

Motorist Modernization Advisory Board – Phase II Meeting
Tuesday, December 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, November 12, 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
 - Mike Alexander (*absent*)
 - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, David Arthmann, Laura Freeman, Kristin Green, Judy Johnson, Patricia Joseph, Pavel Machado, Wendy Mechlin, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Corrine Taylor, and Cathy Thomas.
 - Visitors included – Joseph Weldon and Michelle McGinley from Accenture, Wyatt Zalatoris with Ernst & Young, and Carl Ford with J Ford Consulting attended. Jean-Luc Caous and Jonathan Tullis also attended.

REVIEW OF MEETING MINUTES

- Rachel Ramos reviewed the meeting minutes from October 8, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the October 8, 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 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. They also reviewed the cutover and support facet of the cube. This included ensuring the approach for cutting over to the new system once implemented is adequate, and the project team's ability to execute and follow this approach. Ernst & Young attended Statewide rollout and knowledge transfer meetings, and reviewed Phase II deliverables. No deficiencies were identified during this review. The project is currently tracking approximately 8.4 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 \$3.1 million was expended as of October 2024 with 0% variance and approximately \$10 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. The teams were trending behind in development. This is due to slight delays in finishing Milestones S and T.
 - Risks and issues impacting the teams included:
 - Staffing vacancies – 5 Developers, 11 SEU, 8 LDO vacancies – LDO has job postings for 4 of their open positions (filled 1 position internally).
- **Release 2d – ORION Pilot – Critical Path:**
 - Development – This is trending behind as detailed above.
 - UAT – This was trending late as Tax Collector testing began later than anticipated due to the deployment of the Release 2c Hotfix.
 - Third Party Cashier Vendors – Some vendor testing still needs to be completed.
 - Security Testing
 - Performance Testing
 - Training – This is slightly delayed as teams complete development for 2d scope.
 - User Guides

Office of Motorist Modernization

- Mr. Weldon reviewed the Phase II Implementation Transaction Summary below:

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)			

- He then presented an overview of the list of Pilot sites below:
 - Group 2 Pilot Sites:
 - Hillsborough - 03/20
 - Manatee - 15/15, 15/16
 - Brevard County - 19/20
 - Group 3 Pilot Sites:
 - December 3 – Escambia 09-03/A76
 - December 10 – Saint 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
 - Group 4 Pilot Sites:
 - TBD – Palm Beach
 - TBD – Orange
 - TBD – Sumter
 - TBD – LPA
 - TBD – Regional Office
- Release 4 – ORION Statewide Rollout – 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

Office of Motorist Modernization

- 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

ORGANIZATIONAL CHANGE MANAGEMENT UPDATE

- Ms. Ramos stated in preparation and support for Release 2, the Organizational Change Management (OCM) team will:
 - Hold Change Champion Network Connects with 146 Change Champions:
 - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
 - Onboarded new Change Champions: October 29
 - 64 new Tax Collector Change Champions have joined since August 2024.
 - Next Change Champion Network Connect: December 17
 - Facilitate/assist with knowledge transfer (KT) meetings and activities:
 - ISA/OMM teams have conducted 5 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

STAKEHOLDER OUTREACH

- Ms. Green stated a meeting with the License Plate Agencies is 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 2:47 p.m.
- The next Advisory Board Phase II Meeting is scheduled for December 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 (10/8/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project/Implementation Updates	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 – October MAR

10 December 2024








Building a better
working world

Topics for discussion

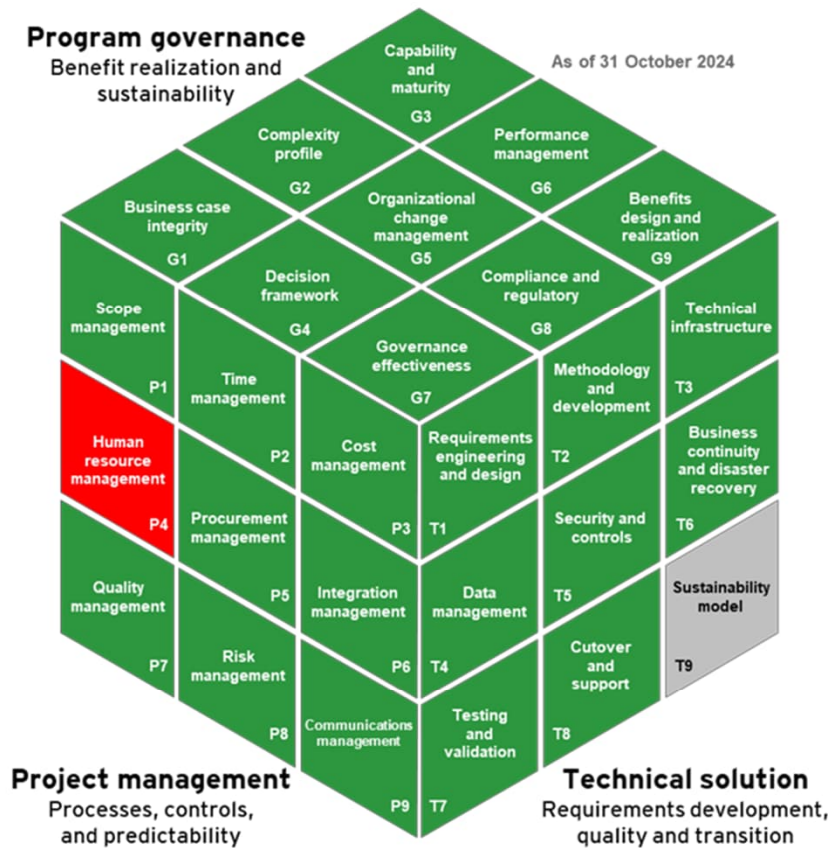
- ▶ General IV&V overview
- ▶ Overall risk state and trending

General IV&V overview

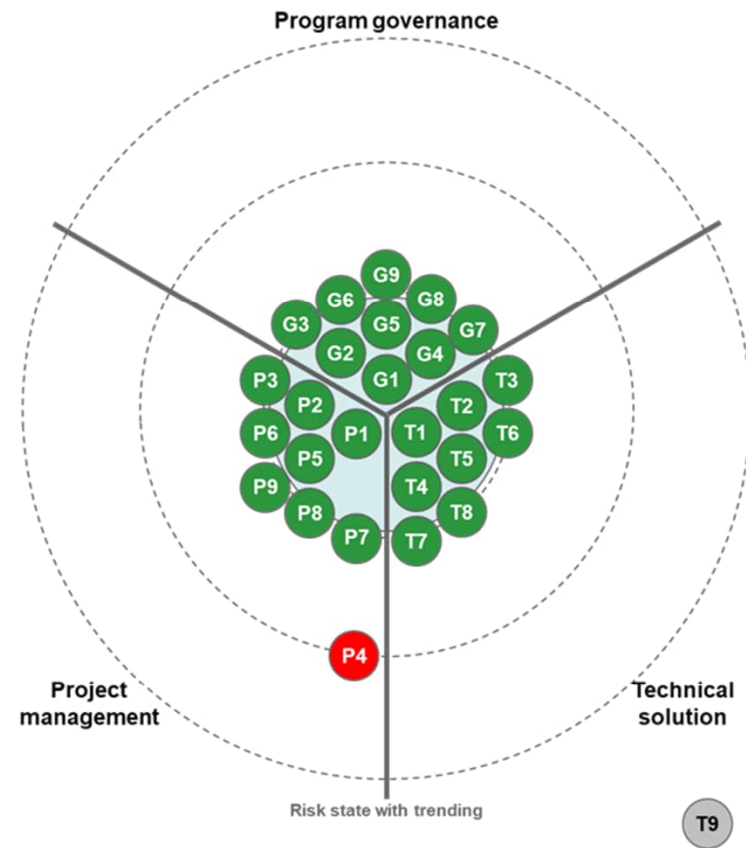
	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Steady ➔	<ul style="list-style-type: none"> Overall project risk state is red – critical issues IV&V has one open deficiency for the project
	Is the project on time?	Trending late ➔	<ul style="list-style-type: none"> Project is tracking ~9.9 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?	Steady ➔	<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

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.



FLHSMV

FLORIDA HIGHWAY SAFETY AND MOTOR VEHICLES



**"FLORIDA"
ARRIVE ALIVE
_ BUCKLE UP _**

Financial Update Motorist Modernization Phase II

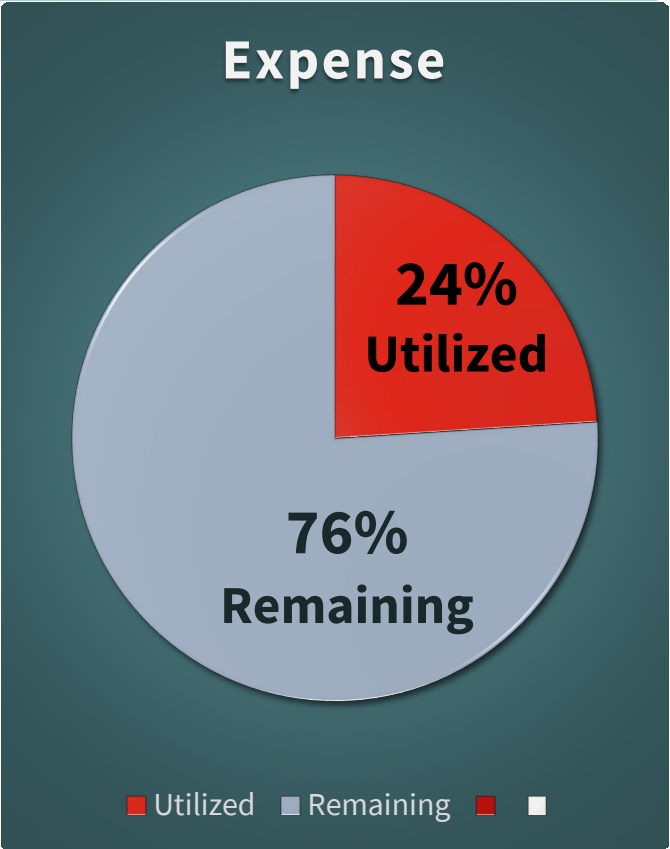
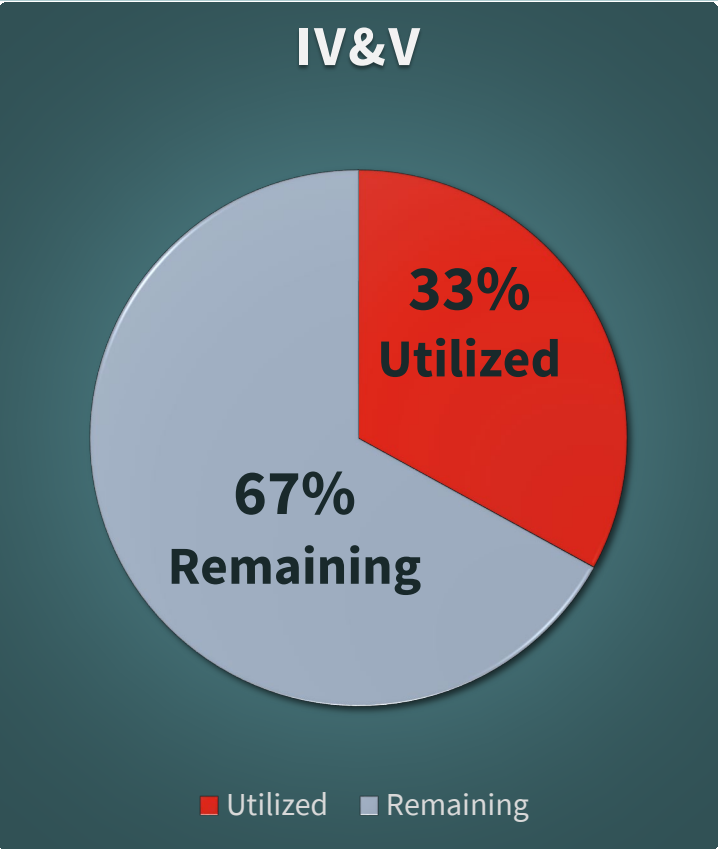
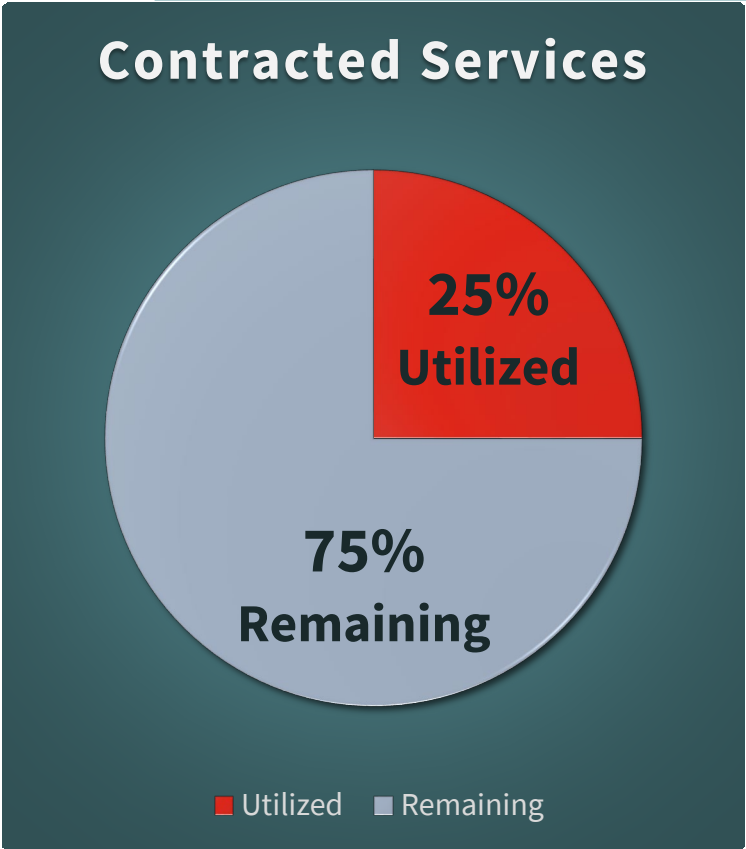
Phase II Fiscal Year 2024-2025 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
November 2024 Expenditures		\$946,179	\$922,447	-2.51%
FISCAL YEAR 2024/2025	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$13,199,608	\$4,145,860	\$4,120,824	0%
Remaining Funds	\$9,078,784			

Utilized vs Remaining Budget

as of

October 31, 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

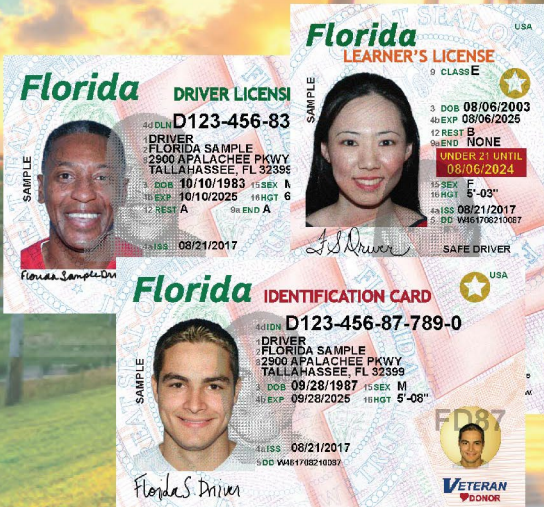
❖ Contractual Services

• 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
	<u>\$11,835,369</u>

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

❖ **Expense** **\$1,064,564**

❖ **Total Budget** **\$13,199,608**



"FLORIDA"
ARRIVE ALIVE
"BUCKLE UP"



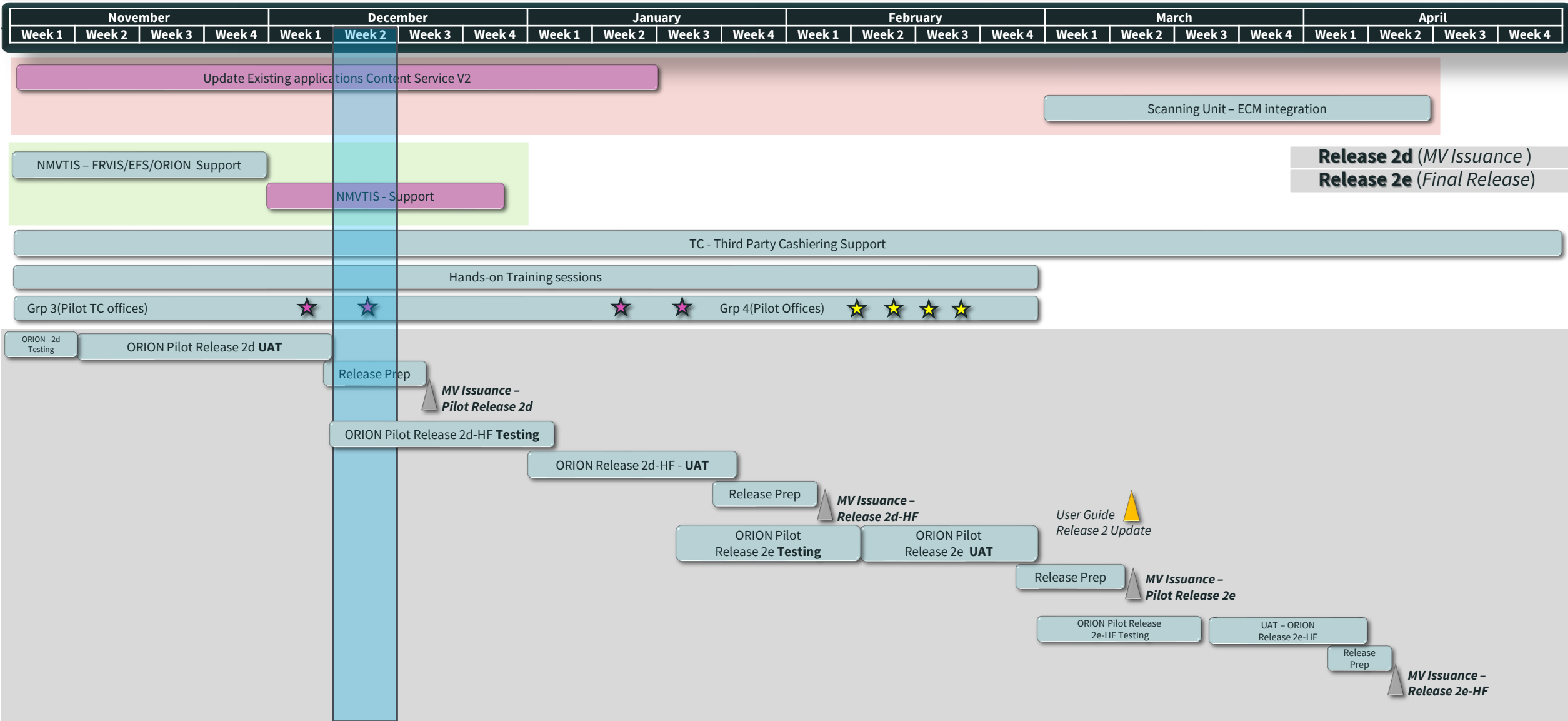
Motorist Modernization Phase II Advisory Board

DECEMBER 10, 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: 104 functional areas Build Complete: 97 Build In Progress: 2 Build Late: 2					
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)*
- *Titles and Registration refinement (business rule review) behind schedule (impacting having available sprint work) – Team is scheduling additional refinement sessions*

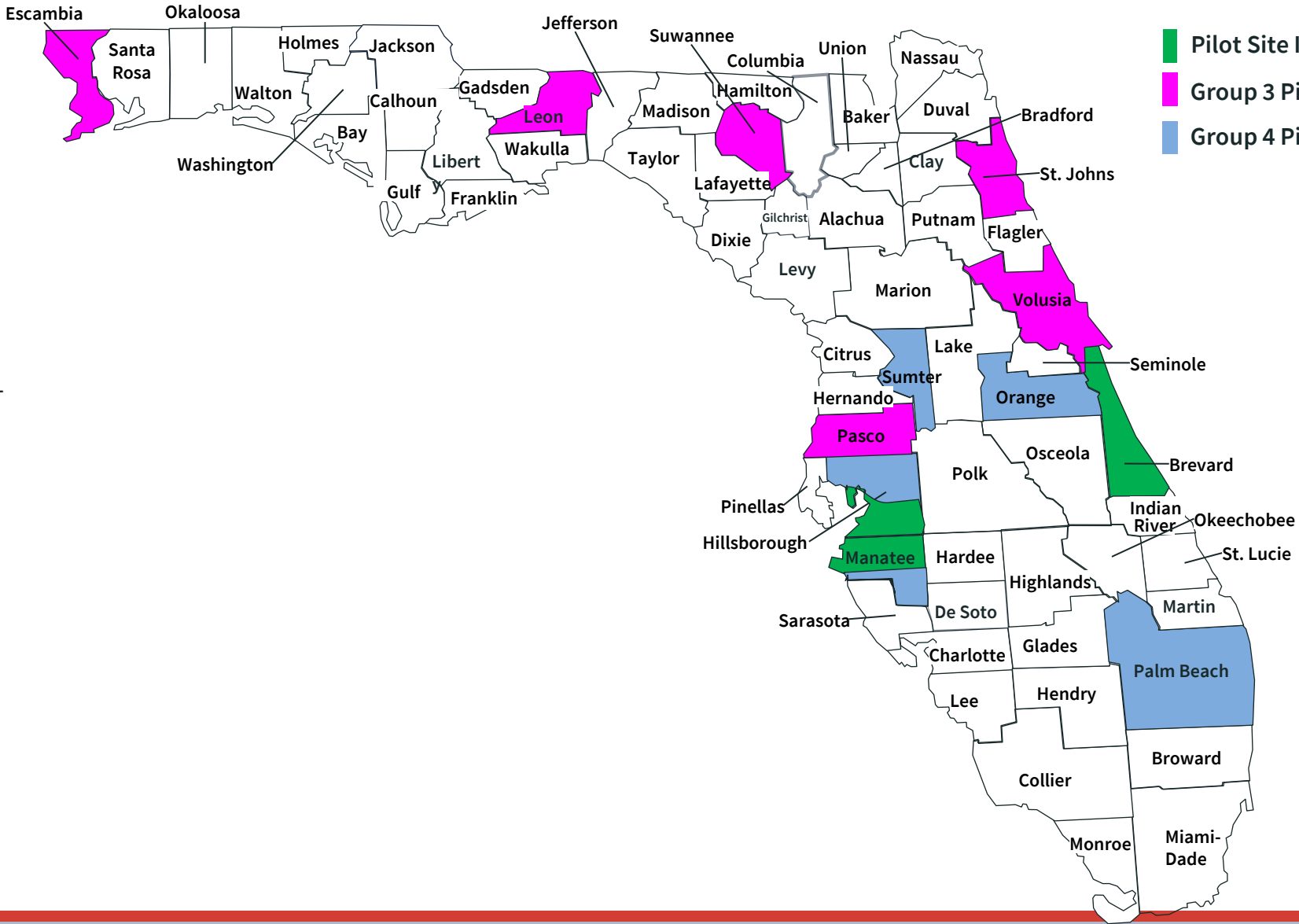
Release 2d – ORION Pilot – Critical Path

- **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 (TRT)			
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

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 Convenience Renewal dependencies**

ORION Phase II – Organizational Change Management (OCM)

In support of Phase II, the OCM team will:

- Hold **Change Champion Network Connects** with 148 Change Champions
 - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
 - Next Network Connect: December 17
- Facilitate/assist **Knowledge Transfer (KT)** meetings and activities
 - ISA/OMM teams have conducted six KT meetings
 - Follow-up ICFS KT workshop: Beginning of 2025
 - Report on KT activities
- Assist with Phase II **Tax Collector office testing**
- Analyzing MVI Support tickets to enhance **support workflow**

ICFS Operational Transition Status Report

System Stabilized – In Progress

- Application is functioning as expected with no critical bugs/issues reported
- Non-critical bugs/issues have been transitioned to the standard operational process (WRAPs) for further resolution.
- System Acceptance document has been completed and approved by the ESC

Knowledge Transfer (KT) – In Progress

- ISA operational support members have been identified and assigned.
- KT workshops and identified training sessions have been completed with sign-off from both the team/section manager and Bureau Chief
- Support roles for ISA operational members are clearly defined (using a RACI model or similar)

Operational Readiness – Not Started

- A backlog of all remaining open items (enhancements, missed requirements, defects, etc.) has been transitioned to the Product Owner and ISA operational members
- A support workflow has been established and approved by ISA, Business Area, and ESC
- Operational readiness has been confirmed by ISA Bureau Chiefs

Transition to Operations Complete – Not Started

- Developer capacity is available to support operations
- No critical bugs remain unresolved
- Project Closeout report has been completed and signed off by ISA Bureau Chiefs and ESC