

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, July 9, 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, June 11, 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
  - 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, Stacey Bayyari, Jessica Espinoza, Kristin Green, Patricia Joseph, Pavel Machado, Wendy Mechlin, Judy Moats, Ann Naiman, Rachel Ramos, and Corrine Taylor.
  - Visitors included – Joseph Weldon and Michelle McGinley from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, Brevard County Tax Collector Lisa Cullen, Carl Ford with J Ford Consulting, Allison Valenti with the Manatee County Tax Collector office, and Jean-Luc Caous with the Palm Beach County Tax Collector office also attended.

**REVIEW OF MEETING MINUTES**

- Rachel Ramos reviewed the meeting minutes from May 14, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the May 14, 2024, meeting minutes were approved.

**PHASE II IV&V UPDATE**

- Wyatt Zalatoris 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. The project is currently tracking approximately 9.2 days behind schedule. The schedule has been adjusted to be more in line with the capacity of available resources. Ernst & Young will continue to monitor the progress over the next few months for the ability to adhere to the new 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 \$8.4 million was expended as of May

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2024 with a less than 1% variance and approximately \$1.5 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 revised ORION Release schedule approved by the Executive Steering Committee. This was due to various challenges related to resources and the National Motor Vehicle Title Information System (NMVTIS) webservice with AAMVA.

Major OMM Phase II Release	Original Schedule	Revised Schedule
Motor Vehicle Inquiry <b>(COMPLETED)</b>	October 2023	October 2023
ORION Motor Vehicle Pilot <b>(IN PROGRESS)</b>	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

- Mr. Weldon then presented an overview of the 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:

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- All teams are currently on target after the approved schedule change. The team continued to monitor testing for the Titles & Registration (T&R) team due to the backlog of stories.
- Risks and issues impacting the teams included:
  - Staffing vacancies – 5 Developer, 11 SEU, 18 CVDS, 9 LDO vacancies – Hiring freeze through Fiscal Year 2023.
  - NMVTIS Structured Testing – Completed EFS/FRVIS Structured Testing on May 9 and Regression Testing on May 24. Planning production deployment of the new NMVTIS Web Service for EFS/FRVIS from June 14 – 15.
- **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 – May 17, 2024 – Completed
    - ORION – June 17 – July 26, 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 (UAT) – Hot fix for Release 2b will delay the start of UAT.
  - Third Party Cashier Vendors – New set of vendors to be onboarded.
  - Security Testing
  - Performance Testing
  - Training
  - Knowledge Transfer with ISA for Support - Competing priorities are impacting resource availability to complete knowledge transfer.
  - User Guides
- **Release 3 – IFTA/IRP Release – Critical Path:**
  - Development
  - User Acceptance Testing
  - Vendor Software
  - Security Testing

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- Performance Testing – The team continued to work on completing this.
- Training
- Knowledge Transfer with ISA for Support – Updates were made to the knowledge transfer documentation.
- User Guides
- **Release 3 – IFTA/IRP Release – Critical Path – ISA:**
  - WRAP 8113: OMM Phase II - FRVIS - IFTA/IRP Refund Updates - Testing is completed; Deployed to Production Statewide on June 7, 2024.
  - WRAP 8490: OMM Phase II - Add ICFSONLINE to Shopping Cart – Deployed to Production Statewide on 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 on June 5, 2024.
  - WRAP 8112: OMM Phase II - IRP Inquiry Web Service (Cab Card) – Deployed to Production Statewide on June 7, 2024.

**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 Communication updates
    - Q & A
  - Assist with Phase II Tax Collector office testing
  - Provide information/answer questions via [OCM@flhsmv.gov](mailto:OCM@flhsmv.gov)
  - Update the OCM SharePoint and PartnerNet pages
- The next Change Champion Network Connect is scheduled for June 18, 2024. The team plans to discuss the revised scheduled, demo Release 2b functionality, and provide training updates.

**STAKEHOLDER OUTREACH UPDATE**

- Kristin Green stated the team continued to work with the Tax Collectors and their third-party cashing vendors to ensure readiness for Phase II activities. A touchpoint was held with them on May 21, 2024.

**Q&A**

- There were no questions or concerns from members present.

**ADJOURNMENT**

- Ms. Green adjourned the meeting at approximately 2:45 p.m.
- The next Advisory Board Phase II Meeting is scheduled for July 9, 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 (5/14/24)	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 – May MAR

9 July 2024



Building a better  
working world






# Topics for discussion

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

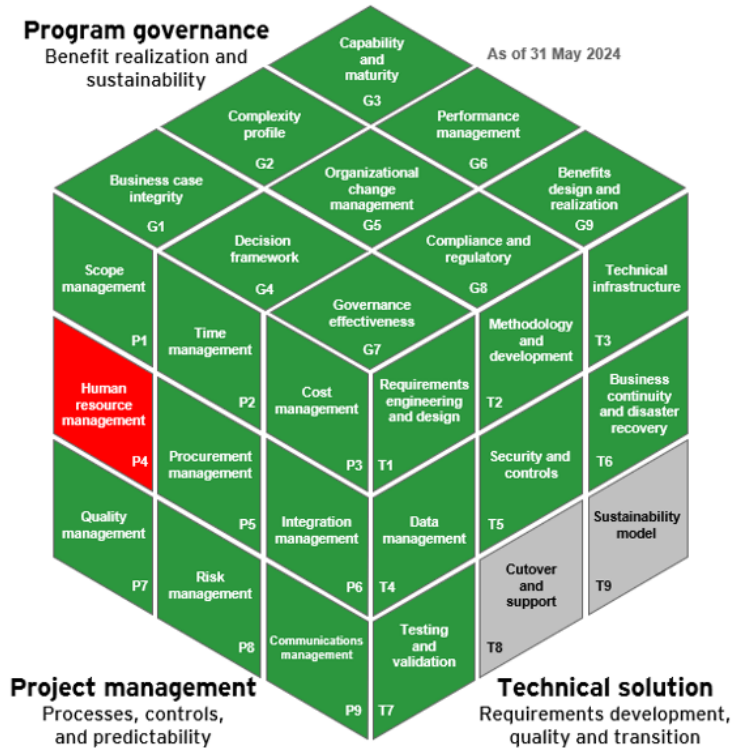


# General IV&V overview

	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Steady →	<ul style="list-style-type: none"> <li>Overall project risk state is red – critical issues</li> <li>IV&amp;V has one open deficiency for the project</li> </ul>
	Is the project on time?	Trending late ↘	<ul style="list-style-type: none"> <li>Project is tracking ~8.8 days behind schedule</li> <li>IV&amp;V independently assessed the schedule using industry standard measures</li> </ul>
	Is the project on budget?	Yes →	<ul style="list-style-type: none"> <li>Project is tracking on budget</li> <li>IV&amp;V independently assessed budget based on budget and spend data provided</li> </ul>
	Is project scope being managed?	Yes →	<ul style="list-style-type: none"> <li>Project scope is managed; Change Requests follow the established change management process</li> <li>IV&amp;V reviews the change management process</li> </ul>
	Are risks being managed?	Stead →	<ul style="list-style-type: none"> <li>Schedule has been adjusted to be more in line with the capacity of available resources</li> <li>We will continue to monitor the progress over the next few months for the ability to adhere to the new schedule.</li> </ul>





# 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**  
D123-456-83  
DRIVER  
FLORIDA SAMPLE  
2900 APALACHEE PKWY  
TALLAHASSEE, FL 32399  
DOB: 10/10/1983 SEX: M  
EXP: 10/10/2025 HGT: 6  
REST: A END: A  
CLASS: E  
DOB: 08/06/2003  
EXP: 08/06/2026  
REST: B  
END: NONE  
UNDER 21 UNTIL: 08/06/2024  
ISS: 08/21/2017  
SAFE DRIVER

**Florida IDENTIFICATION CARD**  
D123-456-87-789-0  
DRIVER  
FLORIDA SAMPLE  
2900 APALACHEE PKWY  
TALLAHASSEE, FL 32399  
DOB: 09/28/1987 SEX: M  
EXP: 09/28/2025 HGT: 5-08"  
ISS: 08/21/2017  
DOB: 09/28/1987  
VETERAN DONOR

# 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
<b>2023-2024</b>	<b>\$9,993,740</b>	<b>\$8,883,765</b>	<b>\$299,975</b>	<b>\$810,000</b>	<b>\$0</b>
2024-2025	\$13,199,608	\$11,860,648	\$299,975	\$1,038,985	\$0
<b>Phase II TOTAL</b>	<b>\$76,472,148</b>	<b>\$63,734,673</b>	<b>\$3,073,340</b>	<b>\$9,549,435</b>	<b>\$114,700</b>

# 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>
	<b>\$8,883,765</b>

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

❖ **Expense** **\$810,000**

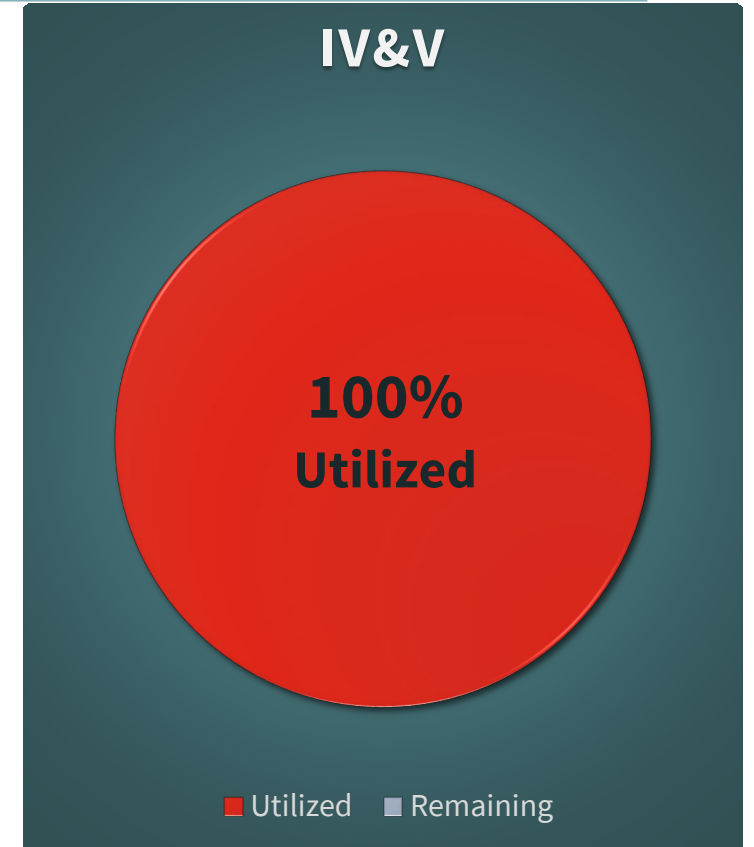
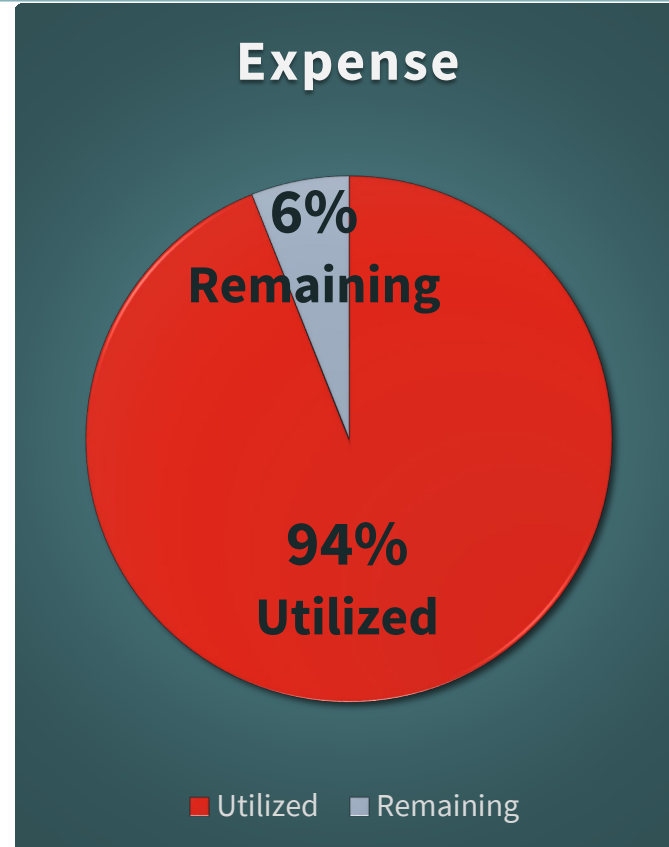
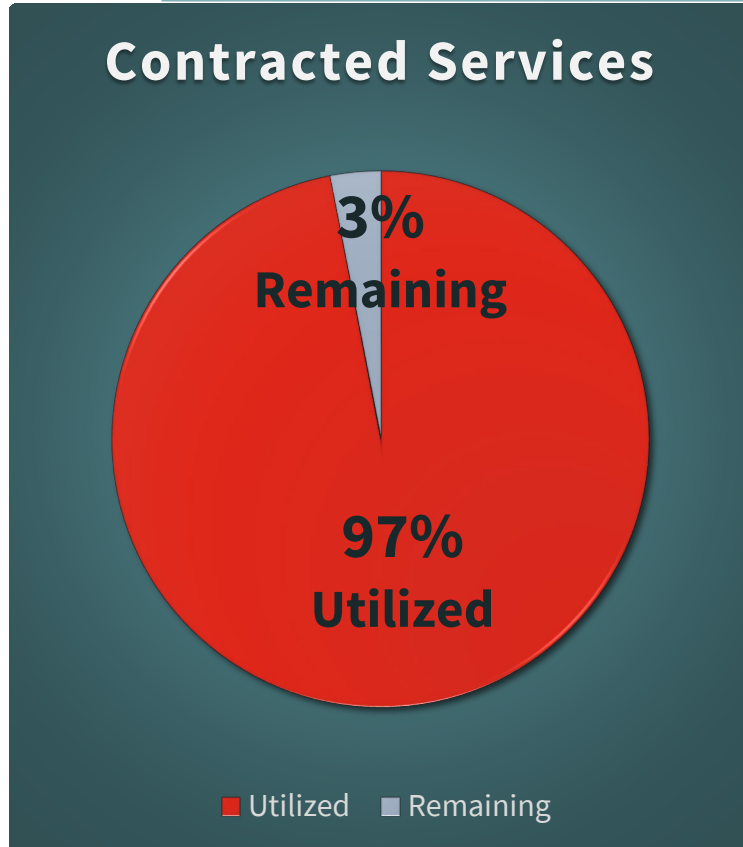
❖ **Total Budget** **\$9,993,740**

# Phase II Fiscal Year 2023-2024 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
June 2024 Expenditures		\$1,544,367	\$1,114,262	-27.85%
FISCAL YEAR 2023/2024	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$9,993,740	\$9,993,740	\$9,525,366	-4.92%
Remaining Funds	\$468,374			

# Utilized and Remaining Budget

as of  
June 30, 2024







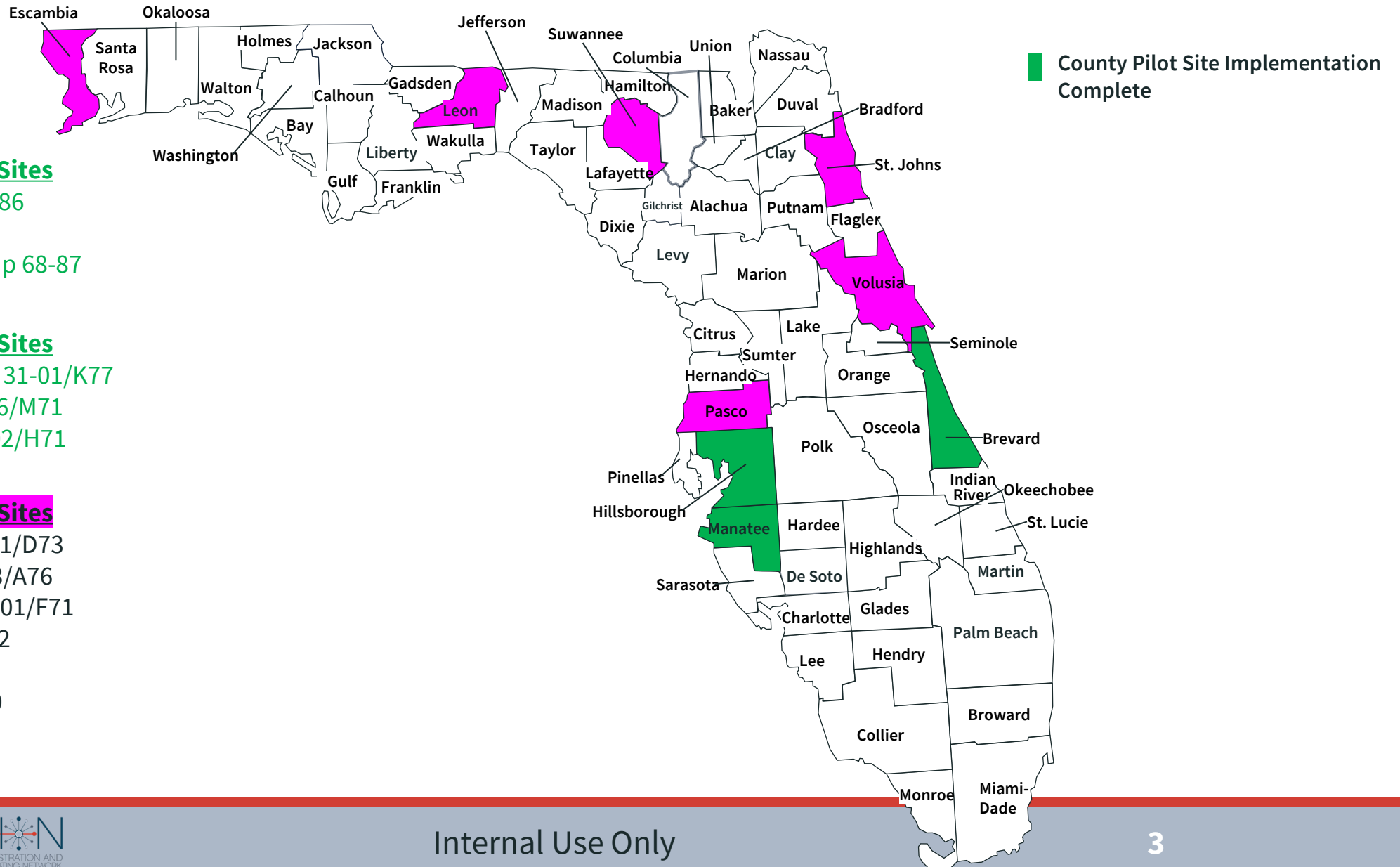
# Motorist Modernization Phase II Advisory Board

JULY 9, 2024

# ORION Releases

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

# Pilot Offices



## Group 1 Pilot Sites

- 4 Apr - Direct Mail 68-86
- 4 Apr - SEU 85-14
- 4 Apr - MV Stops Group 68-87

## Group 2 Pilot Sites

- 23 Apr - Hillsborough 31-01/K77
- 7 May - Manatee 15-06/M71
- 14 May - Brevard 19-02/H71

## Group 3 Pilot Sites

- TBD - Suwannee 31-01/D73
- TBD - Escambia 09-03/A76
- TBD - Saint Johns 20-01/F71
- TBD - Pasco 28-05/L72
- TBD - Volusia 08-02
- TBD - Leon 13-03/B70

# Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
<b>Titles &amp; Registration</b>	<b>Total: 106 functional areas</b> <b>Build Complete: 81</b> <b>Build In Progress: 8</b> <b>Build Late: 0</b>					
<b>MV Globals</b>	<b>Total: 58 functional areas</b> <b>Build Complete: 38</b> <b>Build In Progress: 4</b> <b>Build Late: 0</b>					
<b>Portal/Fleet</b>	<b>Total: 42 functional areas</b> <b>Build Complete: 25</b> <b>Build In Progress: 4</b> <b>Build Late: 0</b>					
<b>IFTA/IRP</b>	<b>Total: 27 functional areas</b> <b>Build Complete: 27</b> <b>Build In Progress: 0</b> <b>Build Late: 0</b>					

## **Risks & Issues Impacting Teams & Remediation**

- **Staffing Vacancies (5 Developer Vacancies, 11 SEU Vacancies, 8 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 and production deployment of the new NMVTIS Web Service for EFS/FRVIS 6/14 – 6/15; working on Regression of MVI ORION**

# 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**

# 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
  - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
  - Most recent Network Connect: June 18
  - Next Network Connect: on or before Aug 20
- Conduct **Engagement Meetings** with FLHSMV Divisions/Bureaus
  - Work with Field Support and IFTA/IRP teams to improve troubleshooting/support workflows
- Assist with Phase II **Tax Collector office testing**
- Provide information/answer questions via **OCM@flhsmv.gov**
- Update the **OCM SharePoint and PartnerNet** pages