A SAFER **FLORIDA**
HIGHWAY SAFETY AND MOTOR VEHICLES

ORION
ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

Motorist Modernization

Motorist Modernization Advisory Board – Phase II Monthly Meeting
December 11, 2018
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399
2:30 – 4:00 p.m., EST

Invitees	Representing
Stephen Boley	DHSMV
Lt. Jason Britt	DHSMV
Diane Buck	DHSMV
Jay Levenstein	DHSMV
Steve Burch	DHSMV
Lisa Cullen	Florida Tax Collectors
Sherri Smith	Florida Tax Collectors
Det. Sgt. Ivan Doobrow	Law Enforcement
TBD	Law Enforcement

Agenda

- Roll Call

- Welcome

- Review and Approval of Last Meeting Minutes

- IV&V Update

- Stakeholder Outreach Update

- Policy and Decisions Review

- MM Phase II Program Update
    - Financial Review
    - Project Updates

- Communications Update

- Q&A

- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD PHASE II

Monthly Meeting Minutes
Kirkman Building Conference Room B-202
November 13, 2018
2:30 to 4 p.m., EST

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

  - Stephen Boley   DHSMV (absent)
  - Steve Burch   DHSMV
  - Lt. Jason Britt   DHSMV (via phone)
  - Diane Buck   DHSMV (via phone)
  - Jay Levenstein   DHSMV
  - Lisa Cullen   Florida Tax Collectors
  - Leticia Torres   Florida Tax Collectors (absent)
  - Det. Sgt. Ivan Doobrow   Law Enforcement (via phone)

- Additional DHSMV members present included – Terrence Samuel, Koral Griggs, Felecia Ford, Laura Freeman, Jessica Espinoza, Cheryln Dent, Chad Hutchinson, Craig Benner and Cathy Thomas.
- Visitors present included – Alyene Calvo from Ernst & Young, and Nathan Johnson from Accenture. Andrew Bell and Brandon Shelley from Florida Auto Tag Agencies, and Selma Sauls and Joe Kalicki from Auto Data Direct, Inc. also attended.

REVIEW OF MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from September 11, 2018. There were no corrections identified. A motion to approve the minutes was accepted by the board members and the September 11, 2018, meeting minutes were approved.

IV&V UPDATE

- Alyene Calvo presented an overview of the September 2018 report for Phase II. The overall risk state was green. There were no open deficiencies to report. The Schedule Performance Index was .938 and the program was within the established performance thresholds. 10 out of 1,430 tasks were late and the program completion date is projected to be 97.7 days late. The Schedule Quality Score was 96.2.

STAKEHOLDER OUTREACH

- Koral Griggs discussed the surveys previously sent to the ELT and Public Access Vendors. A conference call with these vendors will be rescheduled after Thanksgiving.
- Jessica Espinoza discussed the Phase II Focus Group Meetings held during October in Titusville, Florida for the MyDMV Portal, Inventory and Titles and Registrations teams.
  - Mr. Samuel stated a second Phase II Focus Group Meeting would be scheduled sometime in January.

- Mr. Samuel discussed scheduling a mobile DL workshop soon.
- Mr. Samuel discussed the Industry Focus Group list reviewed by the ESC. He stated this list will be shared with the Advisory Board members. He stated the meeting with the Industry Focus Group will be centrally located when scheduled.
- Cathy Thomas stated the Tax Collector SME Meeting was cancelled due to Hurricane Michael. This will be rescheduled in January 2019.

POLICY & DECISION REVIEW
- POR02 – Defining Scope of Fleet Services – Ms. Espinoza stated this item is pending legal opinion.
- POR03 – Motor Vehicle Records Sales - Ms. Espinoza stated this item is pending legal opinion.
- POR04 – Casual Title Transactions Through MyDMV Portal – Ms. Espinoza stated this item was discussed at the Phase II Focus Group Meetings in Titusville with Robert Kynoch and is pending further discussion.
- POR06 – Authentication and Transaction Services Offered in Phase II Kiosk Solution – Ms. Espinoza stated this item was also pending further discussion.
- REG01 – For a residential address change on a MV transaction, are we going to force the customer to get a replacement DL? – Ms. Thomas stated it was decided that we would not force a customer to change their address on their DL and their address on the MV transaction at the same time. This item was closed in August 2018.
    - Lisa Cullen asked how often this occurs in MyDMV Portal.
    - Ms. Espinoza stated she is unsure if this is tracked in MyDMV Portal, but she would check.
- REG04 – Should the system do a NMVTIS check prior to approval of a renewal? – Ms. Thomas stated this item would be closed as the team decided not to run a NMVTIS check on renewals.
- TLE01 - Should the MV Issuance system pre-populate the vehicle information based on data retrieved from VINtelligence? – Ms. Thomas stated it was decided we would wait and see the value of manually keying in the VIN for the next 12 months and then determine if we will plan to pre-populate the vehicle information in Phase II. She stated this item was closed for now.
- REG05 - Should the system perform an NMVTIS and NLETS check on registration-only transactions? – Ms. Thomas stated a conference call was held with AAMVA and the department needs to decide what implementation solution to use, web service or AMIE. She stated once that is decided, the team will report back.
- REG06 – Specialty Plate Voucher Transactions – Ms. Thomas stated currently, when a customer attempts to redeem their voucher with no active registration on file, the customer is not allowed to receive the voucher. The registration team would like to design a transfer specialty plate voucher transaction for the eligible person to redeem the voucher, transfer the voucher back to original purchaser, or provide refund, if eligible. She stated this would be discussed further with the ESC.
    - Ms. Cullen agreed with this idea.
    - Steve Burch stated the payment for the voucher goes to the foundation on file. He asked if we would take money from the foundation.
    - Ms. Espinoza stated the money is held for the foundation but unless the specialty plate is approved it does not go to the foundation.
- TLE02 – Where would required documents be scanned? – Ms. Thomas stated a meeting was held and it was decided that all MV scanning would continue to be done in Tallahassee and not in the Tax Collector offices. This item would now be closed.

- TLE03 – Whether or not tax collector offices will be able to create MV reports for the customers to purchase in the office – Ms. Thomas stated this item would be taken to the ESC.
  - Ms. Cullen stated she believes the statute states to pay per page. She raised a concern that this may cause confusion due to DHSMV being the custodian of these records.
  - Ms. Espinoza stated they would have to figure out who would collect the fees for this.
  - Diane Buck recommended the tax collectors continue to use the government quality assessment method for public records to maintain all public record requests in one place.
  - Ms. Espinoza stated this same process would be used. She also added that customer PII would be redacted on these reports.
  - Mr. Samuel stated this recommendation would be discussed with the ESC.
- REG07 – Decision on whether to make it easier for dealers to process more than one original dealer plate transaction at a time (ex. bulk issuance) – Ms. Thomas stated this would be subject to their GLI/plate limits. Currently, only one dealer plate can be processed at a time. She stated the team is concerned with fraud.
  - The board had no issue with this if the department had a way of tracking how many plates the dealer already received, and ensure they follow their GLI plate limits.
  - Nathan Johnson stated there will be a dealer plate limit in FRVIS to help keep track.
- REG08 – Decision on whether a scanned coversheet should be required to be printed for every registration correction – Ms. Thomas stated currently, a scan coversheet is not required for this transaction. In modernization, the team would like to have this as part of the transaction for fraud purposes and to provide documentation to scan to the record for the correction. The team received stats for the past five years for corrections, totaling 844,020. The team would like to print a cover sheet for every correction; however, this would increase paper and toner for the printers in the tax collector offices.
  - Ms. Cullen stated we would need to pinpoint fields that would require back-up documentation to be scanned.
- DS01 – Retaining the Original License Number for Expired Dealers that Reapply After Their Delinquent Period – Felecia Ford stated ESC agreed to retain the original dealer license number. This item is now closed.
- Mr. Samuel stated there were a few items approved by the ESC that the teams could move forward on. These included: permanent fleet decals, bulk registration portal for renewals, electronic MSOs, e-odometer and portal for junk/salvage. He stated once all details are worked out, he will provide them to the Advisory Board.
  - Andrew Bell asked regarding eMSOs, if a franchise dealer is retailing a car, would it be treated as an electronic title for a used transaction?
  - Mr. Samuel stated he believes that is the case.
  - Mr. Bell asked regarding the junk and salvage portal, what is the end goal?
  - Ms. Espinoza stated this portal would enable a customer to be able to manage and update forms there rather than go in-person.
  - Mr. Bell asked if the bulk registrations would be like go-renew where a customer does not have to enter each vehicle manually.
  - Mr. Samuel stated that is the overall idea, but the team is still discussing who would be allowed to use this portal and other details.

FINANCIAL REVIEW

- Ms. Janis Timmons stated the Phase I budget for the 2018/19 fiscal year is $7.5 million, with $2.7 million expended. $4.8 million is remaining for the fiscal year. The Phase II budget for the 2018/19 fiscal year was $5 million, with $1.2 million expended. $3.7 million is remaining for the fiscal year.

PROJECT UPDATES

- Mr. Nathan Johnson stated all teams were currently working on requirements validation. He stated the teams are working on closing increment 1 and beginning increment 2. Mr. Johnson stated the Titles team will begin work on additional transactions, stops and ELT provider maintenance. The Registrations team will start work on additional transactions as well. The Dealer License team will begin to work on consumer complaints and manufactured housing licensing.
  - Felecia Ford stated SMEs from manufactured housing will be retiring on December 31, 2018, so the team is preparing as much as they can before then. She stated legal has been attending meetings with the team.
- Mr. Johnson stated the Portal and Fleet teams are working on increment 1 due next month. The IFTA/IRP team is working on the draft requirements for the ITN. In increment 2 they will be working on integration into ORION. He stated the Globals/Batch/Inventory team is working on globals and cashiering in increment 2. He stated all teams have been meeting to discuss code table maintenance, customer search and inquiry. He stated they are working on getting additional Uniface resources. He stated all teams have been working on the release plan as well. The next All-Hands Meeting will be during January 2019.

COMMUNICATIONS UPDATE

- There was no communications update at the meeting.

Q&A

- Mr. Samuel asked about possibly having the Industry Meeting in January 2019 rather than December, and the industry members agreed.
- Mr. Bell asked about item POR03 on the Legal Opinion Log involving screen-scraping. He asked what the end goal with the screen-scraping would be since EFS does something similar.
- Mr. Samuel stated the team is still discussing this and the idea of possibly having an EFS portal.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 3:22 p.m.
- The next Advisory Board Phase II Meeting is scheduled for December 11, 2018.

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 (9/11/18)	3 Pages
MM Phase II IV&V Update	31 Pages
MM Phase II Decision Log	7 Pages
MM Phase II Legal Opinion Log	5 Pages
MM Phase II Financials	9 Pages
Phase II Traffic Light Report	1 Page

Motorist Modernization Program (Phase II)

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

Independent verification and validation (IV&V)
Monthly Assessment Report Summary
October 2018

30 November 2018

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Building a better
working world

Topics for discussion

- ► General IV&V overview
- ► Overall risk state and trending
- ► IV&V ratings summary
- ► Key indicators
- ► Status of key deficiency recommendations
- ► Overall performance
- ► Project complete date slippage
- ► Forecast milestone slippage
- ► Open deficiencies and actions
- ► Process improvement recommendations
- ► Upcoming IV&V activities

- ► Supporting information
  - ► Summary of changes
  - ► Open deficiencies
  - ► Project milestones
  - ► Late tasks
  - ► Project schedule quality
  - ► Project budget

Data contained in this MAR is as of 30 November 2018
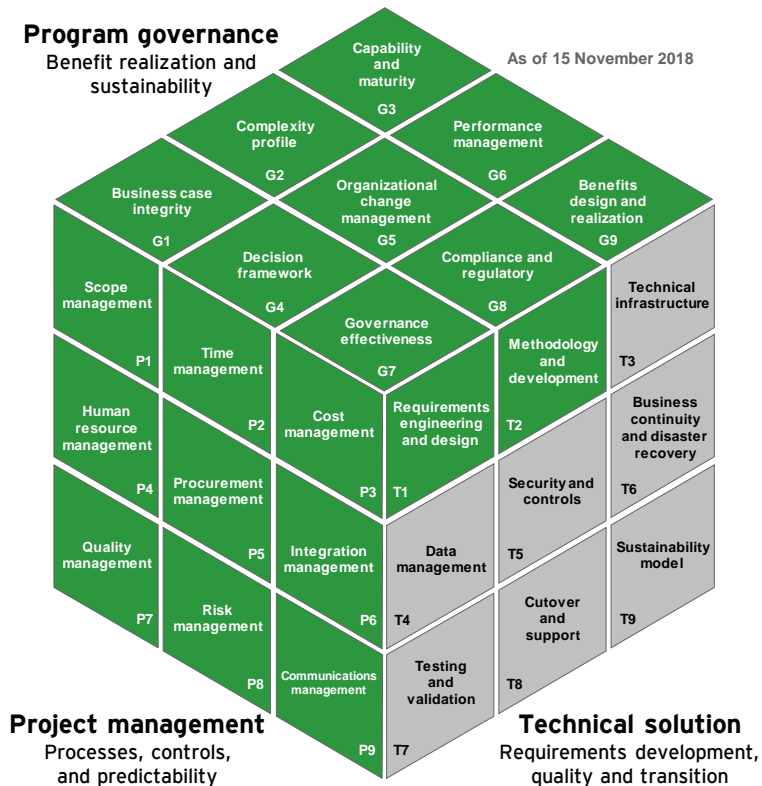
General IV&V overview

Overall IV&V risk state:	Green

► There are no open IV&V deficiencies

  ► No additional facets evaluated

  ► No new deficiencies identified since the last report

► The Program is within established schedule performance thresholds

  ► The schedule performance index (SPI) is 0.916

  ► 14 of 1,430 total tasks (0.97%) contained in the project schedule are late

  ► 9 of 375 total tasks (2.40%) for the current period are late

► The Program is within established cost performance thresholds

  ► The cost performance index (CPI) is 1.000

  ► The Program is currently on budget based on provided budget and spending information

► The Program is behind schedule

  ► The program completion date is forecast to be 28 November 2023, 132.8 days late

  ► Future milestones are projected to be completed behind schedule

  ► The amount of time the project is behind schedule is increasing

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Overall risk state and trending

Risk state of the MM Program (Phase II)

Program governance
Benefit realization and
sustainability

As of 15 November 2018

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

Project management
Processes, controls,
and predictability

Technical solution
Requirements development,
quality and transition

Risk state with trending

Program governance

G9 G6 G8 G3 G5 G7 G2 G4 P3 P2 G1 T2 P6 P1 T1 P5 P9 P4 P8 P7

Project
management

Technical
solution

Risk state with trending

T3 T4 T5
T6 T7 T8 T9

🔴 Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.

🟡 Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
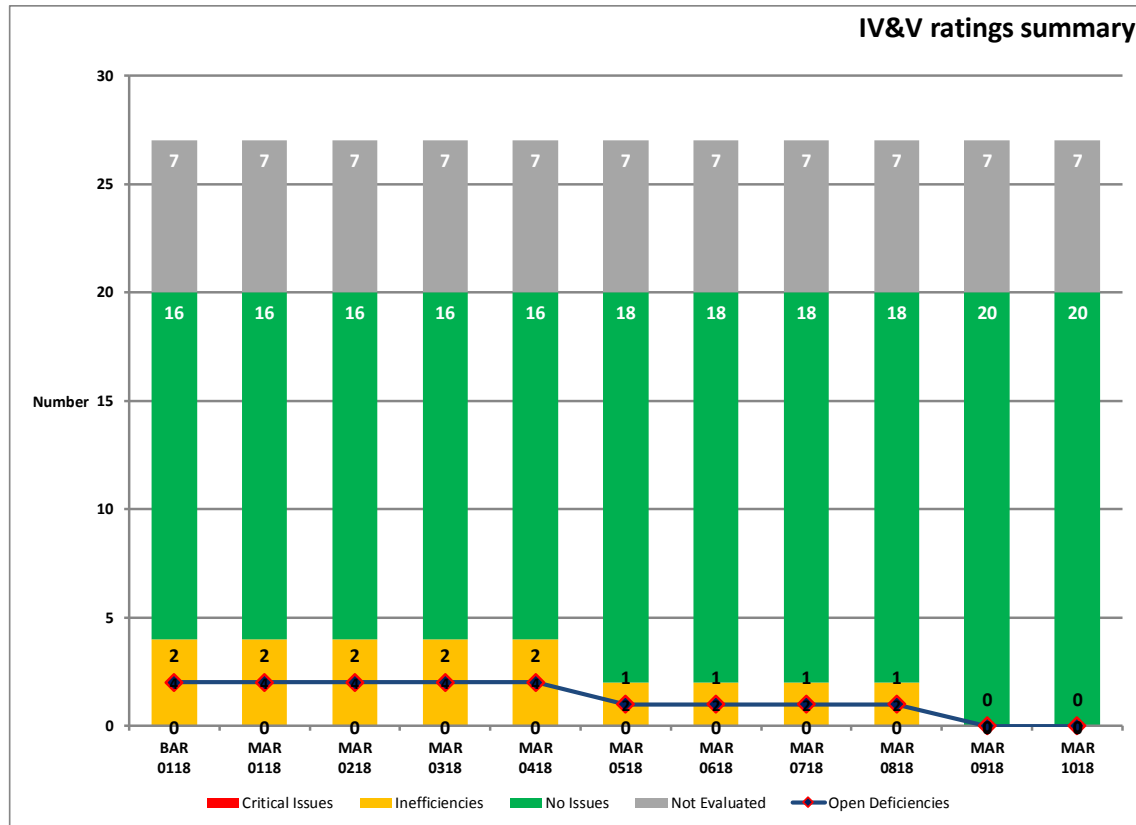
🟢 Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.

⬜ Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

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IV&V ratings summary
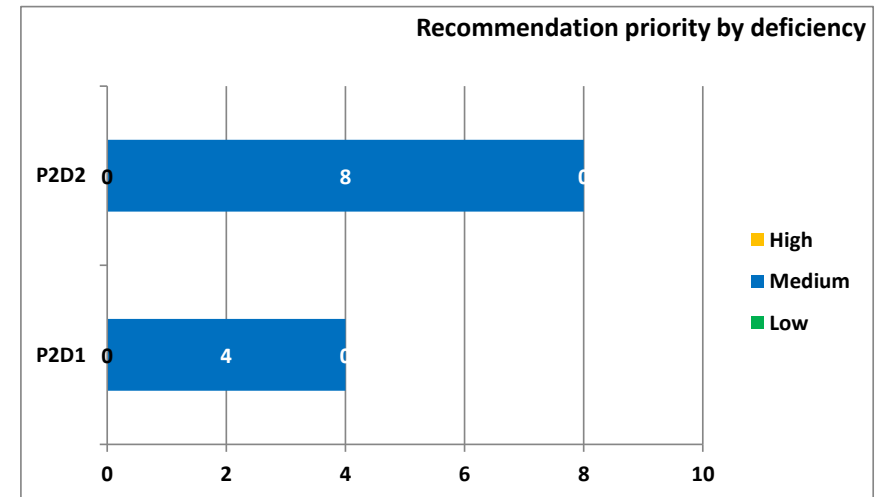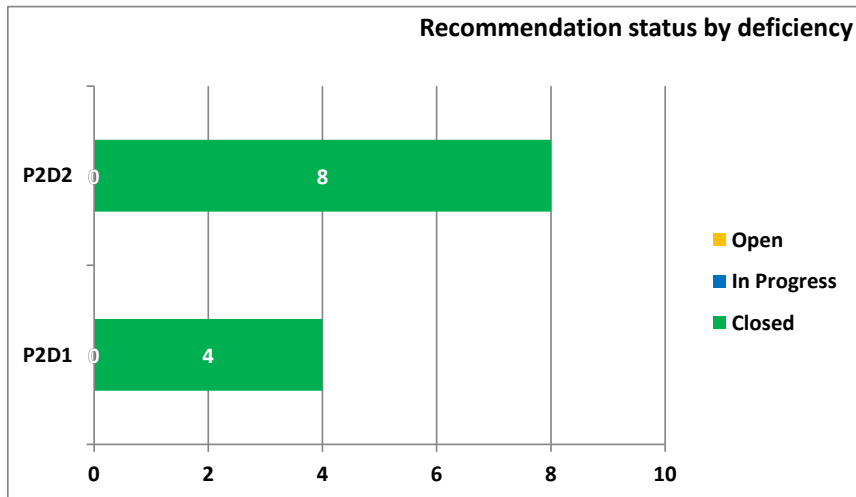

IV&V ratings summary

- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues):   0
  - Amber (issues):   0
  - Green (no issues):   20
  - Gray (not evaluated):   7
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has resolved all open deficiencies identified by the IV&V Team.

Legend: Critical Issues | Inefficiencies | No Issues | Not Evaluated | Open Deficiencies

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Key indicators

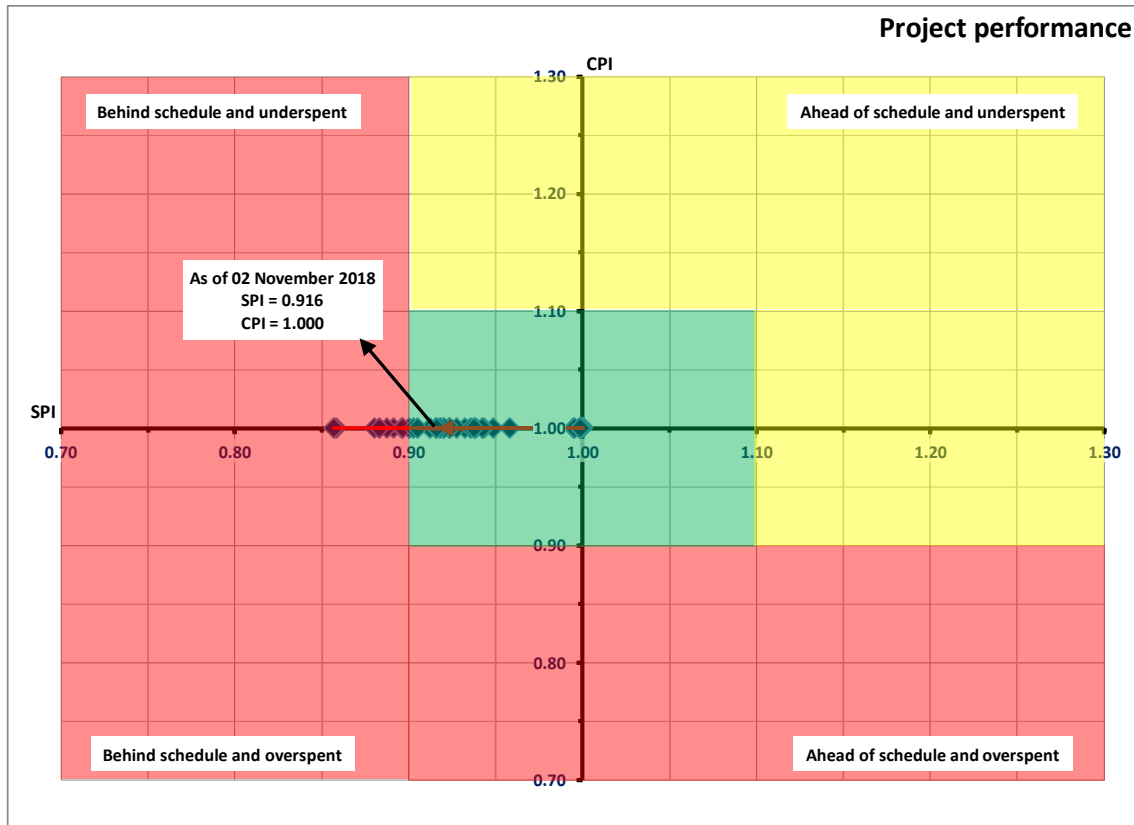| Indicator	Value	Comment
Is the project approach sound?	Yes	► The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	► The Program is currently behind schedule. 　► The schedule performance index (SPI) is 0.916 　► 14 of 1,430 total tasks (0.97%) contained in the project schedule are late. 　► 9 of 375 total tasks (2.40%) for the current period are late.
Is the project on budget?	Yes	► The Program is within established cost performance thresholds. 　► The cost performance index (CPI) is 1.000. 　► The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	► The work being completed as part of the MM Program (Phase II) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	► The MM Program Team has resolved all open deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	► The MM Program Team has resolved all open deficiencies identified by the IV&V Team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	► New and emerging technologies were considered in the Feasibility Study. ► None have an adverse effect on the project's technological assumptions.

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Status of key deficiency recommendations

Recommendation status versus priority

Overall status of recommendations

Recommendation status by deficiency

Recommendation priority by deficiency

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Overall performance

Project performance

Behind schedule and underspent

Ahead of schedule and underspent

As of 02 November 2018
SPI = 0.916
CPI = 1.000

Behind schedule and overspent

Ahead of schedule and overspent
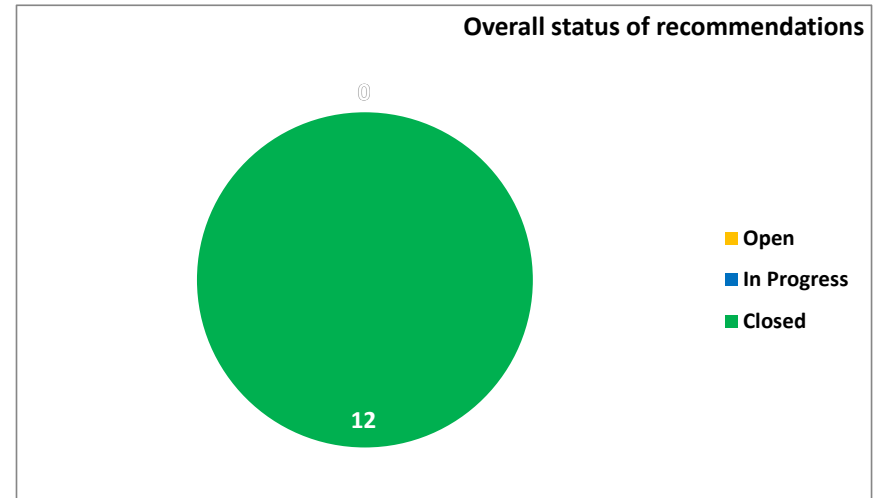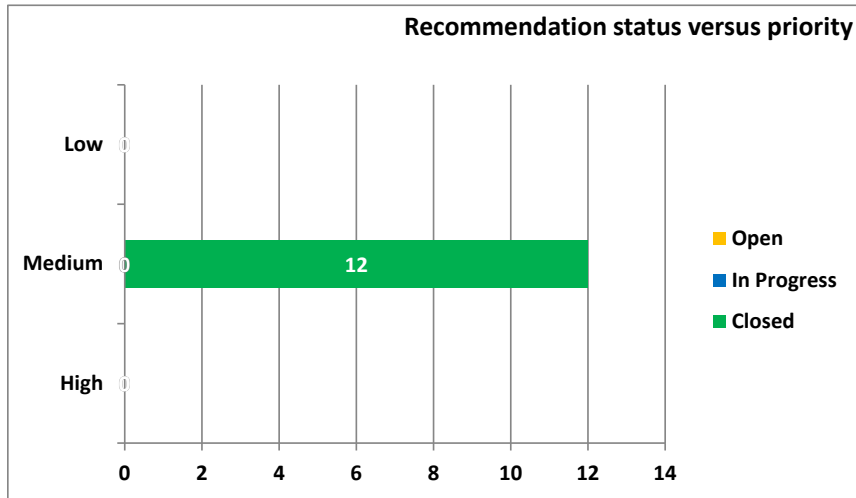
- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - Schedule performance is within the established threshold.
  - Cost performance is within the established threshold.
- Conclusions:
  - The Program is currently behind schedule.

► Green area indicates within tolerance of +/- 10% for both SPI and CPI.

► Amber area indicates review is required and corrective actions may be necessary.

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

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Overall performance
(continued)

Project performance summary
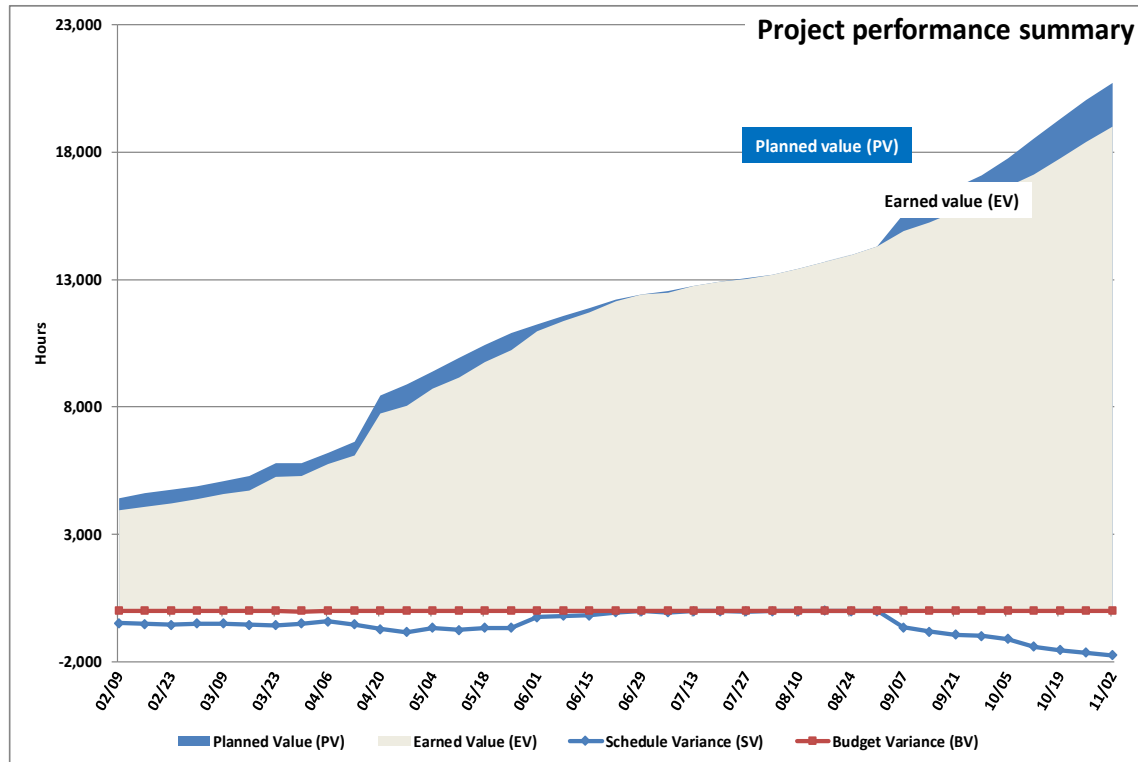
- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed.
  - The total amount of work not completed as scheduled is 1,743.2 hours.
- Conclusions:
  - The Program is behind schedule.

Chart legend: Planned Value (PV), Earned Value (EV), Schedule Variance (SV), Budget Variance (BV)

- ► Blue area indicates the cumulative PV as of the current reporting period.
- ► Grey area indicates the cumulative EV as of the current reporting period.
- ► PV is the work scheduled to be accomplished.
- ► EV is the value of the work actually performed.

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Overall performance
(continued)
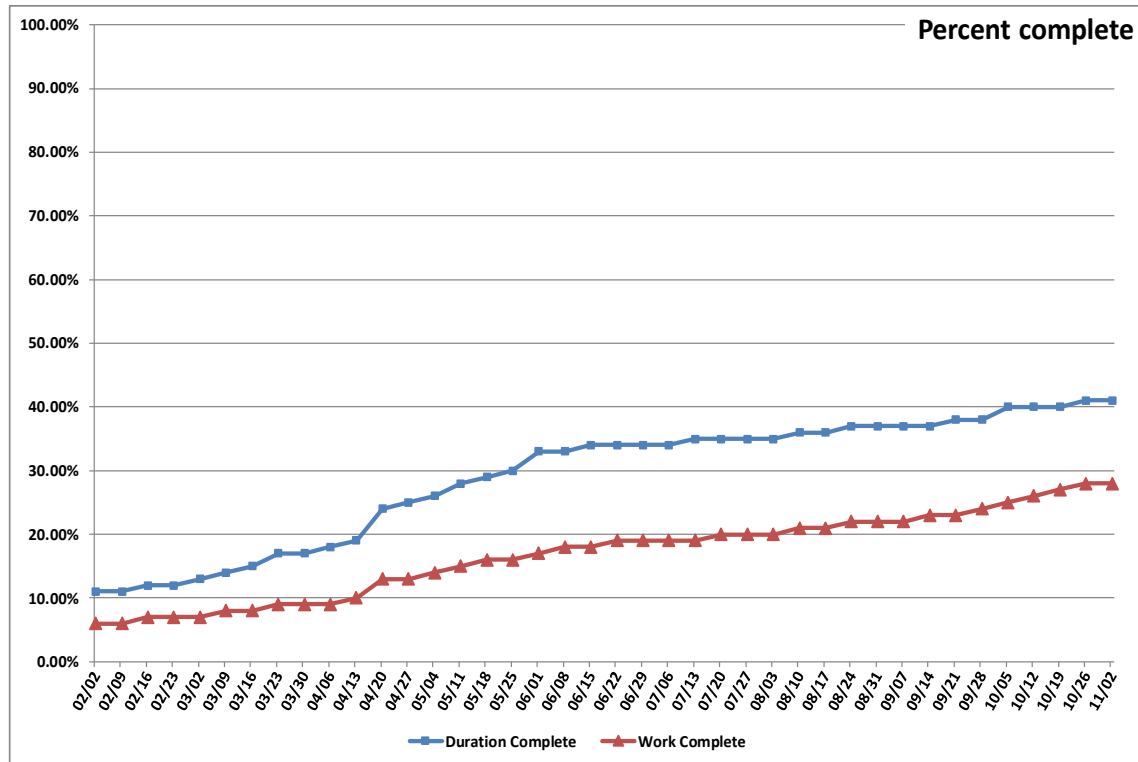
Percent complete

- 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

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Project complete date slippage
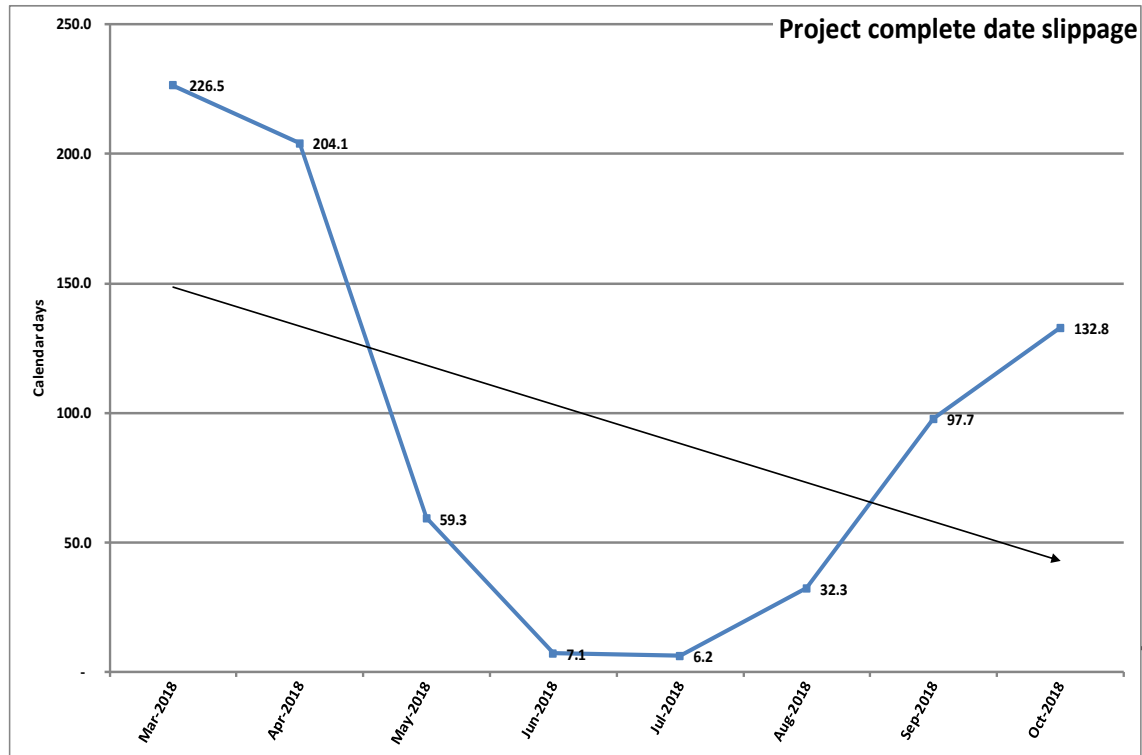
- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
  - The program is behind schedule.
- Conclusions:
  - The program completion date is forecast to be 28 November 2023, 132.8 days late.
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is decreasing.

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Forecast milestone completion

Forecast milestone slippage

Milestones (top to bottom): Project Complete (132.8), Closeout Phase Complete (131.5), Execution and Monitoring & Control Phase Complete (130.4), Statewide Implementation Complete (129.9), Decision Point - Move to Production (Roll out) (116.0), Decision Point - Ready to Pilot (110.7), Testing Complete (109.3), Development Complete (93.5), Obtain Validated Requirements Approval and Signoff (36.7)

X-axis: Number of calendar days (0 to 140)

Legend: Oct-18, Sep-18, Aug-18, Jul-18, Jun-18

- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - The program is behind schedule.
- Conclusions:
  - The program completion date is forecast to be 28 November 2023, 132.8 days late.
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is increasing.

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Open deficiencies and actions

Deficiency	Actions taken
► P2D1 – Incomplete program governance	► This deficiency is closed.

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Process improvement recommendations

Recommendation	Progress update / resolution	Status
► No process improvement recommendations identified since the last report.		

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Upcoming IV&V activities

► Participate in IV&V and Program meetings

► Review draft and final MM Program materials provided to the IV&V Team

► Conduct interviews as required

► Schedule of immediate IV&V deliverables is as follows:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jan 2018 (IVV-302AA)	02/14/2018	03/01/2018	02/26/2018	► Complete
MAR – Feb 2018 (IVV-302AB)	03/14/2018	03/29/2018	03/21/2018	► Complete
MAR – Mar 2018 (IVV-302AC)	04/13/2018	04/30/2018	04/20/2018	► Complete
MAR – Apr 2018 (IVV-302AD)	05/14/2018	05/30/2018	05/21/2018	► Complete
MAR – May 2018 (IVV-302AE)	06/14/2018	06/29/2018	06/21/2018	► Complete
MAR – Jun 2018 (IVV-302AF)	07/16/2018	07/31/2018	07/23/2018	► Complete
MAR – Jul 2018 (IVV-302AG)	08/14/2018	08/29/2018	08/29/2018	► Complete
MAR – Aug 2018 (IVV-302AH)	09/17/2018	10/02/2018	10/01/2018	► Complete
MAR – Sep 2018 (IVV-302AI)	10/18/2018	11/02/2018	11/02/2018	► Complete
MAR – Oct 2018 (IVV-302AJ)	11/14/2018	11/29/2018	11/30/2018	► Complete

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Supporting information

- ► Summary of changes
- ► Open deficiencies
- ► Project milestones
- ► Late tasks
- ► Project schedule quality
- ► Project budget

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Summary of changes

Item	Description
Deficiencies addressed	► No deficiencies addressed since the last report.
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► No risk ratings changed since the last report.
Maturity ratings	► No maturity ratings changed since the last report.
Interviews conducted	► No interviews conducted since last report
Artifacts received	► Numerous artifacts received.

Open deficiencies

Areas and implications	Recommendations	Actions taken
P2D1 – Incomplete program governance		
► No open deficiencies		

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Project milestones

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	09/04/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	03/06/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	11/15/22	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	12/07/22	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	03/02/23	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	10/12/23	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	10/20/23	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	11/07/23	
5	Project Complete	07/19/23	07/19/23	07/19/23	11/28/23	

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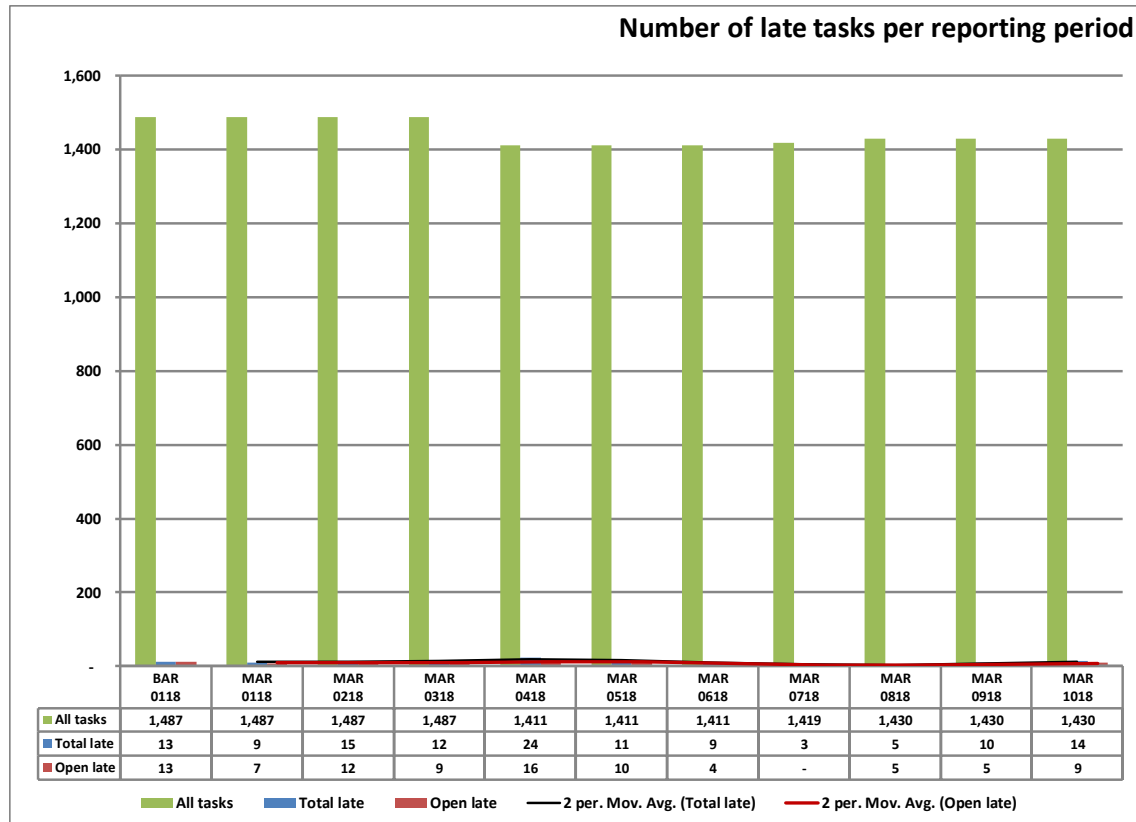3. Scheduled – Scheduled completion date based on the latest schedule baseline.
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations and the current SPI.
6. Actual – The actual completion date

Late	132.8

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Late tasks

Number of late tasks per reporting period

	BAR 0118	MAR 0118	MAR 0218	MAR 0318	MAR 0418	MAR 0518	MAR 0618	MAR 0718	MAR 0818	MAR 0918	MAR 1018
All tasks	1,487	1,487	1,487	1,487	1,411	1,411	1,411	1,419	1,430	1,430	1,430
Total late	13	9	15	12	24	11	9	3	5	10	14
Open late	13	7	12	9	16	10	4	-	5	5	9

Legend: All tasks | Total late | Open late | 2 per. Mov. Avg. (Total late) | 2 per. Mov. Avg. (Open late)
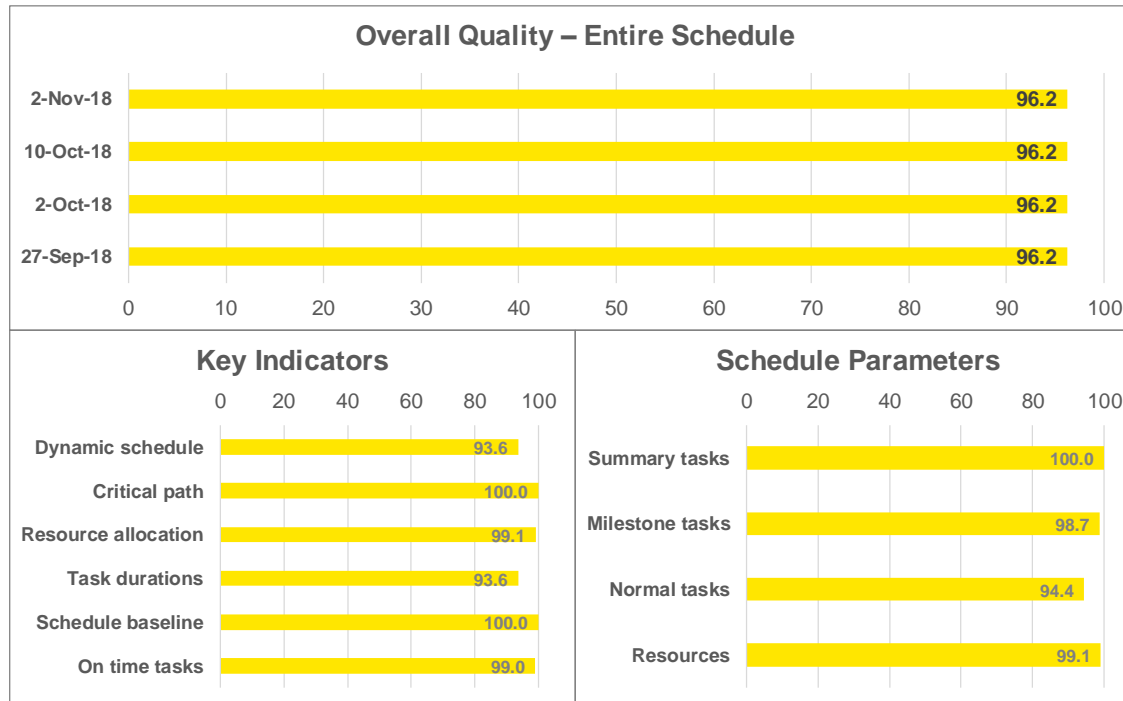
- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as "late" if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,430
  - Total tasks late: 14
  - Total open tasks late: 9
- Conclusions:
  - The total number of tasks designated as late is 0.97% of the total number of tasks.

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Project schedule quality
Entire schedule: 9/19/2016 to 7/19/2023

Overall Quality – Entire Schedule

Date	Value
2-Nov-18	96.2
10-Oct-18	96.2
2-Oct-18	96.2
27-Sep-18	96.2

(axis: 0 10 20 30 40 50 60 70 80 90 100)

Key Indicators

(axis: 0 20 40 60 80 100)

Indicator	Value
Dynamic schedule	93.6
Critical path	100.0
Resource allocation	99.1
Task durations	93.6
Schedule baseline	100.0
On time tasks	99.0

Schedule Parameters

(axis: 0 20 40 60 80 100)

Parameter	Value
Summary tasks	100.0
Milestone tasks	98.7
Normal tasks	94.4
Resources	99.1

- 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: 96.2
- Conclusions:
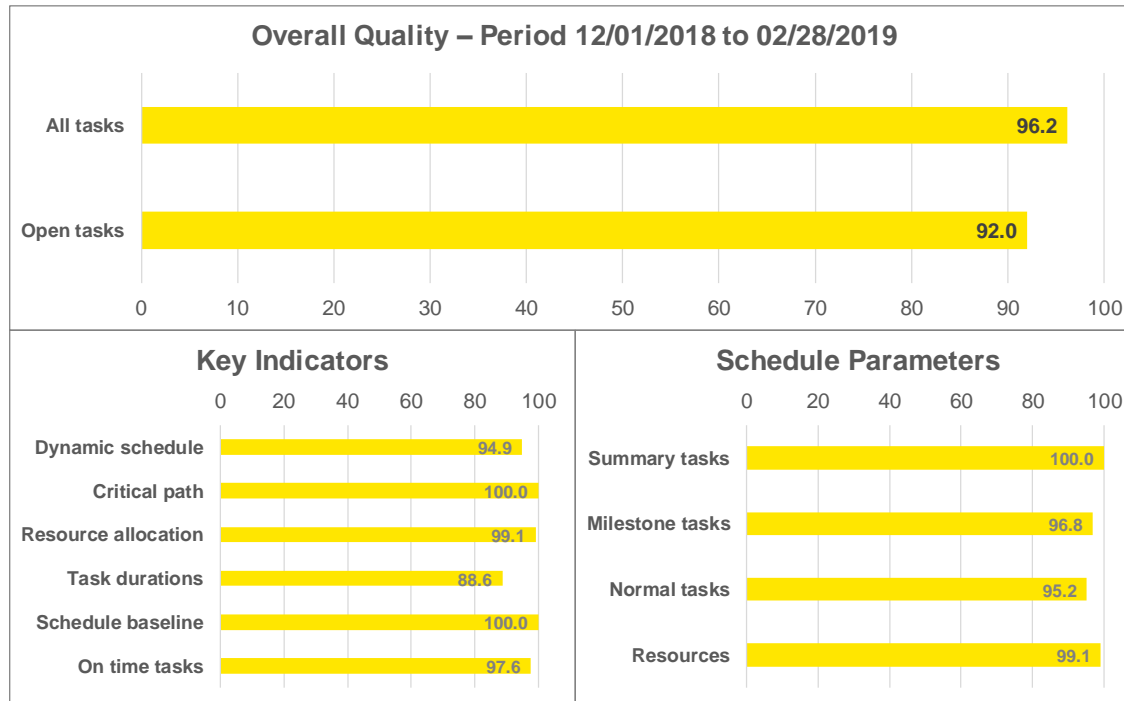 - Overall schedule quality is consistent and excellent

► Dynamic schedule – Task dependencies and constraints

► Critical path – Task dependencies

► Resource allocation –Resource assignments

► Task durations – Task durations other that 8 to 80 hours

► Baseline – Full baseline defined for all tasks

► On time tasks – Tasks that are not late

Project schedule quality
Period: 12/01/2018 to 02/28/2019

Supporting information

Overall Quality – Period 12/01/2018 to 02/28/2019

All tasks	96.2
Open tasks	92.0

(scale 0 to 100)

Key Indicators

(scale 0 to 100)

Dynamic schedule	94.9
Critical path	100.0
Resource allocation	99.1
Task durations	88.6
Schedule baseline	100.0
On time tasks	97.6

Schedule Parameters

(scale 0 to 100)

Summary tasks	100.0
Milestone tasks	96.8
Normal tasks	95.2
Resources	99.1

- 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: 96.2
- Conclusions:
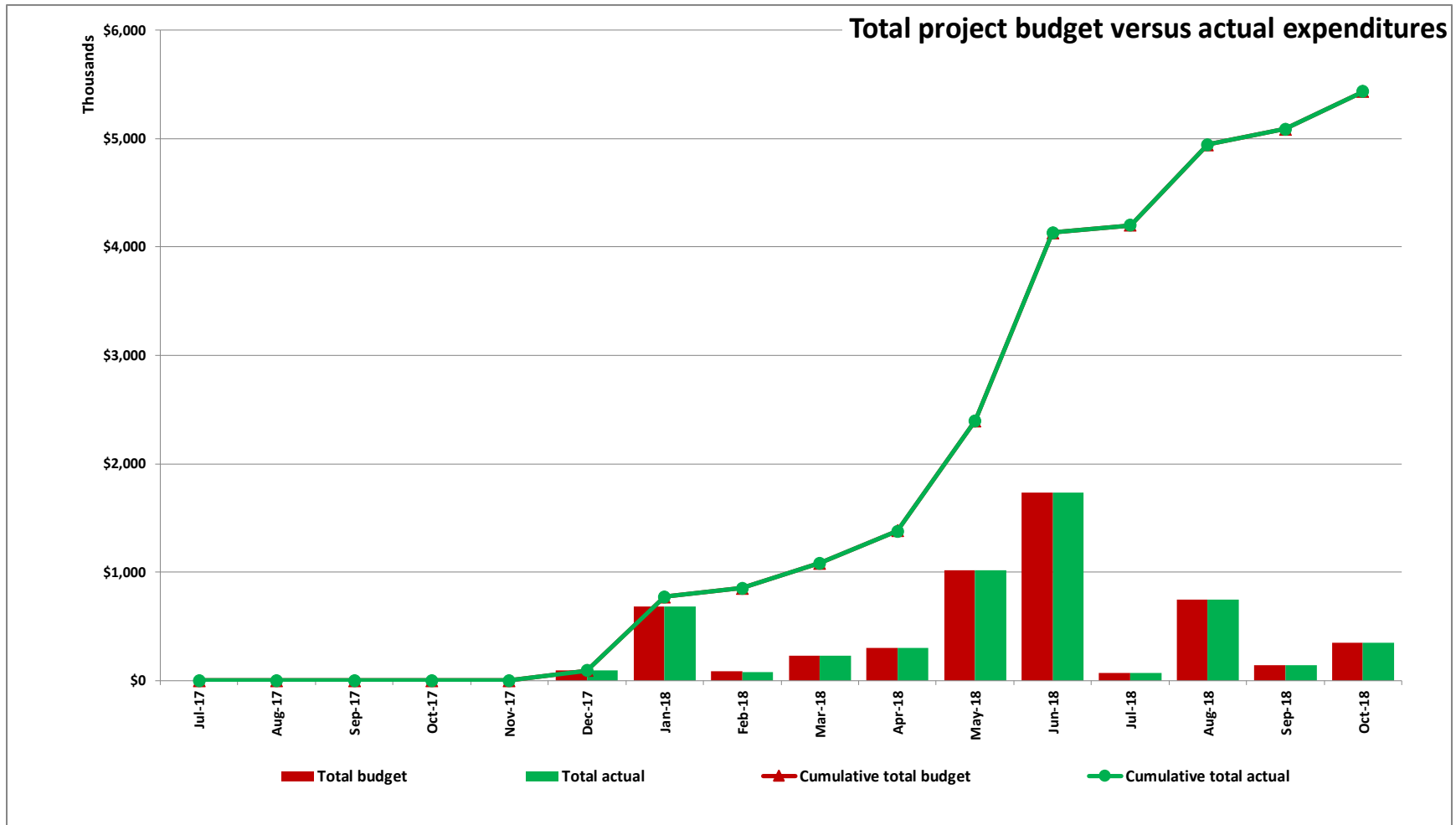 - Overall schedule quality is consistent and excellent

► Dynamic schedule – Task dependencies and constraints

► Critical path – Task dependencies

► Resource allocation –Resource assignments

► Task durations – Task durations other that 8 to 80 hours

► Baseline – Full baseline defined for all tasks

► On time tasks – Tasks that are not late

MMP2-IVV-312AJ Oct Status v2.0 Final - 20181130

EY

Project budget
Total project funding

Total project budget versus actual expenditures

EY

Project budget
DHSMV staff funding

Total DHSMV staff budget versus actual expenditures

Legend: Total DHSMV staff - budget | Total DHSMV staff - actual | Cumulative total DHSMV staff - budget | Cumulative total DHSMV staff - actual
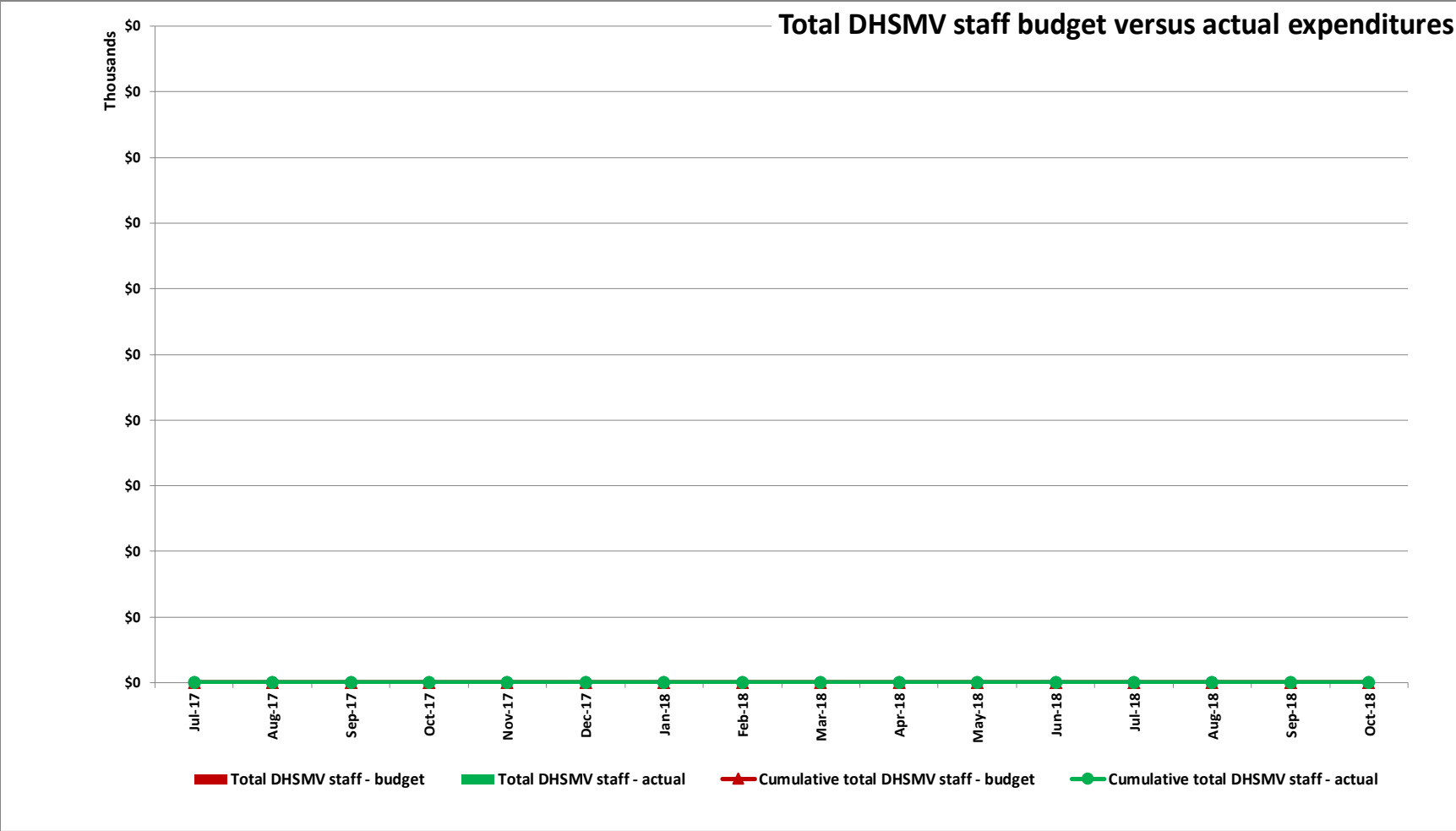
Project budget
Contract staff funding

Total contract staff budget versus actual expenditures

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

MMP2-IVV-312AJ Oct Status v2.0 Final - 20181130

EY
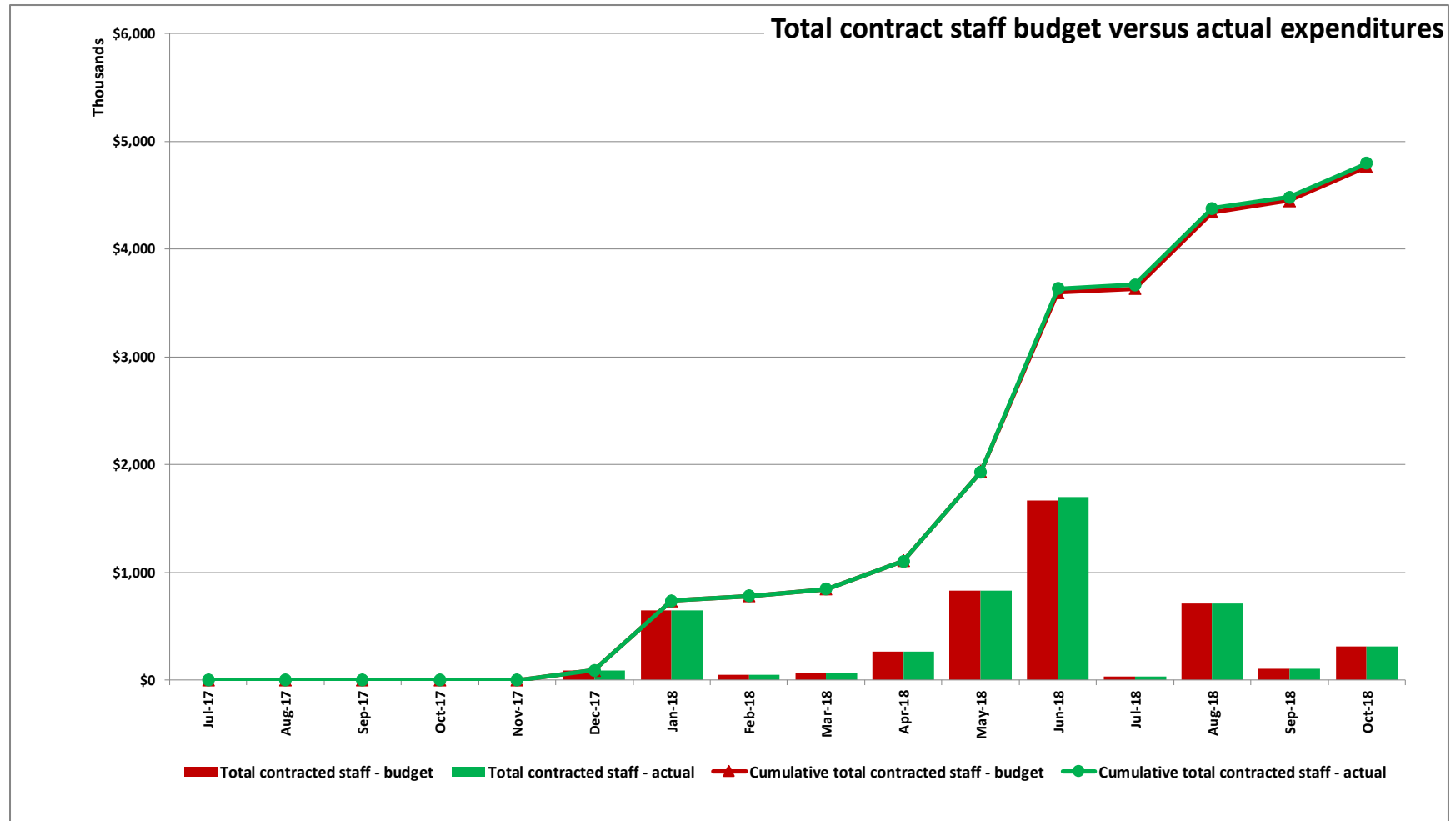
Project budget
Expense funding

Total expense budget versus actual expenditures

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

EY
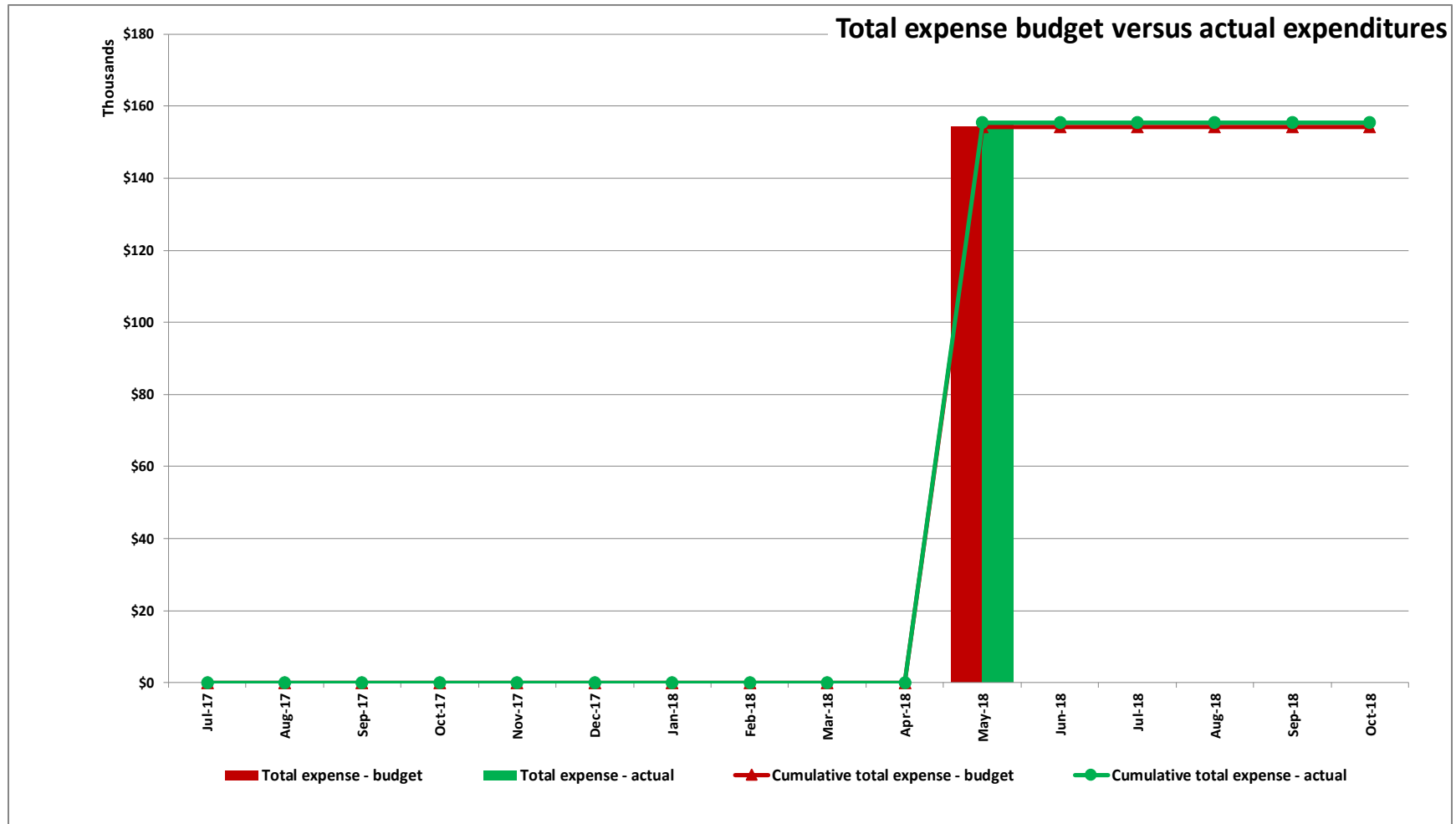
Project budget
OCO funding

Total OCO budget versus actual expenditures

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

MMP2-IVV-312AJ Oct Status v2.0 Final - 20181130

EY
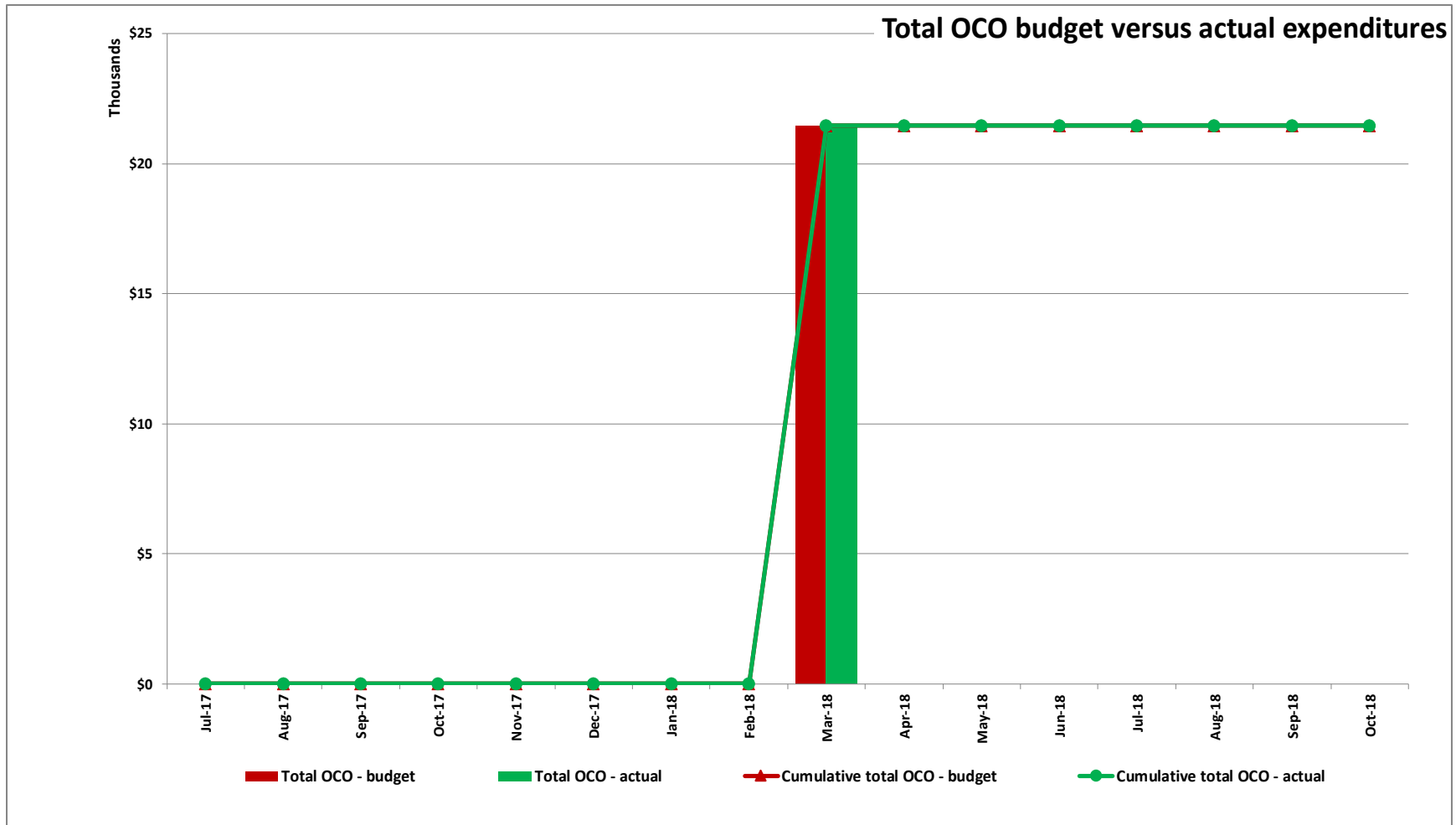
Project budget
Other items funding

Total other items budget versus actual expenditures

Thousands

$0
$0
$0
$0
$0
$0
$0
$0
$0
$0

Jul-17 Aug-17 Sep-17 Oct-17 Nov-17 Dec-17 Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18 Jul-18 Aug-18 Sep-18 Oct-18

▬ Total other items - budget   ▬ Total other items - actual   ▬▲▬ Cumulative total other items - budget   ▬●▬ Cumulative total other items - actual

EY
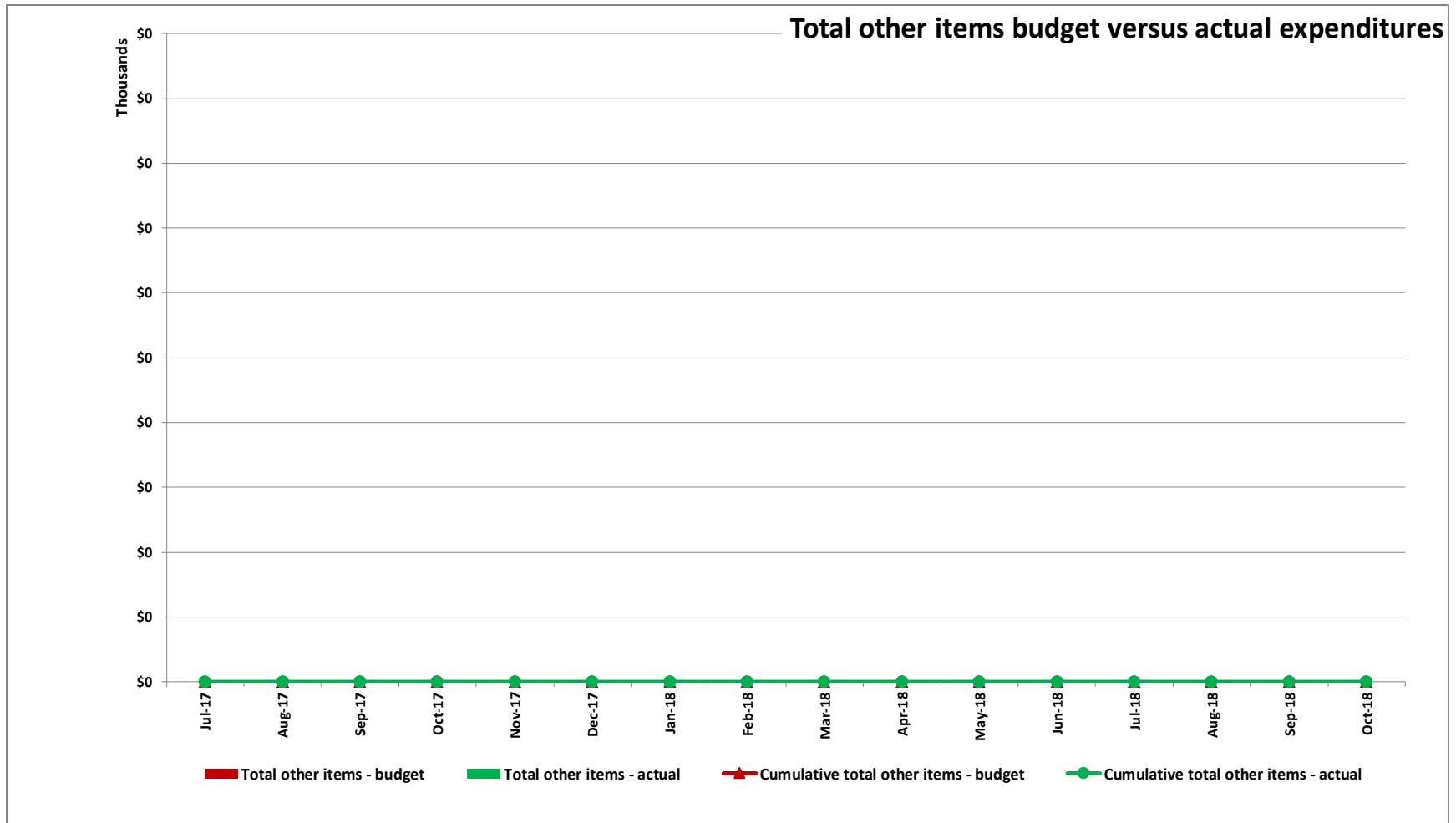
Project budget
IV&V services funding

Total IV&V services budget versus actual expenditures

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

MMP2-IVV-312AJ Oct Status v2.0 Final - 20181130

EY
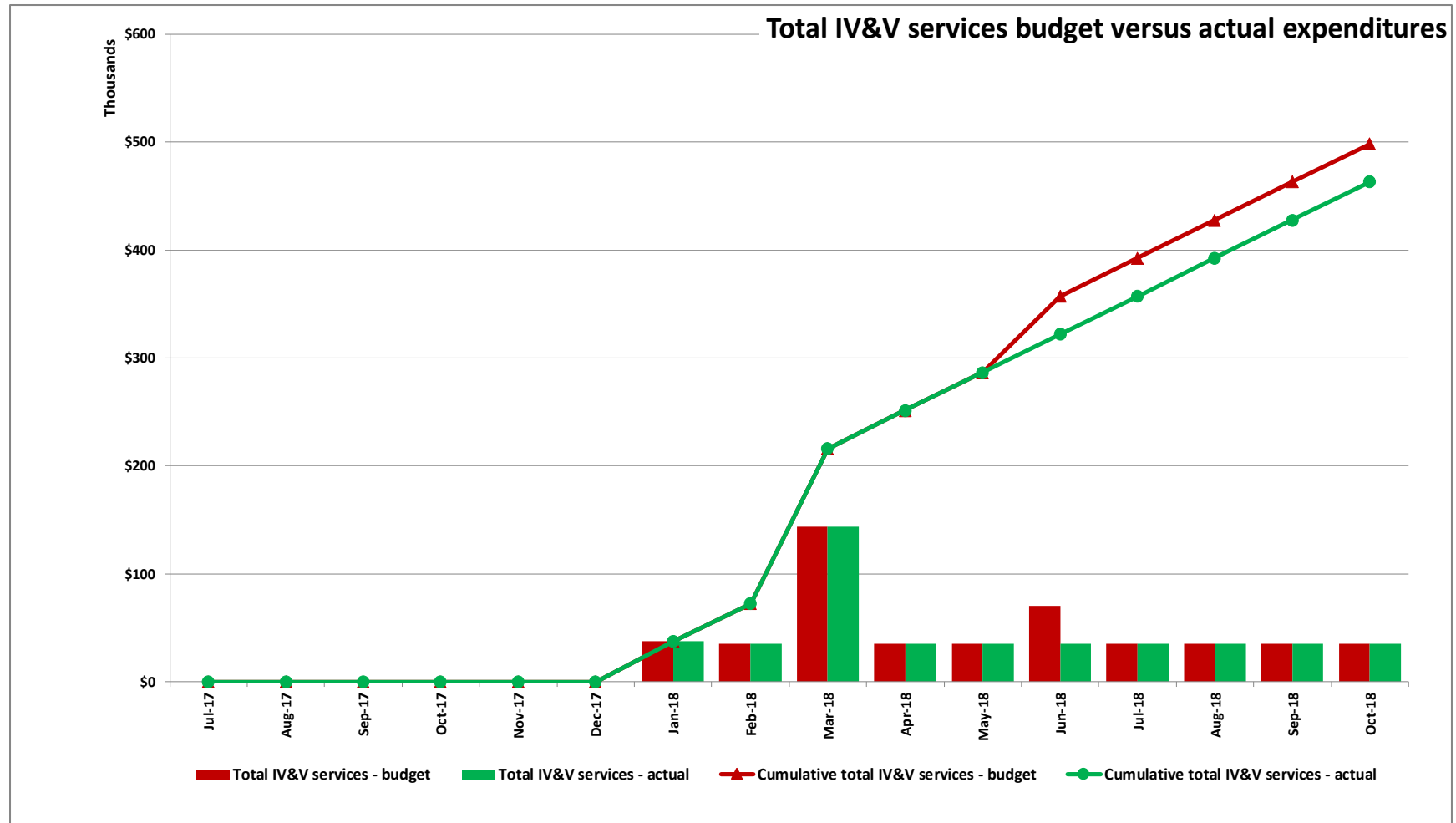
Project budget
Budget and actual distribution

Budget distribution

Other items $0 0%
IV&V $780,430 8%
DHSMV staff $0 0%
OCO $29,258 1%
Expense $304,230 3%
Contracted staff $8,360,262 88%

■ DHSMV staff ■ Contracted staff ■ Expense ■ OCO ■ Other items ■ IV&V

Actual distribution

Other items $0 0%
IV&V $463,000 9%
DHSMV staff $0 0%
OCO $21,458 0%
Expense $155,445 3%
Contracted staff $4,797,726 88%

■ DHSMV staff ■ Contracted staff ■ Expense ■ OCO ■ Other items ■ IV&V
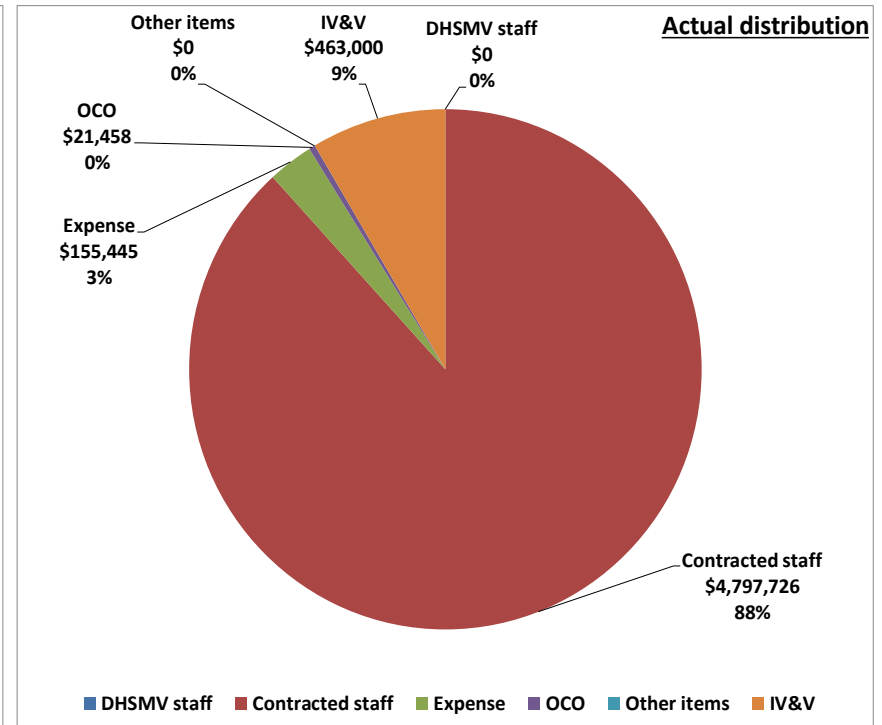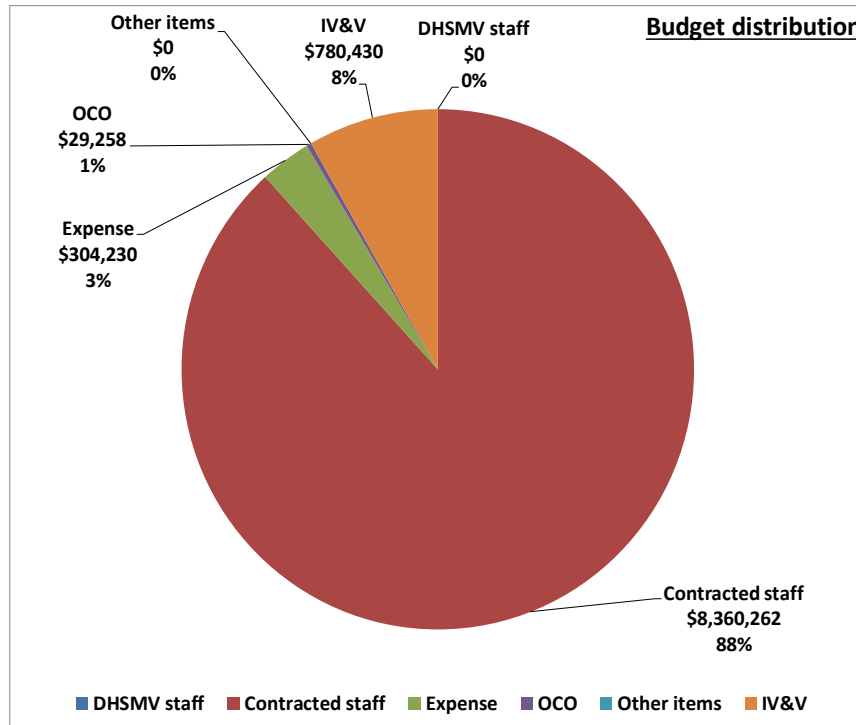
Ernst & Young

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Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	2	The Portal team needs assistance in defining the scope of the Fleet services functionality within the Portal. There have been several business cases discussed: Sunshine State Screen Scrape Banks/Credit Unions (Temp Tags, Repossessions, etc.) Leasing Companies (Temp Tags to pick-up cars)	4/13/2018	12/1/2018	The team is moving forward based on the discussion held during the team meeting and feedback from the product owner. Any changes received after the need date, will not be included in the 6/2019, deliverable.			**5/2/2018 Update** Banks/Credit Unions will not be allowed to issue temporary tags. The team will reach out to Sunshine State and Enterprise to gather more information as it pertains to Bulk Titles and Registrations, permanent decals and Electronic Tags. The team will also reach out to GA to discuss searching by VIN. **8/1/2018 Update** Pending Legal Opinion **9/5/2018** Legal Opinion Received	Under review	
								11/1/2018 Update A process will be developed to allow for Bulk registrations and the issuance of permanent decals for use by Sunshine State and Enterprise Holdings. Meetings will be scheduled BIO to document the business rules. The board did not make a decision on the processing of Bulk titles. The request to allow the processing of ETR by Banks, Credit Unions and Leasing companies has been denied.		

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	4	A request was submitted to the Portal team to allow the seller and buyer to complete and verify all information required (odometer) for a title transfer online with electronic signatures for processing of title transfers via the Portal. The team is concerned about insuring the exchange of money and the title certificate.	5/1/2018	12/1/2018	The team is moving forward based on the discussion held during the team meeting and feedback from the product owner. Any changes received after the need date, will not be included in the 6/2019 deliverable.	**7/17/2018 Update** Lisa Cullen expressed concern with performing casual title sale transactions in the Portal. On behalf of the Tax Collectors Association, there is a huge concern about fraud and the impact to their offices. They will be impacted with phone calls and correcting the errors. Lt. Britt stated anything online where we can't identify who is doing the processing, we are going to have major problems down the line. That's an identification process that will be well known and documented for certain.		5/2/2018 Update Diana Vaughn asked the team to reach out to DOR for requirements gathering. **5/15/2018 Update** • Vehicle must have an electronic title • Vehicle must be clear of any liens and any stops • NMVTIS verification – Florida must be current state of title (SOT) • NLETS verification – stolen vehicles • Title status must be eligible for transfer (not cancelled, junked, certificate of destruction (COD), derelict, mark title sold) • All Seller(s) must be a natural person(s) • All sellers must have a portal account •All purchaser(s) must be a natural person(s) • All purchasers must have a portal account	More information requested	
POR	4	Continued...	" "	" "	" "	" "	" "	**11/1/2018 ESC Decision** The request for processing Title transfers has been approved by the ESC. The ESC also approved the use of eOdometer. The team will work with BIO and Julie Larsen to developed procedures. The team will also incorporate the feedback received from the Focus Group meeting.		

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	6	What transaction services will be offered in the Phase II Kiosk solution and what level of user authentication is required?		2/28/2019	Any decisions made after 2/28/2019, will not be included in the 6/2019 deliverable.			**5/17/2018 Update** A list of transactions was presented to the ESC for review. **8/14/2018 Update** The list of transactions were reviewed during the August 1, 2018, ESC meeting. Mr. Samuel suggested we have a separate meeting to discuss kiosks with the IT Coalition the week of 9/10/2018.	Under review	
POR	7	Request to allow biennial registrations on Tribal registrations	11/20/2018	12/6/2019	Decisions made after the first Iteration due date will result in a change request.				New	
POR	8	Request to allow the issuance of permanent decals for tribal registrations	11/20/2018	12/6/2019	Decisions made after the first Iteration due date will result in a change request.				New	
POR	9	The Fleet Maintenance process currently does not enforce the minimum number of vehicles required by statute. The team would like to enforce this requirement and not allow fleet companies who do not meet the requirements to renew their vehicles under the fleet program.	11/28/2018	12/6/2019	Decisions made after the first Iteration due date will result in a change request.				New	

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	5	Should the system perform an NMVTIS and NLETS (National Law Enforcement Telecommunications System) check on registration-only transactions? Currently, NLETS is only ran on title transactions.	5/29/2018	9/21/2018	This would help with fraud issues on the registration side and assist with QA review processes. We just need to keep in mind that we do not want to slow down the process on the Tax Collector counter. If we get this approved through AAMVA, do we still need to do a NLETS check as well? NMVTIS runs a Law Enforcement check. Not all states are NMVTIS participants. NLETS will give you real-time information on vehicles that are reported stolen. NLETS also shows reg information.	Recommended we discuss with FHP on how to handle if a hit returns on the record. Does the registration still process and the record get flagged, or is a process performed on the backend? There is a concern from tax collector leadership that the clerks may have to address the issue with the customer over the counter, which could become a safety concern. **07/18/2018 Update** An email was sent to Sgt. Teslo and Beth Brinkley and they suggest the following: - Indicate the system is having an "Issue" processing the transaction and ask the customer to have a seat while the matter is being resolved. The manager can then contact Law Enforcement to respond to the office to complete the investigation.	6/12/2018	**08/16/2018 Update** Recommend that I go back to the team to discuss what information would we receive from NLETS that we don't already receive from NMVTIS? Is it really necessary to run both for a registration-only transaction? **09/11/2018 Update** Registration team is scheduled to have a conference call with AAMVA on September 28 to discuss this issue. **10/04/2018 Update** The team held a conference call with AAMVA and are in the process of scheduling another conference call with AAMVA and the Enterprise team to provide an overview of the two NMVTIS implementation solutions, AMIE and the Web services.	Under review	

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	5	Continued...	" "	" "	" "	**07/18/2018 Update Cont.** For offices with Law Enforcement presence, the manager can ask that the officer investigate the matter and determine if a seizure or arrest is appropriate. - Clerk should inform the customer they are unable to process the transaction and refer them to the regional office for further inspection of the vehicle and review of the paperwork. If the customer leaves the office and the safety of the clerk/manager is not jeopardized, attempt to obtain the tag number, and description of the vehicle. If the transaction is allowed to go through, then we are just prolonging the situation, which eventually ends up with a fraud investigation.	7/18/2018	**10/24/2018 Update** The team decided to only request AAMVA to run a NMVTIS check. The team no longer finds it necessary to run an NLETS check due to the information being the same. The conference call with AAMVA and the Enterprise team is scheduled for Friday, October 26 at 1p.m. **11/07/2018 Update** The AAMVA conference call was held and the department needs to decide what implementation solution we are going to use, web service or AMIE.	Under review	
REG	6	The Registration team is working on Specialty Plate Voucher transactions. Currently, when a customer attempts to redeem their voucher with no active registration on file, the customer is not allowed to receive the voucher. The team would like to implement a transfer voucher transaction for the following cases: **1.** Spouse has a voucher on file and surviving spouse wants to redeem voucher. a. Currently, a surviving spouse cannot redeem a specialty plate or refund. **2.** If customer comes in to buy a voucher for someone else. a. Currently, the receiving customer goes to the TCO office. If there is no active registration for the receiving customer, they cannot redeem voucher. **3.** Customer can buy a voucher. a. Currently, the system does not check database for an active registration to prevent sale of voucher. b. The System does not allow customer to redeem voucher that was purchased if there is not active registration on file. Moving forward for modernization, the registration team would like to design a transfer specialty plate voucher transaction for the eligible person to redeem the voucher, transfer the voucher back to original purchaser, or provide refund, if eligible.	10/5/2018	10/30/2018	Currently, FRVIS has no process for transferring a Specialty Plate Voucher and no refund is given.	Agreed with this, good customer service.	11/15/2018		Under review	

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	7	The team would like a decision on whether to make it easier for dealers to process more than one original dealer plate transaction at a time. Be able to do bulk issuance. This would be subject to their GLI/plate limits.	11/5/2018	11/30/2018	Currently, you can only process one dealer plate at a time.	No problem with this if we have a way to keep track of how many plates the dealer already has received and make sure they follow their GLI plate limits.	11/15/2018		Under review	
REG	8	The team would like a decision on whether a scan coversheet should be required to be printed for every registration correction. The team received stats for the past five years for corrections: 2017-2018 136,154 2016-2017 157,984 2015-2016 175,619 2014-2015 195,788 2013-2014 178,475 **TOTAL 844,020** Currently, a scan coversheet is not required for this transaction. In modernization, the team would like to have this as part of the transaction for fraud purposes and to provide documentation to scan to the record for the correction.	11/7/2018	11/30/2018	This would increase paper and toner for the printers in the Tax Collector offices.	Recommendation was to print a scan coversheet only on the corrections that require backup documentation to be scanned. A prompt stating "A scan cover sheet is required for this transaction" or "Transaction requires scanned documents".	11/15/2018		Under review	
TITLE	5	The Title and Registration team would like a decision on whether or not the Tax Collector offices will be able to create MVR reports for the customers to purchase in the office.	9/28/2018	10/30/2018	Currently, this is performed at the department.	The TC representative stated that she thinks this would "muddy the water" due to DHSMV being the custodian of the records.	11/15/2018		Under review	
TITLE	6	For Print Electronic Title for a dealer, currently the procedure allows the dealership to take title in their name and print the electronic title at the same time for a $10 fee. The team would like to make the dealership pay the title transfer fee if they want to change the ownership into their name. The dealers are doing this because it speeds up the process at the auctions when they sell the vehicle. **T&L 11 page 4:** b. A Florida customer with an electronic title with no lien trades/sells their vehicle to a Florida dealer. If it is necessary for the dealer to obtain the title in their name, such as selling the vehicle out of state or to an auction, they may apply for title by supplying an HSMV 82994 and an application for title HSMV 82040, the charge is $10.	11/21/2018	12/31/2018	The department would receive the transfer title fees if we required them to do two separate transactions.				Under review	
DSERV	2	The Regional offices currently conduct title and registration issuance transactions. The supporting documents are sent to scanning unit to be scanned. Will we continue to send the supporting documents to Tallahassee or will the Regional Offices scan the documents in the offices?	12/3/2018	2/20/2018					New	

Motorist Modernization Phase I Financial Review

Phase I LBR Requests – Total Project

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	$ 1,823,620	$ 1,803,620		$ 20,000	$ -
Total	$ 36,829,355	$ 32,178,267	$ 2,536,306	$ 1,745,667	$ 64,541

Motorist Modernization Phase I Financial Review

Budget and Actuals: Current Fiscal Year through November 30, 2018

BUDGET: $7,536,000

$80,000
$479,280
$6,976,720

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

ACTUALS: $3,418,116

Contracted Services: $3.76M (Remaining), $3.21M
IV&V Services: $280K (Remaining), $199K
Expense (Software, Travel): $80K

- Remaining
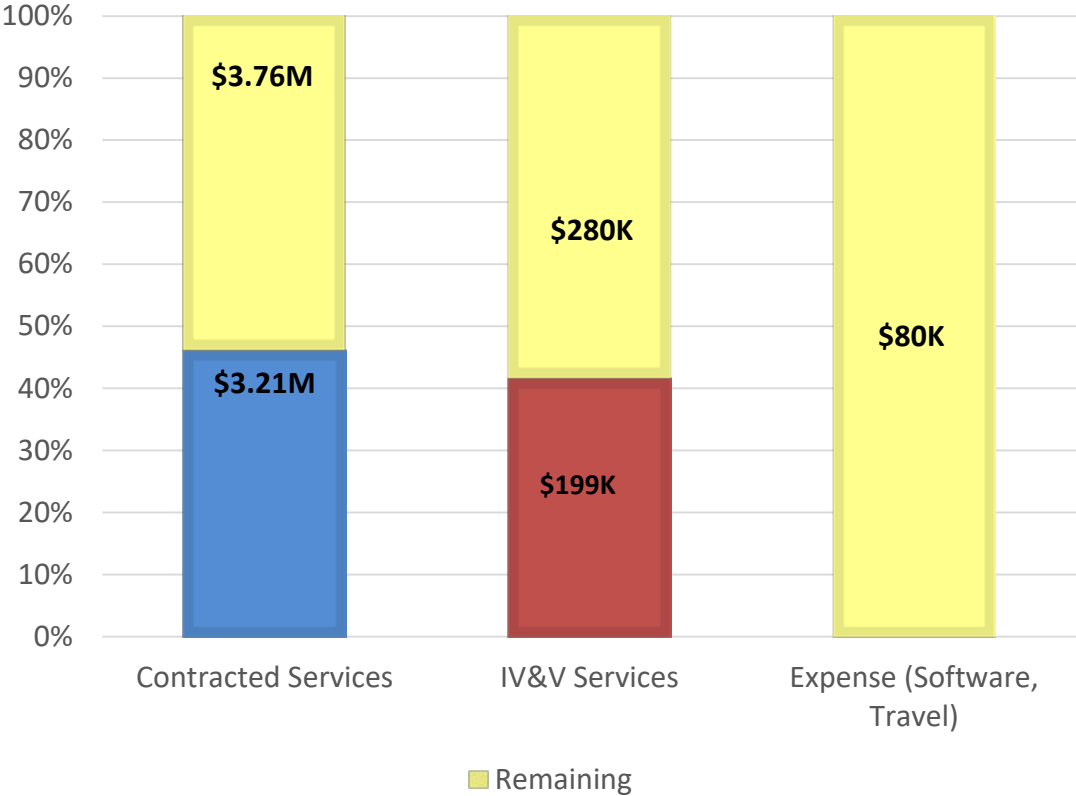
Motorist Modernization Phase I Financial Review

Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2018-2019 Total Funding	$7,536,000		
Fiscal Year to Date	$3,418,036	$3,418,116	0.00%
Month to Date (November 2018)	$709,273	$709,273	0.00%
Remaining Funds	$4,117,885		

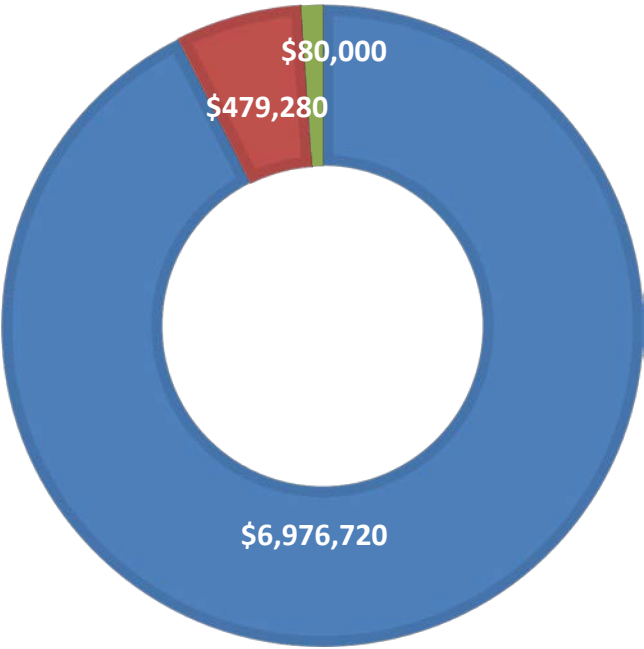# Motorist Modernization Phase II Financial Review

Phase II LBR Requests – Total Project

Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2017-2018	$ 4,132,180	$ 3,575,240	$ 357,190	$ 179,850	$ 19,900
2018-2019	$ 5,037,000	$ 4,379,200	$ 500,000	$ 150,000	$ 7,800
2019-2020	$ 8,426,200	$ 7,239,200	$ 500,000	$ 670,000	$ 17,000
2020-2021	$ 8,219,700	$ 7,239,200	$ 500,000	$ 476,500	$ 4,000
2021-2022	$ 6,907,700	$ 5,939,200	$ 500,000	$ 464,500	$ 4,000
2022-2023	$ 3,806,700	$ 2,871,200	$ 500,000	$ 431,500	$ 4,000
Total	$ 36,529,480	$ 31,243,240	$ 2,857,190	$ 2,372,350	$ 56,700

Motorist Modernization Phase II Financial Review

Budget and Actuals: Current Fiscal Year through November 30, 2018

BUDGET: $5,037,000

- $7,800
- $423,240
- $150,000
- $4,255,960

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

ACTUALS: $1,913,647

Category	Value
Contracted Services	$1.73M
IV&V Services	$176K

Remaining

Questions?

Motorist Modernization - Phase II Traffic Light Report
Current Stage: Requirements Validation
As of Friday November 30, 2018

Team 1 - Dealer License

Due Date:	2/20/2019
% Complete:	32%

Increment 2 - Installer Licensing & Consumer Complaints

Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Team 2 - Portal/Fleet

Due Date:	12/7/2018
% Complete:	99%

Increment 1 - Standalone Apps, Registration Services, Tribe, Fleet, Bulk Registration

Action Items:	Green
Legacy Code:	N/A
Estimation:	Yellow

Team 3 - IFTA/IRP

Due Date:	1/7/2019
% Complete:	100%

Increment 1 - Draft Requirements for ITN

Action Items:	Green
Legacy Code:	N/A
Estimation:	N/A

Team 4 - Titles

Due Date:	2/4/2019
% Complete:	36%

Increment 2 - Remaining Title Transactions, Stops, ELT Provider Maint.

Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Team 5 - Registrations

Due Date:	2/15/2019
% Complete:	34%

Increment 2 - Additional Registration Transactions

Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Team 6 - Globals/Batch/Inventory

Due Date:	2/20/2019
% Complete:	30%

Increment 2 - Common (Reports, Cashiering)

Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Metric	Description	Green	Yellow	Red
% Complete:	% complete of requirements validation for current Increment	Green < 10% overdue	Yellow 10%-20% overdue	Red >= 20% overdue
Action Items:	% of overdue team action items	Green < 10% overdue	Yellow 10%-20% overdue	Red >= 20% overdue
Legacy Code:	% of as-is processes scheduled to be documented for the Increment	Green < 10% overdue	Yellow 10%-20% overdue	Red >= 20% overdue
Estimation:	% of completed user stories with overdue estimations	Green < 10% overdue	Yellow 10%-20% overdue	Red >= 20% overdue