



Motorist Modernization Phase I

Office of Motorist Modernization

Advisory Board

Monthly Meeting

December 08, 2015

Table of Contents

Table of Contents	3
1. Agenda.....	4
2. Meeting Minutes 11/10/15	5
3. MM Phase I Decisions	11
4. IV&V Overall Risk State and Trending	24
5. IV&V Action Plan Summary	25
6. Change Request 04 Phase I.....	26
7. Change Request 05 Phase I	29
8. Change Request 06 Phase I	32
9. Change Request 07 Phase I	34
10. Communications Update	37
11. Notes Section	42

Motorist Modernization Advisory Board Monthly Meeting

December 08, 2015

Kirkman Building, Training Room B130

1:00 PM – 3:00 PM

Invitees

Deb Roby
Ed Broyles
Steven Fielder
Carl Forney
April Edwards
Beth Allman
Linda Fugate

Representing

DHSMV
DHSMV
DHSMV
DHSMV
DHSMV
Florida Clerk Courts & Comptrollers
Florida Tax Collectors

Agenda Outline

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- Policy and Decisions Review
- MM Phase I Program Update
 - Status Update and Financial Review
 - IV&V Update
 - Change Request Review
 - Requirements Validation Update
- Communications Update
 - Organizational Change Management
- Q&A
- Adjourn



Motorist Modernization Advisory Board
Monthly Meeting Minutes
Kirkman Building Conference Room B-130
November 10, 2015
1:00 p.m. to 3:00 p.m.

Welcome & Introductions

- The meeting was called to order at 1:07 pm. Terrence Samuel began the meeting with the *Welcome and Introductions*. He proceeded with roll call for the Board Members. An overview of the screens for Portal was added to the agenda. Terrence indicated that Judy Johnson would be presenting the screen mock-ups to ensure that everyone understands the direction of the redesigned Portal.

Advisory Board Members present included:

- Deb Roby
- Ed Broyles
- Steven Fielder
- Carl Forney
- April Edwards
- Beth Allman
- Linda Fugate (telephonic)
- Other DHSMV members present included: Kristin Green, Catherine Thomas, Jessica Espinoza, Judy Johnson, Samadhi Jones, Janis Timmons, Kathlene Crowe, RaeLynn DeParsqual, Hector Figueroa, Catherine Alvarez, Sabrina Mirville, and Aundrea Andrades.
- Visitors included: Gary Didio (EY), Steve Storey (Oracle), Cheryl Turner (Auto Data Direct), Damaris Reynolds (Office of General Counsel), Kim Koegel (Accenture), and Matthew Duke (Accenture).

Review and Approval of the Last Meeting Minutes

- Ms. Green reviewed the meeting minutes from October 13, 2015. A motion to approve was unanimously accepted by the members.

MM Phase I Program Update

IV&V Deficiencies

- Mr. Didio provided an update to the IV&V Deficiencies. He reviewed the draft October Monthly Assessment Report (MAR) from IV&V. Deficiency 8 has been closed. The program is a little behind schedule, but it is within the tolerance zones that have been established by the Agency for State Technology (AST). Deficiency 9 is Organizational Change Management. A sample work breakdown structure (WBS) and the project schedule are pending for this deficiency.

MM Phase I Program Update

Status Update and Financial Review

- Ms. Timmons provided an update on program spending – Spend Plan document. Major change this month is the green rows are deliverables that are now completed, closed, invoiced and paid. The team is three deliverables behind as of the end of October, due to needing additional review cycles. By the end of November, the team expects to be current with all of the deliverables. Ms. Timmons also indicated that the Budget Amendment is being reviewed. The House and Senate have approved it, and it is the final stages of signature. The Amendment should be completed within the next couple of weeks.
- Ms. Green provided a program update to MM Phase I. The requirements validation is still in process. The team is working to close the last open deficiency recommendation within the next couple of weeks. In addition to the IV&V Assessment report, AST is finalizing their quarterly assessment report for this fiscal year. The draft report indicates that the program is in “green status” and at a low risk point. The report will be published by the end of the week and will be shared with the Executive team and the Legislative staff.
- Ms. Green explained the three activities for requirements validation:
 1. The business requirements and user stories are being refined.
 2. A preliminary level effort estimate for the development of the requirements is in process.
 3. Creation of test cases based on the groomed requirements - as a lesson learned, the team has started developing test cases and formulating development estimates before proceeding with subsequent phases.
- Change Request #3 covered two activities, segmenting the level of effort for formulating development and testing estimates. These activities were parsed from the schedule, to allow the team to measure the progression of those efforts. The development estimation tasks have been reviewed with the development team, which includes Desi Tatilian, Jeff

Marsey and etc. Julie Larson and Brion Gappa have confirmed the test case development tasks, and have committed to making this timeline work. It is anticipated that segmenting these tasks will help the team track the progression of activities better. This schedule change does not impact the overall timeline for completing the requirements validation, nor does it impact the overall timeline for completing the project as a whole. The Advisory Board members approved the change request on the condition that it is manageable from a documentation standpoint.

- Ms. Green explained two additional change requests that have been identified, but not yet fully documented:
 1. Change Request # 4 will addresses the timeline for completing some of the data synchronization activities. A tool was recently purchased to help manage the data synchronization process between the old and the new systems. Some of the set up tasks associated with that were originally scheduled to be completed in November, however, the team has requested additional time to get familiarized with the tool, practice using it, and etc. They plan to have this completed in April, 2016. This change request will not impact the ability to start development for fiscal year 16/17.
 2. Change Request #5 addresses the timeline for adding Sprint 0 tasks to the schedule. This is the preparatory work before the team starts the actual development. Currently, there are placeholder tasks in the schedule. This change request will allow the team to add the detailed tasks associated with the Sprint 0 work.
- Ms. Green requested members for approval to proceed and review change requests 3-5 with the Executive Steering Committee. The members agreed.

Policy and Decisions Review

- Linda Fugate provided an update for DL15, DL Issuance:
 - Regarding question, “Have you been declared mentally incapacitated for driving privilege and voter registration?” Ms. Fugate received 19 responses on her email inquiry to the Tax Collectors. Out of the 19 responses, no one is relying on the online application as the sole source of information. According to LIR14, we are required to ask those questions to re-verify. Removing these two questions from the online application would not matter to the Tax Collectors because the majority are not using them.
 - Ms. Espinoza inquired if the online application could be removed. Ms. Roby replied that this would need to be a separate question. She indicated that Manatee County is very reliant on the online application, but they are also using their own manual application.

- Ms. Fugate offered to send an email to Manatee County to find out if they are using the questions.
- The members asked to hold off on DL15 and ask the legal department for their opinion on the legal requirements. If the online application meets the legal requirements of asking these questions, we should consider improving the application.
- Ms. Fugate will forward the email responses and a spreadsheet of everyone's responses to Kathlene Crowe. *Referenced 1) 322.05 paren A, 2) 97.041 paren A.* She will forward to the members for the ESC meeting.
- Ms. Espinoza provided an overview of the trip to South Florida and held workshops for the DL Examiners, managers and assistant managers regarding the Driver License Issuance System. The workshops covered the analysis and business rule definitions for the following:
 - Automatically Adding and Removing Restrictions
 - Automatically Adding and Removing Endorsements
 - Cashier processes
 - Temporary Permit Transactions
- Ms. Johnson presented a mock-up of the new functionality offerings in MyDMV Portal.
 - Customers would be allowed to set up an account, profile, and etc.
 - As part of the enrollment process, customers will need to verify their true identity so we can associate and tie them their respective customer record.
 - Business customers will be required to do some pre-work to access business services on the Portal.
 - One of the exercises that the team held at the workshop was for the Examiners, Tax Collectors, and Managers to provide feedback on qualifying questions to ask customers and business customers.
 - We will provide a list of alerts and information on the dashboard for anything that requires attention by the customer such as open sanctions, Hazmat application status. At the workshops, the Examiners, Tax Collectors and Managers provided assistance by validating our list of priority alerts, from critical to low.
 - The Customer Service Help Desk provided recommendations on certain content that customers should have access that would help reduce their heavy call volume.
 - The designers had some concerns about the web layout. The concern is the site is more geared for a desktop, but we realize that a lot of people use mobile devices. The team will make sure the value of content isn't lost for mobile devices. The team is considering having a separate mobile application for MyDMV Portal through the State of Florida app. The tools we are using have the ability built to render to a mobile friendly presentation. The Portal would use services that the DL application would use as well.
 - The customers will have the option to subscribe to receive email notifications.

- Mr. Fielder inquired to know if the customer's credentials get recognized when they return to MyDMV Portal after they've registered as a new user. He also asked if DHSMV plan to keep the customer's information, e.g., IP address, cookies, etc. If so, will there be storage issues and public records issues? Ms. Johnson responded that she did not believe this kind of information will be stored. She noted that DHSMV purchased Federated ID software to help with the account management.
- When customers log-in with their user name and password, Federated ID software will manage and verify their information. Once a customer logs in, Federated ID will send DHSMV a token. The token will be associated with the customer's record.
- If vendors maintain a record of the customers' cookies (data stored on the client's computer by the browser), the team should explore how to handle this information for public records. Mr. Samuels will talk to Chad Hutchinson regarding this concern.
- Per Mr. Fielder, when a public records request comes in, Federated ID will need to provide whatever information they've captured and saved.

Communications Update

- Mr. Samuel noted that there was one deficiency left open, which is OCM (Organizational Change Management). Mr. Samuel is a member of a working group with AAMVA in which they are putting together a best practices document for system modernization. One of the topics that is brought up consistently is OCM. They inquired to know how OCM affects the organization and how agencies sometimes overlook this. The team is currently addressing this.
- Ms. Jones provided an update on Organizational Change Management and shared a copy of the approved key messages for Motorist Modernization. She requested that the Advisory Board members share these messages when opportunities arise.
- The Communication Strategy and Plan was approved on October 29th. The O.R.I.O.N. roll-out will occur during a General Headquarters update on December 7th.
- Ms. Koegel explained that the team broke down the Organizational Analysis into four key business areas. The focus is to understand the big gaps/areas that will be changing and how it will impact users (internal and external) in this process. Performing this organizational assessment will ensure that Highway Safety is set up for success in terms of allowing for the lead time to implement the Training and Performance Support Strategy.
- Ms. Jones is in the process of setting up a focus group with the Tax Collectors. The team is targeting approximately seven representatives per focus group. The initial meeting will take place in central Florida.

- Mr. Samuel is scheduled to present on November 17th to the House Appropriations Subcommittee on Transportation & Economic Development (TED) for a status update on Motorist Modernization.

Adjourned

- The meeting came to a close and was officially adjourned at approximately 2:56 pm.
- The next Advisory Board meeting is scheduled for Tuesday, December 8th from 1:00 – 3:00 pm.

Note: Handouts at this meeting included:

Consolidated in a booklet format:

MM Advisory Board Agenda	1 page
MM Advisory Board Monthly Meeting Minutes 10-13-15	7 pages
MM Phase I Decisions	12 pages
Grooming Schedule & Resources	1 page
Change Request	2 pages
IV&V Action Plan Summary Page	1 page
Organizational Change Management	5 pages
Notes Section	4 pages

Additional handouts include:

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

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
CDL01	Print driver's photo on CLP or Static image?	Closed	8/20/2015	Recommendation: Static image, text indicating "Not for Identification" 7/14/15 Update - An issue was raised concerning the CLP being issued centrally and the customer leaving the office with no document or credential. It's an inconvenience for the customer per Linda Fugate.	8/20/2015	ESC agrees with recommendation. ESC - We will issue a temporary permit when the customer is not allowed Over-the-counter issuance. 14 days begin from date of paper permit issuance.	Closed
CDL02	Ask for legislative change to charge for the CLP.	Closed		Ask for legislative change to charge.	8/20/2015, 11/20/2015	ESC - Recommended No charge Stats requested. Stats Update: FY 14-15 - 39,556 Instructional Permits issued 11/19 Update - Do not charge and close.	Closed
CDL03	Charge for CLP renewals?	Closed		Charge after legislative approval (Set at \$0 for now)	8/20/2015, 11/20/2015	Stats requested. Stats Update: FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days. 11/19 Update: Do not charge and close. Stats Request: How many CDL Instructional Permits are currently re-issued.	Closed
CDL04	Charge for CLP replacements?	Closed		Charge after legislative approval (Set at \$0 for now)	8/20/2015, 11/20/2015	Stats requested. Stats Update: FY 14-15 - Average time between issuance of Instructional Permit and CDL License is 48-days. 11/19 Update - Do not charge and close.	Closed
CDL05	Will the department stop issuing CLP's and CDL's to "Non-Domiciled" drivers?	Closed		Advisory Board Recommendation: Continue to issue CLP's and CDL's to Non-Domicile drivers and produce unique cards	8/20/2015	Stats requested. Stats Update: FY14-15 - Of 39,853 Original CDLs, 9% were non-immigrants. 11/19 Update: Waiting for FMCSA findings	Open
CDL06	How to limit the maximum period for CDL's license to 8 years?	Closed	8/20/2015	Issue CDL license up to 8 years and 364 days and limit early renewals to 1 year.	8/20/2015	ESC agrees with recommendation.	Closed
CDL07	Replace the 4 year Hazmat license with a Hazmat until date indicator on license?	Closed	8/20/2015	Approval to implement a Hazmat until date on the license	8/20/2015	ESC agrees with recommendation.	Closed

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
CDL08	How should we implement the Intrastate restriction for driver's who are currently self-certified in an intrastate category and do not have the restriction on their license? *** Intrastate Restriction*** - New restriction code is K - Current restriction code is 2	Closed		Send out a letter asking drivers to reconsider their intrastate self-certification and change to intrastate -interstate via the web within the next 90 days. Drivers who continued to claim an intrastate self-certification after the 90 days will receive an intrastate restricted license at no cost. After the one-time free license, the driver will be charged a \$25 replacement fee for any changes. 7/14/15 Update - Steven Fielder stated that "intrastate via the web" needs to be changed to "interstate via the web".	8/20/2015	ESC agrees with recommendation. Rob - Recommends sending electronically as well. <i>(No final decision)</i> 11/19 Update - ESC agrees with Rob's recommendation. It was decided that if the customer has a MyDMV profile, we should send both (Mail and Electronic Notices)	Closed
CDL09	Should the Department continue to issue no-cost Class E licenses to commercial drivers who downgrade due to disqualifications?	Closed	8/20/2015	No Change.	8/20/2015	ESC agrees with recommendation.	Closed
CDL10	Should CLPs and CDLs for foreign drivers be printed with the verbiage "Non-Domiciled"?	Open		Under Review from Requested Functionality Document. 4/8/15 Update - Deferred until 2017 per Deb Roby. 7/14/15 Update - Changed the status to "Open" per the Advisory Board.	8/20/2015	11/19 Update: Waiting for FMCSA findings	Open
CIT01	Include all medical certification fields (physicians name, address, etc.) on transcripts	Closed		4/3-Tod advised this is in reference to transcripts and should be a planned functionality.	8/20/2015	AI - Add requirement in DL Issuance to include this information in field issued transcripts.	Closed
CIT02	Team to discuss how to handle out of state citation numbers. Currently use 0000. Consider using the reference ID.	Closed		8/26/15 - Dan provided a list of dedicated OOS fields for dispositions. Suzanne & April are researching OOS ticket numbers. 9/3/15 - Suzanne to bring samples of OOS citations & transcripts to grooming meeting. 9/3/15 Update - still no consistency in OOS citation numbers, leave as is until "state to state".	8/20/2015	11/19 Update: Note - This may require us to build a composite key. (We may be able to accomplish this in the current system) AI - Meet with Maureen	Open
CIT03	Determine if Florida citation numbers will be expanded to 20 characters	Closed		9/1 - waiting on a decision from the Director's office. Deborah Todd said the issue will not be discussed until at least the week of 9/8. 9/8/15 Update - not approved at this time.	8/20/2015	11/19 Update: AI - Add this to the Database Redesign spreadsheet. AI - Robert Kynoch will follow up with Deborah Todd.	Open
POR01	Customers that are males and under 26, must be flagged for Select Service. Age requirements for registering information with SS? Based on the 'selective service flag' in the database, we have 2,081 males between 15 and 25 where the flag is false, but over 1.4 million with the flag true. These are active DL and ID holders. The majority with 'false' are license holders.	Closed	8/20/2015	(See Selective Service table for details on "Who Must Register") Alan Busenbark 4/8/2015 Correct and Current. Oscar Tolmos 4/9/2015	8/20/2015	ESC agrees with recommendation.	Closed

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status										
POR02	Do we still need to account for the business rules for 'R-Restricted' licenses?	Closed		Not needed as “R” license type is obsolete. Oscar Tolmos 4/9/2015 11/30/15 Stat Update: <table><tr><th>Count</th><th>License type</th></tr><tr><td>5849</td><td>R</td></tr><tr><td>2</td><td>C</td></tr><tr><td>1</td><td>N</td></tr><tr><td>2638</td><td>E</td></tr></table> **All are currently expired	Count	License type	5849	R	2	C	1	N	2638	E	8/20/2015	Stats requested. Stats Update - As of 8/28, there are 4,055 credentials with 'R- Restricted' licenses. AI - Peter will check statute. (Added to Legal Opinion Document) AI - What year did we stop issuance? 2003 (Per Deb Roby) 11/19 Update: AI - Check if 'R- Restricted' licenses have been converted to 'Learner's Licenses'. No. As of 11/30/15. See stats. AI - If the licenses are not converted, can we convert the licenses? / Add to tech list.	Open
Count	License type																
5849	R																
2	C																
1	N																
2638	E																
POR03	Customer cannot do an online issuance and have a restriction type code of ‘C’ and the following restrictions : *Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions? *Note: Restriction code values will change pending approval - Question why is a driver not allowed to use Portal to replace or renewal license with the following restrictions? · “C” – Business Purposes · “D” – Employment Purposes · “P” – Probation Interlock Device · “S” – Other Restrictions · “Y” – Education Purposes · “R” – Restricted	Closed		I see no reason to disallow renewing as long as the dates and restrictions are brought forward on a renewed license. Ray Graves 03/31/2015 See note 1 below table - Not sure why we cannot issue a DL if the restriction is already on the record. Please note that we no longer use the ‘Y’ restriction.(BAR/Felicia Ford) See note 2 below - Should be able to issue with C, D,Y, or P restriction and if the time period is over it should automatically delete the restriction and issue. R restriction should be allowed unless they are not eligible for another R license. S would be ok as long as restrictions are clear as what the S stands for. Maureen Johnson 4/7/2015 There may be valid reasons for not allowing portal renewals/replacements; however, from my point of view (field DL offices), when a customer with one of the listed restrictions come to our office and the restriction is still current and they are real ID, we don’t require other documents; therefore, they could renew online if they meet these requirements. Oscar Tolmos 4/9/2015	8/20/2015		Closed										
POR04	Should checks for other Re-Exam Correspondences in addition to 3, be required in Portal to determine if an issuance is allowed?	Open	8/20/2015	Chiefs’ Recommendation: Looking to allow other correspondences currently not allowed to issue online due to the medical flag. Allow issuance if review/re-exam not required within 60 days. Bill Henderson is supplying the correspondences allowed a renewal or replacement issuance if medical flag set but follow-up in not due within 60 days or more.	8/20/2015	ESC agrees with recommendation. As long as not within 60-days of follow-up.	Closed										

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR05	90 Day Printed Temporary Permit fee of \$???.00 - '???' – new code – Can we charge for the issuance of the card and if so the fee amount?	Closed		<p>Need statutory authority to charge. Maureen Johnson 4/7/2015</p> <p>We don't have statutory authority to charge for a temporary driving permit. Alan Busenbark 4/8/2015</p> <p>Currently, our temporary permit can be easily duplicated and altered. Therefore, in our opinion, we should develop a more sophisticated and secure document before we consider charging for this service. Oscar Tolmos 4/9/2015</p>	8/20/2015		Closed
POR06	<p>Determine if the Dept. of Defense has a service to call to verify Military Status/Location and if DHSMV thinks this is viable option to eliminate Military customers from having to mail in packages for issuances?</p> <p>· This would verify Military status and out of state. Then allow the renewal online even though they have already used their convenience renewal option and not have to submit by mail.</p>	Open		<p>No, the DOD does not have a service to call. Military personnel are verified by individual branch address, which can be found at website: www.defense.gov</p> <p>Oscar Tolmos 4/9/2015</p> <p>ELT - What is the cost associated with use of the web service?</p> <p>08/20 Update - Team started MOU process to find out more information.</p> <p>11/13 Update - MOU was submitted to DoD and waiting for a reply.</p>	8/20/2015		Open
POR07	If a customer have both an ID card and a terminated Driver License. Can the once terminated DL renew via the online system and terminate the ID?	Closed		<p>Yes if no vision exam is required or if there is a way for vision report to be submitted and scanned for vision requirements showing they meet. Maureen Johnson 4/7/2015</p> <p>If a DL is terminated during an ID card issuance, the individual should not be allowed to renew the DL online. This is the current practice and keeps the department in line with the intent of REAL ID. Alan Busenbark 4/8/2015</p> <p>No. Termination of a DL/ID will create a cancellation on the record. Once terminated, the customer is required to go to an office to obtain a new credential so that a sanction clearance may be performed. Oscar Tolmos 4/9/2015</p>	8/20/2015		Closed

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR08	Will a customer be required to purchase an issuance if they update their residential address, which is what prints on the driver license or should we, just put a message about the statute?	Open	8/20/2015	<p>Yes, Just put message about the statute. Better to have an updated address than none at all because they don't want to pay the \$25 Maureen Johnson 4/7/2015</p> <p>There are pro's and con's for both arguments; however, I lean to allowing customers to change their residential address in Portal without printing a new card. In this instance, a message on the statute requirement would be good to include. Alan Busenbark 4/8/2015</p> <p>Yes, that is correct. The residential address is what prints on the driver license. Both mailing and residential address must be captured on the FDLIS application; however, the residential address must appear on the credential unless the customer qualifies for residential address exception. If we, just put a statute? It should be easily understood by the customer. Oscar Tolmos 4/9/2015</p> <p>6/1/2015</p> <p>ELT request stats for address changes on VO prior to requiring a transaction and stats after requiring a transaction.</p> <p>*Does the NCOA address process update the residential address?</p> <p>*Is this information sent to DMS?</p>	8/20/2015	<p>Residential - Issuance required.</p> <p>Mailing - No issuance required.</p> <p>Ship to - Issuance required.</p>	Closed
POR09	Currently an individual cannot go into a field office and request another Driver's Record/Transcript, only their own. Verifying the Department wants to allow individual customers to purchase other driver's redacted history records via the new online portal. If so, should the search criteria be more precise? (Example: DL and DOB) And how many inquiries at one time?	Closed		<p>Search should be done by DL# or name, date of birth and sex to ensure the correct record is selected for transcript. I think credentialing and TC support should establish how many could be sold at once. This could create a wait for customers if we allow too many. Customers could also be referred to transcript portal for purchasing. Maureen Johnson 4/7/2015</p> <p>Yes, the department should include online service and the search should be done by DL#, name, and date of birth and sex, DL EIN # also to ensure the correct record is selected for transcript. Customers could also be referred to transcript portal for purchasing. I don't see a reason for limiting the amount. Oscar Tolmos 4/9/2015</p>	8/20/2015	<p>Stats requested.</p> <p>Stats Update: In the last 6-months, 1,645 requests for other driver transcripts were processed (this type of request amounts to half of the public record requests processed monthly).</p> <p>Total transcripts issued (FY 14/15): Headquarters – 21,714 Field Offices – 73,996 Total HQ and Field – 95,710 Florida Clerk of Courts and Comptroller – 55,011</p> <p>11/19 ESC Recommendation: DL Number (Required) First & Last Name & DOB (Optional).</p> <p>AI - Provide examples of printed transcripts (protected/law enforcement, blocked not-protected, regular)</p>	Open

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR10	Are there requirements for the new portal as it relates to GOVQA Public Records and if so what are the requirements?	Closed		GovQA tracks all public record requests with the exclusion of bulk data sales. We should be able to track what transcript have been sold through portal and to who if possible. Maureen Johnson 4/7/2015	8/20/2015	Research legal requirement. 11/19 Update: <i>Added to Legal Opinion Document -</i> <i>1. Can we legally record who is requesting another driver's transcript?</i> <i>2. If so, would we have to provide as a part of a public records request?</i> The outcome of the legal opinion will apply to DL and MyDMV.	Open
POR11	Customers will have the option to update insurance information via the new online portal. There are concerns and so a suggestion has been to only allow updates when necessary to clear an open or pending FR sanction and when required to renew registration online. Otherwise, Could we please defer the option of simply updating their current insurance online? A few concerns are: · We must allow insurance companies 10 days to provide us with new policy information – this would increase traffic back and forth to the insurance companies · A customer could enter wrong information or not the current effective date and cause a denial to come back in error · We cannot update the database unless the insurance company provides us the insurance policy – realizing we are going to verify the information being provided by the customer.	Closed	8/20/2015	The option of anyone simply updating the insurance should be deferred later down the road per Laura Freeman. Ray Graves. 3/30/2015 Need more information and understanding to have an opinion. Maureen Johnson 4/7/2015 We do not recommend at this time as FR cases have a verification date and customers may enter errors online which will increase the verification process. Therefore, coming into our facilities will decrease errors. Oscar Tolmos 4/9/2015	8/20/2015	Only allow sanction clearance. - Verify VIN first (VIN verification is done by the insurance company - XML should assist with this)	Closed

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR12	<p>PDPS/CDLIS Inquiry- When should this be done is the question?</p> <p>In the new suggestions the request is to do it</p> <ul style="list-style-type: none"> · Before Issuance of License in Portal <ul style="list-style-type: none"> o CDL Renewal o License Renewal o Any Issuance – replacements too <p>Discontinue in Portal of doing the check in CIPS the backend process if doing it on front end?</p>	Closed		<p>Chiefs' Recommendation:</p> <p>It was stated PDPS is down on Sundays. We need more discussion on performing a PDPS Inquiry for Driver License renewals or all Driver License issuances Is it feasible for PDPS Inquiries to take place during the back-end process and before printing of card?</p> <p>05/28/2015</p> <p>Class E only renewals check, but on CDL renewals and replacement. Mark so CPIS will know not whether to run the check. Still outstanding on Class E Replacements.</p> <p>06/01/15</p> <p>ELT recommended performing checks on replacement as well as renewals. There is no additional cost for the inquiries, we are charged based on the number of pointer records.</p> <p>9/15 Update - List of maintenance windows have been requested for SSA/CDLIS/PDPS.</p>	8/20/2015	<p>ESC would like to know the current procedures for when the system is down statewide and current maintenance windows.</p> <p>ESC 09/18 - Based on maintenance windows, we will allow issuance of credentials even when the services are down. We will reconcile on the back end.</p>	Closed
POR13	<p>Do we want to allow a parent to withdraw their Parental Consent of their minor child via Portal?</p> <ul style="list-style-type: none"> · Should withdrawal be accepted only from consenting parent attached at the time of issuance or just allow them to enter DL, SSN and DOB? · Should the minor be given the 20 day notification the license will be cancelled or immediately cancel? · Worried parent will use as a weapon – back and forth · What information will be required if decide to allow? 	Closed		05/28/2015 By Consenting Parent Only	8/24/2015	ESC agrees with recommendation.	Closed
POR14	<p>Do we want to allow the non consenting parent the option to subscribe for a minor monitoring subscription?</p> <ul style="list-style-type: none"> · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office? 	Closed			8/24/2015	ESC agrees with recommendation.	Closed

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR15	Do we want to allow the option to subscribe Monitoring on Elderly or Adults? · Who should grant them permission for the subscription or just knowing the same information for tracking Minor in DL Check? · Do they need to sign-up in office?	Open	8/24/2015	06/01/15 ELT suggested a change in legislation to charge for the Employee Monitoring	8/24/2015	Deferred to a later time. Recommendation: - Allow via online handshake - Initiated by parent	Closed
POR16	When downgrading from a CDL or a Class E license, why do we create the Class E or ID as an Original Issuance? Was it due to system limitations or specific Statutes or Departmental Policies?	Open	8/24/2015	05/28/2015 Can these be done as a Renewal instead of an Original?	8/24/2015	Allow with the following conditions: 1. If the credential downgraded to has not expired, allow downgrade as replacement. 2. If the credential downgraded to is expired less than 12 months, allow renewal. 3. If the credential downgraded to is expired more than 12 months, allow original.	Closed
POR17	Should the replacement fee be charged when the customer is electing to downgrade (no disqualification on record)	Open	8/24/2015	Currently if there are sanctions on the license, the downgrade replacement is processed without charging a fee.	8/24/2015	The decision was made to only charge for downgrade when it is voluntary.	Closed
POR18	Should we provide an option for express shipping, if so on which items and how will they be processed?	Open			8/24/2015	ESC Recommendation: Allow express shipping for Driver license and ID card Issuances only. Boyd - We can recoup the costs. AI - Look for generic statutes on the state mail. 11/19 Update: No generic statute found. AI - Seek legislative authority to charge, collect and distribute.	Open
POR19	Are we required to display the portal application in languages other than English and Spanish?	Open	8/24/2015	Currently Virtual Office only provides Spanish and English.	8/24/2015	We will focus on English and Spanish for now.	Closed
POR20	Should the Agency propose a Legislative change to exclude the waiver of DUI reinstatement fee even if 100% disabled?	Open		Was that the intent to exclude Veterans from DUIs as well.			Closed
POR21	Should out of country addresses be allowed for mailing, residential and ship to addresses in MyDMV or Field?	Open		Currently out of country is not allowed for Residential and Mailing addresses in Virtual Office or FDLIS.		ESC agrees with recommendation. See attachment: Motorist Modernization Phase I - Mailing and Residential Address	Closed
POR22	If a customer has a pending sanction, should we allow them to renew or replace their current license online? If so, should we establish a time frame to prevent them from purchasing a license right before the suspension goes into effect?	Closed		Boyd and Deb agreed to allow the issuance, but make the cut off point 10 days prior to the sanction effective date. We have to make certain the customer is made aware and it's very clear they have the pending sanction. 10 days out should avoid us having to credit back money since the license should print within 10 days of the purchase. If within 10 days, we would provide a message "you must visit an office to renew or replace your license". ***There is one exception: CDL Med Cert Disqualifications - No CDL issuance if pending. Their option would be to downgrade to Class E at no cost if applicable. Med Cert Disqualifications prevent the CDL driver from driving a CMV once placed on the record.			Closed

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
POR23	Do we want a 5 to 14 yr. old to renew ID online or go in person? Currently we only allow 8 yr. ID card renewals on line. Not 4 yr. id cards for those under 15.	Open		<p>Alan B said DL Renewals will allow 5 to 14 yr. old ID cards to renew by convenience method.</p> <p>10/13/15 Update -</p> <ul style="list-style-type: none"> - Linda Fugate was concerned about the photo of the child take at the time he/she is 5 and the changes that can occur in their appearance during this time period. - Deb Roby stated that this is no different than a teenager who gets their license at 16 and would not be required to take another photo until they are 32 years old. - It was also stated that this population is usually for kids with medical issues. 		11/19 Update - ESC agrees with recommendation. Do not allow online renewal issuances for minors.	Closed
DL01	<p>Allow examiners to print Hazmat extension letter locally.</p> <p><i>Original Request: System should be able to print hazmat temporary letter instead of calling help desk.</i></p>	Closed		<p>Advisory Recommendation: Planned - Extensions may be printed as replacements with "HazMat until MM/DD/YYYY" on the card.</p> <p>CDLIS Help Desk Recommendation: 1. Designate 2-3 Hazmat certified users per office (more hazmat specific training). 2. Add prompts to ensure successful submission/payment and a checkbox for Veterans who are entitled to a no-fee Hazmat endorsement.</p>	8/24/2015	<p>Will there be a fee or no fee?</p> <p>AI - Do we have legal authority to extend Hazmat? <i>(Added to Legal Opinion Document)</i></p> <p>09/18 Update -</p> <ol style="list-style-type: none"> 1. Issuance reason: <ul style="list-style-type: none"> a) Application/Examiner Error (inaccurate prints, veteran no fee issues, etc...) b) Delayed processing time at TSA 2. Process: CDL Help Desk generates letters manually on as need basis. Staff uses the CDL driver's data to draft letters that are specific to the driver's case. 3. Average: 15-20 Hazmat extension letters are issued per week. 4. Other States: Pending more information <p>11/19 Update: ESC Recommendation - CDL Helpdesk will continue to be the only section to generate/issue hazmat endorsement extensions. AI - Follow up meeting with Peter Stoumbelis and Richard Mechlin to discuss legal authority to extend Hazmat.</p>	Open
DL02	Show expiration date of FR cases on eligibility screen.	Closed	8/24/2015	<p>Recommendation: Planned - We will re-write and include more thorough information on the FR instruction sheets.</p>	8/24/2015	ESC agrees with recommendation.	Closed
DL03	Change page name from CDL Information to CDL Medical Record in Add/Modify.	Closed	8/24/2015	<p>Recommendation: Planned - Going forward, we will use the proper name for this page and all related functionality (CDL Med Certification)</p>	8/24/2015	ESC agrees with recommendation.	Closed

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
DL04	FDLIS should launch DAVID automatically, in order to allow QA to produce a report.	Closed		Recommendation: A link to DAVID will be added in the system for easy access - Login and verification will still be required to access DAVID.	8/24/2015	AI - Boyd would like to know what “scoring report” is. Is this a QA function? Team will verify this. What is the DAVID access for? 9/15 Update - This is referencing the need to launch DAVID when performing QA through FDLIS. The QA staff is required to perform audits on individuals and each user is scored on percentage of transaction accuracy. *** A requirement to provide a quick link for HazMat fingerprints was previously identified and will satisfy the need for QA as well. 11/19 Update - ESC recommends that this item should be closed for now. The recommendation temporarily meets the requirement. Note: Chad mentioned that Security Token Service (STS) could possibly be extended to DAVID so that users do not have to sign in again. AI - Add to tech list	Closed
DL05	The Motor Voter application should allow users to enter a partial address in the previous address field. <i>Original Request: The system should allow partial previous addresses to be entered. Even a previous city, state or county will help.</i>	Closed		Recommendation: Planned - Street address will be optional but previous State will be required.	8/24/2015	AI - Diana/Terry will verify and have DOS sign off on this. AI - Add to the DOS Open Item list and have DOS sign off on this. (Next meeting: 12/03)	Open
DL06	The system should recognize third party payment types so that the reports can display actual payment type instead of "TC Other" <i>Original Request: System to recognize all tender types used in 3rd Party Systems so that fees don't report as TC Other on our FDLIS reports.</i>	Closed	8/24/2015	Recommendation: Not Planned - All TCs don't use the same 3rd party vendor but the department will look into a better solution. Advisory Board Recommendation: Create office setting that will save payment types for TCs with Third Party Cashiers as TC Cash, TC Credit Card, TC Check, etc...	8/24/2015	ESC agrees with recommendation.	Closed
DL07	Record information of the person requesting transcript if it's not requested by the record holder. <i>Original Request: List who wants the transcript (Individual or other).</i>	Closed		Recommendation: Not planned - Field personnel are only allowed to sell transcripts to the record holder.	8/24/2015	AI - We need to review the statute and see if it's related to DL. If statute says we're ok doing it, then we need to see if what Maureen does is similar. <i>(Added to Legal Opinion Document - 11/18)</i>	Open
DL08	When it gets close to the end of the 60 day limit, <i>could there be</i> a proposed issuance date so we can extend their issuance date as needed?	Closed	8/24/2015	Recommendation: Not planned - issuance date is dependent on USCIS approval and the information cannot currently be updated in real time.	8/24/2015	ESC agrees with recommendation.	Closed
DL09	User I.D./Examiner I.D. needs to be addressed. <i>Intent: Correct information in the reports to display the correct Examiner ID for the purpose of reporting productivity.</i>	Closed	8/24/2015	Recommendation: Planned - We will plan to display the information for both, the examiner/agent who owns the transaction and for the cashier.	8/24/2015	ESC agrees with recommendation.	Closed
DL10	Pre-fill Motor Voter information from information previously entered in FDLIS application.	Closed		Recommendation: Planned - The information saved will only be valid for the same day so that users do not have to type the information in again in the event that a transaction is voided.	8/24/2015	ESC agrees with recommendation. AI - Add to the DOS Open Item list and have DOS sign off on this. <i>(Next meeting: 12/03)</i>	Open

MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
DL11	Move Motor Voter to the beginning of the application process.	Closed		Recommendation: Page order has been adjusted to improve workflow for users. If the customer is not eligible, the Motor Votor page will not be displayed.	8/24/2015	AI- Add to the DOS Open Item list and have DOS sign off on this. <i>(Next meeting: 12/03)</i>	Open
DL12	Include an option for out of state voters in the Motor Voter form.	Closed		Recommendation: The system should only require the previous state. Include an OOS section in the Motor Voter page for all Original transactions.	8/24/2015	ESC agrees with the recommendation. AI- Add to the DOS Open Item list and have DOS sign off on this. <i>(Next meeting: 12/03)</i>	Open
DL13	Motor Voter application receipt should print in multiple languages.	Closed	8/24/2015	Recommendation: We will offer any language offered by DOS/Sup of Election so that verbiage is consistent with approved application.	8/24/2015	ESC agrees with recommendation.	Closed
DL14	Questions regarding Sample Ballots should only be asked from the Motor Voter application form.	Closed		Recommendation: Add button to copy email address from the previous page, where the email address for receiving department information is provided/ Add verbiage to inform customer that email addresses submitted for sample ballot are not protected.	8/24/2015	ESC agrees with the recommendation. AI - Need to see if it's a required part of motor voter. <i>(Added to Legal Opinion Document): Yes, per 97.05(2)(e).</i> Stats Requested. Stats Update - 2,408 customers signed up to receive sample ballots between 8/1/2015 -9/1/2015.	Closed
DL15	Screening questions regarding convictions should not be retrieved by FDLIS from the online application.	Open		Needs further discussion. Waiting on TC Survey. 9/15 Update - This is referring to the statutory question: "Have you ever been adjudged by a court of law to be mentally incapacitated, suffering from any mental disorder or disease?" Note: This question appears two times during a DL transaction (in respect to driving and in respect to voting). When a customer fills out the online application, the question is automatically answered for the customer in both places. 11/10 Update - - Deb Roby mentioned that Manatee County still uses the online application - Linda will follow up with Manatee County. Only a small number of Tax Collectors responded to the survey, but those who answered said they do not use the Online Application. In addition, one county also referenced the requirement to ask the questions again even if the customer completed the application.	8/24/2015	AI - Linda wanted to survey the tax collectors. She's going back to ask them. She believes they are not using it. Members agreed to wait until we find out what Linda says.	Open
DL16	Require the user to select a party on all New and Change/Update transactions.	Closed	8/24/2015	Recommendation: Customers will be required to select party for all transactions with motor voter changes or updates. We suggest the ability to display the party affiliation information on the sig pad	8/24/2015	ESC agrees with recommendation.	Closed
DL17	Email address should be verified so that bad email addresses can't be entered.	Closed	8/24/2015	Recommendation: The department will look into an automated method to validate email address.	8/24/2015	ESC agrees with recommendation.	Closed

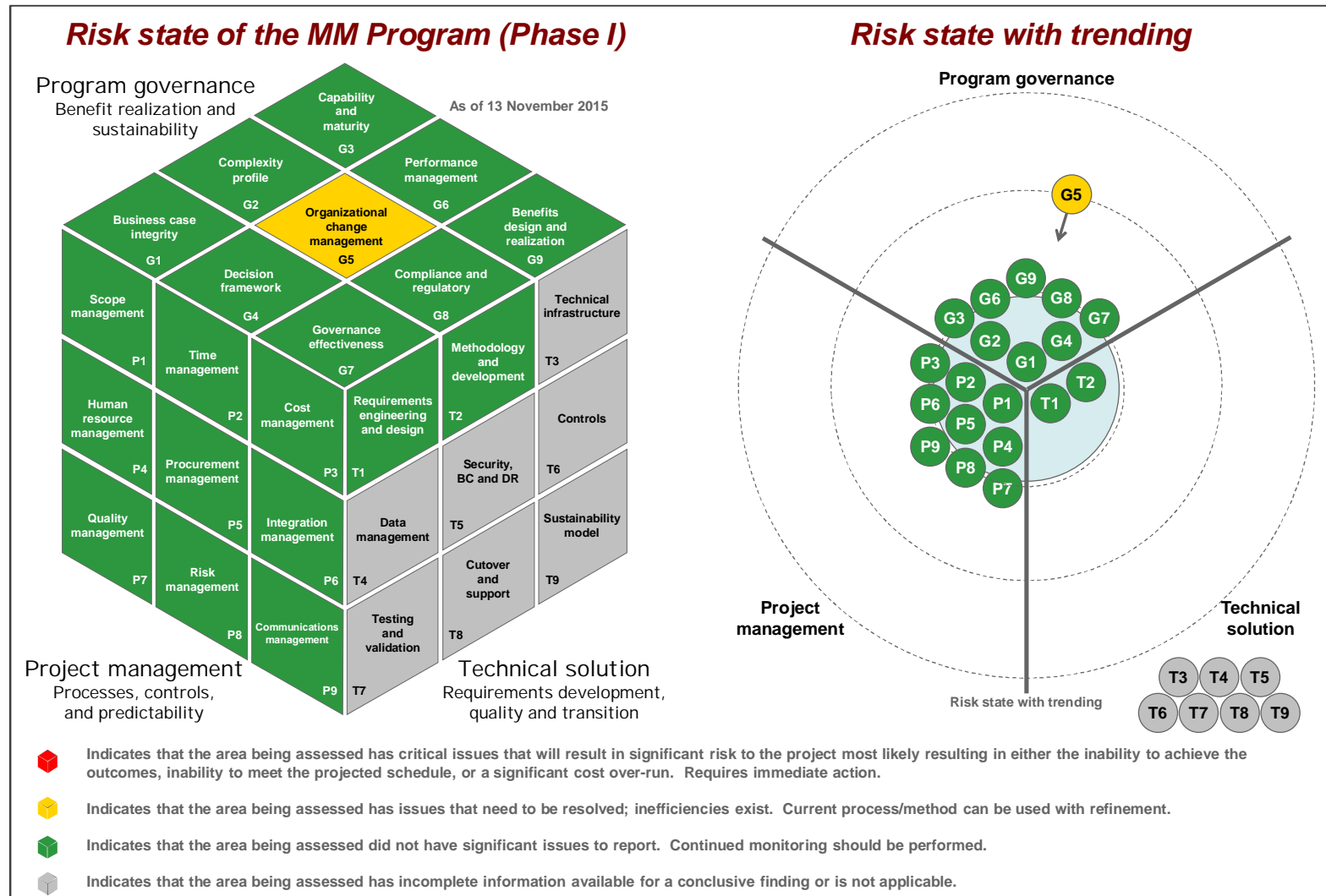
MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
DL18	Transcripts should retain the true Original Issuance date.	Closed		Recommendation: Fix bug that replaces Original Issuance date without creating a new issuance type.	10/15/2015	AI - Submit WRAP to fix this before MoMo.	Closed
DL19	Require CDLIS check on Class E transactions (Org, Rnw & Rpl).	Closed			10/15/2015	<p>ESC -</p> <p>If the user receives a "Not Eligible" response:</p> <p><u>Class E Original Issuance</u> Service up: No issuance allowed Service down: No override allowed</p> <p><u>Class E Renewal Issuance</u> Service up: Only 90-Day permit can be issued Service down: No override allowed</p> <p><u>Class E Replacement Issuance</u> Service up: Only 90-Day permit can be issued Service down: No override allowed</p> <p><u>Class E Temporary Class E Permit</u> Check not required</p> <p>AI - What will the impact be if we increase the load for AAMVA Checks?</p> <p>9/30 Update - Based on stats and current load for Class E Issuances, the team suggests waiting for state-to-state to be implemented. (AAMVA Tracking spreadsheet has been updated)</p> <p>10/09 Update - If SSN does not verify, should the system disable the ability to issue Temporary Permits?</p> <p>ESC - Allow Rnw & Rpl Class E Only (No CDL)</p>	Closed
DL20	Can voided application info be reused on the same day? Will this be an auditing issue?	Closed		<p>DL Issuance Team suggests getting a legal opinion.</p> <p>9/30 Update: Add prompt to make sure all necessary changes have been made and require new signature under oath and oath acknowledgement during Transaction Review.</p>	10/15/2015	<p>AI - Research legal requirement.</p> <p>The ESC agrees with the recommendation. (Add prompt for reason - similar to no fee replacements)</p>	Closed
DL21	Currently, customer's must pay for 'Exams - Not Paid' in order to attain an FDLE Letter. Should this requirement continue to be enforced?			<p>The reason the customer is charged is because the "Exam Only" option is the only way to print the letter.</p> <p>Advisory Board Recommendation: Do not charge. Our priority is to make sure the customer has the most up-to-date address information submitted for safety purposes.</p>	10/15/2015	ESC agrees with the recommendation.	Closed
DL22	Should a letter be sent out for confirmation when a customer adds emergency contact information?			<p>Should the customer be allowed to use someone else's information as their ECI without their consent?</p> <p>Advisory Board Recommendation: Do not send out a letter. This would increase cost for the department. Is there a legal requirement?</p>	10/15/2015	ESC agrees with the recommendation.	Closed

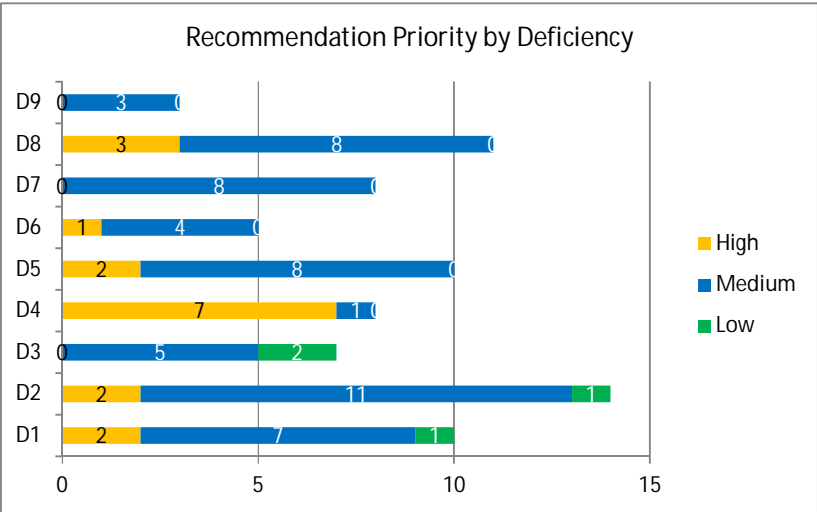
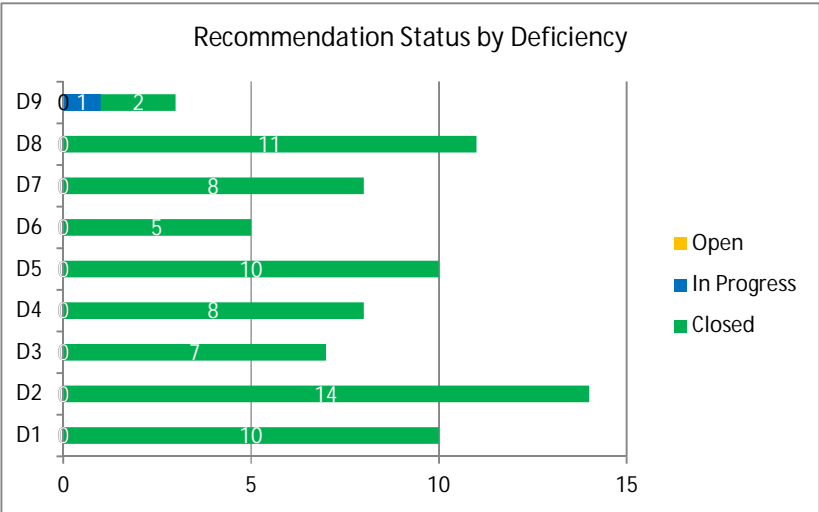
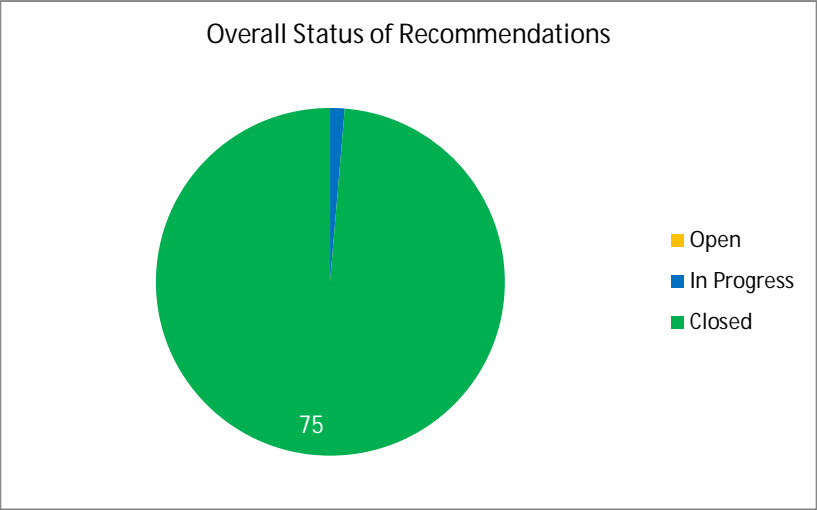
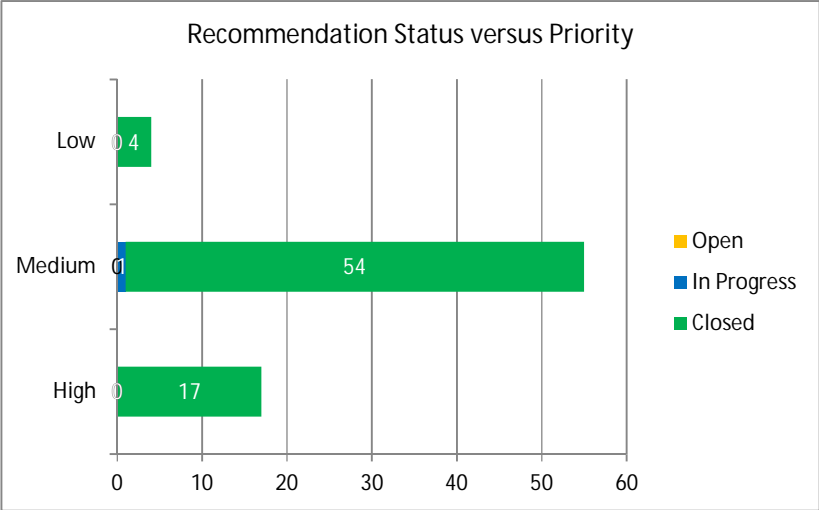
MM Phase I Decisions

Item No.	Requested Functionality	Advisory Board Status	Closed Date	Comments	ESC Date	ESC Comments	ESC Status
REN01	Will we allow school bus drivers to renew CDL by convenience method?	Open		Boyd, Deb agreed we will allow CDL school bus convenience renewal options (online and mail) . On line will be the electronic signature indicating they are school bus driver, may want to have a box they check indicating still employed as school bus driver. We will NOT renew CDL Hazmat by convenience method.		ESC - There is a file sent to NW Reg. (DOE) AI - Meet with Maureen to find out who runs this file and do we ever get a response when we send it? 12/01 Update - Tim Wolff: The data from DOE for the bus driver transcripts runs every Monday starting at 8:05 PM through the following jobs: (Received from DOE) \$DTR001J , \$DTR010J, \$DTR020J (Transmit to DOE) \$DTR097J	Open
REN02	The Statute was changed to allow a Customer Stop for Bad Check to prevent future transaction for the customer; however the Department's policy has not been changed. Will there be a change to the Department's policy to reflect the change to the statute?	Open		10/13/15 Update - Linda Fugate stated that she would like to notify the customer of the stop on the renewal notice so that they would not have to issue a refund to customers who may not be eligible at the time of processing the renewal.		AI - Check if the customer stop (bad check) is already in the renewal notice file that is sent to produce the notice. Has the statute change been implemented in the process?	Open

Overall risk state and trending



Status of key deficiency recommendations



**ISA/Project Management Office
Change Request Form**

General Information	
Project Name	Motorist Modernization Phase I
Change Requested By	Kristin Green, Deputy Director OMM
Business Owner	Robert Kynoch
Date Requested	11/19/2015

Change Request Information (completed by the requestor)
<p>Description:</p> <p>Schedule changes prompted by slippage surrounding timelines for completing Data Synchronization Process tasks. The following tasks are currently scheduled to be completed by 11/10/15:</p> <ol style="list-style-type: none"> 1. Analyze systems to determine impact with to-be synchronization (FDLIS); 2. Analyze systems to determine impact with to-be synchronization (FRVIS); 3. Analyze systems to determine impact with to-be synchronization (Motorist Maintenance); 4. Analyze systems to determine impact with to-be synchronization (MyDMV); and 5. Analyze systems to determine impact with to-be synchronization (Central Issuance). <p><i>Please refer to the proposed MM Phase I program schedule excerpt.</i></p> <p>This change request seeks to adjust the scheduled completion date of these tasks to April 2016. The Synchronization Process Design is relatively new, and Department staff have not had any hands-on experience with using the recently purchased synchronization product. Extending the timeline for these 5 analysis tasks will allow Department staff to become more familiar with the synchronization product and the process design, so that system impacts may be properly assessed.</p> <p>Alternatives: No alternative solutions were identified.</p> <p>Classification Critical : <input type="checkbox"/> Medium : <input checked="" type="checkbox"/> Low : <input type="checkbox"/></p>

Impact Analysis (completed by ISA)		
Change Request #	04	
Specific Requirements Definition:		
Completed by:		
<p>Impact on Schedule: No overall impact to the end date of the schedule and no changes to the Development activities scheduled to begin in FY 2016-17. This change provides only an extended period to complete data synchronization analysis activities.</p> <p>Completed by: Kristin Green, Chad Hutchinson</p>		
<p>Impact on Cost: No impact.</p> <p>Completed by: Kristin Green</p>		
<p>Impact on Resources: No impact.</p> <p>Completed by: Kristin Green</p>		
Resource Requirements	Work Effort (Hours)	Cost
	N/A	N/A
	N/A	N/A
Total	N/A	N/A

**ISA/Project Management Office
Change Request Form**

Alternatives to the Requested Change:

Completed by:

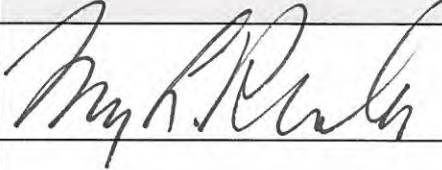
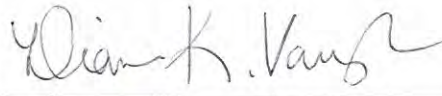

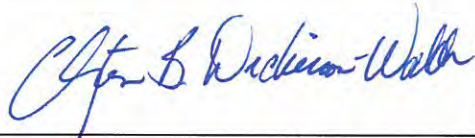

MM Phase I program schedule excerpt

1) Adjust the scheduled completion date of Data Synchronization Process tasks.

WBS	% Complete	Task Name	Duration	Start	Finish
8	13%	Design, Develop, Implement	1463 days	Fri 11/1/13	Thu 8/29/19
8.1	41%	Database Redesign	1155 days	Tue 11/12/13	Wed 6/20/18
8.1.14	0%	Synchronization Process Implementation	602 days	Thu 2/4/16	Wed 6/20/18
8.1.14.1	0%	Analyze Systems to determine Impact with To-Be Synch - FDLIS	2 wks	Thu 2/4/16	Wed 2/17/16
8.1.14.2	0%	Analyze Systems to determine Impact with To-Be Synch - FRVIS	2 wks	Thu 2/4/16	Wed 2/17/16
8.1.14.3	0%	Analyze Systems to determine Impact with To-Be Synch - Motorist Maintenance	2 wks	Thu 2/18/16	Wed 3/2/16
8.1.14.4	0%	Analyze Systems to determine Impact with To-Be Synch - Virtual Office (MyDMV)	2 wks	Thu 2/18/16	Wed 3/2/16
8.1.14.5	0%	Analyze Systems to determine Impact with To-Be Synch - CIPS (Central Issuance)	2 wks	Thu 2/18/16	Wed 3/2/16

ISA/Project Management Office
Change Request Form

Outcome		
Decision: <input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Comments:		

Executive Steering Committee Member	Signature	Date
Terry Rhodes Executive Director, DHSMV		11/20/15
Diana Vaughn Deputy Executive Director, DHSMV		11/19/15
Robert Kynoch Director of Motorist Services, DHSMV		11/19/15
Boyd Dickerson-Walden Chief Information Officer, DHSMV		11/19/15
Felecia Ford Chief, Bureau of Administrative Review DHSMV		11/19/15

**ISA/Project Management Office
Change Request Form**

General Information	
Project Name	Motorist Modernization Phase I
Change Requested By	Kristin Green, Deputy Director OMM
Business Owner	Robert Kynoch
Date Requested	11/19/2015

Change Request Information (completed by the requestor)
<p>Description:</p> <p>Schedule changes prompted by the requirement grooming process and associated technical discussions/questions surrounding scheduled dates for Sprint 0 activities. Currently, Sprint 0 activities are documented at a very high level in the program's Integrated Master Schedule (IMS).</p> <p>This change request seeks to further elaborate the tasks, timelines and resources required to complete Sprint 0 work, including federated ID management decision points, enterprise batch scheduling toolset, business rules engine utilization and defining/updating development standards. Sprint 0 work has been defined as a part of Support Services Deliverable 24 – Phase I Draft Release Plan, submitted to the Department for review on 11/6/15.</p> <p><i>Please refer to the proposed MM Phase I program schedule excerpt.</i></p> <p>Alternatives: No alternative solutions were identified.</p> <p>Classification Critical : <input type="checkbox"/> Medium : <input checked="" type="checkbox"/> Low : <input type="checkbox"/></p>

Impact Analysis (completed by ISA)		
Change Request #	05	
Specific Requirements Definition:		
Completed by:		
<p>Impact on Schedule: No overall impact to the end date of the schedule and no changes to the Development activities scheduled to begin in FY 2016-17. This change elaborates and extends Sprint 0 tasks to 6/13/16 (originally scheduled to complete on 1/22/16).</p> <p>Completed by: Kristin Green, Michelle McGinley</p>		
<p>Impact on Cost: No impact.</p> <p>Completed by: Kristin Green</p>		
<p>Impact on Resources: No impact.</p> <p>Completed by: Kristin Green</p>		
Resource Requirements	Work Effort (Hours)	Cost
	N/A	N/A
	N/A	N/A
Total	N/A	N/A
Alternatives to the Requested Change:		
Completed by:		

**ISA/Project Management Office
Change Request Form**

MM Phase I program schedule excerpt

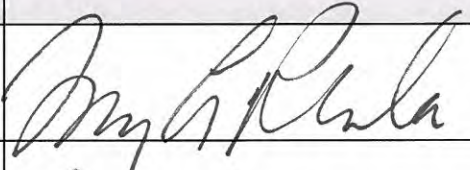
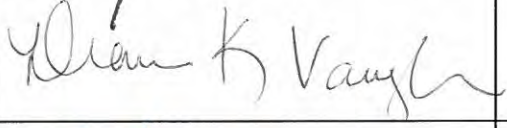
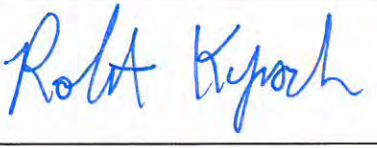
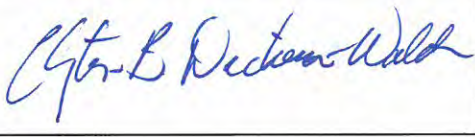

1) Elaborate the tasks, timelines and resources required to complete Sprint 0 work.

WBS	% Complete	Task Name	Duration	Start	Finish
8.5.3	8%	Sprint 0 - Enterprise Preparations	203 days	Mon 8/17/15	Mon 6/13/16
8.5.3.4	0%	Create DEV/Test Database based on configuration	145 days	Fri 11/6/15	Mon 6/13/16
8.5.3.4.1	0%	Request Dev/Test DB Install from hosting site	45 days	Fri 11/6/15	Fri 1/22/16
8.5.3.4.2	0%	Confirm Dev/Test DB instance	5 days	Mon 1/25/16	Fri 1/29/16
8.5.3.4.3	0%	Create schemas - Dev/Test DB	25 days	Mon 2/1/16	Fri 3/4/16
8.5.3.4.4	0%	Create users/roles - Dev/Test DB	10 days	Mon 3/7/16	Fri 3/18/16
8.5.3.4.5	0%	Create reference data/code tables - Dev/Test DB	30 days	Mon 3/21/16	Fri 4/29/16
8.5.3.4.6	0%	Create seed data - Dev/Test DB	20 days	Mon 5/2/16	Fri 5/27/16
8.5.3.4.7	0%	Confirm readiness for development start - Dev/Test DB	10 days	Tue 5/31/16	Mon 6/13/16
8.5.3.5	0%	Architecture: Federated ID Mgmt Service	92 days	Tue 11/3/15	Thu 3/24/16
8.5.3.5.1	0%	Federated ID External Vendor Selection	17 days	Tue 11/3/15	Mon 11/30/15
8.5.3.5.2	0%	Procure Federated ID Mgmt Service	31 days	Tue 12/1/15	Fri 1/22/16
8.5.3.5.3	0%	Initiate Proof of Concept	39 days	Mon 1/25/16	Thu 3/17/16
8.5.3.5.3.1	0%	Establish Federated ID Service Connection	14 days	Mon 1/25/16	Thu 2/11/16
8.5.3.5.3.2	0%	Review MyDMV Federated ID Stories	3 days	Mon 1/25/16	Wed 1/27/16
8.5.3.5.3.3	0%	Complete Deployment Analysis (API/Postback)	15 days	Fri 2/19/16	Thu 3/10/16
8.5.3.5.3.4	0%	Determine Deployment Approach (API / Postback)	5 days	Fri 3/11/16	Thu 3/17/16
8.5.3.5.3.5	0%	Complete ID Proofing Gap Analysis	15 days	Fri 2/19/16	Thu 3/10/16
8.5.3.5.3.6	0%	Determine ID Proofing Approach (in-house, service)	5 days	Fri 3/11/16	Thu 3/17/16
8.5.3.5.4	0%	Document Federated ID Mgmt Approach Paper	5 days	Fri 3/18/16	Thu 3/24/16
8.5.3.6	0%	Architecture: Session Mgmt Approach	91 days	Tue 11/3/15	Wed 3/23/16
8.5.3.6.1	0%	Document MyDMV portal session technical requirements	17 days	Tue 11/3/15	Mon 11/30/15
8.5.3.6.2	0%	Document "Back-Office" session technical requirements	31 days	Tue 11/3/15	Fri 12/18/15
8.5.3.6.3	0%	Determine Session Mgmt Approach (MyDMV)	5 days	Tue 12/1/15	Mon 12/7/15
8.5.3.6.4	0%	Determine Session Mgmt Approach (Back-Office)	5 days	Mon 12/21/15	Tue 1/5/16
8.5.3.6.5	0%	Document Session Mgmt Approach Paper (MyDMV)	5 days	Tue 12/8/15	Mon 12/14/15
8.5.3.6.6	0%	Document Session Mgmt Approach Paper (Back-Office)	5 days	Wed 1/6/16	Tue 1/12/16
8.5.3.6.7	0%	Define Technical Debt User Stories (MyDMV Session Mgmt)	5 days	Tue 12/15/15	Mon 12/21/15
8.5.3.6.8	0%	Define Technical Debt User Stories (Back-Office)	5 days	Wed 1/13/16	Wed 1/20/16
8.5.3.6.9	0%	Complete Development - MyDMV Session Mgmt Components	45 days	Tue 12/22/15	Thu 3/3/16
8.5.3.6.10	0%	Complete Development - Back-Office Session Mgmt Components	45 days	Thu 1/21/16	Wed 3/23/16
8.5.3.7	0%	Architecture: Enterprise Batch Scheduling	66 days	Mon 3/7/16	Tue 6/7/16
8.5.3.7.1	0%	Determine Need for Enterprise Batch Scheduler	5 days	Mon 3/7/16	Fri 3/11/16
8.5.3.7.2	0%	External Software Selection (Enterprise Batch Scheduler)	15 days	Mon 3/14/16	Fri 4/1/16
8.5.3.7.3	0%	Procure Enterprise Batch Scheduler	30 days	Mon 4/4/16	Fri 5/13/16
8.5.3.7.4	0%	Initiate Proof of Concept (Batch Scheduling)	10 days	Mon 5/16/16	Fri 5/27/16
8.5.3.7.5	0%	Document Enterprise Batch Scheduling Approach	6 days	Tue 5/31/16	Tue 6/7/16
8.5.3.7.6	0%	Communicate Enterprise Batch Scheduler Utilization	6 days	Tue 5/31/16	Tue 6/7/16
8.5.3.8	0%	Standards: InRule Utilization	24 days	Mon 2/8/16	Thu 3/10/16
8.5.3.8.1	0%	Determine InRule Utilization Approach for Phase I	14 days	Mon 2/8/16	Thu 2/25/16
8.5.3.8.2	0%	Document InRule Utilization Approach for Phase I	1 day	Thu 2/25/16	Thu 2/25/16
8.5.3.8.3	0%	Communicate InRule Utilization	10 days	Fri 2/26/16	Thu 3/10/16

**ISA/Project Management Office
Change Request Form**

8.5.3.8.4	0%	Apply In Rule Factor to Back-Office Component estimates	3 days	Fri 2/26/16	Tue 3/1/16
8.5.3.9	0%	Standards: Accessibility Standards (MyDMV)	83 days	Wed 11/18/15	Fri 3/25/16
8.5.3.9.1	0%	Identify Accessibility Standards Lead	6 days	Wed 11/18/15	Wed 11/25/15
8.5.3.9.2	0%	Update Accessibility Standards for MyDMV Portal	28 days	Mon 11/30/15	Fri 1/15/16
8.5.3.9.3	0%	Update Accessibility Development Patterns	14 days	Tue 1/19/16	Fri 2/5/16
8.5.3.9.4	0%	Communicate Accessibility Expectations	10 days	Mon 2/8/16	Fri 2/19/16
8.5.3.9.5	0%	Determine Accessibility Approach impact on MyDMV estimates	3 days	Mon 2/8/16	Wed 2/10/16
8.5.3.9.6	0%	Evaluate Accessibility Testing Approaches	20 days	Mon 2/22/16	Fri 3/18/16
8.5.3.9.7	0%	Determine Accessibility Testing Approach	5 days	Mon 3/21/16	Fri 3/25/16
8.5.3.10	0%	Standards: User Interface Standards (MyDMV Portal)	58 days	Tue 11/3/15	Fri 2/5/16
8.5.3.10.1	0%	Identify Portal UI Standards Lead	6 days	Mon 11/9/15	Tue 11/17/15
8.5.3.10.2	0%	Document MyDMV UI requirements	16 days	Tue 11/3/15	Wed 11/25/15
8.5.3.10.3	0%	Update UI Standards for MyDMV Portal	37 days	Mon 11/30/15	Fri 1/29/16
8.5.3.10.4	0%	Communicate UI Development Expectations	5 days	Mon 2/1/16	Fri 2/5/16
8.5.3.10.5	0%	Determine UI Standards impact to MyDMV estimates	5 days	Mon 2/1/16	Fri 2/5/16
8.5.3.11	0%	Confirm TFS Build Process	10 days	Fri 5/27/16	Mon 6/13/16

Outcome
Decision: <input checked="" type="checkbox"/> Approve <input type="checkbox"/> Reject <input type="checkbox"/> Defer
Comments:

Executive Steering Committee Member	Signature	Date
Terry Rhodes Executive Director, DHSMV		11/20/15
Diana Vaughn Deputy Executive Director, DHSMV		11/19/15
Robert Kynoch Director of Motorist Services, DHSMV		11/19/15
Boyd Dickerson-Walden Chief Information Officer, DHSMV		11/19/15
Felecia Ford Chief, Bureau of Administrative Review DHSMV		11/19/15

**ISA/Project Management Office
Change Request Form**

General Information	
Project Name	Motorist Modernization Phase I
Change Requested By	Kristin Green, Deputy Director OMM
Business Owner	Robert Kynoch, Director of Motorist Services
Date Requested	11/10/2015


Change Request Information (completed by the requestor)
<p>Description:</p> <p>Schedule change prompted by issue mitigation surrounding schedule slippage for Support Services Contract Deliverable 24 – Initial Release Plan. This change request seeks to adjust the deliverable submission and acceptances dates for the Initial Release Plan deliverable.</p> <p><i>Please refer to the proposed MM Phase I program schedule.</i></p> <p>Deliverable 24 – Initial Release Plan is an initial framework for the Motorist Modernization Phase I release. This deliverable will leverage, amongst other inputs, Deliverable 23 – Release Planning: Guiding Principles & Strategy. Deliverable 23 has required additional and elongated deliverable review cycles; therefore, the acceptance date has been delayed.</p> <p>In discussions with the Support Services Vendor, it was agreed that the submission date for Deliverable 24 – Initial Release Plan may be adjusted to 11/6/2015 and acceptance date adjusted to 11/25/2015 to allow the group to complete Deliverable 23 and allow additional time to integrate those strategies into Deliverable 24. Memo 0011 was executed in October to adjust these dates.</p> <p>This change, once approved, will be formalized in the Integrated Master Schedule (IMS).</p> <p>Alternatives: No alternative solutions were identified.</p> <p>Classification Critical : <input type="checkbox"/> Medium : <input type="checkbox"/> Low : <input checked="" type="checkbox"/></p>

Impact Analysis (completed by ISA)		
Change Request #	06	
Specific Requirements Definition:		
Completed by:		
<p>Impact on Schedule: No overall impact to the end date of the schedule and no changes to the Requirements Validation activities scheduled to complete at the end of FY 2015-16. Per the Motorist Modernization Decision Matrix, schedule changes within >5 working days to 10 working days that will not cause a delay in the work along the critical path, and do not warrant a schedule re-baseline may be authorized by the Motorist Modernization Program Director.</p> <p>Completed by: Kristin Green</p>		
<p>Impact on Cost: No impact.</p> <p>Completed by: Kristin Green</p>		
<p>Impact on Resources: No impact.</p> <p>Completed by: Kristin Green</p>		
Resource Requirements	Work Effort (Hours)	Cost

**ISA/Project Management Office
Change Request Form**

	N/A	N/A
	N/A	N/A
Total	N/A	N/A
Alternatives to the Requested Change: No alternatives recommended.		
Completed by: Kristin Green		

Outcome		
Decision:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject <input type="checkbox"/> Defer
Comments:		

Approvers	Signature	Date
Terrence Samuel Motorist Modernization Program Director, DHSMV		11-13-15

General Information	
Project Name	Motorist Modernization Phase I
Change Requested By	Kristin Green, Deputy Director OMM
Business Owner	Robert Kynoch
Date Requested	12/3/2015

Change Request Information (completed by the requestor)
<p>Description:</p> <p>Schedule changes prompted by the refinement and definition of Organizational Change Management (OCM) tasks and activities. Currently, OCM activities are documented at a very high level in the program's Integrated Master Schedule (IMS).</p> <p>This change request seeks to establish additional checkpoints and update resources required to complete OCM work. The checkpoints center on a Readiness Assessment which assesses the degree of awareness, understanding, and acceptance of system users about Motorist Modernization Phase I-related changes. Communications plan updates are also included on a quarterly basis for a progressive elaboration of the OCM activities throughout the program.</p> <p><i>Please refer to the proposed MM Phase I program schedule excerpt.</i></p> <p>Alternatives: No alternative solutions were identified.</p> <p>Classification Critical : <input type="checkbox"/> Medium : <input checked="" type="checkbox"/> Low : <input type="checkbox"/></p>

Impact Analysis (completed by ISA)		
Change Request #	07	
Specific Requirements Definition:		
Completed by:		
<p>Impact on Schedule: No overall impact to the end date of the schedule and no changes to the OCM activities already specified in the IMS. This change elaborates OCM checkpoints throughout FY 2015-16.</p> <p>Completed by: Kristin Green, Wendy Ling, Kim Koegel</p>		
<p>Impact on Cost: No impact.</p> <p>Completed by: Wendy Ling</p>		
<p>Impact on Resources: No impact.</p> <p>Completed by: Wendy Ling</p>		
Resource Requirements	Work Effort (Hours)	Cost
	N/A	N/A
	N/A	N/A
Total	N/A	N/A
Alternatives to the Requested Change:		
Completed by:		

MM Phase I program schedule excerpt

1) Elaborate the OCM checkpoints through FY 2015-16.

WBS	Task Name	Duration	Start	Finish
8.3	Internal OCM Readiness Assessment 1	5 days	Thu 7/5/18	Wed 7/11/18
8.3.1	Update OCM Gap Analysis - Assessment 1	4 days	Thu 7/5/18	Tue 7/10/18
8.3.2	PMT Checkpoint - Assessment 1	1 day	Wed 7/11/18	Wed 7/11/18

WBS	Task Name	Duration	Start	Finish
8.5.9	Internal OCM Readiness Assessment 2	5 days	Mon 7/30/18	Fri 8/3/18
8.5.9.1	Update OCM Gap Analysis - Assessment 2	4 days	Mon 7/30/18	Thu 8/2/18
8.5.9.2	PMT Checkpoint - Assessment 2	1 day	Fri 8/3/18	Fri 8/3/18

WBS	Task Name	Duration	Start	Finish
8.7.6	Internal & External OCM Readiness Assessment 3	5 days	Tue 4/23/19	Mon 4/29/19
8.7.6.1	Update OCM Gap Analysis - Assessment 3	4 days	Tue 4/23/19	Fri 4/26/19
8.7.6.2	PMT Checkpoint - Assessment 3	1 day	Mon 4/29/19	Mon 4/29/19

2) Add quarterly updates to the communications plan.

WBS	Task Name	Duration	Start	Finish
1.3.7	Quarterly Communication Plan Updates	863 days	Fri 1/29/16	Thu 6/27/19
1.3.7.1	Update Communication Plan Quarterly	3 days	Fri 1/29/16	Tue 2/2/16
1.3.7.2	Update Communication Plan Quarterly	3 days	Wed 6/1/16	Fri 6/3/16
1.3.7.3	Update Communication Plan Quarterly	3 days	Tue 10/4/16	Thu 10/6/16
1.3.7.4	Update Communication Plan Quarterly	3 days	Thu 2/9/17	Mon 2/13/17
1.3.7.5	Update Communication Plan Quarterly	3 days	Tue 6/13/17	Thu 6/15/17
1.3.7.6	Update Communication Plan Quarterly	3 days	Mon 10/16/17	Wed 10/18/17
1.3.7.7	Update Communication Plan Quarterly	3 days	Thu 2/22/18	Mon 2/26/18
1.3.7.8	Update Communication Plan Quarterly	3 days	Tue 6/26/18	Thu 6/28/18
1.3.7.9	Update Communication Plan Quarterly	3 days	Mon 10/29/18	Wed 10/31/18
1.3.7.10	Update Communication Plan Quarterly	3 days	Thu 3/7/19	Mon 3/11/19
1.3.7.11	Update Communication Plan Quarterly	3 days	Tue 6/25/19	Thu 6/27/19

Outcome

Decision: ☐ Approve ☐ Reject ☐ Defer

Comments:

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



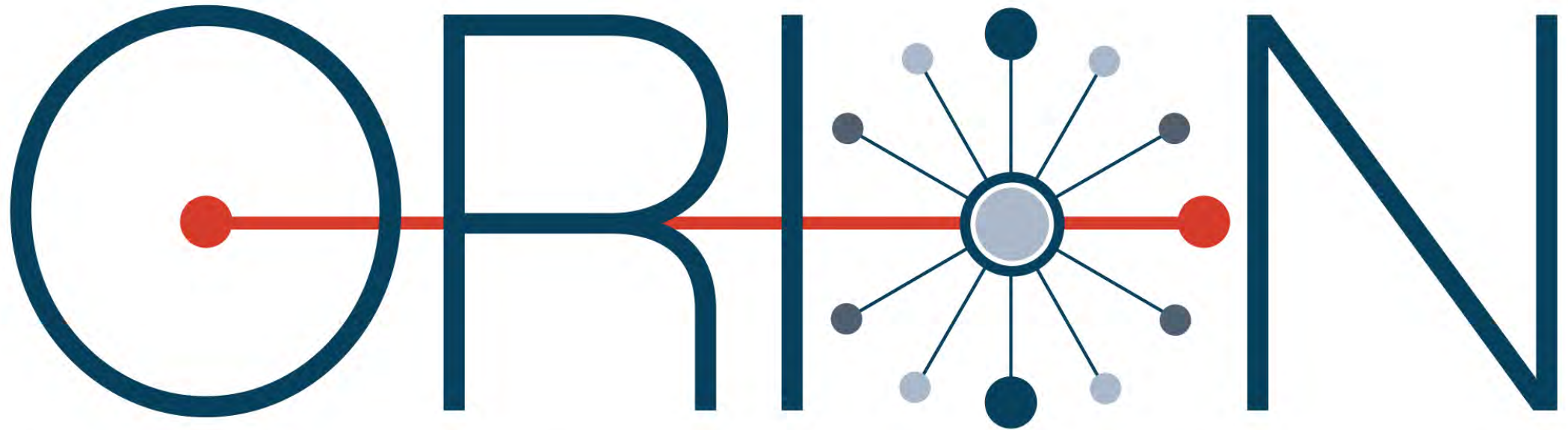
A SAFER FLORIDA

HIGHWAY SAFETY AND MOTOR VEHICLES

Communications and Organizational Change Management Update



GHQ Motorist Modernization Update



ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

Communications Update

- ◆ **Advisory Board webpages layout revision (in process as of 12/3/2015)**
 - ❖ Propose Board Member group photograph to be taken during the next meeting
 - ❖ Request Board Members' individual photographs for the webpage
- ◆ **PartnerNet webpages streamlined and updated**
- ◆ **MotoristModernization@flhsmv.gov email account established**
- ◆ **Minor modifications to the key messages:**
 - ✓ Expand online tools to let customers access more services whenever and wherever they want.
 - ✓ Continue improving driver license and motor vehicle data security to keep personal information safe.

Communications Update

- ◆ **Department of State Focus Group met December 4; next meeting January 11**
- ◆ **Bureau of Administrative Review Workshop on December 16 in Jacksonville**
- ◆ **Tax Collector Focus Group meeting January in Central Florida**
- ◆ **Clerks of Court Focus Group meeting in Tallahassee**
- ◆ **Planned outreach**
 - ❖ Florida Sheriffs Association
 - ❖ Florida Police Chiefs
 - ❖ Florida Retail Federation



Organizational Change Management Update

◆ **PRIORITY** Organizational Analysis

❖ Submitted on December 3 (currently in review)

◆ Training & Performance Support Strategy (February 11)

- ❖ Training Needs & Objectives
- ❖ Training Curriculum
- ❖ Training Delivery Strategy
- ❖ Performance Support Strategy

				DL Issuance Replacement-Related Impact Assessment Total: 9 areas DHSMV Contact: Jessica Espinoza														
System User Group				Driver Inquiry (DL and Motorist Maintenance)			Driver Record Maintenance (Motorist Maintenance)			Transactions (DL)			CHQ User Administration			Local User Administration		
				New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?	New Tasks?	New KSAs?	New Technology?
DHSMV Employee: Bureau of Commerical Vehicles and Driver Services (System Administrators)																		
DHSMV Employee: Bureau of Commerical Vehicles and Driver Services (Local Administrators)																		
DHSMV Employee: Bureau of Commerical Vehicles and Driver Services (Front Line Users)																		
DHSMV Employee: Bureau of Dealer Services (System Administrators)																		
DHSMV Employee: Bureau of Dealer Services (Local Administrators)																		
DHSMV Employee: Bureau of Dealer Services (Front Line Users)																		
DHSMV Employee: Bureau of Issuance Oversight (System Administrators)																		
DHSMV Employee: Bureau of Issuance Oversight (Local Administrators)																		

Advisory Board Meeting Notes

Advisory Board Meeting Notes

Advisory Board Meeting Notes

Advisory Board Meeting Notes