

Insurance Industry Financial Responsibility Technical Alert April 28, 2016

In an effort to continuously improve communication with our insurance industry stakeholders, the Florida Department of Highway Safety and Motor Vehicles (“department”) is issuing this technical alert and will also post it to our website at <http://www.flhsmv.gov/FRManualFTP/>. The department’s website can also be accessed through a link on the IICMVA website.

New Issues Discovered or Reported

There have been no reported systemic issues since the last Technical Alert.

Recent Issues

Sanctions - The department will resume issuing sanctions against auto owners in Florida who have cancelled their insurance policies (FR7 Sanctions). The final insurance verification check has been successfully deployed, tested, and newly created sanctions are being mailed starting, **April 29, 2016**.

Old Verification Requests - A code fix was deployed on Wednesday, **April 13, 2016**, to address problems where the department was sending very old verification requests to insurance companies for verification.

Upcoming Events

Data Center Consolidation – As previously reported, the Department of Highway Safety and Motor Vehicles (DHSMV) technology hardware is scheduled to be relocated which will make several online services unavailable to customers and stakeholders throughout the weekend of **May 6-8, 2016**. The planned outage is a result of DHSMV’s move from the State Data Center (SDC) Northwood Centre location in Tallahassee to the SDC located in Southwood; also in Tallahassee. The move is complex and will require a complete shut-down of all DHSMV enterprise systems, other than those primarily dedicated to law enforcement functions, throughout this weekend. DHSMV and the Agency for State Technology have been planning the move in detail, and the planning team has implemented steps to minimize risk and potential impact to DHSMV customers. If the move goes according to plan, the department will begin testing the systems as they become available on **Sunday, May 8** around noon. We anticipate having the systems operational by 8:00 a.m., **Monday, May 9**.

The FTP server that insurance companies use to send in their files is virtual and has been for some time. So, the Data Center move on the weekend of **May 6th** will not impact the insurance companies' ability to send files during the data consolidation. However, those files will not be processed during the move, but we will resume processing after we are back up and operational, which we anticipate will be on **Monday, May 9th** at 8:00am.

The department will be communicating as frequently as possible with its customers and stakeholders during the move. For up to date information regarding the move, customers should follow the department on Twitter @FLHSMV, find us on Facebook or feel free to call 1-855-305-3902.

Additionally, the department is also trying to virtualize the SQL servers that house our insurance verification application. We are doing that so we can perform better diagnostics in an attempt to improve performance of the overall insurance verification system.

Conference Calls – The department's senior business and information technology managers will host periodic conference call to foster better communication between the department and the insurance industry. The next conference call will be held May 18, 2016 at 1:00 p.m., and will include information on the department's long-term modernization issues and any issues that may arise from the data center move. A phone number for dial-in will be provided industry wide as we get closer to the date of the call.

Webpage Update – The department is still reviewing the industry webpage and will refresh its contents. The anticipated date to launch the new webpage is the end of June.

Operational Manual – The department's insurance verification operations manual updates are ongoing.

cc: The Honorable Jeff Atwater, CFO
Kevin McCarty, Commissioner, OIR