

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, December 10, 2019
2:30 to 4:00 PM
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

Invitees

Stephen Boley
Lt. Jason Britt
Diane Buck
Jay Levenstein
Steve Burch
Lisa Cullen
Sherri Smith
Sgt. Derek Joseph
TBD

Representing

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

Agenda

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

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, October 8, 2019
2:30 to 4:00 PM
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399

WELCOME AND INTRODUCTIONS

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

Advisory Board Phase II members included

- | | |
|---------------------|------------------------------------|
| ○ Lt. Jason Britt | FLHSMV (absent) |
| ○ Diane Buck | FLHSMV (via phone) |
| ○ Jay Levenstein | FLHSMV (via phone) |
| ○ Lisa Cullen | Florida Tax Collectors (absent) |
| ○ Sherri Smith | Florida Tax Collectors (via phone) |
| ○ Sgt. Derek Joseph | Law Enforcement (absent) |
| ○ Steve Burch | FLHSMV |
| ○ Stephen Boley | FLHSMV |

- Additional FLHSMV members present included – Terrence Samuel, Kristin Green, Cathy Thomas, Jessica Espinoza, Elissa Cullen, Craig Benner, Felecia Ford, Chad Hutchinson, Laura Freeman and Janis Timmons.
- Visitors present included – Alyene Calvo with Ernst & Young and Nathan Johnson from Accenture. Andrew Bell and Denise Smith from Florida Auto Tag Agencies, Carl Ford from J Ford Consulting and Scott Lunsford with the Florida Tax Collectors also attended.

REVIEW OF MEETING MINUTES

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

IV&V UPDATE

- Alyene Calvo presented an IV&V update for Phase II. The overall risk state was green. There were no open deficiencies to report and no new facets were reviewed. The Schedule Performance Index was .966. 11 of 1,446 total tasks were late. The program completion date is projected to be 212.9 days late and the Schedule Quality Score was 96.3.

STAKEHOLDER OUTREACH

- Terrence Samuel discussed scheduling the meeting with the license plate agencies sometime in November.

FINANCIAL REVIEW

- Janis Timmons presented a Phase I and II financial review. The Phase I budget for fiscal year 2019-2020 is \$2.3 million with \$412K expended. There was a 0% variance with

Office of Motorist Modernization

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.

PHASE II PROJECT UPDATE

- Nathan Johnson stated all teams have completed requirements validation. He stated some have begun development. These teams are working on the core original title and registration transaction within the new MV issuance module inside ORION, core inquiries and summaries, detailed vehicle records, etc. The first demos were performed last week. The Enterprise team was working on the core data mile updates and any changes to the inventory system to support the other teams. The other teams will begin development in 2020.

COMMUNICATIONS UPDATE

- The Phase II Communications Plan was presented at the meeting.

Q&A

- Carl Ford stated a facility for the meeting with the license plate agencies in South Florida could be arranged if needed. He also stated the agencies requested an agenda and what information will be presented and discussed prior to the meeting.
- Andrew Bell requested a meeting notification ahead of time.
- Terrence Samuel asked what is the most effective way to send the meeting notice to the license plate agencies?
- Mr. Bell stated the email distribution list used previously would work.
- Mr. Bell also requested the opportunity to offer additional input and become aware of discussion topics ahead of the Advisory Board meetings. He also mentioned the Phase II decision log not being discussed during the most recent meetings.
- Mr. Samuel proposed discussing an overview of the requirements for the new system, in addition to the cashiering specs, and providing everyone an opportunity to ask questions during the meeting with the license plate agencies. He also stated there have not been any new items to address on the decision log.
- Mr. Bell asked if he could obtain the requirements list via a public records request.
- Mr. Samuel confirmed.
- Mr. Ford stated he has received questions about admin roles and integration points within the application, such as data exports and/or imports, general functions for transaction processing in the new system, commercial processing for title and registration transactions, etc.
- Mr. Samuel requested an email with a list of discussion points from Mr. Ford and Mr. Bell for review.

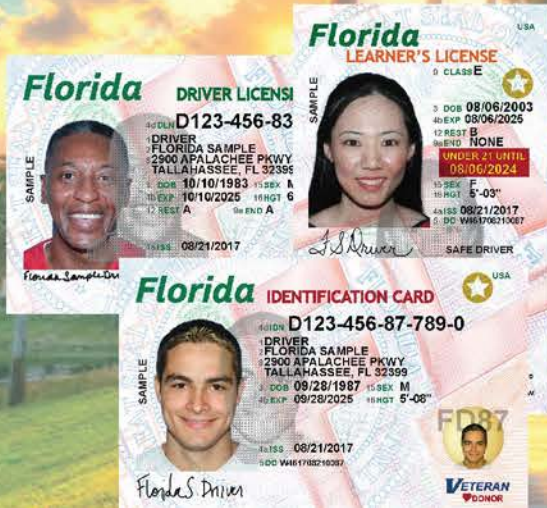
ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 2:57 p.m.
- The next Advisory Board Phase II Meeting is scheduled for November 12, 2019.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (9/10/19)	2 Pages
MM Phase II IV&V Update	31 Pages
MM Phase I/II Financials	7 Pages
Phase II Communications Plan	3 Pages



Motorist Modernization Financials

DECEMBER 10, 2019

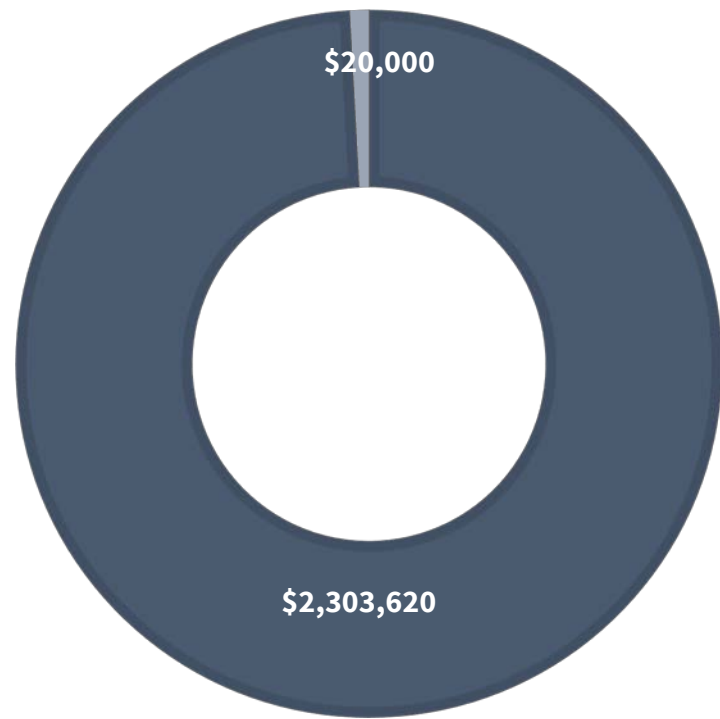


Phase I Total Project

LBR Requests - Updated

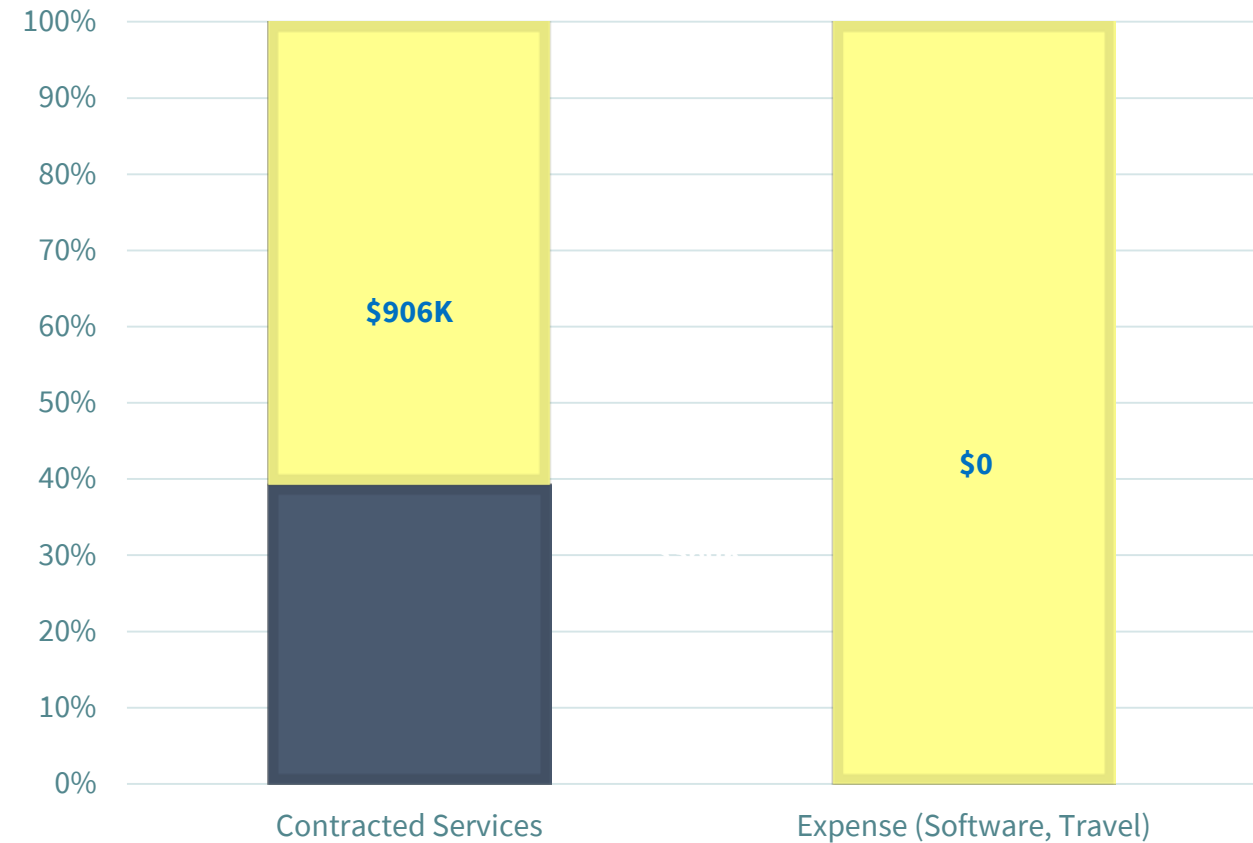
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	\$ 2,500,000	\$ 1,514,762	\$ 619,186	\$ 61,478	\$ -
2015-2016	\$ 6,362,609	\$ 5,468,933	\$ 479,280	\$ 382,501	\$ 31,895
2016-2017	\$ 8,749,351	\$ 7,907,512	\$ 479,280	\$ 336,688	\$ 25,871
2017-2018	\$ 9,857,775	\$ 8,506,720	\$ 479,280	\$ 865,000	\$ 6,775
2018-2019	\$ 7,536,000	\$ 6,976,720	\$ 479,280	\$ 80,000	\$ -
2019-2020	\$ 2,323,620	\$ 2,303,620		\$ 20,000	\$ -
Total	\$ 37,329,355	\$ 32,678,267	\$ 2,536,306	\$ 1,745,667	\$ 64,541

BUDGET: \$2,323,620



■ Contracted Services ■ Expense (Software, Travel)

ACTUALS: \$905,748



■ Remaining

Budget and Actuals: Current Fiscal Year through November 2019

Budget and Actuals

Phase I Overview

Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$2,323,620		
Fiscal Year to Date	\$905,748	\$905,748	0%
Month to Date (November 2019)	\$256,437	\$256,437	0%
Remaining Funds	\$1,417,872		

Phase II Total Project

LBR Requests

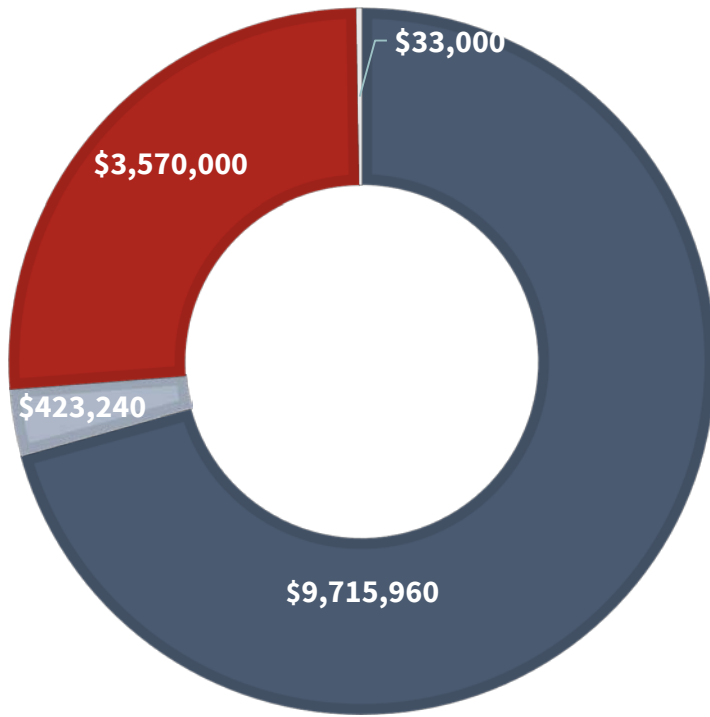
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	OCO
2017-2018	\$ 4,132,180	\$ 3,575,240	\$ 357,190	\$ 179,850	\$ 19,900
2018-2019	\$ 5,037,000	\$ 4,455,960	\$ 423,240	\$ 150,000	\$ 7,800
2019-2020	\$ 13,742,200	\$ 9,715,960	\$ 423,240	\$ 3,570,000	\$ 33,000
2020-2021	\$ 7,619,700*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

Phase II Total Project

LBR Requests Updated

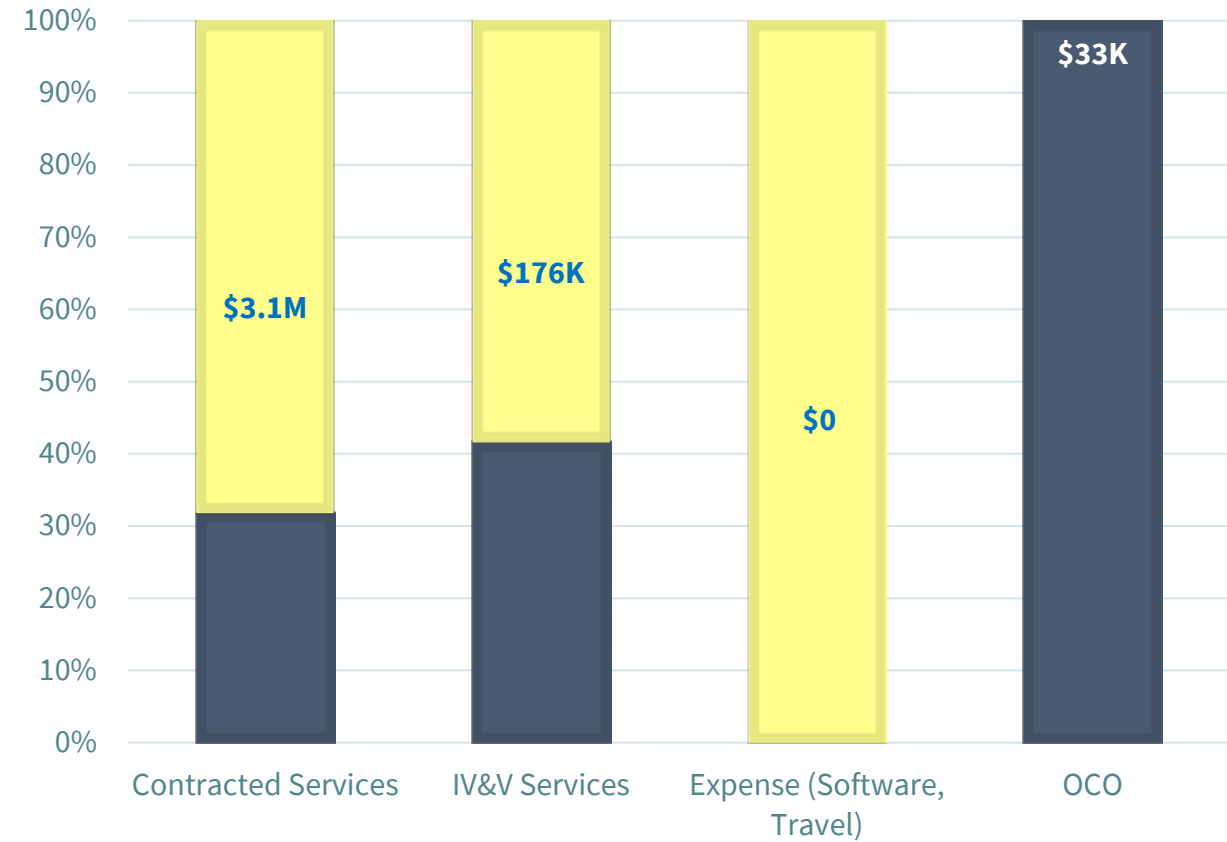
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense	OCO
2017-2018	\$4,132,180	\$3,575,240	\$357,190	\$179,850	\$19,900
2018-2019	\$5,037,000	\$4,455,960	\$423,240	\$150,000	\$7,800
2019-2020	\$13,742,200	\$9,715,960	\$423,240	\$3,570,000	\$33,000
2020-2021	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021-2022	\$7,377,440	\$6,689,200	\$423,240	\$232,000	\$33,000
2022-2023	\$4,408,260	\$3,781,020	\$423,240	\$200,000	\$4,000
Total	\$44,574,480	\$35,833,340	\$2,473,390	\$6,146,050	\$121,700

BUDGET: \$13,742,200



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

ACTUALS: \$3,305,582



■ Remaining

Budget and Actuals: Current Fiscal Year through November 2019

Budget and Actuals

Overview

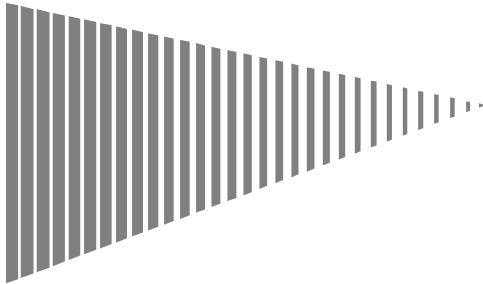
Description	Budget Total	Actuals to Date	Variance
Fiscal Year 2019-2020 Total Funding	\$13,742,200		
Fiscal Year to Date	\$3,272,582	\$3,305,582	1.00%
Month to Date (November 2019)	\$645,078	\$676,886	4.93%
Remaining Funds	\$10,436,618		

Motorist Modernization Program Phase II (MMP2)

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

Independent verification and validation (IV&V)
Monthly Assessment Report Summary
October 2019

29 November 2019



Building a better
working world

Topics for discussion

- ▶ General IV&V overview
- ▶ Overall risk state and trending
- ▶ Project complete date slippage
- ▶ Schedule variance
- ▶ Project budget
- ▶ Summary of changes
- ▶ Upcoming IV&V activities
- ▶ Supporting information

Data contained in this MAR is as of 31 October 2019

General IV&V overview

Overall IV&V risk state:

Green

There are no open IV&V deficiencies

- No additional facets reviewed since the last report
- No new deficiencies identified since the last report

The MMP2 Program is within established schedule performance thresholds

- The SPI is 0.964 and the overall trend is **increasing**
- 16 of 1,446 total tasks (1.11%) contained in the project schedule are late
- 0 of 47 total tasks (0.00%) for the current period are late
- SV is currently -1,269.8 hours and the overall trend is **increasing**
- TSPI is 1.036 and the overall trend is **decreasing**

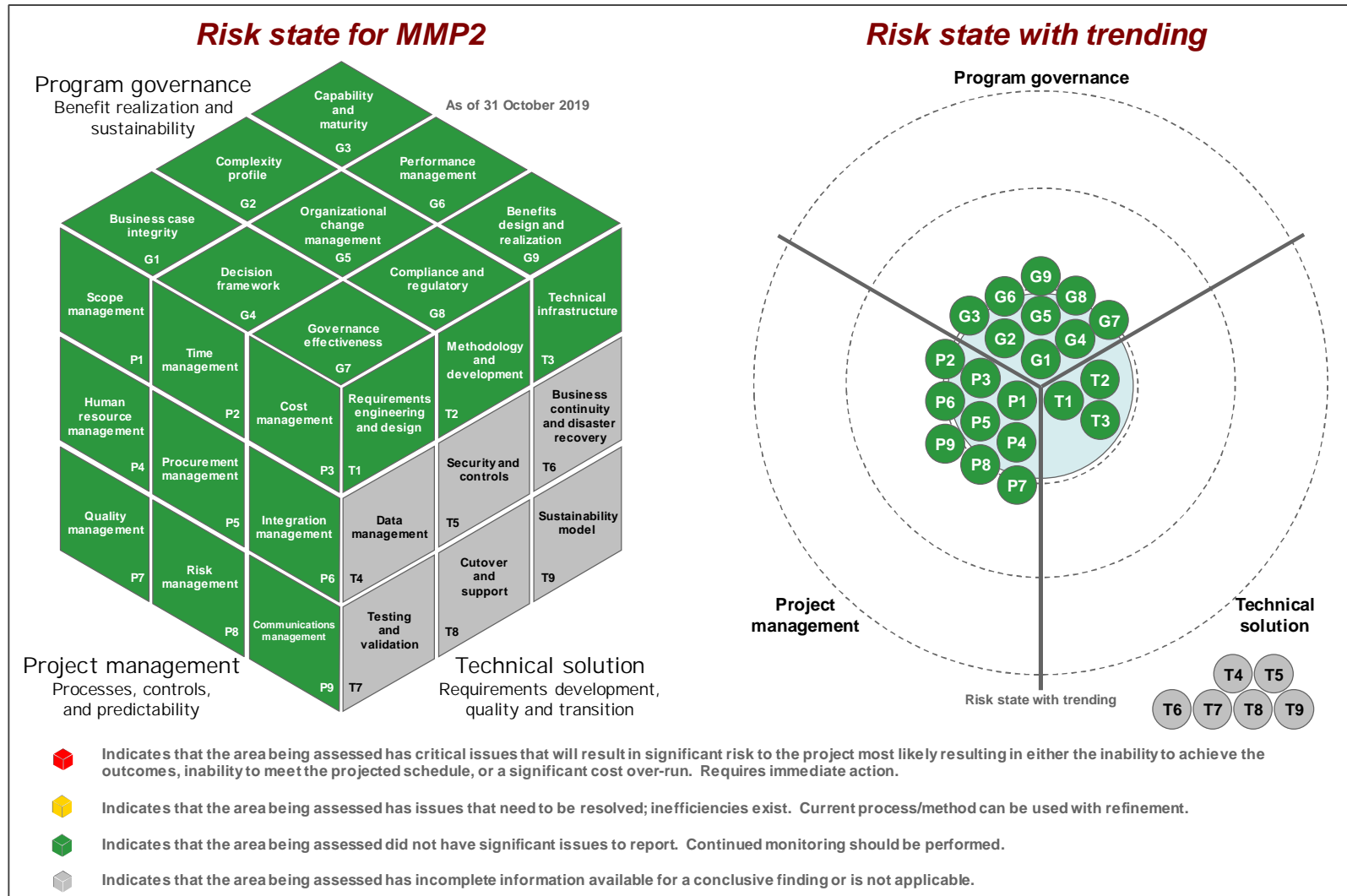
The MMP2 Program is within established cost performance thresholds

- The CPI is 1.000 and the overall trend is **steady**
- The Program is currently on budget based on provided budget and spending information

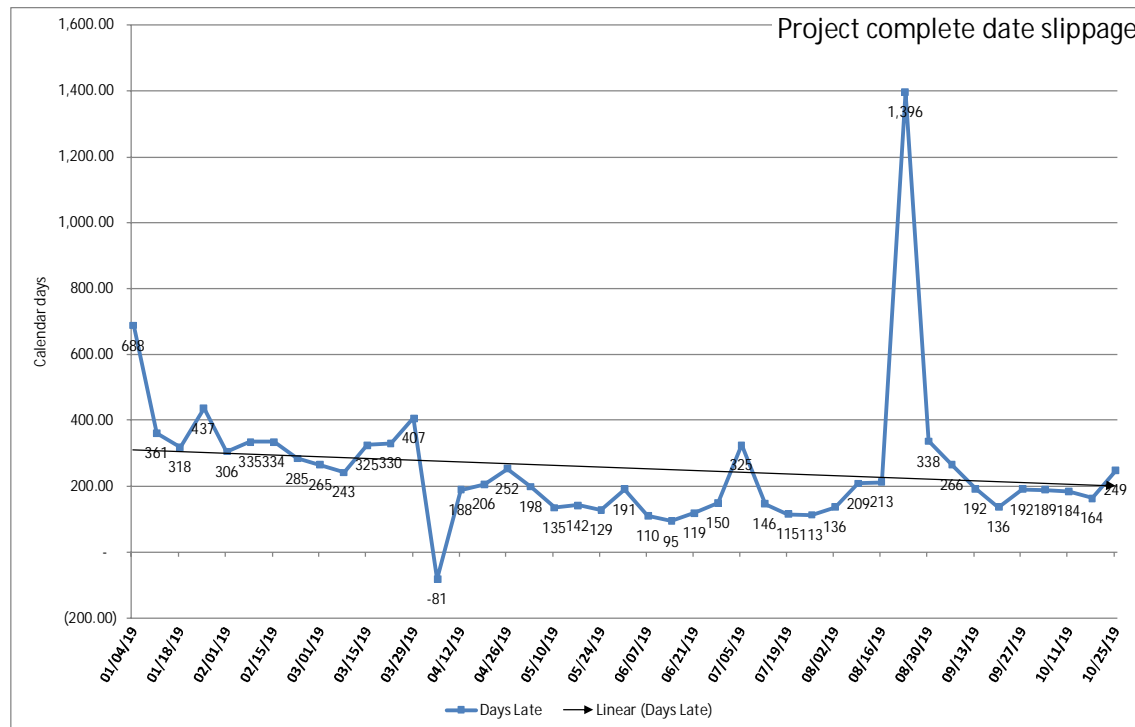
The MMP2 Program is behind schedule

- The Program completion date is forecast to be 23 March 2024, 248.6 days late
- Future milestones are projected to be completed behind schedule
- The overall trend for time the project is behind schedule is **decreasing**

Overall risk state and trending

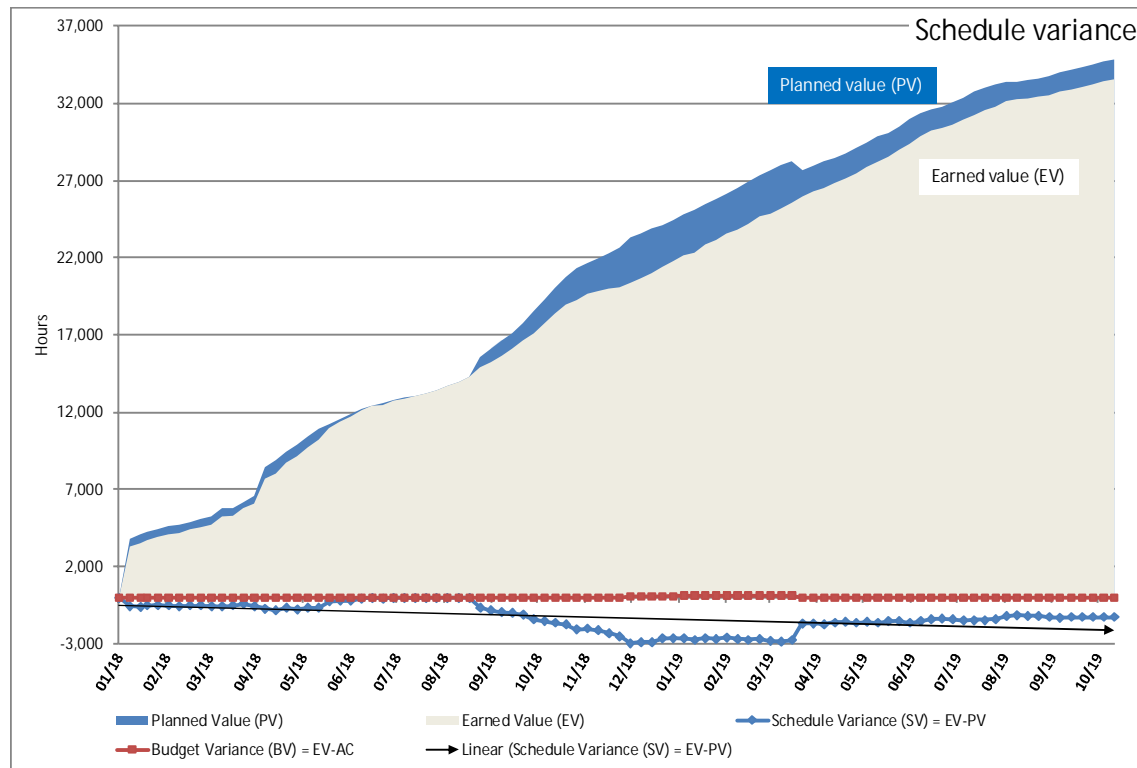


Project complete date slippage



- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
 - The Program completion date is forecast to be 23 March 2024, 248.6 days late.
 - The overall trend for time the project is behind schedule is **decreasing**.
- Conclusions:
 - The program is behind schedule.

Schedule variance

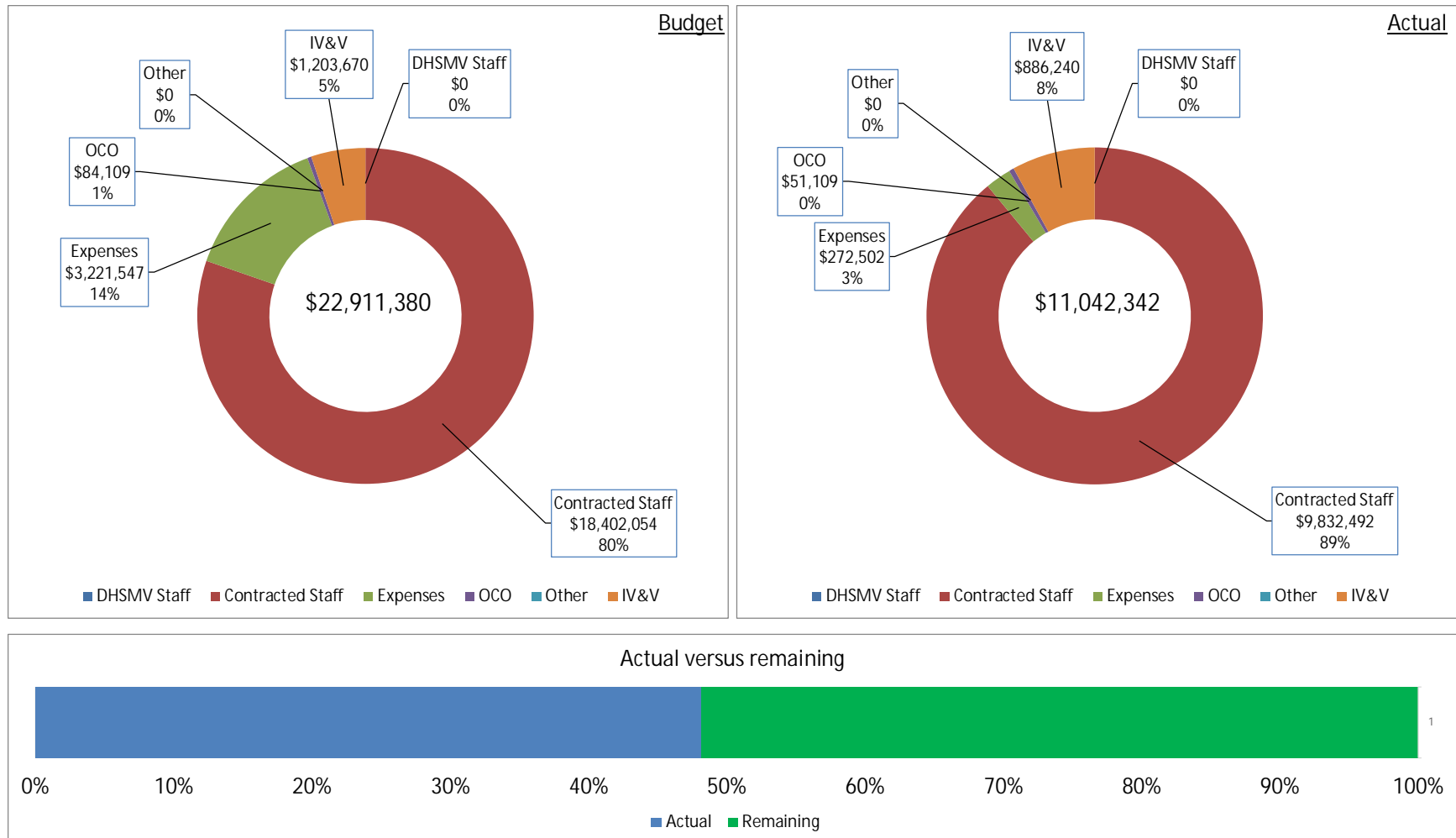


- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
 - Total EV is less than PV, indicating there is scheduled work that is not being completed as scheduled.
 - The total amount of work not completed as scheduled is 1,269.8 hours.
 - The total amount of work not completed is **increasing**.
- Conclusions:
 - The MMP2 Program is behind schedule.

- ▶ Blue area indicates the cumulative PV as of the current reporting period.
- ▶ Grey area indicates the cumulative EV as of the current reporting period.

- ▶ PV is the work scheduled to be accomplished.
- ▶ EV is the value of the work actually performed.

Project budget



Summary of changes

Item	Description
Deficiencies addressed	▶ There are no open IV&V deficiencies.
New deficiencies	▶ No new deficiencies identified since the last report.
New process improvements	▶ No new process improvements identified since the last report.
Maturity ratings	▶ No maturity rating changes since the last report.
Interviews conducted	▶ No interviews conducted since last report
Artifacts received	▶ Numerous artifacts received.

Upcoming IV&V activities

- ▶ Participate in IV&V and Program meetings
- ▶ Review draft and final MMP2 Program materials provided to the IV&V Team
- ▶ Conduct interviews as required
- ▶ Schedule of immediate IV&V deliverables is as follows:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jul 2019 (IVV-302AS)	08/14/2019	08/29/2019	08/29/2019	▶ Complete
MAR – Aug 2019 (IVV-302AT)	09/16/2019	10/01/2019	10/01/2019	▶ Complete
MAR – Sep 2019 (IVV-302AU)	10/14/2019	10/29/2019	10/28/2019	▶ Complete
MAR – Oct 2019 (IVV-302AV)	11/14/2019	12/03/2019	11/29/2019	▶ Complete
MAR – Nov 2019 (IVV-302AW)	12/13/2019	12/31/2019		
MAR – Dec 2019 (IVV-302AX)	01/15/2020	01/31/2020		
MAR – Jan 2020 (IVV-302AY)	02/14/2020	03/02/2020		
MAR – Feb 2020 (IVV-302AZ)	03/13/2020	03/30/2020		
MAR – Mar 2020 (IVV-302BA)	04/14/2020	04/29/2020		
MAR – Apr 2020 (IVV-302BB)	05/14/2020	06/01/2020		
MAR – May 2020 (IVV-302BC)	06/12/2020	06/29/2020		
MAR – Jun 2020 (IVV-302BD)	07/15/2020	07/30/2020		

Supporting information

- ▶ Key indicators
- ▶ IV&V ratings summary
- ▶ Status of key deficiency recommendations
- ▶ Open deficiencies and recommendations
- ▶ Process improvement recommendations
- ▶ Schedule and cost performance
- ▶ Project milestone dates
- ▶ Late tasks
- ▶ Project schedule quality
- ▶ Project budget

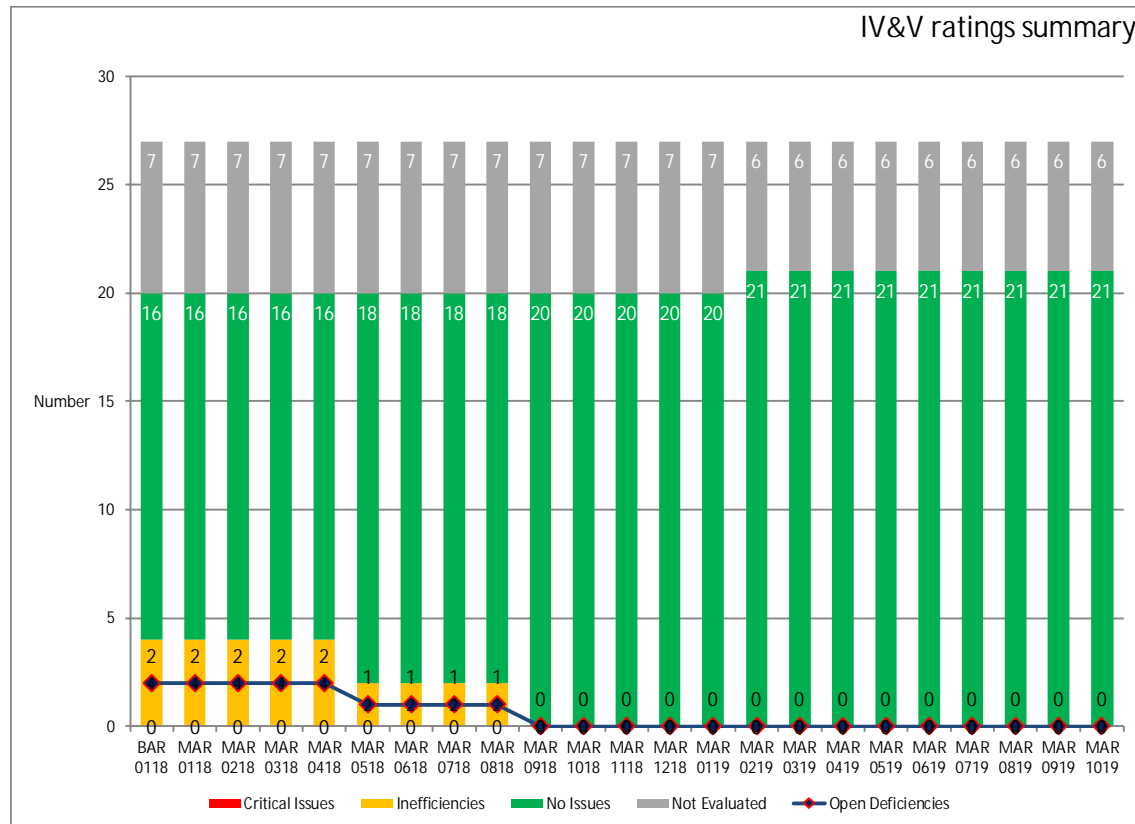
Key indicators

Supporting information

Indicator	Value	Comment
Is the project approach sound?	Yes	<ul style="list-style-type: none"> ▶ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	<ul style="list-style-type: none"> ▶ The MMP2 Program is within established schedule performance thresholds. <ul style="list-style-type: none"> ▶ The SPI is 0.964 and the overall trend is increasing. ▶ 16 of 1,446 total tasks (1.11%) contained in the project schedule are late. ▶ 0 of 47 total tasks (0.00%) for the current period are late. ▶ SV is currently -1,269.8 hours and the overall trend is increasing. ▶ TSPI is 1.036 and the overall trend is decreasing.
Is the project on budget?	Yes	<ul style="list-style-type: none"> ▶ The MMP2 Program is within established cost performance thresholds. <ul style="list-style-type: none"> ▶ The CPI is 1.000 and the overall trend is steady. ▶ The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	<ul style="list-style-type: none"> ▶ The work being completed as part of the MMP2 Program is within the scope of the project as defined in the Schedule IV-B Feasibility Study. ▶ Additional change requests are reviewed and approved based on the established change management process.
What are the project's future risks?	Unknown	<ul style="list-style-type: none"> ▶ The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are the project's risks increasing or decreasing?	Steady	<ul style="list-style-type: none"> ▶ The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	<ul style="list-style-type: none"> ▶ New and emerging technologies were considered in the Feasibility Study. ▶ None have an adverse effect on the project's technological assumptions.

IV&V ratings summary

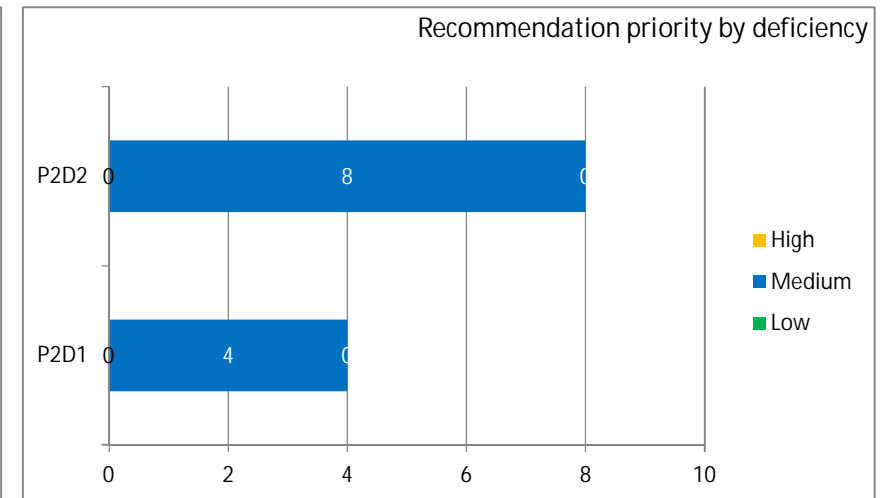
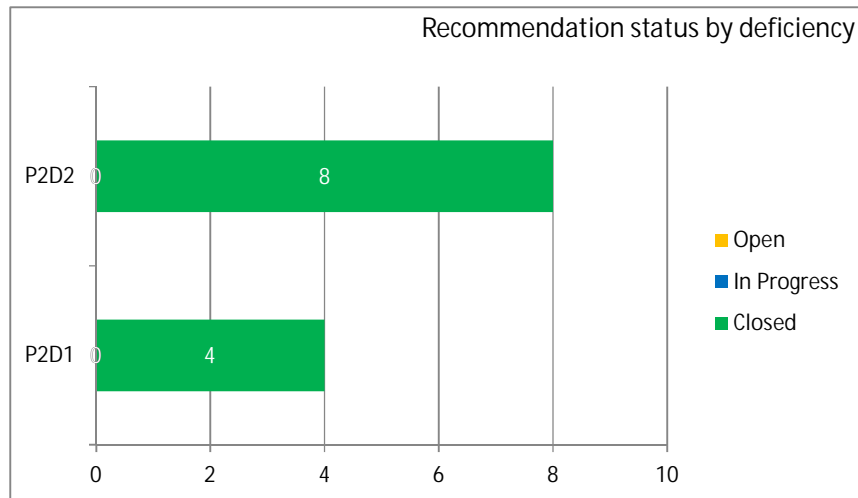
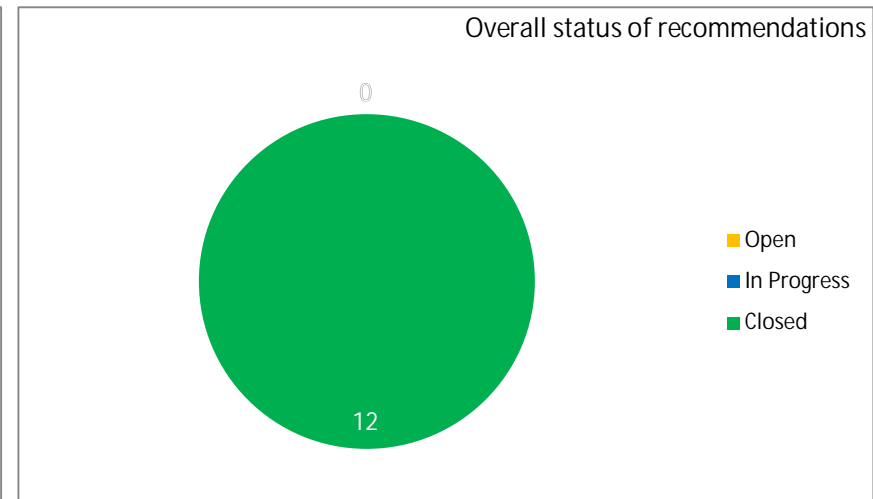
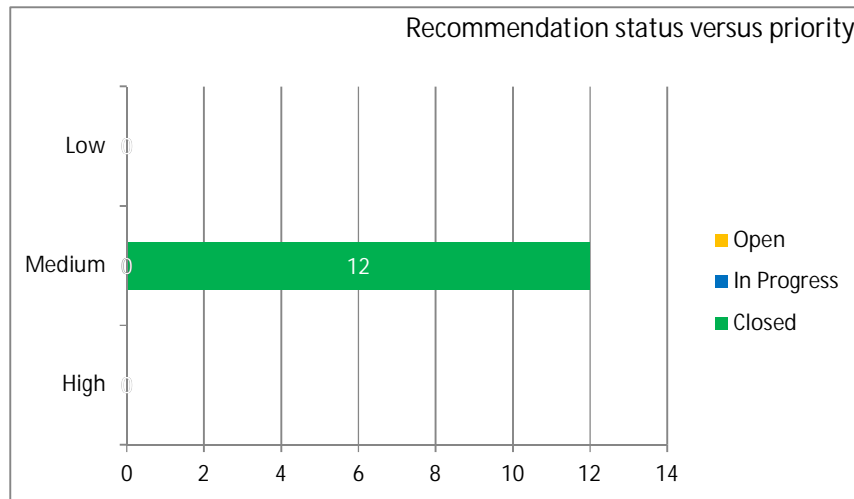
Supporting information



- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
 - Red (critical issues): 0
 - Amber (issues): 0
 - Green (no issues): 21
 - Gray (not evaluated): 6
- Open deficiencies: 0
- Conclusions:
 - The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V team.

Status of key deficiency recommendations

Supporting information



Open deficiencies and actions

Supporting information

Deficiency	Actions taken
▶ None	

The MMP2 Program Team has satisfactorily addressed all deficiencies identified by the IV&V Team.

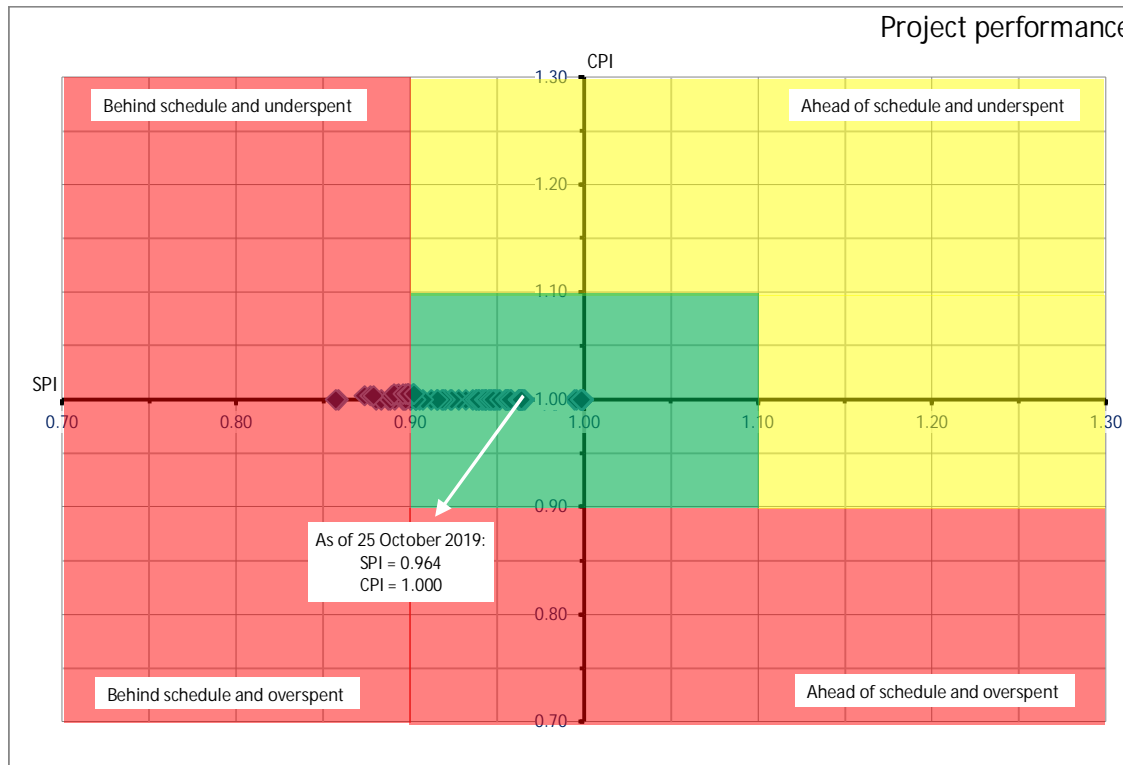
Process improvement recommendations

Supporting information

Recommendation	Progress update / resolution	Status
▶ The program team should perform a level of effort analysis on the remaining Uniface task and update the MM Program Schedule to provide an accurate reflection of the remaining work, allocated resources, and adjusted timeline.	▶ The program team is continuing to analyze the remaining UNIFACE tasks to determine appropriate changes to the MMP2 Program Schedule.	▶ In-progress

Schedule and cost performance

Supporting information



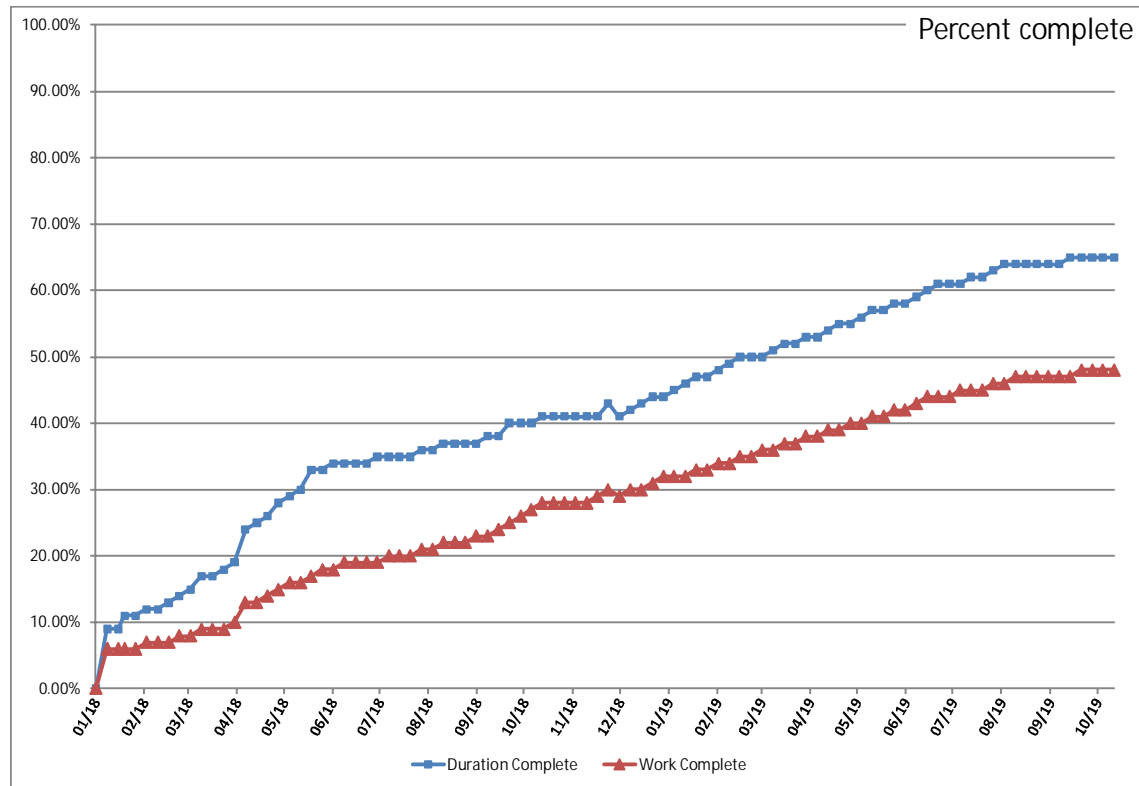
- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
 - Schedule and cost performance are within established thresholds.
- Conclusions:
 - The Program is behind schedule but within established performance thresholds.

- ▶ Green area indicates within tolerance of +/- 10% for both SPI and CPI.
- ▶ Amber area indicates review is required and corrective actions may be necessary.

- ▶ Red area indicates out-of-tolerance and corrective actions are necessary.

Schedule and cost performance (continued)

Supporting information

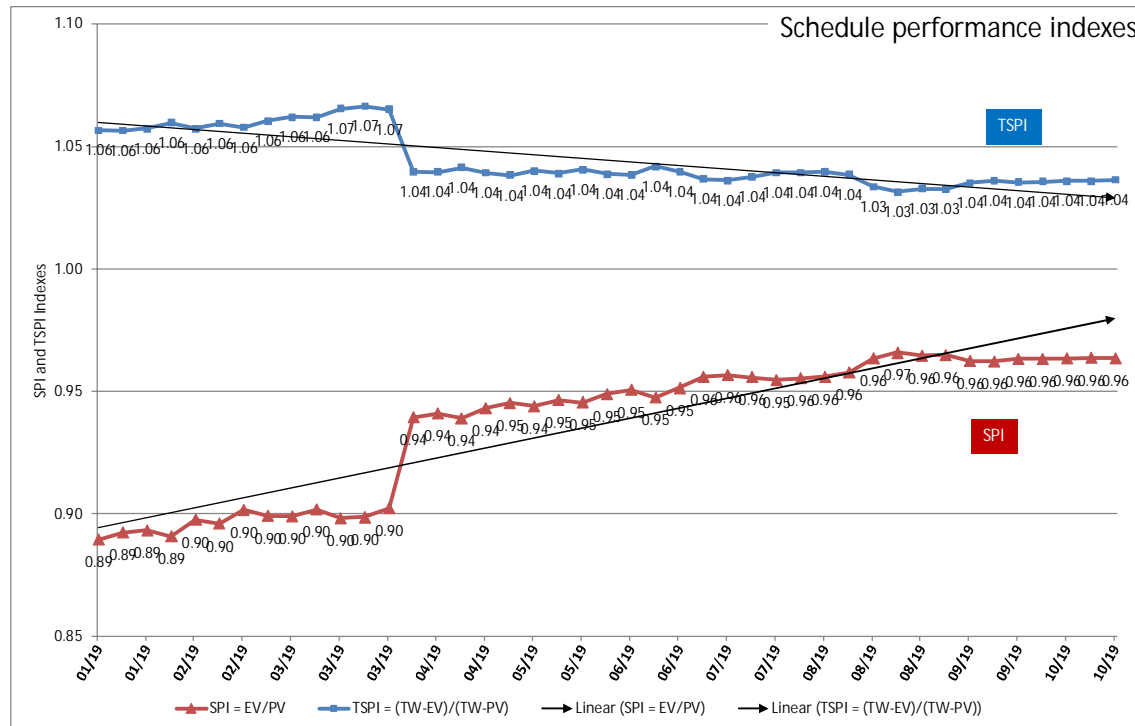


- This chart shows the percent complete for duration and work for the project.
- Summary:
 - Duration and work complete has been increasing since the beginning of the project.
- Conclusions:
 - None.

- ▶ Blue line is duration percent complete.
- ▶ Red line is work percent complete

Schedule and cost performance (continued)

Supporting information



- This chart shows the TSPI and SPI indexes and associated trends.
- Summary:
 - The overall SPI trend is **increasing**.
 - The overall TSPI trend is **decreasing**.
- Conclusions:
 - Future required schedule efficiency is becoming in-line with the planned schedule.

- ▶ Blue line is TSPI
- ▶ Red line is SPI

- ▶ TSPI is the future schedule efficiency required to complete the project as scheduled

Project milestone dates

Supporting information

WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	10/06/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	05/27/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	02/18/23	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	03/14/23	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	06/12/23	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	02/03/24	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	02/10/24	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	03/01/24	
5	Project Complete	07/19/23	07/19/23	07/19/23	03/23/24	

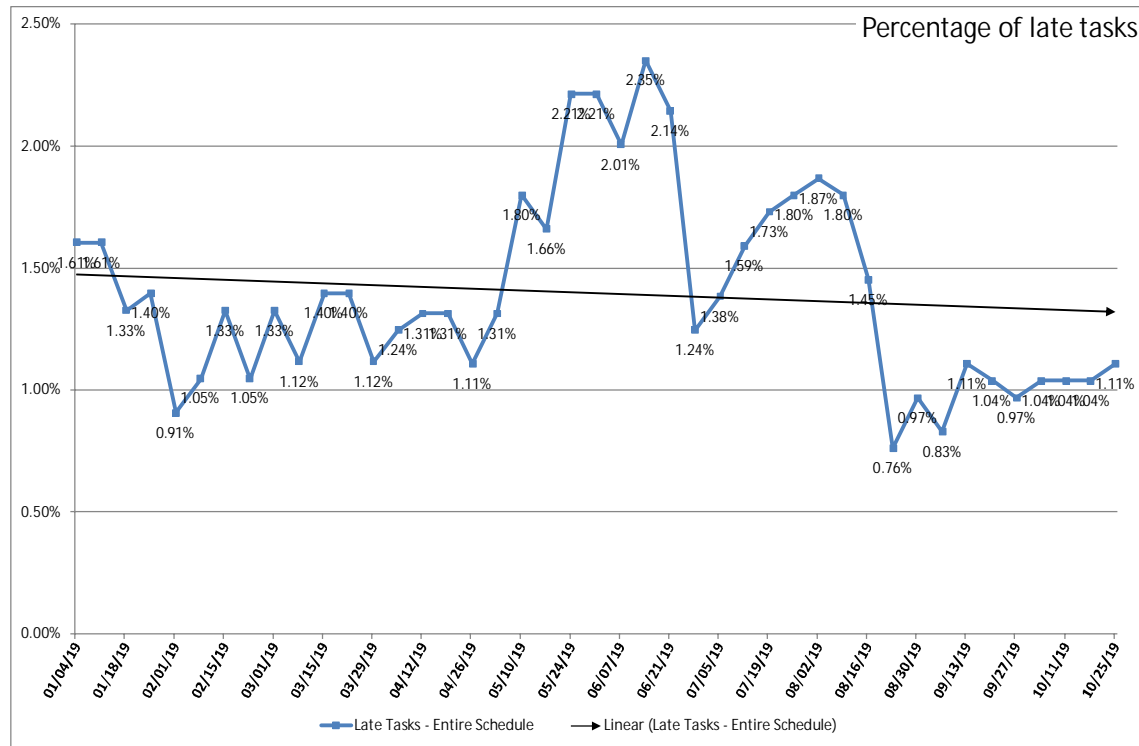
- Items highlighted are either currently late or projected to be late.
- Original – Original contract completion date.
- Scheduled – Scheduled completion date based on the latest schedule baseline.
- Planned – Planned completion date (should be the same as scheduled).
- Forecast – Based on ES calculations and the current SPI.
- Actual – The actual completion date

Late

248.6 days

Late tasks

Supporting information

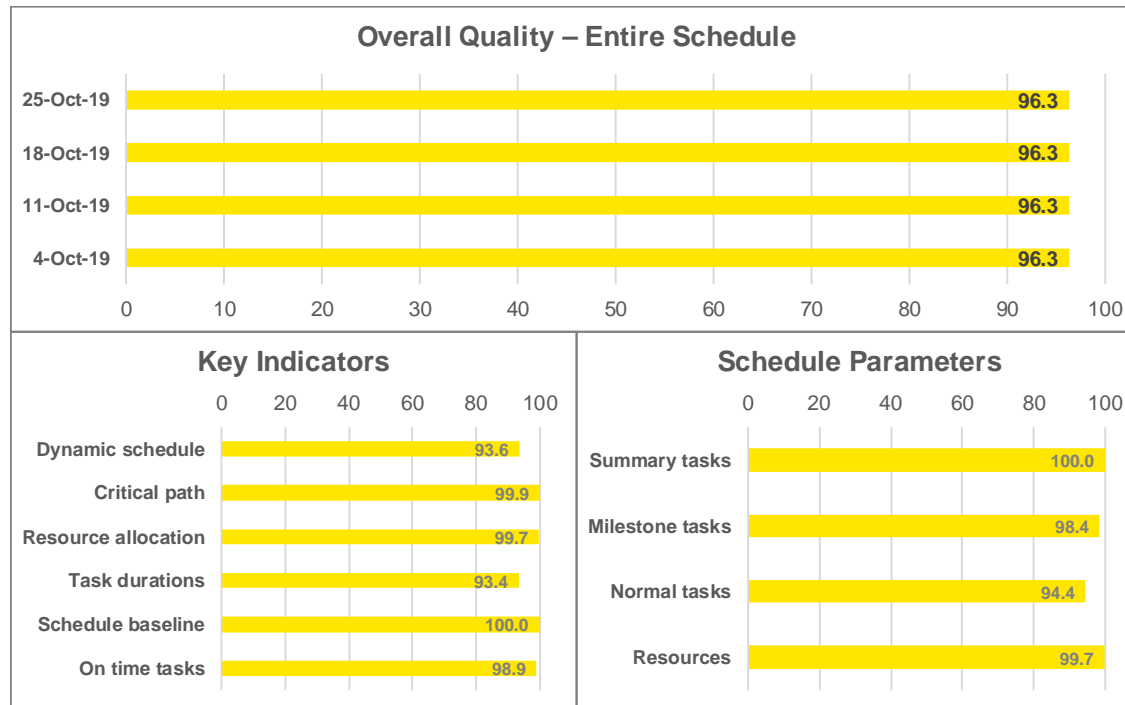


- This chart shows the the percentage of tasks that are late for the entire schedule.
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
 - Total normal tasks: 1,446
 - Total tasks late: 16
- Conclusions:
 - The total number of tasks designated as late is 1.11% of the total number of tasks.
 - The overall trend for the number of late tasks is **decreasing**.

Project schedule quality

MMP2 schedule

Supporting information



- This chart shows the quality of the project schedule within each of the following areas:
 - Overall quality with trending
 - Key indicators
 - Schedule parameters
- Summary:
 - Overall quality: 96.3
- Conclusions:
 - Overall schedule quality is consistent and excellent

- ▶ Dynamic schedule – Task dependencies and constraints
- ▶ Critical path – Task dependencies
- ▶ Resource allocation – Resource assignments

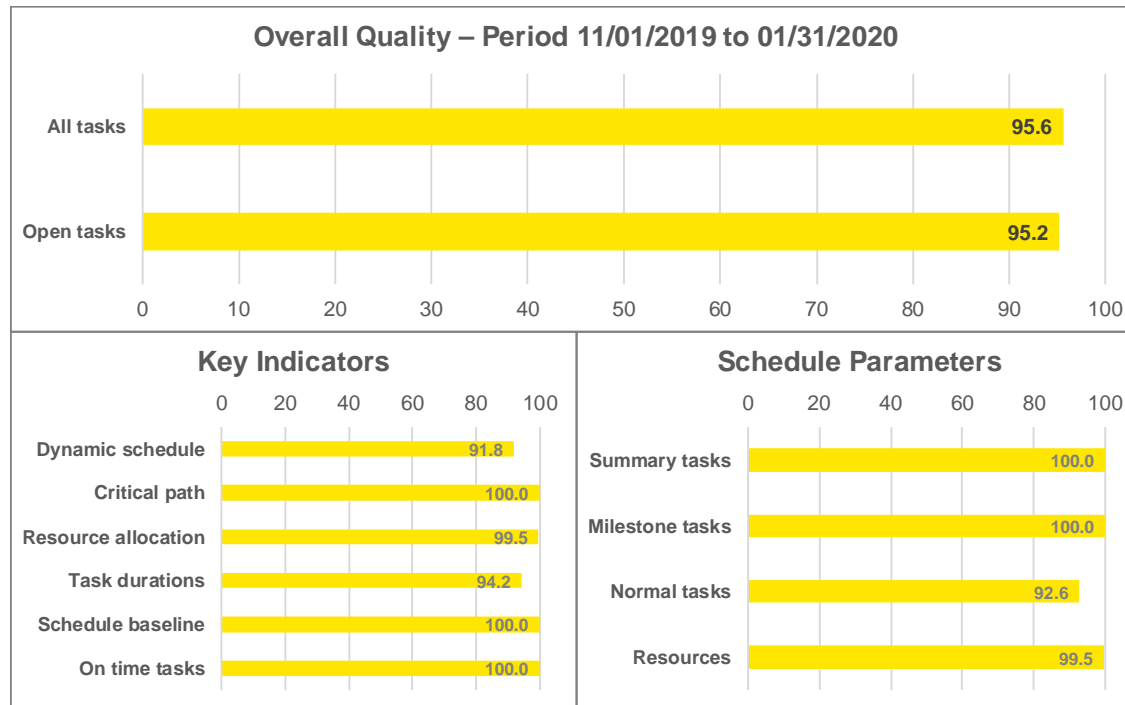
- ▶ Task durations – Task durations other than 8 to 80 hours
- ▶ Baseline – Full baseline defined for all tasks
- ▶ On time tasks – Tasks that are not late

Quality Value	
↑	90 or greater
↗	Between 75 and 90
→	Between 60 and 75
↘	Between 45 and 60
↓	Less than 45

Project schedule quality

MMP2 period

Supporting information



▪ This chart shows the quality of the project schedule within each of the following areas:

- Overall quality with trending
- Key indicators
- Schedule parameters

▪ Summary:

▪ Overall quality: 95.6

▪ Conclusions:

- Overall schedule quality is consistent and excellent

- ▶ Dynamic schedule – Task dependencies and constraints
- ▶ Critical path – Task dependencies
- ▶ Resource allocation – Resource assignments

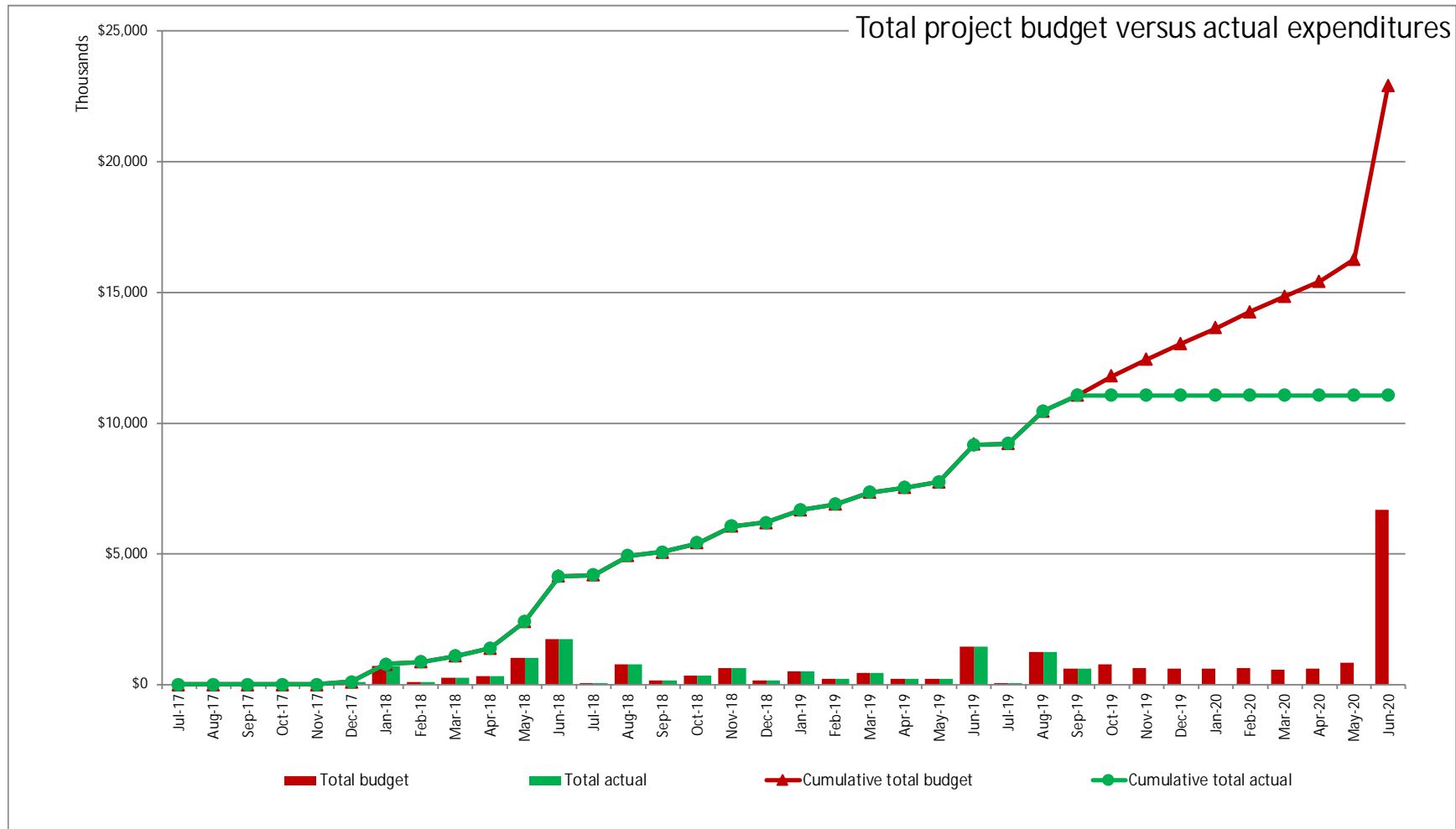
- ▶ Task durations – Task durations other than 8 to 80 hours
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- ▶ On time tasks – Tasks that are not late

Quality Value	
↑	90 or greater
↗	Between 75 and 90
→	Between 60 and 75
↘	Between 45 and 60
↓	Less than 45

Project budget

Total project funding

Supporting information



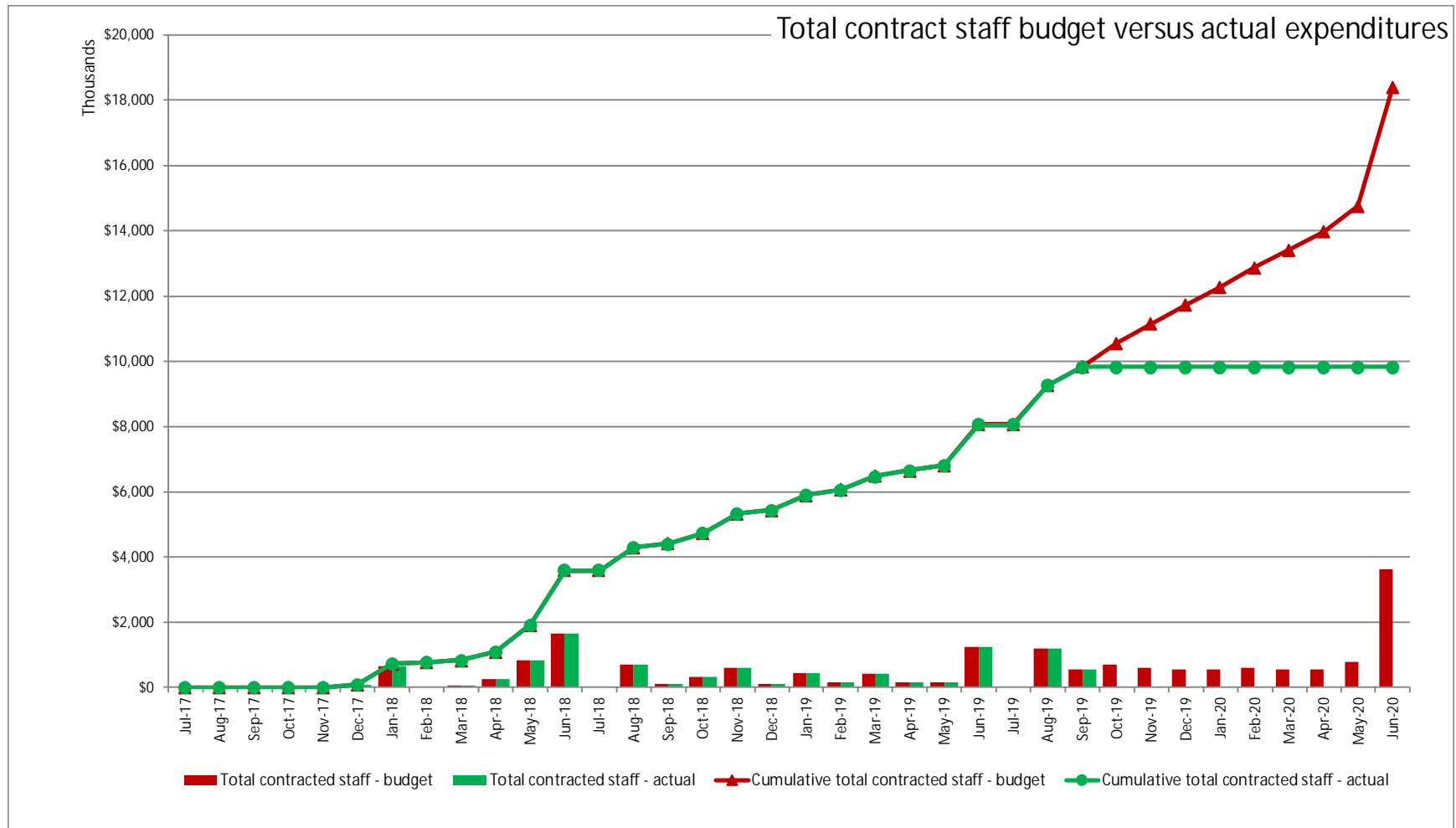
Supporting information



Project budget

Contract staff funding

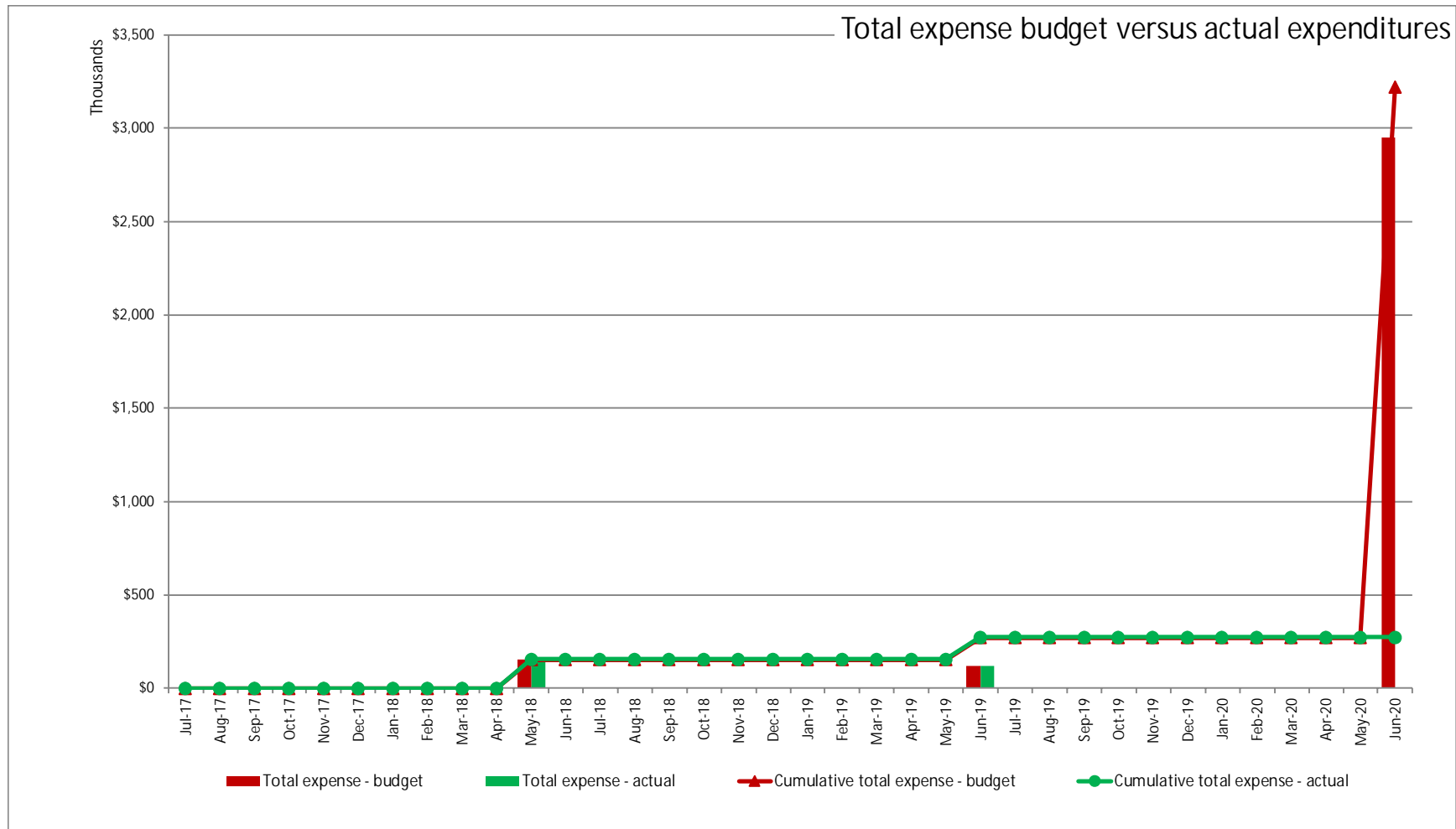
Supporting information



Project budget

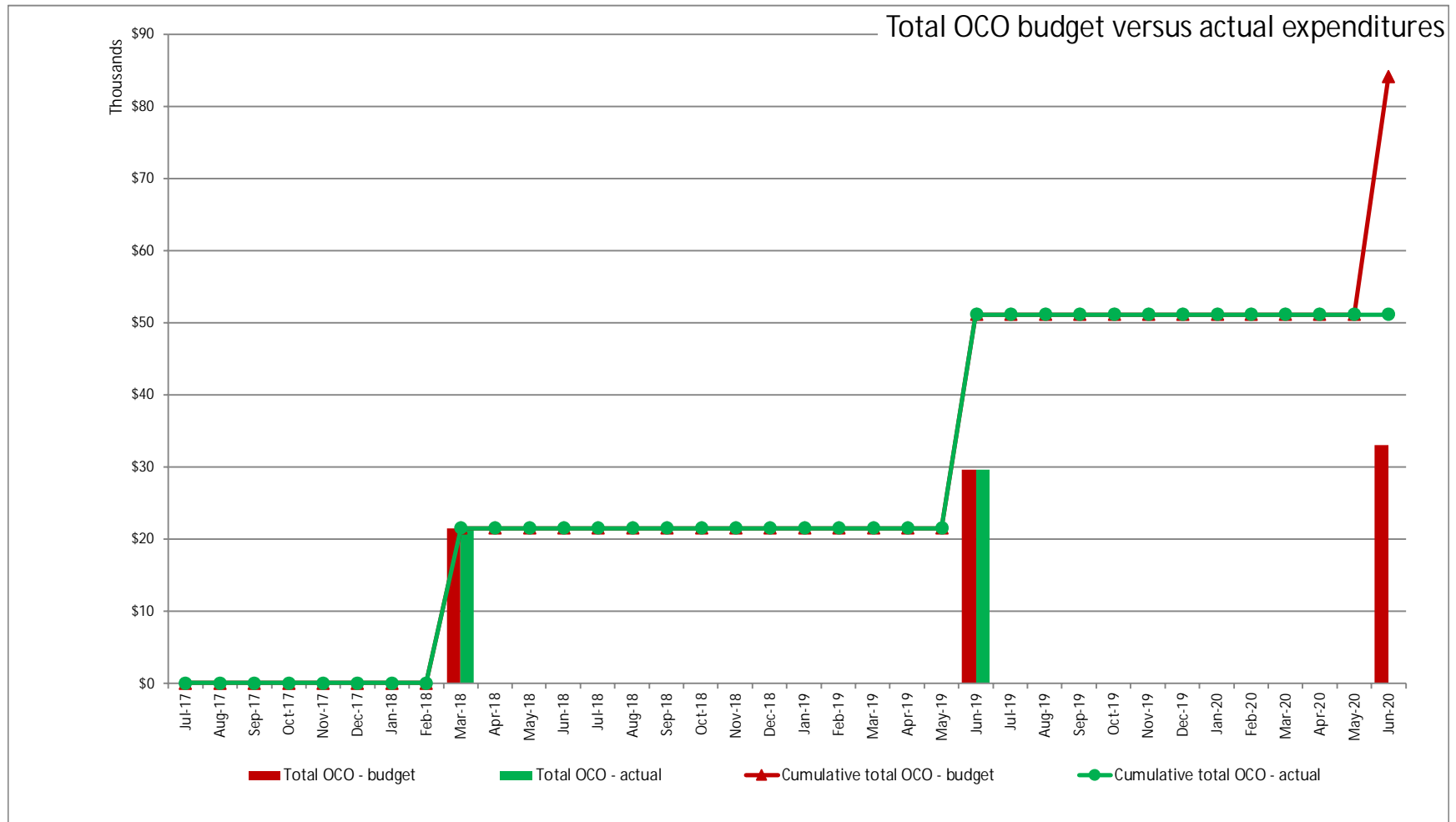
Expense funding

Supporting information



Project budget OCO funding

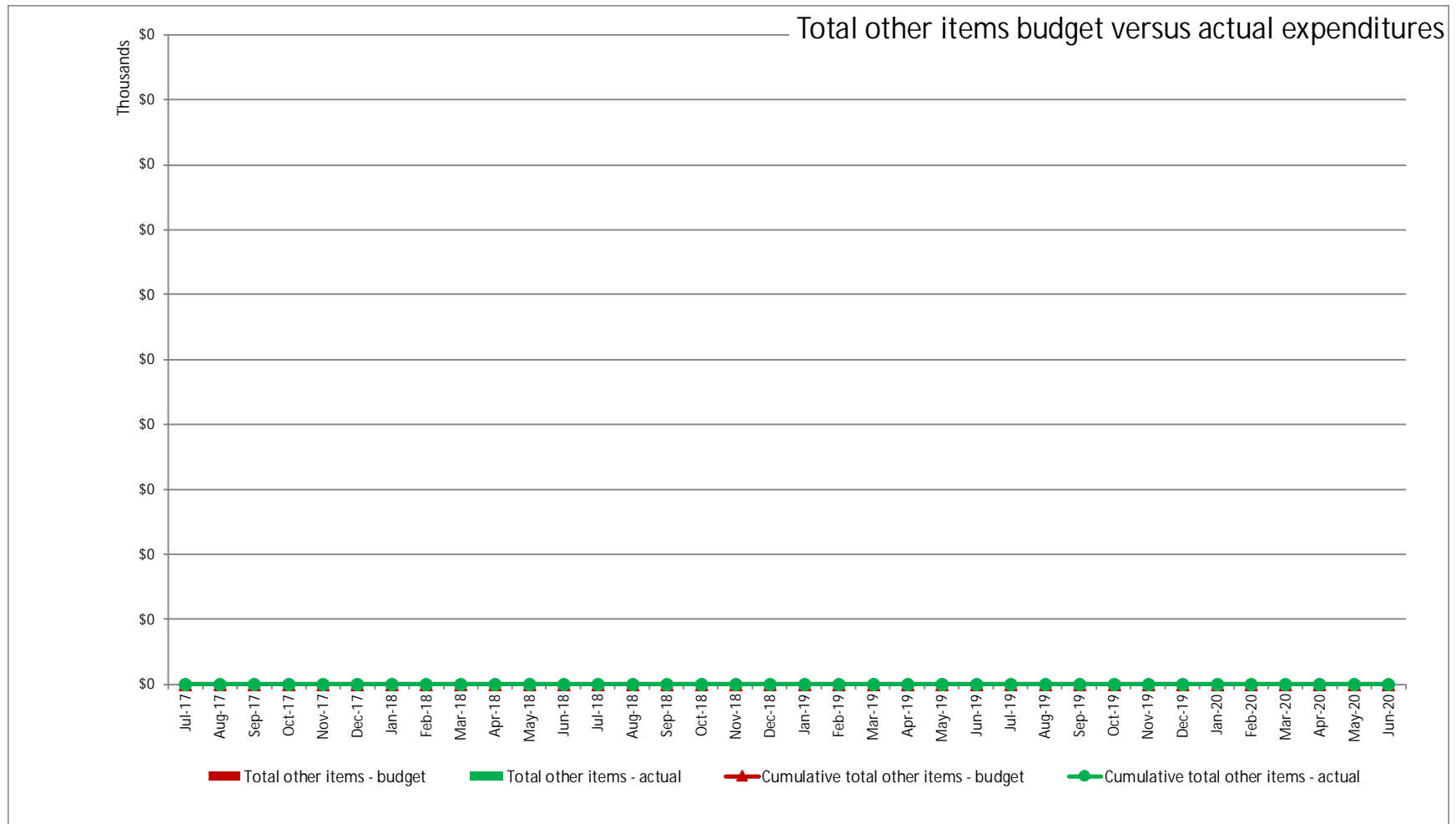
Supporting information



Project budget

Other items funding

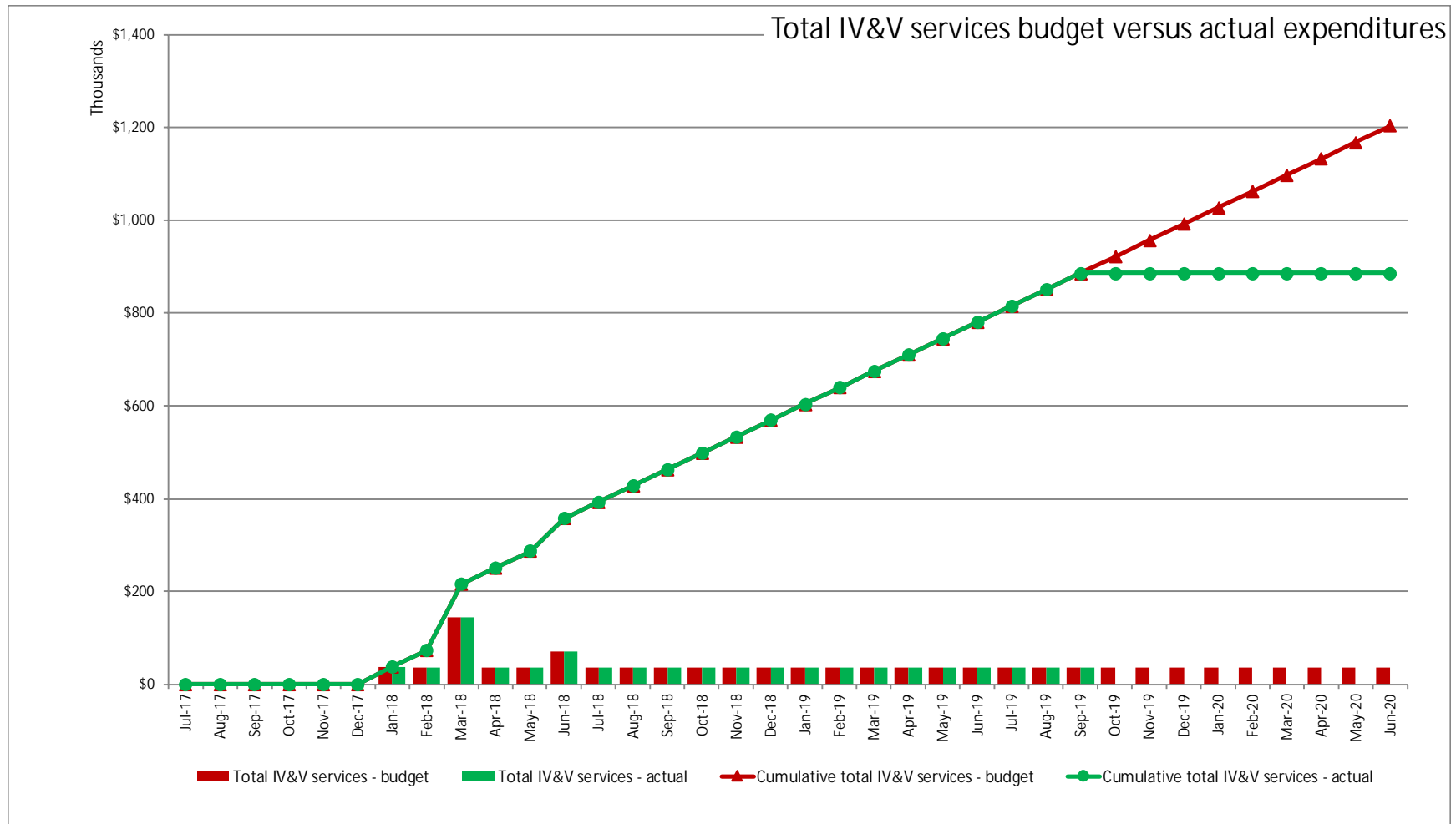
Supporting information



Project budget

IV&V services funding

Supporting information



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