

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, January 14, 2025
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
- Review and Approval of Last Meeting Minutes
- IV&V Update
- MM Phase II Program Update
 - Financial Review
 - Phase II Pilot/Implementation Readiness
- Stakeholder Outreach Update
- Q&A
- Adjourn

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, December 10, 2024
2:30 to 4:00 PM
VIA: Microsoft Teams

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 2:30 p.m. Kristin Green 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 (*absent*)
 - Brett Saunders
 - Dawn Gunter
 - Scott Lunsford
 - Sherri Smith
 - Sgt. Derek Joseph (*absent*)
 - Mike Alexander
 - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, David Arthmann, Elise Batchelor, Laura Freeman, Kristin Green, Chad Hutchinson, Patricia Joseph, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Jonathan Sanford, Corrine Taylor, and Cheryl Walters.
 - Visitors included – Joseph Weldon from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, and Carl Ford with J Ford Consulting, Jean-Luc Caous, Jonathan Tullis, Lily Bell, Joshua Price, and Roxanne Decker also attended.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from November 12, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the November 12, 2024, meeting minutes were approved.

PHASE II IV&V UPDATE

- Wyatt Zalatoris presented an overview of the IV&V report for Phase II. The current risk state was red with one open deficiency to report involving human resource management. The schedule has been adjusted to be more in line with the capacity of available resources. Ernst & Young will continue to monitor progress over the next few months for the ability to adhere to the new schedule. They also reviewed the cutover and support facet of the cube. This included ensuring the approach for cutting over to the new system once implemented is adequate, and the project team's ability to execute and follow this approach. No risks were identified during this review. The project is currently tracking approximately 9.9 days behind schedule. The project continued to track on budget. Change Requests continued to follow the established change management process.

FINANCIAL REVIEW

- Judy Moats presented a Phase II financial review. The Phase II budget for the 2024 – 2025 fiscal year is approximately \$13.1 million. Approximately \$4.1 million was expended as of November 2024 with -2.51% variance and approximately \$9 million in remaining funds.

PHASE II PROJECT UPDATE

- Joseph Weldon presented an overview of the ORION Releases and schedule:
 - Release 1 – Motor Vehicle Issuance Inquiry – October 2023 – Completed
 - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
 - Release 2 – ORION Pilot – April 2024 – In Progress
 - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
 - Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP) – June 2024 – Completed
 - Celtic IFTA/IRP COTS Product and associated ORION updates
 - Release 4 – ORION Statewide – April – November 2025
 - All core MVI and Global functionality
 - Release 5 – Motor Vehicle MyDMV Portal – Fall 2025
 - Motor vehicle functionality additions to MyDMV Portal
 - Release 6 – Batch, Back-Office – April 2026
 - Remaining ORION back-office functionality and Phase II batch functionality
- He presented a status update for the Phase II project teams. The teams were trending behind in completing Milestone T.
 - Risks and issues impacting the teams included:
 - Staffing vacancies – 5 Developers, 11 SEU, 8 LDO vacancies – LDO has job postings for 4 of their open positions (filled 1 position internally).
 - Titles and Registration refinement (business rule review) behind schedule (impacting having available sprint work) – Team is scheduling additional refinement sessions.
- **Release 2d – ORION Pilot – Critical Path:**
 - Development – The team held a code freeze and has continued to assess bugs.
 - UAT – This was trending behind.
 - Third Party Cashier Vendors – Some vendor testing still needs to be completed.
 - Security Testing
 - Performance Testing
 - Training – This is slightly delayed due to scope changes.
 - User Guides

- Mr. Weldon reviewed the Phase II Implementation Transaction Summary below:

Release 2d - Transaction Scope (12/16)		Release 2d Hotfix - Transaction Scope (2/12)	
Print Electronic Title (PET)	Lien Holder Response (LHR)	Dealer/Transporter Reg Cancellation (SLR)	
Duplicate Title/Duplicate Title w/Lien Activity (DUT/TDL)	Original - Dealer Registration (ODR)	Temporary License Plate for Dealer (TTD)	
Maintain Vehicle Lien (LMT)	Renewal Dealer Registration (RDR)		
Reserve Personalized Plate (PLP)	Duplicate Dealer/Transporter Registration (DDR)		
Add Wrecker Operator Lien (AWL)	Replacement Dealer/Transporter License Plate (RDL)		
Satisfy Wrecker Operator Lien (DWL)	Correction Dealer/Transporter Registration (CDR)		
Certificate of Destruction (DET)	Dealer Issue of Temporary Plate (DIT)		
Duplicate Certificate of Destruction (DDT)	Dealer Temporary Transfer (DTT)		
Correction Certificate of Destruction (CCD)	Restore Temporary Transfer		
Derelict Vehicle Certificate (DVC)			
Duplicate Derelict Vehicle Certificate (DDC)			
Title Transfer - Repossession (TRT)			
Title Transfer - Operation of Law (TRT)			
Original Title - Operation of Law (OUT/ORT)			

- He then presented an overview of the list of Pilot sites below:
 - Group 2 Pilot Sites:
 - Hillsborough - 03/20
 - Manatee - 15/15, 15/16
 - Brevard County - 19/20
 - Group 3 Pilot Sites:
 - December 3 – Escambia 09-03/A76
 - December 10 – St. Johns 20-01/F71
 - January 14 – Pasco 28-05/L72
 - January 14 – Volusia 08-02
 - January 22 – Leon 13-03/B70
 - January 22 – Suwannee 31-01/D73
 - Group 4 Pilot Sites:
 - TBD – Palm Beach
 - TBD – Orange
 - TBD – Sumter
 - TBD – LPA
 - TBD – Regional Office
- Release 4 – ORION Statewide Rollout – Critical Items:**
 - LPA Circuit Upgrades – Communication sent
 - ORION installed with devices and bins mapped appropriately – Instructions prepared
 - Users created in ORION with appropriate roles – Working on batch program to create users
 - 3rd Party Cashier Testing complete and MOU updated – Testing with Pilot Group 3 and Group 4 vendors

- Develop Statewide Roll-out schedule – Working through Convenience Renewal dependencies

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Elise Batchelor stated in preparation and support for Release 2, the Organizational Change Management (OCM) team will:
 - Hold Change Champion Network Connects with 148 Change Champions:
 - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
 - Next Change Champion Network Connect: December 17
 - Facilitate/assist with Knowledge Transfer (KT) meetings and activities:
 - ISA/OMM teams have conducted 6 KT meetings
 - Follow-up ICFS KT workshop: Beginning of 2025
 - Report on KT activities
 - Assist with Phase II Tax Collector office testing
 - Analyzing MVI Support tickets to enhance support workflow
- Ms. Batchelor overviewed the ICFS Operational Transition Status Report that is presented at the monthly Executive Steering Committee (ESC) meetings:
 - System Stabilized – *In Progress*
 - KT – *In Progress*
 - Operational Readiness – *Not Started*
 - Transition to Operations Complete – *Not Started*

STAKEHOLDER OUTREACH

- Ms. Green stated the team is in the process of developing the draft statewide rollout schedule.
- She stated additional follow-up meetings will be scheduled in 2025 with the LPAs and vendors to provide updates and discuss their progress.

Q&A

- Joshua Price asked for an update on the Mobile DL credential.
- Ms. Green stated contractual discussions are still ongoing.

ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 2:45 p.m.
- The next Advisory Board Phase II Meeting is scheduled for January 14, 2025.

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 (11/12/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project/Implementation Updates	10 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 – October MAR

14 January 2025

Topics for discussion

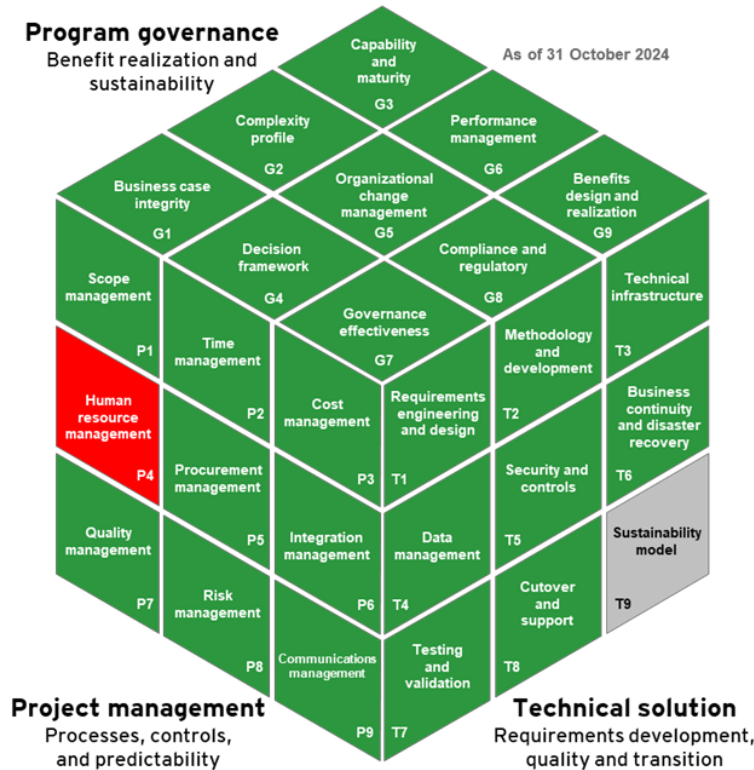
- ▶ General IV&V overview
- ▶ Overall risk state and trending

General IV&V overview

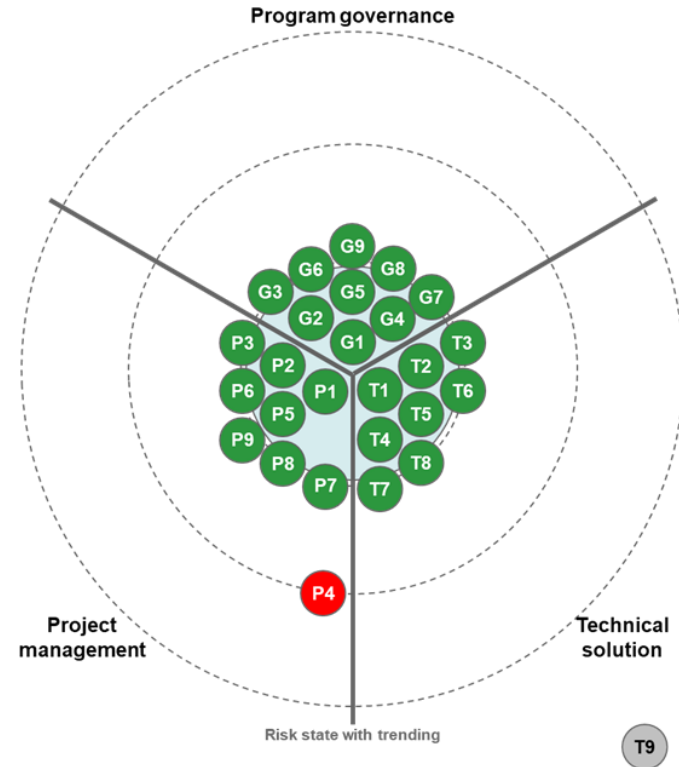
	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Steady →	<ul style="list-style-type: none"> Overall project risk state is red – critical issues IV&V has one open deficiency for the project
	Is the project on time?	Trending late ↘	<ul style="list-style-type: none"> Project is tracking ~10.9 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?	Steady →	<ul style="list-style-type: none"> Schedule has been adjusted to be more in line with the capacity of available resources We will continue to monitor the progress over the next few months for the ability to adhere to the new schedule

Overall risk state and trending

Risk state for MMP2



Risk state with trending



- 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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FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



FLORIDA
ARRIVE ALIVE
BUCKLE UP

Florida DRIVER LICENSE

3 DOB 08/06/2003
4b EXP 08/06/2025
12 REST B
9b END NONE
15 SEX F
16 HGT 5-03"
4a ISS 08/21/2017
5a DC 146170211007

Florida LEARNER'S LICENSE

9 CLASS E
3 DOB 10/10/1983
4b EXP 10/10/2025
12 REST A
9b END A
15 SEX M
16 HGT 6
4a ISS 08/21/2017
5a DC 146170211007

Florida IDENTIFICATION CARD

D123-456-87-789-0
3 DOB 08/28/1987
4b EXP 09/28/2025
12 REST A
9b END A
15 SEX M
16 HGT 5-08"
4a ISS 08/21/2017
5a DC 146170211007

Financial Update Motorist Modernization Phase II



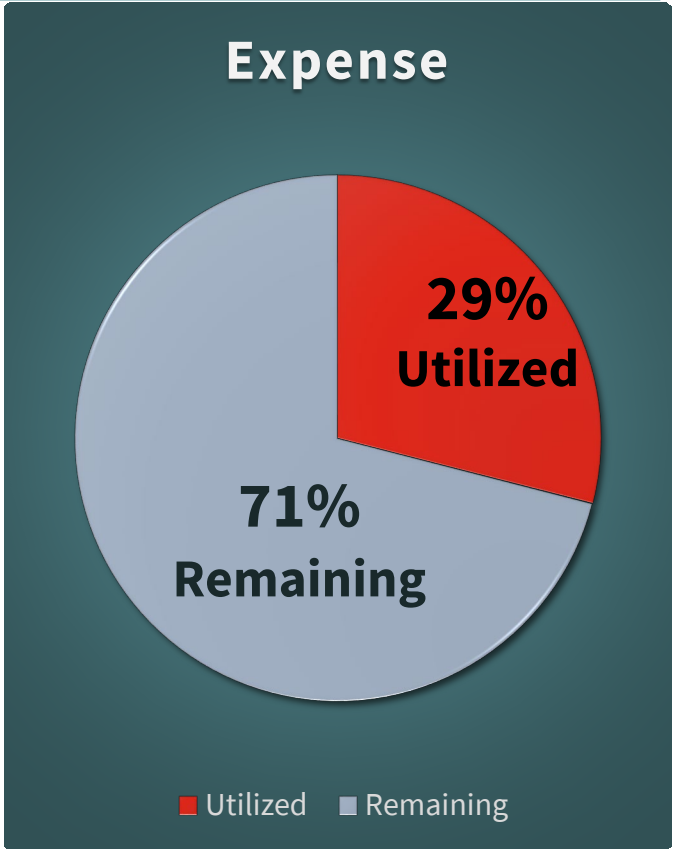
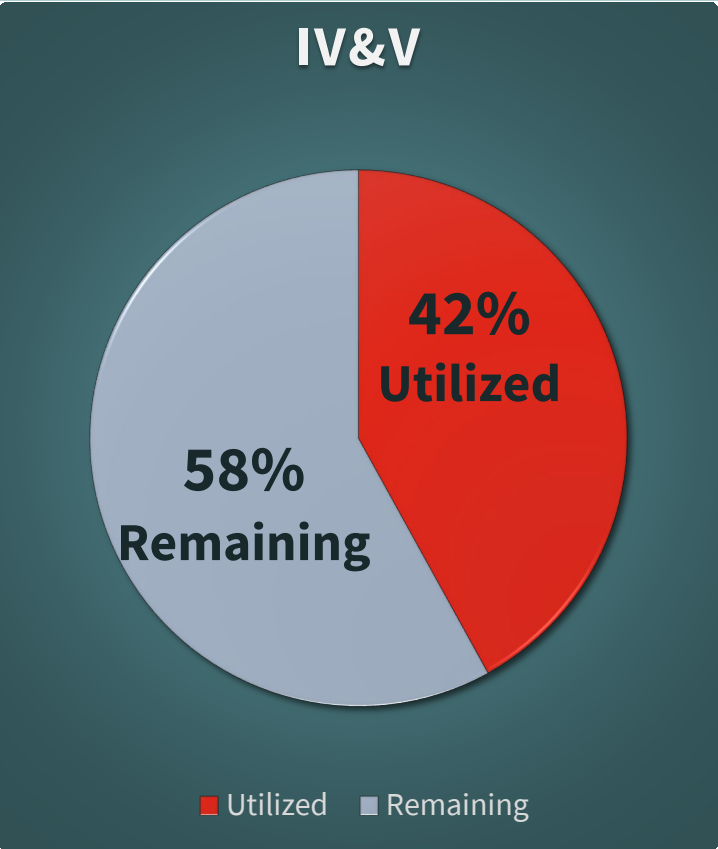
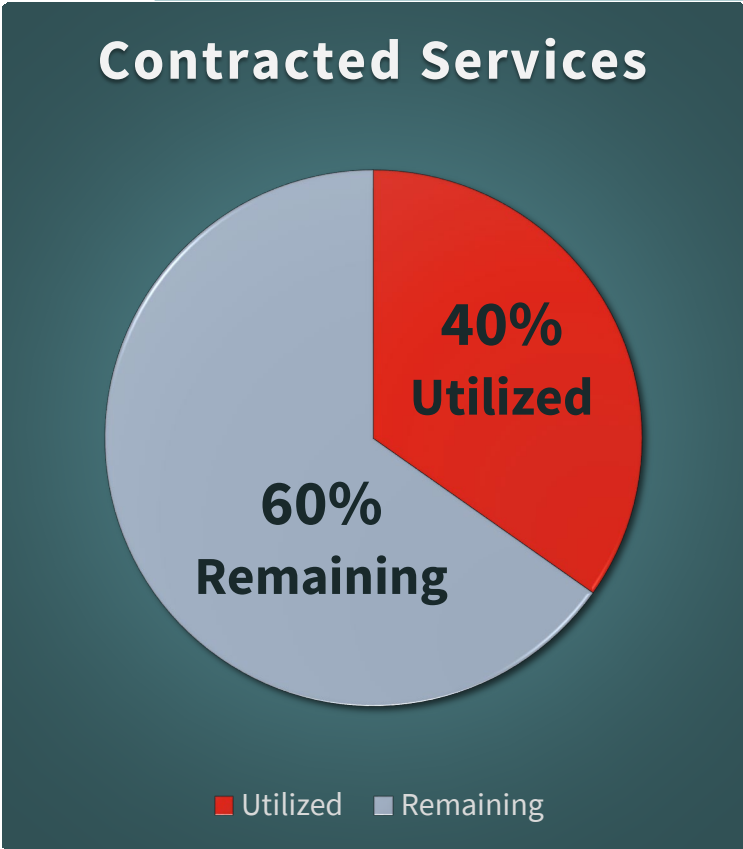
Phase II Fiscal Year 2024-2025 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
December 2024 Expenditures		\$953,379	\$937,088	-1.71%
FISCAL YEAR 2024/2025	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$13,199,608	\$5,099,487	\$5,065,033	0%
Remaining Funds	\$8,134,574			

Utilized vs Remaining Budget

as of

December 31, 2024



Phase II LBR Requests

Fiscal Year	Total Request	Contractual Services	IV&V Services	Expenses	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	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000
2022–2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
2023–2024	\$9,993,740	\$8,883,765	\$299,975	\$810,000	\$0
2024–2025	\$13,199,608	\$11,860,648	\$299,975	\$1,038,985	\$0
Phase II TOTAL	\$76,472,148	\$63,734,673	\$3,073,340	\$9,549,435	\$114,700

Phase II Fiscal Year 2024-2025 Spend Plan Summary

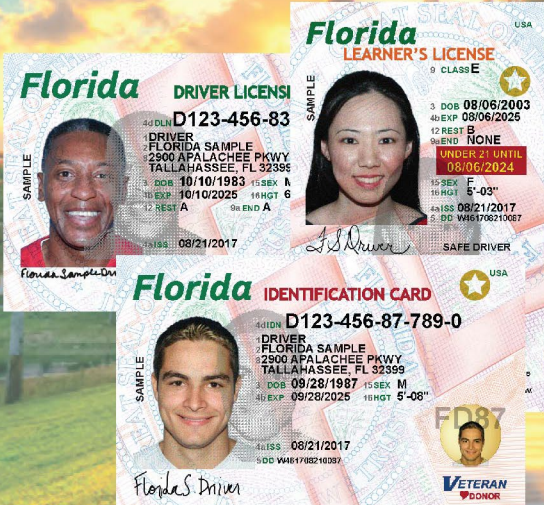
❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$9,450,000
• IFTA/IRP/Audit (i3 Verticals/Celtic Cross Holdings – HSMV-0286-20)	\$847,500
• Enterprise Content Management (Naviant– HSMV-0293-20)	\$522,869
• Credential Service Provider/Mobile Driver License (mDL) (Contract has not been awarded)	\$400,000
• Staff Augmentation	\$615,000
	<u>\$11,835,369</u>

❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23) **\$299,975**

❖ **Expense** **\$1,064,564**

❖ **Total Budget** **\$13,199,608**



"FLORIDA"
ARRIVE ALIVE
"BUCKLE UP"



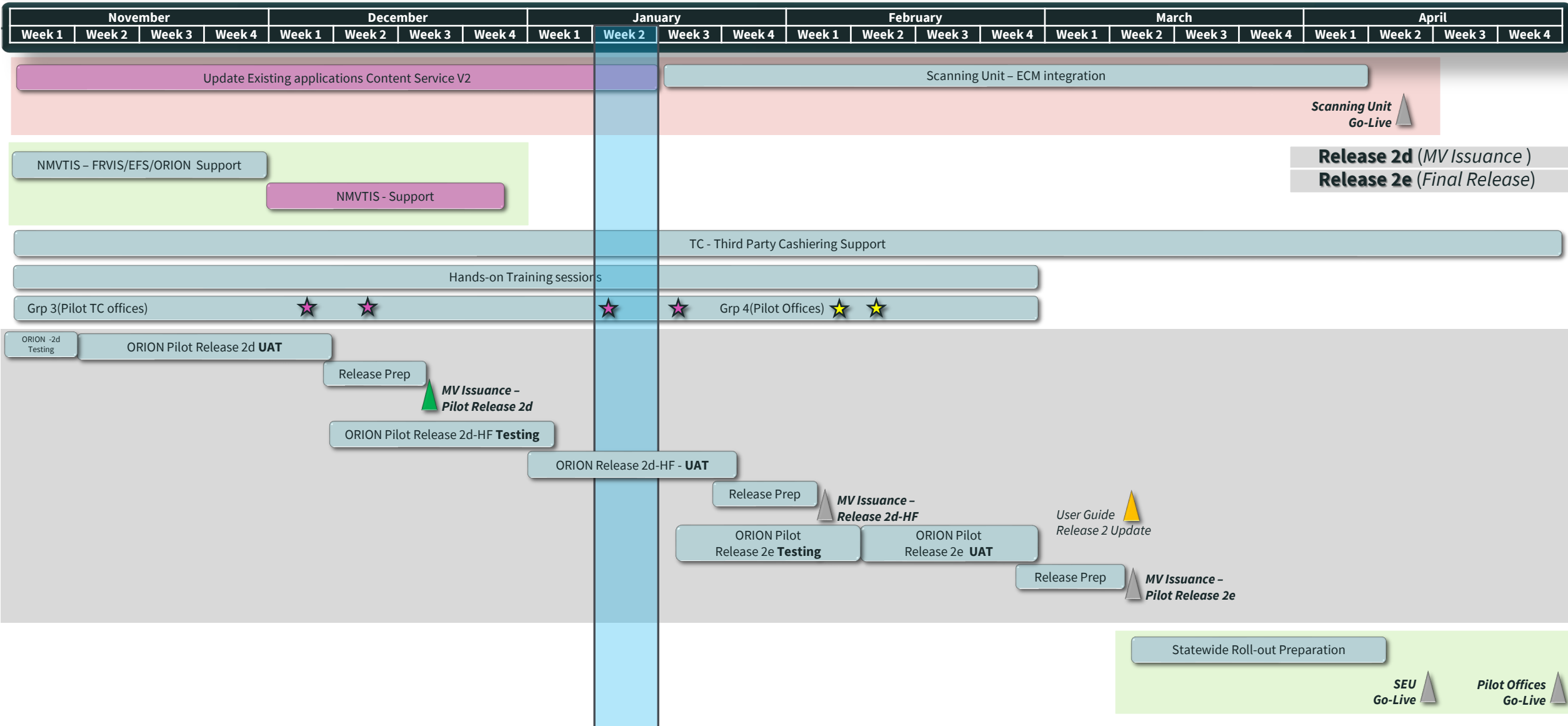
Motorist Modernization Phase II Advisory Board

JANUARY 14, 2025

ORION Releases

- **Release 1 – Motor Vehicle Issuance Inquiry – *Oct 2023 - Completed***
 - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
- **Release 2 - ORION Pilot – *Apr 2024 – In Progress***
 - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
- **Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP) – *June 2024 - Completed***
 - Celtic IFTA/IRP COTS Product and associated ORION updates
- **Release 4 - ORION Statewide – *Apr – Nov 2025***
 - All core MVI and Global functionality
- **Release 5 – Motor Vehicle MyDMV Portal – *Fall 2025***
 - Motor vehicle functionality additions to MyDMV Portal
- **Release 6 - Batch, Back-Office – *Apr 2026***
 - Remaining ORION back-office functionality and Phase II batch functionality

Phase II Implementation – Schedule and Approach – 6 Month View



Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
Titles & Registration	Total: 103 functional areas Build Complete: 98 Build In Progress: 2 Build Late: 4					
MV Globals	Total: 62 functional areas Build Complete: 44 Build In Progress: 6 Build Late: 8					
Portal/Fleet	Total: 42 functional areas Build Complete: 25 Build In Progress: 4 Build Late: 7					

Risks & Issues Impacting Teams & Remediation

- *Staffing Vacancies (5 Developer Vacancies, 11 SEU Vacancies, 8 LDO Vacancies) – LDO has postings for 4 of their open positions (filled 1 position internally)*
- *Titles and Registration refinement (business rule review) behind schedule (impacting having available sprint work) – Team is scheduling additional refinement sessions*

Release 2e – ORION Pilot – Critical Path

- **Development**
- **User Acceptance Testing**
- **Third Party Cashier Vendors**
- **Security Testing**
- **Performance Testing**
- **Training**
- **User Guides**

Phase II Implementation – Schedule – Transaction Summary

Release 2d – Transaction Scope (12/16)		Release 2d Hotfix – Transaction Scope (2/5)	
Print Electronic Title (PET)	Original - Dealer Registration (ODR)	Reserve Personalized Plate (PLP)	
Duplicate Title/Duplicate Title w/Lien Activity (DUT/TDL)	Renewal Dealer Registration (RDR)	Dealer Temporary Transfer (DTT)	
Maintain Vehicle Lien (LMT)	Duplicate Dealer/Transporter Registration (DDR)	Restore Temporary Transfer	
Add Wrecker Operator Lien (AWL)	Replacement Dealer/Transporter License Plate (RDL)	Transfer Registration (TRR)	
Satisfy Wrecker Operator Lien (DWL)	Correction Dealer/Transporter Registration (CDR)	Derelict Vehicle Certificate (DVC)	
Certificate of Destruction (DET)	Dealer Issue of Temporary Plate (DIT)	Title Transfer – Repossession (RPT)	
Duplicate Certificate of Destruction (DDT)		Duplicate Derelict Vehicle Certificate (DDC)	
Correction Certificate of Destruction (CCD)			
Title Transfer - Operation of Law (TRT)			
Original Title - Operation of Law (OUT/ORT)			
Lien Holder Response (LHR)			

Phase II Implementation – Schedule – Release 2

Group 2 Pilot Sites

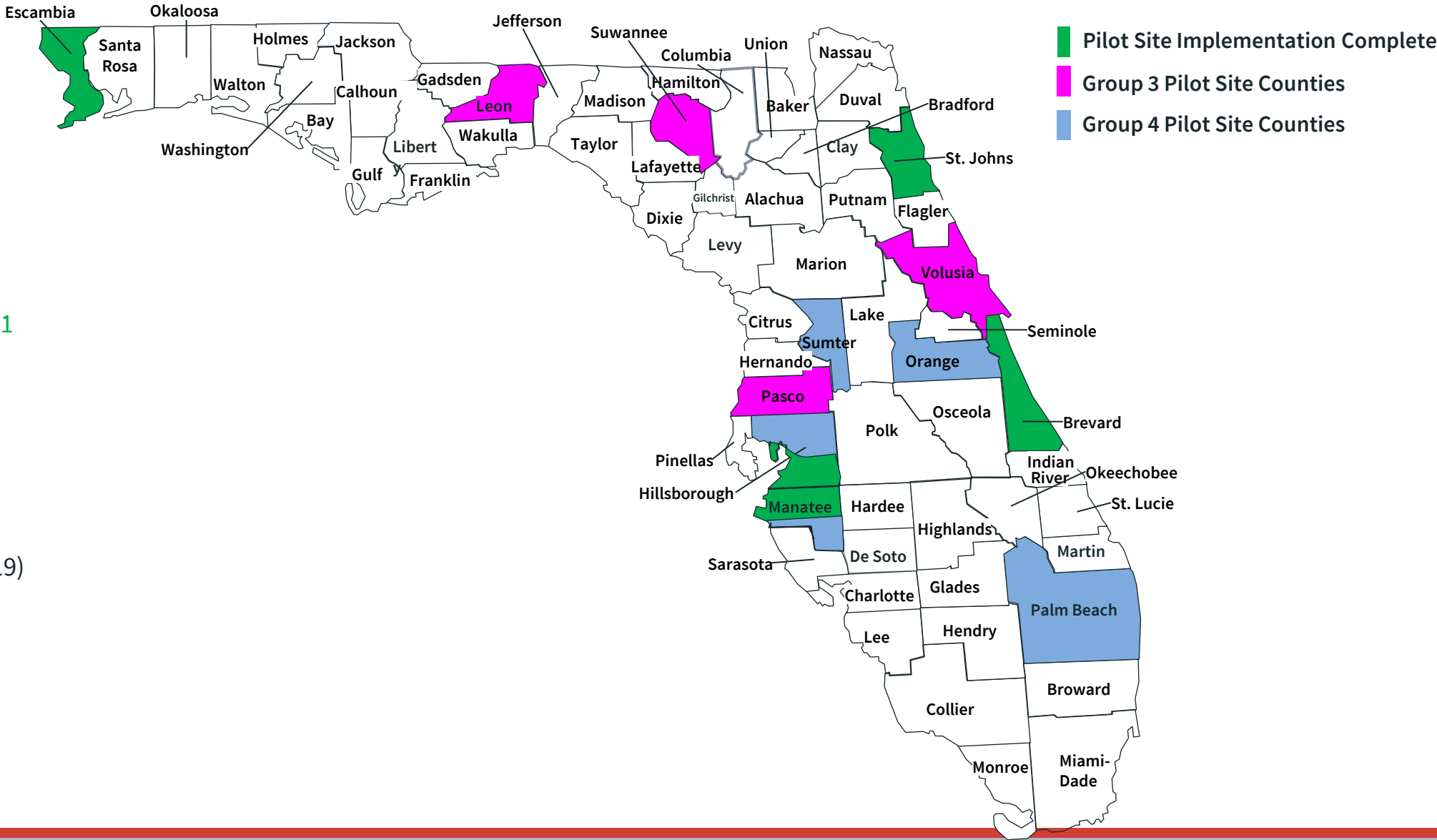
- Hillsborough - 03/20
- Manatee - 15/15, 15/16
- Brevard County - 19/20

Group 3 Pilot Sites

- 12/03 – Escambia 09-03/A76
- 12/10 – Saint Johns 20-01/F71
- 1/14 – Pasco 28-05/L72
- 1/14 – Volusia 08-02
- 1/22 – Leon 13-03/B70

Group 4 Pilot Sites

- TBD – Palm Beach (06/11, 06/19)
- 2/3 – Sumter (44/07)
- TBD – Orange (07/22)
- 2/10 – Manatee (15/17)
- 2/12 – Regional Office (68/53)



Release 4 – ORION Statewide Roll-out – Critical Items

- **LPA Circuit Upgrades**
 - **Communication sent**
- **ORION Installed with Devices and Bins mapped appropriately**
 - **Instructions prepared**
- **Users Created in ORION with appropriate roles**
 - **Working on Batch program to map FRVIS roles to ORION roles for existing users**
- **3rd Party Cashier Testing Complete and MOU Updated**
 - **Testing with Pilot Group 3 and Group 4 vendors**
- **Develop Statewide Roll-out schedule**
 - **Working through Convenience Renewal dependencies**

ORION Phase II – Organizational Change Management (OCM)

In support of Phase II, the OCM team will:

- Hold **Change Champion Network Connects** with 153 Change Champions
 - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
 - Moving to monthly CCNCs beginning in February
- Facilitate/assist **Knowledge Transfer (KT)** meetings and activities
 - ISA/OMM teams have conducted six KT meetings
 - Follow-up ICFS KT workshop: January 21 (in-person)
 - Report on KT activities
- Assist with Phase II **Tax Collector office testing**
- Held **MVI Support meeting** on January 10

ICFS Operational Transition Status Report

System Stabilized – In Progress

- Application is functioning as expected with no critical bugs/issues reported
- Non-critical bugs/issues have been transitioned to the standard operational process (WRAPs) for further resolution.
- System Acceptance document has been completed and approved by the ESC

Knowledge Transfer (KT) – In Progress

- ISA operational support members have been identified and assigned.
- KT workshops and identified training sessions have been completed with sign-off from both the team/section manager and Bureau Chief
- Support roles for ISA operational members are clearly defined (using a RACI model or similar)

Operational Readiness – Not Started

- A backlog of all remaining open items (enhancements, missed requirements, defects, etc.) has been transitioned to the Product Owner and ISA operational members
- A support workflow has been established and approved by ISA, Business Area, and ESC
- Operational readiness has been confirmed by ISA Bureau Chiefs

Transition to Operations Complete – Not Started

- Developer capacity is available to support operations
- No critical bugs remain unresolved
- Project Closeout report has been completed and signed off by ISA Bureau Chiefs and ESC