Motorist Modernization Advisory Board – Phase I Monthly Meeting  
Tuesday, December 10, 2019  
1:00 to 2:00 PM, EST  
Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees
Deb Roby
Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
William Washington
Lisa Cullen

Representing
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

• Roll Call
• Welcome
• Review and Approval of Last Meeting Minutes
• Stakeholder Outreach Update
• MM Phase I Program Update
  o OCM Update
  o Financial Review
  o Project Updates
• Communications Update
• Q&A
• Adjourn
WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:05 p.m. Terrence Samuel began the meeting by welcoming the attendees and proceeded with the roll call of board members.

Advisory Board members present included:
- Deb Roby (via phone)
- Ed Broyles
- Pace Callaway (absent)
- Lisa Cullen (absent)
- April Edwards
- William Washington (via phone)
- Kevin Bailey (via phone)

- Additional FLHSMV members present included Kristin Green, Terrence Samuel, Jessica Espinoza, Cathy Thomas, Scott Tomaszewski, Aundrea Powell, Laura Freeman, Felecia Ford, Jeff Marsey, Craig Benner, Chad Hutchinson, Cheryl Dent, Elissa Cullen, Julie Larsen, Scott Lindsay and Janis Timmons.
- Visitors included Michelle McGinley from Accenture, Carl Ford from J Ford Consulting and Scott Lunsford from the Florida Tax Collectors. Joe Weldon from Accenture and Joe Sverak from the IT Coalition attended via phone.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from September 10, 2019. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the September 10, 2019, meeting minutes were approved.

STAKEHOLDER OUTREACH

- There was no stakeholder outreach update at the meeting.

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Craig Benner stated the team continued to finalize the various engagement plans. The Change Champion Kick-Off meeting is now scheduled for November 13, 2019. He stated the team started the implementation phase of the OCM schedule. He further stated the team has begun meeting with Motorist Services Bureau Chiefs.

FINANCIAL REVIEW

- Janis Timmons presented a Phase I and II financial review. The Phase I budget for fiscal year of 2019-2020 is $2.3 million with $412K expended. There was a 0% variance with approximately $1.9 million in remaining funds. The budget for Phase II for fiscal year 2019-2020 is $13.7 million with $1.8 million expended. There was a 0% variance with approximately $11.8 million in remaining funds.
PROJECT UPDATES

- **Informatica** – Cheryln Dent stated the team deployed the bi-directional CDC/Landing tables workflows into Production on August 29. The Core CDC/ETL bi-directional workflows were scheduled to be deployed in STAGE by September 30; however, the team encountered environmental issues and the workflows were deployed on October 3. SEU will help identify workflow development priorities for the remaining workflows. She stated testing of the Core workflows is scheduled to be completed by December 6. Development of the remaining non-Core bi-directional workflows is scheduled to be completed by December 31 with testing of all workflows to be completed by January 31. Key risks and issues for the team included: Informatica schedule impacts based on new timelines (Issue 135). She stated the team had a conference call with Plante Moran to discuss the latency issue and stabilization.

- **DL Issuance** – Joe Weldon stated the team is working on 43 performance test scenarios with all tests developed. He stated 24 have successfully been completed so far. The team is also working on 48 UAT test scenarios with all completed.
  - **Key implementation activities included:**
    - Vendor Structural Testing
    - Batch Transcripts
    - DL Penny Vendor
    - End to End Testing for DL Notices
    - AAMVA Structural Testing
  - **Key risks and issues for the team included:**
    - Issue 39 – Short one FTE Developer
    - Issue 59 – Batch Vendors
    - Issue 105 – Batch Transcript Testing
    - Issue 129 – Informatica Impact on UAT
  - The team completed sprint development and testing as well as UAT.

- **Motorist Maintenance and Financial Responsibility (FR)** – Scott Tomaszewski stated the team is working on 24 total performance test scenarios with 21 developed and 15 pending execution. He stated the team continued to work on the nine scripts for the XML batch jobs. The team is also working on 32 UAT test scenarios with 23 completed so far. The team continued to mitigate bugs. Key dependencies for the team included: UAT bug triage and resolution to block bugs (war room three times daily) and stability in enterprise services while UAT bugs and performance issues are fixed.
  - **Key risks and issues for the team included:**
    - Issue 31 – Availability of external resources to address UAT blocks.
  - The team completed sprint development and testing. The revised UAT completion date has not been determined, yet.

- **MyDMV Portal** – Aundrea Powell stated the team is working on 15 total performance test scenarios. All 15 are developed and 3 are pending execution. There are 12 in the process of execution. The team has 33 total UAT test scenarios with all scripts completed. The team continued to mitigate bugs. Key dependencies for the team included: Informatica testing (specifically the VO Regression Test) and WRAPs/change requests for critical exceptions only. There were no risk or issues to report. The team completed all sprint development, sprint testing, and UAT.
  - **Key implementation activities for the team included:**
    - Vendor Structural Testing
    - Bulk Transcript Testing
Office of Motorist Modernization

- MyDMV Portal Dependency Updates
- User Guide Documentation
- Additional ADA enhancements

- CDLIS/CP – Ms. Powell stated the team is working on 19 performance test scenarios with 18 developed and two successfully completed. The team is working on 87 UAT test scenarios with 83 scripts completed. Key dependencies for the team included: Planet Press environmental and performance issues. There were no risks or issues to report. Sprint development and testing were complete. The revised UAT completion date has not been determined, yet.

- Renewal Notification – Ms. Powell stated the team completed UAT and is still working on performance testing. She stated the team is working on four total performance test scenarios with three completed. Key implementation activities for the team included: end-to-end testing for DL notices (receipt of the printed letters).
  - Key risks and issues for the team included:
    - Email Service Rewrite – Testing

CASHIERING DISCUSSION
- Joe Sverak stated they have been contacting all counties and their vendors to ensure a smooth and successful migration from SOLID to the ORION FDLIS third-party cashiering API. He stated the main vendors are well into their development cycle. It was discovered that some jurisdictions were under the impression they were using a third-party cashiering system when they were not.

- Terrence Samuel stated he would schedule a touch base meeting with Mr. Sverak and Lisa Cullen next week.

COMMUNICATION UPDATE
- The Phase I Communications Plan was presented at the meeting.

Q&A
- Carl Ford stated he has been reviewing the cashier specs with non-public agencies. In reviewing, it was noticed there was no reference to commercial customers, which may be an issue in Phase II. When looking at the customer aspects of the transactions, they were all listed as if they were individuals. He stated some data items were not applicable or not listed in the layout.

ADJOURNMENT
- Mr. Samuel adjourned the meeting at approximately 1:29 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for November 12, 2019.
**Note: Handouts at this meeting included:**

Consolidated in a meeting packet and emailed to members:

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM Advisory Board Agenda</td>
<td>1 Page</td>
</tr>
<tr>
<td>MM Advisory Board Monthly Meeting Minutes (9/10/19)</td>
<td>3 Pages</td>
</tr>
<tr>
<td>OCM Update Report</td>
<td>2 Pages</td>
</tr>
<tr>
<td>MM Phase I Financial Review</td>
<td>7 Pages</td>
</tr>
<tr>
<td>MM Phase I State-of-the-State Presentation</td>
<td>7 Pages</td>
</tr>
<tr>
<td>Phase I Communications Plan</td>
<td>4 Pages</td>
</tr>
<tr>
<td>ORION Third-Party Cashiering Presentation</td>
<td>19 Pages</td>
</tr>
</tbody>
</table>
FLHSMV OCM Team Summary – Phase I

Key Risks and Issues
- Loss of Communications members with outstanding tasks.
- Knowledge Transfer Plan is late.
- Tax Collector Engagement Plan is late.
- Pending question on ORION Access

Tasks In Progress
- Engagement Meetings set with MS, ISA, OED & DAS.
- ISA Knowledge Transfer Plan.
- Tax Collector Engagement Plan.
- Facilitating meetings on ORION associate/disassociate procedures.
- Facilitating meetings on TAC, FSC, SEU phone calls and troubleshooting.
- Conducting feedback survey on change champion kickoff meeting (Nov 13)

SUMMARY & HIGHLIGHTS
- Change Champion Kickoff held November 13th
  - 53 of the 55 Change Champions attended.
- Next Change Champion Meeting Planned for December 17th
- SharePoint site completed and released.
- Completed Engagement Plan meetings with MS, ISA, DAS and OED.
  - Scheduled periodic follow-up meetings
  - Weekly meetings with MS Bureau Chiefs

Planning
- Engagement Plans
- Change Champion Kickoff

Implement Change
- DAS
- FHP
- ISA
- MS
- OED

Measure & Evaluate
- Readiness Survey

Report: December 2019
**FLHSMV OCM Team Summary – Phase II**

**Planning**

**Key Risks and Issues**

**SUMMARY & HIGHLIGHTS**

- Added Lisa Thompson (Accenture) to the OCM Team
- SharePoint site completed and released.

**Tasks In Progress**

- Drafting OCM schedule
- Phase I Change Champion program kicked off. – can be leveraged for Phase II

Report: December 2019
Motorist Modernization Financials

DECEMBER 10, 2019
## Phase I
### Total Project
LBR Requests - Updated

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense (Software, Travel, etc.)</th>
<th>OCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>$2,500,000</td>
<td>$1,514,762</td>
<td>$619,186</td>
<td>$61,478</td>
<td>$-</td>
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<tr>
<td>2015-2016</td>
<td>$6,362,609</td>
<td>$5,468,933</td>
<td>$479,280</td>
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<td>2017-2018</td>
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<td>$8,506,720</td>
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<td>$6,775</td>
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<td>2018-2019</td>
<td>$7,536,000</td>
<td>$6,976,720</td>
<td>$479,280</td>
<td>$80,000</td>
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<tr>
<td>2019-2020</td>
<td>$2,323,620</td>
<td>$2,303,620</td>
<td></td>
<td>$20,000</td>
<td>$-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$37,329,355</strong></td>
<td><strong>$32,678,267</strong></td>
<td><strong>$2,536,306</strong></td>
<td><strong>$1,745,667</strong></td>
<td><strong>$64,541</strong></td>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through November 2019

BUDGET: $2,323,620

ACTUALS: $905,748

Contracted Services Expense (Software, Travel)

Contracted Services: $906K
Expense (Software, Travel): $0
Remaining: $360K
Budget and Actuals
Phase I Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
<th>Actuals to Date</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$2,323,620</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$905,748</td>
<td>$905,748</td>
<td>0%</td>
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<tr>
<td>Month to Date (November 2019)</td>
<td>$256,437</td>
<td>$256,437</td>
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</tr>
<tr>
<td>Remaining Funds</td>
<td>$1,417,872</td>
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</table>
Phase II
Total Project

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Request</th>
<th>Contracted Services</th>
<th>IV&amp;V Services</th>
<th>Expense</th>
<th>OCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-2018</td>
<td>$4,132,180</td>
<td>$3,575,240</td>
<td>$357,190</td>
<td>$179,850</td>
<td>$19,900</td>
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<tr>
<td>2018-2019</td>
<td>$5,037,000</td>
<td>$4,455,960</td>
<td>$423,240</td>
<td>$150,000</td>
<td>$7,800</td>
</tr>
<tr>
<td>2019-2020</td>
<td>$13,742,200</td>
<td>$9,715,960</td>
<td>$423,240</td>
<td>$3,570,000</td>
<td>$33,000</td>
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<tr>
<td>2020-2021</td>
<td>$7,619,700*</td>
<td>$6,915,960</td>
<td>$423,240</td>
<td>$276,500</td>
<td>$4,000</td>
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<tr>
<td>2021-2022</td>
<td>$6,036,700*</td>
<td>$5,580,460</td>
<td>$423,240</td>
<td>$33,000</td>
<td>$33,000</td>
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<tr>
<td>2022-2023</td>
<td>$2,906,700*</td>
<td>$2,479,460</td>
<td>$423,240</td>
<td>$4,000</td>
<td>$4,000</td>
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<tr>
<td>Total</td>
<td>$39,474,480*</td>
<td>$32,723,040</td>
<td>$2,473,390</td>
<td>$4,176,350</td>
<td>$101,700</td>
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</tbody>
</table>
## Phase II
### Total Project

<table>
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<tr>
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<td>$5,037,000</td>
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<td>$423,240</td>
<td>$150,000</td>
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<tr>
<td>2019-2020</td>
<td>$13,742,200</td>
<td>$9,715,960</td>
<td>$423,240</td>
<td>$3,570,000</td>
<td>$33,000</td>
</tr>
<tr>
<td>2020-2021</td>
<td>$9,877,400</td>
<td>$7,615,960</td>
<td>$423,240</td>
<td>$1,814,200</td>
<td>$24,000</td>
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<tr>
<td>2021-2022</td>
<td>$7,377,440</td>
<td>$6,689,200</td>
<td>$423,240</td>
<td>$232,000</td>
<td>$33,000</td>
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<tr>
<td>2022-2023</td>
<td>$4,408,260</td>
<td>$3,781,020</td>
<td>$423,240</td>
<td>$200,000</td>
<td>$4,000</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$44,574,480</strong></td>
<td><strong>$35,833,340</strong></td>
<td><strong>$2,473,390</strong></td>
<td><strong>$6,146,050</strong></td>
<td><strong>$121,700</strong></td>
</tr>
</tbody>
</table>
Budget and Actuals: Current Fiscal Year through November 2019

BUDGET: $13,742,200

- $3,570,000
- $9,715,960
- $423,240
- $33,000

ACTUALS: $3,305,582

- $3.1M
- $176K
- $0
- $33K

Contracted Services
IV&V Services
Expense (Software, Travel)
OCO

Remaining
## Budget and Actuals

### Overview

<table>
<thead>
<tr>
<th>Description</th>
<th>Budget Total</th>
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<th>Variance</th>
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<tbody>
<tr>
<td>Fiscal Year 2019-2020 Total Funding</td>
<td>$13,742,200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fiscal Year to Date</td>
<td>$3,272,582</td>
<td>$3,305,582</td>
<td>1.00%</td>
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<tr>
<td>Month to Date (November 2019)</td>
<td>$645,078</td>
<td>$676,886</td>
<td>4.93%</td>
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<tr>
<td>Remaining Funds</td>
<td>$10,436,618</td>
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</tbody>
</table>
Motorist Modernization
Phase I – December 10, 2019

STATE OF THE STATE
Informatica Team Summary

Team Profile

# Database tables: 200
# Developers: 3 full-time, 3 part-time
# Testers: 5 FTEs

Testing Summary

# Tables to sync: app. 200
# Tables Started: 23
# Tables Completed: 0

Push/Pull Testing
Complete: 30%

Stakeholder Testing Status
Not Started

Deployment Dates and Stabilization

<table>
<thead>
<tr>
<th>Areas</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core bi-directional workflows to STAGE</td>
<td>10/3/2019 (Complete)</td>
</tr>
<tr>
<td>Core bi-directional workflows to Production (15 – 20 tables)</td>
<td>12/2019</td>
</tr>
<tr>
<td>All tables – bi-directional</td>
<td>2/2020</td>
</tr>
<tr>
<td>Informatica Stabilization</td>
<td>9/2019 – 2/2019</td>
</tr>
</tbody>
</table>

Key Risks and Issues

• Issue 135 – Informatica schedule impacts based on new timelines

Update: Based upon the findings from the technical teams’ verification and validation, the decision to move forward with the production deployment on Sunday, December 15th cannot be supported at this point. The team is working to correct the errors that were identified during the validation period and to define a new timeline for production deployment by Friday, December 13th.

Key Dependencies & Assumptions

• Natasha White assisting with Push/Pull replacement testing and validation
• Kevin Gray assisting with Seed testing and validation

Forecasted Key Dates

Deployment of core bi-directional workflows – 9/30/2019 – 10/3/2019 (Complete)

Test core workflows – 12/6/2019 (Late)

Deployment of remaining bi-directional workflows – 12/31/2019

Test all workflows – 1/31/2020
DL Issuance Team Summary

**Team Profile**

- **# User Stories:** 971
- **# Developers:** 2.75 [1.75 FTEs; 1 Cont.]
- **# Testers:** 10 FTEs (includes Field Testers)

**Enterprise Testing Summary**

Performance Test Scenarios (Total): 40
Tests Developed: 43
Pending Execution: 1
In Process of Execution: 18
Successfully Completed: 24

**Security Testing Status**

Not Started

**Forecasted Key Dates**

- **Sprint Development – Done**
- **Sprint Testing – Done**
- **UAT Completion – Done**

CR Development - 12/13/2019
CR Testing – 12/20/2019

***1 add’tl CR is pending ESC review***

**Key Risks and Issues**

- Issue 39 – Short 1 FTE Developers
- Issue 59 – Batch Vendors
- Issue 105 – Batch Transcript Testing
- Issue 129 – Informatica Impact on UAT

**Key Implementation Activities**

- Vendor Structural Testing:
  - Batch Transcripts
  - DL Penny Vendor
- End to End Testing for DL Notices
- AAMVA Structural Testing
- User set-up scripts

**Key Dependencies/Assumptions**

- Purge NOT in scope for Phase I
- Informatica Testing Dependencies
- Migrate remaining apps (issue open)
- Successful 2-way sync; Data seed issues resolved
- WRAPs/CRs are for critical exceptions only
**MM/FR Team Summary**

**Team Profile**
- User Stories: 611
- Developers: 6 (3 FTEs; 3 Cont.)
- Testers: 2.5 FTEs

**Enterprise Testing Summary**
- Performance Test Scenarios (Total): 24
- Tests Developed: 21*
- Pending Execution: 15*
- In Process of Execution: 0
- Successfully Completed: 9

**Security Testing Status**
- Not Started

**Forecasted Key Dates**
- Sprint Development – **Done**
- Sprint Testing – **Done**
- UAT Completion – **Done**

- MM CR Development - 12/13/2019
- MM CR Testing – 12/20/2019
- FR CR Development – 1/27/2020
- FR CR Testing – 1/31/2020

*** 2 add’l CRs are pending ESC review

**Key Implementation Activities**
- Insurance Company Book of Business file loads. 40% of files as of 12/4/19.
- Final regression testing early 2020.

**Key Dependency/Assumptions**
- Quick Refinement of Transactions
- /Application Requirements (Largest effort in remaining CRs.
- Delaying any additional environment setup tasks pulling our Dev Leads away from CR work needed for Go Live.
- Legislative WRAPS that will be due prior to go -live should be handled by exception only.

**Key Risks and Issues**
- Risk 31 - Quick CR Requirement Analysis and Requirement Updates
- Issue 31 - Availability of External Resources to address blocks for CR and Regression testing work.
MyDMV Portal Team Summary

Team Profile
# User Stories: 773
# Developers: 1 and 1/2
 [1 FTE; 1 Cont.]
# Testers: 4

Testing Summary
Performance Test Scenarios (Total): 15
Tests Developed: 15
Pending Execution: 3
In Process of Execution: 12
Successfully Completed: 0

Security Testing Status
Not Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

MyDMV CR Development - Done
MyDMV CR Testing – 11/20/2019
Revised to 12/13/2019

*** No addt’l CRs at this time

Key Risk and Issues
• None at this time

Key Implementation Activities
• Portal Dependency Updates
• User Guide Documentation (in review by Communications)
• Support LDO CSC Hands on Training Development
• Additional ADA enhancements

Key Dependencies/Assumptions
• Informatica Testing Dependencies
  • VO Regression Test Specifically
• WRAPs/CRs are for critical exceptions only
Team Profile

# User Stories: 469
# Developers: 4
  [3 FTEs; 1 Cont.]
# Testers: 5 FTEs

Testing Summary

Performance Test
Scenarios (Total): 19
Tests Developed: 18
Pending Execution: 2
In Process of Execution: 15
Successfully Completed: 2

Security Testing Status
Not Started

Forecasted Key Dates

Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done

CP/CDLIS CR Development - 12/11/2019
  Revised to 1/7/2020

CP/CDLIS CR Testing – 12/20/2019
  Revised to 1/10/2020

*** 2 add’l CRs are pending ESC review

Key Implementation Activities

• Continued AAMVA Structural Testing for 5.3.3 Compliance
• Preparation to deploy code to production following CR development & testing
• Final regression testing early 2020

Key Dependencies/Assumptions

• BizTalk skilled resources for development & testing

Key Risks and Issues

• None at this time
Renewal Notification Team Summary

Team Profile
# User Stories: 344
# Developers: 0.3 FTE
# Testers: 3 FTEs

Testing Summary
Performance Test Scenarios (Total): 4
Tests Developed: 4
Pending Execution: 0
In Process of Execution: 1
Successfully Completed: 3

Security Testing Status
Not Started

Forecasted Key Dates
Sprint Development – Done
Sprint Testing – Done
UAT Completion – Done
Renewal CR Development - Done
Renewal CR Testing – 11/20/2019
**Revised to 12/13/2019**

*** No add’l CRs at this time

Key Implementation Activities
• End to End Testing for DL Notices (Receipt of the printed letters)

Key Dependencies/Assumptions
• Planet Press stability
• No further changes to DL Notices

Key Risks and Issues
• None at this time