Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, November 12, 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

    o Financial Review

    o Phase II Pilot/Implementation Readiness

- Stakeholder Outreach Update

- Q&A

- Adjourn

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, October 8, 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 *(absent)*
  - Sgt. Derek Joseph
  - Mike Alexander
  - Stephen Boley

- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, Elise Batchelor, Stacey Bayyari, Jessica Espinoza, Laura Freeman, Kristin Green, Patricia Joseph, Pavel Machado, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Jonathan Sanford, Corrine Taylor, Cathy Thomas, and Cheryl Walters.

- Visitors included – Joseph Weldon from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, Carl Ford with J Ford Consulting, Maurice Bounds and Michael Black with Florida Digital Service, and Ben Thames also attended.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from September 10, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the September 10, 2024, meeting minutes were approved.

PHASE II IV&V UPDATE

- Alyene Calvo 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. 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.

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 $2.1 million was expended as of September 2024 with 0% variance and approximately $11 million in remaining funds.

PHASE II PROJECT UPDATE
- Joseph Weldon presented an overview of the ORION Releases and schedule:
  - <u>Release 1 – Motor Vehicle Issuance Inquiry</u> – *October 2023 – Completed*
    - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
  - <u>Release 2 – ORION Pilot</u> – *April 2024 – In Progress*
    - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
  - <u>Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP)</u> – *June 2024 – Completed*
    - Celtic IFTA/IRP COTS Product and associated ORION updates
  - <u>Release 4 – ORION Statewide</u> – April – November 2025
    - All core MVI and Global functionality
  - <u>Release 5 – Motor Vehicle MyDMV Portal</u> – Fall 2025
    - Motor vehicle functionality additions to MyDMV Portal
  - <u>Release 6 – Batch, Back-Office</u> – 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 continued with development, testing, working on user guides, and User Acceptance Testing (UAT). They continued to make progress with their backlogs.
  - Risks and issues impacting the teams included:
    - Staffing vacancies – 5 Developers, 11 SEU, 8 LDO vacancies – Hiring freeze through Fiscal Year 2024.
- **Release 2c Hotfix – ORION Pilot – Critical Path:**
  - Development
  - UAT – Two Tax Collector offices involved with testing were closed due to Hurricane Milton. A bug fix deployment was completed today, October 8
  - 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. An on-site workshop is planned for October 14 – 15 to discuss Knowledge Transfer.
  - User Guides

- Mr. Weldon displayed the list below of planned Release 2c Hotfix 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*

o <u>Group 3 Pilot Sites:</u>
   ▪ 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:
   o Hold Change Champion Network Connects with 140 Change Champions:
      ▪ ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
      ▪ Onboarding new Change Champions: October 29
         • 64 new Tax Collector Change Champions have joined since August 2024.
      ▪ The next Change Champion Network Connect: December 17
   o Facilitate/assist with knowledge transfer meetings and activities – as of October 8:
      ▪ ISA/OMM teams have conducted 5 meetings
      ▪ In-person session scheduled for October 14 – 15
   o Assist with Phase II Tax Collector UAT testing
   o Conduct Engagement Meetings with FLHSMV Divisions/Bureaus

STAKEHOLDER OUTREACH

- Ms. Green stated the team will be facilitating a Renewal Eligibility Service Stakeholder meeting on October 29. The draft specifications and implementation timeline will be reviewed and discussed. A Mobile App Vendor meeting will be scheduled soon to discuss these specifications as well.
- A meeting with the License Plate Agencies will be scheduled for November 15 to provide a Phase II Motorist Modernization update.

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 November 12, 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 (9/10/24)	5 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project/Implementation Updates	9 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

12 November 2024

EY
Building a better
working world

Topics for discussion

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

EY

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 ~8.4 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 September 2024 MAR)

EY

Overall risk state and trending

Risk state for MMP2
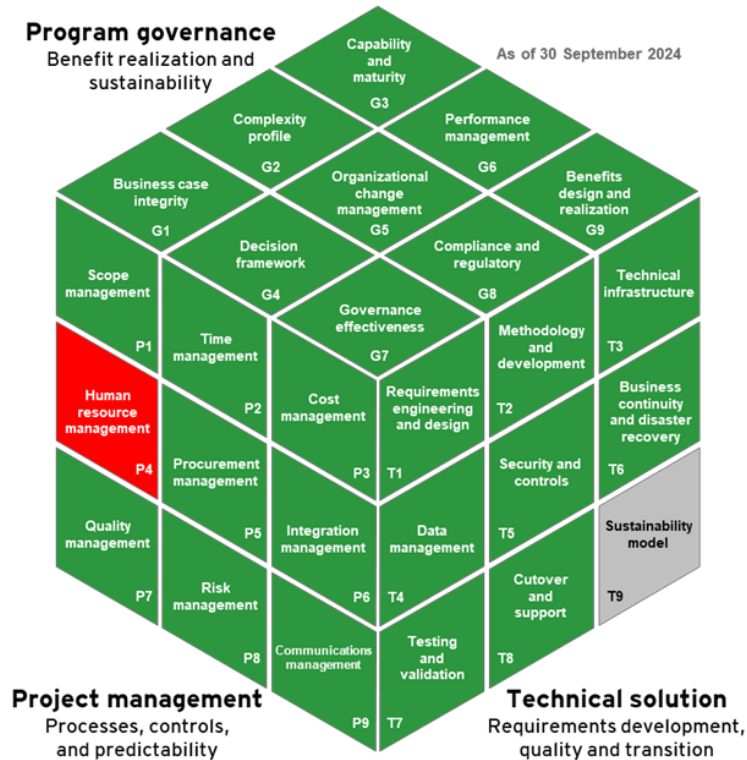
Risk state with trending
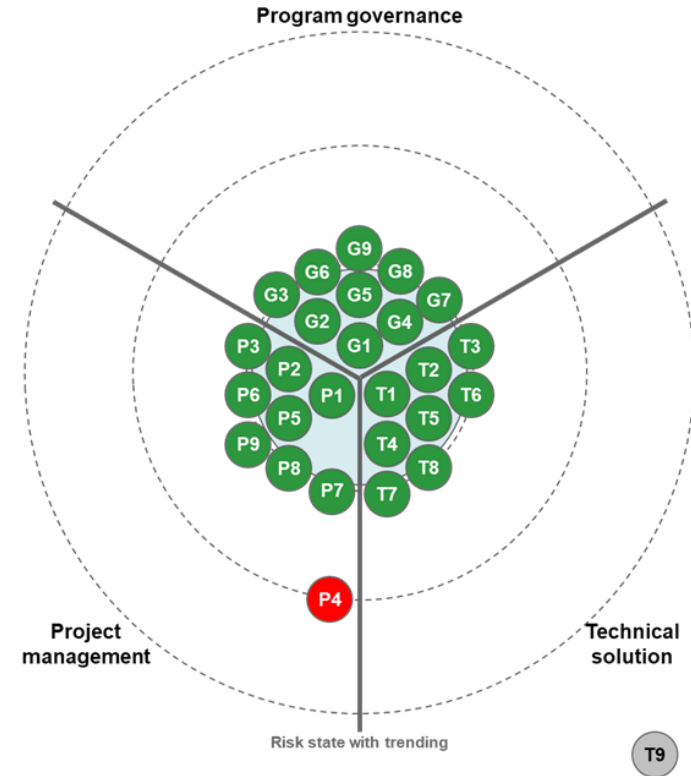
- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.

- 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 Fiscal Year 2024-2025 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
October 2024 Expenditures		$1,063,605	$1,071,312	0%
FISCAL YEAR 2024/2025	**TOTAL BUDGET**	**BUDGET TO DATE**	**ACTUALS TO DATE**	**VARIANCE**
Fiscal Year to Date	$13,199,608	$3,199,681	$3,198.377	0%
Remaining Funds	$10,001,230			

Utilized vs Remaining Budget
as of
October 31, 2024

Contracted Services

25% Utilized

75% Remaining

■ Utilized ■ Remaining

IV&V

25% Utilized

75% Remaining

■ Utilized ■ Remaining

Expense

23% Utilized

77% Remaining

■ Utilized ■ Remaining
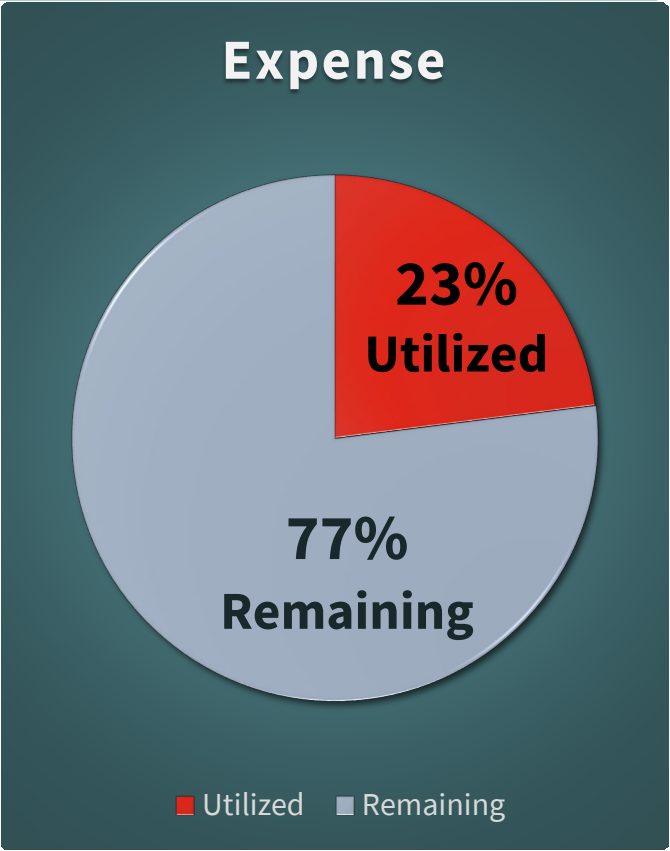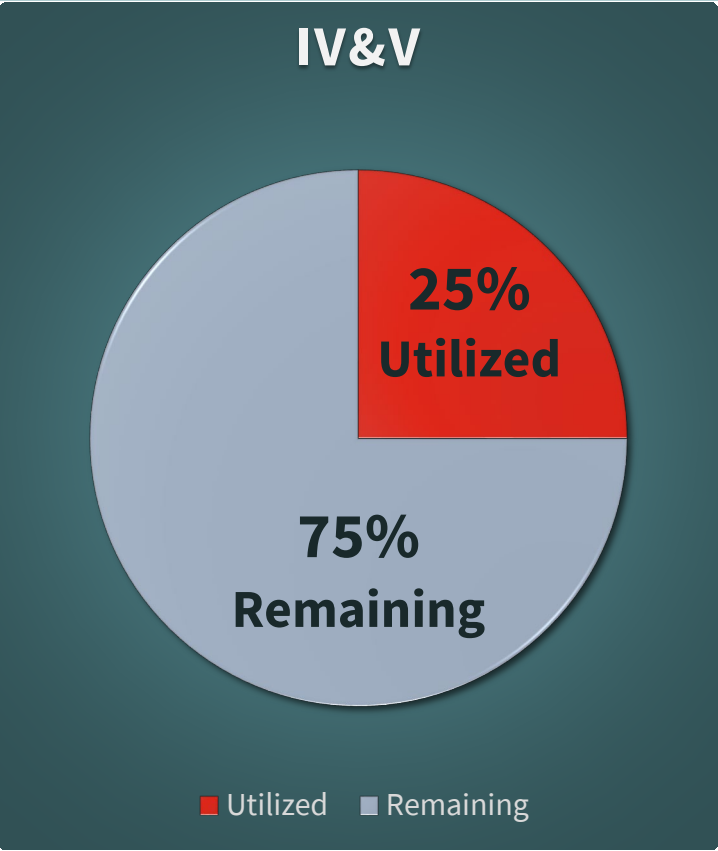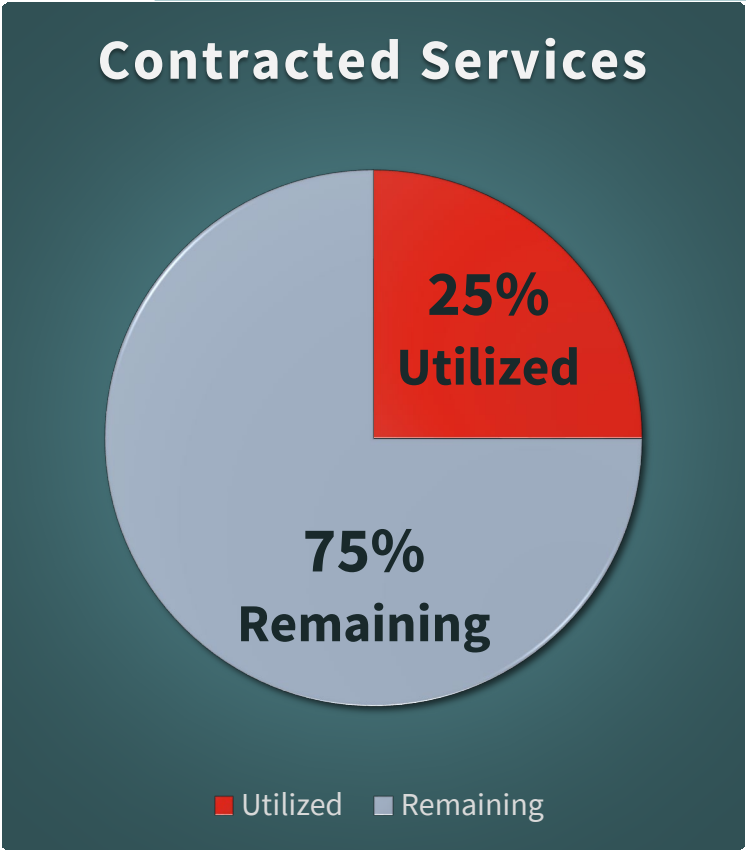
Phase II LBR Requests

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

NOVEMBER 12, 2024

ORION Releases

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

Phase II Implementation – Schedule and Approach – 6 Month View

July				August				September				October				November				December			
Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4	week 1	Week 2	Week 3	Week 4	Week 1	Week 2	Week 3	Week 4

Release 2c (*NMVTIS Support*)
Release 2d (*MV Issuance*)

Update Existing applications Content Service V2

Scanning Unit – ECM integration

NMVTIS - ORION Structured Testing

NMVTIS Service - FRVIS/EFS Support

NMVTIS – FRVIS/EFS/ORION Support

NMVTIS - Support

TC - Third Party Cashiering Support

Hands-on Training sessions

Grp 3(Pilot TC offices)

ORION Pilot Release 2c -Testing

UAT – ORION Pilot Release 2c

Release Prep

User Guide Release 2 Update

MV Issuance – Pilot Release 2c (NMVTIS Support)

UAT – ORION Release 2c-HF

Release Prep

MV Issuance – Release 2c-HF

ORION Pilot Release 2d -Testing

UAT – ORION Pilot Release 2d

Release Prep

User Guide Release 2 Update

MV Issuance – Pilot Release 2d

Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
Titles & Registration	**Total: 104 functional areas** Build Complete: 94 Build In Progress: 3 Build Late: 3	🟢 ⬇	🟢 ↔	🟢 ↔	🟢 ↔	🟢 ↔
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)*
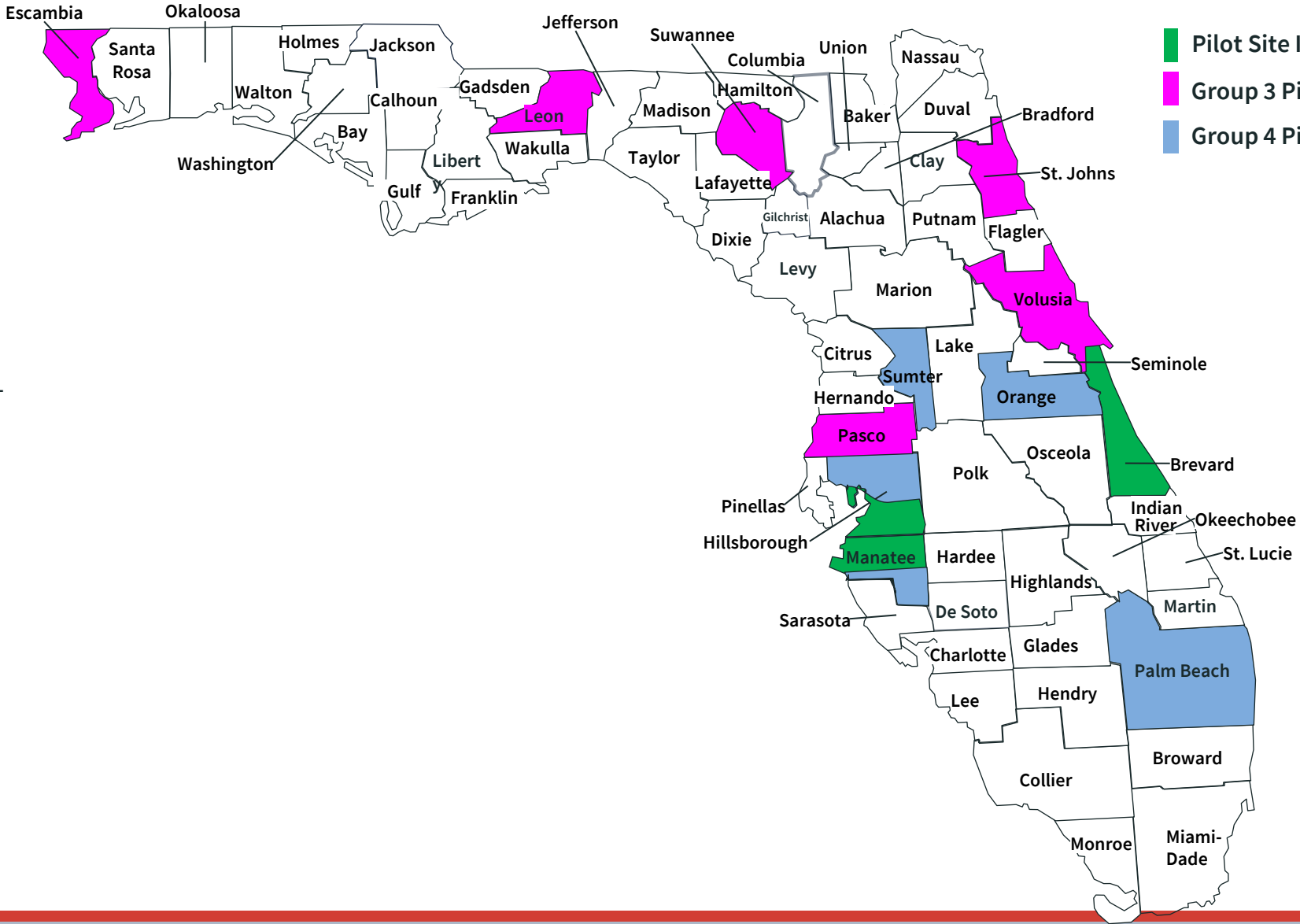
Release 2d – ORION Pilot – Critical Path

- **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 (2/12)	
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 (RPT)			
Title Transfer - Operation of Law (TRT)			
Original Title - Operation of Law (OUT/ORT)			

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
1/22 – Suwannee 31-01/D73

Group 4 Pilot Sites
TBD – Palm Beach
TBD – Orange
TBD – Sumter
TBD – LPA
TBD – Regional Office

Legend:
- Pilot Site Implementation Complete
- Group 3 Pilot Site Counties
- Group 4 Pilot Site Counties

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 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 E-Commerce dependencies**

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 145 Change Champions
    - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
    - "Onboarded" new Change Champions: October 29
    - Next Network Connect: December 17

- Facilitate/assist with **Knowledge Transfer (KT)** meetings and activities
    - ISA/OMM teams have conducted five KT meetings
    - In-person ICFS KT workshop: October 14-15
    - Next ICFS KT workshop: TBD

- Assist with Phase II **Tax Collector office testing**

- Provide information/answer questions via **OCM@flhsmv.gov**

- Conduct **Engagement Meetings** with FLHSMV Divisions/Bureaus

Phase II Tax Collector Change Champions

Tax Collector Change Champion
(94 total from 32 counties)

No Change Champion