



### Motorist Modernization Advisory Board – Phase II Meeting Tuesday, November 14, 2023 2:30 to 4:00 PM VIA: Microsoft Teams

### **Invitees**

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

### Representing

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

### **Agenda**

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





### Motorist Modernization Advisory Board – Phase II Meeting Tuesday, October 10, 2023 2:30 to 4:00 PM VIA: Microsoft Teams

### **WELCOME AND INTRODUCTIONS**

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

Advisory Board Phase II members included:

- o Capt. Jason Britt
- Brett Saunders (absent)
- Jay Levenstein
- Scott Lunsford
- Sherri Smith
- Sgt. Derek Joseph
- Steve Burch (absent)
- Stephen Boley
- Additional FLHSMV members included Catherine Alvarez, Michael Anderson, David Arthmann, Elise Batchelor, Stacey Bayyari, Jessica Espinoza, Laura Freeman, Kristin Green, Judy Johnson, Patricia Joseph, Scott Lindsay, Pavel Machado, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Terrence Samuel, Jonathan Sanford, Cathy Thomas, and Scott Tomaszewski.
- Visitors included Joseph Weldon and Michelle McGinley from Accenture, Margie France with Ernst & Young, Carl Ford with J Ford Consulting, Maurice Bounds with Florida Digital Service, and Lisa Cullen with the Florida Tax Collectors attended. Theckla Spainhower also attended.

### **REVIEW OF MEETING MINUTES**

 Rachel Ramos reviewed the meeting minutes from September 12, 2023. No corrections were identified. A motion to approve the minutes was accepted by the board members and the September 12, 2023, meeting minutes were approved.

### PHASE II IV&V UPDATE

Margie France presented an overview of the IV&V report for Phase II as of August 2023. The
current risk state was green and there were no open deficiencies to report. The project is
currently tracking approximately 8.8 days behind schedule. The project is tracking on budget.
Change Requests continue to follow the established change management process. Project
risks are holding steady. Turnover and retention challenges for development staff continue to
be experienced. Additional monitoring of staffing capacity has been put into place by FLHSMV.

### FINANCIAL REVIEW

Judy Moats presented a Phase II financial review. The Phase II budget for the 2023 – 2024 fiscal year is approximately \$9.9 million. Approximately \$2.8 million was expended as of September 2023 with a 0% variance and approximately \$7.1 million in remaining funds.





### PHASE II PROJECT UPDATE

- Joseph Weldon discussed Phase II issues impacting the program. These included:
  - Issue 15 Developer Vacancies The team has a total of four vacancies.
  - Issue 20 Phase II Development and Testing Late Team A (Title and Registration) is trending approximately two weeks behind schedule, Team B (MV Globals) is approximately eight weeks behind, and the Portal team is approximately three weeks behind with completing development.
  - Tax Collector offices for Manatee, Brevard, and Hillsborough Counties are currently testing in Stage for Release 1 (MV Inquiry) and Release 2 (Pilot).
  - The team completed Enterprise testing for the Release 1 deployment scheduled for the end of October 2023.
- Mr. Weldon stated Team A is currently working in Milestone P, Sprint 59. The team is focusing
  on development and testing of the title and registrations transactions that will be part of Pilot.
- Mr. Weldon stated Team B is also working in Milestone P, Sprint 59. They continued to focus on reports, stop queue, inventory, and correspondence that will also be part of Pilot.
- Scott Tomaszewski stated the IFTA/IRP team is in Development Support Sprint 15 ending on October 17. They are addressing vendor reported urgent interface bugs blocking System Integration Testing (SIT), assisting with blocking UAT bugs, and preparing third-party interfaces for go-live. The vendor is reporting 91% completion for the late SIT effort with the vendor working with the audit team to complete and validate four blocking bugs. SIT was scheduled to be completed in early August; however, the new target completion date is revised to the end of October 2023, pending no additional blocking bugs reported. Testing is trending late as UAT, led by our business resources, is delayed. Enterprise, IFTA and IRP modules are under testing with about 115 out of 350 test scripts completed. Once audit module SIT is completed, the team will work to mitigate the delays.
  - o Deliverables for the team included:
    - Deliverable 21 UAT Completion Report is due by October 23, 2023.
  - Key dependencies for the team included:
    - Stage data being correct to run end-to-end transactions.
    - Other Phase II applications making dependent changes prior to June 2024.
  - o Key risks and issues for the team included:
    - Risk 129 After hours support for IFTA/IRP vendor was registered on March 2, 2023, and is being monitored.
    - Risk 149 IFTA/IRP data quality issues in production impacting post go-live support – This is a risk forecast to take the business through April 2024 to confirm the data quality issues being resolved. The team is tracking this risk closely and will determine if it is mitigated or escalated as an issue by January 2024.
  - o Important activities for the team included:
    - Complete SIT (91% complete) Audit module testing expected to be completed by end of October.
    - Completing UAT by schedule due date of October 23, 2023.
    - Update third-party interfaces in preparation for production.
- Mr. Weldon stated for the Florida Smart ID (FSID) team completed production testing of updated applications and they are available in the app stores. These updates included TSA





verification and enhancements to insurance notifications. The workshop held with Thales on September 13 focused on defining long-range scope. There were no risks or issues to report.

- o Important activities for the team included:
  - Production Testing Completed on September 12
  - Workshop with Thales Held on September 13
- o Key dependencies for the team included:
  - Keep initial release meaningful but sized for "success" given short timeline.
  - Other vendors are dependent upon Thales Remote Enrollment updates.
- Michael Anderson stated the Enterprise Content Management (ECM) team completed the MVSCAN production conversion. They are currently comparing the databases to ensure all documents are accounted for and will continue to run a conversion job weekly to capture the new documents created. The team is also working on additional activities for the DLSCAN conversion kick-off.
  - o Important activities for the team included:
    - MVSCAN production conversion complete
    - Conversion of new documents will occur weekly until go-live
    - Awaiting legacy application integration with the Content Service
    - Scanning unit vendor output file development complete and awaiting legacy application integration prior to testing and implementation
    - NPS is working on set-up of training environment for the department
    - Kick-off for DLSCAN conversion
  - Key dependencies for the team included:
    - HSMV scanning unit software requires update to output file format for OnBase ingestion prior to go-live.
    - Legacy application integration with the Content Service prior to go-live.
  - Risks and issues for the team included:
    - Risk 101 Delays in configuring new documents in OnBase could cause schedule delays.
- Aundrea Powell stated the MyDMV Portal/Fleet team is currently working in Milestone P, Sprint 54. They are working on testing registrations (decal and plate replacement) and MV express renewals and developing fleet management and core impacted changes. The team is also working on the military queue and a change request for the HOV decal online issuance.
  - o Important activities for the team included:
    - Continuing design for convenience issuances, inventory control, and printing
    - MV Check to Production TBD
  - o Key dependencies for the team included:
    - There are dependencies on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
    - There are cross-team dependencies on readiness of the code from Teams A and B.
  - Risks and issues for the team included:
    - Issue 15 Two developer vacancies currently open
    - Risk 141 Need to add FTE developer on the Portal/Fleet team to allow adequate time for knowledge transfer. Mitigation is to devise a knowledge transfer plan.
- Ann Naiman stated the Policies and Procedures Manual and User Guides team is working on finalizing the user guide for the MV Inquiry release. IFTA/IRP will resume reviewing the





vendor supplied user guide in 2024. MV Globals and Titles and Registrations is writing portions associated with pilot. The team resumed the customer communication review and approval process as well.

- o Key dates and activities included:
  - MV Procedures, Titles & Registration, MV Globals (Release 1)
    - Draft due: July 25, 2023
    - Review completed: September 14, 2023
  - MV Procedures, Titles & Registration, MV Globals (Release 2)
    - Draft due: December 26, 2023
    - Review due: March 14, 2024
  - IFTA IRP (Release 3)
    - Draft due: April 23, 2024
    - Review due: May 21, 2024
  - MyDMV Portal (Release 5)
    - Draft due: November 8, 2024
    - Review due: March 21, 2024
  - MV Procedures, Titles & Registration, MV Globals (Release 6)
    - Draft due: June 7, 2024
    - Review due: October 15, 2024
- o Key dependencies and assumptions:
  - IFTA/IRP User Guide is dependent on vendor's User Guide.
  - User guide development is dependent on ORION's timely development.

### STAKEHOLDER OUTREACH

• Elise Batchelor stated the Organizational Change Management team is holding their next Change Champion Network Connect on October 17. The focus will be a Release 1 demo. The team also continued with engagement meetings with the various bureaus and divisions.

### Q&A

• There were no questions or concerns from members present.

### **ADJOURNMENT**

- Mr. Samuel adjourned the meeting at approximately 2:50 p.m.
- The next Advisory Board Phase II Meeting is scheduled for November 14, 2023.

### Note: The below handouts were consolidated in a meeting packet and emailed to members:

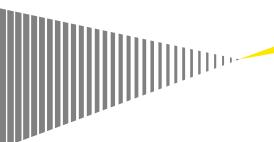
MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (9/12/23)	5 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Traffic Light Report	1 Pages
Phase II Project Updates – State of the State	6 Pages

# Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor Vehicles (FLHSMV)

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

14 November 2023





# **Topics for discussion**

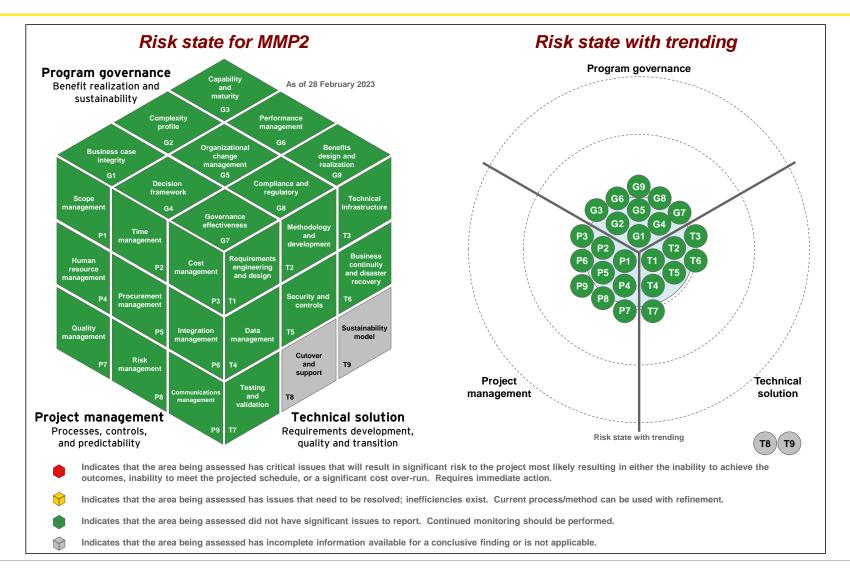
- General IV&V overview
- Overall risk state and trending



## **General IV&V overview**

IV&V **Key Indicator Supporting Points** Conclusion • Overall project risk state is green – low risk Is the project approach Yes IV&V has no open deficiencies for the project sound? Is the project on time? Trending late Project is tracking ~10 days behind schedule IV&V independently assessed the schedule using industry standard measures Is the project on budget? Project is tracking on budget Yes · IV&V independently assessed budget based on budget and spend data provided Is project scope being Yes Project scope is managed; Change Requests follow the established change management process managed? IV&V reviews the change management process Are risks being managed? Project risks are holding steady Yes · Turnover and challenges in retaining development staff continue; associated risks identified and documented; monitoring of staffing capacity incorporated into the MMP2 weekly status

# Overall risk state and trending





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0911-1106924

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# Financial Update Motorist Modernization







# Phase II LBR Requests

Fiscal Year	Total Request	Contractual Services	IV&V Services	Expenses	осо
2017–2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018–2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019–2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021–2022	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000
2022-2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
2023-2024	\$9,993,740	\$8,883,765	\$299,975	\$810,000	\$0
*2024-2025	\$13,199,608	\$11,860,648	\$299,975	\$1,038,985	\$0
**Phase II TOTAL	\$76,472,148	\$63,734,673	\$3,073,340	\$9,549,435	\$114,700

<sup>\*</sup>LBR submitted to the Governor's Office of Policy and Budget for approval

<sup>\*\*</sup>Phase II Totals if FY 24/25 LBR approved

# Phase II Fiscal Year 2023-2024 Spend Plan Summary

•.•	<b>Contractual</b>	Services
<b>*</b>	Contractual	Del Airez

\$6,500,000
\$855,000
\$500,043
\$400,000
\$615,000
\$13,722
\$8,883,765
\$299,975
\$810,000



**Total Budget** 

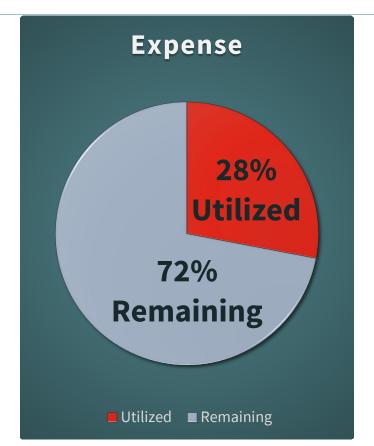
\$9,993,740

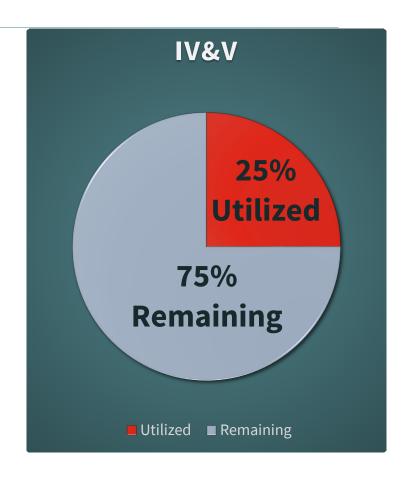
# Phase II Fiscal Year 2023-2024 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
October 2023 Expenditures		\$808,266	\$765,061	-5.38%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$3,673,645	\$3,626,967	-1.27%
Remaining Funds	\$6,366,773			

# Utilized and Remaining Budget as of October 31, 2023











## Motorist Modernization – Phase II: Office of Motorist Modernization Weekly Status Report for the week ending November 03, 2023

### Phase II - Stoplight Report - as of 11/03/2023 Portal/Fleet Team Team A - T&R Issuance Current Sprint: Sprint 60 (Ends 11/28/2023) Current Sprint: Sprint 55 (Ends 11/30/2023) Milestone: Development: Testing: Busine P (10/31/2023) Q (01/23/2024) **Full Backlog** P (11/02/2023) Q (01/25/2024) **Full Backlog** Development: Red Yellow Red Green Testing: Red Red Green **Business Actions:** Green Green Green Red Green Green Technical Debt: Green Green Green Green Green Green Backlog Health: **Backlog Health:** Green Green Green Stories Change Dev Est Dev Stories Stories Change Dev Est Dev Stories Stories Change Dev Est Dev Stories Stories Change Dev Est Stories Change Dev Est Dev Stories Stories Change Dev Est Dev Stories Dev Stories 99.3% 98.3% 252 -14 Not Started 0.0% 0.0% 83 -1 1,350 **47.9% 36.2%** 406 -1 25.3% 17.4% Not Started 157 14.4% 3.3% 118 -1 -1,152 2,509 **44.6% 30.8%** 5,350 Refinement 900 15.6% 12.7% 82 -2 1,239 44.0% 35.8% 170 -21 2,239 10.6% 7.3% Refinement 77 +9 31.3% 42.5% 0.7% 1.7% 80 +10 351 6.2% 9.8% Development 244 4.2% 2 +2 16 0.6% 0.9% 16 +6 260 1.2% 0.7% Development 6.0% 3.3% 0.0% 53 0.9% 0.9% Testing 184 4 1,756 30.4% 27.4% 6 - \leftrightarrow 48 1.7% 2.6% 189 4 1,804 8.5% 8.1% Testing 23 +1 🁚 122 11.2% 12.7% 0.0% 24 +1 🁚 134 **2.4% 2.9%** 369 +7 **2,691 46.6% 55.0%** 54 - \leftrightarrow 148 **5.3% 23.6%** 1,530 +7 11,321 53.5% 65.6% 60 +2 352 **32.3% 33.1%** 0.0% 0.0% 446 +2 2,528 44.9% 54.5% Blocked 20 +9 182 3.2% 3.0% 2 +2 🁚 16 **0.6% 0.9%** 21 +10 1 198 0.9% 0.9% Blocked 9 - \leftrightarrow 52 4.8% 5.0% 0.0% 0.0% 9 - \leftrightarrow 52 **0.9% 1.1%** 671 -3 5,773 229 +1 👚 181 -1 1,089 818 -1 5,627 2,817 2,332 -3 21,172 120 - 💛 1,160 Team B - MV Globals **Enterprise Team** Current Sprint: Sprint 60 (Ends 11/29/2023) Current Sprint: Sprint 60 (Ends 11/28/2023) Milestone: P (11/01/2023) Q (01/24/2024) **Full Backlog** P (10/31/2023) Q (01/23/2024) **Full Backlog** Development: Red Red Green Green Green Testing: Red Green Testing: Green Green Green **Business Actions** Green Green Green **Business Actions:** Green Green Green Technical Debt: Green Green Green Technical Debt: Green Green Green Backlog Health: Green Green Backlog Health: Green Green Green Stories Change Dev Est Dev Stories 49 -5 964 67.1% 70.0% Stories Change Dev Est 120 6 2,836 Stories Change Dev Est Dev Stories Dev Stories Stories Change Dev Est Dev Stories Stories Change Dev Est Dev Stories Stories Change Dev Est Dev Stories 11 1 152 12.3% 10.7% n/a **48.7**% Not Started 25.7% 16.9% Not Started n/a n/a n/a n/a 57 n/a 73 +7 Refinement 10.3% 10.3% 46 - ↔ 612 **49.4% 44.7%** 18 +7 🁚 368 **25.6% 25.7%** 1,132 Refinement n/a n/a n/a n/a **0.0**% Development 56 4.5% 4.9% 1 -24 **1.7% 1.4%** 8 +1 80 0.7% 1.1% Development n/a n/a n/a n/a **2.6**% Testing 1 +3 🖶 16 1.3% 1.0% 1 -40 2.8% 1.4% 3 +3 0.5% 0.4% Testing n/a n/a n/a n/a **0.0**% Done 380 **30.6% 35.0%** 1 -2.8% 1.4% 502 - \leftrightarrow 6,908 62.6% 70.7% n/a n/a 56 n/a n/a 47.9% Blocked 4 +3 🁚 24 **1.9% 3.9%** 0.0% 0.0% 4 +3 👚 0.2% 0.6% Blocked n/a n/a n/a n/a **0.9**% 103 - 💛 1,240 70 +2 1,436 710 +2 11,036 117 -



# Motorist Modernization Phase II – November 14, 2023

STATE OF THE STATE







# IFTA / IRP Project Update

Key Dates, Activities Milestones

Contract Signed – 06/2020 to Celtic

Deliverables in next 30-60 Days & Status

 Deliverable # 21: UAT Completion Report 10/23/23

*Important Activities – November* 

- Complete System Integration testing –
   Audit has 5 scenarios pending completion.
- Completing UAT targeting end of November 2023.
- Update third-party interfaces in preparation for production.

### **Key Dependencies/Assumptions**

- Stage data being correct/current to run end-to-end transactions.
- Other Phase 2 application making dependent changes prior to June 2024.

# IFTA/IRP Specific Risks & Issues – Program Level

- P2 Risk #129 After hours support for IFTA/IRP Vendor was registered on 3/2/23 and is being monitored.
- P2 Risk #149 IFTA/IRP Data quality issues in production impacting post go live support. Closed business has established mitigation plan.

### <u>Team Profile</u>

# User Stories: 559 # Developers: .5 # Testers: 5\*















# Florida Smart ID Project Update

### Key Dates, Activities Milestones

Contract Signed - 06/2020 to Thales

### *Important Activities*

• Oct 2023 – pushed updated documents to all FSID holders to address a certificate issue

### **Key Dependencies/Assumptions**

- Keep initial release meaningful, but sized for "success" given short timeline
- Other vendors are dependent upon Thales Remote Enrollment updates

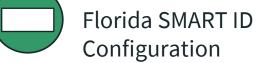
### <u>mDL Specific Risks & Issues –</u> <u>Program Level</u>

None

### <u>Team Profile</u>

# User Stories: 167 # Developers: .25 # Testers: 2















# Enterprise Content Management (ECM) Project Update

### **Key Dates, Activities Milestones**

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

### *Important Activities*

- MVSCAN production conversion complete
  - Conversion of new documents will continue until Go-Live
- Awaiting legacy application integration with the Content Service
- Scanning unit vendor output file development complete and awaiting legacy application integration prior to testing and implementation
- NPS is finalizing set-up of training environment for department

### Key Dependencies/Assumptions

- HSMV scanning unit software requires update to output file format for OnBase ingestion prior to Go-Live
- Legacy application integration with the Content Service prior to Go-Live

# ECM Specific Risks & Issues

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

### <u>Team Profile</u>

# User Stories: N/A # Developers: 2 # Testers: 3+



ECM Configuration

ORION Integration

Security / Technology

Scope / Schedule





# Portal Fleet(MyDMV Portal Phase II)Project Update

### **Key Dates, Activities Milestones**

- Milestone Q in Sprint 55
  - Testing Registrations and MV Express
  - Developing Fleet Management and Core Impacted Changes

### Important Activities November

- Continuing design for convenience issuances inventory control, printing and in office pick-up
- MV Check to Production –11/15/2023

### Key Dependencies/Assumptions

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

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

- Issue 15 2 developer position is opened the team currently has 2 developers.
- Risk 141 Need to add FTE developer on the Portal/Fleet Team to have adequate time for knowledge transfer. Mitigation – is to devise a knowledge transfer plan.

### <u>Team Profile</u> # User Stories: 1025 # Developers: 2

#Testers: 6+







Testing







# Procedures Manual and User Guides Update

### Key Dates, Activities Milestones

MV P&P, Titles & Registration, MV Globals (Release 1)

Draft Due: 07/25/23

Review Due: 09/14/23 - Completed

MV P&P, Titles & Registration, MV Globals

(Release 2) – In Development

Draft Due: 12/26/23

Review Due: 03/14/24

IFTA IRP (Release 3)

Draft Due: 04/23/24

Review Due: 05/21/24

MyDMV Portal (Release 5)

Draft Due: 11/08/24

Review Due: 03/21/25

MV P&P, Titles & Registration, MV Globals

(Release 6)

Draft Due: **06/07/24**Review Due: **10/15/24** 

### Key Dependencies/Assumptions

- IFTA/IRP User Guide is dependent on vendor's User Guide
- User guide development is dependent on ORION's timely development

### **Current Status: On Time**

Release One - Finalized Release Two - In Development

Titles & Registrations/Globals
 Release Three - Starting Development

IFTA-IRP

### Risk/Issues

Screen shots need to be done in a timely manner



