Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, October 8, 2024
2:30 to 4:00 PM
VIA: Microsoft Teams

Invitees	Representing
Stephen Boley	FLHSMV
Capt. Jason Britt	FLHSMV
Brett Saunders	FLHSMV
Dawn Gunter	FLHSMV
Mike Alexander	FLHSMV
Scott Lunsford	Florida Tax Collectors
Sherri Smith	Florida Tax Collectors
Sgt. Derek Joseph	Law Enforcement
TBD	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, September 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. 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 *(absent)*
  - Mike Alexander
  - Stephen Boley *(absent)*

- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, David Arthmann, Elise Batchelor, Stacey Bayyari, Jessica Espinoza, Kristin Green, Judy Johnson, Scott Lindsay, Pavel Machado, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Jonathan Sanford, 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, Maurice Bounds with Florida Digital Service, and Brevard County Tax Collector Lisa Cullen also attended.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from August 13, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the August 13, 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 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 2024 – 2025 fiscal year is approximately $13.1 million. Approximately $1 million was expended as of August 2024 with 0% variance and approximately $12.1 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:
  - All teams are currently on schedule. 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 Developers, 11 SEU, 8 LDO vacancies – Hiring freeze through Fiscal Year 2024.
- **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 – *Completed*
- **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) – Developers are focusing on critical bugs discovered during the end of UAT. These will be deployed at the October 2024 hot fix.
- Third Party Cashier Vendors – Some testing still needs to be completed for Group 3 Tax Collectors.
- Security Testing
- Performance Testing
- Training
- Knowledge Transfer with ISA for Support – Competing priorities are impacting resource availability to complete knowledge transfer.
- User Guides

- Mr. Weldon displayed the list below of Release 2c Transactions:

Release 2c –Transaction Scope (September 9)	Release 2c Hotfix – Transaction Candidates (October 16)
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)	

- He then presented an overview of the list of Pilot sites below:
  - 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 – *Release 2c – September 17*
    - May 7 – Manatee 15-06/M71 – *Release 2c – September 11*
    - May 14 – Brevard 19-02/H71 – *Release 2c – September 17*
  - 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

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 129 Change Champions:
    - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
    - The most recent Change Champion Network Connect was held on August 20
    - The next one will be on or before November 19
    - The team recently requested additional Change Champions from the Tax Collector offices. Since then, 53 new Change Champions have joined.
  - Conduct Engagement Meetings with FLHSMV Divisions/Bureaus
  - Facilitate/assist with knowledge transfer meetings and activities
    - The team has met three times with the most recent meeting being September 9. The next meeting will be an in-person workshop on October 14 – 15.
  - Assist with Phase II Tax Collector office testing
  - 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

- Mr. Anderson adjourned the meeting at approximately 2:45 p.m.
- The next Advisory Board Phase II Meeting is scheduled for October 8, 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 (8/13/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project/Implementation Updates	11 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

08 October 2024

Building a better working world

Topics for discussion

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

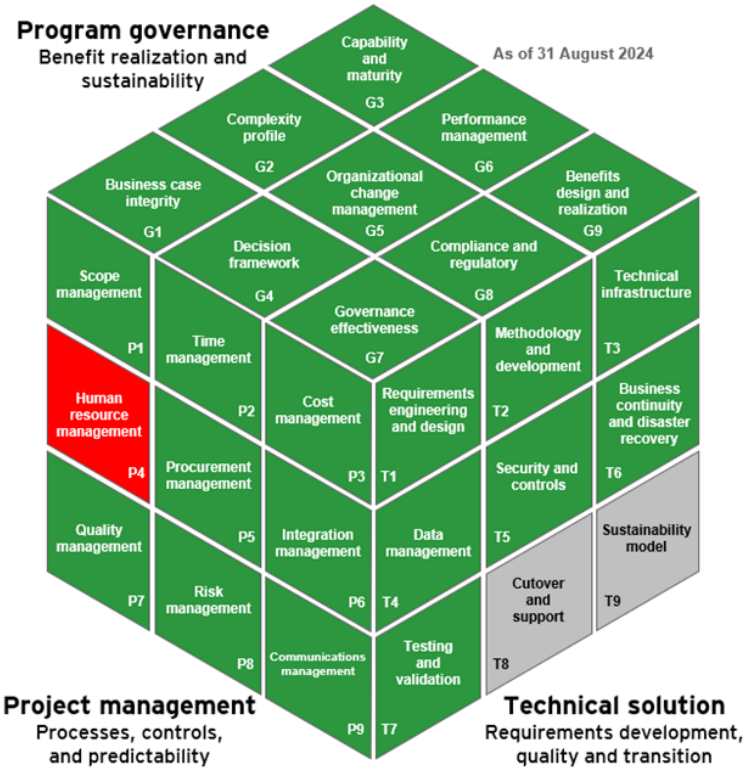
General IV&V overview

Key Indicator	IV&V Conclusion	Supporting Points
Is the project approach sound?	Steady →	• Overall project risk state is red – critical issues • IV&V has one open deficiency for the project
Is the project on time?	Trending late ↘	• Project is tracking ~8.7 days behind schedule • IV&V independently assessed the schedule using industry standard measures
Is the project on budget?	Yes →	• Project is tracking on budget • IV&V independently assessed budget based on budget and spend data provided
Is project scope being managed?	Yes →	• Project scope is managed; Change Requests follow the established change management process • IV&V reviews the change management process
Are risks being managed?	Steady →	• 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

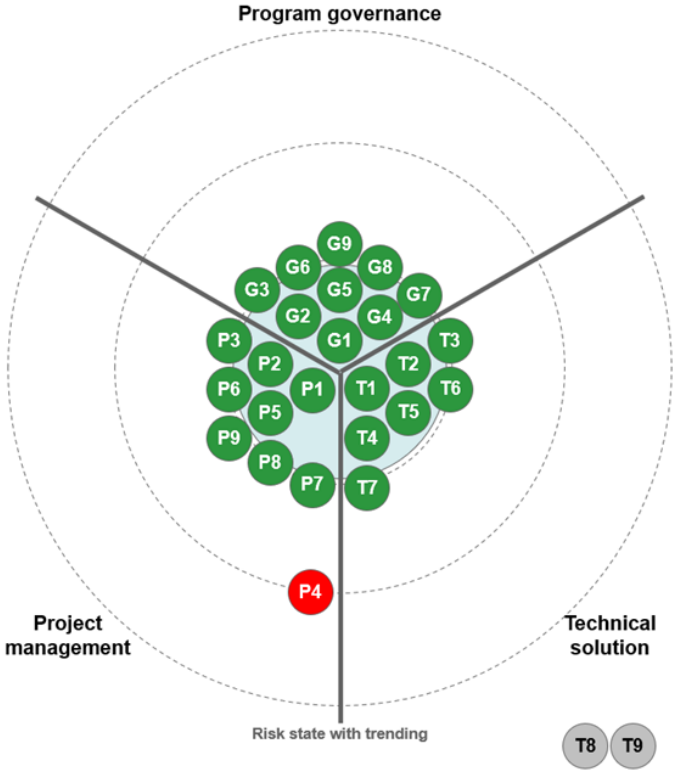
(IV&V overview is reflective as of the August 2024 MAR)

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.

Ernst & Young

Assurance | Tax | Transactions | Advisory

About Ernst & Young

Ernst & Young is a global leader in assurance, tax, transaction and advisory services. Worldwide, our 144,000 people are united by our shared values and an unwavering commitment to quality. We make a difference by helping our people, our clients and our wider communities achieve their potential.

For more information, please visit www.ey.com.

Ernst & Young refers to the global organization of member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients.

© 2024 Ernst & Young LLP.

All Rights Reserved.

0911-1106924

This publication contains information in summary form and is therefore intended for general guidance only. It is not intended to be a substitute for detailed research or the exercise of professional judgment. Neither Ernst & Young LLP nor any other member of the global Ernst & Young organization can accept any responsibility for loss occasioned to any person acting or refraining from action as a result of any material in this publication. On any specific matter, reference should be made to the appropriate advisor.

Financial Update
Motorist Modernization

FLHSMV FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES

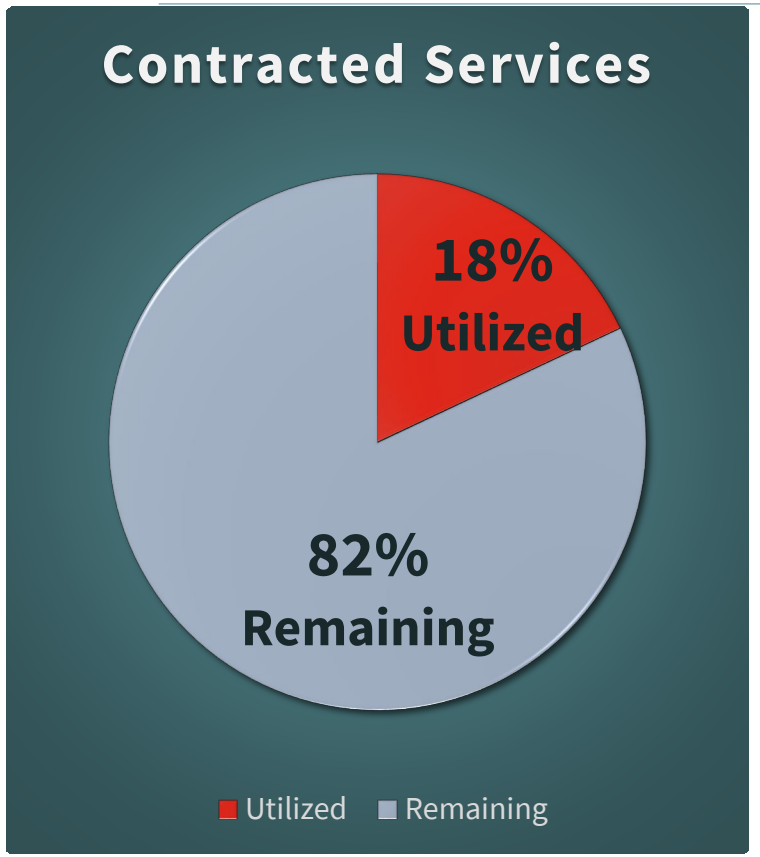
HIGHWAY PATROL FLORIDA

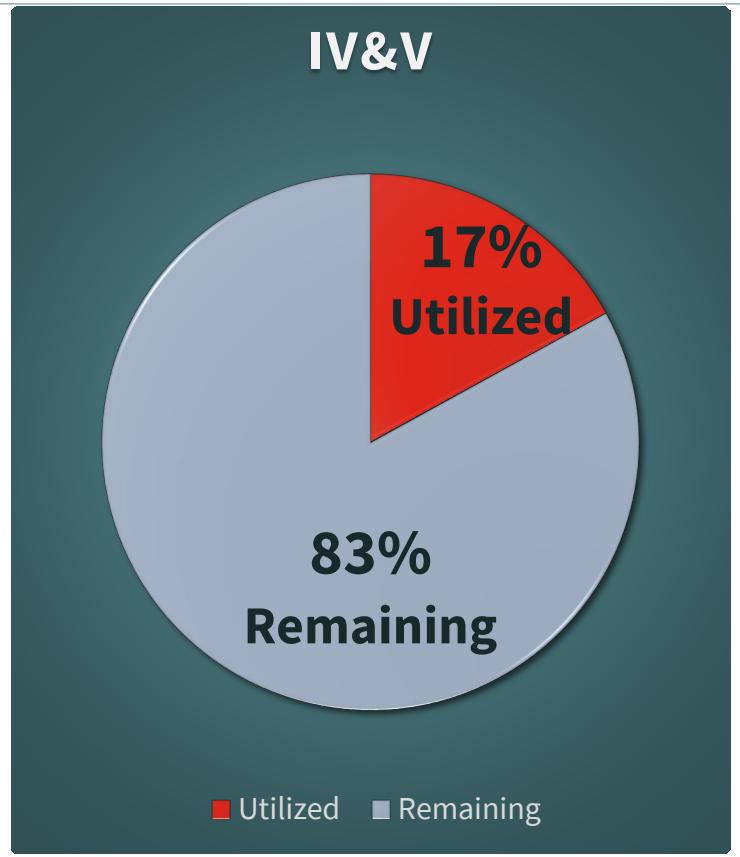
ORION ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

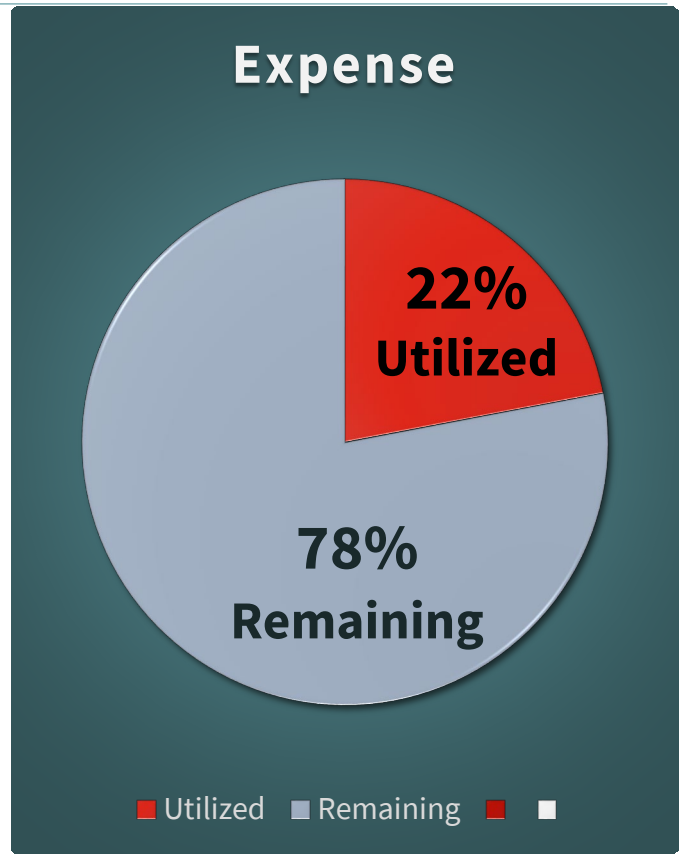
Phase II Fiscal Year 2024-2025 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
September 2024 Expenditures		$902,227	$892,142	-1.12%
FISCAL YEAR 2024/2025	**TOTAL BUDGET**	**BUDGET TO DATE**	**ACTUALS TO DATE**	**VARIANCE**
Fiscal Year to Date	$13,199,608	$2,136,076	$2,126,065	0%
Remaining Funds	$11,073,542			

Utilized and Remaining Budget
as of
September 30, 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
	$11,835,369
❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23)	**$299,975**
❖ **Expense**	**$1,064,564**
❖ **Total Budget**	**$13,199,608**

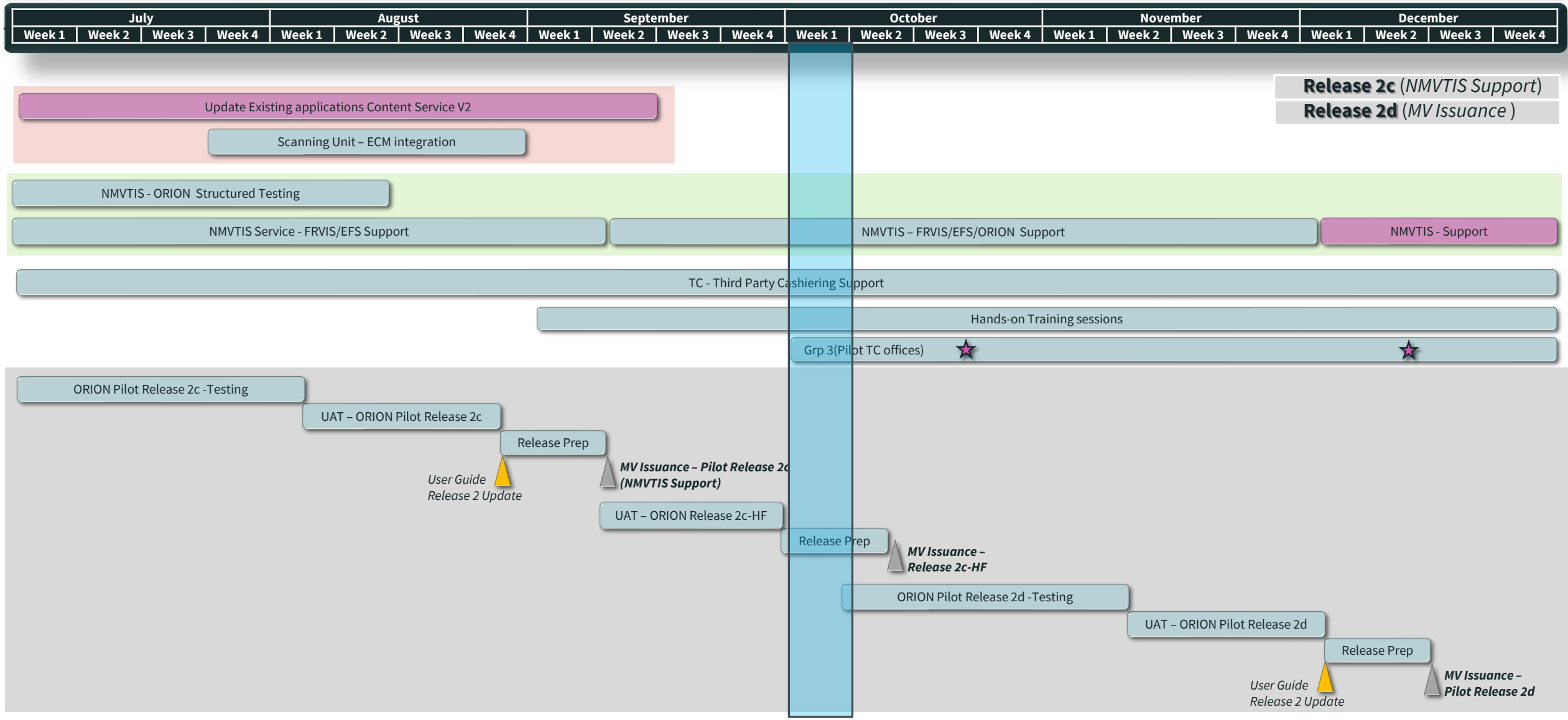
Motorist Modernization Phase II Advisory Board

OCTOBER 8, 2024

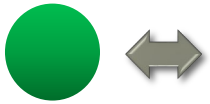
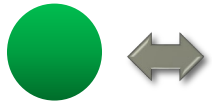
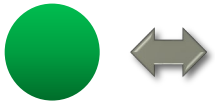
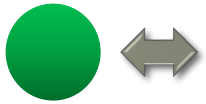
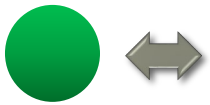
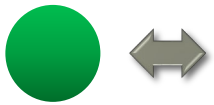
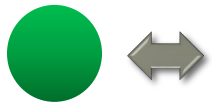
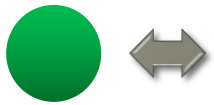
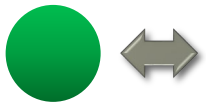
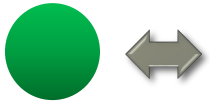
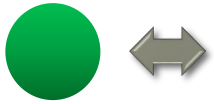
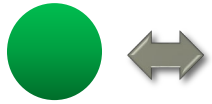
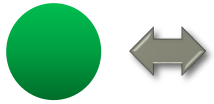
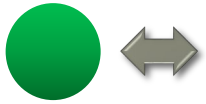
ORION Releases

- **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



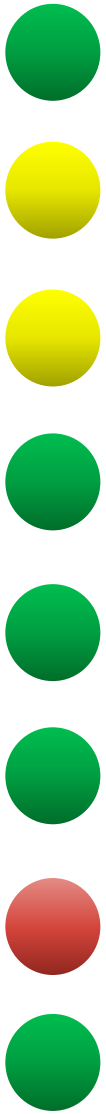
Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
Titles & Registration	Total: 106 functional areas Build Complete: 88 Build In Progress: 10 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					

Risks & Issues Impacting Teams & Remediation

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

Release 2c Hotfix – ORION Pilot – Critical Path

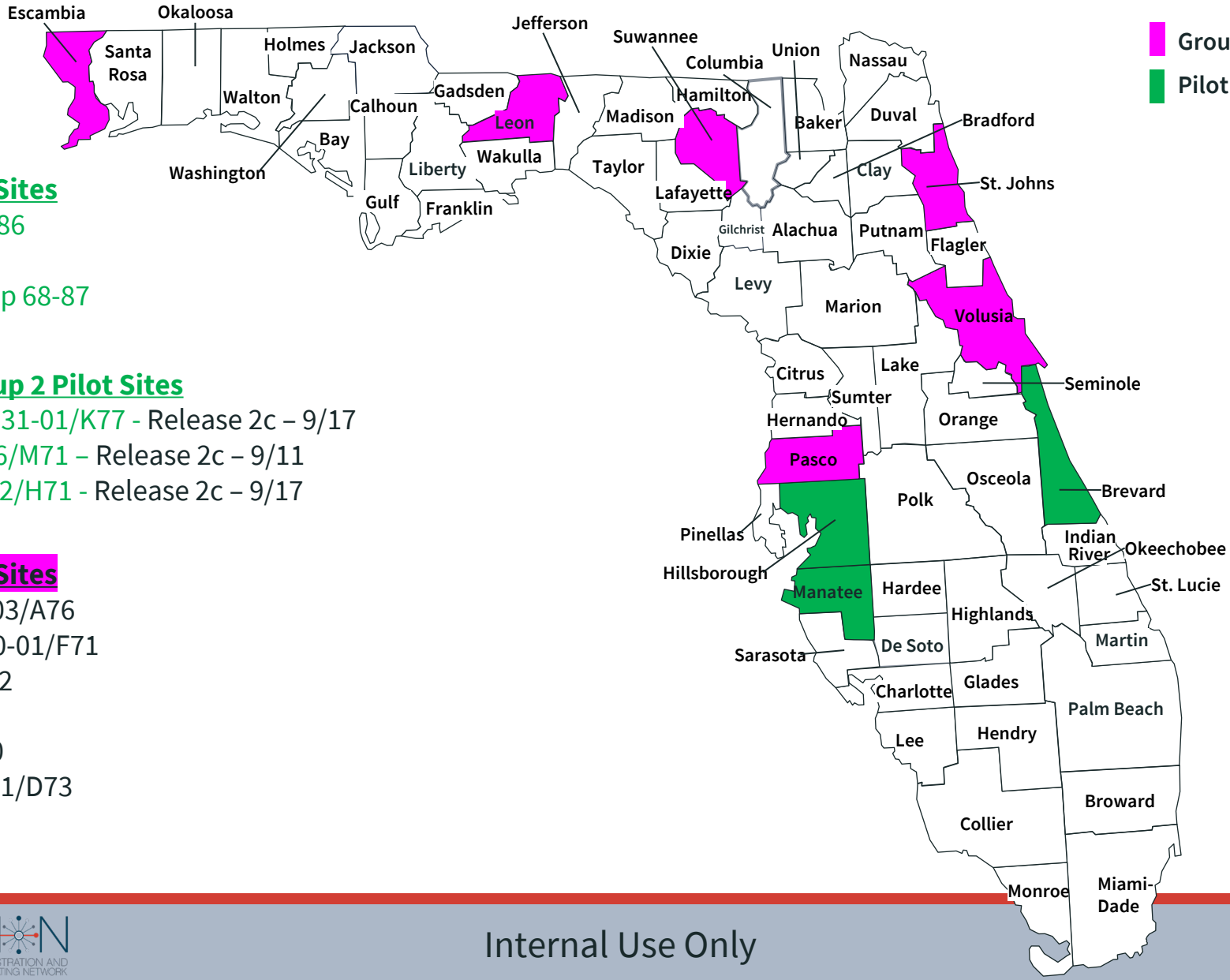


- Development
- User Acceptance Testing
- Third Party Cashier Vendors
- Security Testing
- Performance Testing
- Training
- Knowledge Transfer with ISA for Support
- User Guides

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 3 Pilot Site Counties

Pilot Site Implementation Complete

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

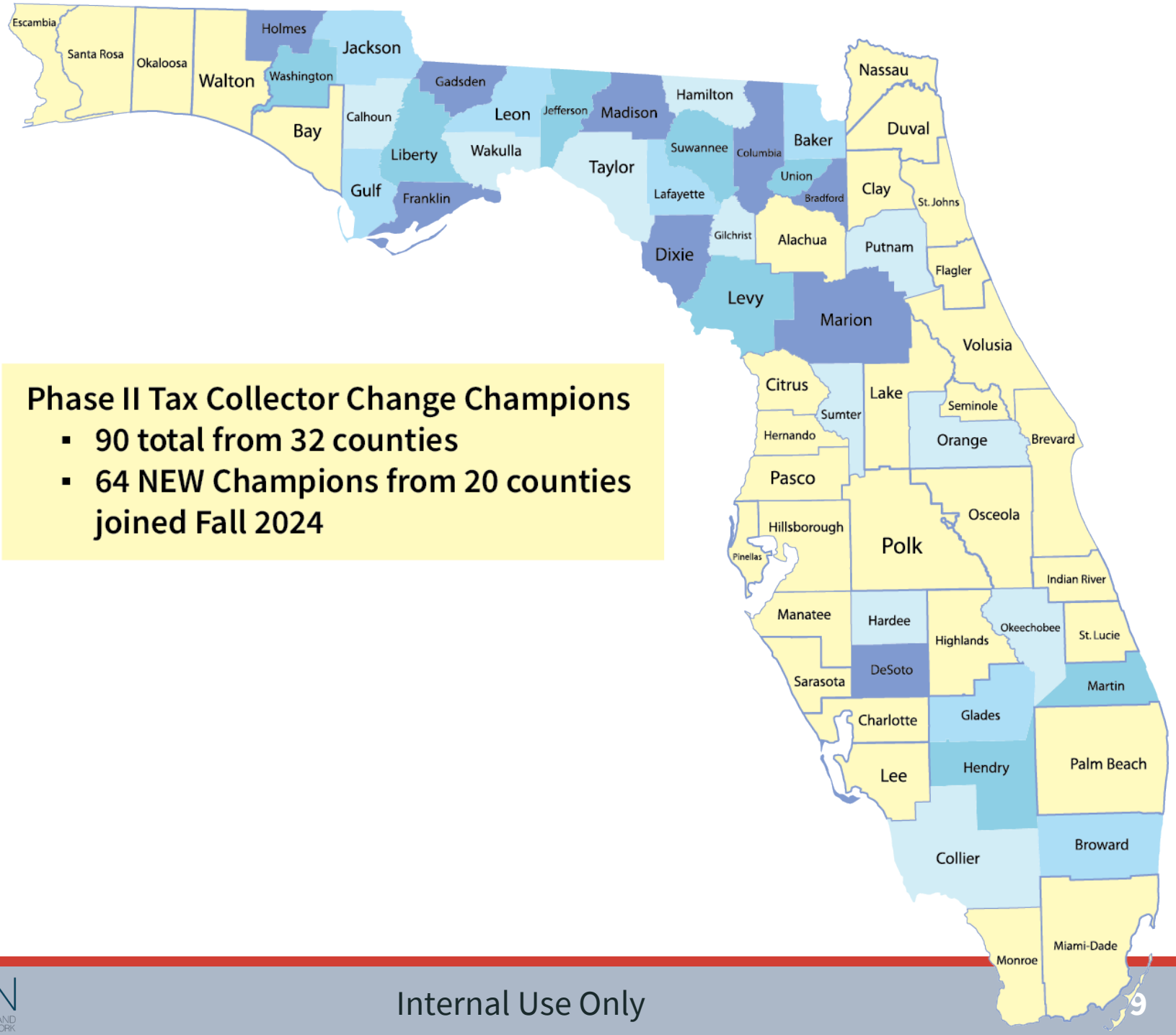
Group 3 Pilot Sites

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 140 Change Champions
  - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
  - Next Connect: December 17
  - Onboarding new Change Champions: October 29
- Facilitate/assist with **Knowledge Transfer** (KT) activities—as of 10/08/24:
  - ISA/OMM teams have conducted five KT meetings
    - In-person KT session scheduled 10/14 and 10/15
- Assist with Phase II **Tax Collector UAT testing**
- Conduct **Engagement Meetings** with FLHSMV Divisions/Bureaus



Phase II Tax Collector Change Champions

- 90 total from 32 counties
- 64 NEW Champions from 20 counties joined Fall 2024