

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, December 12, 2023
2:30 to 4:00 PM
VIA: Microsoft Teams

Invitees

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

Representing

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

Agenda

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

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

WELCOME AND INTRODUCTIONS

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

Advisory Board Phase II members included:

- Capt. Jason Britt
 - Brett Saunders
 - Jay Levenstein
 - Scott Lunsford
 - Sherri Smith
 - Sgt. Derek Joseph (*absent*)
 - Mike Alexander
 - Stephen Boley
- Additional FLHSMV members included – Michael Anderson, David Arthmann, Elise Batchelor, Stacey Bayyari, Jessica Espinoza, Laura Freeman, Chad Hutchinson, Patricia Joseph, Scott Lindsay, Pavel Machado, Wendy Mechlin, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Jonathan Sanford, Corrine Taylor, Cathy Thomas, and Scott Tomaszewski.
 - Visitors included – Joseph Weldon from Accenture, Margie France and Wyatt Zalatoris with Ernst & Young, Maurice Bounds with Florida Digital Service, and Leslie Dughi with Metz Husband & Daughton also attended.

NEW ADVISORY BOARD MEMBER

- Michael Anderson welcomed new member Mike Alexander to the Phase II Advisory Board as a replacement for Steve Burch.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from October 10, 2023. No corrections were identified. A motion to approve the minutes was accepted by the board members and the October 10, 2023, meeting minutes were approved.

PHASE II IV&V UPDATE

- Margie France presented an overview of the IV&V report for Phase II. The current risk state was green and there were no open deficiencies to report. The project is currently tracking approximately 10 days behind schedule. The project is tracking on budget. Change Requests continue to follow the established change management process. Project risks are holding steady. Turnover and challenges in retaining development staff continue to be experienced. Additional monitoring of staffing capacity has been incorporated into the Phase II weekly status.

FINANCIAL REVIEW

- Judy Moats presented a Phase II financial review. The Phase II budget for the 2023 – 2024 fiscal year is approximately \$9.9 million. Approximately \$3.6 million was expended as of October 2023 with a 0% variance and approximately \$6.3 million in remaining funds. A Legislative Budget Request was submitted for the 2024 – 2025 fiscal year as well.

PHASE II PROJECT UPDATE

- Joseph Weldon discussed Phase II issues impacting the program. These included:
 - Issue 15 – Developer Vacancies – The team has a total of four vacancies.
 - Issue 20 – Phase II Development and Testing Late – Team A (Title and Registration) is trending approximately two weeks behind, Team B (MV Globals) is approximately ten weeks behind, and MyDMV Portal team is approximately 15 weeks behind schedule on development for Milestones P and Q.
 - Tax Collector offices for Manatee, Brevard, and Hillsborough Counties are currently testing in Stage for Release 1 (MV Inquiry) and Release 2 (Pilot).
 - Release 1 was deployed statewide on November 8, 2023. The teams have been preparing for a MV check deployment scheduled for November 15 and a deployment for the NMVTIS reload project scheduled for November 16.
- Mr. Weldon stated Team A is currently working in Milestone P, Sprint 60. The team is focusing on development and testing of the title and registrations transactions that will be part of the initial pilot release.
- Mr. Weldon stated Team B is also working in Milestone P, Sprint 60. They continued to focus on motor vehicle records requests, reports, merge functionality, and message screens that will also be part of the pilot release.
- Scott Tomaszewski stated the IFTA/IRP team is working on third-party interface activities for go-live and any urgent interface bug reported blocking User Acceptance Testing (UAT). The team is dependent on an enterprise change request for the ORION inventory module to be approved and worked to mitigate a recently identified UAT blocking bug to the 3-year apportioned plate feature. To complete System Integration testing (SIT), i3Veritcal (formerly Celtic) is working on three items blocking audit. These should be resolved by the end of November 2023. The team reported the COTS configuration as red as there are open items to resolve regarding the Audit Module.
 - Deliverables for the team included:
 - Deliverable 21 – UAT Completion – Report is due by October 23, 2023 – The team was targeting mid-November to complete; however, with current impacts not yet resolved, they are now looking to complete by end of November 2023.
 - Key dependencies for the team included:
 - Stage data being current/correct to run end-to-end transactions.
 - Other Phase II applications making dependent changes prior to June 2024.
 - Key risks and issues for the team included:
 - Risk 129 – After hours support for IFTA/IRP vendor was registered on March 2, 2023, and is being monitored.
 - Risk 149 – IFTA/IRP data quality issues in production impacting post go-live support – This is now closed as the business has established a mitigation plan;

Office of Motorist Modernization

- however, the team will track the data conversion stoplight as yellow as the mitigation plan will be closely monitored until completed.
- Important activities for the team included:
 - Complete SIT – Audit has five scenarios pending completion.
 - Completing UAT – targeting end of November 2023.
 - Update third-party interfaces in preparation for production.
 - Mr. Weldon stated for the Florida Smart ID (FSID) team continued in a steady state with their production deployment. Another deployment is scheduled for later this month for an enhancement to remote enrollment
 - Important activities for the team included:
 - October 2023 – Pushed updated documents to all FSID holders to address a certificate issue
 - Key dependencies for the team included:
 - Keep initial release meaningful but sized for “success” given short timeline.
 - Other vendors are dependent upon Thales Remote Enrollment updates.
 - Michael Anderson stated the Enterprise Content Management (ECM) team completed the MVSCAN production conversion. The team is also working on additional activities for the DLSCAN conversion.
 - Important activities for the team included:
 - MVSCAN production conversion complete
 - Conversion of new documents will continue until go-live
 - Awaiting legacy application integration with the Content Service
 - Scanning unit vendor output file development complete and awaiting legacy application integration prior to testing and implementation
 - NPS is finalizing set-up of training environment for department
 - Key dependencies for the team included:
 - HSMV scanning unit software requires update to output file format for OnBase ingestion prior to go-live.
 - Legacy application integration with the Content Service prior to go-live.
 - Risks and issues for the team included:
 - Risk 101 – Delays in configuring new documents in OnBase could cause schedule delays.
 - Aundrea Powell stated the MyDMV Portal/Fleet team is currently working in Milestone Q, Sprint 55. They are testing registrations (Spanish story), MV express renewal, the ORION Phase I to Phase II implementation path, and test case writing for fleet management. They are developing fleet management and core impacted changes, and motor vehicle records requests with images. For Milestone P, the team is working on refinement for the fleet management renewal batch process and preparing the military queue.
 - Important activities for the team included:
 - Continuing design for convenience issuances, inventory control, printing and in-office pickup
 - MV Check to Production – November 15, 2023
 - Key dependencies for the team included:
 - There are dependencies on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
 - There are cross-team dependencies on readiness of the code from Teams A and B.

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- Risks and issues for the team included:
 - Issue 15 – Two developer vacancies currently opened
 - Risk 141 – Need to add FTE developer on the Portal/Fleet team to allow adequate time for knowledge transfer. Mitigation is to devise a knowledge transfer plan.
- Ann Naiman stated the Policies and Procedures (P&P) Manual and User Guides team has finalized the user guide for MV Inquiry (Release 1). Release 2 is currently in development and the team started development for Release 3.
 - Key dates and activities included:
 - MV P&P, Titles & Registration, MV Globals (Release 1)
 - Draft due: July 25, 2023
 - Review completed: September 14, 2023
 - MV P&P, Titles & Registration, MV Globals (Release 2) – In development
 - Draft due: December 26, 2023
 - Review due: March 14, 2024
 - IFTA IRP (Release 3)
 - Draft due: April 23, 2024
 - Review due: May 21, 2024
 - MyDMV Portal (Release 5)
 - Draft due: November 8, 2024
 - Review due: March 21, 2024
 - MV P&P, Titles & Registration, MV Globals (Release 6)
 - Draft due: June 7, 2024
 - Review due: October 15, 2024
 - Key dependencies and assumptions:
 - IFTA/IRP User Guide is dependent on vendor's User Guide.
 - User guide development is dependent on ORION's timely development.

STAKEHOLDER OUTREACH

- Ms. Naiman stated a meeting is scheduled with a small group of Tax Collectors on November 15 to discuss DL in-office pickup. This will be followed by a meeting on November 16 with the Tax Collectors and their vendors to discuss kiosks, highspeed mail and online motor vehicle renewal interfaces.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Mr. Anderson adjourned the meeting at approximately 2:50 p.m.
- The next Advisory Board Phase II Meeting is scheduled for December 12, 2023.

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

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (10/10/23)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Traffic Light Report	1 Pages
Phase II Project Updates – State of the State	6 Pages

Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor
Vehicles (FLHSMV)

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

12 December 2023



Building a better
working world

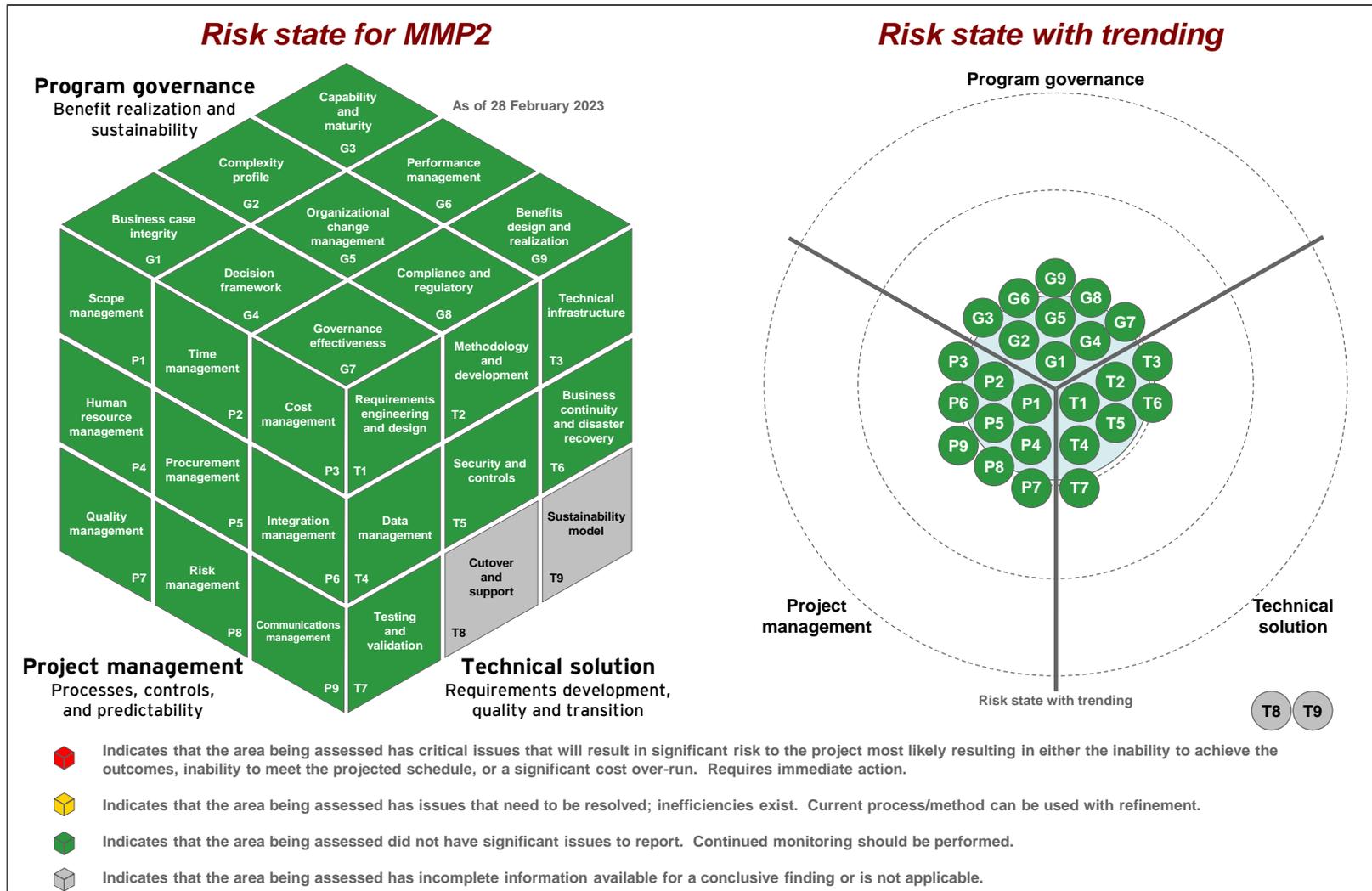
Topics for discussion

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

General IV&V overview

	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Yes ➔	<ul style="list-style-type: none"> Overall project risk state is green – low risk IV&V has no open deficiencies for the project
	Is the project on time?	Trending late ➔	<ul style="list-style-type: none"> Project is tracking ~10 days behind schedule IV&V independently assessed the schedule using industry standard measures
	Is the project on budget?	Yes ➔	<ul style="list-style-type: none"> Project is tracking on budget IV&V independently assessed budget based on budget and spend data provided
	Is project scope being managed?	Yes ➔	<ul style="list-style-type: none"> Project scope is managed; Change Requests follow the established change management process IV&V reviews the change management process
	Are risks being managed?	Yes ➔	<ul style="list-style-type: none"> Project risks are holding steady Mitigations such as scope deferral, addition of milestones to extend development time to address vacancies and re-allocating developers across teams to focus on priority development have been put in place

Overall risk state and trending



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Phase II - Stoplight Report - as of 12/01/2023

Team A - T&R Issuance

Current Sprint: Sprint 61 (Ends 12/19/2023)



Milestone:	P (10/31/2023)
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

Q (01/23/2024)	Yellow
Q (01/23/2024)	Yellow
Q (01/23/2024)	Green
Q (01/23/2024)	Green
Q (01/23/2024)	Green

Full Backlog	Yellow
Full Backlog	Yellow
Full Backlog	Green
Full Backlog	Green
Full Backlog	Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	-	0	-	0.0%	0.0%
Refinement	30	-18	160	2.8%	4.5%
Development	16	+5	228	3.9%	2.4%
Testing	204	+2	2,136	37.0%	30.4%
Done	405	+11	3,051	52.8%	60.3%
Blocked	17	+1	198	3.4%	2.5%
Total:	672	+1	5,773		

	Stories	Change	Dev Est	Dev	Stories
Not Started	39	+13	738	30.0%	18.3%
Refinement	102	+1	1,442	58.7%	47.9%
Development	2	-1	30	1.2%	0.9%
Testing	10	-	64	2.6%	4.7%
Done	54	-	148	6.0%	25.4%
Blocked	6	+2	35	1.4%	2.8%
Total:	213	9	2,457		

	Stories	Change	Dev Est	Dev	Stories
Not Started	375	+4	4,714	22.7%	16.1%
Refinement	137	-17	1,710	8.2%	5.9%
Development	20	+6	274	1.3%	0.9%
Testing	211	+2	2,200	10.6%	9.1%
Done	1,566	+11	11,681	56.1%	67.2%
Blocked	20	+2	233	1.1%	0.9%
Total:	2,329	+8	20,812		

Portal/Fleet Team

Current Sprint: Sprint 56 (Ends 12/21/2023)



Milestone:	P (11/02/2023)
Development:	Red
Testing:	Red
Business Actions:	Red
Technical Debt:	Green
Backlog Health:	Red

Q (01/25/2024)	Red
Q (01/25/2024)	Red
Q (01/25/2024)	Green
Q (01/25/2024)	Green
Q (01/25/2024)	Red

Full Backlog	Yellow
Full Backlog	Yellow
Full Backlog	Green
Full Backlog	Green
Full Backlog	Yellow

	Stories	Change	Dev Est	Dev	Stories
Not Started	6	-	157	14.4%	3.3%
Refinement	43	-33	232	21.3%	23.8%
Development	37	+30	164	15.1%	20.4%
Testing	6	+2	14	1.3%	3.3%
Done	80	+1	470	43.2%	44.2%
Blocked	9	-	52	4.8%	5.0%
Total:	181	-	1,089		

	Stories	Change	Dev Est	Dev	Stories
Not Started	118	-	1,152	99.3%	98.3%
Refinement	2	-	8	0.7%	1.7%
Development	-	-	-	0.0%	0.0%
Testing	-	-	-	0.0%	0.0%
Done	-	-	-	0.0%	0.0%
Blocked	-	-	-	0.0%	0.0%
Total:	120	-	1,160		

	Stories	Change	Dev Est	Dev	Stories
Not Started	252	-	2,509	44.6%	30.8%
Refinement	45	-34	240	4.3%	5.5%
Development	38	+30	136	2.4%	4.6%
Testing	8	+3	44	0.8%	1.0%
Done	466	+1	2,646	47.0%	57.0%
Blocked	9	-	52	0.9%	1.1%
Total:	818	-	5,627		

Team B - MV Globals

Current Sprint: Sprint 61 (Ends 12/20/2023)



Milestone:	P (11/01/2023)
Development:	Red
Testing:	Red
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Red

Q (01/24/2024)	Red
Q (01/24/2024)	Yellow
Q (01/24/2024)	Green
Q (01/24/2024)	Green
Q (01/24/2024)	Red

Full Backlog	Yellow
Full Backlog	Yellow
Full Backlog	Green
Full Backlog	Green
Full Backlog	Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	11	-	152	12.3%	10.7%
Refinement	42	-	548	44.2%	40.8%
Development	7	-	96	7.7%	6.8%
Testing	2	-1	16	1.3%	1.9%
Done	37	-	396	31.9%	35.9%
Blocked	4	+1	32	2.6%	3.9%
Total:	103	-	1,240		

	Stories	Change	Dev Est	Dev	Stories
Not Started	46	-3	768	56.0%	67.6%
Refinement	20	+3	548	39.9%	29.4%
Development	1	-	16	1.2%	1.5%
Testing	-	-	-	0.0%	0.0%
Done	1	-	40	2.9%	1.5%
Blocked	-	-	-	0.0%	0.0%
Total:	68	-	1,372		

	Stories	Change	Dev Est	Dev	Stories
Not Started	117	-3	2,640	24.1%	16.5%
Refinement	69	+1	1,200	11.0%	9.8%
Development	11	+1	136	1.2%	1.6%
Testing	3	-1	16	0.1%	0.4%
Done	503	-	6,924	63.2%	71.1%
Blocked	4	+1	32	0.3%	0.6%
Total:	707	-1	10,948		

Enterprise Team

Current Sprint: Sprint 61 (Ends 12/19/2023)



Milestone:	P (10/31/2023)
Development:	Green
Testing:	Green
Business Actions:	Green
Technical Debt:	Green
Backlog Health:	Green

Q (01/23/2024)	Green

Full Backlog	Green

	Stories	Change	Dev Est	Dev	Stories
Not Started	1	-	n/a	n/a	-
Refinement	-	-	n/a	n/a	-
Development	1	-	n/a	n/a	-
Testing	-	-	n/a	n/a	-
Done	-	-	n/a	n/a	-
Blocked	-	-	n/a	n/a	-
Total:	2	-	-		

	Stories	Change	Dev Est	Dev	Stories
Not Started	-	-	n/a	n/a	-
Refinement	-	-	n/a	n/a	-
Development	-	-	n/a	n/a	-
Testing	-	-	n/a	n/a	-
Done	-	-	n/a	n/a	-
Blocked	-	-	n/a	n/a	-
Total:	-	-	-		

	Stories	Change	Dev Est	Dev	Stories
Not Started	57	-	n/a	n/a	48.7%
Refinement	-	-	n/a	n/a	0.0%
Development	3	-	n/a	n/a	2.6%
Testing	-	-	n/a	n/a	0.0%
Done	56	-	n/a	n/a	47.9%
Blocked	1	-	n/a	n/a	0.9%
Total:	117	-	-		



FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



**"FLORIDA"
ARRIVE ALIVE
_ BUCKLE UP _**

Motorist Modernization Phase II – December 12, 2023

STATE OF THE STATE



IFTA / IRP Project Update

Key Dates, Activities Milestones

Contract Signed – **06/2020 to Celtic**

Deliverables in next 30-60 Days & Status

- Deliverable # 21: UAT Completion Report **10/23/23**
- Deliverable # 22: Training and Training Material **2/12/24**
- Deliverable # 23: Final System and User Documentation **2/23/24**

Important Activities – December

- Complete UAT
- Update third-party interfaces in preparation for production
- Setup Production servers

Key Dependencies/Assumptions

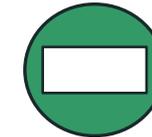
- Stage data being correct/current to run end-to-end transactions.
- Other Phase 2 application making dependent changes prior to June 2024.

IFTA/IRP Specific Risks & Issues – Program Level

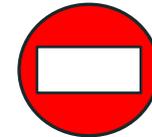
- P2 – Risk #129 After hours support for IFTA/IRP Vendor was registered on 3/2/23 and is being monitored.

Team Profile

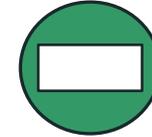
User Stories: 559
Developers: .5
Testers: 5*



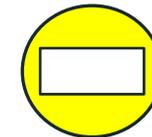
Business Actions



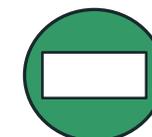
COTS Configuration



ORION Integration



Data Conversion



Scope / Schedule

Florida Smart ID Project Update

Key Dates, Activities Milestones

Contract Signed – **06/2020 to Thales**

Important Activities

- Release updated iOS apps with remote enrollment updates – accepted by Apple 12/2/2023

Key Dependencies/Assumptions

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

mDL Specific Risks & Issues – Program Level

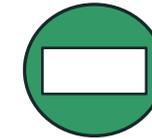
- **None**

Team Profile

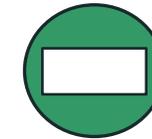
User Stories: 167

Developers: .25

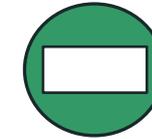
Testers: 2



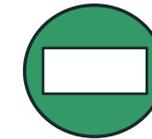
Business Actions



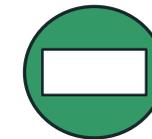
Florida SMART ID Configuration



FLHSMV Integration



Security / Technology



Scope / Schedule

Enterprise Content Management (ECM) Project Update

Key Dates, Activities Milestones

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

Important Activities

- MVSCAN production conversion complete
 - Conversion of new documents will continue until Go-Live
- Awaiting legacy application integration with the Content Service
- Scanning unit vendor output file testing awaiting legacy application integration
- NPS completed training environment set-up and handed off to department for application installation and set-up
- Preparing for software version upgrade

Key Dependencies/Assumptions

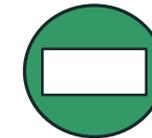
- HSMV scanning unit software requires update to output file format for OnBase ingestion prior to Go-Live
- Legacy application integration with the Content Service prior to Go-Live

ECM Specific Risks & Issues

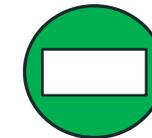
Risk 101 – Delays in configuring new documents in OnBase could cause schedule delays (**Opened 8/17/21**)

Team Profile

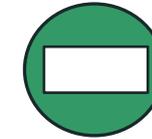
User Stories: N/A
Developers: 2
Testers: 3+



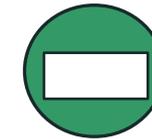
Business Actions



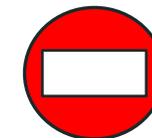
ECM Configuration



ORION Integration



Security / Technology



Scope / Schedule

Portal Fleet(MyDMV Portal Phase II)Project Update

Key Dates, Activities Milestones

- Milestone Q in Sprint 56
 - Testing Spanish Registrations, MV Express and Fleet Management
 - Developing Fleet Management and Core Impacted Changes

Important Activities November

- Continuing design for convenience issuances inventory control, printing and in office pick-up
- MV Check to Production -12/13/2023

Key Dependencies/Assumptions

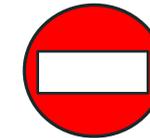
- Depends on the approval and prioritization of new features and any features that can be deployed earlier than the approved release schedule.
- Readiness of code from Team A and Globals –there's cross team dependencies.

Portal Specific Risks & Issues – Program Level

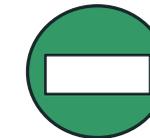
- Issue 15 - 2 developer position is opened – the team currently has 2 developers.
- Risk 141 – Need to add FTE developer on the Portal/Fleet Team to have adequate time for knowledge transfer. Mitigation – is to devise a knowledge transfer plan.

Team Profile

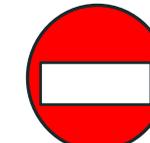
User Stories: 1025
Developers: 2
Testers: 6+



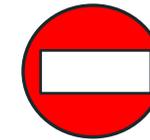
Business Actions



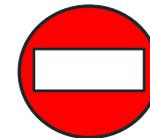
Technical Debt



Development



Testing



Backlog Health

Procedures Manual and User Guides Update

Key Dates, Activities Milestones

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

Draft Due: 07/25/23

Review Due: 09/14/23 - **Completed**

MV P&P, Titles & Registration, MV Globals
(Release 2) – **In Development**

Draft Due: **12/26/23**

Review Due: 03/14/24

IFTA IRP (Release 3)

Draft Due: **04/23/24**

Review Due: 05/21/24

MyDMV Portal (Release 5)

Draft Due: **11/08/24**

Review Due: 03/21/25

MV P&P, Titles & Registration, MV Globals
(Release 6)

Draft Due: **06/07/24**

Review Due: 10/15/24

Key Dependencies/Assumptions

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

Current Status: On Time

Release One - Finalized

Release Two - In Development

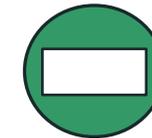
- Titles & Registrations/Globals

Release Three - Starting Development

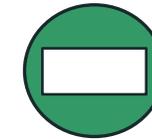
- IFTA-IRP

Risk/Issues

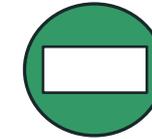
Screen shots need to be done in a timely manner



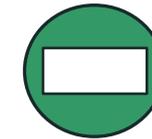
Titles & Registration
User Guide



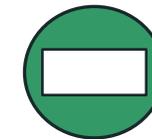
MV Globals User Guide



MyDMV Portal
User Guide



IFTA/IRP User Guide



MV Procedures Manual