tue 2/27/18
CP HIP Sprint - Milestone Group D	14 days	Wed 2/28/18	Mon 3/19/18
CP Milestone Retrospective - Milestone D	1 day	Tue 3/20/18	Tue 3/20/18
MILESTONE GROUP E	**64 days**	**Wed 3/21/18**	**Mon 6/18/18**
Sprint 22	15 days	Wed 3/21/18	Tue 4/10/18
Sprint 23	15 days	Wed 4/11/18	Tue 5/1/18
Sprint 24	15 days	Wed 5/2/18	Tue 5/22/18
CP HIP Sprint - Milestone Group E	18 days	Wed 5/23/18	Fri 6/15/18
CP Milestone Retrospective - Milestone E	1 day	Tue 6/19/18	Tue 6/19/18

Proposed Schedule:
No change to current schedule.

Impact on Cost:
No impact to current costs.

Resources Needed to Support this Request	Program (P) or Operational (O)	Work Effort (Hours)	% Allocation to Program
Khadija Harris	P		100%
Albert Phillips	P		100%
Amit Roy	P		100%
Lee Green	P		100%
Vikas Vedprakash	P		100%
Leelarani Katam	P		100%
SEU Testers	P		100%
Total		**80**	

Work Effort: 80 hours of development and testing.

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:	List Individual Name(s) & Review Notes
☒ Product Owner	Deborah Todd
☒ Scrum Master	Paula Griner
☒ Program Manager	Cheryln Dent
☒ Project Manager	Sonia Nelson
☒ Sr. Business Analyst	Catherine Thomas
☒ Lead Developer / Software Architect	Khadija Harris
☐ Enterprise Technical Team Representative	Patrick Robbins (email sent on 10/31/17)
☐ Testing Manager	Shari McDuffie (email sent on 10/31/17)
☐ LDO Representative	Anat Michaeli-Ling (email sent on 10/31/17)
☒ Financial Representative (DAS/OFM)	Steve Burch
☐ Other Operational / Business Manager(s)	

General Information

Agile Project Name	Motorist Modernization Phase I – Citation Processing
Change Request Title	Citation Processing – Swap Functional Area 'Print FL Citation for OOS Driver Process' from Milestone E with Functional Area 'Fail to Comply (FTC) Suspension Process' from Milestone D
Change Requested By	Sonia Nelson
Product Owner	Deborah Todd
Date Requested	October 31, 2017

Change Request # *(To be assigned by CCB Chair)*	74
☒ New Request	☐ Resubmitted / Amended Request

Change Request Information (completed by the requestor)

Description of Change:

The purpose of this change request is to move functional area 'Print FL Citation for OOS Driver Process' from Milestone E to Milestone D due to a CDLIS dependency recently identified. The team has committed to the completion of CDLIS HT – Inbound withdrawal messages for the current sprint and discovered the need to print OOS Citations. In order to minimize any negative impact this change could have on team's ability to absorb the work, functional area 'Fail to Comply (FTC) Suspension Process will need to be moved to Milestone E.

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:

To completely test HT – Inbound OOS Withdrawal, the Print FL OOS Driver Process must be developed.

Impact Analysis

Requirements Change Description:

No change to business requirements is associated with this change.

Technical Change Description:

No change to technical requirement is associated with this change.

Associated Wrap Number? N/A				

Impact on Backlog:
Functional areas below would be realigned to the new Milestone.

No.	Functional Area	Estimated Effort	Current Milestone	New Milestone
1	**Fail to Comply (FTC) Suspension Process**	232	D	**E**
2	**Print FL Citation for OOS Driver Process**	268	E	**D**

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:
Milestone D. This is the current Milestone; October 4, 2017 - March 20, 2018

Current Schedule:

Task Name	Duration	Start	Finish
Team C - CDLIS & Citation Processing	**478 days**	**Wed 7/27/16**	**Fri 5/25/18**
MILESTONE GROUP C	**73 days**	**Wed 6/21/17**	**Fri 9/29/17**
Sprint 11	14 days	Wed 6/21/17	Mon 7/10/17
Sprint 12	15 days	Wed 7/12/17	Tue 8/1/17
Sprint 13	15 days	Wed 8/2/17	Tue 8/22/17
Sprint 14	14 days	Wed 8/23/17	Mon 9/11/17
CP HIP Sprint - Milestone Group C	14 days	Wed 9/13/17	Mon 10/2/17
CP Milestone Retrospective - Milestone C	1 day	Tue 10/3/17	Tue 10/3/17
MILESTONE GROUP D	**114 days**	**Wed 10/4/17**	**Mon 3/12/18**
Sprint 15	15 days	Wed 10/4/17	Tue 10/24/17
Sprint 16	14 days	Wed 10/25/17	Mon 11/13/17
Sprint 17	13 days	Wed 11/15/17	Fri 12/1/17
Sprint 18	14 days	Wed 12/6/17	Mon 12/25/17
Sprint 19	13 days	Wed 12/27/17	Fri 1/12/18
Sprint 20	15 days	Wed 1/17/18	Tue 2/6/18
Sprint 21	15 days	Wed 2/7/18	Tue 2/27/18
CP HIP Sprint - Milestone Group D	14 days	Wed 2/28/18	Mon 3/19/18
CP Milestone Retrospective - Milestone D	1 day	Tue 3/20/18	Tue 3/20/18
MILESTONE GROUP E	**64 days**	**Wed 3/21/18**	**Mon 6/18/18**
Sprint 22	15 days	Wed 3/21/18	Tue 4/10/18
Sprint 23	15 days	Wed 4/11/18	Tue 5/1/18
Sprint 24	15 days	Wed 5/2/18	Tue 5/22/18
CP HIP Sprint - Milestone Group E	18 days	Wed 5/23/18	Fri 6/15/18
CP Milestone Retrospective - Milestone E	1 day	Tue 6/19/18	Tue 6/19/18

Proposed Schedule:
No change to current schedule.

Impact on Cost:
No impact to current costs.

Resources Needed to Support this Request	Program (P) or Operational (O)	Work Effort (Hours)	% Allocation to Program
Khadija Harris	P		100%
Albert Phillips	P		100%
Amit Roy	P		100%
Lee Green	P		100%
Vikas Vedprakash	P		100%
Leelarani Katam	P		100%
SEU Testers	P		100%
Total			

Work Effort:
Original estimates apply.

Alternatives to the Requested Change: None identified.

Impact on Training: No impact. There are no changes to functionality and training development for this functionality has not commenced.

Impact on Policies and/or Procedures: No impact. There are no changes to functionality and user guide documentation of this functionality has not commenced.

The project/program manager attests that all impacts and alternatives have been vetted by the following members:	List Individual Name(s) & Review Notes
☒ Product Owner	Deborah Todd
☒ Scrum Master	Paula Griner
☒ Program Manager	Cheryln Dent
☒ Project Manager	Sonia Nelson
☒ Sr. Business Analyst	Catherine Thomas
☒ Lead Developer / Software Architect	Khadija Harris
☐ Enterprise Technical Team Representative	Patrick Robbins (email sent on 10/31/17)
☐ Testing Manager	Shari McDuffie (email sent on 10/31/17)
☐ LDO Representative	Anat Michaeli-Ling (email sent on 10/31/17)
☒ Financial Representative (DAS/OFM)	Steve Burch
☐ Other Operational / Business Manager(s)	

Change Control Board Recommendation

Decision: ☐ Approve   ☐ Reject   ☐ Defer   ☐ N/A

Comments:

Advisory Board Recommendation

Decision: ☐ Approve   ☐ Reject   ☐ Defer   ☐ N/A

Comments:

Executive Steering Committee Decision

Decision: ☐ Approve   ☐ Reject   ☐ Defer

Comments:

Approver	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		
Deb Dobson Program Manager - FLOW, DHSMV		

General Information	
Agile Project Name	Motorist Modernization Phase I – DL Batch
Change Request Title	Transcript Data Tier
Change Requested By	Joe Weldon
Product Owner	Mike Sarvis
Date Requested	10/30/2017

Change Request # *(To be assigned by CCB Chair)*		75
☒ New Request	☐ Resubmitted / Amended Request	

Change Request Information (completed by the requestor)

Description of Change: The internal and external transcript web service needs to be changed to point to the new data model so that the transcript pulls the correct customer data.

Classification: Medium ☒

Due to the level of classification (Level III) and isolated impact to the schedule/sprint (not on the critical path), total work effort between 6 business days (48 hours) and 10 business days (80 hours), no impact to the milestone schedule, minor scope change(s) and/or minimal impact to budget (<$500, no increase to overall program budget), this change request may be approved by the Program Director in accordance with the MM Phase I Program Management Plan.

Change Request Type: *(This change is associated with the following.)*

☐ New (Unplanned/Missed) Work Effort		☐ Re-work	
☒ New (Expanded) Work Effort		☐ Removal/Archival	

Business Need / Justification (completed by the requestor)

Description: This change impacts ALL systems that use internal/external transcript service. For OMM Phase I, this change request impacts: DL Issuance, DL Batch, MyDMV Portal and Motorist Maintenance. Without this update, these systems will not populate accurate data on the customer transcript.

Impact Analysis

Requirements Change Description: No requirement changes are required in Blueprint.

Technical Change Description: This is a change to the data tier.

Associated Wrap Number? N/A	
Impact on Backlog: This will be a higher priority in the Product Backlog than most of the rest of the DL Batch backlog, as multiple stories are dependent upon it being completed.	

Impact on Schedule:

☒ No Project / Program schedule change   ☐ Project / Program schedule change

Schedule Change Description: N/A

Change may be addressed within:

☐ New Milestone   ☒ Existing Milestone   ☐ New Sprint   ☒ Existing Sprint

Provide detail for when this change will be implemented: This will be completed as part of Milestone F (10/19/17 – 1/17/18), in either Sprint 4 or 5, depending upon when the CR is approved.

Current Schedule:

Task Name	Duration	Start	Finish
Team B - DL Issuance	**527 days**	**Thu 7/21/16**	**Wed 8/22/18**
MILESTONE GROUP F	**59 days**	**Thu 10/19/17**	**Wed 1/17/18**
Sprint 18	15 days	Thu 10/19/17	Wed 11/8/17
Sprint 19	12 days	Thu 11/9/17	Wed 11/29/17
Sprint 20	15 days	Thu 11/30/17	Wed 12/20/17
DL HIP Sprint - Milestone Group F	16 days	Thu 12/21/17	Tue 1/16/18
DL Milestone Retrospective - Milestone F	1 day	Wed 1/17/18	Wed 1/17/18

Proposed Schedule: No change to current schedule.

Impact on Cost: No impact to the program budget.

Resources Needed to Support this Request	Program (P) or Operational (O)	Work Effort (Hours)	% Allocation to Program
Existing development and testing staff.	P	54	100%
Total		**54**	

Work Effort:
- 0 Hours - Refinement
- 32 Hours - Development
- 22 Hours – Testing
  - Testing includes estimate as follows:
    - 5 Hours - DL Issuance
    - 6 Hours - DL Batch
    - 6 Hours - Motorist Maintenance
    - 5 Hours - Portal
- **54 Hours – Total**

Alternatives to the Requested Change: None identified.	
Impact on Training: None	
Impact on Policies and/or Procedures: None	
The project/program manager attests that all impacts and alternatives have been vetted by the following members:	**List Individual Name(s) & Review Notes**
☒ Product Owner	Michael Sarvis
☒ Scrum Master	Joe Weldon
☒ Program Manager	Cheryln Dent
☒ Project Manager	Joe Weldon
☒ Sr. Business Analyst	Felecia Ford
☒ Lead Developer / Software Architect	Charles Pitts
☐ Enterprise Technical Team Representative	Eric Brown
☒ Testing Manager	Barbara Peacock
☒ LDO Representative	Anat Michaeli-Ling
☒ Financial Representative (DAS/OFM)	Callaway Pace – via email 10/31/2017
☐ Other Operational / Business Manager(s)	

Change Control Board Recommendation

Decision: ☐ Approve ☐ Reject ☐ Defer ☐ N/A

Comments:

Advisory Board Recommendation

Decision: ☐ Approve ☐ Reject ☐ Defer ☐ N/A

Comments:

Program Director Decision

Decision: ☐ Approve ☐ Reject ☐ Defer

Comments:

Approver	Signature	Date
Terrence Samuel OMM Director, DHSMV		
Kristin Green OMM Deputy Director, DHSMV		
Cheryln Dent OMM Program Manager, DHSMV		
Chad Hutchinson Enterprise Architect, DHSMV		
Joe Weldon OMM Project Manager, Accenture		

General Information	
Agile Project Name	Motorist Modernization Phase I – Enterprise Team
Change Request Title	Create common email service
Change Requested By	Cheryln Dent
Product Owner	Chad Hutchinson
Date Requested	11/2/2017

Change Request # *(To be assigned by CCB Chair)*		76
☒ New Request	☐ Resubmitted / Amended Request	

Change Request Information (completed by the requestor)

Description of Change:

This request is to create a shared service that allows for a more efficient and durable generation and transport of email messages, including:

- Merging email message body text into a standardized header and footer for email messages
- Conversion of attachments to PDF format
- Adding emails and/or attachments to the (Couchbase) ECM system
- Throttling (if needed) for sending outbound email messages
- More durable processing that uses Messaging that will ensure that emails get sent even in the event of network or system outages

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: *(This change is associated with the following.)*

☒ New (Unplanned/Missed) Work Effort	☐ Re-work
☐ New (Expanded) Work Effort	☐ Removal/Archival

Business Need / Justification (completed by the requestor)

Description: The email service will provide consistency across all senders of email to external customers, by utilizing a standardized header and footer for email messages and by also controlling the flow of outgoing emails. It will also capture and store email and attachments that are sent from the users of the service. It is important to control the rate that emails are sent out from our agency in order to avoid being blocked by external email servers and this change will help.

Impact Analysis

Requirements Change Description:

Draft design for the processing of outbound email
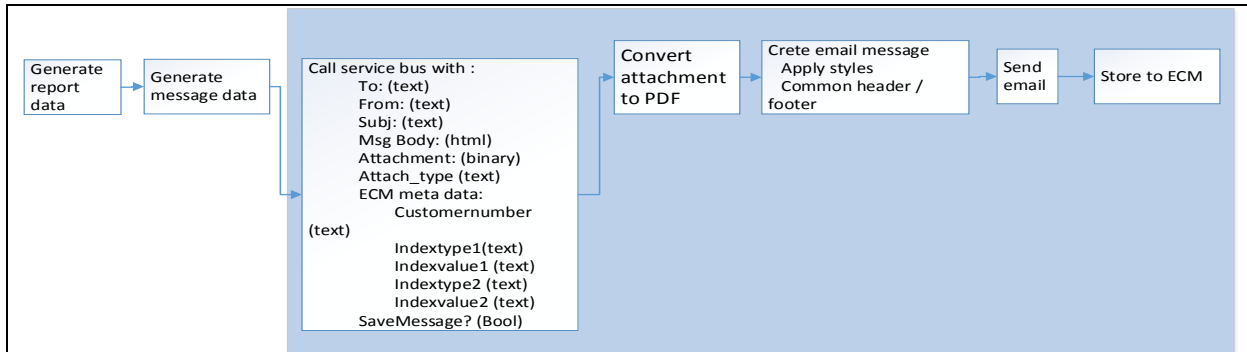
Enterprise Email Service Creation

- 24 Hours – Create nServiceBus to accept email messages
- 6 Hours – Configure SQL Server database
- 16 Hours – NuGet wrapper around nServiceBus
- 16 Hrs – Test Harness

The Enterprise Email service is Technical Debt and will be done by the OMM Enterprise Team. It is tracked in TFS as the Integrate Nservice Bus into Email Solution and Develop an Enterprise Email Service backlog items.

Renewals Impact

- Change the current code to consume the NuGet Wrapper for calling HSMV Email Service
- Functional Testing
- SEU Testing

Estimate:

  8 Hours – Development
  4 Hours – Functional Testing
26 Hours – SEU Testing
38 Hours Total

DL Impact

- Update calling code to use HSMV service instead of Enterprise entities
  - to include ~CustomerNumber, ~EntityType, ~EntityId, possibly other metadata as required by document storage.
  - this may require rework up the stack depending on what data is available at the point email is sent
- Code Review
- Functional Test

Estimate:

  1 Hour - Refinement
21 Hours - Development
  6 Hours - Test
28 Hours - Total

Portal Impact

- Payment Confirmation

- Motor Voter
- Bulk Transcript Confirmation
- Bulk Transcript Complete
- Subscription services
- BAR Hearing
- Forgot Password
- Account Profile Change
- Account Activation
- Email Change
- Email Verification

Estimate:
18 development hours to implement and do functional testing
6 Testing
1 Refinement
2 Updating Blueprint
27 Total Hours

CDLIS/CP Processing Impact
No impact. CDLIS/CP does not send customer emails.

MM/FR Impact
No impact. MM/FR does not send customer emails.

Technical Change Description: The Enterprise Email service is Technical Debt and will be done by the OMM Enterprise Team. It is tracked in TFS as the Integrate nServiceBus into Email Solution and Develop an Enterprise Email Service backlog items.

Associated Wrap Number? N/A

Impact on Backlog: Stories that have already been completed and send emails will need to be refactored. Stories that send emails that have not been built that will call the new email service. No impact to the schedule.

Portal, DL and Renewals will add the necessary tasks to each of their product backlogs.

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

Schedule Change Description: The work to incorporate the Enterprise Email service will be targeted for each impacted team as follows:
- Portal – Milestone E, Sprint 21
- DL Issuance – Milestone F, Sprint 19
- Renewals – Milestone F, Sprint 21

Change may be addressed within:
☐ New Milestone   ☒ Existing Milestone   ☐ New Sprint   ☒ Existing Sprint
Provide detail for when this change will be implemented:

The work to incorporate the Enterprise Email service will be targeted for each impacted team as follows:

- Portal – Milestone E, Sprint 21
- DL Issuance – Milestone F, Sprint 19
- Renewals – Milestone F, Sprint 21

Current Schedule:

Portal – Milestone E, Sprint 21

Task Name	Duration	Start	Finish	Status
MILESTONE GROUP E	**128 days**	**Wed 8/30/17**	**Tue 3/6/18**	**On Schedule**
Sprint 19	15 days	Wed 10/11/17	Tue 10/31/17	On Schedule
Sprint 20	14 days	Wed 11/1/17	Tue 11/21/17	Future Task
Sprint 21	13 days	Wed 11/22/17	Tue 12/12/17	Future Task
Sprint 22	13 days	Wed 12/13/17	Tue 1/2/18	Future Task
Sprint 23	14 days	Wed 1/3/18	Tue 1/23/18	Future Task
Sprint 24	15 days	Wed 1/24/18	Tue 2/13/18	Future Task
MyDMV HIP Sprint - Milestone Group E	14 days	Wed 2/14/18	Mon 3/5/18	Future Task
MyDMV Milestone Retrospective - Milestone Group E	1 day	Tue 3/6/18	Tue 3/6/18	Future Task

DL Issuance – Milestone F, Sprint 19

Task Name	Duration	Start	Finish	Status
MILESTONE GROUP F	**59 days**	**Thu 10/19/17**	**Wed 1/17/18**	**On Schedule**
Sprint 18	15 days	Thu 10/19/17	Wed 11/8/17	On Schedule
Sprint 19	12 days	Thu 11/9/17	Wed 11/29/17	Future Task
Sprint 20	15 days	Thu 11/30/17	Wed 12/20/17	Future Task
DL HIP Sprint - Milestone Group F	16 days	Thu 12/21/17	Tue 1/16/18	Future Task
DL Milestone Retrospective - Milestone F	1 day	Wed 1/17/18	Wed 1/17/18	Future Task

Renewals – Milestone F, Sprint 21

Task Name	Duration	Start	Finish	Status
MILESTONE GROUP F	**32 days**	**Wed 12/20/17**	**Tue 2/6/18**	**Future Task**
Sprint 21	13 days	Wed 12/20/17	Tue 1/9/18	Future Task
Sprint 22	14 days	Wed 1/10/18	Tue 1/30/18	Future Task
RN HIP Sprint - Milestone Group F	4 days	Wed 1/31/18	Mon 2/5/18	Future Task
RN Milestone Retrospective - Milestone F	1 day	Tue 2/6/18	Tue 2/6/18	Future Task

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.

Resources Needed to Support this Request	Program (P) or Operational (O)	Work Effort (Hours)	% Allocation to Program
DL Issuance Team	P	28	100
Renewals Team	P	38	100
Portal Team	P	27	100
Enterprise Team	P	40	100
Total		133	

Work Effort: 133 hours of effort.

Alternatives to the Requested Change: None identified.

Impact on Training: No impacts.

Impact on Policies and/or Procedures: No impacts.

The project/program manager attests that all impacts and alternatives have been vetted by the following members:	List Individual Name(s) & Review Notes
☒ Product Owner	Chad Hutchinson
☒ Scrum Master	Ed Gendusa
☒ Program Manager	Cheryln Dent
☒ Project Manager	Chad Hutchinson
☒ Sr. Business Analyst	Chad Hutchinson
☒ Lead Developer / Software Architect	Nathan Johnson
☒ Enterprise Technical Team Representative	Chad Hutchinson
☒ Testing Manager	Barbara Peacock
☐ LDO Representative	Anat Michaeli-Ling
☐ Financial Representative (DAS/OFM)	N/A
☐ Other Operational / Business Manager(s) OMM Communications Consultant	Koral Griggs

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

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

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

Approver	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		
Deb Dobson Program Manager – FLOW, DHSMV		

#	CR #	Title	Brief Description	Source	Notes	Milestone/Sprint to Implement	Story Impact (Add, Modify, Remove)	Priority	Priority Notes	Internal Review Status	Internal Status Date	Estimated Effort by Work Type	Total Effort	Project Team	Level	Approver per Governance
310	PMCR-311	Clearance Letter	Update validation messages for clarity for two scenarios when clearance letters are not available.	Demo	Approved by Deepa via Mail 10/16/2017	Milestone E/Sprint 20	Modify			Approved	10/24/2017	1 Hour - Development 2.5 Hours - Testing **3.5Hours - Total**	3.5	MyDMV	I/II	Product Owner/Project Manager
296	PMCR-297	Updates to Exam Status'	Includes the following changes to status': RQ30631: * If coming from ADLTS and 3rd Party paperless waiver system and office is Third Party then status = 'Waiver" For manual adding exams do not allows 3rd party office RQ13626: * Reciprocate NOT available as a status for vision * Oral Exam - ADLTS & Third Party default to "No" RQ2549: * Remove Road Signs and Road Rules from add exams	Development	Approved by Barbara Peacock during Sprint Planning 10/19/2017	Milestone F/Sprint 18	Modify	High		Approved	10/24/2017	1.5 Hours - Refinement 24 Hours - Build 5 Hours - Test **30.50 Hours Total**	30.5	DL	I/II	Product Owner/Project Manager
319	PMCR-320	Create stories for DL Audit	Select records for Driver License Audit and allow the records to be replaced by clicking on the replace button in the Audit tab.	Development	Approved by Thomas Wilson verbally on 10/22/2017	Milestone E/Sprint 20	Add			Approved	11/7/2017	1 hour Refinement 15 hours DEV 6 hours SEU **22 hours Total**	22	Renewal	I/II	Product Owner/Project Manager
323	PMCR-324	Revise Renewals Statistical Report	Add Real ID Compliant to the Statistical report for Renewal	Development	Approved by Thomas Wilson verbally on 10/27/2017	Sprint 21/Milestone F	Add			Approved	10/31/2017	1 hour Refinement 4 hours DEV 4 hours SEU **9 hours Total**	9	Renewal	I/II	Product Owner/Project Manager
327	PMCR-328	Modify FR25001 &FR24920 - Create/Display - Send Renewal Email Notification	Include Add/Edit buttons to the Send Email Screen to allow users with the operation OP24990: CanSendRenewalEmail the ability to update or add an email address to a Customer Name.	Development	This change will have no impact on our backlog, the story is in the current Sprint for development, no additional hours are needed. Approved by Thomas Wilson via email 11/01/2017	Milestone E/Sprint 20	Modify			Approved	11/7/2017	1 hour Refinement 21 hours DEV 11hours SEU **33 hours total**	33	Renewal	I/II	Product Owner/Project Manager
330	PMCR-331	Modify columns on the Renewal Notice Screen	The following changes are suggested for the Renewal Notice Screen: Rename 'Click Link to View' to 'View' Rename 'Click Link to Delete' to 'Delete' Change label 'Data Type' to 'Document Upload Data Type' Add a column to the results grid to display the data type, MV PP MH DL	Development	Approved by Thomas Wilson via email 11/2/2017	Milestone E/Sprint 20	Modify			Approved	11/7/2017	original Blueprint Effort 8 hours + 1 hour	8	Renewal	I/II	Product Owner/Project Manager
335	PMCR-336	Add commas to statistical reports	To be consistent commas should be added to the counts displayed in the Motor Vehicle Renewal Monthly Counts and Motor Vehicle Renewal Statistics	Development		Milestone E/Sprint 20	Add			Approved	11/7/2017	2 hours DEV 4 hours SEU 1 hour QA **7 hours Total**	7	Renewal	I/II	Product Owner/Project Manager
263	PMCR-264	Update to Exam screen	Need to change vision to be drop-down. Additionally, add License Class to the Exam screen for CLP and CDL Issuances Rework panels that are displayed on Assigned Exam Tab to remove Motorcycle and add CLP Tabs	Missed Requirement	See tasks 94561 & 94562 Approved by Barbara Peacock during Sprint Planning 10/19/2017	Milestone F/Sprint 18	Modify			Approved	10/24/2017	.5 Hour - Refinement 24 Hours - Development 8 Hours - Testing **32.5 Hours - Total**	5.5	DL	I/II	Product Owner/Project Manager
264	PMCR-265	Update Third Party for Retest	Requirements were updated after development was completed for Waiver Status on Third Party Results Screen to set status to "Retest" if the exam date is less than 30 days from the current date	Missed Requirement	Approved by Barbara Peacock during Sprint Planning 10/19/2017	Milestone F/Sprint 18	Modify			Approved	10/24/2017	2 Hour - Refinement 8 Hours - Development 5 Hours - Testing **15 Hours - Total**	15	DL	I/II	Product Owner/Project Manager
266	PMCR-267	Update to Add Exam	Need to add validation to not allow adding Exam Result Date in the future	Missed Requirement	Approved by Barbara Peacock during Sprint Planning 10/19/2017	Milestone F/Sprint 18	Modify			Approved	10/24/2017	.25 Hour - Refinement 4 Hours - Development 1 Hours - Testing **5.25 Hours - Total**	5.25	DL	I/II	Product Owner/Project Manager
237	PMCR-238	Move SEU Purge Process testing to MS E	Request to move the testing portion of the FR Purge Process FR27588 to be tested after all other FR related development, Milestone E (December 2017). The Data Tier Development for this story will be completed by the end of Milestone D.	Refinement	After receiving legal guidance on FR purge criteria for WRAP 2886 late in Milestone D, analysis was performed on the test data and determined that it would be premature to test this feature due to the risk to test data currently used by the FR, CP and DL Issuance test teams. . (WRAP 2886 will begin its testing phase after August 18th and implementations of this WRAP will cause more development prior to testing.)	Milestone E/HIP	Modify			Approved		0 Hours - Refinement 0 Hours - Development 16 Hours - Testing **16 Hours - Total**	16	FR	I/II	Product Owner/Project Manager
242	PMCR-243	Abandon Transaction	Need story related to Abandoning a transaction and what is updated on the record (e.g. Image Only).	Refinement	Handled by PMCR-11 - Canceled 11/8/17.		Modify			Canceled			0	DL	I/II	Product Owner/Project Manager
299	PMCR-300	Store Guardian Customer Number	Store customer number in the license details screen when entering a validated DL # so that it can be used by Portal/MM	refinement	Approved by Barbara Peacock during Sprint Planning 10/19/2017	Sprint 18/Milestone F	Modify			Approved	10/24/2017	.5 Hours - Refinement 2 Hours - Build 6 Hours - Test **8.5 Hours Total**	8.5	DL	I/II	Product Owner/Project Manager

#	CR #	Title	Brief Description	Source	Notes	Milestone/Sprint to Implement	Story Impact (Add, Modify, Remove)	Priority	Priority Notes	Internal Review Status	Internal Status Date	Estimated Effort by Work Type	Total Effort	Project Team	Level	Approver per Governance
308	PMCR-309	Account Activity Tab -My Activity	Team decide more actions performed in MyDMV Portal should be displayed under the customer's Account Activity Tab. The following are functions previously completed that will be added: Account Creation, Mailing Address Change, Residential Address Change, Profile Email Address Change, Profile Password Change, Veteran Information	Refinement	Approved via email from Deepa and Pilar on 9/27/2017	Milestone E/Sprint 20	Modify			Approved	10/24/2017	8 Hour - Development 20 Hour - Testing 8 Hour - Requirements Update **36 Hours - Total**	36	MyDMV	I/II	Product Owner/Project Manager
309	PMCR-310	Citation Inquiry sorting by County	Currently the function sorts by Citation Date and team want to sort by County as well.	Refinement	Approved in meeting by Deepa 10/11/2017	Milestone E/Sprint 19	Modify			Approved	10/24/2017	1 Hour - Development	1	MyDMV	I/II	Product Owner/Project Manager
318	PMCR-319	Save TLSAE Results and pre-pop License Details	Need to save the TLSAE Results from Customer Summary Screen Exam Tab and pre-populate the Substance Abuse section on the License Details screen. Update the fields on License Details to match TLSAE Results (i.e. remove County).	Refinement	Approved by Barbara Peacock during Sprint Planning 10/19/2017	Sprint 18/Milestone F	Modify			Approved	10/24/2017	.5 Hours - Refinement 6 Hours - Build 4 Hours - Test **10.5 Hours Total**	10.5	DL	I/II	Product Owner/Project Manager
326	PMCR-327	Other Drivers' Records Request	Allow a business customer without a bulk contract to request other drivers' records. Modify the point within this transcript function where the check is done to make sure only a max of 10 different customer requests are done by a customer within a 30 day period.	Refinement	Approved by Deepa via verbally on 10/26/2017	Milestone E/ Sprint 20	Modify			Approved	10/31/2017	1 hour Refinement 5 hours DEV 6 hours SEU **12hours Total**	12	MyDMV	I/II	Product Owner/Project Manager
331	PMCR-332	Archive FR34133 - Supplemental Disposition Process - Change Driver Record	During Refinement the business and the PO agreed the story is not needed and should be archived.	Refinement		Milestone D/Sprint 16	Remove			Approved	11/7/2017	TFS estimates 16.5	-16.5	CP	I/II	Product Owner/Project Manager
333	PMCR-334	Moving Transaction Activity Stories under another functional	Transaction Activity function has been developed but there are stories for other functional areas so show under this tab that will be developed in later milestones. Move 2 stories FR18265 and FR16458 under Sanction Clearances function when that function is developed in Milestone F.	Sprint Planning		Milestone F	Modify			Approved	11/7/2017	1 Refinement 16 Development **17 Total Hours**	17	MyDMV	I/II	Product Owner/Project Manager
332	PMCR-333	Archive Motor Vehicle Services - Parking Permit Duplicate	In Milestone D we determined not a function. We previously archived stories within this function due to it being a no fee, so this will archive the remaining stories: FR29116, FR29115,FR29117, FR29096, FR29098, FR29097, FR29094, FR29093	Testing		Milestone E	Remove			Approved	11/7/2017	**32 Total hours returned**	-32	MyDMV	I/II	Product Owner/Project Manager
298	PMCR-299	Decompose FR25644 - Military Waiver	FR25644 - Military Waiver needs to be decomposed into a "Create" and "Save" story		Approved via email form Dana Olvera on 10/9/2017	Milestone F/Sprint 18	Modify	High		Approved	10/24/2017	.5 Hours - Refinement 0 Hours - Build 0 Hours - Test **.5 Hours Total**	0.5	DL	I/II	Product Owner/Project Manager

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 verses 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.
- UAT
  - o User Acceptance Test. Testing performed by user groups to validate application requirements have been satisfied.