

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, September 10, 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, August 13, 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, Elise Batchelor, Laura Freeman, Kristin Green, Judy Johnson, Wendy Mechlin, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Terrence Samuel, Jonathan Sanford, Corrine Taylor, Cathy Thomas, and Cheryl Walters.
  - Visitors included – Joseph Weldon and Michelle McGinley from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, Carl Ford with J Ford Consulting, Jonathan Tullis with Grant Street Group, Maurice Bounds and Michael Black with Florida Digital Service also attended.

**REVIEW OF MEETING MINUTES**

- Rachel Ramos reviewed the meeting minutes from July 9, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the July 9, 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. The project is currently tracking approximately 8.7 days behind schedule. The project continued to track on budget. Change Requests continued to follow the established change management process. 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 was approximately \$9.9 million. Approximately \$9.9 million was expended as of June 2024 with -4.92% variance and approximately \$468K in remaining funds. Majority of this was a known reversion as the team is transitioning to a new mobile DL vendor.

**Office of Motorist Modernization**

- The OMM Phase II Legislative Budget Request for the 2024 – 2025 fiscal year was approved. The Phase II budget for the 2024 – 2025 fiscal year was approximately \$13.2 million. Approximately \$10K was expended as of July 2024 with a 0% variance and approximately \$13.2 million in remaining funds.

**PHASE II PROJECT UPDATE**

- Joseph Weldon presented an overview of the revised ORION Release schedule previously approved by the Executive Steering Committee.

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

- 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:
    - October 22 – 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
- Mr. Weldon presented a status update for the Phase II project teams:
  - All teams are currently on target. The Titles & Registration team continued to work on testing with SEU and the Tax Collectors.
  - Risks and issues impacting the teams included:
    - Staffing vacancies – 5 Developer, 11 SEU, 8 LDO vacancies – Hiring freeze through Fiscal Year 2023.

**Office of Motorist Modernization**

- NMVTIS Structured Testing – Completed EFS/FRVIS Structured Testing on May 9 and Regression Testing on May 24. Production deployment of the new NMVTIS Web Service for EFS/FRVIS was from June 14 – 15. The team is working on Regression Testing of MVI ORION.
- **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 – FRVIS received feedback from the Scanning Unit. A FRVIS meeting may be held this week to discuss the Scanning Unit needs.
  - WRAP 8186: OMM Phase II - ECM MVSCAN EFS – Development, UAT and deployment have been completed. There were some reported issues after the deployment and those issues have been resolved.
  - WRAP 8174: FRVIS Update to NMVTIS Web Service – A warranty fix was implemented into pilot sites for several weeks and it will be implemented statewide on July 31, 2024.
  - Legislative WRAPS – Not critical to Pilot but, will impact resources and priorities.
- **Release 2c – ORION Pilot – Critical Path:**
  - Development
  - User Acceptance Testing (UAT) – A Stage code freeze is scheduled for this week.
  - Third Party Cashier Vendors – A 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

**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:
    - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
    - The next Change Champion Network Connect will be held on August 20
  - Conduct Engagement Meetings with FLHSMV Divisions/Bureaus
    - Work with Department teams to finalize IFTA/IRP support workflows and knowledge transfer
  - Assist with Phase II Tax Collector office testing

**Office of Motorist Modernization**

- Assist with preparing Tax Collector offices for Pilot
- Provide information/answer questions via OCM@flhsmv.gov
- Update the OCM SharePoint and PartnerNet pages

**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 September 10, 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 (7/9/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	6 Pages
Phase II Project Updates – Key Enablers	8 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






10 September 2024

# Topics for discussion

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

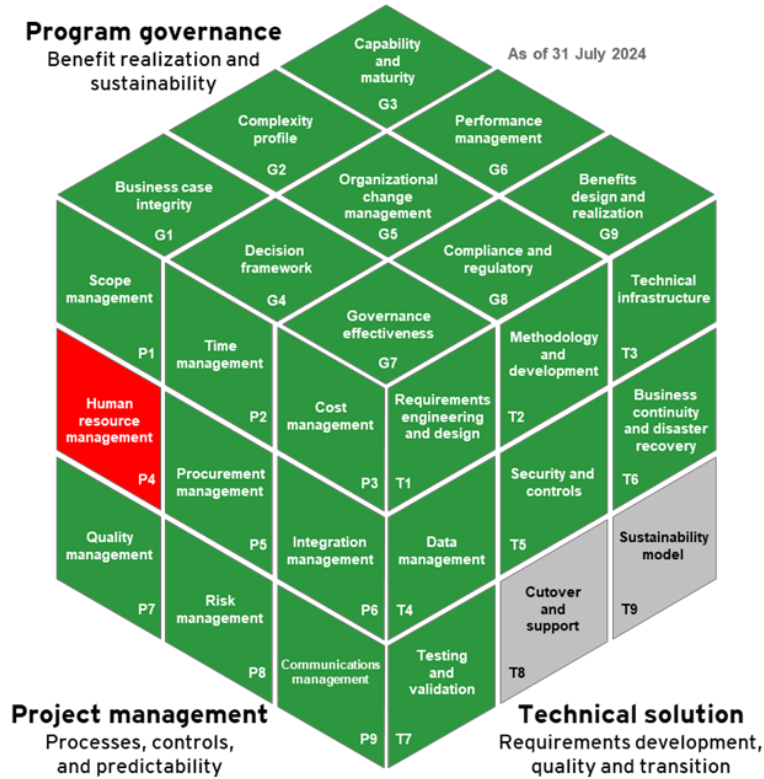
# General IV&V overview

	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 ~8.7 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?	Steady →	<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>

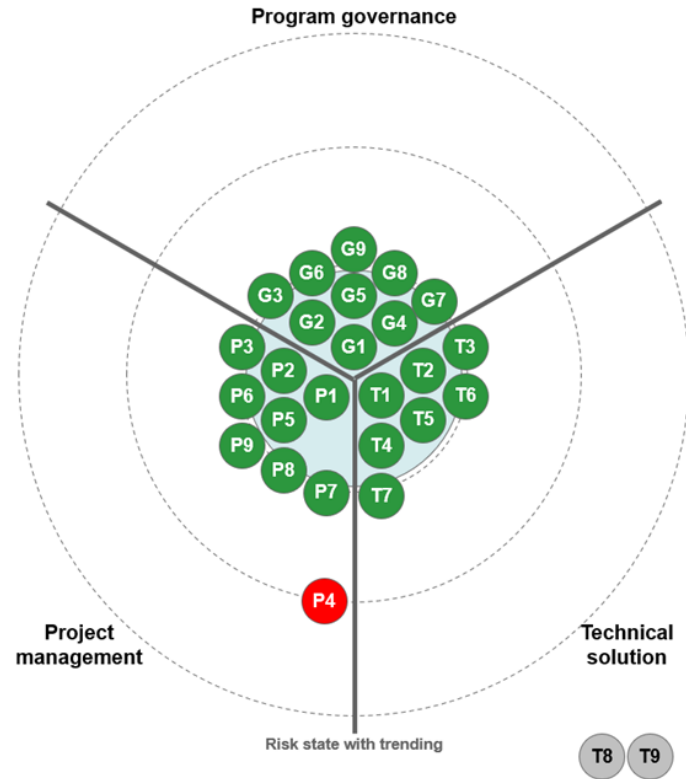


# Overall risk state and trending

## 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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# 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
<b>2024–2025</b>	<b>\$13,199,608</b>	<b>\$11,860,648</b>	<b>\$299,975</b>	<b>\$1,038,985</b>	<b>\$0</b>
<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 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
	<b><u>\$11,835,369</u></b>

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

❖ **Expense** **\$1,064,564**

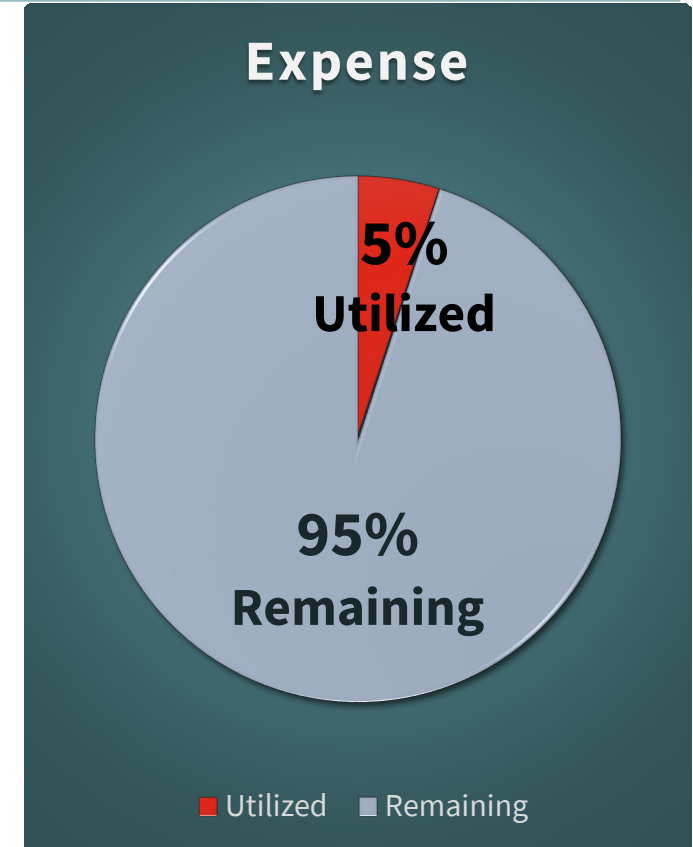
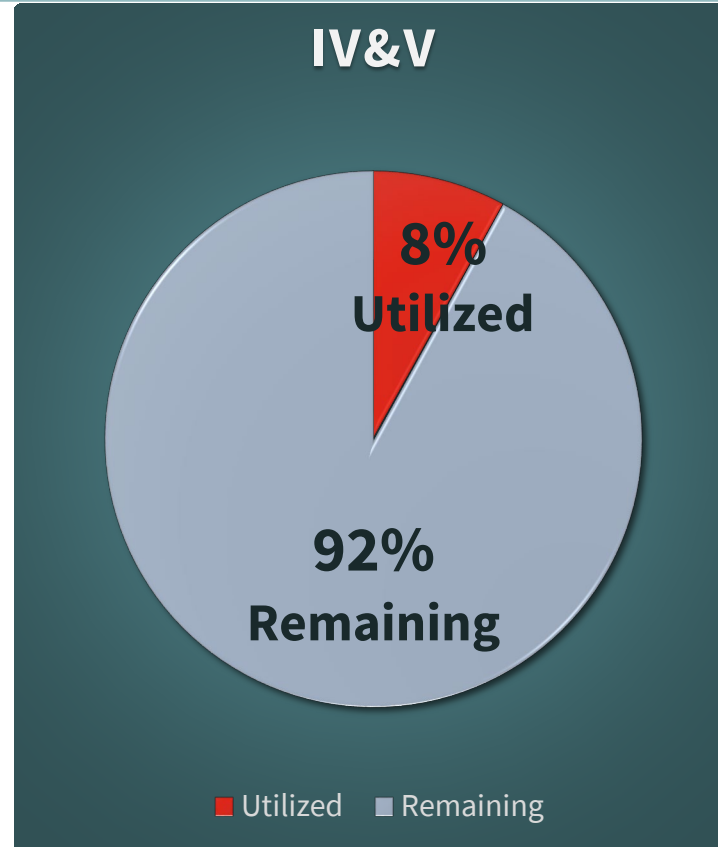
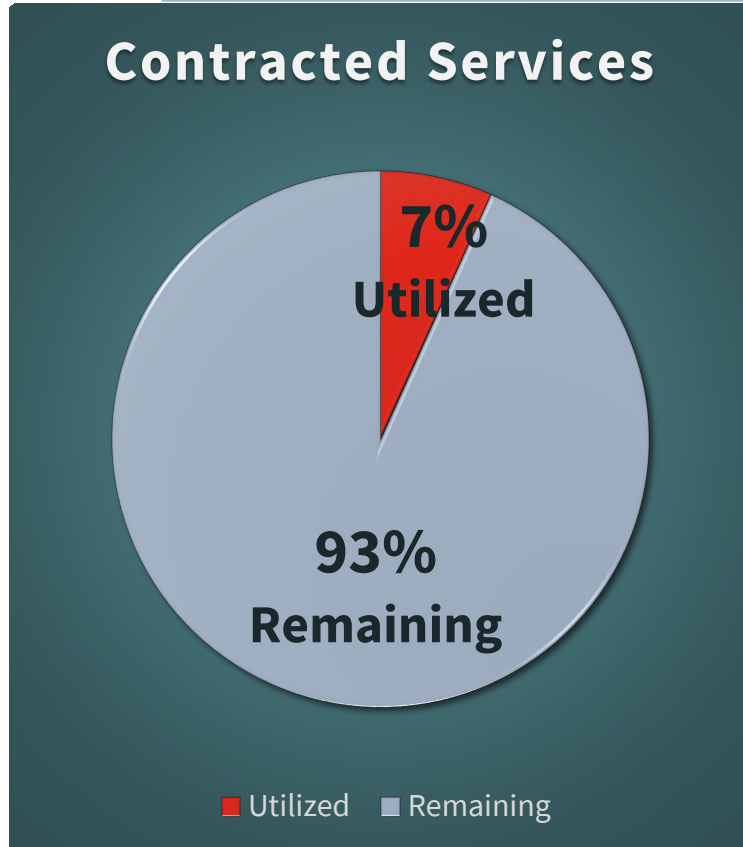
❖ **Total Budget** **\$13,199,608**

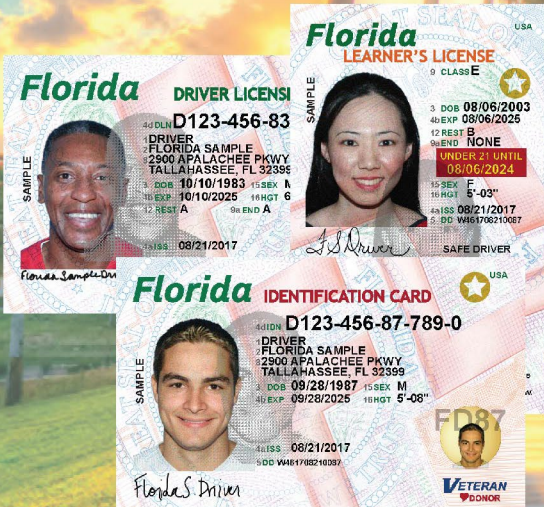
# Phase II Fiscal Year 2024-2025 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
August 2024 Expenditures		\$1,035,860	\$1,036,464	0%
FISCAL YEAR 2024/2025	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$13,199,608	\$1,046,032	\$1,046,635	0%
Remaining Funds	\$12,182,104			

# Utilized and Remaining Budget

as of  
August 31, 2024





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# Motorist Modernization Phase II Advisory Board

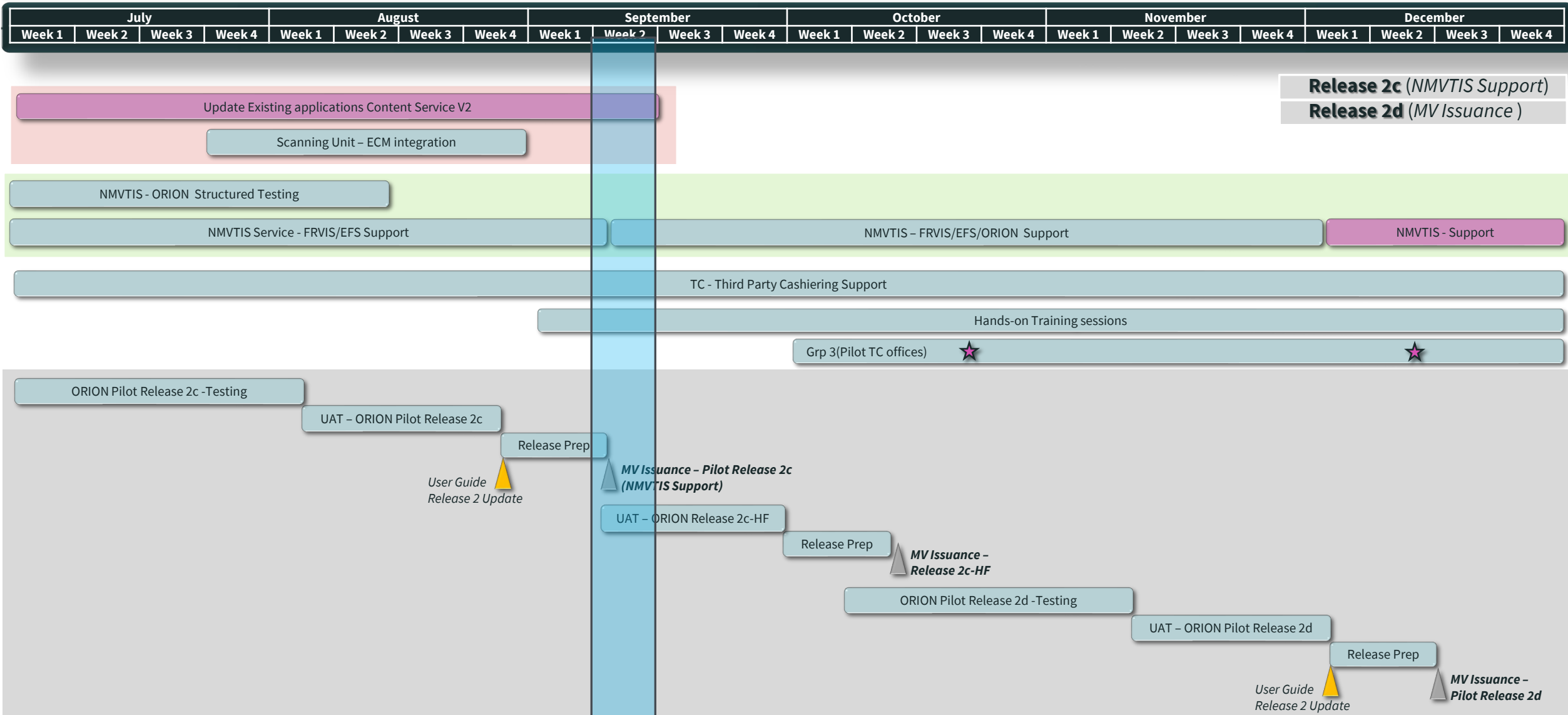
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# ORION Releases

- **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
<b>Titles &amp; Registration</b>	<b>Total: 106 functional areas</b> <b>Build Complete: 87</b> <b>Build In Progress: 3</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>					

## Risks & Issues Impacting Teams & Remediation

- **Staffing Vacancies (5 Developer Vacancies, 11 SEU Vacancies, 8 LDO Vacancies) – Hiring freeze thru FY24**

# 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 2024**

- **ORION (17 Jun 2024 – 26 Jul 2024) – Completed 16 Aug 2024**

# Release 2 – ORION Pilot – Critical Path - ISA

- **WRAP 8185: OMM Phase II - ECM MVSCAN FRVIS** – *FRVIS received feedback from Angela (Scanning Unit) of what the Scanning Unit needs. A FRVIS meeting may be held this week to discuss the Scanning Unit needs.*
- **WRAP 8186: OMM Phase II - ECM MVSCAN EFS** – *Development, UAT and deployment have been completed. There were some reported issues after the deployment and those issues have been resolved.*
- **WRAP 8174: FRVIS Update to NMVTIS Web Service** - *a warranty fix was implemented into pilot sites for several weeks and it will be implemented statewide on July 31, 2024.*
- **Legislative WRAPS** – *not critical to Pilot but, will impact resources and priorities*

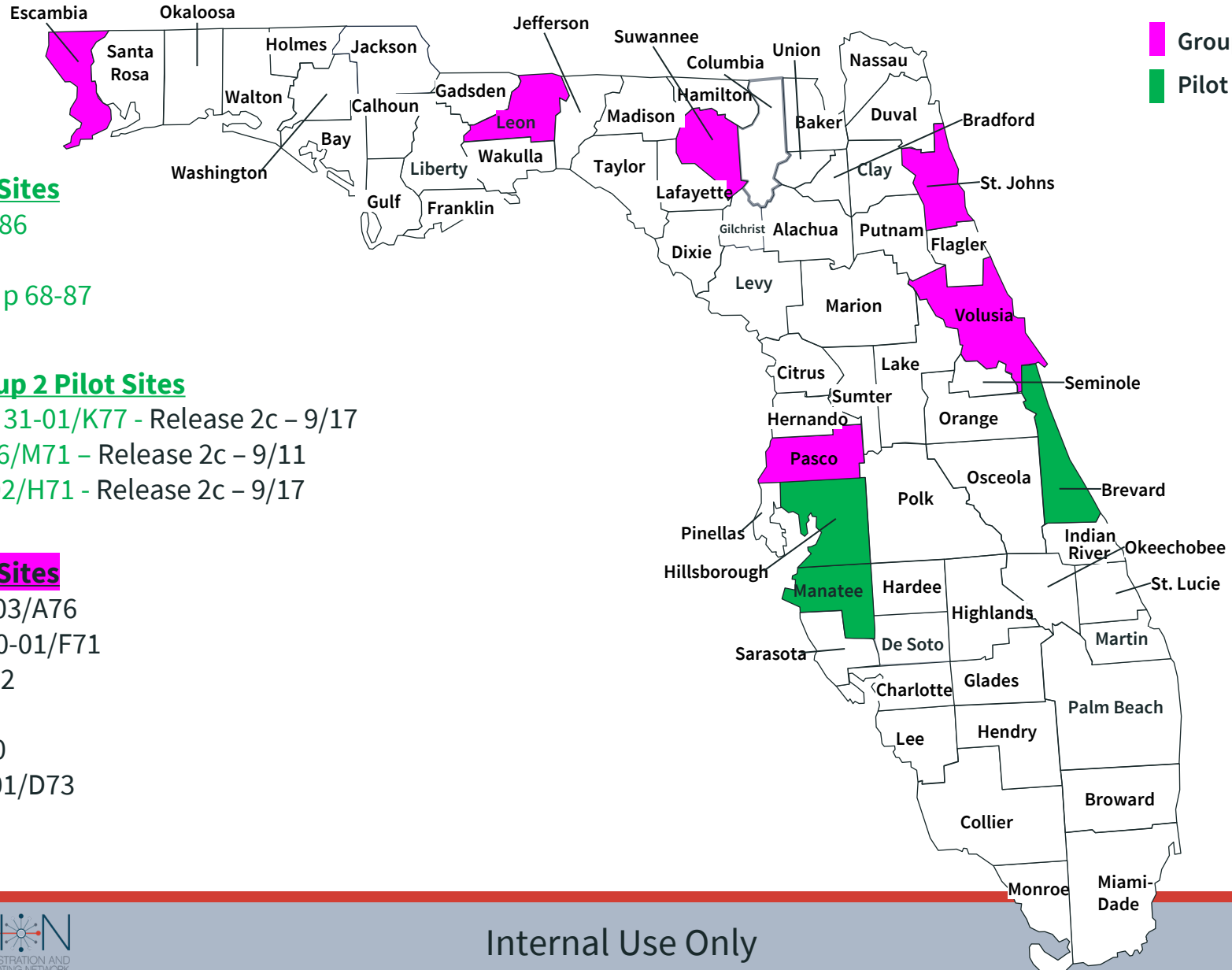
# Release 2c – ORION Pilot – Critical Path

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

# Release 2c Transactions

Release 2c –Transaction Scope (9 Sep)		Release 2c Hotfix – Transaction Candidates (16 Oct)	
Original New Title (ORT)		Duplicate Title (DUT)	
Original Used Title (OUT)		Duplicate Title w/Lien Activity (TDL)	
Print Electronic Title (PET)		Title Modify (TMT)	
Surviving Spouse Transfer (SSP)		Maintain Vehicle Lien (LMT)	
Transfer Title (TRT)		HOV (Original) (HOV)	
Title Correction (TCT)		HOV Duplicate (HVD)	
Title Cancellation (CAT)		HOV Renewal (HVR)	
Title Reinstatement (RET)		HOV Replacement (HVP)	
Recreate Missing Title (RTT)		Reissue Relinquished Plate (RRP)	
Off-Highway Decal (OHD)		Reserve Personalized Plate (PLP)	
Specialty Plate Voucher (SVP)		Transfer Registration Ownership (TRO)	
Issue Personalized Plate (IPP)			
Surrender LP/Cancel Registration (SLR)			
Transfer Registration (TRR)			

# 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 - Release 2c – 9/17
- 7 May – Manatee 15-06/M71 – Release 2c – 9/11
- 14 May – Brevard 19-02/H71 - Release 2c – 9/17

## Group 3 Pilot Sites

- 10/22 – 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
- 1/22 – Suwannee 31-01/D73



# 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 129 Change Champions\*
  - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
  - Most recent Network Connect: August 20
  - Next Connect: on or before November 19
- Conduct **Engagement Meetings** with FLHSMV Divisions/Bureaus
- Facilitating/assisting with Knowledge Transfer meetings and activities
- Assist with Phase II **Tax Collector office testing**
- Provide information/answer questions via **OCM@flhsmv.gov**
- Update the **OCM SharePoint and PartnerNet** pages

