

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, June 11, 2024
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, May 14, 2024
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 (*absent*)
 - Brett Saunders
 - Dawn Gunter
 - Scott Lunsford
 - Sherri Smith
 - Sgt. Derek Joseph
 - Mike Alexander
 - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, Elise Batchelor, Kristin Green, Chad Hutchinson, Judy Johnson, Patricia Joseph, Pavel Machado, Wendy Mechlin, Judy Moats, Ann Naiman, Kelsey Parten, Aundrea Powell, Rachel Ramos, Jonathan Sanford, and Corrine Taylor.
 - Visitors included – Joseph Weldon and Michelle McGinley from Accenture, Alyene Calvo with Ernst & Young, Lisa Cullen with Brevard County Tax Collector, and Maurice Bounds with Florida Digital Service also attended.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from April 9, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the April 9, 2024, meeting minutes were approved.

PHASE II IV&V UPDATE

- Alyene Calvo presented an overview of the IV&V report for Phase II. The project continued to track on budget. Change Requests continued to follow the established change management process. The current risk state was red with one open deficiency to report. Project risks are increasing due to continued resource challenges with development and testing staff. Recommendations were made to consider adjustment to the implementation timeline, or removal/deferral of scope. The project is currently tracking approximately 12.1 days behind schedule.

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 \$7.8 million was expended as of April

2024 with a less than 1% variance and approximately \$2.1 million in remaining funds. A Legislative Budget Request was submitted for the 2024 – 2025 fiscal year for approval.

PHASE II PROJECT UPDATE

- Joseph Weldon presented an overview of the ORION Releases:
 - Release 1 – Motor Vehicle Issuance (MVI) Inquiry – Completed in October 2023
 - 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
 - Celtic IFTA/IRP COTS Product and associated ORION updates
 - Release 4 – ORION Statewide – January – June 2025
 - All core MVI and Global functionality
 - Release 5 – Motor Vehicle MyDMV Portal – Spring 2025
 - Motor vehicle functionality additions to MyDMV Portal
 - Release 6 – Batch, Back-Office – June 2025
 - Remaining ORION back-office functionality and Phase II batch functionality
- Mr. Weldon then discussed the Release 2-3 schedule and below list of Pilot sites:
 - Group 1 Pilot Sites (April 4, 2024):
 - Direct Mail – 68-86
 - SEU – 85-14
 - MV Stops Group – 68-87
 - Group 2 Pilot Sites:
 - April 23 – Hillsborough – 31-01/K77
 - May 7 – Manatee – 15-06/M71
 - May 14 – Brevard – 19-02/H71
 - Group 3 Pilot Sites:
 - Suwannee – 31-01/D73
 - Escambia – 09-03/A76
 - Saint Johns – 20-01/F71
 - Pasco – 28-05/L72
 - Volusia – 08-02
 - Leon – 13-03/B70
- Mr. Weldon presented a status update for the Phase II project teams:
 - The Titles & Registration (T&R), MV Globals, and MyDMV Portal/Fleet teams are trending behind schedule due to resource constraints. UAT has improved due to Tax Collector testing. Training has also been impacted by the ability of SEU to demonstrate new features. Critical bugs have impacted the IFTA/IRP team.
 - Risks and issues impacting the teams included:
 - Staffing vacancies – 4 Developer, 11 SEU, 14 CVDS, 9 LDO vacancies – Hiring freeze through Fiscal Year 2023.
 - National Motor Vehicle Title Information System (NMVTIS) Structured Testing – Change Request 44 recognized proposed scope change for

Office of Motorist Modernization

Release 2a because of a dependency on NMVTIS web service for ORION. This is currently three weeks behind schedule.

- Mr. Weldon discussed the below critical path for Release 2b:
 - Development – Completed
 - UAT
 - Third Party Cashier Vendors – Onboarding and testing with Group 3 continued.
 - Security Testing
 - Performance Testing
 - Training – Impacted by changes in scope.
 - Knowledge Transfer with ISA for Support – Competing priorities are impacting resource availability to complete knowledge transfer.
 - User Guides
- Release 2 – ORION Pilot – Critical Path for NMVTIS:
 - NMVTIS Reload – Completed
 - Initial Extract Brand & Title
 - Discrepancy Files from AAMVA
 - NMVTIS Web Service Integration – Completed
 - EFS
 - FRVIS
 - NMVTIS Structural Testing (Original plan – January 2024 – March 2024)
 - EFS/FRVIS – January 22 – April 12 (trending approximately 3 weeks behind)
 - ORION – April 15 – May 31 (impacted by EFS/FRVIS testing)
- Release 2 – ORION Pilot – Critical Path – ISA:
 - WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS – May 2 – Deployed to Production Pilot Sites Q90 and 6801 (in-house only); May 9 – Production to other Pilot sites; May 23 – Production statewide
 - WRAP 8186: OMM Phase II - ECM MVSCAN EFS – May 2 – Deployed to Production (statewide) – Monitoring an issue
 - WRAP 8148: USDOT Number - OMM Phase II – March 28 – Deployed to Production (statewide)
 - WRAP 8154: Database Change - OMM Phase II FRVIS – March 28 – Deployed to Production (statewide); April 17 – Last bug fix deployment
 - Legislative WRAPS – Not critical to Pilot but will impact resources and priorities.

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 77 Change Champions and conduct Engagement meetings with FLHSMV divisions and bureaus.
 - ORION demos
 - Phase II schedule updates
 - Training and communications updates
 - Q&A
 - Assist with Phase II Tax Collector office testing
 - Provide information/answer questions via OCM@flhsmv.gov

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- Update the OCM SharePoint and PartnerNet pages
- Conduct Pilot Assessments for readiness with offices as they onboard
- The team is currently focused on meeting with the Field Support team and current pilot offices to ensure readiness for Release 2b.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Mr. Anderson adjourned the meeting at approximately 2:40 p.m.
- The next Advisory Board Phase II Meeting is scheduled for June 11, 2024.

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 (4/9/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project Updates – Key Enablers	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 – April MAR

11 June 2024

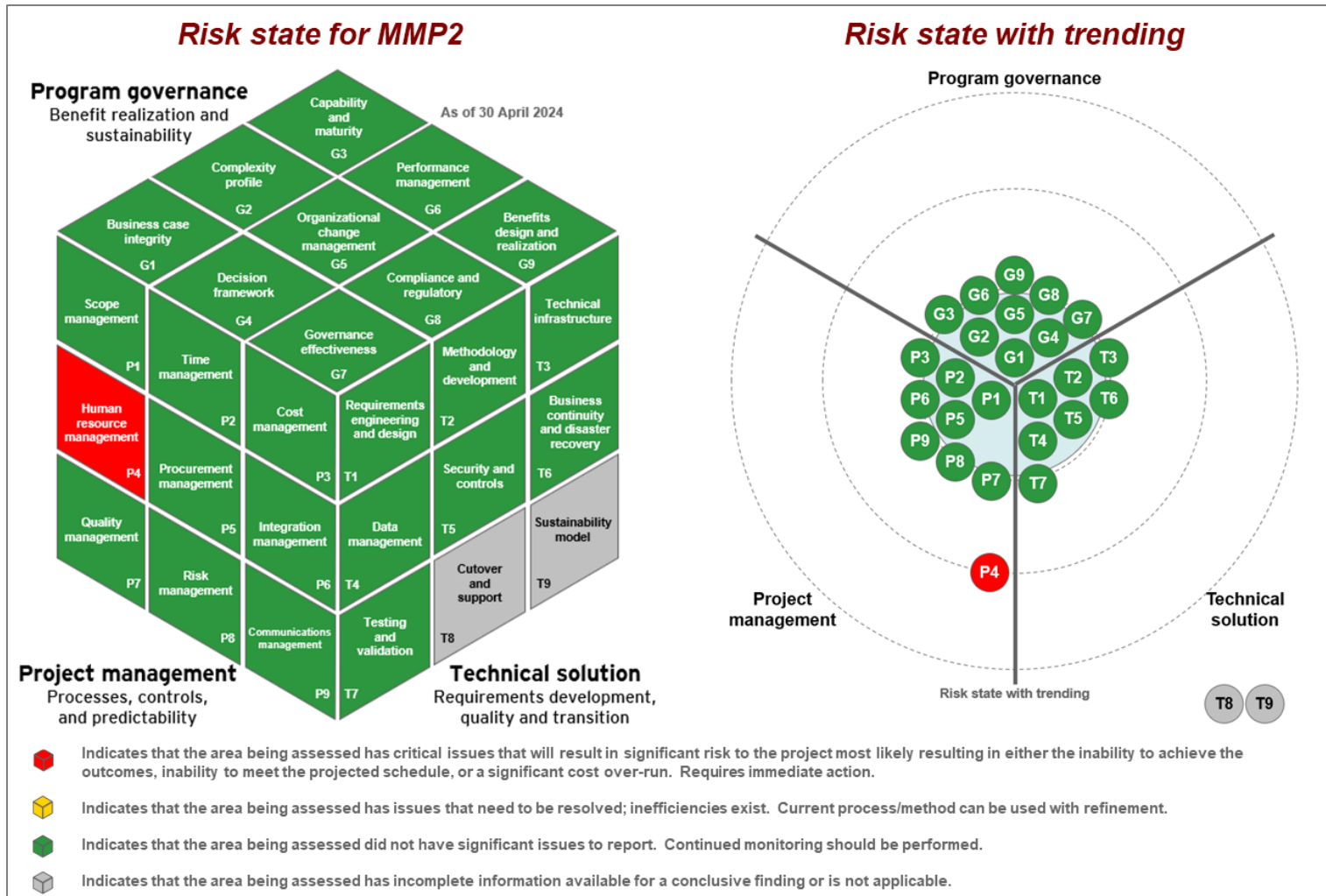
Topics for discussion

- ▶ 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?	Risks increasing ➔	<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 ~9.2 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?	Risks increasing ➔	<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



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FLHSMV

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Financial Update Motorist Modernization



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

*LBR submitted to the Governor's Office of Policy and Budget for approval

**Phase II Totals if FY 24/25 LBR approved

Phase II Fiscal Year 2023-2024 Spend Plan Summary

❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$6,500,000
• IFTA/IRP/Audit (Celtic Cross Holdings – HSMV-0286-20)	\$855,000
• Enterprise Content Management (Next Phase Solutions – HSMV-0293-20)	\$500,043
• Credential Service Provider/Mobile Driver License (mDL) (Thales – HSMV-0315-20)	\$400,000
• Staff Augmentation	\$615,000
• Contractual Services - Other	<u>\$13,722</u>
	\$8,883,765

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

❖ **Expense** **\$810,000**

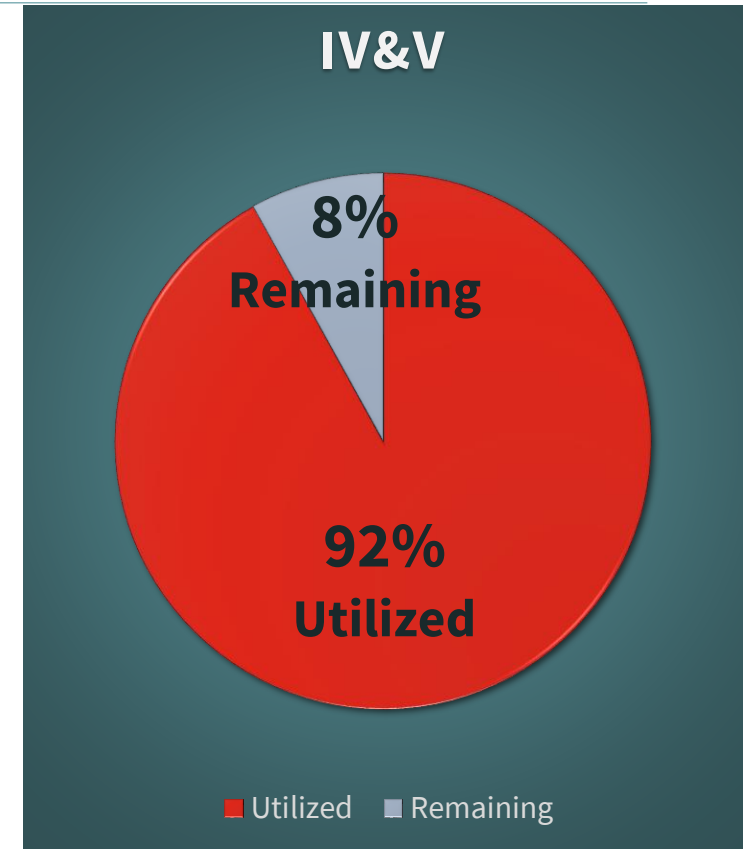
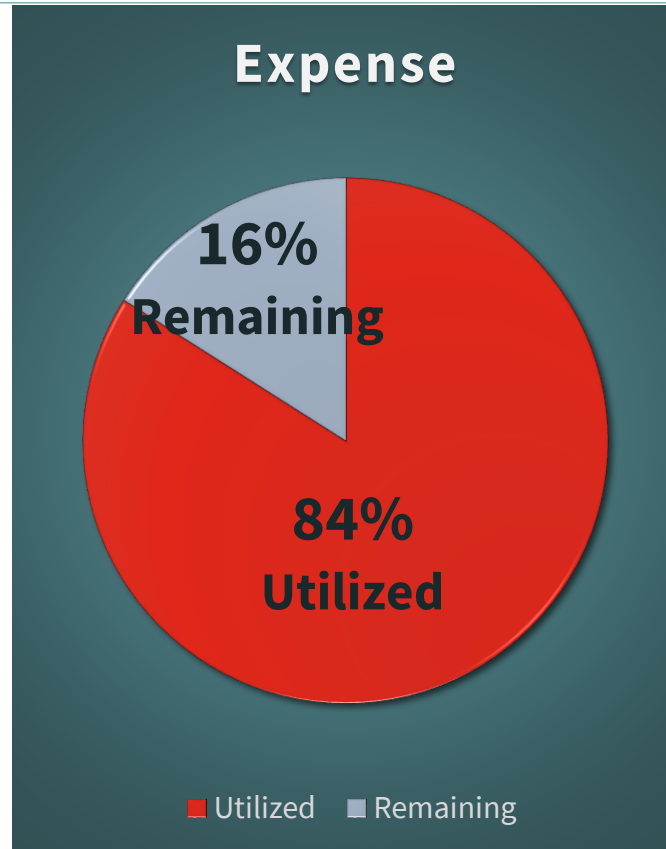
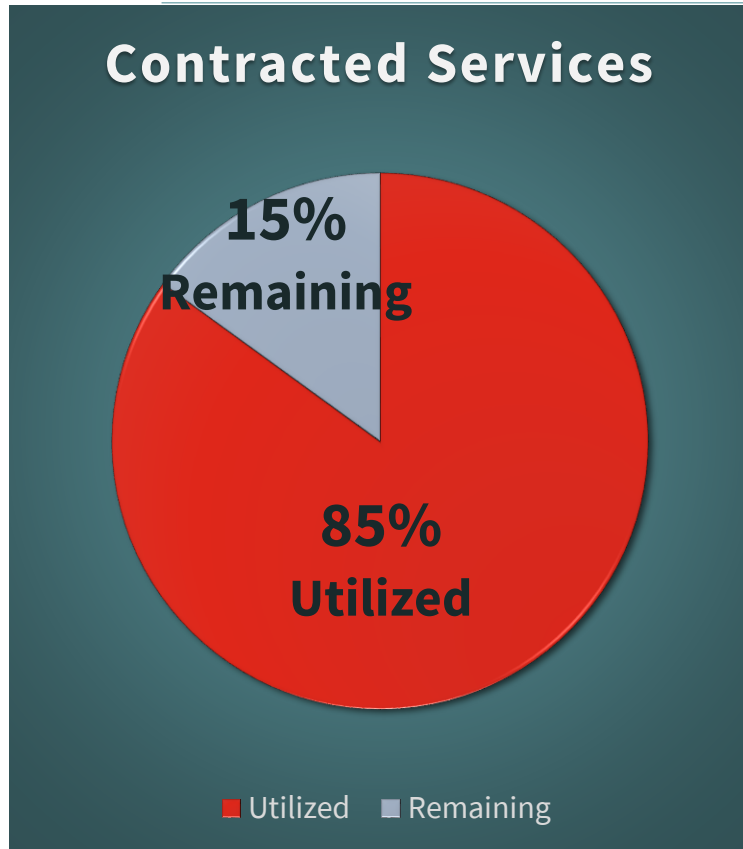
❖ **Total Budget** **\$9,993,740**

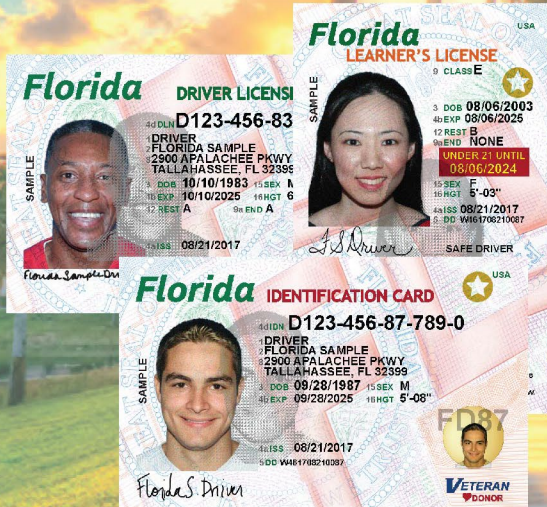
Phase II Fiscal Year 2023-2024 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
May 2024 Expenditures		\$604,848	\$590,073	0%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$8,449,373	\$8,411,095	0%
Remaining Funds	\$1,582,645			

Utilized and Remaining Budget

as of
May 31, 2024





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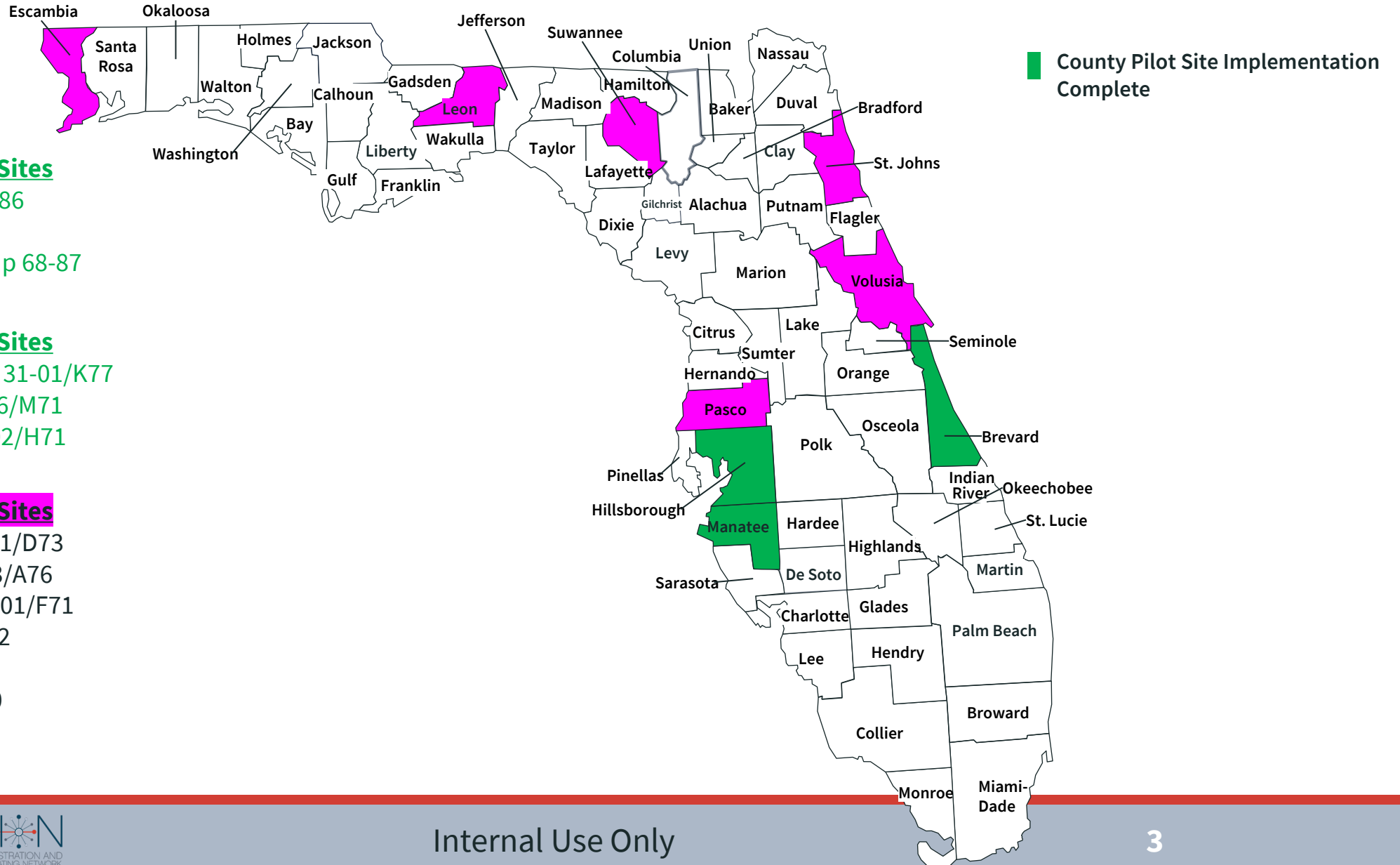
Motorist Modernization Phase II Advisory Board

JUNE 11, 2024

ORION Releases

Major OMM Phase II Release	Original Schedule	Revised Schedule
Motor Vehicle Inquiry (COMPLETED)	October 2023	October 2023
ORION Motor Vehicle Pilot (IN PROGRESS)	April 2024 – December 2024	April 2024 – April 2025
International Fuel Tax Agreement (IFTA) / International Registration Plan (IRP)	June 2024	June 2024
ORION Statewide Implementation	January 2025 – June 2025	April 2025 – November 2025
MyDMV Portal Motor Vehicle	Spring 2025	Fall 2025
Batch, Back-Office	June 2025	April 2026

Pilot Offices



Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
Titles & Registration	Total: 106 functional areas Build Complete: 78 Build In Progress: 9 Build Late: 0					
MV Globals	Total: 58 functional areas Build Complete: 38 Build In Progress: 4 Build Late: 0					
Portal/Fleet	Total: 42 functional areas Build Complete: 25 Build In Progress: 4 Build Late: 0					
IFTA/IRP	Total: 27 functional areas Build Complete: 27 Build In Progress: 0 Build Late: 0					

Risks & Issues Impacting Teams & Remediation

- **Staffing Vacancies (5 Developer Vacancies, 11 SEU Vacancies, 18 CVDS Vacancies, 9 LDO Vacancies) – Hiring freeze thru FY23**
- **National Motor Vehicle Title Information System (NMVTIS) Structured Testing – Completed EFS/FRVIS Structured Testing 5/9 and Regression Testing EFS/FRVIS 5/24. Planning production deployment of the new NMVTIS Web Service for EFS/FRVIS 6/14 – 6/15**

Release 2 – ORION Pilot – Critical Path - NMVTIS

- **NMVTIS Reload**

- **Initial Extract Brand & Title**

- **Discrepancy Files from American Association of Motor Vehicle Administrators (AAMVA)**

- **NMVTIS Web Service Integration**

- **Electronic Filing System (EFS)**

- **Florida Real-Time Vehicle Information System (FRVIS)**

- **NMVTIS Structural Testing (Original Plan - Jan 2024 – Mar 2024)**

- **EFS/FRVIS (22 Jan 2024 – 17 May 2024) – Completed 24 May 24**

- **ORION (17 Jun 2024 – 26 Jul 2024)**

Release 2 – ORION Pilot – Critical Path - ISA

- **WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS** – *Deployed to Production Statewide on May 23, 2024; Regression testing in Test and Stage has been completed; End-to-End Testing will be performed again in Stage on June 4, 2024; Deploy a change (Zulu Date) on June 14, 2024, to Production Statewide*
- **WRAP 8186: OMM Phase II - ECM MVSCAN EFS** – *A work around was implemented on May 7, 2024, pertaining to errors occurring while writing documents to ECM; When running the batch job a second time, the errors were processed successfully, because of not refreshing the guide before attempting to post the metadata. It was agreed to close this WRAP as completed and an update be developed jointly by Operations and OMM for the Content Service as part of ongoing Knowledge Transition efforts.*
- **Legislative WRAPS** – *not critical to Pilot but, will impact resources and priorities*

Release 2c – ORION Pilot – Critical Path

- **Development**
- **User Acceptance Testing**
- **Third Party Cashier Vendors**
- **Security Testing**
- **Performance Testing**
- **Training**
- **Knowledge Transfer with ISA for Support**
- **User Guides**

Release 3 – IFTA/IRP Release – Critical Path

- **Development**
- **User Acceptance Testing**
- **Vendor Software**
- **Security Testing**
- **Performance Testing**
- **Training**
- **Knowledge Transfer with ISA for Support**
- **User Guides**

Release 3 – IFTA/IRP Release – Critical Path - ISA

- **WRAP 8113: OMM Phase II -FRVIS - IFTA/IRP refund updates - *Testing is completed; Deploy to Production Statewide June 7, 2024***
- **WRAP 8490: OMM Phase II - Add ICFSONLINE to Shopping Cart - *Deployed to Production Statewide May 23, 2024***
- **WRAP 8475: OMM Phase II Shopping Cart Needed Fields for IFTA/IRP - *Deployed to Production Statewide May 23, 2024; Due to an Accounting change to have two service codes; NIC removed the original service code and created 6019 (Credit Cards) and 6020 (E-Check); Warranty Change to Production Statewide June 5, 2024***
- **WRAP 8112: OMM Phase II - IRP Inquiry Web Service (Cab Card) - *Deploy to Production Statewide on June 7, 2024***

ORION Pilot Release 2 – Organizational Change Management (OCM)

In preparation and support for Release 2, the OCM team will:

- Hold **Change Champion Network Connects** with 77 Change Champions and conduct **Engagement Meetings** with FLHSMV divisions and bureaus
 - ORION demos
 - Phase II schedule updates
 - Training and Communication updates
 - Q & A
- Assist with Phase II **Tax Collector office testing**
- Provide information/answer questions via **OCM@flhsmv.gov**
- Update the **OCM SharePoint and PartnerNet** pages