

LEGISLATIVE BUDGET REQUEST
October 15, 2010

Jerry L. McDaniel, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Council Director
House Full Appropriations Council on General Government & Health Care
221 Capitol
Tallahassee, Florida 32399-1300


David Coburn, Staff Director
Senate Policy and Steering Committee on Ways and Means
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216.023, Florida Statutes, our Legislative Budget Request for the Department of Highway Safety and Motor Vehicles is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2011-12 Fiscal Year. This submission is scheduled to be recommended for approval at the November 9, 2010 meeting of the Governor and Cabinet.

If you have any questions or concerns about our Legislative Budget Request, please feel free to contact me at (850) 617-3100 or Diana Vaughn, Chief of Financial Officer at (850) 617-3400.

Sincerely,


Julie L. Jones
Executive Director



**DEPARTMENT OF HIGHWAY
SAFETY AND MOTOR VEHICLES**

Schedule I: Department Level Exhibits and Schedules

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

Network Service

This service enables data connectivity and transport using Local Area Network (LAN) and/or Wide Area Network (WAN) technologies. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major commercial hardware and software associated with the LAN Service:			
1	MFN MPLS Network	5	Cisco Pix & Juniper Firewall Equipment
2	Cisco HQ Routers (7206)	6	Palo Alto Web Content Appliance
3	Cisco Switch Equipment (6509, 3750)	7	NetMotion Mobility XE
4	3Com & Procurve Switch Equipment	8	Nortel Connectivity VPN , Juniper VPN Appliances, Cisco VPN

1. IT Service Definition

1.1. Who is the LAN service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider (specify) _____

1.2. Who is the WAN service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.3. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.4. Please identify the number of users of the Network Service. 10,000+

1.5. How many locations currently host IT assets and resources used to provide LAN services? 440

1.6. How many locations currently use WAN services? 440+

1.7. What types of WAN connections are included in this service? *(Indicate all that apply)*

- | | | |
|---|---|--|
| <input type="checkbox"/> ATM | <input type="checkbox"/> Frame Relay | <input checked="" type="checkbox"/> Cellular Network |
| <input type="checkbox"/> SUNCOM RTS | <input checked="" type="checkbox"/> Internet | <input type="checkbox"/> Dedicated Wired connection |
| <input type="checkbox"/> Radio | <input checked="" type="checkbox"/> Satellite | <input type="checkbox"/> Dial-up connection |
| <input checked="" type="checkbox"/> Other <u>MFN MPLS Network</u> | | |

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No) Similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

[Redacted]

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

DHSMV uses MyFloridaNet for providing WAN/MAN network access as the state contract, which was competitively bid.

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for LAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

7x24 with 99.9% up-time

3.2. Has the agency specified the service level requirements for WAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

7X24 with 99.9% up-time

3.3. Timing and Service Delivery Requirements

3.3.1. Hours/Days that service is required *(e.g., 0800-1600 M-F, 24/7)* for:

3.3.1.1. Online availability 7x24

3.3.1.2. Offline and availability for maintenance Must be scheduled in advance

3.3.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs *(e.g., 5 min, 15 min, 60 min)*? 15 mins

3.3.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Sites outside of the HQ facility would be unable to update or retrieve data, which is in turn provided to a multitude of external entities as well as Law Enforcement. Network delays in excess of 600ms have been shown to render DHSMV applications inoperable. Users inside the HQ facility would not be able to access any centrally located data or applications, or applications outside the HQ facility. Services sourced from the HQ facility would be unavailable

to the enterprise, as well as outside requestors and Law Enforcement. Customers would not receive timely service.

- 3.3.3. Does the agency have a standard for required bandwidth its locations? Yes No

If yes, indicate the standard (*e.g. fiber channels for certain locations*)

3MB, 10MB, 100MB, T1 MPLS WAN circuits. 100MB, 1000Mbps LAN segments.

- 3.3.4. Are there any agency-unique service requirements? Yes No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

Must support mobile users. Must support law enforcement transmissions. Due to security requirements of FCIC/NCIC and CJNet, special consideration must be given to LAN users to access these resources as well as encryption issues.

- 3.3.5. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password Access through Internet or external network
 Access through internal network only Access through Internet with secure encryption
 Other Encryption and access requirements within private network

- 3.3.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.3.6.1. If yes, please specify and describe:

For Law Enforcement services, NCIC encryption policies must be followed.

4. User/customer satisfaction

- 4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

Problems reported via the Help Desk and to management if outage affects more than one location. Enterprise outages are reported daily to management. System availability metrics are reported monthly.

- 4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

- 4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

- 4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
Kirkman Switch Replacement	Replacing the switches that connect the Workstations, Printers, scanners, etc. in the Headquarters to the network.	September 2010		
FHP Switch Replacement	Replacing the switches that connect the Workstations, Printers, scanners, etc. in the FHP Field Offices to the network.	September 2010		

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

E-Mail, Messaging, and Calendaring Service

This service enables users to send and receive e-mail and attachments, perform departmental calendaring, manage address lists, create and maintain shared or private folders, and store message data provided through the e-mail service. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major commercial hardware and software associated with the E-Mail Service:			
1	Microsoft AD/Exchange/Outlook	5	Blackberry Enterprise Server
2	Dell servers	6	Microsoft Outlook Web Access/Microsoft ISA Server
3	Storage Area Network	7	Windows Server 2003
4	Symantec Brightmail Servers	8	Mimosa NearPoint E-Mail Archival; Exclaimer Mail Utilities

1. IT Service Definition

1.1. Who is the service provider? (*Indicate all that apply*)

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.2. Who uses the service? (*Indicate all that apply*)

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service. 5365

1.4. How many locations currently host IT assets and resources used to provide e-mail, messaging, and calendaring services? 1

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? (*Identical, Very Similar, No*) very similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

1) Cost would have to be considerably less. 2) Service would have to be provided, including emergency response 7x24. 3) Service would have to provide wide range of options for special case scenarios as well as open ended option for new functionality and special requests on an as

needed basis 4) Data files from current service would have to be migrated, secured and maintained. 5) Users would have to be trained at the expense of the provider, including remote and mobile users. 6) Multiple access mechanisms would have to be provided. 7) A high level of security and malware protection is a requirement. 8) Enterprise email archiving, search and e-discovery tools must be available.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

No written requirements. Service must be up at least 99% of the time 7x24. Service must not be down for more than 15 minutes without seriously impacting the business of the department. Planned maintenance is accommodated.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0600-2100 M-F, 24/7): 7x24X365

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 15 mins

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Email is used as a transport for many types of law enforcement communications and must be available for officers in the field. Inter and Intra-agency communications and communications with the public become very difficult affecting the ability of the agency to conduct its business. Many automated processes also rely on email as a transport mechanism.

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

Service to 1600+ FHP troopers in cars and 431 + remote sites.

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password
- Access through internal network only
- Other _____
- Access through Internet or external network
- Access through Internet with secure encryption

3.2.5. Are there any federal, state, or agency records retention or privacy policies, restrictions, or requirements applicable to this IT Service?

Yes No

3.2.5.1. If yes, please specify and describe:

CJIS (Criminal Justice Information Services) Security Policy. State law protects the SSN from disclosure. Federal Driver Privacy Protection Act (18 USC ss2721-2725) protects personal information from disclosure, and state law protects law enforcement officers' personal information. Retention: Chapter 119 FS, Public Records; Chapter 320.833 FS, Department Records Retention; Chapter 321.23 FS, Public Records Fees, Destruction; Chapter 322.20 FS, Driver License Records; Chapter 328.40 FS, Vessel Records.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

Problems are reported to Technical Assistance Center and a notice sent out to a distribution list including management. Difficulties discussed at lower level staff meetings and executive staff meetings if necessary. System availability metrics are reported monthly.

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-2100**
October 15, 2010

Desktop Computing Service

This service enables use of standard office automation functions, as well as access to other applications that require standard desktop functionality. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major commercial hardware and software associated with the Desktop Computer Service:			
1	Dell and HP printers	8	Dell & HP servers
2	Microsoft System Center Operations Manager and Configuration Manager	9	Dell & HP PCs
3	Symantec End-Point Protection	10	Microsoft Office 2007/2010
4	Symantec Ghost	11	
5	Symantec Endpoint Encryption	12	
6	Microsoft XP / Windows 7		
7	Dell XFR laptops (Mobile Desktop Terminals)		

1. IT Service Definition

1.1. Who is the service provider? (*Indicate all that apply*)

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.2. Who uses the service? (*Indicate all that apply*)

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service. 10,000

1.4. How many locations currently use desktop computing services? 450+

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? (*Identical, Very Similar, No, Unknown*) similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Provider would have to understand the intricacies of all the inter-related applications that are run by the various users. Many of the Tax Collectors have their own networks and provider would have an understanding of the various system configurations.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

For desktop equipment that is supported internally: immediate service on emergencies; same day service on most issues; scheduled service on issues such as printer installs, PC installs, etc. For desktop equipment that is supported by the FRVIS contract: next day business service.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0800-1600 M-F, 24/7) M-F 0700-1800, Law enforcement 24 X 7 X 365

3.2.2. What are the impacts on the agency's business if the Desktop Service is not available?

Users are unable to perform their work and productivity stops. Law enforcement would not have access to critical information needed to provide public and officer safety.

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

Interfaces to Driver License & Motor Vehicle related applications including interfaces to national systems such as the Commercial Driver License Information System (CDLIS), National Motor Vehicle Title Information System (NMVTIS), Problem Driver Pointer System (PDPS), and SSN verification. Law enforcement - Criminal justice records. Department of Homeland Security information, Data Sharing within criminal justice systems, state, local and federal.

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password Access through Internet or external network
- Access through internal network only Access through Internet with secure encryption
- Other Remote access via System Center

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes No

3.2.5.1. If yes, please specify and describe:

Criminal Justice Data, FBI security and privacy rules apply. State law protects the SSN from disclosure. Federal Driver Privacy Protection Act protects personal information from disclosure, and state law protects law enforcement officers' personal information.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

Customers report incidents to the Technical Assistance Center. Calls are tracked and a monthly report is produced that provides service metrics. Enterprise outages that affect more than one location are reported to management daily.

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

Sufficient funding is available for refresh of MDT desktop equipment, FRVIS desktop equipment that provides title and registration services and Driver License desktop equipment that provides driver license and imaging services. However, desktop refresh funds for the remaining workstations located primarily at headquarters, and FHP field offices were eliminated in budget reductions.

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

Helpdesk Service

This service involves the centralized or consolidated intake and resolution of IT system problems for users and stakeholders throughout the department. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify any major commercial hardware and software associated with the Helpdesk Service:			
1	HP Service Manager	5	HP Connect It
2	Dell servers to support Service Manager	6	Active Directory
3	WhatsUp Gold	7	Novell LAN Workplace Pro 5.2 (TN3270)
4	Microsoft System Center	8	Oracle Enterprise Manager

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public

1.3. Please identify the number of users of this service. 10,000

1.4. How many locations currently host IT assets and resources used to provide helpdesk services? 1

1.5. What communication channels are used for the service? *(Indicate all that apply)*

- On-line self-serve On-line interactive
- Telephone/IVR Face-to-face
- Remote desktop (e.g., PC Anywhere)
- Other | email

1.6. What is the scope of the service provided by the Help Desk: *(Check all boxes that apply)*

Help Desk Action	Simple problems	Moderately complex problems	Complex problems
Accepting and logging	X	X	X
Referring/escalating	X	X	X
Tracking and reporting	X	X	X
Resolving/closing	X	(closing)	(closing)

1.7. Please identify the major IT systems or services for which the Help Desk must provide assistance:

1	All the non-strategic and strategic services	5	
2		6	
3		7	
4		8	

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?

(Identical, Very Similar, No, Unknown)

similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Agency provides support for over 400 Tax Collectors, Drivers License and Florida Highway Patrol offices in the State and support for other government agencies that access DHSMV information. This requires detailed extensive knowledge of the office sites, network, applications, and understanding of the responsibilities of second level support teams.

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
 Yes; informal agreement(s)
 No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Priority 1 incidents - 2 hour escalation, Priority 2 incidents -4 hour escalation, calls answered in 7 seconds, 50% of interactions handled by Help Desk on initial contact, less than 5% calls abandoned, average time to resolve incident goal – 4 hour, average time to resolve service requests – 24 hours. External hardware support for Tax Collectors is required by contract to call back within 1 hour and fix within 4 hours for servers and other critical equipment; callback in 1 hour and fix by next business day for desktops.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days the Help Desk service is required (*e.g., 0800-1600 M-F, 24/7*)

7x24

3.2.2. What are the impacts on the agency's business if the Help Desk service is not available?

Service disruptions and service requests would not be recorded, monitored, and resolved. Service disruptions affect public and officer safety, customer service, and consumer protection.

3.2.3. What is the average monthly volume of calls/cases/tickets?

12,000

3.2.4. Are there any agency-unique service requirements?

Yes No

If yes, specify *(Include any applicable constitutional, statutory, or rule requirements)*

Help Desk must be available 24x7 for Florida Highway Patrol Dispatch office calls which have a 4 hour fix requirement, available to law enforcement officers 24 X 7, available for Tax Collector offices that are open on Saturdays.

3.2.5. What are security requirements for this IT service? *(Indicate all that apply)*

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other VPN _____

3.2.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes
- No

3.2.6.1. If yes, please specify and describe:

Driver Privacy Protection Act

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

- Yes
- No

If yes, briefly describe the frequency of reports and how they are provided:

Service level metrics are reported monthly to agency management. Liquidated damages are accessed for contactor missed SLAs.

4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes
- No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

We have been working to establish the Help Desk as the single point of contact for technology issues. As we continue to discourage customers from reporting incidents directly to secondary level support, the number of interactions that the Help Desk receives continues to increase, but the FTE has not. We are not staffed sufficiently to handle 24 X 7 support to law enforcement.

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any resource or system associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

NA

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
Submitted by: **Robert Fields, Chief Information Officer**
Phone: **850-617-2100**
Date submitted: **October 15, 2010**

IT Security/Risk Mitigation Service

This service involves the implementation of measures to reduce risk and ensure continuity of the IT Services supporting the agency. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

1. IT Service Definition

1.1. Who is the service provider? (*Indicate all that apply*)

- Central IT staff
- Program staff
- Another State agency
- External service provider (*specify*) Vendors (Risk Assessments)

1.2. Who uses the service? (*Indicate all that apply*)

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(*Identical, Very Similar, No*)

somewhat similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

IT Security/Risk Mitigation Service encompasses a broad range of services. The core Departmental IT security policy, planning, awareness, and access management is Departmental-specific and is best performed internally. In addition to providing Disaster Recovery services, we use our backup/recovery site as a hot standby site where we test new releases of software, operating systems, etc. This standby site is also used whenever the main site is required to be down or is otherwise unavailable providing the required 7x24 access for law enforcement. Related functions such as the hosting of DHSMV's backup computer systems is accomplished through the State's SSRC, FDLE serves as the Certificate Authority for law enforcement restricted inquiries, and vendors may be considered for Risk Assessment activities or other specific IT security related services such as PCI requirements.

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

- 1) Password reset requests are handled immediately or near real-time.
- 2) Logon Requests by Tax Collector offices are handled same day if possible, but no later than 24 hours following receipt of approved request.
- 3) All other Logon Requests are handled within 24-48 hours.
- 4) Hot backup maintained through data replication for business continuity of inquiry access to Driver License and Motor Vehicle data, particularly for law enforcement inquiries.
- 5) ISM available on-site to support business functions related to information security research, analysis, and requirements.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0800-1600 M-F, 24/7): 0800-1700 M-F (IT Security Policy, Planning, Access Management, Password resets, etc.); 0700-1900 M-Sa (DHSMV Field Applications); 24/7 DAVID Application used for Law Enforcement inquiries

3.2.2. In the event of an emergency, how quickly must essential services be restored to maintain the agency's continuity of operations? Mission Essential Functions (Law Enforcement inquiries, Motor Vehicle and Driver License Inquiries) within 0 – 12 hours

3.2.3. How frequently must the IT disaster recovery plan be tested? Annually. Although the department has not fully tested each component of the Disaster Recovery Plan, we frequently utilize portions of our plan as part of our failover process to continue to provide services when the main location is down due to maintenance or other outages. In 08/09 we successfully brought our standby site up to support certain inquiries and web services during our scheduled datacenter power outage

3.2.4. In the event of a security breach, what is the agency's tolerance for down time of security IT services during peak periods, i.e., time before management-level intervention occurs (e.g., 10 min, 60 min, 4 hours)? 5-15 minutes

3.2.5. Are there any agency-unique service requirements? Yes No
If yes, specify (Include any applicable constitutional, statutory, or rule requirements)

Driver License Image Retrieval – Optimal restoration of service during COOP activation or primary service outage is required for the Department's DAVID application for law enforcement and judges to retrieve driver license images (portrait and signature), images of identity documents submitted by foreign nationals, and printing of a driver history record. The need is heightened due to the contribution to local and national security as well as human safety.

3.2.6. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password Access through Internet or external network
- Access through internal network only Access through Internet with secure encryption
- Other Access through VPN, Digital Certificate for Law Enforcement Access

3.2.7. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

If yes, please specify and describe:

- 1) Florida Information Resource Security Policies and Standards, Rule 60DD-2 Florida Administrative Code
- 2) Security of Data and Information Technology Resources Act, Section 282.318, Florida Statutes
- 3) Driver Privacy Protection Act, Florida Public Records Law, Section 119.0712(2).
- 4) Section 322.142(4), Florida Statutes – Restricts digital images (photographs and signatures) to Law Enforcement use (accomplished via CJNet Digital Certificates).

4. User/customer satisfaction

4.1. Are service level metrics reported regularly to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

IT Security related information is reported informally on an as needed basis.

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

Although, for the most part service levels in the IT Security/Risk Mitigation service are adequate, below are areas the Department is working to enhance:

- 1) Actively monitor intrusion prevention system and enhancing vulnerabilities capabilities to further protect the Department's network perimeter.
- 2) Evaluate additional recovery strategies/facilities needed for the functions needing contingency strategies.
- 3) Assess additional backup site capabilities available via state contract for more geographically removed and expanded backup capabilities.
- 4) Actively monitor web use and enforce Acceptable Use policy through web gateway appliance.
- 5) Standardize enterprise endpoint protection and upgrade capabilities to enhance the protection of the Department workstations and servers.

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
Risk Assessment	Conduct Risk Assessment to determine the "Health" of our information security posture	July 2010	September 2010	\$70,000

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

IT Support Service for Agency Financial and Administrative Systems

This service enables users in the agency's administrative and support areas to operate and maintain the non-strategic applications that support agency administrative. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT Systems (applications) that are included (in whole or part) in this IT Service:			
1	SPURS	9	Cash Receipt System
2	LAS/PBS	10	Legal Files
3	Contract Management	11	Financial Systems that interface with FRVIS/FDLIS
4	Property Inventory	12	Personnel
5	People First	13	MyFloridaMarketPlace
6	Electronic Repository of Executed Contracts	14	Credit Card Applications
7	Flair	15	
8	Payroll	16	

1. IT Service Definition

1.1. Who is the service provider? (*Indicate all that apply*)

- Central IT staff
- Program staff
- Other State agency (non-primary data center)
- External service provider (Bank of America)

1.2. Who uses the service? (*Indicate all that apply*)

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service. 5,000

1.4. How many locations currently host agency financial/ administrative systems? ~400

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? (*Identical, Very Similar, No*) very similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Other state agencies provide statewide personnel, accounting, and payroll systems. Our systems provide interfaces to these systems or functionality not provided by other statewide systems. While certain aspects of these systems could be and are provided by statewide systems, we would need to continue to provide interfaces from our strategic services to the statewide systems. If we were to change service providers, interfaces between strategic services and source would have to be created. Strategic business requirements and functionality must be met.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

Answer the following questions for the primary or dominant IT system within this IT Service.

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Payroll systems must provide information by specified payroll dates, accounting systems must provide information to meet specified distribution deadlines, and worker timekeeping systems must provide information to meet payroll deadlines.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0700-1800 M-F, 24/7*) for:

- 3.2.1.1. User-facing components of this IT service (online) M-F, 8-6
- 3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 7x24

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 15 min, 30 min, 60 min*)? 60 min

- 3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Revenue will not be collected and distributed accurately or timely, goods and services would not be procured timely, payments would not be made timely, forms would be generated on paper and completed manually, personnel information would not be available timely and employees would not have access to information needed to assist the public

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

Accounting and revenue distribution collected from the sale of motor vehicles, vessel, handicap parking and driver license transactions and volunteer contributions are unique to the agency.

3.2.4. What are security requirements for this IT service? *(Indicate all that apply)*

- User ID/Password
- Access through internal network only
- Other Security profile assignments
- Access through Internet or external network
- Access through Internet with secure encryption

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

SSN protected by state law. Driver Privacy Protection Act

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

- Yes
- No

If yes, briefly describe the frequency of reports and how they are provided:

Business customers report incidents to the Technical Assistance Center and software defects to IT management. Office and enterprise incidents that affect more than one location are reported daily to management.

4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes
- No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

Reduction in operational staff and budget reductions has required more efficiency using technology and custom programming but the number of programming staff has not increased. Programming resources are not sufficient to timely meet requests for system enhancements.

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system associated with this IT service. *Please indicate the D3-A issue number in the description for any projects that require a legislative budget request for 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

NA

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields Chief Information Officer**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

IT Administration and Management Service

This service enables the management and administration of the agency's central IT program or unit. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT Systems (applications) that are included (in whole or part) in this IT Service:			
1	ISA Budget system	5	Daptiv Project Portfolio Management (PPM)
2	ISA Personnel database	6	BluePrint
3	People First	7	
4	My Florida Market Place	8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.2. How many locations currently host assets and resources used to provide IT administration and management services? 1

2. Service Unique to Agency

2.1. If the same level of service could be provided through another agency or external source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.1.1. If yes, what must happen for your agency to use another IT service provider?

2.1.2. If not, why does your agency need to maintain the current provider for this IT service?

Knowledge specific to the agency; i.e. Drivers' License, Motor Vehicle Titles and Registration, Florida Highway Patrol and law enforcement and ISA's technical environment.

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

[Redacted]

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0800-1600 M-F, 24/7) for the systems included in this service: Business hours, 7AM -6PM, Monday through Friday.

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 1 hour

3.2.3. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?
 Yes No

If yes, please specify and describe:

[Redacted]

3.2.4. Are there any agency-unique service requirements? Yes No
If yes, specify (include any applicable constitutional, statutory, or rule requirements)

Interfaces with Association of Motor Vehicle Administrators (AAMVA), CJNET and Law Enforcement community.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?
 Yes No

If yes, briefly describe the frequency of reports and how they are provided:

Project reports are reported to agency management monthly

4.2. Are currently defined IT service levels adequate to support the business needs of the agency?
 Yes No

If no, what changes need to be made to the current IT service? (Briefly explain)

[Redacted]

4.3. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, which is used to provide this service. Identify whether there is a cost recovery or cost allocation plan for this service. Be sure to describe any anticipated adjustments to the funding source(s) or funding level for

FY 2007-2008. If such adjustments are anticipated, please describe any corresponding change needed in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.).

Highway Safety Operating Trust Fund

5.2. Other comments

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-**
 Date submitted: **October 15, 2010**

Portal/Web Management Service

The Portal/Web Management service enables the publishing of the agency's standard, mission-critical information with its employees and the public. Please consult the Guidelines for Schedule IV-C: IT Costs and Service Requirements for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major commercial hardware and software associated with this service:			
1	SharePoint, Performance Point	8	Access
2	SunOne on Windows server	9	SQL Server (RDA, replacement for Access)
3	Windows Server 2003 and related web and application servers (clustered)	10	Microsoft .Net framework (SharePoint Web Parts and Services)
4	Coldfusion	11	128 bit Verisign SSL encryption (on WWW3)
5	Infopath	12	Team Foundation Server (Source Control)
6	Adobe creative suite	13	FTP (Web site updates to DMZ)
7	IIS Web Server	14	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

- 1.3. Please identify the number of Internet users of this service. 15 million
- 1.4. Please identify the number of intranet users of this service. 5,000
- 1.5. How many locations currently host IT assets and resources used to provide this service? 1

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)*

Similar

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

All files, linkages, privileges, etc. would have to be granted to the authors.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Internet available 24 X 7, Intranet available 24 X 7

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0600-2100 M-F, 24/7): 7x24

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 5 minutes

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Increased number of telephone calls to agency for information otherwise provided on web site. Citizens would be denied access to information, which could increase number of transactions in the offices. Agency personnel would not have access to collaborative information that they need to perform their jobs which decreases productivity.

3.2.3. Are there any agency-unique service requirements? Yes X No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other _____

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

State law protects the SSN from disclosure. Federal Driver Privacy Protection Act protects personal information from disclosure, and state law protects law enforcement officers' personal information.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

Periodic reports to both division and department management.

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any resource or system associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

Dept/Agency: **DHSMV**
 Submitted by: **Robert Fields, CIO**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

Data Center Service

This service provides the centralized operation and management of data center services through (a) data centers and computing facilities as defined in s. 282.0041, F.S., and (b) single logical-server installations. It includes all resources required to perform data center functions identified in s. 282.201(2)(d)1.e., F.S. for agency strategic and non-strategic IT services.

Statutory definitions from s. 282.0041, F.S., are provided here for convenience:

- **"Primary data center"** means a state or non-state agency data center that is a recipient entity for consolidation of non-primary data centers and computing facilities. A primary data center may be authorized in law or designated by the Agency for Enterprise Information Technology pursuant to s. [282.201](#).
- **"Data center"** means agency space containing 10 or more physical or logical servers any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. [216.023](#).
- **"Computing facility"** means agency space containing fewer than a total of 10 physical or logical servers, any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. [216.023](#), but excluding single, logical-server installations that exclusively perform a utility function such as file and print servers.

Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the non-strategic and strategic IT services that are supported (in whole or part) by data center services offered at the following data centers and computing facilities.		
1	Northwood Shared Resource Center	
2	Southwood Shared Resource Center	Disaster Recovery, Driver License Image and Identification, Title and Registration, Law Enforcement
3	Northwest Regional Data Center	
4	Agency (non-primary) Data Center	Driver License Image and Identification, Title and Registration, Law Enforcement, Phone and IVR systems
5	Agency Computing Facilities	Computer Aided Dispatch (new system implementation FY 10/11 will remove servers from field sites to KDC and Primary Data Center).
6	Other External Data Center(s)	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency (*non-primary data center*)
- Other External Service Provider (*specify*) CTS
- Northwood Shared Resource Center
- Southwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who uses the service? *(Indicate all that apply)*

- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Provide the following information regarding agency data centers included in this service:

1.3.1. Number of agency data center(s)

3

1.3.2. List the major IT application systems¹ hosted at each of these facilities:

Name of Agency Data Center	Major IT Application Systems Supported	External Agency Supported (If applicable)
Kirkman Data Center	Law Enforcement, Driver License, Titles and Registration	
C-103	Phone System, IVR	Siemens
C-109	Test infrastructure servers	

1.4. Provide the following information regarding agency computing facilities included in this service:

1.4.1. Number of agency computing facilities

7

1.4.2. List the major IT application systems¹ hosted at each of these facilities:

Name of Computing Facility	Major IT Application Systems Supported	External Agency Supported (If applicable)
TRCC (Tampa), ORCC (Orlando), MRCC (Miami), FMRCC (Ft. Myers), JRCC (Jacksonville), TRCC (Tallahassee), TBRCC (Lake Worth)	Computer Aided Dispatch	The CAD system is supported by contract with CTS-America, Inc., a company from Pensacola Florida who has 47 other Florida customers as well.

1.5. Provide the following information regarding single logical-server installations included in this service:

1.5.1. Total number of logical servers not housed in an agency data center, agency computing facility, or primary data center

406

1.5.2. Total number of single logical-server installations

406

1.5.3. List all major IT application systems¹ supported by these servers in 1.5.1 and 1.5.2:

FRVIS, FDLIS, DIS

2. Data Center Consolidation

2.1. When are your agency data center and computing facilities scheduled for consolidation into a primary data center? *If not yet scheduled, indicate "Not Available."*

Requested extension to 6/12

¹ Any custom developed system, commercially acquired, or open- source software product that is included in the definition of a non- strategic or strategic IT service. *Note: Strategic IT Services and their constituent systems are defined in Worksheets SC- 1 & SC- 2.*

2.2. Has your agency specified service level requirements for this IT service in a service level agreement (SLA) executed with a primary data center in compliance with s. 282.203, F.S.?

Yes No

2.2.1. If no, please explain the specific issues preventing execution, and describe your plan and schedule for resolving those issues.

We have a SLA for mainframe services. The SLA for STS will be finalized before that scheduled date.

2.2.2. If yes, please provide an electronic copy of the executed service level agreement with your Schedule IV-C submission.

3. IT Service Levels Required to Support Business Functions

3.1. Timing and Service Delivery Requirements

3.1.1. Hours/Days that service is required (*e.g., 0600-2400 M-F, 24/7*) 24/7 daily

3.1.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 15 min

3.1.3. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

If yes, please specify and describe:

FBI CJIS requirements are more stringent than normal data center security policies. State law protects the SSN from disclosure. Federal Driver Privacy Protection Act protects personal information from disclosure, and state law protects law enforcement officers' personal information.

3.1.4. Are there any agency-unique service requirements? Yes No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

The FHP CAD (Computer Aided Dispatch) system and NetMotion secure mobile VPN connectivity system supports multiple law enforcement agencies that are dependent on high availability systems and access to data. DHSMV is a host agency and data center for consolidated services that we provide to other agencies directly such as DEP and DFS/SFM. We provide both with Mobile Data Services via our infrastructure as well as secure mobile VPN services that meet the FBI CJIS Security requirements. Additionally, our CAD System is interfaced and supports 13 state law enforcement agencies and provides data sharing information for local, state and federal criminal justice agencies. FHP's network, including infrastructure in our data center utilizes secure networks and routers.

3.1.5. What are the security requirements for this IT service? (*Indicate all that apply*)

<input checked="" type="checkbox"/> Restricted system administration rights	<input checked="" type="checkbox"/> Secured entrance to facility
<input checked="" type="checkbox"/> Systems access through internal network only	<input checked="" type="checkbox"/> Systems access through secure encryption
<input checked="" type="checkbox"/> Criminal background check for data center staff	<input checked="" type="checkbox"/> Other <u>FBI CJIS</u>

Requirements _____

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

Business customers report incidents to the Technical Assistance Center. Office and enterprise incidents that affect more than one location are reported daily to management.

- 4.2. Are currently defined IT service levels adequate to support the business needs of the agency?
 Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion
Data Center Consolidation		In progress	6/12	\$4.9 million estimated

5. Additional Information

- 5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating System

- 5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

- 5.3. Other pertinent information related to this service

The public accesses online services that are supported by this service.



Southwood Shared Resource Center

STANDARD SERVICE LEVEL AGREEMENT

Between the

Department of Highway Safety & Motor Vehicles
Office of Information Systems

And

The Southwood Shared Resource Center

Co-location Services


SLA Term

Fiscal Year 2010 – 2011

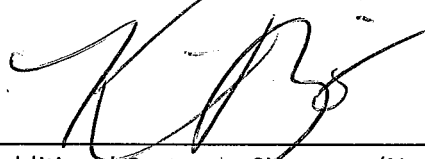
Service Level Agreement: Co-location Services

Signature Authorization

Department of Highway Safety & Motor Vehicles:

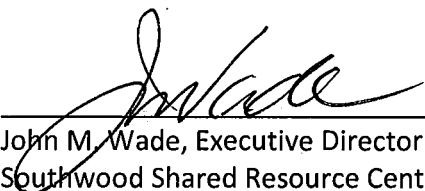


Sherry Allen, Acting Director, Information Systems Administration Date 8-12-10
Department of Highway Safety & Motor Vehicles



Additional Customer Signature (Name, Title) 8/26/10
Date

Southwood Shared Resource Center:



John M. Wade, Executive Director 8/26/10
Southwood Shared Resource Center Date

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Glossary of Terms

TERM	DEFINITION
Agency for Enterprise Information Technology (AEIT)	A State of Florida agency charged with developing strategies for the design, delivery, and management of enterprise information technology services; monitoring delivery and management of those services; and establishing rules and policies for managing those services.
Addendum	Subsequent amendments to this Service Level Agreement (SLA) which formalize additional Customer specific requirements. Section 6 will be revised to reference any Addendums. Organizationally, Addendums shall immediately follow the base SLA and Amendments.
Amendment	Formal statement of any changes made to the initial Southwood Shared Resource Center (SSRC) SLA. Customer specific requirements which have been identified as Amendments are referenced in Section 6. Organizationally, Amendments shall immediately follow the base SLA.
Attachment	Additional information provided to clarify or assist Provider in meeting terms of this SLA. Section 6 will be revised to reference any Attachments. Organizationally, Attachments shall immediately follow the base SLA, Amendments, and Addendums.
Business Day	The SSRC business hours are 8:00 am EST Monday through 6:00 pm EST Friday, excluding State holidays.
Change Control Board	A board that meets regularly to review all desired and planned IT platform changes to evaluate impact to Customers and ensure proper Customer communication.
Customer	Customer shall mean those “state parties” or “parties” as defined in Chapter 282 and Section 216.011(1)(gg), Florida Statutes and those “public bodies” or “political subdivisions” as defined in Section 1.01(8) and Section 252.34(8), Florida Statutes.
Incident	Any request for service through the SSRC Services Desk – includes general service inquiries, incident reports, invoice discrepancy reviews, etc.
Parties	Authorized representative of both the Provider and the Customer.

TERM	DEFINITION
Professional Services	Additional technical services not included in a Service Level Agreement. These services include, but are not limited to, Information Technology (IT) consulting, research, strategic planning, architectural design, implementation, migration assistance, security response, and issue resolution.
Provider	The Southwood Shared Resource Center (SSRC).
Service Change	A service change is defined as any change to hardware, software, network environment, etc., which directly affects the production environment within the SSRC. All service changes must be reviewed by the Change Control Board.
Service Change – Emergency	An Emergency Service Change is one that must be made in less than 24 hours.
Service Change Management	Change Control procedures necessary to affect a service change, ensuring communication with Customers and the least amount of risk for service disruption.
Service Level Agreement (SLA)	A formal agreement pursuant to Section 282.203, Florida Statutes, entered into by the Provider and the Customer that outlines the description of a service(s), the service level targets, costs, and the Provider and Customer responsibilities in delivering and receiving service(s) from the Provider.
Service Response	Provider action taken in response to a Customer's Incident.
Southwood Shared Resource Center (SSRC)	A full-service, information-processing facility offering hardware, software, operations, networking, and co-location services. Also referred to as the Southwood Data Center.
SSRC Services Desk	The Customer's first point of contact for service requests, problem resolution, invoicing discrepancies and other service related issues.
SSRC Board of Trustees	Board created by Section 282.203, Florida Statutes and appointed by the agency head or chief executive officer of the representative Customer entities.

TERM	DEFINITION
Standard Platform Managed Services	Standard Platform Services are services identified in the SSRC Services Catalog that provide infrastructure related support services to SSRC customers on the following platforms: Windows, Storage, Mainframe, Network, and Open Systems. These services typically include system monitoring, support services, hardware refresh, and license costs into a single utilization-based rate to recover the cost of common services performed.

1 Statement of Purpose

This Service Level Agreement (SLA) formalizes the service terms between the Customer and the Provider, including the scope and definition of technical services, responsibilities for operational areas, service level targets, and the pricing for services delivered. This SLA also communicates the commitment of the Provider to furnish quality and prompt service to the Customer in a manner that contributes to the successful accomplishment of the Customer’s mission.

In the event that any other entity assumes the present responsibilities of the Provider (e.g., through legislative enactment, contractual agreement, etc.), these services shall be provided under these same terms by the successor, under the provisions of the SLA, to the extent allowed under Florida law.

2 Legal Authority

Florida law requires the finalization of a SLA between the Southwood Shared Resource Center and each customer entity for each service provided by the SSRC pursuant to Section 282.203(1)(g) and Section 282.203(3)(e)2., Florida Statutes. Under certain circumstances, the failure of a customer entity to execute an agreement may result in the SSRC ceasing services pursuant to Section 282.203(1)(g)3., Florida Statutes.

This SLA is entered into by and between the Southwood Shared Resource Center (herein referred to as “Provider”) and the Department of Highway Safety & Motor Vehicles (herein referred to as “Customer”), pursuant to Section 282.203(1)(g), Florida Statutes.

All matters, whether sounding in tort or contract, relating to the validity, construction, interpretation, performance and enforcement of this Agreement shall be determined by the laws of the State of Florida.

Any amendment to this SLA, as agreed to by the Customer and Provider, shall take precedence over any conflicting provision in this SLA without invalidating the remaining provisions of this Agreement. Customer specific requirements which have been identified as amendments are referenced in Section 6.

Any provision or amendment of this Agreement in violation of the laws of the State of Florida shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

Any provision or amendment of this Agreement in violation of rules adopted by the Agency for Enterprise Information Technology (AEIT) pursuant to Section 282.201, Florida Statutes shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

No delay or omission to exercise any right, power or remedy accruing to either party upon breach or default by either party under this agreement, shall impair any such right, power or remedy of either party; nor shall such delay or omission be construed as a waiver of any such breach of default, or any similar breach or default thereafter occurring; nor shall any waiver of single breach or default be deemed a waiver of any subsequent breach or default. All waivers must be in writing.

This Agreement shall bind the successors, assigns and legal representatives of the Provider and of any legal entity that succeeds to the obligations of the Customer.

This Agreement shall be unilaterally canceled by the Customer for refusal to allow public access to all documents, papers, letters or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received in conjunction with the Agreement.

In accordance with Section 287.134, Florida Statutes, the Provider will not enter in to a contract with an entity or affiliate who has: been placed on the discriminatory vendor list; may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

Employment by the Provider of any individual or contractor who is an unauthorized alien(s) is a violation of section 274(e) of the Federal Immigration and Nationality Act. Such violation shall be cause for unilateral cancellation of this Agreement.

3 Roles and Responsibilities

General roles and responsibilities are defined below. Additional roles and responsibilities may be outlined in the Product/Service Description section:

Service Responsibilities	Customer	Provider
Utilize the Provider's Services Desk for all Provider service needs or service related inquiries	C	

Service Responsibilities	Customer	Provider
Provide and maintain a single Customer contact for service notifications (client-side distribution list recommended)	C	
Provide and maintain a single Customer contact for billing related issues (client-side distribution list recommended)	C	
Provide and maintain a single Customer contact for technical issues (client-side distribution list recommended)	C	
Provide timely notification of changes to the Provider's Change Control Board	C	
Provide prompt payment for services rendered	C	
Provide and maintain a list of Change Control Board Members		P
Shall adhere to the data center duties related to primary data centers as outlined in Chapter 282.203, Florida Statutes		P
Provide timely notification of any service changes		P
Provide timely notification of any planned outages		P

Customer Contacts	
Service Notifications Contact / Distribution List	DHSMV-SSRC_Service_Notification@flhsmv.gov
Billing Related Issues Contact / Distribution List	DHSMV-SSRC_Billing_Issues@flhsmv.gov
Technical Contact / Distribution List	DHSMV-SSRC_Technical_Issues@flhsmv.gov

4 Term and Renewal Conditions

SLAs may not have a term exceeding three (3) years but may include an option to renew for up to three (3) years, contingent on approval by the SSRC Board of Trustees. SLAs will be defined and approved by the Board in compliance with rules of the Agency for Enterprise Information Technology (AEIT). Terms and rates for services are reviewed periodically to assure cost-recovery and are subject to change by the SSRC Board of Trustees.

5 Transfer of Computing Services

Pursuant to Section 282.203(1)(g), Florida Statutes, the transfer of computing services between primary data center facilities without at least 180 days' notice of service cancellation is prohibited.

6 Product / Service Description

Co-location Services are hosted through the Southwood Shared Resource Center (SSRC) facility and consist of Raised Floor Services and Rack Mount Services. Each of these services provide redundant network and power components for continuous availability of service, industry standard security controls; and 24x7 staffing, maintenance, and operations.

Scope of Work

Raised Floor Services

Provides a physically secure footprint for a customer owned cabinet within the SSRC computer room that utilizes under floor cable management and is monitored 24X7. This service consumes floor tiles.

Note: The SSRC has two (2) raised floor areas. These areas are certified Tier III and non-certified Tier II. The classifications for Tiers are as follows:

- **Tier III data center is concurrently maintainable and has redundant capacity components and multiple independent distribution paths serving the computer equipment. The suggested utilization of this floor space should be critical production systems that need to be available 24 x 7.**
- **Tier II data center has redundant capacity components and a single, not-redundant distribution path serving the computer equipment. The suggested utilization of this floor space should be test and development equipment.**

A Floor Tile is a 2' X 2' tile used as the unit of measurement on the Computer Room raised floor at the SSRC. A standard single paramount cabinet occupies 2 tiles and a tower of cool occupies 3 tiles. Mandatory front and back access to the cabinet utilize 2 additional Floor Tiles. Total minimum fees for a standard single paramount cabinet is 4 floor tiles and minimum fees for a tower of cool is 5 Floor Tiles. A percentage of floor tile used shall be rounded up to the nearest Floor Tile.

The standard single cabinets listed above consume four (4) or five (5) Floor Tiles and includes one (1) 30 AMP – 208V (2) pole circuit. If, redundant power is requested or required by the customer the customer will be responsible for the installation cost of new circuit (s) and any additional monthly recurring charges at the current fiscal year rate per pole. Cabinet should not exceed 1.25 kW per tile. Any cabinet exceeding 5 kW will be charged additional floor space. Circuits are monitored for current, voltage and power. Unused receptacles are disabled to avoid overloading circuits.

The standard cabinets utilized by the SSRC are Wrightline Paramount Enclosures or Wrightline Tower of Cool (TOC's). The standard color is NuGrey. Exceptions to the standard cabinet must be approved in advance prior to installation.

Cabinets must:

- Lock (front and back) with a set of keys provided to the SSRC;
- Provide for Power and Cable Management;
- Provide rack mount laptop(s) as Control Unit(s)(KVM's)
- Adequately ventilate to prevent overheating (fan units).

Data center requirements assure proper cooling for any cabinet located within the facility, the temperature within a cabinet is the responsibility of the Customer. Internal temperature monitoring systems with remote paging capabilities are suggested if the Customer requires monitoring of internal cabinet temperatures.

The Provider recommends that the Customer space equipment properly such that ventilation is not hampered.

All equipment installations will be done in accordance with the current version of the following codes:

- NFPA 101 - Life Safety Code
- NFPA 75 - Standard for the Protection of Information Technology Equipment
- NFPA 70E - Standard for Electrical Safety in the Workplace"
- NFPA 70 - National Electrical Code
- NFPA 72 - National Fire Alarm Code

Any equipment installations that do not meet these requirements may be forbidden in the SSRC. We reserve the right to shutdown any piece of customer owned /operated equipment that we deem to be faulty, unsafe, or that places our operation at risk. The SSRC will work with our customers on any non-emergency issues that may arise.

Rack Mount Services

Provide a physically secured 19" standard cabinet for customer owned equipment within the SSRC. Servers must be rack mountable. The standard rack mount unit measurement is one (1) Rack Unit = 1U or 1.75". KVM (monitor units with Keyboard, Video, and Mouse) units are provided for Customer use; if the Customer requires an independent control unit then the unit must be a fold down rack mount KVM approved by the Provider. Control units shall be assessed fees related to size. Independent Control Unit cables are not provided by the SSRC. The Customer shall provide and install all hardware for the rack mount (server rails are not included in SSRC fees).

Two (2) power strip receptacles (one primary and one backup) within the cabinet are provided per Rack Unit. Power is supplied to each cabinet from two (2) separate Power Distribution Units that are each fed from separate Uninterruptible Power Supply systems. Additional fees may apply to additional receptacles.

Service Description

Specific Roles and Responsibilities

Roles and responsibilities will only relate to those services offered by the Provider and its Contractors on resources owned and/or managed by the Provider. Roles and Responsibilities

would not relate to services that are performed by Customer’s internal information technology (IT) section or other designated staff on Customer property.

Service Responsibilities	Customer	Provider
Continuously review and evaluate security procedures		X
Monitor all areas of the SSRC 24 hours a day		X
Authorize identified persons with access to computer room before admission		X
Verify that all cabinets within the computer room are locked when not being accessed		X
Ensure a staff member is assigned to receive and inspect any equipment received		X
Assign data center staff for cleaning all secure areas of the facility		X
Ensure only authorized personnel access restricted areas		X
Ensure redundant facility components through tests		X
Customers must supply the following before entering the computer room <ol style="list-style-type: none"> 1. Have proper authorization from their agency to access their equipment 2. Have a security record and photo identification on file 3. Be prepared to show proper identification 4. Be escorted under certain conditions (All vendors are escorted) 	X	
Notify the SSRC Computer Operators of deliveries	X	
Submit proper forms (as identified) for equipment installation, removal, and changes <ol style="list-style-type: none"> 1. Submit an Equipment Installation Request Document (Attachment 1) before any equipment is brought into the facility including the delivery of equipment 2. Completed Equipment Installation Request document are to be returned to Computer Operations at the SSRC 3. If all required information is not provided, installation of Customer equipment may be delayed 4. Submit an Equipment Removal / Transfer document (Attachment 2) before any equipment is removed from the facility 5. Must submit a CSA form to SUNCOM for SSRC ports to be installed 	X	
Ensure all hardware for installation is accurately inventoried	X	
Provide and install the hardware for the rack mount	X	
Ensure a list of those requiring access to the equipment is submitted to the SSRC Computer Operators and is kept up-to-date	X	
Follow Computer Room Operational Guidelines (Attachment 3) <ol style="list-style-type: none"> 1. The customer is responsible for adhering to all Computer Room Operational Guidelines as set forth in the Attachment 3. Failure to comply with these Guidelines may lead to termination of this Agreement and the subsequent removal of Customer equipment at the SSRC. Compliance with Computer Room Operational Guidelines is determined at the discretion of the SSRC Manager. 	X	

The SSRC maintains the following standards in support of the co-location service offerings:

Power Management

Power redundancy for the Tier III floor is supplied to IT equipment through two (2) 500 KVA and two (2) 80 KVA Uninterruptible Power Supply (UPS) Systems that are backed up by (2) 1000 kW generators. Power redundancy for the Tier II floor is supplied to IT equipment through one (1)

Scalable 225-500 KVA Uninterruptible Power Supply (UPS) that is backed up by one (1) 1000 kW generator. Generators are activated in the case of a primary power feed interruption. In the event of a prolonged power interruption (more than 1 week) agencies will be billed a prorated charge for fuel. (Please note to date the SSRC has not sustained an outage in duration of more than 12 hours.) The UPS Systems provide clean power through continuous monitoring and filtering reducing the RF, EMI, and other line noise that can degrade power. Static Switches and Power Distribution Units provide for efficient use of power delivery to the Customer cabinet. Power and temperature thresholds are continuously monitored, providing early detection of emerging failures. Thermal scans are performed monthly to circumvent problems and potential power failures.

Additional Circuit Installation

New installation of standard one (1) 30 AMP – 208V (2) pole circuit shall be assessed a onetime fee for materials. Additional circuits or larger circuits may be purchased at an additional cost.

Note: For the safety of computer operators, individual / independent Rack Mount UPS systems are not allowed in the SSRC Computer Room. Redundant power for Customer equipment is only available if the installed Customer equipment has multiple internal power supplies.

HVAC System

Monthly service includes HVAC system redundancy for the SSRC Computer Room Floor. This redundant system includes multiple chillers from a central plant and two pumps within the facility for continued water circulation and is further supported by two (2) 200-ton stand alone back up chillers located at the SSRC. There are additional outside connections for a portable emergency chiller.

Security and Safety

Network surveillance cameras monitor areas inside and out of the facility.

Network Services

The customer shall be responsible for ordering and canceling the required network port/s and connections that will be utilized for their equipment at the SSRC. This shall be done by submission of a Communications Service Authorization (CSA) form into the on-line CSA system at the following URL.

<http://fvrs.state.fl.us/onlinecsa/app/homepage>

The standard network port connection is via one RJ45, Cat5E cable per customer owned device. Any exceptions to this standard must be approved by the Provider. At no point shall a secured network connection and an unsecured (DMZ) address be permitted on the same device. All connections shall be set to auto speed and auto duplex unless requested by the customer and approved by the Provider.

Services per Port consist of Internet and State Intranet access, back-up network, monitoring and on-site staff to troubleshoot the network and network security services such as firewall configuration and intrusion detection services.

Equipment requiring Gigabit Ethernet speeds will be evaluated for technical feasibility on a case-by-case basis and approved by the Provider prior to installation. The Network Engineering and Deployment group will be responsible for providing Gigabit Ethernet Switch connections as needed within the Southwood Shared Resource Center.

Any analog voice grade circuits required for dial up or diagnostic services shall be ordered by the customer separately through the CSA process. To avoid installation delays the customer must notify the SSRC communications group with a circuit I.D. and phone numbers 48 hours prior to installation date.

Network Cable Requirements and Standards

Compliance with the SSRC network cable standards is mandatory to install and maintain equipment at the SSRC. Cables shall be supplied and installed by the Provider or in accordance with SSRC guidelines. At no time shall any cabling work be performed by anyone other than the Provider or without the express consent of the Provider.

All cabling materials shall meet the following standards:

Copper Jumper Cables

The only authorized copper jumper cables to be installed within the SSRC are:

Manufacturer:	Ortronics
Description:	Cable Assembly Mod Cat5E Four pair stranded copper T568A/B pin configuration
Color Code:	Red – Standard data connections only Blue – T-1 circuits only Green – Voice circuits only White – Cross-over cables only (T568A to T568B)
Length:	Standard cable lengths: 3', 5', 7', 9', 15', 20', and 30'
Exceptions:	Longer cable lengths than those listed above are special order and may lengthen the installation process.
NOTE:	Per NFPA 70 - All Cabling That Runs Under the Raised Floor Shall Be Plenum Rated

Fiber Jumper Cables

The only authorized fiber jumper cables to be installed within the SSRC are:

Manufacturer: Corning Siecor

Description:	Single-mode Fiber	Multi-mode Fiber
	Duplex SC-SC	Duplex SC-SC
	8.3 micron	62.5 micron

Colors:	Standard Yellow	Standard Orange
Lengths:	Standard cable lengths (meters): 1, 2, 3, 4, 5, 7, 10, and 15	
Exceptions:	Longer cable lengths than those listed above and other connectors than SC to SC are special order and may lengthen the installation process.	

Patch Panels – Copper Cable

All patch panels within the SSRC shall be Ortronics only.

Fiber Interconnect Cabinets

All Fiber Interconnect Cabinets (FICS) shall be Corning only.

Performance Measures

Customer's Co-location Service will be available at least 99.5% of scheduled availability.

Calculation Methodologies:

Service availability =

$$\frac{\text{Scheduled availability (Minutes)} - \text{Reported out-of-service time (Minutes)}}{\text{Scheduled Availability}}$$

Out-of-service:

Defined as the time from receipt of problem notification involving the service outage of a production system, until the time of resolution as reported by the Provider (Days/Hours/Minutes).

Measurement Period: Monthly

Tracking Mechanisms:

The Provider will use industry standard system monitoring tools and techniques to monitor availability, and alert staff of system outages.

System Availability Monitoring

System availability is monitored on an on-going basis, with immediate alerts sent to support staff when systems are detected as being down.

Rate Information

All Provider current rate information is available on the Provider's web site located at the following URL: http://ssrc.myflorida.com/price_sheet.html Requests for services beyond those outlined may be billed to the Customer at the listed Professional Services Rate.

7 Customer Funding Source

Acceptance of this SLA certifies the Customer has secured appropriate funding to cover costs associated with service. Customer must have legal authority to incur costs and enter into agreement. The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature.

8 Billing Methodology

Costs will be recovered by the Provider in accordance with a federally approved state cost rate proposal, based on the requirements of Attachment E to Federal OMB Circular No. A-87. When combined, direct and indirect service charges constitute the total cost to the Customer for the service provided.

The Provider will invoice Customer monthly for services provided the preceding month based on utilization. Invoicing will begin in the first applicable billing cycle following delivery, installation, and implementation of the service. The Customer agrees to pay Provider for these services according to the current published Provider rates specified on Provider's website.

If for any reason an amount invoiced by the Provider to the Customer is shown to be incorrect, the appropriate credits and/or charges will be included on a subsequent invoice.

The Customer agrees to pay for services provided within forty (40) calendar days of invoice receipt. Invoice amounts in question by the Customer may be placed in dispute and handled according to the process outlined in the Escalation Process. The Customer may withhold payment only on the disputed portion of the invoice until the issue is resolved by the Provider and the Customer, or through mediation. The Customer will have fifteen (15) calendar days after receipt of an invoice to file a written dispute of any charges with the Provider. If a written dispute is not filed with the Provider within fifteen (15) calendar days, the Customer will be held responsible for payment of the amount invoiced for services provided. The Customer acknowledges it is in the best interest of the State for the Provider to meet its financial obligations to the entities with which the Provider has contracted to provide these services, and that prompt Customer payment of undisputed amounts on Provider invoices is a necessary component of satisfying these obligations. Therefore, failure to pay undisputed amounts

promptly may subject the Customer to any necessary remedial actions and limitation or discontinuation of services.

Invoice corrections that span fiscal years will be handled as a service fee credit if the Provider is overpaid and a debit for service fees if the Provider is underpaid for services. Invoicing errors discovered after the fifteen (15) day written dispute window, will be handled as service fee credits or debits consistent with the process for handling errors which span fiscal years. The Customer cannot make deposits or pay for goods and/or services in advance unless approved under rules issued by the Florida Chief Financial Officer.

Any service provided stemming from agreements entered into with the Provider, shall be invoiced for specific cost of services and shall be submitted with sufficient detail for a proper pre-audit and post-audit.

Invoice payments will be made via journal transfer (JT) or electronic funds transfer (EFT) whenever possible. If unable to pay by JT or EFT, other arrangements can be made in advance.

All bills incurred by the Provider for any Customer related travel expenses shall be submitted and paid in accordance with the rates specified in Section 112.061, Florida Statutes, governing payments by the State for travel expenses. Travel expenses shall be pre-approved by the Customer and Provider prior to travel. All State of Florida travel forms and receipts must be submitted as supporting documentation prior to travel being paid by the Customer.

All Parties recognize that the State of Florida, by virtue of its sovereignty, is not required to pay taxes on the services and/or goods or equipment purchases as an incident to such service.

9 Service Rate Adjustment Process

The Provider uses a double step-down cost accounting process in accordance with a federally approved state cost rate methodology, based on the requirements of Attachment E to Federal OMB Circular No. A87 to determine cost based rates on a periodic basis. Currently, this activity occurs annually.

10 Service Termination

All SLAs have a contract term of up to three (3) years, but may include an option to renew for up to three (3) additional years contingent on approval by the board, and require at least a 180-day notice of service cancellation.

In the event the Customer wishes to terminate this or any SLA, the Customer shall notify the Provider's authorized representative via email at SSRC.ServiceCancellation@SSRC.MyFlorida.com and AEIT in writing with at least 180-day notice of service cancellation. The Provider will continue to invoice the Customer until the effective service termination date.

A service may be terminated by either party for cause only after giving the other party and the AEIT notice in writing of the cause for termination and an opportunity for the other party to resolve the identified cause within an agreed upon time frame by both parties.

11 Dispute Mediation

In the event that disputes or performance issues arise; the Customer will document and deliver the specific issues to the Provider’s SLA Coordinator. The Provider will be given an opportunity to address and resolve the issue(s). Likewise, issues associated with the Customer’s performance under this agreement shall be documented by the Provider and transmitted to the Customer’s SLA Coordinator. Issues(s) will be addressed and resolved in an agreed upon time frame by both parties. If informal resolution between the parties is unsuccessful, the parties will proceed to mediation according to s.120.573 F.S. The parties will designate a mutually acceptable mediator who shall be certified by the Florida Supreme Court and each party will share equally in the cost of mediation.

12 Escalation Process

If a dispute or issue is not resolved between the Customer’s SLA Coordinator and Provider’s Platform Manager, the dispute or issue will be escalated through the escalation levels in the table below.

Level	Customer	Provider
1	SLA Coordinator	Platform Manager (SLA Coordinator)
2	Customer’s Authorized Representative	Platform Manager / Chief, Enterprise Planning & Management
3	CIO	Executive Director
4	Agency/Deputy Head/CIO	Chairperson, SSRC Board of Trustees
5	Division of Administrative Hearings (pursuant to s. 120.573, Florida Statutes)	

13 Performance Penalties

Services are provided solely on a cost recovery basis. Any costs associated with established penalties would have to be recovered through rates charged for services. Federal OMB Circular No. A-87 requires equitable cost allocation for services to customer agencies. For these reasons the Provider cannot establish direct or indirect financial penalties for not meeting service level targets. However, the Provider may report to the Board of Trustees their success in meeting service levels for each service provided, and identify and speak to any shortfalls.

The Provider is committed to meet or exceed service level targets specified in the SLAs and will conduct performance reviews when requested with the Customer to assess the level of service provided. Additionally, the Provider’s employee performance standards and reviews will include appropriate individual accountability for the applicable service level metrics.

14 Change Control Process Adherence

The Provider has internal change management procedures for reducing the risk of impact to the Customer when changes to production environments occur, and providing an appropriate level

of communication to the Customer. The Provider’s Change Control Board meets regularly to review all changes impacting services prior to any changes being implemented. Change Control Procedures exist for all scheduled and emergency changes associated with services covered by this Agreement. Advance notification of changes is required and sufficient time for the review and approval process to take place is necessary. The Customer will provide contact information for change control notification, scheduled change activities, and emergency change approval. It is the responsibility of the Customer to notify Provider, through the SSRC Services Desk, that a change (as communicated) may impact or disrupt Customer business functions.

Provider change management documentation and procedures are available for download at the following location: http://ssrc.myflorida.com/client_services.html

15 Standard Maintenance Window

The standard maintenance window for all Provider platforms, unless otherwise noted within Section 6 Product / Service Definition, is as follows:

Name	Time	Characteristics
<i>Service Availability Window (Scheduled Availability)</i>	Business Days: 7:00AM – 5:59PM (EST)	This is scheduled availability. Production services will not be purposefully brought down or impacted without an emergency service change request.
<i>Normal IT Maintenance Window</i>	Business Days: 6:00PM – 6:59AM (EST) Saturday and Sunday: All day	Normal maintenance, changes, and system enhancements will be performed during this time. Notification of expected down time between 7:00AM and 5:59PM on non-Business Days (weekends and holidays) will be provided to Customers. Routine facility maintenance and testing.
<i>Normal Backup Maintenance Window</i>	Business Days: 8:00AM – 5:00PM (EST)	Normal maintenance, changes and system enhancements will be performed during this time.
<i>DMS SUNCOM Network Maintenance Window</i>	Monday 12:30AM – 7:00AM (EST)	Normal network maintenance, changes and system enhancements will be performed by DMS SUNCOM during this time.

16 IT Security Management

To ensure the integrity of the State of Florida network and all associated information technology systems, pursuant to Rule 60DD-2, Florida Administrative Code, and any subsequent amendments, the Provider requires the Customer to cooperate with the Office of Information Security (OIS) within the Agency for Enterprise Information Technology (AEIT). Provider is responsible for security of all Provider services outlined within this document. The SSRC acknowledges its duty to maintain security of data and information technology resources pursuant to Section 282.318, Florida Statutes.

The Customer is the “custodian” of data/records transferred to the SSRC, especially for public records purposes, and as such the Customer determines data retention requirements, as well as access to these records/data pursuant to Florida law. The SSRC is designated to house these records pursuant to Sections 282.201-205, Florida Statutes, and as such the SSRC agrees to limit access to Customer’s data/records, other than those persons who require access as a part of their daily work activities, except as required under Chapter 119, the Florida Public Records Act or other applicable Florida or Federal law.

17 Security Incidents

Customer is responsible for application-level security, including, but not limited to, security patches for Customer managed applications. Application security should be done according to industry accepted best practices and include data validation to mitigate against risks of malicious activity.

Security incidents caused by Customer application, which require Provider assistance, will be billed at professional service rates. If the security incident is within the Provider responsibilities, Customer will not be billed. Provider will initiate internal Computer Security Incident Response Team (CSIRT) procedures as defined by Provider security policies.

18 Disaster Recovery

Disaster Recovery (DR) is not automatically a part of this service. The Provider offers DR services through a DR provider, which agencies can utilize to meet their statutory requirements for DR of their mission critical computing systems and applications. All DR services contracted through the SSRC must be specified in Section 6, and all associated costs will be the responsibility of the Customer.

19 Continuity of Operations Planning (COOP)

The SSRC is required to develop its own business continuity plan pursuant to Section 282.203(1)(f), Florida Statutes. All costs related to SSRC’s own COOP activities shall be paid by Provider.

Customers are responsible for their own COOP planning. It is the responsibility of the Customer to provide COOP instructions to the Provider regarding any Provider delivered service that may be affected by a Customer COOP activation. All Provider costs related to Customer COOP activities shall be billed at the Provider’s Professional Services rate plus any applicable travel and materials cost.

The Customer COOP shall provide detailed instructions specifying the Provider delivered actions/procedures to be performed. The Customer COOP instructions shall also include the Customer’s notification processes for COOP activation and subsequent resumption of normal operations. Drills of COOP activities must be coordinated at least four (4) months in advance with the Provider. Standard Professional Services rates (time, travel and materials) will apply.

20 Services Desk Operations

The Provider maintains a Services Desk which serves as the single point of contact for the Customer support needs. All requests for services including general service inquiries, incident reports and invoice discrepancy reviews, etc. should be placed through the Services Desk by contacting 850-487-1746 or 877-299-7772 (for calls outside of Tallahassee). Requests of lower severity can also be submitted to the Services Desk via email at help@ssrc.myflorida.com.

21 Services Desk Severity and Incident Escalation

All requests for service are assigned an incident number and a severity level, and prioritized using the following table, unless otherwise noted within Section 6 product/Service Definition, is as follows:

Severity	Defined Severity	Description	Maximum Response Times
1	Critical	The majority of Customers are experiencing a work stoppage of a mission critical function, application, platform, connection or environment that is interrupting the Customers' business.	2.5 Hour
2	High	A Customer is experiencing a partial failure of a supported function, application, platform, connection or environment that is disrupting the Customer's business.	5 Hours
3	Medium	A Customer is experiencing a reduced level of efficiency and performance of a supported function, application, platform, connection or environment that is impacting the Customer's business productivity.	2 Business Days
4	Low	A Customer has a functional (how-to) question they cannot answer through the SSRC Services Desk or wants to submit a request for installation or change of service in their technical or physical environment.	3.5 Business Days

The following table outlines the standard response time for escalation for each severity.

Group	Standard Tier Two Plus Response Times – By Severity			
	1 – Critical	2 – High	3 – Medium	4 - Low
Platform Support Group	1 Hour	2 Hours	8 Business Hours	3 Business Days
Automatic Escalation to Platform Management	30 Minutes	1 Hour	2 Business Hours	4 Business Hours
Automatic Escalation to Second Level Management	30 Minutes	1 Hour	2 Business Hours	N/A
Automatic Escalation to Upper Level Management and notification sent to the SSRC Executive Management	30 Minutes	1 Hour	4 Business Hours	N/A

Group	Standard Tier Two Plus Response Times – By Severity			
	1 – Critical	2 – High	3 – Medium	4 - Low
Total Escalation Time	2.5 Hours	5 Hours	2 Business Days	3.5 Business Days

22 Hours of Operation

The Provider’s Services Desk provides Customer support 24 hours per day, 7 days per week including holidays.

23 Document Change Management

It is mutually understood and agreed that any communications, promises, representations or agreements not included in writing in this agreement shall not be binding upon any party and that the agreement may not be altered, modified or otherwise changed at any time except with the written consent of each of the parties hereto.

The performance of additional work or additional expense incurred by the Provider beyond that expressly authorized in this SLA will not be accepted or approved for payment by the Customer unless previously authorized in a written amendment to the SLA signed by the Customer and the Provider.

This SLA will remain in effect unless amended or replaced with an updated version. To make modifications to this agreement, the Coordinators listed below must be contacted and modifications jointly approved by Customer’s and Provider’s representatives or their designees.

SLA Coordinators		
	Name	Phone
Customer SLA Coordinator	Tim Wolff	(850) 617-2046
Provider SLA Coordinator	John A. Morden	(850) 488-5236



Department Of Highway Safety & Motor Vehicles
Contract / Grant / Agreement Review*

NEW X RENEWAL OTHER GRANT**

DHSMV Contract No.: HSMV-0685-10 Division: ISA Date: 06-08-2010

Name of Contractor: Southwood Shared Resource Center 2009-2010

Contract Summary: Southwood Shared Resource Center

Service Location: SSRC

Comments:

Total Contract Cost/Grant Value:

Reimbursement Contract: Term: 07/01/2010 - 06/30/2012

1. Director of Concerned Division:

Signature: [Signature] Date: 6-27-10

Contract Mgr: Sherry Allen Phone: 8506172011

2. Finance and Accounting

Signature: [Signature] Date: 6/17/2010

Fund: 2009 Org: 76-5100001

Category: 210021 Object: 13 101

Comment:

3. Information Services (Contracts with an IT component must have ISA review)

Signature: N/A Date:

4. Legal

Signature: [Signature] Date: 6-15-10

Comment:

5. Strategic Project Office (Grant)

Signature: N/A Date:

6. Chief of Purchasing and Contracts

Signature: [Signature] Date: 6/21/10

7. Chief of Staff / Executive Director

Signature: [Signature] Date: 6/21/10

Julie L. Jones
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov



Charlie Crist
Governor

Bill McCollum
Attorney General

Alex Sink
Chief Financial Officer

Charles H. Bronson
Commissioner of Agriculture

6/21/2010

*Southwood Shared Resource Center 2009-2010
ATTN: John Wade
2585 Shumard Oak Blvd
Tallahassee, FL 323990950*

*Re: Contract No. HSMV-0685-10
Southwood Shared Resource
Center*

Dear John Wade,

Enclosed please find the above referenced agreement which has been approved by this Department to become effective upon approval by both parties.

Sherry Allen will serve as the Department's contact. If you have any questions, please contact Sherry Allen at (850) 617-2011.

Sincerely,

A handwritten signature in black ink that reads "Jenny Marshall". The signature is written in a cursive style.

*Bureau of Purchasing and Contracts
Division of Administrative Services
(850) 617-3203*

Enclosures:

cc: Sherry Allen

The Department of Highway Safety and Motor Vehicles is committed to Service, Integrity, Courtesy, Professionalism, Innovation and Excellence in all we do. Please let us know how we are doing via our online customer service survey at www.flhsmv.gov

DIVISION OF ADMINISTRATIVE SERVICES

21 June 2010

TO: Sherry Allen
FROM: Jenny Marshall *ga*
SUBJECT: Southwood Shared Resource
Center
Contract No. HSMV-0685-10

Enclosed please find copies of the above subject Agreement(s).

As Contract Manager, it will be your responsibility to enforce performance of the contract terms and conditions, serve as liaison with the contractor.

If the contractor fails to perform the contract terms and conditions, you are to file a written report with the Department's Chief, Bureau of Purchasing and Contracts, through your appropriate chain of command, detailing the nature of the failure to perform.

The Chief, Bureau of Purchasing and Contracts shall notify the contractor in writing, stating the nature of the failure to perform and providing reasonable time for correcting the failure. If the contractor fails to correct its failure to perform within the time provided, the contractor shall be found in default and the Chief, Bureau of Purchasing and Contracts shall issue a second notice notifying the contractor that he is in default. Once a contractor is found in default, he will be removed from the Department's approved vendor list.

If you have any questions, please contact me at (850) 617-3203.

Enclosure(s)

The Department of Highway Safety and Motor Vehicles is committed to Service, Integrity, Courtesy, Professionalism, Innovation and Excellence in all we do. Please let us know how we are doing via our online customer service survey at www.flhsmv.state.fl.us

DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES

CONTRACT / GRANT / AGREEMENT REVIEW*

NEW RENEWAL OTHER GRANT**

DHSMV Contract No.: HSMV-1023-09 Division: _____ Date: _____

Name of Contractor: SSRC

Contract Summary: Service Level Agreement

Service Location: SSRC

Comments: _____

Total Contract Cost/Grant Value: \$724,178.00 Term: 7/1/09 - 6/30/10

1. Director of Concerned Division: Y N
 Signature: [Signature]
 Date: 5-8-09
 Contract Mgr.: Sherry Allen
 Location: D315 Phone No.: 617-2011

3. Legal: Y N
 Signature: [Signature]
 Date: 5-8-09
 Comments: to include DOT suggested revision to Section 6, Performance Measures P.15 per 5-7-09 email

2. Budget: Y N
 Signature: [Signature]
 Date: 5/12/09
 FUND: 2009
 ORG: 764001 00000
 CATEGORY: 210012
 OBJECT: [Signature]

4. Purchasing Contract Specialist:
 Signature: [Signature]
 Date: 5/13/09

5. Chief of Purchasing and Contracts:
 Signature: _____
 Date: _____

3. Accounting: Y N
 Signature: [Signature]
 Date: 5/12/09
 Reimbursement Contracts must be reviewed by the Bureau Chief of Accounting.

6. Director, Administrative Services: Y N
 Signature: _____
 Date: _____

7. Executive Director: Y N
 Signature: _____
 Date: _____

**8. Grant documents must be reviewed by the Office of Management Research and Development prior to routing.
 Signature: _____ Date: _____

To be completed in accordance with s.287.057(17), FS, and filed along with contract/purchase order upon execution.

*This document must be completed for all contracts or agreements regardless of cost or form. Please contact the Bureau of Purchasing and Contracts for assistance at (850) 617-3203.

**For Grant related approval processing please contact the Office of Management Research and Development at (850) 617-3120 prior to processing this review form.

5-19-2010

HSMV-685-10

HSMV - # 1023-09
IN PREC



- ROUTE THROUGH LEGAL
- NRSW MOUN ALSO TO SGN
- EXECUTIVE DIRECTOR TO REVIEW ALSO-
- SHERRY ALLEN - IS CONTRACT MANAGER.

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Southwood Shared Resource Center

STANDARD SERVICE LEVEL AGREEMENT

Between the

Department of Highway Safety & Motor Vehicles

And

The Southwood Shared Resource Center

IBM Mainframe Managed Service

SLA Term

July 1, 2009 – June 30, 2012

Service Level Agreement: IBM Mainframe Managed Service

SLA Core Version 21

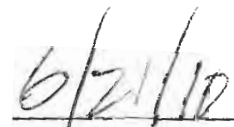
SLA merged date 5/12/2010

Signature Authorization


Department of Highway Safety & Motor Vehicles:




 Larry King, Chief of Staff
 Department of Highway Safety & Motor Vehicles



 Date

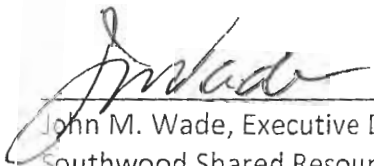


 Additional Customer Signature (Name, Title)

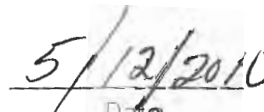


 Date

Southwood Shared Resource Center:



 John M. Wade, Executive Director
 Southwood Shared Resource Center



 Date

Version: 21 20100429



Southwood Shared Resource Center

STANDARD SERVICE LEVEL AGREEMENT

Between the

Department of Highway Safety & Motor Vehicles

And

The Southwood Shared Resource Center

IBM Mainframe Managed Service

SLA Term

July 1, 2009 – June 30, 2012

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Glossary of Terms

TERM	DEFINITION
Agency for Enterprise Information Technology (AEIT)	A State of Florida agency charged with developing strategies for the design, delivery, and management of enterprise information technology services; monitoring delivery and management of those services; and establishing rules and policies for managing those services.
Addendum	Subsequent amendments to this Service Level Agreement (SLA) which formalize additional Customer specific requirements. Section 6 will be revised to reference any Addendums. Organizationally, Addendums shall immediately follow the base SLA and Amendments.
Amendment	Formal statement of any changes made to the initial Southwood Shared Resource Center (SSRC) SLA. Customer specific requirements which have been identified as Amendments are referenced in Section 6. Organizationally, Amendments shall immediately follow the base SLA.
Attachment	Additional information provided to clarify or assist Provider in meeting terms of this SLA. Section 6 will be revised to reference any Attachments. Organizationally, Attachments shall immediately follow the base SLA, Amendments, and Addendums.
Business Day	The SSRC business hours are 8:00 am EST Monday through 6:00 pm EST Friday, excluding State holidays.
Change Control Board	A board that meets regularly to review all desired and planned IT platform changes to evaluate impact to Customers and ensure proper Customer communication.
Customer	Customer shall mean those "state parties" or "parties" as defined in Chapter 282 and Section 216.011(1)(gg), Florida Statutes and those "public bodies" or "political subdivisions" as defined in Section 1.01(8) and Section 252.34(8), Florida Statutes.
Incident	Any request for service through the SSRC Services Desk – includes general service inquiries, incident reports, invoice discrepancy reviews, etc.
Parties	Authorized representative of both the Provider and the Customer.

TERM	DEFINITION
Professional Services	Additional technical services not included in a Service Level Agreement. These services include, but are not limited to, Information Technology (IT) consulting, research, strategic planning, architectural design, implementation, migration assistance, security response, and issue resolution.
Provider	The Southwood Shared Resource Center (SSRC).
Service Change	A service change is defined as any change to hardware, software, network environment, etc., which directly affects the production environment within the SSRC. All service changes must be reviewed by the Change Control Board.
Service Change – Emergency	An Emergency Service Change is one that must be made in less than 24 hours.
Service Change Management	Change Control procedures necessary to affect a service change, ensuring communication with Customers and the least amount of risk for service disruption.
Service Level Agreement (SLA)	A formal agreement pursuant to Section 282.203, Florida Statutes, entered into by the Provider and the Customer that outlines the description of a service(s), the service level targets, costs, and the Provider and Customer responsibilities in delivering and receiving service(s) from the Provider.
Service Response	Provider action taken in response to a Customer’s Incident.
Southwood Shared Resource Center (SSRC)	A full-service, information-processing facility offering hardware, software, operations, networking, and co-location services. Also referred to as the Southwood Data Center.
SSRC Services Desk	The Customer’s first point of contact for service requests, problem resolution, invoicing discrepancies and other service related issues.
SSRC Board of Trustees	Board created by Section 282.203, Florida Statutes and appointed by the agency head or chief executive officer of the representative Customer entities.

TERM	DEFINITION
Standard Platform Managed Services	Standard Platform Services are services identified in the SSRC Services Catalog that provide infrastructure related support services to SSRC customers on the following platforms: Windows, Storage, Mainframe, Network, and Open Systems. These services typically include system monitoring, support services, hardware refresh, and license costs into a single utilization-based rate to recover the cost of common services performed.

1 Statement of Purpose

This Service Level Agreement (SLA) formalizes the service terms between the Customer and the Provider, including the scope and definition of technical services, responsibilities for operational areas, service level targets, and the pricing for services delivered. This SLA also communicates the commitment of the Provider to furnish quality and prompt service to the Customer in a manner that contributes to the successful accomplishment of the Customer’s mission.

In the event that any other entity assumes the present responsibilities of the Provider (e.g., through legislative enactment, contractual agreement, etc.), these services shall be provided under these same terms by the successor, under the provisions of the SLA, to the extent allowed under Florida law.

2 Legal Authority

Florida law requires the finalization of a SLA between the Southwood Shared Resource Center and each customer entity for each service provided by the SSRC pursuant to Section 282.203(1)(g) and Section 282.203(3)(e)2., Florida Statutes. Under certain circumstances, the failure of a customer entity to execute an agreement may result in the SSRC ceasing services pursuant to Section 282.203(1)(g)3., Florida Statutes.

This SLA is entered into by and between the Southwood Shared Resource Center (herein referred to as “Provider”) and the Department of Highway Safety & Motor Vehicles (herein referred to as “Customer”), pursuant to Section 282.203(1)(g), Florida Statutes.

All matters, whether sounding in tort or contract, relating to the validity, construction, interpretation, performance and enforcement of this Agreement shall be determined by the laws of the State of Florida.

Any amendment to this SLA, as agreed to by the Customer and Provider, shall take precedence over any conflicting provision in this SLA without invalidating the remaining provisions of this Agreement. Customer specific requirements which have been identified as amendments are referenced in Section 6.

Any provision or amendment of this Agreement in violation of the laws of the State of Florida shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

Any provision or amendment of this Agreement in violation of rules adopted by the Agency for Enterprise Information Technology (AEIT) pursuant to Section 282.201, Florida Statutes shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

No delay or omission to exercise any right, power or remedy accruing to either party upon breach or default by either party under this agreement, shall impair any such right, power or remedy of either party; nor shall such delay or omission be construed as a waiver of any such breach of default, or any similar breach or default thereafter occurring; nor shall any waiver of single breach or default be deemed a waiver of any subsequent breach or default. All waivers must be in writing.

This Agreement shall bind the successors, assigns and legal representatives of the Provider and of any legal entity that succeeds to the obligations of the Customer.

This Agreement shall be unilaterally canceled by the Customer for refusal to allow public access to all documents, papers, letters or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received in conjunction with the Agreement.

In accordance with Section 287.134, Florida Statutes, the Provider will not enter in to a contract with an entity or affiliate who has: been placed on the discriminatory vendor list; may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

Employment by the Provider of any individual or contractor who is an unauthorized alien(s) is a violation of section 274(e) of the Federal Immigration and Nationality Act. Such violation shall be cause for unilateral cancellation of this Agreement.

3 Roles and Responsibilities

General roles and responsibilities are defined below. Additional roles and responsibilities may be outlined in the Product/Service Description section:

Service Responsibilities	Customer	Provider
Utilize the Provider’s Services Desk for all Provider service needs or service related inquiries	C	

Service Responsibilities	Customer	Provider
Provide and maintain a single Customer contact for service notifications (client-side distribution list recommended)	C	
Provide and maintain a single Customer contact for billing related issues (client-side distribution list recommended)	C	
Provide and maintain a single Customer contact for technical issues (client-side distribution list recommended)	C	
Provide timely notification of changes to the Provider's Change Control Board	C	
Provide prompt payment for services rendered	C	
Provide and maintain a list of Change Control Board Members		P
Shall adhere to the data center duties related to primary data centers as outlined in Chapter 282.203, Florida Statutes		P
Provide timely notification of any service changes		P
Provide timely notification of any planned outages		P

Customer Contacts	
Service Notifications Contact / Distribution List	DHSMV-SSRC_Service_Notification@flhsmv.gov
Billing Related Issues Contact / Distribution List	DHSMV-SSRC_Billing_Issues@flhsmv.gov
Technical Contact / Distribution List	DHSMV-SSRC_Technical_Issues@flhsmv.gov

4 Term and Renewal Conditions

SLAs may not have a term exceeding three (3) years but may include an option to renew for up to three (3) years, contingent on approval by the SSRC Board of Trustees. SLAs will be defined and approved by the Board in compliance with rules of the Agency for Enterprise Information Technology (AEIT). Terms and rates for services are reviewed periodically to assure cost-recovery and are subject to change by the SSRC Board of Trustees.

5 Transfer of Computing Services

Pursuant to Section 282.203(1)(g), Florida Statutes, the transfer of computing services between primary data center facilities without at least 180 days' notice of service cancellation is prohibited.

6 Product / Service Description

IBM Mainframe Managed Service provides Customers a fully-managed mainframe solution for their processing needs. The hardware, operating system, software, storage and mainframe network infrastructure is fully managed by the Provider.

6.1 Scope of Work

The Provider is responsible for the support of hardware, operating system, software, storage, and mainframe network infrastructure. This service includes: installation, set-up and connectivity for all software products; problem resolution; addition/removal of users, maintaining access rights; scheduled maintenance approved by the Provider Change Control Board, as well as ensuring all software is maintained at supported levels. The mainframe is hosted through the Southwood Shared Resource Center that includes redundant network

and power components for continuous availability of service, industry standard security controls and 24 hours a day/7 days a week staffing, maintenance and operations.

The following amendments are reviewed and approved and constitute additional Customer requirements:

- Amendment A – Standard Mainframe Required Services
- Amendment B –Amendment for Mainframe SLA Performance Measures
- Amendment C –Amendment for Right to Audit
- Amendment D –Amendment for Incident Escalation

Addendums: none

Additionally, the Customer has provided the following attachments for this SLA:

- Attachment A–Attachment for Incident Process
- Attachment B–Attachment for SSRC Rate Schedule
- Attachment C–Attachment for SSRC Cost Allocation Model
- Attachment D–Attachment for SSRC Provided and Supported Hardware and Software
- Attachment E–Attachment for COOP Instructions

6.2 Service Description

IBM Mainframe Managed Services offers a fully-managed solution including comprehensive management of the Z series mainframe. Associated services include:

1. Fully managed hardware, operating system, network infrastructure;
2. Fully managed Online Customer Information Control System (CICS) Transaction Processing;
3. System-level database administration support – this may include installation, implementation, upgrades, monitoring and management of workload, allocation of system resources, troubleshooting, application database backup and recovery, security administration, database reorg's, middleware solution installation;
4. Middleware Access and Management – install and maintain middleware products that interface with Database and Unix or Windows servers;
5. Application Hosting – host a diverse mix of mission-critical and administrative applications for Customers;
6. Business Backup and Recovery – Data is backed up daily and moved offsite to ensure recovery at the SSRC due to hardware or system failure;
7. Disaster Recovery - An effective Disaster Recovery Plan is maintained by the SSRC;
8. Business Continuity Plan - A Business Continuity Plan is developed by the SSRC and approved by the Board and the AEIT. The SSRC conducts a live exercise of the plan at least annually;

9. Mainframe Security – System security is used to protect Customer resources and guard against unauthorized access of Customer data and applications maintained at the SSRC;
10. Batch Processing – is available 24 hours a day/7 days a week; but should not be run between the hours of 8:00 AM to 4:00 PM on weekdays without prior approval from Customer; however the window from 7:00 PM to 6:00 AM on weekdays is dedicated almost totally to batch processing;
11. Time Sharing Option (TSO) Processing – is available 24 hours a day/7 days a week. TSO users are required to obtain a security controlled security logon ID which grants them system access only to those facilities required for their particular needs and requirements;
12. Print Processing – is available through both SYSTEM attached printers and local Internet Protocol (IP) attached printers. The system printers are controlled through pre-defined Dynamic Job Descriptor Entry (DJDE) fonts and can be adjusted to meet a Customer's needs;
13. Production Control – is available as part of the service offering through the IBM mainframe. These services include job scheduling, batch job submission/monitoring, output archival/retrieval, application code change promotion through the change management software;
14. Development/Test - services available for full application life cycle management;
15. Continuous availability of service - industry standard security controls; and 24 hours a day/7 days a week staffing, maintenance and operations is monitored 24 hours a day/7 days a week;
16. Heating, Ventilating & Air Conditioning (HVAC) System - Monthly service includes HVAC system redundancy for the SSRC Computer Room floor. This redundant system includes multiple chillers from a central plant, two pumps within the facility for continued water circulation and outside connections for a portable chiller;
17. Power Management - Power redundancy is supplied to IT equipment through two 500 (Kilo Volt Amperes) KVA Uninterruptible Power Supply (UPS) systems that are backed up by two 1000 (Kilowatt) KW generators. Generators are activated in the case of a primary power feed interruption. In the event of a prolonged power interruption (more than one week) agencies will be billed a prorated charge for fuel. (Please note to date the SSRC has not sustained an outage in duration of more than 12 hours.) The UPS systems provide clean power through continuous monitoring and filtering reducing the (Radio Frequency) RF, (Electromagnetic Interference) EMI and other line noise that can degrade power. Static switches and power distribution units provide the efficient use of power delivery to the Customer cabinet. Power and temperature thresholds are continuously monitored, providing early detection of emerging failures. Thermal scans are performed monthly to circumvent problems and potential power failures;
18. Tier III Data Center - hardened facility with redundant power, fire suppression, cooling, capacity and multiple levels of security.

6.3 Service Specific Roles and Responsibilities

Roles and responsibilities only relate to those services offered by the Provider and resources owned and/or managed by the Provider. Roles and Responsibilities do not relate to services performed by Customer's internal information technology (IT) section or other designated staff on Customer property.

On the following table:

- "P" is placed in the column under the party primarily responsible for performing the task
- "A" is placed in the column under the party assisting the primarily responsible party

General roles and responsibilities are grouped according to the operational level objectives / categories and the general activities that are associated with providing mainframe services.

Item No.	General Roles & Responsibilities	SSRC	DHSMV
A	System Performance, Availability & Reliability		
1	Manage mainframe event and workload processes.	P	-
2	Manage and make performance tuning changes to service classes of work.	P	-
3	Provide technical support for all hardware/equipment of the data center computing infrastructure.	P	-
4	Support data center network operations (i.e., systems monitoring, problem diagnostics, troubleshooting, resolution and escalation, security management and capacity planning/analysis).	P	-
5	Provide Storage Services for the mainframe.	P	-
6	Provide data center environmental support (HVAC, UPS, power, cable plant, etc.).	P	-
7	Provide input for mainframe availability and service continuity requirements and measurements.	A	P
B	Protection		
1	Provide disk backup and restoration services in accordance with State of Florida and DHSMV established policies.	P	-
2	Provide specific DHSMV required backups.	P	-
3	Provide disaster recovery services across all platforms per the State of Florida and DHSMV formally-defined disaster-recovery planning requirements (i.e., business continuity plan, annual test plan, infrastructure/facilities to which recovery can be made).	P	A
4	Identify and protect data that requires additional security control/measures.	P	A
C	Organizational Responsiveness		
1	Provide input for service level objectives, service level metrics, reporting periods, escalation and resolution procedures.	A	P
2	Define and approve service level targets.	P	P

Item No.	General Roles & Responsibilities	SSRC	DHSMV
3	Coordinate all changes to the Data Center infrastructure that may affect the Service Levels of any other service area.	P	-
4	Align IT requirements for mainframe services with customer's business requirements.	-	P
5	Create and maintain all appropriate project plans, project time and cost estimates, technical specifications, management documentation and management reporting in a form/format that is acceptable to the customer.	P	-
6	Report performance against service levels.	P	-
7	Identify data retention requirements.	-	P
8	Coordinate service delivery with DHSMV and all appropriate support groups as necessary.	P	-
9	Notify DHSMV of any security issues immediately.	P	-
10	Submit change requests and incident (problem) tickets for upgrades, problem resolution, new application installs and application changes requiring system level resources.	P	P
11	Support and maintain the reciprocal and alternative backup, restore and processing agreements.	P	A

Operations and Administration Services are the activities associated with the provisioning and daily management of the installed systems and software in the mainframe environment.

Item No.	Operations and Administration Roles & Responsibilities	SSRC	DHSMV
D	Monitoring & Reporting		
1	Identify a Service Level Manager who is responsible for monitoring and reporting on service level metrics and statistics.	P	-
2	Develop and document in the procedures manual monitoring procedures that meet requirements and adhere to defined policies.	P	-
3	Review monitoring procedures.	P	A
4	Provide console operations for centralized and remote computer processing unit (CPU) processing.	P	-
5	Provide console monitoring, troubleshooting, repair and escalation of problems in the data center computing environment.	P	-
6	Provide preventative measures for proactive monitoring and self-healing capabilities to limit outages that impact service delivery.	P	-
7	Monitor systems as scheduled and respond accordingly to system messages.	P	-
8	Identify and report application software problems.	A	P
9	Resolve or assist in resolving application software problems in accordance with service levels. Escalate as required.	A	P

Item No.	Operations and Administration Roles & Responsibilities	SSRC	DHSMV
10	Conduct applications test-to-production migration activities.	A	P
11	Identify and maintain mainframe critical software list.	P	-
12	Notify DHSMV when vendor software upgrades and new releases are available for the mainframe critical software list items within 30 days after software vendor announcement.	P	-
13	Monitor continuously and report monthly on (Logical Partition) LPAR capacities and 'white space'. Conduct proactive capacity planning to prevent degradation of production, batch and/or response times so Service Levels are not impacted.	P	-
E	Job Scheduling and Execution Operations		
1	Define job scheduling requirements, application software interdependencies, contacts and requirements for all production jobs.	-	P
2	Provide job scheduling, job execution, reporting and resolution taking into account infrastructure and system interdependencies.	P	-
3	Implement and manage scheduling tools for managing/automating job execution (i.e., job workflow processes, interdependencies and requirements, file exchange functions and print management).	P	-
4	Define batch scheduling requirements.	-	P
5	Prepare and execute batch jobs on the mainframe.	P	A
6	Monitor progress of scheduled jobs and identify and resolve issues in scheduling process.	P	-
7	Start-up and shut-down online/interactive systems according to defined schedules or upon approved request.	P	-
8	Maintain database of job scheduling, contact, rerun and interdependencies.	P	-
9	Provide quality control for reprocessing activities, such as batch reruns.	P	-
10	Validate job results per DHSMV standards and instructions.	P	-
11	Notify DHSMV and maintain a history of job completion results.	P	-
F	Output Management		
1	Develop and document Output Management requirements and policies.	P	A
2	Develop and document in the Procedures Manual procedures for performing Output Management that meet requirements and conform to defined policies, including the management of transport, delivery locations and scheduling requirements.	P	-
3	Review output management procedures.	P	A
4	Provide print output management and distribution and separate and organize printed output materials.	-	P
5	Ensure printed output is delivered to specified locations according to	-	P

Item No.	Operations and Administration Roles & Responsibilities	SSRC	DHSMV
	schedule.		
6	Ensure output devices are functioning, including performing or coordinating routine maintenance (excluding mainframe printers).	P	-
7	Create and distribute data products including volume creation, (ex. Compact Disc (CDs), cartridges, File Transfer Protocol (FTP)).	P	-
8	Provide for acquisition and management of consumables for all mainframe attached printers. Coordinate acquisition of additional consumables such as special forms.	-	P
G	Storage and Data		
1	Develop and document storage and data management requirements and policies.	P	A
2	Develop and document in the procedures manual procedures for performing storage and data management that meet requirements and conform to defined policies.	P	-
3	Review storage and data management procedures.	P	A
4	Provide data storage services (e.g., RAID array, SAN, NAS, tape, optical).	P	-
5	Monitor and control storage performance according to storage and data management policies.	P	-
6	Maintain and improve storage resource efficiency and space requirements.	P	-
7	Maintain data set placement and manage data catalogs.	P	-
8	Perform data backups and restores per established procedures and service levels.	P	-
9	Manage file transfers and other data movement activities.	A	P
10	Provide input processing, for activities such as loading third-party media (e.g., tape) and receipt and/or transmission of batch files.	P	-
11	Support-send and receive electronic data transmissions (e.g., EDI, FTP).	P	-
12	Acquire and manage consumables, such as tape, disks, etc. in support of the DHSMV backup requirements for the data center.	P	-
H	Tape Media Operations		
1	Develop and document in the procedures manual media processing procedures that meet requirements and adhere to defined policies.	P	-
2	Review tape media processing procedures.	P	A
3	Maintain a tape media library and media management system.	P	-
4	Manage the tape media inventory to ensure that adequate media resources are available. Coordinate acquisition of additional media as needed.	P	-
5	Manage Input tape media availability to meet processing service levels.	P	-

Item No.	Operations and Administration Roles & Responsibilities	SSRC	DHSMV
6	Load and manage third-party media (software, maintenance, etc).	P	-
7	Provide secure offsite storage for designated media and transport tape media to offsite location as required.	P	-
8	Perform periodic audits to ensure proper cataloging of tape media.	P	-
1	Mainframe System Administration		
1	Develop, review and approve Mainframe System Administration requirements, policy, and procedures.	P	A
2	Perform System and component configuration changes necessary to support mainframe computing services in conformance with Change Management and Customer requirements.	P	-
3	Install mainframe operating system and supporting software.	P	-
4	Install and maintain software necessary to run business transactions and/or support end-user computing efforts.	P	-
5	Perform System and CICS tuning to provide optimal throughput and system utilization.	P	-

Specialized software is software which requires system-level interfaces or provide applications software which must be created using specialized system functions as requested. This specialized software is developed by staff trained in system-level coding. This includes operating system customizations as well as application-enabling functions requiring system-level interfaces or programming which requires software interfaces not available to high-level languages.

Item No.	Specialized Software Development & Management Roles & Responsibilities	SSRC	DHSMV
1	Define specialized software requirements.	P	A
2	Manage requirements for users, roles, objects, etc.	P	A
3	Implement specialized software configurations.	P	-
4	Establish and maintain configuration and system parameters in a consistent manner in the mainframe environment.	P	-
5	Execute processes for the proper maintenance and functioning of software systems (e.g., load balancing, tuning, configuration management).	P	-
6	Execute authorized change requests.	P	-
7	Execute specialized software creation, upgrade and refresh.	P	-
8	Execute all specialized system level changes.	P	-
9	Execute all object changes for all instances.	P	-
10	Maintain consistent specialized software parameters and system settings across all like instances according to established development to QA to production life cycle.	P	-

Item No.	Specialized Software Development & Management Roles & Responsibilities	SSRC	DHSMV
11	Maintain specialized software as needed according to established development to QA to production life cycle.	P	-
12	Maintain security tables in products which are required in addition to or replace ACF2 security.	P	A
13	Maintain public and private key pairs.	P	-
14	Provide consultation for SSH (Secure Shell) products.	P	-
15	Provide technical expertise and consulting for new security technologies which might be implemented on the mainframe.	P	-
16	Provide technical security consultation for the applications group.	P	A

6.4 Availability Management

The Availability Management service is provided to Customers as a means to monitor mainframe, network and application components to ensure those services upon which Business Availability is dependent are delivered consistently and cost-effectively based upon the level of Business Availability required by the Customer. (Business availability is defined as end-to-end, meaning the application is available to the Customer's staff and clients.) Business Availability does not include Scheduled Out-of-Service times which are reserved for backup and maintenance.

Customer's Mainframe Systems and Technical Support Hours of Availability and maintenance windows are outlined in Amendment "A". For further details please see Amendment "A" - Standard Mainframe Required Services, Florida Department of Highway Safety and Motor Vehicles.

6.5 Performance Measures

Measurement criteria of this SLA will be applied to coincide with the Provider's calendar month billing cycle. Measurement criteria of this SLA referenced as 12-month period shall be applied to coincide with the State's fiscal year. The fiscal year July 1, 2009 to June 30, 2010 shall serve to establish the baseline for all performance measurement criteria in this SLA.

The Provider is committed to meeting a monthly service up time of at least 99.9% of scheduled availability.

Calculation Methodologies:

In these calculations 'Reported' means reported to the SSRC Service Desk by SSRC staff / resources, Customer, or system monitoring tool, whichever time is earlier.

Business Availability =

$$\frac{\text{Business Availability (Minutes)} - \text{Unscheduled Out-of-Service (Minutes)}}{\text{Business Availability (Minutes)}}$$

Unscheduled Out-of-service:

Defined as the time from receipt of problem notification to the SSRC Service Desk by SSRC staff / resources, Customer, or system monitoring tool, whichever is earlier, involving the service outage of a production system, until the time of resolution as reported to the SSRC Service Desk (Days/Hours/Minutes), and affirmed by the Customer.

Measurement Period: Monthly; SLA Reports are due to the Customer on the 2nd Business Day of the following month. Provider and Customer shall meet to review and discuss the monthly SLA Report on the 15th day of each month, or the first business day after the 15th if it falls on a weekend or holiday.

Tracking Mechanisms:

The Provider will use industry standard system monitoring tools and techniques to monitor availability, and alert staff of system outages.

Business Availability Monitoring:

Business Availability is monitored on an on-going basis, with immediate alerts sent to support staff and Customer when systems are detected as being down or degraded.

6.6 Service Response

The Provider's Services Desk serves as the first point of contact for all Customers. All requests for services, including general services inquiries, incident reports and invoice discrepancy reviews, should be placed through the Services Desk by contacting 850-487-1746 or 1-877-299-7772. Requests of lower severity can be submitted to the Services Desk via email at help@ssrc.myflorida.com or the web at <http://ServicesDesk.myflorida.com>.

In addition, an incident process has been developed between the agencies and SSRC Service Desk. This process is located in Attachment A.

Service severity, response times, and hours of operation for Provider's services are defined in Section 21 of this SLA. However, the times defined in Amendment D Services Desk Severity and Incident Escalation Charts supersede the times defined in Section 21.

6.7 Rate Information

Provider's current rate information is located on the SSRC web site and is referenced in Attachment B.

SSRC's cost allocation model for DHSMV is located in Attachment C.

Requests for services beyond those discussed in this SLA may be billed to the Customer at the listed Professional Services Rate.

6.8 Right to Audit

Provider agrees to Customer specific requirements as defined in Amendment C.

6.9 DHSMV Administrative Business Hours

Monday through Friday: 7:30 AM – 7:00 PM

Saturday: 8:00 AM – 2:00 PM

Law Enforcement: 24 hours a day/7 days a week

6.10 DHSMV Emergency Contact Information

DHSMV Technical Assistance Center: (850) 617-3801

6.11 Information Technology Association of American (ITAA)

Provider agrees to comply with ITAA best practices, guidelines and standards for Service Level Agreements (SLAs), to include, but not be limited to, the following categories:

1. Services Levels
2. Security
3. Tracking and Reporting
4. System Performance
5. Remedies
6. Upgrades
7. Contingency, Backup and Disaster Recovery
8. Support and Help Desk Services

6.12 Other

Provider agrees to ensure they, nor any of their contractors, allow Customer data to be held or used, in any way, off-shore. In addition, Provider agrees all employees and contractors with access to the facility or data will undergo a minimum of Level-2 background checks annually, per 435.04, Florida Statutes.

Provider also agrees to ensure the security and physical access to the facility meets industry standard best practices, and these policies are reflected in the SSRC standard operating procedures manual.

The Customer is the “custodian” of data/records transferred to the SSRC, especially for public records purposes, and as such the Customer determines data retention requirements, as well as access to these records/data pursuant to Florida law, most especially the Driver Privacy Protection Act (DPPA) provisions of 119.0712(2).

6.13 CJIS Security Training for Information Technology (IT) Vendors and Certain IT Personnel

As the Criminal Justice Information Services (CJIS) Systems Agency (CSA) for Florida, the Florida Department of Law Enforcement (FDLE) is required to provide security training for personnel who access or maintain Florida Crime Information Center (FCIC II) related systems. DHSMV's mainframe system and related data requires that personnel in positions that have system level access (logically or physically) require CJIS online security training on a biennial basis, which includes appropriate SSRC staff. The SSRC must coordinate with DHSMV to ensure all staff requiring CJIS Online Security Training complete and maintain the appropriate training requirements and evidence of completion for audit purposes.

The FBI CJIS security policy states "The CSO (CJIS Systems Officer) shall ensure that security awareness training is provided at least once every three years to all personnel who manage or have access to FBI CJIS systems. All new employees who have access to FBI CJIS systems and all appropriate IT personnel shall receive security awareness training within six (6) months of their appointment or assignment. Documentation pertaining to the materials used and those employees which receive security awareness training shall be maintained in a current status."

The security training program is called CJIS Online, and is available via the Internet, 24/7 at www.cjisonline.com. Training is self-paced and must be completed each time before testing or retesting. The one hour test has 25 questions, randomly generated from a pool of questions. The minimum passing score is 70%. Users must achieve a passing score to comply with the security training mandate.

7 Customer Funding Source

Acceptance of this SLA certifies the Customer has secured appropriate funding to cover costs associated with service. Customer must have legal authority to incur costs and enter into agreement. The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature.

8 Billing Methodology

Costs will be recovered by the Provider in accordance with a federally approved state cost rate proposal, based on the requirements of Attachment E to Federal OMB Circular No. A-87. When combined, direct and indirect service charges constitute the total cost to the Customer for the service provided.

The Provider will invoice Customer monthly for services provided the preceding month based on utilization. Invoicing will begin in the first applicable billing cycle following delivery, installation, and implementation of the service. The Customer agrees to pay Provider for these services according to the current published Provider rates specified on Provider's website.

If for any reason an amount invoiced by the Provider to the Customer is shown to be incorrect, the appropriate credits and/or charges will be included on a subsequent invoice.

The Customer agrees to pay for services provided within forty (40) calendar days of invoice receipt. Invoice amounts in question by the Customer may be placed in dispute and handled according to the process outlined in the Escalation Process. The Customer may withhold payment only on the disputed portion of the invoice until the issue is resolved by the Provider and the Customer, or through mediation. The Customer will have fifteen (15) calendar days after receipt of an invoice to file a written dispute of any charges with the Provider. If a written dispute is not filed with the Provider within fifteen (15) calendar days, the Customer will be held responsible for payment of the amount invoiced for services provided. The Customer acknowledges it is in the best interest of the State for the Provider to meet its financial obligations to the entities with which the Provider has contracted to provide these services, and that prompt Customer payment of undisputed amounts on Provider invoices is a necessary component of satisfying these obligations. Therefore, failure to pay undisputed amounts promptly may subject the Customer to any necessary remedial actions and limitation or discontinuation of services.

Invoice corrections that span fiscal years will be handled as a service fee credit if the Provider is overpaid and a debit for service fees if the Provider is underpaid for services. Invoicing errors discovered after the fifteen (15) day written dispute window, will be handled as service fee credits or debits consistent with the process for handling errors which span fiscal years. The Customer cannot make deposits or pay for goods and/or services in advance unless approved under rules issued by the Florida Chief Financial Officer.

Any service provided stemming from agreements entered into with the Provider, shall be invoiced for specific cost of services and shall be submitted with sufficient detail for a proper pre-audit and post-audit.

Invoice payments will be made via journal transfer (JT) or electronic funds transfer (EFT) whenever possible. If unable to pay by JT or EFT, other arrangements can be made in advance.

All bills incurred by the Provider for any Customer related travel expenses shall be submitted and paid in accordance with the rates specified in Section 112.061, Florida Statutes, governing payments by the State for travel expenses. Travel expenses shall be pre-approved by the Customer and Provider prior to travel. All State of Florida travel forms and receipts must be submitted as supporting documentation prior to travel being paid by the Customer.

All Parties recognize that the State of Florida, by virtue of its sovereignty, is not required to pay taxes on the services and/or goods or equipment purchases as an incident to such service.

9 Service Rate Adjustment Process

The Provider uses a double step-down cost accounting process in accordance with a federally approved state cost rate methodology, based on the requirements of Attachment E to Federal

OMB Circular No. A87 to determine cost based rates on a periodic basis. Currently, this activity occurs annually.

10 Service Termination

All SLAs have a contract term of up to three (3) years, but may include an option to renew for up to three (3) additional years contingent on approval by the board, and require at least a 180-day notice of service cancellation.

In the event the Customer wishes to terminate this or any SLA, the Customer shall notify the Provider’s authorized representative via email at SSRC.ServiceCancellation@SSRC.MyFlorida.com and AEIT in writing with at least 180-day notice of service cancellation. The Provider will continue to invoice the Customer until the effective service termination date.

A service may be terminated by either party for cause only after giving the other party and the AEIT notice in writing of the cause for termination and an opportunity for the other party to resolve the identified cause within an agreed upon time frame by both parties.

11 Dispute Mediation

In the event that disputes or performance issues arise; the Customer will document and deliver the specific issues to the Provider’s SLA Coordinator. The Provider will be given an opportunity to address and resolve the issue(s). Likewise, issues associated with the Customer’s performance under this agreement shall be documented by the Provider and transmitted to the Customer’s SLA Coordinator. Issues(s) will be addressed and resolved in an agreed upon time frame by both parties. If informal resolution between the parties is unsuccessful, the parties will proceed to mediation according to s.120.573 F.S. The parties will designate a mutually acceptable mediator who shall be certified by the Florida Supreme Court and each party will share equally in the cost of mediation.

12 Escalation Process

If a dispute or issue is not resolved between the Customer’s SLA Coordinator and Provider’s Platform Manager, the dispute or issue will be escalated through the escalation levels in the table below.

Level	Customer	Provider
1	SLA Coordinator	Platform Manager (SLA Coordinator)
2	Customer’s Authorized Representative	Platform Manager / Chief, Enterprise Planning & Management
3	CIO	Executive Director
4	Agency/Deputy Head/CIO	Chairperson, SSRC Board of Trustees
5	Division of Administrative Hearings (pursuant to s. 120.573, Florida Statutes)	

13 Performance Penalties

Services are provided solely on a cost recovery basis. Any costs associated with established penalties would have to be recovered through rates charged for services. Federal OMB Circular No. A-87 requires equitable cost allocation for services to customer agencies. For these reasons the Provider cannot establish direct or indirect financial penalties for not meeting service level targets. However, the Provider may report to the Board of Trustees their success in meeting service levels for each service provided, and identify and speak to any shortfalls.

The Provider is committed to meet or exceed service level targets specified in the SLAs and will conduct performance reviews when requested with the Customer to assess the level of service provided. Additionally, the Provider's employee performance standards and reviews will include appropriate individual accountability for the applicable service level metrics.

14 Change Control Process Adherence

The Provider has internal change management procedures for reducing the risk of impact to the Customer when changes to production environments occur, and providing an appropriate level of communication to the Customer. The Provider's Change Control Board meets regularly to review all changes impacting services prior to any changes being implemented. Change Control Procedures exist for all scheduled and emergency changes associated with services covered by this Agreement. Advance notification of changes is required and sufficient time for the review and approval process to take place is necessary. The Customer will provide contact information for change control notification, scheduled change activities, and emergency change approval. It is the responsibility of the Customer to notify Provider, through the SSRC Services Desk, that a change (as communicated) may impact or disrupt Customer business functions.

Provider change management documentation and procedures are available for download at the following location: http://ssrc.myflorida.com/client_services.html

15 Standard Maintenance Window

The standard maintenance window for all Provider platforms, unless otherwise noted within Section 6 Product / Service Definition, is as follows:

Name	Time	Characteristics
<i>Service Availability Window (Scheduled Availability)</i>	Business Days: 7:00AM – 5:59PM (EST)	This is scheduled availability. Production services will not be purposefully brought down or impacted without an emergency service change request.
<i>Normal IT Maintenance Window</i>	Business Days: 6:00PM – 6:59AM (EST) Saturday and Sunday: All day	Normal maintenance, changes, and system enhancements will be performed during this time. Notification of expected down time between 7:00AM and 5:59PM on non-Business Days (weekends and holidays) will be provided to Customers. Routine facility maintenance and testing.

<i>Normal Backup Maintenance Window</i>	Business Days: 8:00AM – 5:00PM (EST)	Normal maintenance, changes and system enhancements will be performed during this time.
<i>DMS SUNCOM Network Maintenance Window</i>	Monday 12:30AM – 7:00AM (EST)	Normal network maintenance, changes and system enhancements will be performed by DMS SUNCOM during this time.

16 IT Security Management

To ensure the integrity of the State of Florida network and all associated information technology systems, pursuant to Rule 60DD-2, Florida Administrative Code, and any subsequent amendments, the Provider requires the Customer to cooperate with the Office of Information Security (OIS) within the Agency for Enterprise Information Technology (AEIT). Provider is responsible for security of all Provider services outlined within this document. The SSRC acknowledges its duty to maintain security of data and information technology resources pursuant to Section 282.318, Florida Statutes.

The Customer is the “custodian” of data/records transferred to the SSRC, especially for public records purposes, and as such the Customer determines data retention requirements, as well as access to these records/data pursuant to Florida law. The SSRC is designated to house these records pursuant to Sections 282.201-205, Florida Statutes, and as such the SSRC agrees to limit access to Customer’s data/records, other than those persons who require access as a part of their daily work activities, except as required under Chapter 119, the Florida Public Records Act or other applicable Florida or Federal law.

17 Security Incidents

Customer is responsible for application-level security, including, but not limited to, security patches for Customer managed applications. Application security should be done according to industry accepted best practices and include data validation to mitigate against risks of malicious activity.

Security incidents caused by Customer application, which require Provider assistance, will be billed at professional service rates. If the security incident is within the Provider responsibilities, Customer will not be billed. Provider will initiate internal Computer Security Incident Response Team (CSIRT) procedures as defined by Provider security policies.

18 Disaster Recovery

Disaster Recovery (DR) is not automatically a part of this service. The Provider offers DR services through a DR provider, which agencies can utilize to meet their statutory requirements for DR of their mission critical computing systems and applications. All DR services contracted through the SSRC must be specified in Section 6, and all associated costs will be the responsibility of the Customer.

19 Continuity of Operations Planning (COOP)

The SSRC is required to develop its own business continuity plan pursuant to Section 282.203(1)(f), Florida Statutes. All costs related to SSRC’s own COOP activities shall be paid by Provider.

Customers are responsible for their own COOP planning. It is the responsibility of the Customer to provide COOP instructions to the Provider regarding any Provider delivered service that may be affected by a Customer COOP activation. All Provider costs related to Customer COOP activities shall be billed at the Provider’s Professional Services rate plus any applicable travel and materials cost.

The Customer COOP shall provide detailed instructions specifying the Provider delivered actions/procedures to be performed. The Customer COOP instructions shall also include the Customer’s notification processes for COOP activation and subsequent resumption of normal operations. Drills of COOP activities must be coordinated at least four (4) months in advance with the Provider. Standard Professional Services rates (time, travel and materials) will apply.

20 Services Desk Operations

The Provider maintains a Services Desk which serves as the single point of contact for the Customer support needs. All requests for services including general service inquiries, incident reports and invoice discrepancy reviews, etc. should be placed through the Services Desk by contacting 850-487-1746 or 877-299-7772 (for calls outside of Tallahassee). Requests of lower severity can also be submitted to the Services Desk via email at help@ssrc.myflorida.com.

21 Services Desk Severity and Incident Escalation

All requests for service are assigned an incident number and a severity level, and prioritized using the following table, unless otherwise noted within Section 6 product/Service Definition, is as follows:

Severity	Defined Severity	Description	Required Response Times
1	Critical	The majority of Customers are experiencing a work stoppage of a mission critical function, application, platform, connection or environment that is interrupting the Customers’ business.	2.5 Hour
2	High	A Customer is experiencing a partial failure of a supported function, application, platform, connection or environment that is disrupting the Customer’s business.	5 Hours
3	Medium	A Customer is experiencing a reduced level of efficiency and performance of a supported function, application, platform, connection or environment that is impacting the Customer’s business productivity.	2 Business Days

Severity	Defined Severity	Description	Required Response Times
4	Low	A Customer has a functional (how-to) question they cannot answer through the SSRC Services Desk or wants to submit a request for installation or change of service in their technical or physical environment.	3.5 Business Days

The following table outlines the standard response time for escalation for each severity.

Group	Standard Tier Two Plus Response Times – By Severity			
	1 – Critical	2 – High	3 – Medium	4 - Low
Platform Support Group	1 Hour	2 Hours	8 Business Hours	3 Business Days
Automatic Escalation to Platform Management	30 Minutes	1 Hour	2 Business Hours	4 Business Hours
Automatic Escalation to Second Level Management	30 Minutes	1 Hour	2 Business Hours	N/A
Automatic Escalation to Upper Level Management and notification sent to the SSRC Executive Management	30 Minutes	1 Hour	4 Business Hours	N/A
Total Escalation Time	2.5 Hours	5 Hours	2 Business Days	3.5 Business Days

22 Hours of Operation

The Provider’s Services Desk provides Customer support 24 hours per day, 7 days per week including holidays.

23 Document Change Management

It is mutually understood and agreed that any communications, promises, representations or agreements not included in writing in this agreement shall not be binding upon any party and that the agreement may not be altered, modified or otherwise changed at any time except with the written consent of each of the parties hereto.

The performance of additional work or additional expense incurred by the Provider beyond that expressly authorized in this SLA will not be accepted or approved for payment by the Customer unless previously authorized in a written amendment to the SLA signed by the Customer and the Provider.

This SLA will remain in effect unless amended or replaced with an updated version. To make modifications to this agreement, the Coordinators listed below must be contacted and modifications jointly approved by Customer’s and Provider’s representatives or their designees.

SLA Coordinators		
	Name	Phone
Customer SLA Coordinator	Tim Wolff	(850) 617-2046

Provider SLA Coordinator	Sue McBride	(850) 414-9149
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Amendment "A"
Standard Mainframe Required Services
Department of Highway Safety and Motor Vehicles (DHSMV)

For purposes of defining required services and service level metrics, services are aligned into two components: Agency Information Technology (IT) Services and Non-Strategic IT Services. Agency Information Technology Services are those that directly enable the DHSMV's statutory or constitutional responsibilities and policy objectives, per 282.0041(5), Florida Statutes. Agency IT Services are all activities in support of the Unemployment Compensation Claims and Benefits System. Delivery of all Agency IT services is subject to dependency upon common processes currently referred to as non-strategic IT services.

Non-Strategic IT Services are those common utility-type services that facilitate or enable the day-to-day business activities. They provide the generic IT infrastructure needed to provide all other IT services. Non-strategic IT Services include IT Security/Risk Mitigation Services, Helpdesk Services, Network Services, Email, Messaging and Calendaring Services, Desktop Computing Services, IT Support for Agency Financial and Administrative System Services and IT Administration and Management Services.

The purpose of this Amendment is to document the standard mainframe required services available to all users and the performance requirements associated with meeting the needs of customers.

Mainframe Required Service Categories and Descriptions:

Availability Management

The Availability Management service is provided to customers as a means to monitor mainframe components to ensure those services that are dependent upon standard hours of availability are delivered consistently and cost-effectively based upon level of availability required by the customer within the constraints of established standard hours of availability and the availability of the personnel who support these components.

Systems Management & Administration

Systems Services support the mainframe environment infrastructure. Systems Services include installation and administration of all hardware and software, systems management and administration of availability/unavailability of mainframe resources, response time, batch processing, and other components associated with the mainframe computing environment. Systems Services also include the related communications software and mainframe attached printing, capacity planning and performance measurement. In addition, Systems Services encompasses contract management of all mainframe based software/hardware service, repair and maintenance, technical support for software, hardware, mainframe applications, and the customer's offices.

Batch Processing

Scheduled Production Batch: jobs include system setup, execution and completion of normally scheduled production batch jobs.

Demand (Ad-hoc) and Test Batch jobs include time for system setup and initiation of job execution for ad-hoc requests, non-standard, and non-prescheduled batch jobs.

Amendment "A"
Standard Mainframe Required Services
Department of Highway Safety and Motor Vehicles (DHSMV)

Operations Services

Operations Services provides support for data center operations which includes managing, monitoring and reporting conditions of data center environmental and other components (i.e. temperature, UPS, HVAC, generator and backup power), monitoring and managing batch job priorities, flow of batch jobs, initiators, reporting problems and errors, monitoring systems and backups for completion, and preparing data backups to and from the offsite storage facility. Operations Services also provide data center coverage and contact during emergencies and closures.

Output Services

Output Services provides assistance to the customer with a variety of output delivery formats and destinations; end user mainframe data processing needs which includes managing output archival system, defining remote print destinations, initiating and canceling print jobs, monitoring printing priorities, hardcopy printing routed to the mainframe printers and to printers located in end user offices.

Scheduling and Migration Services

Scheduling and Migration Services support workload scheduling and code migration services in support of the customer's applications and ensures workload scheduling and code migration service requests are processed in an efficient and timely manner. Included are weekend and planned implementations, which could range from new software/hardware installs to scheduling/re-scheduling tasks within the test and production multi-platform environments. Scheduling and Migration Services requires technical staff to manage, support and provide training for workload scheduling and code migration tools.

System Security & Risk Management Services

System Security and Risk Management Services provide and support measures that reduce risk and ensure continuity of the mainframe required services and operations supporting the customer's strategic business processes.

Amendment "A"
 Standard Mainframe Required Services
 Department of Highway Safety and Motor Vehicles (DHSMV)

Mainframe Systems Hours of Availability

Mainframe Systems Hours of Availability		Monday - Friday	Saturday	Sunday	Minimum Performance (%)
ISA MAINFRAME APPLICATIONS (CICS, MSO, TSO, BATCH, TEST SYSTEMS etc.)	Available	12A - 11:59P	12A - 11:59P	12A - 11:59P	99.9%
	Maintenance	As Scheduled	As Scheduled	As Scheduled	99.9%
	Available	12A - 11:59P	12A - 11:59P	12A - 11:59P	99.9%
MAINFRAME	Maintenance			As Scheduled and Approved by Customer	99.9%

Technical Support Hours of Availability

Technical Support Hours of Availability	
Technical Support is available 24 hours per day/365 days per year.	
After Hours On-call Support	
Monday-Thursday Evenings and Overnight (on-call)	5:00P - 7:00A
Weekends (on-call)	5:00P (Friday) - 7:00A (Monday)
Holidays (on-call)	12A - 11:59P

Amendment "A"
 Standard Mainframe Required Services
 Department of Highway Safety and Motor Vehicles (DHSMV)

Mainframe Required Services

Mainframe Required Services			
R	Service	Description of Service	Requirement
R1	Notification of Scheduled Downtime Occurring Within Hours of Availability	Notification to users of any scheduled outages that will happen within the hours of availability.	Notification of planned outages that are considered preventative or maintenance will be emailed to DHSMV's Service Notification Contact at DHSMV-SSRC_Service_Notifications@flhsmv.gov and DHSMV's Technical Contact at DHSMV-SSRC_Technical_Issues@flhsmv.gov at least 10 business days before the outage. Information provided in the notification will comply with DHSMV's Change Management System. Notification will occur in advance of planned outages so customers may be notified and any necessary adjustments can be made prior to the downtime occurring and information in the request will be sufficient to be entered in DHSMV's Change Management System. DHSMV will ensure outage notifications are sent to the SSRC Service Desk and copy any affected groups within the SSRC. The agency is responsible for internal and external customer notification.
R2	Unscheduled Downtime Or Unavailability Of Mainframe Services (Outages)	A complete failure of any production service in a way which makes the service unavailable for its intended use.	There will be no more than two unplanned outages in a 12-month period. This period will be July 1 st through June 30 th – (FY). DHSMV will ensure outage notifications are sent to the SSRC Service Desk and copy any affected groups within the SSRC. The agency is responsible for internal and external customer notification.
R3	Incident Detection and Reporting	Detection of unplanned outages/incidents (those causing unavailability or degradation of services).	Unplanned outages/incidents will be detected within 15 minutes of the occurrence and will be reported within 15 minutes of detection to DHSMV's Service Notification Contact at DHSMV-SSRC_Service_Notifications@flhsmv.gov and DHSMV's Technical Contact at DHSMV-SSRC_Technical_Issues@flhsmv.gov. Outages of communication links with other entities with which DHSMV does business will also be communicated to DHSMV's contacts above.

Amendment "A"
 Standard Mainframe Required Services
 Department of Highway Safety and Motor Vehicles (DHSMV)

Mainframe Required Services			
R	Service	Description of Service	Requirement
R4	Incident Resolution Reporting of Outages	Resolution reporting of unplanned outages/incidents (those causing unavailability or degradation of services).	DHSMV will ensure outage notifications are sent to the SSRC Service Desk and copy any affected groups within the SSRC. The agency is responsible for internal and external customer notification. Resolution of unplanned outages/incidents will be reported within 30 minutes of the resolution to DHSMV's Service Notification Contact at DHSMV-SSRC_Service_Notifications@flhsmv.gov and DHSMV's Technical Contact at DHSMV-SSRC_Technical_Issues@flhsmv.gov. All software will be on one of the two latest versions for each product.
R5	Maintain Software At Supported Levels	As vendors release new versions of software, ensure that current supported levels of software are installed.	Install latest version of the software within 24 months of general availability. There will be at most one instance of running software older than the last two versions for production use per year. Unless there is a compelling customer management-approved reason, there will be no instances of running unsupported software for production use.
R6	Coordinate Software Configuration Specifies With Technical Personnel	Software is configured to meet the requirements and preferences of the customer.	Software parameters will be set up and work as expected and reliably within the customer's environment. As software is installed, coordination with the customer will take place to ensure that customization meets customer's needs. There will be at most one instance per year of an incorrectly configured software parameter for any one product upon moving and customer sign off to production.
R7	Participate In New Product/Software Evaluations To Address Customer Needs	When new product/software needs are identified by customer, provide technical evaluation assistance, including setup and testing, to determine whether proposed acquisitions work in customer's environment, are secure, and are efficient.	Product/software evaluations will be completed, with formal documentation identifying pros and cons of the product/software. Personnel with appropriate expertise will help evaluate new software.

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R8	Assist With Solving Customer Application Software Problems Involving Mainframe Related Software	On request, provide diagnostic help to customer's application development and technical support teams for problems they are unable to resolve.	<i>Problems will be resolved within the customer's specified timeframe.</i>
R9	Offer Advice On More Efficient Processing	Either upon request, or upon discovery of an inefficient process, provides technical advice for improvement.	<i>Continuously offer advice to customer to improve efficient utilization of mainframe resources and reduce the elapsed time necessary for them to accomplish tasks – resulting in improved processing experience for all customers.</i>
R10	Support Special Processes (ex. year-end processes, NCOA, Law Enforcement Queries)	Coordinate and support special processes as required by DHSMV. Participate in special processes schedule development. Designate a central point of contact for each SSRC area involved. Communicate with the designated DHSMV personnel responsible for the special process. Provide necessary support for special processes, including regular on-call support.	<i>SSRC staff will respond within one business day on availability to participate in planning and schedule development. Within two business days experienced staff will be designated to support special processes. Technical knowledge to run and/or support all required areas of responsibility. Communication of status of activities to the designated DHSMV personnel responsible for the special process. When performing any special process tasks, confirmation of successful completion within 15 minutes of the tasks' agreed upon time frame.</i>

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R11	Coordinate/ Communicate Mainframe and Data Center Outages	Coordinate any planned mainframe and data center outages; communicate all outages.	<p><i>Special processes required by DHSMV will be effectively supported.</i></p> <p><i>All impacted personnel will be made aware of outages within one hour of the outage.</i></p> <p><i>For planned outages, solicit non-impact windows from all impacted personnel.</i></p> <p><i>Notification of planned outages that correct non-emergency production problems will be emailed to DHSMV's Service Notification Contact at DHSMV-SSRC_Service_Notifications@flhsmv.gov and DHSMV's Technical Contact at DHSMV-SSRC_Technical_Issues@flhsmv.gov at least 10 business days before the outage.</i></p> <p><i>Notification of planned outages considered preventative or maintenance will be emailed to the contacts above at least 10 business days before the outage.</i></p> <p><i>All planned outages must be approved by the SSRC Change Control Board, in coordination with customer prior to final approval.</i></p> <p><i>Outages are planned so as to not impact customer applications and implementation schedules or the application environment.</i></p>

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R12	Coordinate Mainframe Disaster Recovery (DR) Process and Planning	Provide planning for recovery from catastrophic events and participate in the development of a mainframe disaster recovery plan. Coordinate automation and processes for providing DR backups, including providing for off-site copies; Ensure process is maintained through all software and systems changes and upgrades; Support issues with the process on an on-call basis.	<i>Participate in the development of a mainframe disaster recovery plan. Full volume backups will occur nightly. Process will provide for the support of a stable mainframe recovery; No issues go unresolved that prevent the successful completion of the next execution of the process. Issues that need to be addressed in the process are accomplished prior to the next run of the process; Issues encountered in the nightly run of the process are resolved so process can complete. Offsite copies will be made at the same time as primary copies.</i>
R13	Provide Secure Off-site Vaulting of Backups And Archived Data	For each backup or archive run, a duplicate copy will be made. System backup tapes will be transported to and from offsite location.	<i>Offsite copies of system files will be transported offsite Monday through Thursday. Friday and weekend system file backup tapes will be kept in the SSRC vault until Monday. System file backups will be available the same business day or as requested or the next business day if requested on a weekend except for emergencies. Delivery of system backup tapes the same day of request will incur a \$500.00 charge. Non-system backup tapes will be transported to and from offsite storage facility by customer. Upon ejection, these tapes will be placed in fireproof vault and will remain there until pickup by customer. (This process will change following Data Center Consolidation.) Customer agency will have offsite copies of backups and archives in compliance with customer agency record retention schedules.</i>

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R14	Address Customer's Needs For Hours Of Operation	As needed, modify schedules of systems software to meet customer's needs.	All systems software will be available on a schedule requested by customer. Schedules for starting and stopping of software will be adjusted as necessary.
R15	Workload Manager Policies (Which Determine System Execution Priority)	Define workload service classes, parameters, and relative importance values to ensure priority work gets resources needed and that the mainframe is utilized efficiently.	Online processes will have response time as determined by Workload Manager and batch or batch-like work will execute as system resources are available.
R16	Maintain Backups and Archives and System-Managed Storage Definitions	Maintain backups and archives and system-managed storage definitions to allow archival of unreferenced data.	Backups, archives, and storage management will be maintained to allow archival of unreferenced data. Problems will be resolved within one business day.
R17	Storage Management	Storage management will maintain sufficient available free space.	Storage management will maintain available capacity (free space) on disk at approximately 15% of total storage defined.
R18	Provide Tape Management Support For Customer Needs Manage Mainframe Tape Inventory	Configure and administer the tape management software to protect non-scratch tapes while maintaining the level of scratch volumes sufficient to meet the needs of backup and archive utilities.	Backups will have adequate tapes. Tape needs will be sufficiently met on a day to day basis. After allowing for growth due to increased DASD capacity, if any. Scheduled backups are never delayed or missed due to unavailability of mainframe tapes. There will be no more than five instances per year where new tape media needs to be bought to meet backup needs (except for any media replacement plan implemented). Monitoring should be performed to account for growth needs.
R19	End User Assistance	Provide general assistance to end users for mainframe software, answering 'how to questions' or resolving issues.	Users who request help thru the SSRC Service Desk will be contacted within the timeframes established in Section 21 Service Desk Severity and Incident Escalation, SLA between DHSMV and the SSRC, IBM Mainframe Managed Service. Agency will be responsible for internal and external customer interface.

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R20	Maintain and coordinate SFTP (SSH Tectia File Transfer Protocol) and FTP (File Transfer Protocol) configurations and use with Security	Maintain and support protocols to address customer's needs; Provide understanding and consultation for SFTP use in applications.	<i>Ensure customer's file transfer protocols needs are met. Verify correctness based on formal testing. Response to issues in less than 15 minutes during regular business hours.</i>
R21	Increase Priority Of Batch Jobs Awaiting Execution	If there is a backlog of batch jobs waiting to process, increase the priority of a requested job so it will move to the number one position of jobs waiting to execute.	<i>Priority increased upon identification of backlog. Job should start processing within 15 – 30 minutes. Authorized Customer personnel are managers and team leads, and if after hours, the person on-call. (List to be provided by Customer).</i>
R22	Cancel Batch Jobs	Stop a requested job from processing on the mainframe.	<i>Job stopped upon request. Job will end and stop processing. Request to cancel a job will be issued by authorized DHSMV personnel. Authorized Customer personnel are managers and team leads, and if after hours, the person on-call. (List to be provided by Customer).</i>
R23	Data Center Coverage During Emergencies	Cover responsibilities of Data Center during emergencies when the State may be closed for normal business. In emergency situations, data center will continue to be staffed and fully functional 24 hours a day 7 days a week.	<i>An operator is in the data center during emergencies 24 hours a day 7 days a week as long as the emergency exists. DHSMV responsibilities are covered during emergencies as long as there is no danger to employees getting to work. Normal processing will occur unless otherwise directed by customer.</i>
R24	Monitor SSRC Infrastructure – Backup Power System & HVAC	The SSRC is a Tier III Certified Facility. This certification requires that the facility can perform all preventative maintenance required to keep the infrastructure running without experiencing any down time.	<i>The SSRC's Building Automation System (BAS) reports any infrastructure alarms or failures to the Operations console and to the Facilities Manager 24 hours a day, seven days a week, 365 days a year. If the system generates an alarm on a critical system, the SSRC has procedures in place to address any issues, including customer notification per the agency's contact list.</i>

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R25	Manage Mainframe Initiators	Setup mainframe initiators to process specified job classes or stop identified job classes from processing during projects, backups and for special requests.	Use job class setup in mainframe initiators (JES2 and WLM) to control batch job processing. Batch jobs in specified class's process or do not process as expected. Display mainframe JES2 initiators 1-10 and change as needed. Monitor WLM initiators and change as needed.
R26	Resolution Of Remote Printing Problems	When notified of problems, help diagnose and resolve the issue.	Problems resolved within four hours of notification. The remote destination printing will be returned to service.
R27	On-Call Support	Weekend & planned implementations to test and support workload scheduling and object promotion.	On-call periods will be covered for all relevant areas of responsibility and problems during off-hours will be resolved. DHSMV will ensure all planned on-call service needs are included in the application implementation schedules and ensure SSRC receives advanced notification. DHSMV will ensure appropriate on-call support staff is available to assist the SSRC with the implementation.
R28	Automated Scheduler Administration & Support	Product administration and service that support the function of the mainframe workload scheduler and database management.	Product will be successfully administered and supported to function with optimal efficiency.
R29	Consulting/Support	Coordinate and support applications and special projects as requested by customer.	Applications and special projects are implemented/updated within specified timeframe. Applications and special project coordination and support are successful.
R30	Maintain Security Tables	Some software products contain security tables which either replace calls to system security software or determine how system security software	Tables will be maintained on request of Customer within one business day of the request (when possible) and with no errors affecting end users.

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		is called. It is necessary to maintain these tables from time to time.	
R31	Maintain Public/Private Key Pairs	For SecureShell-based tools, including but not limited to Secure FTP (sftp) maintain any key pairs required for applications to function.	Key pairs will be generated correctly within one business day of the request.
R32	Provide Consultation For SSH Products	When requested, provide consultation about how to implement use of SSH tools such as sftp, on the mainframe.	Consultation to provide necessary knowledge to the application team will be provided within one business day contingent upon other work priorities.
R33	Provide Technical Expertise And Consulting	When requested, provide technical expertise and consulting for mainframe security issues.	Coordination to provide appropriate information and guidance to the requesting customer will be done within three business days consistent with work priorities.
R34	Report Breaches/Security Incidents in a Timely Manner (CSIRT)	Upon notification /discovery; investigate involving appropriate technical staff and determine proper course of action to mitigate.	Upon discovery, notify Technical Staff and investigate. Notify DHSMV Service Desk in less than 15 minutes. If no response, escalate per DHSMV's escalation table. Customer along with appropriate technical staff investigates and takes appropriate action.
R35	Contact On-call Personnel When The State Is Closed For Business	Call the person on-call responsible for problems in a specific area after normal business hours. After normal business hours includes all periods when the state is closed for business. Systems Support Staff will implement Production Moves during this period.	Notification occurs within 15-30 minutes of detection of problem. (For application problems: Inform the person on-call of a problem in their area of responsibility. Operator will contact on-call personnel for the responsible area using all of the available contact information.) DHSMV personnel are on-call as identified in DHSMV's on-call schedule. Production application problems/job abandons will be entered into the SSRC Service Desk system to be sent to the DHSMV Service Desk.

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R36	Participate In The Planning Of Application Implementations.	Actively participates in planning meetings to assist in development of the implementation plan for tasks identified by customer which will cover both system test and production implementations. Perform the associated tasks when required for application implementations. Production implementations normally occur outside the hours of availability so as not to adversely impact production applications. All necessary staff must be available during those hours to perform the tasks. Monitor schedules for changes impacting production schedules.	SSRC will enter SSRC Service Desk ticket for the following morning for any jobs. Upon availability, production application problems will be entered into DHSMV's web based self-service incident management application. Upon initiation of a project, DHSMV will ensure all known service needs are included in the application implementation schedules and ensure SSRC is notified. SSRC staff will respond within one day on availability to participate in schedule development. Within two business days, experienced staff will be designated to support application implementations. Implementation schedules include Operations specifics. Applications implementations required by DHSMV will be expeditiously supported in the requisite timeframe. Assist in the preparation and timing of application implementation plans for the tasks necessary to be performed by SSRC staff. Any new events not included within the original plan must be approved by both agencies. Perform the necessary tasks associated with an application implementation plan at the time coordinated by the customer. DHSMV will ensure appropriate staff is available to assist the SSRC with the implementation.

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R37	Support Non-Business Day Application Implementations	Participate in application implementation schedule development; Schedule support for non-business day implementations based on developed schedule and assist in hardware and software upgrades. Provide necessary staff support that customer environment needs for non-business day application implementations, including regular on-call support.	<i>Response to DHSMV within 15 minutes of when the task was to be performed as to the completion or problems with the assigned tasks. Respond within one business day of receiving customer request. Staff will be identified and available within three business days. Non-business day application implementations required by customer will be expeditiously supported in the requisite timeframe. Verify correctness based on implementation plan completion. Issue resolution options as provided in the formalized plan. Emergency implementations will be negotiated as necessary. DHSMV will ensure appropriate staff is available to assist the SSRC.</i>
R38	Job Scheduling, Monitoring and Abend Reporting	Schedule/rescheduling tasks as needed and ensure job completion status is determined and notification sent to requestor. Also include customer notification if abend or unexpected results occur.	<i>Issues reported within 1 – 4 hours on business days. Weekend issues addressed on the first business day morning no later than 8:00 a.m. unless on-call person has been notified. Batch jobs should not process between the hours of 8:00 AM to 4:00 PM on weekdays without prior approval from authorized DHSMV personnel. Job completed successful or unsuccessful processing results are reported per instructions. Application programmers are on-call as identified in DHSMV's on-</i>

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R39	Schedule/Process/ Monitor Jobs On Mainframe ** (See attached disclaimer)	Schedule and process all jobs on mainframe computer. Jobs can be processed under an automated scheduler (automatically scheduled or demanded in for processing) or submitted individually via Time Sharing Option (TSO). A daily job schedule will be submitted by Production Control. JES2 job number(s), applicable Condition Code(s), and any relevant information will be recorded on this job schedule. Correct processing and expected results of each job will be verified by Production Control personnel.	<p>Upon availability, production application problems will be entered into DHSMV's web based self-service incident management application.</p> <p>Jobs will process in accordance with schedule requirements and verification of expected results will be performed by Production Control personnel for each job processed.</p> <p>Batch jobs should not be run between the hours of 8:00 AM to 4:00 PM on weekdays without prior approval from customer.</p> <p>Application programmers are on-call as identified in DHSMV's on-call schedule.</p> <p>Production application problems/job abends will be entered into the SSRC Service Desk system to be sent to the DHSMV Service Desk. SSRC will enter SSRC Service Desk ticket for the following morning for any jobs.</p> <p>Upon availability, production application problems will be entered into DHSMV's web based self-service incident management application.</p> <p>Customer jobs will process as required with response of failure in less than 15 minutes during regular business hours. On-call procedures</p>

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			<i>adherence during non-business hours.</i>
R40	Maintain Mainframe Scheduler	Create/update mainframe scheduler calendars and all Mainframe Scheduler components for job execution.	<i>Mainframe Scheduler calendars and all components for job execution are maintained for successful job execution.</i>
R41	Monitor/Report Mainframe Scheduler Task Issues	Monitor/report mainframe scheduler task issues. Notify customer when jobs fail.	<i>On a daily basis monitor/report mainframe scheduler task issues to ensure processing is performed without error. Any errors should be reported to customer within one hour of failure once regular business hours are in effect. Application programmers are on-call as identified in DHSMV's on-call schedule. Production application problems/job abends will be entered into the SSRC Service Desk system to be sent to the DHSMV Service Desk. SSRC will enter SSRC Service Desk ticket for the following morning for any jobs. Upon availability, production application problems will be entered into DHSMV's web based self-service incident management application.</i>

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R42	Provide Mainframe Scheduler Forecast Report For Special Circumstances (Ex Year End Processing, Production Implementation Of An Application, Software Upgrade, Holiday Processing)	Run forecast for requested period at least two weeks prior to the special circumstance occurring. Provide the forecast report to customer identifying the special circumstance that is being requested and the deadline to submit adjustments to the mainframe scheduler.	<i>The forecast report correctly reflects ALL jobs that run within the specified time period of the special circumstance. Provide the Forecast Report to the customer within 1 – 4 hours of receiving the request for the special circumstance. Customer will be able to accurately request adjustments to the Mainframe Scheduler based on what is actually running within the given timeframe. Response within less than 15 minutes during regular business hours if it is determined the Forecast Report provided is inaccurate. Correctly make adjustments to the mainframe scheduler within 1 – 4 hours of receiving the request from customer to ensure adjustments are correct before the special event occurs. Jobs will run as expected during the timeframe of special circumstance. Response in less than 15 minutes during regular business hours where jobs fail during the special circumstance. Correctly manually schedule requested jobs in the mainframe scheduler within 1 – 4 hours of receiving the request from customer. Batch jobs should not be run between the hours of 8:00 AM to 4:00 PM on weekdays without prior approval from customer. Jobs run successfully according to the request. Response in less than 15 minutes during regular business hours where jobs fail to run successfully.</i>
R43	Adjust Mainframe Scheduler Schedule As Required To Address Special Circumstances	Make adjustments to mainframe scheduler as requested by customer.	
R44	Schedule Jobs In Mainframe Scheduler Manually Upon Request	Manually schedule requested jobs in the mainframe scheduler as requested by customer.	

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R45	Perform/Manage Mainframe Scheduler Job Scheduling	Perform/manage mainframe scheduler job scheduling to ensure jobs run successfully.	Mainframe scheduler jobs run successfully. Batch jobs should not be run between the hours of 8:00 AM to 4:00 PM on weekdays without prior approval from customer. When mainframe scheduled jobs fail, the job logs are reported to the customer within one hour of the job executing with failure.
R46	Coordinate JCL Variable Substitutions and Overrides	Perform JCL variable substitutions/overrides based on documented parameters and/or special variable substitution requirements. Variables can be placed in either the JCL statements or in in-line data statements.	JCL variables/overrides substitute correctly when executed in production environment. Response of problems to the customer in less than 15 minutes during regular business hours—according to non-business hours procedures otherwise.
R47	Provide and support Production Control's production workload statistics. Maintain Daily Production Workload Statistics (Jobs Scheduled, Renewals/Form Letters Generated, Titles/Reprints Generated, Dataset Replacements/ Creations, etc.)	Ensure production workload statistics (ex. Totals for jobs scheduled, letters generated, Titles generated) are kept up-to-date and information readily available to customer. Maintain Daily Production Workload Statistics according to established standards. Ensure Production Workload Statistics are kept up-to-date and information readily available to DHSMV.	Have all aspects of Production Workload Statistics databases/spreadsheet formulas, etc. functioning properly. Production Workload Statistics are provided to customer upon request in addition to monthly established schedule for input to customer Monthly Report.
R48	Process Ad-hoc Job Requests	Ad-hoc job requests will be processed via production batch jobs. Provide job scheduling setup and support for ad-hoc requested jobs. Jobs that need day time processing must be approved by authorized DHSMV personnel unless they appear	Successful setup based on request form and processing completed within turnaround time specified. Non-law enforcement: Jobs will be processed within 24 hours of request.

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		on preapproved authorized run list.	<p><i>Law enforcement: Jobs will be processed within one hour of request.</i></p> <p><i>Emergency ad-hoc jobs will be processed in less than 15 minutes upon receipt.</i></p>
R49	Provide Support For CICS Transaction Issues	Be available during regular business hours to provide support and assistance in resolving issues with CICS transactions in all environments; be available in an on-call capacity outside of regular business hours when the CICS Production region(s) are available to provide support and assistance in resolving issues with Production CICS transactions; provide support and assistance to resolve CICS transaction issue(s).	<p><i>Provide issue resolution in less than one hour for Law Enforcement Production CICS transaction issues, and in one to four hours for Non-Law Enforcement and Test CICS transaction issues.</i></p> <p><i>Response in less than five minutes for Production CICS transaction issue(s), and half a day response for Test CICS transaction issues.</i></p>
R50	Support/Coordinate System Software Upgrades And Fixes	Systems Support staff will coordinate with customer on software upgrades or application of maintenance with major impact.	<p><i>All major system software upgrades or major maintenance will be communicated to, and coordinated with, customer.</i></p> <p><i>System Software upgrades and fixes do not conflict with customer work plan.</i></p> <p><i>Response to issues in less than 15 minutes during regular business hours.</i></p>
R51	Provide Support of Application Software Needs, Requirements, and Issues (Including Availability)	Stay current on customer software needs and requirements; make recommendations for new software; software upgrades and fixes; and new features of existing software; stay current on new and developing software that may more optimally address customer software needs and requirements; ensure security encryption protocols are supported and configured for all customer needs.	<p><i>Respond to software based inquiries within one to two working days.</i></p> <p><i>Be available during regular business hours to provide support and assistance on software issues within one hour; be available in an on-call capacity to provide support and assistance on software issues within one to four hours.</i></p>

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R52	Coordinate/ Participate In Testing Of System Software Changes	When system software changes take place, Systems personnel will coordinate testing efforts off hours with customer and will be available to help with any issues which appear during testing; test plans should include known customer uses of software and test cases for previously encountered problems.	Systems will have appropriate personnel available for all test periods. Changes are not made without coordination with customer. Issue response in less than 15 minutes.
R53	Coordinate Scheduling Of System Software Upgrades And Fixes, Provide Advance Notice Of Upgrades And Fixes And Solicits Best "Non-Impact" Time Windows (Considering The Impact And Possible Interruptions To Customer Applications)	Customer will be consulted on the scheduling of all maintenance and upgrades which have applications impact.	All upgrades will be scheduled in this manner. System software upgrades and fixes are scheduled without impact to customer applications. Address conflicts to published System schedule and changes to said schedule within one business day.
R54	Assist With Solving Problems Involving Mainframe Software	Systems personnel will provide diagnostic and resolution help for any and all mainframe software problems.	Mainframe software problems will be diagnosed, and resolved in one working day or passed to the software vendor within three working days. User will confirm the issue has been resolved and can be closed. Response to issues in less than 15 minutes.

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R55	Provide Mainframe Component Infrastructure Support	Stay current on customer application development infrastructure needs and requirements. Make recommendations for improvements; provide support and advice on new application development projects as requested.	Infrastructure is created, coordinated and maintained to optimally support customer applications. Verify correctness based on formal testing and evaluation; Infrastructure is in place to allow applications to run efficiently. Response to issues in less than 15 minutes during regular business hours.
R56	Provide Consultation And Advice On How To Make Customer Mainframe Infrastructure Applications More Efficient	Stay knowledgeable on customer controlled software, objects, and processes; preemptively provide advice on ways customer processes can be more efficient.	Improved processing experience for all customer developed processes.
R57	Provide Application Development Support	Provide support of application planning; Advice on perceived issues and "what if" scenarios and make recommendations for applications and their associated implementations; provide Application function analysis/support consultation; provide requested information relevant to application; participate in the planning of application implementations.	Stay current on customer application needs and requirements and application development initiatives; respond within one day of availability to participate in customer planning endeavors; ensure applications run as efficiently as possible. Ensure Systems involvement in the application development life cycle starting in the planning stage. Response to issues in less than 15 minutes during regular business hours.
R58	Provide Application Tuning And Analysis	When requested, monitor application performance. Provide reports and recommendations on results of application tuning. Provide recommendations for application changes needed to improve performance.	Ensure applications run as efficiently as the system allows. Response to issues in less than 15 minutes during regular business hours.

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R59	Maintain And Support Mainframe Test Systems	Establish and maintain test systems (Infrastructures, Environments, and Settings) to ensure support of the customer application development needs. The test systems are configured to match the Production Systems as closely as possible, and are adjusted as required for new applications' needs. Manage and optimize test system performance.	<i>Provide the required test systems for customer application development. Test systems exist and function as required. Response to issues in less than 15 minutes during regular business hours.</i>
R60	Maintain/coordinate Customer Test Hours of Operation (Environment/ Systems Availability)	Maintain and, as needed, modify system scheduling or parameters for the operation of the test environments.	<i>Maintain established test system hours of operations; respond to requests for modification and take action within three business days. Test system hours are set to optimize test system utilization. Response to issues in less than 15 minutes during regular business hours.</i>
R61	Manage Customer Specific System-Level Or Assembler-Language Programs	Maintain programs which were developed by Systems for the use of customer, and which require assembler experience to maintain or system-level interfaces to perform their function.	<i>This software will continue to function and will be modified if required by future system upgrades. Customer will verify that programs perform the requested function(s) acceptably. Response to issues in less than 15 minutes during regular business hours.</i>
R62	Define Work Load Manager (WLM) Policy	Work with customer on identifying the exact started tasks and WLM needs; establish started tasks and WLM specifics for identified needs; ensure established started tasks and WLM specifics are maintained through software upgrades.	<i>Establish tasks as required and establish WLM thresholds to maintain them to address the particular software needs. Verify correctness based on testing after initial establishment; verify continued correctness through daily assignments. Response in less than 15 minutes during regular business hours, with corrective action within one business day or if production critical, within one hour.</i>
R63	Maintain Application Promotion Process Documentation	Maintain the documentation associated with the promotion of application components between the Test and Production libraries. ("Implementing/Modifying a Production Program" documentation.)	<i>Application Promotion Process documentation is kept current to accurately reflect the actual processes performed. Proposed process changes will be approved by DHSMV prior to implementation. Documentation is readily available for reference.</i>

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Mainframe Required Services			
R	Service	Description of Service	Requirement
R64	Coordinate/Execute Implementation Of Jobs And/Or Updates to Jobs When Requested - Move All Components Of Jobs Into Production Environment	Implementation/update(s) should occur by 4:00 PM the day of receiving the request (when request is received by 2:00 PM) - unless otherwise specified in the request from DHSMV. After hours moves of job components from test to production environment will be implemented as required for DHSMV. Implement/update all requested production job components and documentation. Move all components of jobs from test to production environment/libraries via PANMOVE and/or CODEMOVE functions according to established procedures. (Entitled "Implementing/Modifying Production Program Procedures")	Implement components to appropriate production libraries and/or workload scheduling system and related documentation. Have all job components in specified production library by 4:00 PM on day requested - unless otherwise specified in the request from DHSMV. If emergency move, request is completed within one hour of time requested. Notification of problems or questions encountered during the implementation/update process should occur in less than five minutes so the request can be completed on-time. Provide confirmation when request is complete.
R65	Provide Assistance On General Production Source and Program Move Issues	Provide assistance on various PANMOVE and CODEMOVE functions or issues when called upon by DHSMV staff.	Provide assistance related to the CODEMOVE/PANMOVE jobs which allow DHSMV staff to perform the required job function. Response to the inquiry in less than 15 minutes during regular business hours.
R66	Perform CODEMOVE/PANMOVE Back-outs	Back out CODEMOVE/PANMOVE moves as directed by DHSMV authorized personnel.	Correctly reset, as directed by DHSMV, CODEMOVE/PANMOVE objects to what they were before the promotion at issue. Correctly back out CODEMOVE/PANMOVE move request so that the CODEMOVE/PANMOVE can be re-run with no errors in processing. Respond in less than 15 minutes during regular business hours. Back-outs are rare and create an emergency type request to get the CODEMOVE/PANMOVE reset to what it was before the first

Amendment "A"
 Standard Mainframe Required Services
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Mainframe Required Services			
R	Service	Description of Service	Requirement
R67	Perform the NEWCOPY command in Production CICS as requested by DHSMV Authorized Personnel	Perform the NEWCOPY command for specified CICS transactions in the CICS production environment as requested by DHSMV authorized personnel.	<i>NEWCOPY commands are performed within 15 minutes of receiving the request from DHSMV and notification occurs upon completion. The affected application receives the updated application code in the production environment as quickly as needed and the NEWCOPY command allows for immediate access of the new application code.</i>
R68	Job Documentation Non-compliance Reporting	Job documentation that does not comply with customer's Production Control documentation standards is reported to the DHSMV ISA Application Developer submitting the documentation. Job will not be migrated to the production environment until submitted documentation complies with DHSMV documentation standards.	<i>Non-compliance is reported in less than 15 minutes so that corrections can be made and the necessary processes are not delayed.</i>
R69	Production Job Documentation and/or Updates Incorporated Into Established Job Documentation Environment	DHSMV Application Development staff provides job documentation in accordance with documentation requirements. The provided documentation is incorporated into established job documentation environment upon receipt.	<i>All job documentation incorporated into established documentation environment within four hours of receipt. DHSMV jobs will execute correctly according to submitted documentation.</i>

Amendment "A"
 Standard Mainframe Required Services
 Department of Highway Safety and Motor Vehicles (DHSMV)

Mainframe Required Services			
R	Service	Description of Service	Requirement
R70	Provide Output Archival Product Support And Training	Provide assistance on output archival product software functions when requested by DHSMV staff. Ability for DHSMV staff to view output archival product output.	Training will be provided so that DHSMV Staff will learn how to effectively use output archival product. Schedule a time for the training within 1 – 4 hours of receiving the request by DHSMV staff.
R71	Participate In The Development Of New Requirements/Processes. Provide Direct Contact With Applications Staff For Discussions. On Issues And "What If" Scenarios When Seeking Recommendation For Implementation(s) Or New Processing Requirements	Participate in the development of new requirements/processes. Provide process analysis and documentation skills. Ensure appropriate SSRC personnel coordinate with application developers and other cross-functional teams to meet DHSMV's objectives. Provide workload scheduling and code migration expertise to help with application development analysis and decision making issues.	Acknowledge receipt of a DHSMV request within 1 -4 hours so that a mutually acceptable time can be scheduled for discussions. Provide technical and timely expertise in all required areas so that the best solutions can be developed. Create or improve processes related to new requirements/processes. New requirements/processes will be communicated to DHSMV for approval. Upon DHSMV approval, documentation will be provided. With the exception of emergencies, notification occurs at least two weeks prior to a process change that one is being considered.
R72	Application Function Analysis/Support Consultation	Work with application development and support projects as needed.	When analysis or support requests are made, schedule a time for further discussion within 1 – 4 hours of receiving the request. Actively participate in the discussions and provide required technical expertise for analysis and support.
R73	Support Obsolete Of Applications And/Or Some Of Their Components When Requested	Obsolescence should occur within five business days of receiving the request unless otherwise specified in the request from the DHSMV ISA Application Developer. Obsolete all requested job components. Obsolete	Obsolete components are successfully removed from the production libraries and/or the appropriate workload scheduling system based on the DHSMV request. Confirmation to customer when request is complete.

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 Standard Mainframe Required Services
 Department of Highway Safety and Motor Vehicles (DHSMV)

Mainframe Required Services			
R	Service	Description of Service	Requirement
R74	Troubleshooting Support/Coordinate with DHSMV Application Development Staff for Production Batch Jobs/Series	Monitor and provide diagnostic and resolution support to DHSMV for any production process issues and coordinate with DHSMV staff for all requested production batch job information and documentation (to include abends and/or successful processing). Any items removed should be backed up for potential recovery. Back-up should be retained for two years.	<i>Staff responds within one hour. Communication with DHSMV is maintained to facilitate efficient issue resolution and production planning. DHSMV and SSRC will work jointly to resolve reported issues. Production batch job information requests will be supported.</i>
R75	Comprehensive Documentation of All SSRC Mainframe Functions, Processes, and Responsibilities	Ensures comprehensive documentation is kept up-to-date and information readily available to DHSMV. Coordinates with DHSMV to ensure documentation is accurate and up-to-date. Ensures DHSMV is notified when processes/functions change.	<i>Have documentation intact and available for review upon request.</i>
R76	Scan Processed Production Job Schedule and Related Documents	Scan processed production job schedule and related documents and make available for customer.	<i>Production job schedules and related documents are scanned and available to DHSMV 12:00 PM on business days.</i>
	** (See attached disclaimer)		



Amendment "A" Disclaimer

The services outlined in this section fall outside the definition of services and the standard operating model for the SSRC Production Control section. In order to comply with the legislative intent stated in Section 282.201, Florida Statutes to deploy technology consistently throughout the consolidated organization, and avoid the subsidization of these additional services by other service customers, the SSRC will continue to support these services with the understanding that the Agency and the SSRC will work to standardize these services and move to the existing SSRC operating model.

We have included the proposed proviso for your review as well.

Per Senate Proposed Committee Bill, SPB 7090 – General Appropriations (GAA), Section 6 General Government, Page 333 – Last paragraph

By November 1, 2010, the SSRC shall coordinate with its mainframe customers to develop a plan for standardizing or replacing mainframe software products to achieve cost savings and other operational efficiencies for mainframe services. In producing the plan, the SSRC shall identify specific software functions that can be performed more effectively through standardization or replacement of existing mainframe software products and services. The plan shall include an estimated timeframe for achieving the savings and other related benefits. In order to achieve these objectives, the SSRC, in consultation with the Agency for Enterprise Information Technology, shall develop competitive mainframe software and services solicitations required for implementation to begin July 1, 2011.

[http://www.myfloridahouse.gov/Sections/Documents/htmlcontainer.aspx?PublicationType=Committees&CommitteeId=&Session=2010&DocumentType=General%20Appropriations%20Act&FileName=2010 appropriations documents.htm](http://www.myfloridahouse.gov/Sections/Documents/htmlcontainer.aspx?PublicationType=Committees&CommitteeId=&Session=2010&DocumentType=General%20Appropriations%20Act&FileName=2010%20appropriations%20documents.htm)

Southwood Shared Resource Center (SSRC) Production Control Scope of Services

The SSRC Production Control Team administers and supports workload scheduling and code migration services/tools. The staff reviews Job Control Language (JCL) documentation for compliancy, correctness and accuracy which ensure jobs sustain production ready status. All service requests are processed in a timely and efficient manner. Staff will assist with planned implementations, upgrades and installs that support the direct need of the customer. Production control staff will provide training for workload scheduling and code migration tools.

In Scope Services Include:

- Automated change management (aka: production turnover) administration & support
- Job scheduling, processing, re-scheduling, monitoring and abend reporting
- Automated scheduler administration & support
- Provide mainframe scheduler forecast report for special circumstances (ex. roll-forward, production implementation of an application, software upgrade, etc.)
- Verify/coordinate JCL variable substitutions
- Automated output management, archive and retrieval administration and support
- Provide and support production control's monthly metrics

Production Control staff will assist with the following additional In Scope Services:

- On-call support
- Consulting support (additional support from PC staff above daily routine work)
- Support/participate in weekend application implementations, upgrades and installs
- Participate in new product/software evaluations
- Participate in testing of software changes
- Decommissioning of obsolete applications

Out of Scope Services Include:

- Production JCL changes (Includes overrides, development staff should know JCL and should be making the changes)
- Non-automated production code moves (Without an electronic tool, approval or audit trail)
- Non-automated batch job processing (Without integrated electronic scheduling, processing and monitoring for the entirety of the job flow)
- Restores of job output
- Management of cataloguing/uncataloguing tapes and dataset spooling
- Project leader or manager for customer internal processes
- Indefinitely support products that are not standard at SSRC, since it's required by Legislature to save money by consolidating software
- Diagnosis of application problems

Note: SSRC Mainframe Support Team must determine what software products will be utilized for consolidation and standardization. All customers must dedicate resources to modernize their JCL or request SSRC to assist with this endeavor to be successful. Resource allocations require a high priority for customers to become In Scope Services compliant.

Amendment "B"
Mainframe Performance Measures
Florida Department of Highway Safety and Motor Vehicles (DHSMV)

For purposes of defining required services and service level metrics, services are aligned into two components: Agency Information Technology (IT) Services (Strategic Services) and Non-Strategic IT Services. The non-strategic IT services include the infrastructure components and the activities being performed by IT staff in support of the applications.

Strategic IT Services are those that directly enable the DHSMV's statutory or constitutional responsibilities and policy objectives. Strategic IT Services are Driver Licensing Imaging Services, Law Enforcement Services, Title and Registration Services, and Portal Services. The delivery of all strategic IT services is subject to dependency upon common processes currently referred to by the agency as non-strategic IT services.

Non-strategic IT Services are those common utility-type services that facilitate or enable the day-to-day business activities of the agency. They provide the generic IT infrastructure needed to provide all other IT services. Non-strategic IT Services are IT Security/Risk Mitigation Services, Helpdesk Services, Network Services, Email, Messaging and Calendaring Services, Desktop Computing Services, IT Support for Agency Financial and Administrative System Services and IT Administration and Management Services.

Mainframe Performance Measures

Mainframe services identified in this amendment have a service delivery and performance requirement with service levels that must be measured. This amendment serves as a performance framework for the delivery of these services and documents their associated performance measures and requirements.

Mainframe Performance Measures Categories and Descriptions:

Availability Management

The Availability Management service is provided to customers as a means to monitor mainframe components to ensure that those services that are dependent upon standard hours of availability are delivered consistently and cost-effectively based upon the level of availability required by the customer within the constraints of the established standard hours of availability as well as the availability of the personnel/staff who support these components.

Systems Management & Administration

Systems Services support the mainframe environment infrastructure. Systems Services include the installation and administration of all hardware and software, systems management and administration of availability/unavailability of mainframe resources, response time, batch processing, and other components associated with the mainframe computing environment. Systems Services also include the related communications software and mainframe attached printing, capacity planning and performance measurement. In addition, Systems Services encompasses contract management of all mainframe based software/hardware service, repair and maintenance, technical support for software, hardware, mainframe applications, and the customer agency's offices.

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Batch Processing

Scheduled Production Batch: jobs include system setup, execution and completion of normally scheduled production batch jobs.
Demand (Ad-hoc) and Test Batch jobs include time for system setup and initiation of job execution for ad-hoc requests, non-standard, and non-prescheduled batch jobs.

Operations Services

Operations Services primarily provides support for data center operations which includes managing, monitoring and reporting the conditions of data center environmental and other components (i.e. temperature, UPS, HVAC, generator and backup power), monitoring and managing batch job priorities, flow of batch jobs, initiators, reporting problems and errors, monitoring both systems and backups for completion, and preparing data backups to and from the offsite storage facility. Operations Services also provide data center coverage and contact during emergencies and State closures.

Output Services

Output Services provides assistance to the customer agency with a variety of output delivery formats and destinations; end user mainframe data processing needs which includes managing output archival system, defining remote print destinations, initiating and canceling print jobs, monitoring printing priorities, hardcopy printing routed to the mainframe printers and to printers located in end user offices.

Scheduling and Migration Services

Scheduling and Migration Services support workload scheduling and code migration services in support of the customer agency's applications and ensures that workload scheduling and code migration service requests are processed in a proficient and timely manner. Included are weekend and planned implementations, which could range from new software/hardware installs to scheduling/re-scheduling tasks within both the test and production multi-platform environments. Scheduling and Migration Services requires technical staff to manage, support and provide training for workload scheduling and code migration tools.

System Security & Risk Management Services

System Security and Risk Management Services provide and support measures that reduce risk and ensure continuity of the mainframe services and operations supporting the customer agency's strategic business processes.

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Systems Management & Administration – Unavailability of Services Performance Measures						
Metric	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)		
A1	Repeat Failures	Repetition of outages or major problems.	<i>Outages will not repeat for the same reason within the same day.</i>	There will be no instances of outages occurring for the same reason as a previously detected outage.	95% of outages will be resolved in such a way that the root cause of the problem is determined, and a fix is in place to prevent it from happening again in the same day.	95%
A2	Recovery Time	The amount of time from the outage of a service until the service is again available to its users.	<i>Most services should be repaired and/or restarted within one hour of detection which holds recovery time to a minimum.</i>	Services will be returned to operation within performance target timeframe while still ensuring that the outage will not reoccur in less than five minutes.	<i>In 95% of outages the service will be available in less than one hour after being reported as unavailable.</i>	95%
A3	Minimum Acceptable Monthly Service Availability	The amount of time the Customer application is available for use.	<i>The Customer application should be available for use in a consistent manner.</i>	Services will be returned to operation within performance target timeframes.	<i>On a monthly basis, the application will be available for use a minimum of 99.9% of the time.</i>	99.9%

Systems Management & Administration Performance Measures

Metric	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)		
B1	Provide/Manage Customer's Agency Specific Software Customization	Create and maintain system interface code (exits) and/or programs which require system-level	<i>The system will function to meet customer's needs.</i>	System interfaces will be created as needed, and migrated from one version of software to	<i>There will be no more than two instances per year of program bugs in system-level code in</i>	99%

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Mainframe Performance Measures
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Systems Management & Administration Performance Measures						
B	Metric Objective/Service	Description of Service	Performance Target	Expected Results	Minimum Performance (%)	
B2	Create/Manage Logon Procs and Manage Customer's Agency Specific Software Started Tasks	JCL procedures needed for TSO logons will be provided and maintained. Setup and startup for all started tasks (background services) required for customer's software configuration.	<i>The logon procedures will be maintained to keep up with changing software needs. Started task needs of customer will be consistently met without error.</i>	User TSO environments will include the software necessary to do their normal work. Started task JCL will be created and maintained as requested by the customer agency.	<i>There will be no more than two errors in logon procedures per year and at most one instance per year of a started task being created incorrectly or omitted from automated scheduling.</i>	95%
B3	Manage Job Classes And Initiators	Provide definition for batch job classes and provide initiators to run batch work.	<i>All batch work will be processed as needed, and WLM is used to optimize batch work.</i>	Batch job classes and initiators will be managed to allow work to run in an efficient manner.	<i>In 95% of measured intervals, the batch jobs in class R will execute at BATCHHI priority. Other managed job classes will start within 15 minutes of entering the system.</i>	95%
B4	Provide 24 Hour General Systems On-Call Support	Provide personnel for on-call support during off hours, 5 PM to 7 AM weekdays, and 24 hours on weekends or holidays. Ensure reachable coverage for business hours of 7AM-5PM weekdays.	<i>One person will be designated as the Mainframe Systems on-call person each week. This person will respond to phone call or page within 30 minutes of the initial call.</i>	On-call periods will never be unstaffed and problems during-off hours will be resolved.	<i>Calls will be answered within the timeframe and problems promptly resolved 80% of the time.</i>	80%
B5	Make Changes To Service Classes Of Work On An On-Demand Basis	To meet special processing needs, modify the service class(s) of work to provide special priority on request.	<i>The service class is modified correctly and provides the expected improvement.</i>	The specified tasks will get more resources and complete more quickly.	<i>Service classes modified within one hour of being requested 95% of the time.</i>	95%

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Systems Management & Administration Performance Measures						
B	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
B6	Administer System Components Needed by Applications	On request, assist in planning screen changes to include adding/deleting applications to/from various menus.	Change requests will be addressed within three business days after receiving the request.	Objects will be maintained within performance target timeframe.	99% of the time, verifiable change requests will be completed as indicated in the performance target.	99%
B7	Provide Mainframe E-Mail Support (XMITIP MF E-Mail)	Configure SMTP, and maintain XMITIP program to provide for outgoing e-mail from the mainframe.	Any necessary changes will occur within one business day or less.	Mainframe batch jobs will be able to send e-mail via XMITIP.	95% of XMITIP problems resolved within one business day.	95%
B8	Assist with Mainframe to Server Connection Issues	When necessary provide diagnostic assistance and resolve connectivity issues between other platforms and the mainframe for multi-tiered applications.	Problem identified within 1 day; resolution time depends upon what needs to be changed and whether it relates to Production or Test environments. 99% of connectivity issues will be resolved within one business day.	Connectivity issues will be resolved within performance target timeframes.	99% of connectivity issues will be resolved within one business day.	99%
B9	Provide Support to Resolve Software Problems	Provide diagnostic and resolution help for any and all mainframe related software problems	Software will be returned to proper operation consistent with customer's change management practices. Software issues will be resolved in one – four hours, or passed to the software vendor by the end of the business day.	Software problems will be resolved.	Software issues will be resolved in one – four hours or passed to the software vendor by the end of the business day.	95%

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Systems Management & Administration Performance Measures						
B	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
B10	Manage Automated Operations – Problem Resolution	As needed, create and maintain automated operations software components to provide for the automation of repetitive tasks or handling of errors.	<i>Problems in automation will be resolved within one business day.</i>	<i>Problems with automated operations will be addressed within performance target timeframe.</i>	<i>95% of the problems resolved in one business day.</i>	95%
B11	Manage Automated Operations – Requests for Changes	As needed, create and maintain automated operations software components to provide for the automation of repetitive tasks or handling of errors. Category 3 (Refer to Amendment D of IBM Mainframe Managed Service) Category 4 (Refer to Amendment D of IBM Mainframe Managed Service)	<i>Requests for changes will be completed within one business week.</i>	<i>Changes and additions to automated operations will be addressed depending on the complexity of the process being automated.</i>	<i>95% of requests completed within one business week.</i>	95%
B12	Manage Production Application Environment Performance Involving Mainframe Related Resources	Investigate and help solve performance issues with production applications. Category 3 (Refer to Amendment D of IBM	<i>Problem identified within one day; resolution time depends upon what needs to be changed; priority given to production problems.</i>	<i>Performances issues will be resolved within performance target timeframe.</i>	<i>95% of production performance problems identified in one business day and resolved within one month.</i>	95%

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Systems Management & Administration Performance Measures						
B	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
B13	Manage Test Application Environment Performance Involving Mainframe Related Resources	Investigate and help solve performance issues with test applications. Category 3 (Refer to Amendment D of IBM Mainframe Managed Service)	<i>Problem identified within one day; resolution time depends upon what needs to be changed; priority given to production problems.</i>	Performances issues will be resolved within performance target timeframe.	<i>95% of test performance problems identified in one business day and resolved within one month.</i>	95%
B14	Provide Output Archival Management & Support	As requested, define special PDF translation requirements for reports in the JES2FTP product. Category 3 (Refer to Amendment D of IBM Mainframe Managed Service)	<i>Problems with output going into JES2FTP (for the SharePoint Electronic Report Distribution system) will be resolved within one business day. Requirements defined within three business days.</i>	Reports will be accumulated and provided to customer according to the new definition on the first cycle after the request is completed.	<i>95% of problems resolved within one business day; 95% of definition requests finished within three business days.</i>	95%
B15	Manage Mainframe Communication Protocols (Ex. SNA, TCP/IP)	Provide new definitions or parameter changes for mainframe communications as needed. Category 3 (Refer to Amendment D of IBM Mainframe Managed Service)	<i>Problems resolved within one business day. Changes researched as needed and implemented following a published schedule and consistent with DHSMV change management practices.</i>	Communications changes will happen without adverse impact.	<i>95% of problems resolved within one business day; 95% of communication configuration changes will occur without impact to application systems or end users.</i>	95%
B16	Storage Administration	Change definitions as	<i>Changes will be made within</i>	Backups, archives, and	<i>95% of changes will be</i>	95%

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Mainframe Performance Measures
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Systems Management & Administration Performance Measures						
Metric	Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
B		needed to meet new requirements.	one week.	storage management will follow the updated rules upon activation.	completed within one business week.	
		Category 4 (Refer to Amendment D of IBM Mainframe Managed Service)				

Mainframe Systems Response Time Performance Measures						
Metric	Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
C1	CICS Transaction Response Time	A measurement of the elapsed time to process a given transaction. This is an internal measurement, not including network time.	Two seconds (or less) by default, or the measured/agreed-upon value for other individual transactions (enumerated by attachment).	The response time goal will be met.	The goal will be met in at least 95% of the "prime time" intervals currently defined as 8:00AM to 7:00PM, Monday – Friday and 8:00AM to 3:00PM Saturday.	95%
C2	TSO Response Time	A measurement of the response time of individual TSO commands or actions.	Sub-second, for 'period 1' (small resource usage) TSO transactions.	The response time goal will be met.	The goal will be met in at least 95% of the "prime time" intervals currently defined as 8:00AM to 5:30PM, Monday – Friday.	95%
C3	Focus/MSO Response Time	A measurement of the response time of individual Focus/MSO commands or actions.	Focus/MSO runs as a medium priority started task (WLM STCMED).	The response time goal will be met.	The goal will be met in at least 95% of the "prime time" intervals currently defined as 7:00AM to 5:30PM.	95%

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			Monday – Friday.	
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Batch Processing Performance Measures						
D	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
D1	Scheduled Production Batch	Provide for production work to be submitted by an automated job scheduler, based on schedule definitions and predecessor dependencies.	Submit scheduled batch job streams no later than defined schedule.	All production work will be completed on schedule and without error.	Scheduled work will meet the schedule definitions 95% of the time.	95%
D2	Demand Batch/ On Request Jobs	Support work submitted to the system by end users, Operators, Production Control, or other agencies (i.e. not through the production job scheduler or via automated schedule).	Any job submitted "on hold" will initiate within 15 minutes of being released.	Jobs submitted will begin to execute within performance target timeframe after entering the system as measured by SMF records.	In 95% of the jobs measured, the read-in time until the job initiation time will be less than or equal to 15 minutes.	95%

Operations Services Performance Measures						
E	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
E1	Contact On-Call Personnel	Call the person on call responsible for problems in a specific area after normal business hours.	Within 15 – 30 minutes of notification of problem. DHSMV personnel are on-call as identified in DHSMV's on-call schedule. Production application problems and/or job abends will be entered into the SSRC	Inform the person on call of a problem in their area of responsibility.	Operator will contact on-call personnel for the responsible area using all of the available contact information 98% of the time.	98%

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Operations Services Performance Measures						
E	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
E2	Standard Response Times by Severity (Amendment D supersedes Section 21 of this SLA)	There are standard response times by four severity levels (Critical, High, Medium, Low), with associated escalation criteria for each severity level.	Upon availability, production application problems will be entered into DHSMV's web based self-service incident management application.	Meet or exceed the defined expected response times and escalation criteria.	The response times and escalation criteria for each level of severity will be met 95% of the time.	95%
E3	Resolution Times	There are established resolution times by four severity levels (Critical, High, Medium, Low)	Within specified resolution times as defined in Amendment D of this SLA.	Meet or exceed the defined expected resolution times.	The resolution times for each level of severity will be met 90% of the time.	90%
Output Services Performance Measures						
F	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
F1	Definition Of A New CICS Remote Print Destination	Necessary system software configurations are modified to include the	Definition to occur within 5 business days.	User will be able to print a mainframe report to a "desktop"	Destination to be defined within 5 business days for 99% of the requests.	99%

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	definitions necessary to relate a desktop printer to a CICS print destination.		printer (the printer might actually be attached to a print server or LAN).		
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Scheduling and Migration Services Performance Measures

G	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)	
G1	Ensure Job Documentation Compliance	Review all job documentation according to the Production Control documentation standards before the job is migrated to the production environment.	<i>DHSMV job documentation complies with the documentation standard.</i>	All job documentation is reviewed with the Production Control documentation standards within one – four hours of receiving the request.	<i>99% of requests are processed within four hours.</i>	99%
G2	Create/Update/ Maintain Mainframe Scheduler Tasks/External Events As Required	Process mainframe scheduler requests as submitted. Create/update/maintain mainframe scheduler tasks.	<i>Respond to the Request within one – four hours for acknowledgement and assessment of the request.</i>	Customer satisfaction. Jobs execute correctly and according to the desired schedule.	<i>99% of requests are responded to within four hours of receipt.</i>	99%
G3	Provide Scheduler Logs and/or Reports (Generic or Customized) Upon Request	Provide mainframe scheduler reports and/or logs (generic or customized) as requested by DHSMV.	<i>Send the requested scheduler logs and reports file(s) within one – four hours of receipt of request.</i>	The mainframe scheduler reports and/or logs (generic or customized) are accurate for the period and parameters requested.	<i>All scheduler log(s) and/or report file(s) are provided as requested and received within one -four hours of the request 99% of the time.</i>	99%
G4	Coordinate Automated Scheduler Problem Alert/Resolution	Monitor automated scheduler to ensure optimal production schedule maintenance.	<i>Notify Mainframe Systems Support within 15 minutes when automated scheduler functions are outside normal realm.</i>	The automated scheduler promotes optimal job processing and completion.	<i>95% of issues are reported to Mainframe Systems Support within 15 minutes.</i>	95%

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Scheduling and Migration Services Performance Measures					
G	Metric Objective/Service	Description of Service	Performance Target	Expected Result(s)	Minimum Performance (%)
		Report abnormal scheduler function for troubleshooting and resolution.			

Agency Amendment for Right to Audit
Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Provider shall permit onsite visits by State and Department authorized employees, officers and agents to conduct audits to ensure compliance with Section 20.055, Florida Statutes. Provider shall grant access to all records pertaining to the contract including access to all computers, communications devices and any other equipment used to store, monitor, produce, or transmit such records at any premises, whether onsite or offsite.

Provider shall maintain all records and other evidence of the Provider, and any or all subcontractors, to support the costs incurred, and compensation received, directly or indirectly, by the Provider. The Department or its designated representatives, shall have the right to audit, copy, inspect said records and accounts at all reasonable times during the performance of this agreement and the retention period of three years after the cancellation, termination, or final payment, or until the conclusion of any claim, litigation, settlement or appeal; or for such longer period, if any, required by applicable law or regulation, whichever date is latest.

Acceptance of funds under this Agreement by Provider acts as acceptance of the authority of the Auditor General's Office, the Department of Financial Services and any successor or federal governmental authorities to conduct audits and investigations in connection with those funds. The Auditor General's Office, the Department of Financial Services and any federal governmental authority shall at any time have access to and rights to examine, audit, excerpt and transcribe any pertinent books, documents, working papers and records of Provider relating to this Agreement, notwithstanding any other provision of this Agreement. Provider shall fully cooperate with and provide all assistance requested by the Auditor General's Office and the Department of Financial Services and any successor or federal governmental authorities in the conduct of such audits or investigations, including providing all records requested.

Agency Amendment for Escalation Standard Response Time Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Service severity, response times, and hours of operation for Provider's services are defined in Section 21 of this SLA. However, the Services Desk Severity and Incident Escalation Charts below supersede the times defined in Section 21.

Services Desk Severity and Incident Escalation

All requests for service are assigned an incident number and a severity level, and prioritized using the following table, with associated required resolution times:

Severity	Defined Severity	Description	Required Resolution Times
1	Critical	The majority of customers are experiencing a work stoppage of a mission critical function, application, platform, connection or environment that is interrupting the customers' business.	1 Hour
2	High	A customer is experiencing a partial failure of a supported function, application, platform, connection or environment that is disrupting the customer's business.	2 Hours
3	Medium	A customer is experiencing a reduced level of efficiency and performance of a supported function, application, platform, connection or environment that is impacting the customer's business productivity.	6 Hours
4	Low	A customer has a functional (how-to) question they cannot answer through the SSRC Services Desk or wants to submit a request for installation or change of service in their technical or physical environment.	2 Business Days

The following table outlines the standard response time for escalation for each severity.

Group	Standard Response Times – By Severity			
	1 – Critical	2 – High	3 – Medium	4 - Low
Platform Support Group	15 Minutes	30 Minutes	1 Business Hour	8 Business Hours
Automatic Escalation to Platform Management	15 Minutes	30 Minutes	1 Business Hour	4 Business Hours
Automatic Escalation to Second Level Management	15 Minutes	30 Minutes	1 Business Hour	4 Business Hours
Automatic Escalation to Upper Level Management and notification sent to the SSRC Executive Director	15 Minutes	30 Minutes	2 Business Hours	4 Business Hours
Total Escalation Time	1 Hour	2 Hours	5 Business Hours	20 Business Hours

DHSMV Escalation Standard Response Time - Amendment D

Agency Attachment for Mainframe Incident Process Florida Department of Highway Safety and Motor Vehicles (DHSMV)

- All mainframe incidents are to be initially reported to the Agency's Service Desk.
- The Agency Service Desk Technician/Analyst will enter a work order/incident ticket into the Agency's service desk application and provide the customer/affected user with a work order/incident ticket number.
- The Agency Service Desk Technician/Analyst will perform an initial investigation, which may involve contacting the agency's applications programmer(s) to verify if there is a known issue related to the incident.
- Incidents appearing to be application-related issues will be routed to the applications programmer(s) first. If it is determined that the incident is a mainframe-related issue, then the incident will be transferred back to the Agency's Service Desk so that a case can be opened with the SSRC Service Desk.
- Mainframe-related incidents are reported to the SSRC Service Desk via telephone (850-487-1746) or email (help@ssrc.myflorida.com) with pertinent information including: Agency, Agency Service Desk Technician/Analyst's name along with the customer's/affected user's name, E-mail address, location, telephone number, description of the issue, and the Agency's internal service desk work order/incident ticket number associated with the incident. The SSRC Service Desk Technician will input the information into a SSRC work order and provide to the Agency Service Desk Technician/Analyst the case number. A follow-up automated SSRC E-mail notification will be sent to the Agency's Service Desk. The case number is re-assigned to IBM-Mainframe-Support. The Agency Service Desk Technician/Analyst will document the information into the Agency's internal service desk work order/incident ticket.
- When the issue is resolved, the SSRC Systems Programming Technician will notify the SSRC Service Desk Technician that the issue is resolved and request that the case be closed.
- The SSRC Service Desk Technician will follow-up with the Agency's Service Desk to confirm that the issue is resolved. If so, both Agency and SSRC will close the work order/incident ticket and case. If the issue is not resolved, the Agency Service Desk Technician will notify the SSRC Service Desk Technician and/or Systems Programming Technician. The Agency Service Desk Technician/Analyst will continue to monitor and follow-up until the issue is satisfactorily resolved.
- An automated SSRC notification is sent to the Agency Service Desk after closure of the incident.

Agency Attachment for Mainframe Incident Process Florida Department of Highway Safety and Motor Vehicles (DHSMV)

GLOSSARY OF TERMS

- Agency Service Desk Tech: Person who will log calls or open the incident ticket/work order for all.
- Service Desk Analyst : Person who will will log the call or open the incident ticket/work order for all.
- Customers: Agency(s) doing business with the Southwood Shared Resource Center.
- Affected Users(s): User(s) of the systems (ie) hardware or applications having issues.
- Systems Programming Tech : Person assigned to work on the problems/issues.

Agency Attachment for SSRC Rate Schedule Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Attachment B SSRC Rate Schedule will be updated upon finalization of fiscal year 2009-2010 rates.

Data Center Management

Service Category	Service Detail (Product)	Units	Frequency	Rate
Data Center Hosting	Additional Electrical Circuit	Circuit	Monthly	\$40.00
Data Center Hosting	Electrical Circuit Installation	Actual Cost	Actual	cost
Data Center Hosting	Equipment Hosting Installation	Each	Unit	\$100.00
Data Center Hosting	Professional Services - SRC	Hour	Actual	\$73.58
Data Center Hosting	SRC Floor Tiles	Tile	Monthly	\$97.00
Data Center Hosting	SRC Managed Ops Tiles Surcharge	Tile	Monthly	-
Data Center Hosting	SRC Office Space	Per Sq Ft	Annually	\$17.18
Data Center Hosting	SRC Rack Mounts	1U	Monthly	\$35.00
Print Services	Lines Printed	Per 1000	Unit	\$0.60
Print Services	Lines Printed - Flat Rate	Flat	Monthly	As Neg
Data Center Hosting	Off-Site Transportation	Actual	Monthly	cost
Data Center Hosting	Off-Site Tape Storage	Actual	Monthly	cost
Data Center Hosting	SRC Tape Vault	per 20 slots	Monthly	\$52.74
Connectivity Services	Data Lines	Each	Monthly	\$24.94

Storage Management

Service Category	Service Detail (Product)	Units	Frequency	Rate
Backup	Backup Service	GB	Daily	\$0.19
Mainframe Managed Storage	Unmirrored Disk Storage (Tier 1)	Flat	Monthly	As Neg
Mainframe Managed Storage	Unmirrored Disk Storage (Tier 2)	Flat	Monthly	As Neg
Mainframe Managed Storage	Unmirrored Disk Storage (Tier 3)	Flat	Monthly	As Neg
Mainframe Managed Storage	Mirrored Disk Storage (Tier 1)	Flat	Monthly	As Neg
Mainframe Managed Storage	Mirrored Disk Storage (Tier 2)	Flat	Monthly	As Neg
Mainframe Managed Storage	Mirrored Disk Storage (Tier 3)	Flat	Monthly	As Neg
Distributed Managed Storage	Unmirrored Disk Storage (Tier 1)	per gigabyte	Daily	\$0.2225
Distributed Managed Storage	Unmirrored Disk Storage (Tier 2)	per gigabyte	Daily	\$0.1305
Distributed Managed Storage	Unmirrored Disk Storage (Tier 3)	per gigabyte	Daily	\$0.0894
Distributed Managed Storage	Mirrored Disk Storage (Tier 1)	per gigabyte	Daily	\$0.4451
Distributed Managed Storage	Mirrored Disk Storage (Tier 2)	per gigabyte	Daily	\$0.2610
Distributed Managed Storage	Mirrored Disk Storage (Tier 3)	per gigabyte	Daily	\$0.1789
Storage	Professional Services - Storage Management	Hour	Actual	\$73.58

Agency Attachment for SSRC Rate Schedule
 Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Mainframe Services

Service Category	Service Detail (Product)	Units	Frequency	Rate
Mainframe IBM CPU Usage	Mainframe IBM CPU Usage	CPU Hours	Actual	-
Mainframe IBM Print Services	Mainframe IBM Print Services	Flat	Monthly	As Neg
Mainframe IBM Tape Services	Mainframe IBM Tape Services	Flat	Monthly	As Neg
Mainframe IBM Services	Mainframe Managed Service	Flat	Monthly	As Neg
Mainframe IBM Services	IBM Backup -- (see note)	GB/day	Actual	\$0.087
Mainframe Unisys Services	Mainframe Managed Unisys Service	Flat	Monthly	As Neg
Mainframe Services	Professional Services - Mainframe	Hour	Actual	\$73.58

A	B	C	D	E		F		G		H		I		J		K		L		M	
				DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT	DOT		DOT
				Forecasted Cost	Current Cost (as of 6/08)	Consolidation Savings / (Loss)	Forecasted Cost	Current Cost (as of 6/08)	Consolidation Savings / (Loss)	Forecasted Cost	Current Cost (as of 6/08)	Consolidation Savings / (Loss)	Forecasted Cost	Current Cost (as of 6/08)	Consolidation Savings / (Loss)	Forecasted Cost	Current Cost (as of 6/08)	Consolidation Savings / (Loss)	Forecasted Cost	Current Cost (as of 6/08)	Consolidation Savings / (Loss)
1	STATE OF FLORIDA																				
2	SSRC IBM MAINFRAME ANALYSIS																				
3	IBM MAINFRAME PRE-POST-CONSOLIDATION COMPARISON																				
4	Based on FY 2010 Forecasted Costs (Cycle 2)																				
5	Cost Plan ver 2.0002 - Prepared by MAXIMUS, Inc.																				
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15	DIRECT COSTS (from Spend Plan):																				
16	Staffing Costs:																				
17	Mainframe-IBM: State Salary & Benefits																				
18	Mainframe-IBM: Staff Augmentation																				
19	Staff Subtotal																				
20	Hardware Lease/Maintenance																				
21	Software Licensing/Maintenance																				
22	Software Upgrade Fees for Shared Products																				
23	Miscellaneous																				
24	Direct Costs Subtotal																				
25	INDIRECT COSTS:																				
26	Equipment Depreciation																				
27	Intra-Fund Allocations:																				
28	Data Center-Floor Tiles Common																				
29	Data Center-Title Surcharge Common																				
30	Data Center-Offsite Tape Storage Common																				
31	Data Center-Rack Mounts Common																				
32	Data Center-Ports Common																				
33	Open Systems Navlogis Common																				
34	Storage-Mainframe Common																				
35	Windows-Exchange E-Mail Common																				
36	Windows-Domain Common																				
37	Windows-Desktop Common																				
38	Intra-Fund Allocations Subtotal																				
39	Overhead:																				
40	DMS Assessment																				
41	IS Overhead-Common																				
42	Executive Director																				
43	Business Office																				
44	Project Management																				
45	Disaster Recovery																				
46	Services Desk																				
47	Data Center Management																				
48	Data Center Operations																				
49	Storage Management																				
50	All Other																				
51	Overhead Subtotal																				
52	Indirect Costs Subtotal																				
53	(A) Total Costs Recovered Thru Metered Svcs																				
54	(B) Software Pass-Through Costs																				
55	(C) Recurring Cost Subtotal (A+B)																				
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Attachment 'C'
SSRC Cost Allocation Model
Department of Highway Safety and Motor Vehicles (DHSMV)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	STATE OF FLORIDA												
2	SSRC IBM MAINFRAME ANALYSIS												
3	IBM MAINFRAME PRE / POST-CONSOLIDATION COMPARISON												
4	IBM MAINFRAME PRE / POST-CONSOLIDATION COMPARISON												
5	Based on FY 2010 Forecasted Costs (Cycle 2)												
6	Cost Plan ver 2.0002 - Prepared by MAXMUS, Inc.												
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Agency Attachment for SSRC Provided and Supported
 Hardware and Software
 Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Software Provided for DHSMV

Vendor	Product
Allen System Group	TMON Products
Applied Software	FSE (QED)
	FW (Stand-alone)
	FSW (TSO Edit)
	TSO Edit Utilities
	TSO Superset Utilities
Austrian Systems Eng. (ASE)	Secure FTP
CASI Software	JES2FTP
Chicago Soft	MVS Quick-Ref
Computer Associates	CA1
	CA7
	CA11
	ACF2
	CA-Datcom
	CA-Easytriv
	CA-Easytriv Plus

Agency Attachment for SSRC Provided and Supported
Hardware and Software
Florida Department of Highway Safety and Motor Vehicles (DHSMV)

	CA-Panvalet
	CA-Ucandu
Compuware	Xpeditor CICS
	Xperditor Shared Services
	Xpeditor TSO
EMC (Softworks)	Quick Index
Group 1	MailStream
	Finalist
IBM	zOS
	Omegamon MVS
	CICS/TS
	ACF/NCP
	ACF/SSP
	Enterprise Cobol
	JES2
	Report Writer for Cobol
	RMF
	Tivoli Netview
	Tivoli AFOPERATOR

Agency Attachment for SSRC Provided and Supported
Hardware and Software
Florida Department of Highway Safety and Motor Vehicles (DHSMV)

	Tivoli CLSupersession
	Printer Support Facility
Information Builders	Focus
Innovation Data Processing	FDR
	ABR
	Compactor
	IAM
	FATS/FATAR
MacKinney systems	Batch CEMT
Neo Media Technologies	PDF417 Barcode
New Era	SEA
	Image Focus
Polk	VINA
SAS	Base SAS
SPC Systems	COBOL Report Writer

Agency Attachment for SSRC Provided and Supported
 Hardware and Software
 Florida Department of Highway Safety and Motor Vehicles (DHSMV)

SSH Tectia	Tectia SFTP
SUN (Storage Tek)	Silo Software
Syncsort	Syncsort
Xerox	XPAF

Hardware Provided for DHSMV

z10 mainframe processor	1 HSMV production lpar
	1 TML production lpar
	1 test lpar
Storage	18 3390-3, 106 3390-9 DASD
SL8500 and VSM4	Physical and Virtual Tape
3745-170	FEP for TML

Agency Attachment for COOP Instructions Florida Department of Highway Safety and Motor Vehicles (DHSMV)

In the event of Customer COOP activation, the Customer will notify the Provider of the COOP activation by contacting the Provider Services Desk at 850-487-1746 or 877-299-7772 (for calls outside of Tallahassee).

The Customer will notify the Provider's Services Desk upon resumption of normal operations following the COOP activation.

Procedure To Switch Mainframe To The Database Hotsite Systems At The SSRC

Notify FDLE of the switch (410-8412).

Bring down NLETS and DL.

Bring down CICSAR1, CICSAR2, CICSTST1 and CICSTST2:

F CICSAR1,CEMT PER SHUT IMM

F CICSAR2,CEMT PER SHUT IMM

F CICSTST1,CEMT PER SHUT IMM

F CICSTST2,CEMT PER SHUT IMM

Display HOTSITE screen on Omegamon and cancel any jobs that are displayed. If no jobs appear, proceed with the next step.

Enter the following command on the master console:

S RDR,DSN=DHS.SRC.AO.KDCMAINT(\$HOTSITE)

This will submit a batch job (\$HOTSITE) that will rename all required datasets. Check the completion code and messages on the console. If an error message occurs, contact the Mainframe Services On-call person.

Start CICSAR1 and CICSAR2:

S CICSAR1

S CICSAR2

Normally, the test CICS regions will not run at the hotsite.

Start DL and then INLETS. Notify FDLE that we are up at the hotsite.

Agency Attachment for COOP Instructions
Florida Department of Highway Safety and Motor Vehicles (DHSMV)

**Procedure To Switch Mainframe From The Database Hotsite System At The SSRC
Back To The Production Database Systems At DHSMV**

Notify FDLE of the switch (410-8412).

Bring down NLETS and DL.

Bring down CICSAR1, CICSAR2, CICSTST1 and CICSTST2:

F CICSAR1,CEMT PER SHUT IMM

F CICSAR2,CEMT PER SHUT IMM

F CICSTST1,CEMT PER SHUT IMM (if brought up originally)

F CICSTST2,CEMT PER SHUT IMM (if brought up originally)

Display HOTSITE screen on Omegamon and cancel any jobs that are displayed. If no jobs appear, proceed with the next step.

Enter the following command on the master console:

S RDR,DSN=DHS.SRC.AO.KDCMAINT(\$DHSMV)

This will submit a batch job (\$DHSMV) that will rename all required datasets. Check the completion code and messages on the console. If an error message occurs, contact the Mainframe Services On-call person.

Start CICSAR1 and CICSAR2:

S CICSAR1

S CICSAR2

Start test CICS regions (**S CICSTST1** and **S CICSTST2**).

Start DL and then INLETS. Notify FDLE that we are back up at DHSMV.

Dept/Agency: Highway Safety and Motor Vehicles
Prepared by: Sherry Allen
Phone: (850-617-2011)
Date Completed: October 15, 2010

1. Driver Licensing, Identification and Imaging IT Service

Interfaced systems used to establish driver eligibility prior to licensing (or issuing an identification card) through state and national sources, test customers on driving rules knowledge, update on-line issuance transactions through a point of sale application or web based application, and produce the Florida driver license or identification card. Additionally, this service includes interfaced and integrated systems used to capture, store, and provide retrieval of electronic records and electronically imaged customer demographics ranging from customer image, signature, fingerprints, and scanning identification documents for review and validation. All captured information is for identity verification and protection.

The following IT Systems are constituent elements of this IT Service.

1.a. Florida Driver License Information System (FDLIS)

FDLIS is a real-time client server custom system designed to assist the driver license examiner to process driver licenses, identification cards, and administrative hearing applicants.

1.b. Automated Driver License Testing System (ADLTS)

ADLTS is vendor custom web-based system that allows applicants to take written tests using touch screens. The system interfaces with FDLIS and updates test results centrally.

1.c. Citizen Portal Applications

Virtual Office is a customer portal that displays all online services that the customer is eligible for and allows them to be processed with one payment. It includes driver license renewals, duplicates and address changes of a driver license and/or ID card that is issued through the DL Batch System overnight. It includes web-based applications that allow customers to inquire upon their driving status, parents to obtain a driver history record of their minor children, emergency contact information update, and social security number update. Additionally, it includes OASIS, which an application that allows customers and department personnel to make and track appointments at driver license (DL) offices.

1.d. Fingerprinting System (Hazmat)

The Fingerprint system processes Hazmat applicants.

1.e. Digital Image System (DIS)

Digital Image System is a vendor provided system that captures the applicant's portrait and signature images, demographic data printed on the card and scanned documents that are presented as proof of identity and produces the driver license and ID cards either at point of sale or centrally. It tracks driver license consumables, including cards, ribbons, holograms, and laminates. The DIS system includes a scanning system that scans proof of identity documents for foreign nationals and stores images.

1.f. Driver License Maintenance System

This is a client server system that allows the Department's in-house staff to add, modify and/or delete driver records.

1.g. Driver School and Third Party Applications

Web-Based applications for Third Party Testers and Driver Improvement Schools, and Vision Testing to certify that their customers have met requirements applicable to their respective functions within driver licensing.

1.h. Q-Matic

The queuing system manages and tracks customer wait times. Additionally, it produces management reports to determine office productivity and identifies areas that may need improvement.

1.i. DL Batch and CICS Systems

The DL Batch process updates driver license, field office transactions, vehicle insurance, driver history, court suspensions, driver improvement, suspensions, revocations, cancellations, driver school, citations, and vision information. The DL CICS programs primarily provide access to driver license data to public access vendors and other government agencies.

1.j. System interfaces to:

1.j.1. Florida Real-time Vehicle Information System (FRVIS)

1.j.2. Driver and Vehicle Information Database (DAVID)

1.j.3. Commercial Driver License Information System (CDLIS): Mandated by the Commercial Motor Vehicle Safety Act (CMVSA) of 1986, CDLIS supports the issuance of commercial driver licenses (CDLs) by the jurisdictions, and assists jurisdictions in meeting the goals of the basic tenet "that each driver, nationwide, have only one driver license and one record" through the cooperative exchange of commercial driver information between jurisdictions. The Federal Motor Carrier Safety Administration (FMCSA) is responsible for CDLIS oversight and AAMVA has been designated the CDLIS system operator.

1.j.4. Credit Card Applications: Web-based applications for accepting credit cards. The applications interface with the Bank of America for the collection of credit card payments.

1.j.5. Problem Driver Pointer System (PDPS): The PDPS is used to search the National Driver Register (NDR). This is a repository of information on problem drivers provided by all U.S. jurisdictions. The National Highway Traffic Safety Administration (NHTSA) is responsible for operating the National Driver Register.

1.j.6. Social Security On-line Verification System (SSOLV): The U.S. Social Security Administration (SSA) provides SSN verification information either in batch or online mode. Online support allows a jurisdiction to verify an individual's SSN during the driver's license issuance or renewal process, while an applicant is still at the counter.

1.j.7. Systematic Alien Verification for Entitlements (SAVE): This system validates immigrant and non-immigrant information.

1.j.8. Traffic Citation Accounting Ticket System (TCATS): TCATS processes Court citation and conviction information and transmits the data to the Department electronically, which is an input to the Driver License Batch System.

1.j.9 Credit Card Applications: Web-based applications for accepting credit cards. The applications interface with the Bank of America for the collection of credit card payments.

1.j.10 Data Warehouse: This is an enterprise level reporting data base that contains data from the driver license, motor vehicle, and crash databases and allows users to run queries and reports against the data.

1.j.11 Financial Systems: The Distribution system provides a method for distribution of funds to all entities that are lawfully allowed to receive money that is collected in a FRVIS or FDLIS system. Insufficient Funds System creates driver license cancellation and registration stop when customers have paid for a transaction with a check that has insufficient funds. The refund system provides a method in which refunds can be issued for Driver Licenses and Motor Vehicles transactions.

1.j.12 Cash Receipt System: Tracks payments that have been made to the department.

1.j.13 E-Crash: An enterprise database and reporting system of traffic crash data and crash forms received electronically from law enforcement entities.

2. Law Enforcement IT Service

Interfaced law enforcement database systems to collect, store and report information across the law enforcement environment including wireless environment for mobile data terminals, voice and data traffic between Federal, State and local dispatch centers, mobile units, aircraft and fixed land based systems. These systems are used to collect, store, report and track all calls for service from the public and officer generated activities, and to document and report in an electronic format activities within the various troops, districts and sections of the patrol.

The following IT Systems are constituent elements of this IT Service:

2.a. FHP CAD (Computer Aided Dispatch

The Florida Highway Patrol is responsible for providing 24 hour dispatch services for the Patrol as well as 13 other state law enforcement agencies. The CAD system provides a real time tool for duty officers to document all officers who are on-duty, initiate and handle all calls for service, track all officer activity related to calls and provide historical data records for public records requests and statistical reporting. The CAD system also provides an interface for MDT users for 4 of the 13 state law enforcement agencies supported by our RCCs. The CAD system is interfaced with the FDOT e511 system for live traffic condition reporting as well as data sharing projects at both the state, federal and local level. The CAD system is supported by contract with CTS-America, Inc., a company from Pensacola Florida who has 47 other Florida customers

2.b. FHP MOBILE RMS (Records Management Systems)

The Florida Highway Patrol utilizes a mobile records management system that allows officers to query criminal databases from state and federal agencies as well as DHSMV. The system also provides for electronic citations, warnings, equipment notices, arrest, offense, field interviews, SAR (Suspicious Activity Reporting), and citizen assist forms. This system is interfaced with FHP's CAD system as well as data sharing systems at both the state, federal and local level. The system has an integrated AVL/GIS solution that reports the officers' location back to CAD and to other units. FHP Mobile systems also support DEP, Division of Law Enforcement and the State Fire Marshal's Office with DFS. The FHP Mobile system is supported by contract with CTS-America, Inc., a company from Pensacola Florida who has 47 other Florida customers as well.

2.c. FHP RAPID-ID Roadside

Mobile fingerprint identification devices that are interfaced with the MDC installed in the vehicle and communicate with the FDLE FALCON system for criminal records in Florida. The system is also interfaced with the FBI, the US Marshals Service and the Department of Homeland Security (DHS). These devices are worn on the officer's belt and talk to the MDC via Bluetooth technology. The MDC then transmits the electronic prints to a server farm in Kirkman Data Center that is on-line with the FDLE FALCON

system. The system is supported by both ISA and a vendor, DataWorks Plus. System was purchased with DHS domestic security grant money.

2.d. EFTMS (Electronic Freight Theft Management System)

Nationwide system used by law enforcement and commercial freight operators to report cargo theft. System includes GIS component to track and locate stolen cargo.

2.e. Current Traffic Conditions

Public web site for showing traffic incidents by region.

2.f. Driver and Vehicle Information Database (DAVID)

Driver and Vehicle Information Database (DAVID) - Provides online inquiry services to the law enforcement community for driver license and motor vehicle information, including photo, scanned documents, and signature images.

2.g. EFTMS (Electronic Freight Theft Management System)

Nationwide system used by law enforcement and commercial freight operators to report cargo theft. System includes GIS component to track and locate stolen cargo.

2.h. Homicide Investigations Tracking System (HITS)

Web Based case management system that tracks status of homicide investigations.

2.i. Investigative Files

A web based system utilized to track case status and deadlines related to criminal or internal investigations

2.j. iEvidence

A Web based system used to record the intake, storage, and disposition of all physical evidence, stolen property and found property coming in to the possession of officers during routine duties.

2.k. Trooper Activities

Web based electronic systems where troopers report daily activities related to service calls, enforcement efforts and administrative hours.

2.l. JTF Security Management System

System is used by law enforcement and vendors to track security clearance for contractors, vendors and employees authorized to work on Statewide Law Enforcement Radio System (SLERS).

2.m. Facial Recognition

This system provides Driver License images to outside law enforcement to allow them to search our database against a known image.

2.n. E Crash

System to electronically submit all traffic crash reports, reproduce the form electronically and allow web based search & retrieval of data by law enforcement and DOT communities.

2.o. National Law Enforcement Telecommunications System (NLETS)

NLETS provides law enforcement responses through FDLE to other states.

2.p. Application / System Interfaces to:

2.p.1. Florida Driver License Information System (FDLIS)

2.p.2. Florida Real-time Vehicle Information System (FRVIS)

2.p.3. DL Maintenance Application

2.p.4. National Crime Information Center

2.p.5. Florida Department of Law Enforcement

2.p.7. LInX (Law Enforcement Information Exchange): System provides uploads to a multi-state, multi-jurisdictional law enforcement database system to prevent terrorism and crimes against property and persons. The system is linked to Federal government agencies and local law enforcement (42 participating agencies).

2.p.8 Mobility VPN Systems (NetMotion): FHP requires a secure VPN solution that meets the FBI CJIS security requirements and provides for constant connectivity in a true mobile environment. To accomplish this task, FHP uses a product called NetMotion Mobility.

3. Title & Registration IT Service

Database system used to record, store and issue to the consuming public; interstate commercial motor vehicle registrations, motor vehicle, vessel and mobile home license plate registrations and titles of ownership with additional on-line issuance of registration transactions through web based applications. This service also provides data services for licensing of motor vehicle dealers and for the processing of motor vehicle dealer complaints. The following IT Systems are constituent elements of this IT Service.

3.a. Florida Real-Time Vehicle Information System (FRVIS)

The FRVIS system incorporates Titles and Registrations, International Fuel Tax (IFTA), International Registration Plan (IRP) Dealer License, Consumer Complaint and Mobile Home Installer.

3.b. Citizen Portal Applications

Virtual Office is a customer portal that displays all online services that the customer is eligible for and allows them to be processed together with one payment. It includes vehicle registrations, vessel registrations, disabled parking placards and mobile home registrations. The Motor Vehicle Check application provides vehicle information to customers upon entering a vehicle identification number or a title number

3.c. Motor Vehicle (MV) Batch and CICS Systems

The MV Batch system includes processing for MV renewal notices, stops, titles, parking permits, specialty tags, lien holders, International Fuel Tax Agreement (IFTA) transmittals, International Registration Plan transmittals, insufficient fund processing, and license plate inventory. CICS programs primarily provide access to motor vehicle data to public access vendors and other government agencies.

3.d. Commercial Motor Vehicle Information Systems and Networks (CVISN)

CVISN is national program administered by the Federal Motor Carrier Safety Administration (FMCSA). In Florida, CVISN provides web-based electronic credentialing and payments for International Registration Plan (IRP) and International Fuel Tax (IFTA).

3.e. Electronic Filing System (EFS)

This system used by motor vehicle dealers to interface with FRVIS to access motor vehicle database and perform title transactions.

3.f. Electronic Temporary Registration (ETR)

ETR is a system designed for dealers to report the issuance of temporary license plates online and produce a temporary license plate on-demand.

3.g. Electronic Lien (ELT)

The ELT system allows electronic lien holders to place liens on vehicles but not receive a paper title. The lien holders are notified electronically when the lien is placed on a vehicle. When the lien is satisfied the title is printed or if the lien holder needs a paper title the lien can be converted to paper title.

3.g. System interfaces to:

3.g.1. Florida Driver License Information System (FDLIS)

3.g.2. Traffic Citation Accounting Transmission System (TCATS)

3.g.3. Driver and Vehicle Information Database (DAVID)

3.g.4. Data Warehouse: This is an enterprise level reporting data base that contains data from the driver license, motor vehicle, and crash databases and allows users to run queries and reports against the data.

3.g.5. 1.1.13 E-Crash: An enterprise database and reporting system of traffic crash data and crash forms received electronically from law enforcement entities.

3.g.6. IFTA Clearinghouse: This national system provides electronic transmission of revenue and IFTA transmittals.

3.g.7. National Motor Vehicle Information System (NMVTS): This national system, created by Title II of the Federal Anti Car Theft Act of 1992, was designed to reduce fraud and allow states to verify the validity of titles prior to issuing new titles.

3.g.8 Cash Receipt System: Tracks payments that have been made to the department.

3.g.9 Call Center Applications: The Expert System provides guidelines for Customer call center personnel. The IVR application provides customer information about their driver license and motor vehicle records and clears court suspensions, where the court requirements have been met.

3.g.10 Financial Systems: The Distribution system provides a method for distribution of funds to all entities that are lawfully allowed to receive money that is collected in a FRVIS or FDLIS system. Insufficient Funds System creates driver license cancellation and registration stop when customers have paid for a transaction with a check that has insufficient funds. The refund system provides a method in which refunds can be issued for Driver Licenses and Motor Vehicles transactions.

3.g.11 Cash Receipt System: Tracks payments that have been made to the Department.

3.g.12 Credit Card Applications: This is a programming interface to Bank of America's credit card software provider for credit card approval and payment.

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

Driver Licensing, Identification & Imaging IT Service

Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for specific direction on how to complete this document.

Identify major commercial hardware/software that are included (in whole or part) in this IT Service:			
1	HP rx8640Enterprise Servers	8	Windows Operating System
2	Intel Based Servers and Workstations	9	UNIX Operating System
3	IBM 2098-E10 Mainframe (SSRC)	10	Uniface Software Development Language
4	Oracle Database Software	11	SOLID Database Software
5	Websphere	12	Team Foundation Server
6	Java	13	Microsoft .Net Framework
7	Microsoft Biztalk	14	SQL Server

1. IT Service Definition

1.1.1. Provide the definition of this service as identified on Form SC2 (Strategic IT Service Catalog).

Interfaced systems used to establish driver eligibility prior to licensing (or issuing an identification card) through state and national sources, test customers on driving rules knowledge, update on-line issuance transactions through a point of sale application or web based application, and produce the Florida driver license or identification card. Additionally, this service includes interfaced and integrated systems used to capture, store, and provide retrieval of electronic records and electronically imaged customer demographics ranging from customer image, signature, fingerprints, and scanning identification documents for review and validation. All captured information is for identity verification and protection.

1.2. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider (Tax Collectors)
- SSCR

1.3. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.4. Please identify the number of users of this service. About 17 million

1.5. How many locations currently host this service? +/- 200

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? Yes
(Identical, Very Similar, No)

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Tax Collectors already provide the components of this service offered in Driver License offices. There are other components of this service that are not easily provided by another agency.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Informal agreement: System must be operational during business hours. FDLIS equipment servers and switches must be fixed within four hours; next business day for all other FDLIS equipment. 24/7 access, except for periods of maintenance, for web applications and batch processing.

Formal agreement: SLA established with SSRC for mainframe processing

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0700-1800 M-F, 24/7) for:

3.2.1.1. User-facing components of this IT service (online)
M-F 0700-1800 for field offices and 24 X 7 for web

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 15 min, 30 min, 60 min)? 15 mins

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

The Department would be unable to timely meet statutory obligations to provide driver licenses and identification (ID) cards. Inability to timely accomplish a primary mission of providing a driver license program which establishes driver eligibility statewide and nationally, determine driver status, and history. Law enforcement, courts, businesses and other government agencies would not have timely access to driver license information. Customer wait time would increase and customer service would be adversely impacted.

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

Driver Privacy Protection Act, Section 119.07, Florida Statutes, Help America Vote Act, Commercial Driver License Hazmat and background check, Social Security Verification, and Legal Presence requirements

3.2.4. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password Access through Internet or external network
 Access through internal network only Access through Internet with secure encryption
 Other Transmission protocols, Security profile assignments

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes No

3.2.5.1. If yes, please specify and describe:

Driver Privacy Protection Act, Section 119.07, Florida Statutes. State law protects the SSN from disclosure. Federal Driver Privacy Protection Act protects personal information from disclosure, and state law protects law enforcement officers' personal information.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

- Yes No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

Business customers report problems to the Technical Assistance Group. Business customers occasionally time transaction response times and report software defects to IT managers. Office downtime and enterprise incidents that affect this service statewide are reported daily to management. Customer wait time in driver license offices is captured.

4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes No

4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

Personal identity and homeland security issues associated with the Real-ID Act and budget reductions have increased requirements for custom programming and more efficiency using technology but IT FTE has not kept pace with increased workload. With driver license office closures due to budget reduction, the Department increasingly is relying on Tax Collectors to provide driver license services. Although driver license and motor vehicle systems run on the same office server, personnel providing both driver license and motor vehicle services must use two systems to serve one customer. There are duplicative processes, which is inefficient and increases customer wait time. These systems were built on a technology that requires significant system administration support and developed in a language that applicants cannot be expected to know which increases the time it takes to train new employees. The backend processes that run on the mainframe and access the database enterprise servers are difficult to modify and require substantial resources to support. Reengineering driver license and motor vehicles processes and systems would improve customer service, reduce customer wait time, improve personnel productivity and simultaneously provide a transition to more modern, cost efficient, supportable technology platform.

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
Motorist Systems Modernization Feasibility Study	The purpose of this project is to complete a detailed feasibility study on the replacement of outdated computer systems and hardware. The project is being undertaken to ensure that the replacement of these critical systems is planned appropriately, so that all stakeholders are aware of the value of making this investment, what the cost will be, and the necessary timeline to make all the required changes. It is anticipated that the outcome of the feasibility study will be a recommendation of a phased approach and subsequent LBR for funding.	August 2010	March 2011	\$500,000
Driver License Verification Systems	Implementation of the new data exchange architecture for verification systems that process/share data with national driver license systems (Commercial Driver License Information System, Social Security Administration, and Problem Driver Pointer System). This project will move these verification systems off of the mainframe. Note: Additional changes are under discussion related to a different part of the grant, and may increase the amount.	12/14/2009	5/31/2011	\$922,500 Grant Funded
CDL Modernization	This is a two-year project of the Florida Department of Highway Safety and Motor Vehicles to improve the accuracy, speed, and completeness of commercial driver history information by updating portions of Florida's Commercial Driver License (CDL) Records System. The Department, as the state agency responsible for implementing Florida's CDL program, is the custodian and operator of this system. This project addresses national priorities for MCSIA compliance in	July 2009	April 2011	\$1,150,000 Grant Funded...

	areas relating to the speedy and accurate transmission of CDL records data among all components of the system, as described in the priority items 1, 2, 3, and 9 of the FY2009 CDLPI Instructions document.			
Citation Processing (TCATS)	Application rewrite in .NET technology and implementation of the new data exchange architecture for data sharing and processing.	11/30/2009	5/31/2012	\$1,000,000 Grant Funded
Crash	The scope of services will include three separate CRASH initiatives: making revisions to the CRASH Form, accepting electronically submitted crash data from law enforcement agencies, and providing CRASH data to the public. Coding will completed in July 2010, with agencies phasing in their online reporting through 2012	01/15/2007	6/30/2012	\$250,000 Grant Funded

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operation Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

NA

5.3. Other pertinent information related to this service

The public accesses this service through web applications that provide driver license renewal and driver information.

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, CIO**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

Law Enforcement IT Service

Identify major commercial hardware/software that are included (in whole or part) in this IT Service:			
1	Mobile Data Terminals (MDC) HP (1,806) (moved to Desktop Service)	12	M/A-COM Jaguar Mobile Radios (2,500)
2	CTS America SmartMobile software	13	M/A-COM 7100P Portable Radios (2,500)
3	TCATS (Traffic Citation & Tracking Sys.)	14	M/A-COM Maestro Consoles (120)
4	Dell 2800 Servers (12)	15	Dell 1850 Servers (4)
5	Dell 2850 Servers (Cluster) (8)	16	MS SQL 2000 Server (1)
6	EMC SANS (8)	17	MS Access 2007
7	Dell 2600 Servers (6)	18	CTS-America SmartCAD Software
8	Dell 2500 Servers (4)	19	MS SQL 2005 Server (2)
9	Dell 2950 Servers (4)	20	DataWorksPlus – Rapid-ID Server Software
10	NetMotion Mobility Wireless VPN	21	Cogent Blue Check Mobile Finger Print Reader (1,685)
11	CTS America SmartRMS software	22	DataWorksPlus–RapidID Edge Device mobile software

1. IT Service Definition

1.1.1. Provide the definition of this service as identified on Form SC2 (Strategic IT Service Catalog).

Interfaced law enforcement systems used by roving mobile units to collect, store and report information in a wireless environment. This includes the mobile computing assets such as the mobile data computers (cost moved to Desktop Service), RAPID-ID fingerprint readers and state-wide Land Mobile Radio (LMR) communications systems which allow troopers on the road to communicate with Regional Communications Centers and each other. It also includes interfaced systems utilized to document and report in an electronic format activities within the various troops, districts and sections of the patrol and interfaced systems used to collect, store, report and track all calls for service from the public and officer generated activities.

1.2. Who is the service provider? (*Indicate all that apply*)

- Central IT staff
- Program staff
- Another State agency
- External service provider (*specify*) CTS-America, Inc and DataWorksPlus

1.3. Who uses the service? (*Indicate all that apply*)

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public

1.4. Please identify the number of users of this service.

2300+13 state agencies (6600 users total)

1.5. How many locations currently host this service?

8

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?

(Identical, Very Similar, No)

No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

Another provider would have to meet the security requirements of critical law enforcement communications. The Department would have to update its infrastructure and subscriber units. Additional funding would be required.

All functions and data currently captured and distributed would have to be replicated in new system. The Florida Highway Patrol is charged with the responsibility of providing dispatch services for 13 State Law Enforcement agencies. Computer Aided Dispatch and Mobile Data Services is the service, which provides all agencies with the ability to report on their activities from a single source.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Functions of the patrol and information gathered (record keeping reports) are unique and not provided by another agency.

FHP Mandated to provide dispatch services for all State Agencies, CAD and Mobile Data Systems are part of dispatch services along with the Land Mobile Radio Services provided by the Statewide Law Enforcement Radio System (SLERS). FHP also provides back-end services for other agencies mobile data systems.

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

Yes; formal Service Level Agreement(s)

Yes; informal agreement(s)

No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Memorandum of Understanding (MOU) between all agencies involved in Joint Dispatch and Mobile Data Systems.

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0700-1800 M-F, 24/7*) for:

3.2.1.1. User-facing components of this IT service (online)

24/7

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance)

24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (*e.g., 15 min, 30 min, 60 min*)?

5 min

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Officers unable to run queries from criminal information databases, driver's license databases and motor vehicle databases at roadside. Increase in channel loading and voice communications on Highway Safety Communications Services systems, increase in time to complete crash reports, traffic citations and arrest reports, resulting in a decrease in available proactive road patrol, decrease in legibility of reports and timeliness of the submission of reports.

If radio system is down, Officers in the field would have no voice communications among themselves. Calls for service from the public would not be fulfilled. Officers' lives would be in jeopardy. If recordkeeping system is down, reports not submitted in a timely manner.

Calls for service from the public and trooper traffic stops would have to be manually recorded on paper or IBM time cards. In-depth records regarding unit activity would not exist. Notifications of calls holding and timers for officer safety checks would not exist. Accurate and timely reporting would not be available to the department and other legislative entities. No remote access to data would be available to other agencies participating in Joint Dispatch.

3.2.3. Are there any agency-unique service requirements? Yes No
If yes, specify *(include any applicable constitutional, statutory, or rule requirements)*

Criminal justice records. Department of Homeland Security information, Data Sharing within criminal justice systems, state, local and federal.

3.2.4. What are security requirements for this IT service? *(Indicate all that apply)*

- User ID/Password Access through Internet or external network
- Access through internal network only Access through Internet with secure encryption
- Other Unique signon; encryption, **ESK / DES Encryption** | security profile assignments

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.2.5.1. If yes, please specify and describe:

Criminal Justice Data, FBI security and privacy rules apply. Policies required by Joint Task Force Board for Statewide Law Enforcement Radio System at state level fall under Florida Administrative Code.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

Yes No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

Routine and standard reporting provided. System issues are reported to agency technicians or contract vendors as well as agency IT manager.

Issues with software are reported to vendor and department IT section and documented with a case number. Issues related to hardware are reported to vendor and documented with a case number. Resolutions of issues are reported to project manager, system administrator and contract manager.

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system associated with this IT service.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
MDC Replacement	Replace current in-car MDC's and the laptops being used by staff members, both computers are over 5 years old	01/14/10	6/1/10	2 million annually
CAD/Mobile Data Systems Hardware Replacement	The Florida Highway Patrol is responsible for providing 24 hour dispatch services for the Patrol as well as 13 other state law enforcement agencies. The use of an automated CAD system is essential to effectively accomplishing this mission critical responsibility. The CAD system provides a real time tool for duty officers to document all officers who are on-duty, initiate and handle all calls for service, track all officer activity related to calls and provide historical data records for public records requests and statistical reporting. The CAD system also provides an interface for MDC users for 4 of the 13 state law enforcement agencies supported by our RCCs. The servers and storage devices used in our RCCs and at the enterprise level are reaching end of life and will soon be unsupported and ineligible for extended maintenance.	7/2010	6/2011	\$799,440

	The replacement of aging equipment will guarantee the availability of the CAD system to meet the mission critical dispatch function			

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

5.3. Other pertinent information related to this service

Dept/Agency: **Department of Highway Safety and Motor Vehicles**
 Submitted by: **Robert Fields, Chief Information Officer**
 Phone: **850-617-2100**
 Date submitted: **October 15, 2010**

Title and Registration Service

Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for specific direction on how to complete this document.

Identify major commercial hardware/software that are included (in whole or part) in this IT Service:			
1	rx8640 HP Enterprise Servers	8	Windows Operating System
2	Intel Based Servers and Workstations	9	UNIX Operating System
3	IBM 2098-E10 Mainframe (SSRC)	10	Uniface Software Development Language
4	Oracle Database Software	11	SOLID Database Software
5	Websphere	12	Team Foundation Server
6	Java	13	Microsoft .Net Framework
7	Microsoft Biztalk	14	SQL Server

1. IT Service Definition

1.1.1. Provide the definition of this service as identified on Form SC2 (Strategic IT Service Catalog).

Database system used to record, store and issue to the consuming public; interstate commercial motor vehicle registrations, motor vehicle, vessel and mobile home license plate registrations and titles of ownership with additional on-line issuance of registration transactions through web based applications. This service also provides data services for licensing of motor vehicle dealers and for the processing of motor vehicle dealer complaints.

1.2. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.3. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public

1.4. Please identify the number of users of this service.

About 17 million

1.5. How many locations currently host this service?

About 300

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)*

No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

This is a core service that would be difficult to outsource because it interfaces with so many of the other services we provide. Although this service is not outsourced a significant part of the service is provided by local county Tax Collectors, who act as the Department's agents.

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

Informal agreement: System used by Tax Collectors must be operational 7 AM-6 PM Monday through Saturday. Formal agreement: Contract with vendor requires FRVIS servers and hubs must be fixed in four hours; next business day for all other equipment. 24/7 access, except for periods of maintenance, for web applications.

Formal agreement: SLA with SSRC for mainframe services

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0700-1800 M-F, 24/7) for:

3.2.1.1. User-facing components of this IT service (online) 24/7/365

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 15 min, 30 min, 60 min)? 15 mins

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Customer service could not be provided timely. Accurate and timely motor vehicle information would not be timely available to law enforcement, local, state, and federal government agencies, businesses, and the public. Odometer fraud and brand washing would be difficult to detect, reducing consumer protection. Revenue collections, reconciliation and distribution would not be handled timely.

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password
- Access through internal network only
- Access through Internet or external network
- Access through Internet with secure encryption

Other Unique log-on, Transmission protocols, Security profile assignments

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.2.5.1. If yes, please specify and describe:

State law protects the SSN from disclosure. Federal Driver Privacy Protection Act protects personal information from disclosure, and state law protects law enforcement officers' personal information.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

Yes No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

Business customers respond to customer satisfaction survey once a year, and business customers report software defects to Division of Motor Vehicle's staff, report downtime and other problems to the Technical Assistance Center as they occur. Office downtime and enterprise incidents that affect this service statewide are reported daily to management.

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

With driver license office closures due to budget reduction, the Department increasingly is relying on Tax Collectors to provide driver license services. Although driver license and motor vehicle systems run on the same office server, personnel providing both driver license and motor vehicle services must use two systems to serve one customer. There are many duplicative processes which are inefficient and increases customer wait time. These systems were built on a technology that requires significant system administration support and developed in a language that applicants cannot be expected to know which increases the time it takes to train new employees. The backend processes that run on the mainframe and access the database enterprise servers are difficult to modify and require substantial resources to support. Reengineering driver license and motor vehicles processes and systems would improve customer service, reduce customer wait time, improve personnel productivity and simultaneously provide a transition to more modern, cost efficient, supportable technology platform.

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
Performance and Registration Information Systems Management (PRISM) Implementation	This is a joint project between the Florida Department of Highway Safety and Motor Vehicles and the Florida Department of Transportation Motor Carrier Compliance Office. This includes validation, collection and	02/01/2010	12/2010	\$750,000 Grant Funded

Project	maintenance of the USDOT number for registrants and the Motor carrier responsible for safety, updating MCS-150 Information by all registrants, begin deny, suspend, and revoke registration for federal out of service orders and uploading targeted vehicles to the SAFER/PRISM database.			
Motorist Systems Modernization Feasibility Study	The purpose of this project is to complete a detailed feasibility study on the replacement of outdated computer systems and hardware. The project is being undertaken to ensure that the replacement of these critical systems is planned appropriately, so that all stakeholders are aware of the value of making this investment, what the cost will be, and the necessary timeline to make all the required changes. It is anticipated that the outcome of the feasibility study will be a recommendation of a phased approach and subsequent LBR for funding.	August 2010	March 2011	\$500,000
Expand CVISN	Description This project will upgrade the current electronic credentialing system (for IFTA and IRP credentials). There are four proposed enhancements to the system that have been developed based user feedback to the current system which was deployed in December 2007. These are the Carrier Services enhancement, IFTA Tax Return Upload, online Cabcard printing, and new account creation enhancement.	12/1/2010	12/2011	\$180,000 Grant Funded

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Highway Safety Operating Trust Fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

5.3. Other pertinent information related to this service

The public accesses this service through web applications that provide registration renewal and vehicle and vessel information.

Dept/Agency: **DHSMV**
 Prepared by: **Sherry Allen**
 Phone: **850-617-2100**
 Date Completed: **October 15, 2010**

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
1	Citizen Portal Applications (DL)	Virtual Office is a customer portal that displays all online services that the customer is eligible for and allows them to be processed with one payment. It includes driver license renewals, duplicates and address changes of a driver license and/or ID card that is issued through the DL Batch System overnight. It includes web-based applications that allow customers to inquire upon their driving status, parents to obtain a driver history record of their minor children, emergency contact information update, and social security number update. Additionally, it includes OASIS, which an application that allows customers and department personnel to make and track appointments at driver license (DL) offices.	Driver Licensing, Identification, and Imaging	
2	Digital Imaging System (DIS)	Digital Image System is a vendor provided system that captures the applicant's portrait and signature images, demographic data printed on the card and scanned documents that are presented as proof of identity and produces the driver license and ID cards either at point of sale or centrally. It tracks driver license consumables, including cards, ribbons, holograms, and laminates. The DIS system includes a scanning system that scans proof of identity documents for foreign	Driver Licensing, Identification, and Imaging	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		nationals and stores images.		
3	DL Batch and CICS systems	The DL Batch process updates driver license, field office transactions, vehicle insurance, driver history, court suspensions, driver improvement, suspensions, revocations, cancellations, driver school, citations, and vision information. The DL CICS programs primarily provide access to driver license data to public access vendors and other government agencies.	Driver Licensing, Identification, and Imaging	
4	DL Maintenance	DL Maintenance is a client server application that allows internal DDL staff to update DL records.	Driver Licensing, Identification, and Imaging	
5	Driver School and Third Party Applications	Web-Based applications for Third Party Testers and Driver Improvement Schools, and Vision Testing to certify that their customers have met requirements applicable to their respective functions within driver licensing.	Driver Licensing, Identification, and Imaging	
6	Fingerprint System (HAZMAT)	Processes hazmat fingerprints, employee background checks, and FHP applicant checks. Handles FBI fingerprint quality reject notifications. Automates invoices from FDLE and TSA and provides TSA specifics for TWIC/Hazmat.	Driver Licensing, Identification, and Imaging	
7	Florida Driver License Information System (FDLIS)	FDLIS is a client server custom system designed to assist the driver license examiner to process driver licenses, identification cards, and administrative hearing applicants.	Driver Licensing, Identification, and Imaging	
8	Automated Driver License Testing	ADLTS is vendor custom web-based system that allows applicants to take written tests	Driver Licensing, Identification, and Imaging	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
	System (ADLTS)	using touch screens. The system interfaces with FDLIS and updates test results centrally.		
9	Q-Matic	The queuing system manages and tracks customer wait times. Additionally, it produces management reports to determine office productivity and identifies areas that may need improvement.	Driver Licensing, Identification, and Imaging	
10	Call Center Support Systems	Expert is a vendor system that allows search & retrieval & tracking of customer data (DL, MV and correspondence information) & provides guidelines to customer support representatives. The IVR application provides customers information about their driver license and motor vehicle records and clears court suspensions, where the court requirements have been met.	Driver Licensing, Identification, and Imaging, Title and Registration	
11	Financial Systems	The Distribution system provides a method for distribution of funds to all entities that are lawfully allowed to receive money that is collected in a FRVIS or FDLIS system. Insufficient Funds System creates driver license cancellation and registration stop when customers have paid for a transaction with a check that has insufficient funds. The refund system provides a method in which refunds can be issued for Driver Licenses and Motor Vehicles transactions	Driver Licensing, Identification, and Imaging, Title and Registration Financial and Administrative Systems Support	
12	Work Request and Prioritization (WRAP)	Web based application for the submission and tracking of end user enhancement and bug fix requests.	IT Management	
13	Cash Receipt System (CRS)	Tracks payments that have been made to the department. The physical payment is	Financial and Administrative Systems	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		deposited and the electronic version is used by various applications.	Support	
14	Credit Card Applications	Web-based applications for accepting credit cards. The applications interface with the Bank of America for the collection of credit card or electronic check payments.	Financial and Administrative Systems Support	
15	Electronic Repository of Executed Contracts (EREC)	System to track non MyFloridaMarketPlace contracts and data exchange MOU's	Financial and Administrative Systems Support	
16	FHP CAD (Computer Aided Dispatch	The Florida Highway Patrol is responsible for providing 24 hour dispatch services for the Patrol as well as 13 other state law enforcement agencies. The CAD system provides a real time tool for duty officers to document all officers who are on-duty, initiate and handle all calls for service, track all officer activity related to calls and provide historical data records for public records requests and statistical reporting. The CAD system also provides an interface for MDT users for 4 of the 13 state law enforcement agencies supported by our RCCs. The CAD system is interfaced with the FDOT e511 system for live traffic condition reporting as well as data sharing projects at both the state, federal and local level. The CAD system is supported by contract with CTS-America, Inc., a company from Pensacola Florida who has 47 other Florida customers as well.	Law Enforcement	
17	FHP MOBILE RMS (Records	The Florida Highway Patrol utilizes a mobile records management system that allows	Law Enforcement	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
	Management Systems)	officers to query criminal databases from state and federal agencies as well as DHSMV. The system also provides for electronic citations, warnings, equipment notices, arrest, offense, field interviews, SAR (Suspicious Activity Reporting), and citizen assist forms. This system is interfaced with FHP's CAD system as well as data sharing systems at both the state, federal and local level. The system has an integrated AVL/GIS solution that reports the officers' location back to CAD and to other units. FHP Mobile systems also support DEP, Division of Law Enforcement and the State Fire Marshal's Office with DFS. The FHP Mobile system is supported by contract with CTS-America, Inc., a company from Pensacola Florida who has 47 other Florida customers as well.		
18	FHP RAPID-ID Roadside	FHP has deployed 1,685 mobile fingerprint identification devices that are interfaced with the MDC installed in the vehicle and communicates with the FDLE FALCON system for criminal records in Florida. The system is also interfaced with the FBI, the US Marshals Service and the Department of Homeland Security (DHS). These devices are worn on the officer's belt and talk to the MDC via Bluetooth technology. The MDC then transmits the electronic prints to a server farm in Kirkman Data Center that is on-line with the FDLE FALCON system. The system is supported by both ISA and a vendor, DataWorks Plus. System was	Law Enforcement	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		purchased with DHS domestic security grant money.		
19	FHP Mobility VPN Systems (NetMotion)	FHP requires a secure VPN solution that meets the FBI CJIS security requirements and provides for constant connectivity in a true mobile environment. To accomplish this task, FHP uses a product call NetMotion Mobility. This solution requires a server farm at the Kirkman Data Center with a hot stand-by system at the SSRC. The system maintains application persistence so the officers do not have to constantly login every time they lose connectivity to the cellular network. They system allows for connectivity from any source on the MDC be it cellular, Wi-Fi or wired Ethernet and does not require the officer to login each time the transport changes. This system also supports other agencies as well. This allows other agencies to get to FHP CAD and Mobile systems as well as passing them off to their own networks for their individual agency resources. The system is supported by ISA and has a support contract with NetMotion as well.	Law Enforcement	
20	Current Traffic Conditions	Public web site for showing traffic incidents by region.	Law Enforcement	
21	EFTMS (Electronic Freight Theft Management System)	Nationwide system used by law enforcement and commercial freight operators to report cargo theft. System includes GIS component to track and locate stolen cargo.	Law Enforcement	
22	Electronic evidence tracking and	A Web based system used to record the intake, storage, and disposition of all	Law Enforcement	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
	reporting	physical evidence, stolen property and found property coming in to the possession of officers during routine duties.		
23	Homicide Investigations Tracking System (HITS)	Web Based case management system that tracks status of homicide investigations.	Law Enforcement	
24	Investigative Files	A web based system utilized to track case status and deadlines related to criminal or internal investigations	Law Enforcement	
25	JTF Security Management System	System is used by law enforcement and vendors to track security clearance for contractors, vendors and employees authorized to work on Statewide Law Enforcement Radio System (SLERS)	Law Enforcement	
26	LInX (Law Enforcement Information Exchange)	System provides uploads to a multi-state, multi-jurisdictional law enforcement database system to prevent terrorism and crimes against property and persons. Link to Federal government agencies, and local law enforcement. 42 participating agencies.	Law Enforcement	
27	National Law Enforcement Telecommunications System (NLETS)	Provides law enforcement responses though FDLE to other states	Law Enforcement	
28	Report of Daily Activity (RDA)	Report of Daily Activity for FHP hosted on SharePoint	Law Enforcement	
29	Facial Recognition	This system provides Driver License images to outside law enforcement to allow them to search our database against a known image.	Law Enforcement, Driver Licensing, Identification, and Imaging	
30	Driver and Vehicle	Provides online inquiry services to the law	Law Enforcement, Driver	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
	Information Database (DAVID)	enforcement community and other authorized agencies for driver license and motor vehicle information, including photo, scanned documents, and signature images.	Licensing, Identification, and Imaging, Title and Registration	
31	E-Crash	System to electronically submit all traffic crash reports, reproduce the form electronically and allow web based search & retrieval of data by law enforcement and DOT communities.	Law Enforcement, Driver Licensing, Identification, and Imaging.	
32	Citizen Portal Applications (MV)	Virtual Office is a customer portal that displays all online services that the customer is eligible for and allows them to be processed together with one payment. It includes vehicle registrations, vessel registrations, disabled parking placards and mobile home registrations. The Motor Vehicle Check application provides vehicle information to customers upon entering a vehicle identification number or a title number	Title and Registration	
33	Commercial Vehicles Information System and Networks (CVISN)	Provides online processing for electronic credentialing and fuel use tax payments for the International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA).	Title and Registration	
34	Electronic Filing System (EFS)	Electronic Filing System is used by vendors to provide data to dealers to complete vehicle title and registration work.	Title and Registration	
35	Electronic Lien (ELT)	The ELT system allows electronic lien holders to place liens on vehicles but not receive a paper title. The lien holders are notified electronically when the lien is placed on a vehicle. When the lien is satisfied the	Title and Registration	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
		title is printed or if the lien holder needs a paper title the lien can be converted to paper title.		
36	Florida Real-time Vehicle Information System (FRVIS)	FRVIS is a client server custom system designed to assist the Tax Collector and department personnel to process vehicle and vessel title and registration applicants. A dealer license subsystem is used to maintain dealer information and issue dealer licenses. Issuing and renewing licenses of vehicle dealers. A consumer complaint subsystem is used to track consumer complaints regarding vehicles, vessels, and mobile homes dealers and manufacturers. An International Fuel Tax Agreement (IFTA) subsystem is used to process fuel use tax payments and decals. International Registration Plan (IRP) subsystem is used to process International Registration Plan (IRP) applicants.	Title and Registration	
37	MV Batch and CICS systems	The MV Batch system includes processing for MV renewal notices, stops, titles, parking permits, specialty tags, lien holders, International Fuel Tax Agreement (IFTA) transmittals, International Registration Plan transmittals, insufficient fund processing, and license plate inventory. CICS programs primarily provide access to motor vehicle data to public access vendors and other government agencies.	Title and Registration	
38	National Motor Vehicle Title Information System	FRVIS interfaces with a national system that provides vehicle pointer information for participating jurisdictions, brand, stolen, and	Title and Registration	

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
	(NMVTIS)	manufacture of origin data. This system helps prevent title fraud and brand washing.		
39	Electronic Temporary Registration (ETR)	ETR is a system designed for dealers to report the issuance of temporary license plates online and produce a temporary license plate on-demand.	Title and registration	

Non-Strategic IT Service:		Network Service		Resources AppORTIONED TO THIS IT SERVICE IN FY 2011-12				Combined v.2011-12			
Dept/Agency: DHSMV											
Prepared by: (Sherry Allen)											
Phone: (850-617-2011)											
Service Provisioning - - Assets & Resources (Cost Elements)				Estimated IT Service Costs							
				A	B	C	D				
				Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)				
A. Personnel					3.83			\$342,880	\$317,352	\$317,352	\$0
A-1.1	State FTE				3.83			\$342,880	\$317,352	\$317,352	\$0
A-2.1	OPS FTE				0.00			\$0			\$0
A-3.1	Contractor Positions (Staff Augmentation)				0.00			\$0			\$0
B. Hardware					1050	1032		\$65,375	\$77,177	\$77,177	\$0
B-1	Servers			1	9	0		\$0			\$0
B-2	Server Maintenance & Support				9	0		\$0			\$0
B-3	Network Devices & Hardware (e.g., routers, switches, hubs, cabling, etc.)			2	1032	1032		\$65,375	\$77,177	\$77,177	\$0
B-4	Online Storage for file and print (indicate GB of storage)				0			\$0			\$0
B-5	Archive Storage for file and print (indicate GB of storage)				0			\$0			\$0
B-6	Other Hardware Assets (Please specify in Footnote Section below)							\$0			\$0
C. Software								\$63,926	\$52,564	\$52,564	\$0
D. External Service Provider(s)								\$5,796,279	\$5,344,687	\$5,344,687	\$0
D-1	MyFloridaNet							\$5,796,279	\$5,258,838	\$5,258,838	\$0
D-2	Other (Please specify in Footnote Section below)			5				\$0	\$85,849	\$85,849	\$0
E. Other (Please describe in Footnotes Section below)				3, 4				\$21,099	\$14,156	\$14,156	\$0
F. Total for IT Service								\$6,289,559	\$5,805,936	\$5,805,936	\$0
G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.											
1	Network Management Servers (Solarwinds, Whatsup,Tacacs),DHCP,Cacti										
2	83 HQ Cisco switches, 16 HQ non-cisco switches, 17 HQ routers, 443 Field routers, 455 Field switches, 12 firewalls, 6 VPNs - Costs inc Cisco maintenance and FRVIS field switch cost. FDLTS switch cost is in DL/ID card. Other maintenance costs are included in MYFloridaNet Cost										
3	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.										
4	Costs prorated based on % of FTE - includes office supplies, copiers, phones, etc. - includes prorated risk management ins (\$4,171)										
5	Cost includes air cards (\$31,500). Includes FHP CAD and MDT air time (\$16,575), satellite for Flowmobiles (\$8,603), cabling (\$25,000)										
6											
7											
8											
9											
10											
11											
12											

Non-Strategic IT Service: **E- Mail, Messaging, and Calendaring Service** Form: FY 2011-12 Schedule IV-C -

Agency: **DHSMV**
 Prepared by: **Sherry Allen**
 Phone: **(850- 617- 2011)**

of Assets & Resources Apportioned to this IT Service in FY 2011- 12

Service Provisioning - - Assets & Resources (Cost Elements)	Footnote Number	Number used for this service	Number w/ costs in FY 2011- 12	Estimated IT Service Costs			
				A	B	C	D
				Initial Estimate for Fiscal Year 2010- 11	Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		1.00		\$78,600	\$78,725	\$78,725	\$0
A-1 State FTE		1.00		\$78,600	\$78,725	\$78,725	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware				\$0	\$21,728	\$21,728	\$0
B-1 Servers	2	15	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		15	5	\$0	\$7,454	\$7,454	\$0
B-3 Wireless Communication Devices (e.g., Blackberries, I-phones, PDAs, etc.)		0	0	\$0	\$0	\$0	\$0
B-4 Online Storage (indicate GB of storage)	3	5540		\$0	\$4,668	\$4,668	\$0
B-5 Archive Storage (indicate GB of storage)	3	11400		\$0	\$9,606	\$9,606	\$0
B-6 Other Hardware Assets (Please specify in Footnote Section below)				\$0	\$0	\$0	\$0
C. Software	6			\$67,133	\$53,686	\$53,686	\$0
D. External Service Provider(s)				\$143,707	\$108,982	\$108,982	\$0
D-1 Southwood Shared Resource Center				\$0	\$0	\$0	\$0
D-2 Northwood Shared Resource Center				\$0	\$0	\$0	\$0
D-3 Northwest Regional Data Center				\$0	\$0	\$0	\$0
D-4 Other Data Center External Service Provider (specify in Footnotes below)	4			\$143,707	\$108,982	\$108,982	\$0
E. Other (Please describe in Footnotes Section below)	5, 1			\$5,274	\$3,695	\$3,695	\$0
F. Total for IT Service				\$294,714	\$266,816	\$266,816	\$0

G. Administrative Overhead - Percentage of Other Non- Strategic IT Service Costs Supporting Email Service				
	Non- Strategic Service	Footnote	%	Cost
OT-1	Network			
OT-2	Desktop IT Service	8	0.05%	\$ 2,996
OT-3	Help Desk	8	0.50%	\$ 3,384
OT-4	IT Security & Risk Mitigation			
OT-5	IT Administration & Management			
SUBTOTAL				\$ 6,380
Fully- loaded IT Service Cost				\$ 273,196

To determine the fully-loaded cost of the e-mail service, agencies must estimate the amount (percentage) of the other non-strategic IT services that are "consumed" by the e-mail service. For example, desktop support personnel install and configure the e-mail software on the desktop, which is used in the e-mail service, so to obtain a fully-loaded cost for the e-mail service, it is important to include the indirect workload and associated costs of the desktop service expended in support of the e-mail service. The portion of Network, IT Security & Risk Mitigation, and IT Administration & Management services will be estimated by the AEIT based on the agency Schedule IV-C submissions for these IT services. For the purposes of the Schedule IV- C analysis, the data submitted in this section will NOT be added to the cost of the e- mail service.

H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.	
1	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, office supplies, copiers, phones, etc.
2	15 email servers (3 Exchange, 3 Mimosa, 2 OWA, 1 BES, 2 ISA, 1 Brightmail) + 3 lab
3	An EMC SAN provides the backend data storage for Exchange as well as user data storage
4	Risk management insurance \$1089, Blackberries ISA \$25,000 (42) , DAS/OED \$15,000 (20), FHP \$50,393 (86), DDL \$12,500 (17), DMV \$5000 (8).
5	Costs prorated based on % of FTE - includes office supplies, copiers, phones, etc.
6	Exclaimer, Mimosa, Blackberry ESD CAL, Promodag
7	With Mainframe consolidation Help desk incidents increased.
8	

Non- Strategic IT Service:

Desktop Computing Service

Agency: **DHSMV**

Prepared by: **Sherry Allen**

Phone: **(850- 617- 2011)**

of Assets & Resources Apportioned to this IT Service in FY 2011- 12

Form: FY 2011-12 Schedule IV-C -

Service Provisioning - - Assets & Resources (Cost Elements)	Footnote Number	Number used for this service	Number w/ costs in FY 2011- 12	Estimated IT Service Costs			
				A	B	C	D
				Initial Estimate for Fiscal Year 2010- 11	Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		12.90		\$684,156	\$573,703	\$573,703	\$0
A-1 State FTE		10.90		\$646,350	\$535,897	\$535,897	\$0
A-2 OPS FTE	2	2.00		\$37,806	\$37,806	\$37,806	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		10095	7113	\$3,753,162	\$3,694,772	\$3,694,772	\$0
B-1 Servers		1	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		1	0	\$0	\$0	\$0	\$0
B-3.1 Desktop Computers	4, 10, 11	8123	5793	\$1,603,875	\$1,614,772	\$1,614,772	\$0
B-3.2 Mobile Computers (e.g., Laptop, Notebook, Handheld, Wireless Computer)	8	1970	1320	\$2,040,000	\$2,040,000	\$2,040,000	\$0
B-3.3 Other Hardware Assets (Please specify in Footnote Section below)	9	0	0	\$109,287	\$40,000	\$40,000	\$0
C. Software	6			\$349,700	\$654,907	\$654,907	\$0
D. External Service Provider(s)	1	3	3	\$1,547,245	\$1,028,989	\$1,028,989	\$0
E. Other (Please describe in Footnotes Section below)	5,7			\$68,576	\$40,289	\$40,289	\$0
F. Total for IT Service				\$6,402,839	\$5,992,660	\$5,992,660	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	risk management insurance prorated (\$14,156), FRVIS printer and workstation maintenance \$1,414,972, \$118,117 MDT repair
2	OPS: FHP 2
3	
4	FRVIS 5 year finance 4,429workstations and 4,994 printers and 157 laptops, 126 docking stations \$1,590,327; refresh cycle is 5-6 years
5	Costs prorated based on % of FTE - includes office supplies, copiers, phones, etc.
6	includes ISA Microsoft EA (\$378,823) FHP Office Pro EA (\$179,241)
7	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
8	Finance cost for 1813 FHP MDTs, stands and docking ; refresh cycle is 5 year, 157 laptops cost inc in item 4, 650 other laptops with no cost
9	FRVIS Printer cost included in Item 4, MDT Printer cost
10	1364 workstations included in the cost of the DL/ID card (see strategic Driver Licensing cost); refresh is 5 years , 750 ADLTS workstations
11	1580 workstations in the Kirkman and field offices excluding those in L1 and FRVIS contracts; refresh cycle is 5 years; desktop refresh funds eliminated in budget reductions
12	
13	
14	
15	

Non-Strategic IT Service:		Helpdesk Service		Form: FY 2011-12 Schedule IV-C -				
Agency: DHSMV				# of Assets & Resources Apportioned to this IT Service in FY 2011- 12				
Prepared by: (Sherry Allen)								
Phone: (850- 617- 2011)								
Service Provisioning - - Assets & Resources (Cost Elements)		Footnote Number	Number used for this service	Number w/ costs in FY 2011- 12	A Initial Estimate for Fiscal Year 2010- 11	Estimated IT Service Costs		D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
						B Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	
A. Personnel			13.00		\$590,236	\$591,177	\$591,177	\$0
A-1	State FTE		13.00		\$590,236	\$591,177	\$591,177	\$0
A-2	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware			15	0	\$0	\$0	\$0	\$0
B-1	Servers		6	0	\$0	\$0	\$0	\$0
B-2	Server Maintenance & Support		6	0	\$0	\$0	\$0	\$0
B-3	Other Hardware Assets (Please specify in Footnote Section below)	3	3	0	\$0	\$0	\$0	\$0
C. Software		1			\$34,229	\$23,388	\$23,388	\$0
D. External Service Provider(s)		6	1	1	\$0	\$14,156	\$14,156	\$0
E. Other (Please describe in Footnotes Section below)		4, 5			\$82,731	\$48,052	\$48,052	\$0
F. Total for IT Service					\$707,196	\$676,773	\$676,773	\$0
G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.								
1	Maintenance on help desk software (Service Manager, Connect IT)							
2								
3	1 = Mgmt Workstations 2 Network Printers							
4	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.							
5	Costs prorated based on % of FTE - includes office supplies, copiers, phones, etc.							
6	prorated risk management insurance							
7								
8								
9								
10								
11								
12								
13								
14								
15								

Non- Strategic IT Service:

IT Security/Risk Mitigation Service

Agency: **DHSMV**

Prepared by: **(Sherry Allen)**

Phone: **(850- 617- 2011)**

Form: FY 2011-12 Schedule IV-C -

Service Provisioning - - Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011- 12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011- 12	A Initial Estimate for Fiscal Year 2010- 11	B Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		1.00		\$92,546	\$92,693	\$92,693	\$0
A-1 State FTE		1.00		\$92,546	\$92,693	\$92,693	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$136,392	\$0	\$0	\$0
B-1 Servers				\$98,558	\$0	\$0	\$0
B-2 Server Maintenance & Support				\$14,872	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)				\$22,962	\$0	\$0	\$0
C. Software				\$57,276	\$0	\$0	\$0
D. External Service Provider(s)	2	1	1	\$61,893	\$318,296	\$318,296	\$0
E. Other (Please describe in Footnotes Section below)	1			\$5,276	\$4,785	\$4,785	\$0
F. Total for IT Service				\$353,383	\$415,774	\$415,774	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	
2	
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Non- Strategic IT Service:

Agency Financial and Administrative Systems Support Service

Agency: **DHSMV**

Prepared by: **(Sherry Allen)**

Phone: **(850- 617- 2011)**

of Assets & Resources Apportioned to this IT Service in FY 2011- 12

Form: FY 2011-12 Schedule IV-C -

Service Provisioning - - Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011- 12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011- 12	A Initial Estimate for Fiscal Year 2010- 11	B Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		9.75		\$863,241	\$565,562	\$565,562	\$0
A-1 State FTE	1	9.75		\$863,241	\$565,562	\$565,562	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		2	0	\$0	\$0	\$0	\$0
B-1 Servers		1	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		1	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
C. Software				\$18,700	\$2,070	\$2,070	\$0
D. External Service Provider(s)	2	1	1	\$15,300	\$9,528	\$9,528	\$0
E. Other (Please describe in Footnotes Section below)	3, 4			\$74,113	\$99,810	\$99,810	\$0
F. Total for IT Service				\$971,354	\$676,970	\$676,970	\$0
G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.							
1	8.75 ISA, 1 DAS						
2	prorated risk management insurance						
3	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.						
4	Costs prorated based on % of FTE - includes office supplies, copiers, phones, etc.						
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Non- Strategic IT Service:

IT Administration and Management Service

Agency: **DHSMV**

Prepared by: **(Sherry Allen)**

Phone: **(850- 617- 2011)**

of Assets & Resources
AppORTioned to this IT Service
in FY 2011- 12

Form: FY 2011-12 Schedule IV-C -

Service Provisioning - - Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources AppORTioned to this IT Service in FY 2011- 12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011- 12	A Initial Estimate for Fiscal Year 2010- 11	B Estimated FY 2010- 11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011- 12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		16.18		\$1,324,865	\$1,297,091	\$1,297,091	\$0
A-1 State FTE	4	16.18		\$1,324,865	\$1,297,091	\$1,297,091	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
C. Software	5			\$60,460	\$87,604	\$87,604	\$0
D. External Service Provider(s)	1	1	1	\$15,790	\$16,258	\$16,258	\$0
E. Other (Please describe in Footnotes Section below)	2, 3			\$76,487	\$55,185	\$55,185	\$0
F. Total for IT Service				\$1,477,602	\$1,456,138	\$1,456,138	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	Prorated risk management ins
2	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
3	Costs prorated based on % of FTE - includes office supplies, copiers, phones, etc.
4	14.93 ISA, 1 FHP, Created a Project Management Office which increased the number of FTE included in this service
5	Daptiv, Deltek Risk, Loadrunner, Quality Center, Quick Test Pro
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Non-Strategic IT Service:

Portal/Web Management Service

Dept/Agency: **DHSMV**
 Prepared by: **(Enter name of person who completed this worksheet)**
 Phone: **(enter phone number for person named above)**

of Assets & Resources Apportioned to this IT Service in FY 2011-12

Form: Schedule IV-C -Combined v.2011-12

Service Provisioning -- Assets & Resources (Cost Elements)

	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
A. Personnel		5.35		\$498,779	\$318,831	\$318,831	\$0
A-1.1 State FTE	1	5.35		\$498,779	\$318,831	\$318,831	\$0
A-2.1 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware				\$0	\$1,663	\$1,663	\$0
B-1 Servers	3	33	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		33	2	\$0	\$1,663	\$1,663	\$0
B-3 Other Hardware Assets (Please specify in Footnotes Section below)		0	0	\$0	\$0	\$0	\$0
C. Software				\$245,084	\$100,000	\$100,000	\$0
D. External Service Provider(s)	2	1	1	\$7,840	\$4,737	\$4,737	\$0
E. Other (Please describe in Footnotes Section below)	4,5			\$37,981	\$16,079	\$16,079	\$0
F. Total for IT Service				\$789,684	\$441,310	\$441,310	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.	
1	4.35 ISA, 1 OED/DDL
2	Prorated risk management insurance
3	15 prod/ 6 dev for Intranet & Internet, 5 SharePoint production, 5 SharePoint test virtual, 5 development virtual, 5 physical
4	Utilities, fire insurance, building maintenance, energy retrofit, using the % fte times overhead
5	other expenses include office supplies, copiers and percentage of overhead, using the % fte times overhead
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Non-Strategic IT Service:		Data Center Service		Form: Schedule IV-C -Combined v.2011-12				
Dept/Agency: DHSMV								
Prepared by: (Enter name of person who completed this worksheet)								
Phone: (enter phone number for person named above)								
Service Provisioning -- Assets & Resources (Cost Elements)		Footnote Number	# of Assets & Resources Apportioned to this IT Service In FY 2011-12	Estimated IT Service Costs				
			Number used for this service	Number w/ costs In FY 2011-12	A Initial Estimate for Fiscal Year 2010-11 (if submitted)	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
A. Personnel (performing data center functions defined in w. 282.201(2)(d)1.e., F.S.)			7.77		\$0	\$395,396	\$395,396	\$0
A-1.1	State FTE		7.77		\$0	\$395,396	\$395,396	\$0
A-2.1	OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		Calculated total non-mainframe servers from all IV-C services 803 Calculated total mainframes from all IV-C services 0			\$0	\$3,311	\$3,311	\$0
B-1	Non-Mainframe Servers (including single-function logical servers not assigned to another service)		35	0	\$0	\$0	\$0	\$0
B-2	Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-3	Server Maintenance & Support		35	3	\$0	\$3,311	\$3,311	\$0
B-4	Online or Archival Storage Systems (indicate GB of storage)		0		\$0	\$0	\$0	\$0
B-5	Data Center/ Computing Facility Internal Network				\$0	\$0	\$0	\$0
B-6	Other Hardware (Please specify in Footnotes Section below)				\$0	\$0	\$0	\$0
C. Software					\$0	\$0	\$0	\$0
D. External Service Provider(s)					\$0	\$0	\$0	\$0
D-1	Southwood Shared Resource Center (indicate # of Board votes)	4	1		\$0	\$0	\$0	\$0
D-2	Northwood Shared Resource Center (indicate # of Board votes)		0		\$0	\$0	\$0	\$0
D-3	Northwest Regional Data Center (indicate # of Board votes)		0		\$0	\$0	\$0	\$0
D-4	Other Data Center External Service Provider (specify in Footnotes below)				\$0	\$0	\$0	\$0
E. Plant & Facility			Total	Est Utilized	\$0	\$238,882	\$238,882	\$0
E-1	Agency Data Center (indicate total square feet)		8952	2774	\$0	\$0	\$0	\$0
E-2	Computing Facilities (indicate total square feet)	5		112	\$0	\$0	\$0	\$0
E-3	Office Space (indicate total square feet)		0	0	\$0	\$0	\$0	\$0
E-4	Backup Generator, Power Distribution Units, UPS, etc. (indicate capacity in KW)	3	1050	0	\$0	\$65,402	\$65,402	\$0
E-5	Utilities (e.g., electricity and water) (estimated total annual KWH)	1	172		\$0	\$168,480	\$168,480	\$0
E-6	Environmentals (e.g., HVAC, fire control, and physical security)	2			\$0	\$5,000	\$5,000	\$0
E-7	Other (please specify in Footnotes Section below)				\$0	\$0	\$0	\$0
F. Other (Please describe in Footnotes Section below)		6			\$0	\$37,180	\$37,180	\$0
G. Total for IT Service					\$0	\$674,769	\$674,769	\$0
H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.								
7	Utilities for Kirkman data centers and facility (equipment 100 KW, Liebert unit energy consumption estimated 72 KW = 172 KW \$14,040 a month * 12 = \$168,480							
2	Caterpillar Generator preventive maintenance \$2,000, fire suppression test inspection \$3,000. Physical security uses the same badge system as the rest of the agency uses; there is no additional cost.							
3	Engineer Cooling Contract (UPS and HVAC maintenance), 6 KW capacity for each small UPS dedicated to CAD in computing facilities, Caterpillar generator 450 KW capacity, Onan generator 600 KW capacity.							
4	Mainframe (\$1,265,605) in Registration and Title and Driver License Services STS (\$318,296) reported in Risk service							
5	CAD sites are co-located with DOT except for Tallahassee. Our equipment is in one rack.							
6	Prorated risk management insurance (\$8,461), Utilities (non data center), fire insurance, building maintenance, energy retrofit, using the % fte times overhead, other expenses include office supplies, copiers and percentage of overhead, using the % fte times overhead							
7								
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Strategic IT Service: Driver License and Imaging

Dept/Agency: **DHSMV**
 Prepared by: **(Sherry Allen)**
 Phone: **(850-617-2011)**

Form: Schedule IV-C -Combined v.2011-12

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources apporportioned to this IT Service		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
A. Personnel		54.64		\$3,391,707	\$3,381,149	\$3,381,149	\$0
A-1.1 State FTE		53.14		\$2,958,337	\$3,049,779	\$3,049,779	\$0
A-2.1 OPS FTE		0.00		\$133,370	\$131,370	\$131,370	\$0
A-3.1 Contractor Positions (Staff Augmentation)	2	1.50		\$300,000	\$200,000	\$200,000	\$0
B. Hardware		264	185	\$285,618	\$312,922	\$312,922	\$0
B-1 Servers - Mainframe	4	0	0	\$0	\$0	\$0	\$0
B-2 Servers - Non-Mainframe	5	264	185	\$114,047	\$164,013	\$164,013	\$0
B-3 Server Maintenance & Support	6			\$5,605	\$12,406	\$12,406	\$0
B-4 Other Hardware Assets (e.g., system mgt workstation, printers, UPS)	7			\$165,966	\$136,503	\$136,503	\$0
C. Software	8			\$551,832	\$577,426	\$577,426	\$0
D. External Service Provider(s)	9, 3	6	6	\$15,420,091	\$16,964,253	\$16,964,253	\$0
E. Other (Please describe in Footnotes Section below)	1, 10			\$324,230	\$372,627	\$372,627	\$0
F. Total for IT Service				\$19,973,478	\$21,608,377	\$21,608,377	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.
1 training, other expenses include office supplies, copiers and percentage of overhead, using the % fte times overhead
2 VO Contractors
3 L1 contract includes 850 workstations, 469 cameras, 603 scanners, 560 cashier printers, 500 card printers, 179 2-D bar code readers, 1118 signature pads, 514 word processing workstations, 179 switches, maintenance, services, software
4 Mainframe was consolidated at SSRC and service cost is included in item 9
5 185 field servers included in cost per DL/ID card in item 9,
6 Sun Server Maintenance. 5 years of maintenance cost was included in purchase of database servers
7 prorated database disk storage cost
8 Software prorated to DDL, reduced because some is included in mainframe services cost
9 E-commerce (\$2,602,015), L1 contract cost per DL/ID card (\$11,788,304), AAMVA cost based on # of commercial driver records(\$922,677), Expert System Support (\$53,000), prorated risk management insurance (\$57,867), other hardware maintenance, SSRC
10 Utilities, fire insurance, building maintenance, energy retrofit, using the % fte times overhead
11
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Strategic IT Service: **Law Enforcement**

Form: Schedule IV-C -Combined v.2011-12

Dept/Agency: **DHSMV**
 Prepared by: **(Sherry Allen)**
 Phone: **(850-617-2011)**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
A. Personnel		18.72		\$1,078,724	\$1,449,646	\$1,449,646	\$0
A-1.1 State FTE	1	18.72		\$1,052,050	\$1,423,372	\$1,423,372	\$0
A-2.1 OPS FTE		0.00		\$26,674	\$26,274	\$26,274	\$0
A-3.1 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		89	0	\$57,422	\$56,291	\$56,291	\$0
B-1 Servers - Mainframe	3	0	0	\$0	\$0	\$0	\$0
B-2 Servers - Non-Mainframe	7	89	0	\$25,344	\$25,344	\$25,344	\$0
B-3 Server Maintenance & Support	8			\$11,210	\$4,484	\$4,484	\$0
B-4 Other Hardware Assets (e.g., system mgt workstation, printers, UPS)	2			\$20,868	\$26,463	\$26,463	\$0
C. Software	3			\$1,601,965	\$1,614,081	\$1,614,081	\$0
D. External Service Provider(s)	4	4	4	\$1,299,137	\$1,267,359	\$1,267,359	\$0
E. Other (Please describe in Footnotes Section below)	5			\$434,940	\$950,364	\$950,364	\$0
F. Total for IT Service				\$4,472,188	\$5,337,741	\$5,337,741	\$0
G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.							
1	11.97 FTE ISA, 6.75 FTE FHP						
2	prorated database disk storage						
3	CAD and MDT software						
4	Includes dispatch center maintenance, subscriber maintenance and repair, tower maintenance, crash records contract, prorated risk management insurance (\$13,035)						
5	training, ink cartridges, batteries, radio parts, other expenses include office supplies, copiers, utilities, and percentage of overhead, using the % FTE times overhead						
6	CAD servers located in office space in seven CAD centers located throughout the state co located with DOT except for Tallahassee site						
7	51 in KDC, 38 in field						
8	sun server maintenance, 5 years of maintenance included in database server purchase						
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10							
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Strategic IT Service: Title and Registration

Form: Schedule IV-C -Combined v.2011-12

Dept/Agency: **DHSMV**
 Prepared by: **(Sherry Allen)**
 Phone: **(850-617-2011)**

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			Planned Increase/Decrease Use of Recurring Base Funding
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	
A. Personnel		45.86		\$2,770,645	\$2,838,493	\$2,838,493	\$0
A-1.1 State FTE		44.36		\$2,463,949	\$2,533,397	\$2,533,397	\$0
A-2.1 OPS FTE		0.00		\$106,696	\$105,096	\$105,096	\$0
A-3.1 Contractor Positions (Staff Augmentation)	8	1.50		\$200,000	\$200,000	\$200,000	\$0
B. Hardware		350	278	\$1,522,553	\$1,831,209	\$1,831,209	\$0
B-1 Servers - Mainframe	2	0	0	\$0			\$0
B-2 Servers - Non-Mainframe	3	350	278	\$1,412,547	\$1,412,507	\$1,412,507	\$0
B-3 Server Maintenance & Support	1			\$5,606	\$204,854	\$204,854	\$0
B-4 Other Hardware Assets (e.g., system mgt workstation, printers, UPS)	4			\$104,400	\$213,848	\$213,848	\$0
C. Software	6			\$624,832	\$458,784	\$458,784	\$0
D. External Service Provider(s)	5	5	5	\$3,894,828	\$4,784,138	\$4,784,138	\$0
E. Other (Please describe in Footnotes Section below)	7			\$877,918	\$912,287	\$912,287	\$0
F. Total for IT Service				\$9,690,776	\$10,824,911	\$10,824,911	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.
1 Sun server maintenance, FRVIS server maintenance, Dell server maintenance
2 Mainframe was consolidated at SSRC and service cost is included in item 5
3 278 TC field servers financed over 5 years.
4 database storage costs prorated, FRVIS UPS maintenance
5 E-Commerce (\$3,009,750) NMVTIS (\$135,000), FRVIS Project, Scanning System maintenance, and SSRC mainframe services.
6 Mainframe software is included in item 5 SSCR mainframe services due to mainframe consolidation
7 Prorated risk management insurance (48,306), supplies, training, utilities, facilities overhead as % by FTE, decal toner
8 VO contractors
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	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
Non-Strategic IT Services															
IV-C Service															
Network	3.83	\$ 317,352	0.00	\$ -	0.00	\$ -	3.83	\$ 317,352		9	\$ 77,177	\$ 52,564	\$ 5,344,687	\$ 14,156	\$ 5,805,936
Email, Messaging, @ Calendaring	1.00	\$ 78,725	0.00	\$ -	0.00	\$ -	1.00	\$ 78,725		15	\$ 21,728	\$ 53,686	\$ 108,982	\$ 3,695	\$ 266,816
Desktop Computing	10.90	\$ 535,897	2.00	\$ 37,806	0.00	\$ -	12.90	\$ 573,703		1	\$ 3,694,772	\$ 654,907	\$ 1,028,989	\$ 40,289	\$ 5,992,660
Help Desk	13.00	\$ 591,177	0.00	\$ -	0.00	\$ -	13.00	\$ 591,177		6	\$ -	\$ 23,388	\$ 14,156	\$ 48,052	\$ 676,773
IT Security/Risk Mitigation	1.00	\$ 92,693	0.00	\$ -	0.00	\$ -	1.00	\$ 92,693		0	\$ -	\$ -	\$ 318,296	\$ 4,785	\$ 415,774
Financial and Administrative Systems Support	9.75	\$ 565,562	0.00	\$ -	0.00	\$ -	9.75	\$ 565,562		1	\$ -	\$ 2,070	\$ 9,528	\$ 99,810	\$ 676,970
IT Administration & Management	16.18	\$ 1,297,091	0.00	\$ -	0.00	\$ -	16.18	\$ 1,297,091		0	\$ -	\$ 87,604	\$ 16,258	\$ 55,185	\$ 1,456,138
Portal/Web Management	5.35	\$ 318,831	0.00	\$ -	0.00	\$ -	5.35	\$ 318,831		33	\$ 1,663	\$ 100,000	\$ 4,737	\$ 16,079	\$ 441,310
Data Center	7.77	\$ 395,396	0.00	\$ -	0.00	\$ -	7.77	\$ 395,396		0	\$ -	\$ 3,311	\$ -	\$ 37,180	\$ 674,769
Total	68.78	\$ 4,192,724	2.00	\$ 37,806	0.00	\$ -	70.78	\$ 4,230,530	0.00	100.00	\$ 3,798,651	\$ 974,219	\$ 6,845,633	\$ 319,231	\$ 16,407,146

Data Center Plant & Facility: \$ 238,882 (included in Data Center total)

	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
Strategic IT Services															
IV-C Service															
Driver License and Imaging	53.14	\$ 3,049,779	0.00	\$ 131,370	1.50	\$ 200,000	54.64	\$ 3,381,149	0	264	\$ 312,922	\$ 577,426	\$ 16,964,253	\$ 372,627	\$ 21,608,377
Law Enforcement	18.72	\$ 1,423,372	0.00	\$ 26,274	0.00	\$ -	18.72	\$ 1,449,646	0	89	\$ 56,291	\$ 1,614,081	\$ 1,267,359	\$ 950,364	\$ 5,337,741
Title and Registration	44.36	\$ 2,533,397	0.00	\$ 105,096	1.50	\$ 200,000	45.86	\$ 2,838,493	0	350	\$ 1,831,209	\$ 458,784	\$ 4,784,138	\$ 912,287	\$ 10,824,911
Agency Strategic IT Service #4	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #5	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #6	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #7	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #8	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #9	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #10	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #11	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #12	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #13	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #14	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #15	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #16	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Total	116.22	\$ 7,006,548	0.00	\$ 262,740	3.00	\$ 400,000	119.22	\$ 7,669,288	0.00	703.00	\$ 2,200,422	\$ 2,650,291	\$ 23,015,750	\$ 2,235,278	\$ 37,771,029

TOTALS	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
All Schedule IV-C Services															
Non-Strategic IT Services	68.78	\$ 4,192,724	2.00	\$ 37,806	0.00	\$ -	70.78	\$ 4,230,530	0	100	\$ 3,798,651	\$ 974,219	\$ 6,845,633	\$ 319,231	\$ 16,168,264
Strategic IT Services	116.22	\$ 7,006,548	0.00	\$ 262,740	3.00	\$ 400,000	119.22	\$ 7,669,288	0	703	\$ 2,200,422	\$ 2,650,291	\$ 23,015,750	\$ 2,235,278	\$ 37,771,029
Total	116.22	\$ 7,006,548	0.00	\$ 262,740	3.00	\$ 400,000	190.00	\$ 11,899,818	0.00	803.00	\$ 5,999,073	\$ 3,624,510	\$ 29,861,383	\$ 2,554,509	\$ 53,939,293

+ Data Center P&F = \$ 54,178,175

COST BREAKDOWN	Currently Authorized Positions		% Software	% External Service Provider	% Other	% of Total Reported IT Cost
	% IT Positions	% Hardware				
All Schedule IV-C Services						
Non-Strategic IT Services	26.17%	23.49%	6.03%	42.34%	1.97%	29.97%
Strategic IT Services	20.30%	5.83%	7.02%	60.93%	5.92%	70.03%
% of Total Reported IT Cost	22.062%	11.122%	6.720%	55.361%	4.736%	

Data Center Summary	Total	Total Utilized
Total Data Center Personnel		7.77
Total Servers from All IT Services - Mainframe		0
Total Servers from All IT Services - Non-Mainframe		803
Agency Data Center (TOTAL SQUARE FEET)	8952	2774
Computing Facilities (TOTAL SQUARE FEET)		112
Office Space (TOTAL SQUARE FEET)		0
Backup Generator, Power Distribution Units, UPS, etc. (CAPACITY IN KW)	1050	
Utilities-Electricity (ESTIMATED TOTAL ANNUAL KWH)	172	

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Highway Safety and Motor Vehicles		
Contact Person:	Michael J. Alderman	Phone Number:	850/617-3101
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Bradsheer & Johnson vs. DHSMV (class action)		
Court with Jurisdiction:	Leon County Circuit Court		
Case Number:	2007-CA-0864		
Summary of the Complaint:	This is a class action for refunds/injunctive relief filed in state court for those people required to install Ignition Interlock Devices (IID) following a second DUI conviction before the Department was given explicit authority to do so on July 1, 2005.		
Amount of the Claim:	Estimated: \$1 Million		
Specific Statutes or Laws (including GAA) Challenged:	N/A		
Status of the Case:	On December 13, 2007, Circuit Judge William Gary, Second Judicial Circuit, Leon County, entered an Order Granting Motion To Dismiss, with prejudice, that dismissed Plaintiff’s Amended Complaint. Plaintiffs took an appeal of that order to the First District Court of Appeal. The First DCA affirmed in part and reversed in part. The Court held that further fact finding was necessary concerning two counts that sought declaratory and injunctive relief. Plaintiffs then obtained conflict review before the Florida Supreme Court and the case is now set for oral argument before that Court on October 7, 2010.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	BROAD AND CASSEL ATTORNEYS AT LAW BROOKS, LeBOEUF, BENNETT, FOSTER & GWARTNEY P.A. RHONDA F. GOODMAN, P.A.		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	Department of Highway Safety and Motor Vehicles		
Contact Person:	Michael J. Alderman	Phone Number:	850/617-3101
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Hugh McGinley and Estate of Kevin McGinley v. DHSMV, FHP and Hillsborough State Attorney Office		
Court with Jurisdiction:	U.S. District Court-Middle District of Florida (Tampa)		
Case Number:	2009-CV-00032		
Summary of the Complaint:	The Parents of Kevin McGinley, who was killed on February 13, 1998, when struck by a UPS truck after a roadside fist fight on I-275, seek damages for a negligently conducted FHP traffic homicide investigation which they said caused them to file an untimely wrongful death claim against other persons involved in the fight thereby denying them their civil rights through access to courts.		
Amount of the Claim:	\$17.5 million (claimed)		
Specific Statutes or Laws (including GAA) Challenged:	42 U.S. Code section 1983		
Status of the Case:	Still in discovery; Department has pending motion to dismiss and for judgment on pleadings		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	Department of Highway Safety and Motor Vehicles		
Contact Person:	Michael J. Alderman	Phone Number:	850/617-3101
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	National Safety Commission v. Florida Department of Highway Safety and Motor Vehicles		
Court with Jurisdiction:	(Leon County) Second Judicial Circuit Court		
Case Number:	2010-CA-1671		
Summary of the Complaint:	The agency contractor for printing and distribution of driver license handbooks is seeking declaratory and injunctive relief as well as future damages and specific enforcement, regarding non-renewal of contract for an additional 5 year term		
Amount of the Claim:	\$3.5 million (potential)		
Specific Statutes or Laws (including GAA) Challenged:	Contract interpretation per sections 287.057 and 283.58, Florida Statutes		
Status of the Case:	Temporary injunction entered against Department preventing any actions inconsistent with renewal; that order is pending review in the First DCA; cross motions for summary judgment pending and case is set for trial on October 13, 2010.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A		

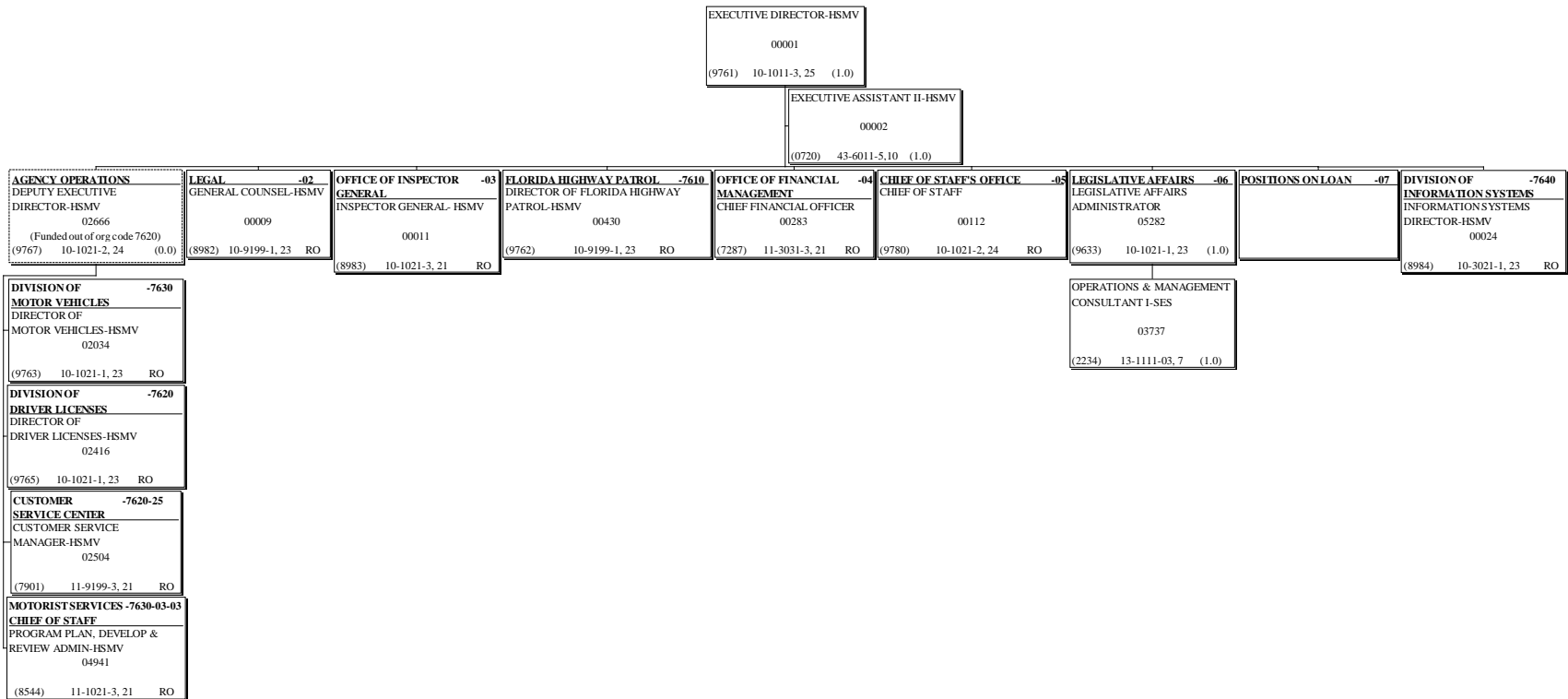
Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Highway Safety and Motor Vehicles		
Contact Person:	Michael J. Alderman	Phone Number:	850/617-3101
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	WELCH v. Electra Bustle, Carl Ford; Fred Dickinson, Stacy Arias, Greg Bickford, Larry Bilbo, Trisha Haucke, Rod McQueen, Dana Reiding and John Does.		
Court with Jurisdiction:	U.S. District Court, Northern District of Florida		
Case Number:	4:09-CV-00302-RH/WCS		
Summary of the Complaint:	This potential class action lawsuit filed against employees of the DHSMV is brought under the federal Driver Privacy Protection Act (DPPA) and alleges that the Department furnished protected DPPA personal information to <i>Shadowsoft, Inc.</i> which in turn illegally provided that information to <i>The Source for Public Data</i> which then sold or otherwise disseminated the personal information over the internet in violation of DPPA.		
Amount of the Claim:	\$ Estimate: potentially greater than \$500,000.		
Specific Statutes or Laws (including GAA) Challenged:	N/A		
Status of the Case:	The case is before Judge Robert L. Hinkle in the Northern District of Florida. Discovery has closed and the parties filed cross motions for summary judgment, both of which were denied. Defendants then filed a renewed motion for summary judgment on the basis of a new decision from the 5 th Circuit Court of Appeals that held DPPA was not violated under similar facts. Plaintiffs have moved to strike or in the alternative to reopen discovery. Both motions remain pending at this time.		
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input checked="" type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	HARKE & CLOSBY, LLP, Kansas City, MO. BURGESS & LAMB, P.C., Kansas City, MO. RALPH K. PHALEN, ESQ., Kansas City, MO. SAXTON LAW FIRM, LLC, Kansas City, MO.		

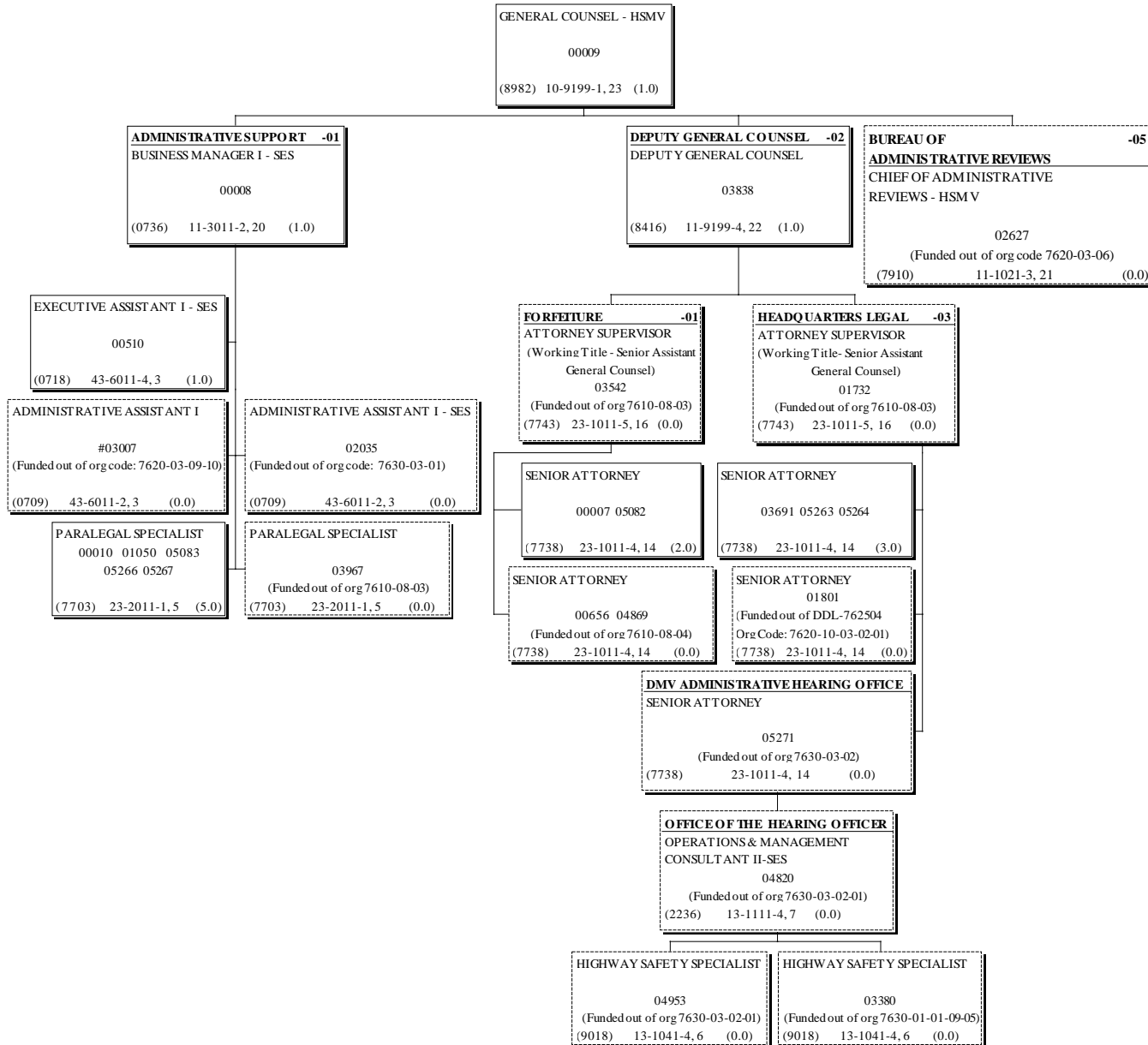
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES OFFICE OF THE EXECUTIVE DIRECTOR

DATE: 04/30/10
 SEQUENCE: 76-01
 OED: _____
 NUMBER OF POSITIONS: 4
 NUMBER OF FTE: 4.0



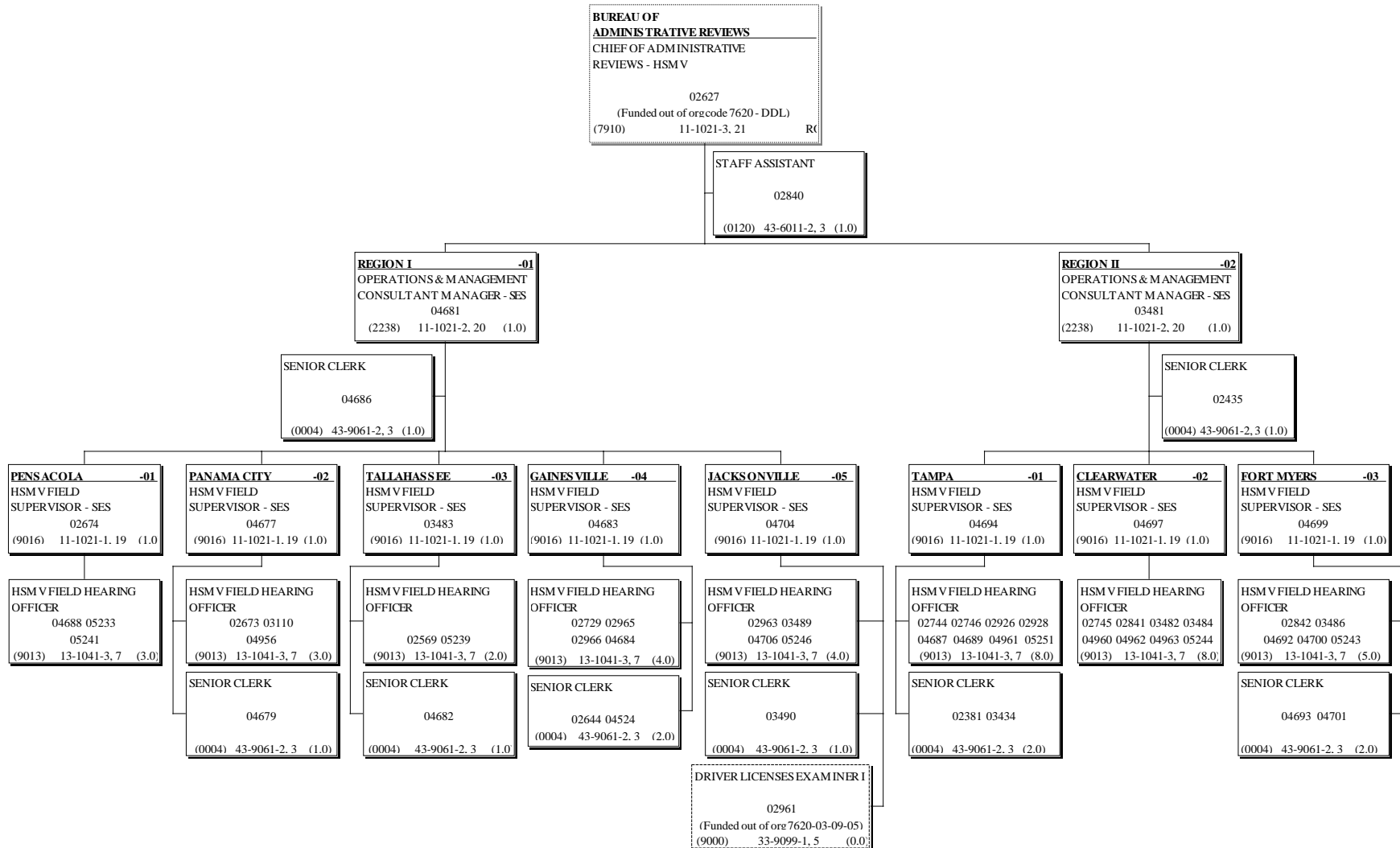
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
LEGAL**

DATE: 08/20/10
SEQUENCE: 7601-02
OWP: _____
NUMBER OF POSITIONS: 14
NUMBER OF FTE: 14.0



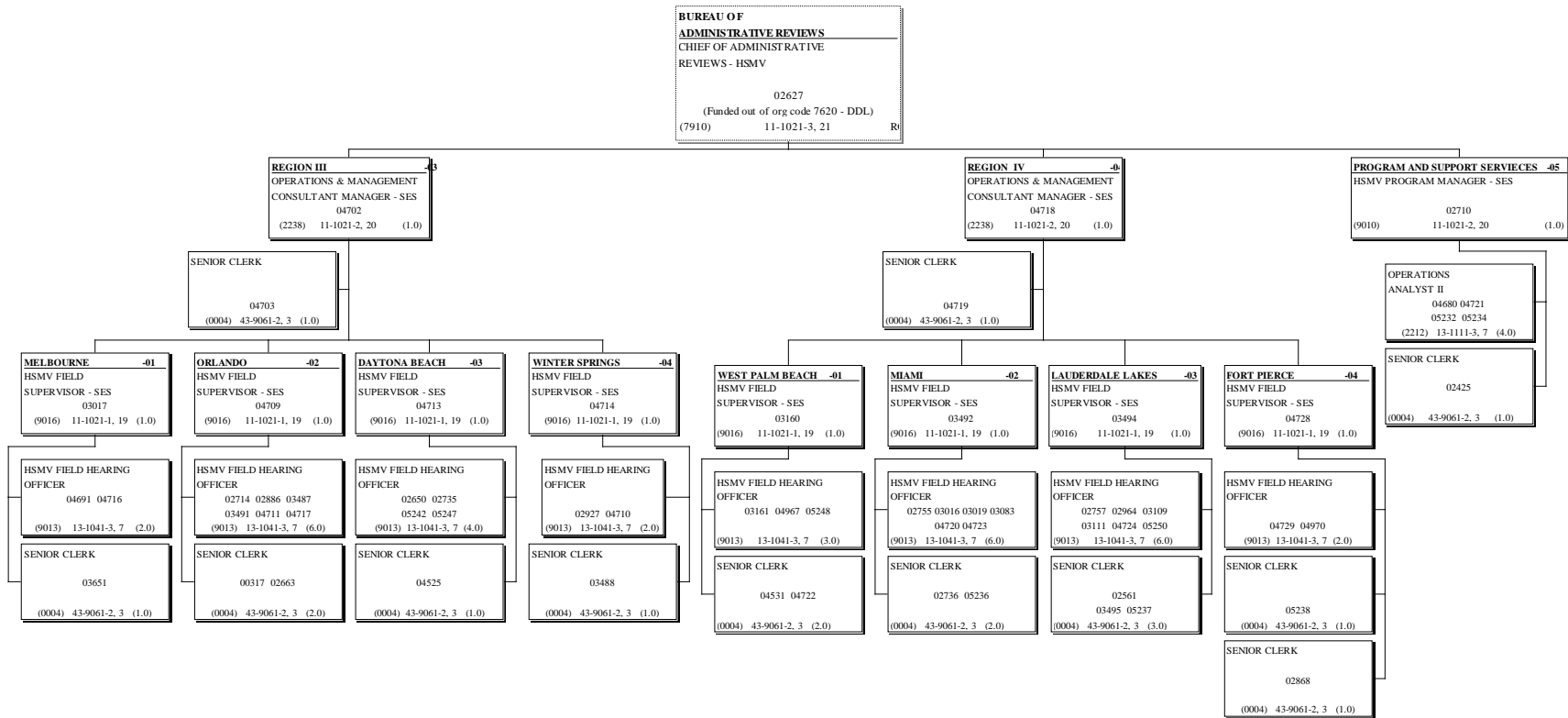
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF ADMINISTRATIVE REVIEWS**

DATE: 07/09/10
SEQUENCE: 7620-03-06
OWP: _____
NUMBER OF POSITIONS: 59
NUMBER OF FTE'S: 59.0



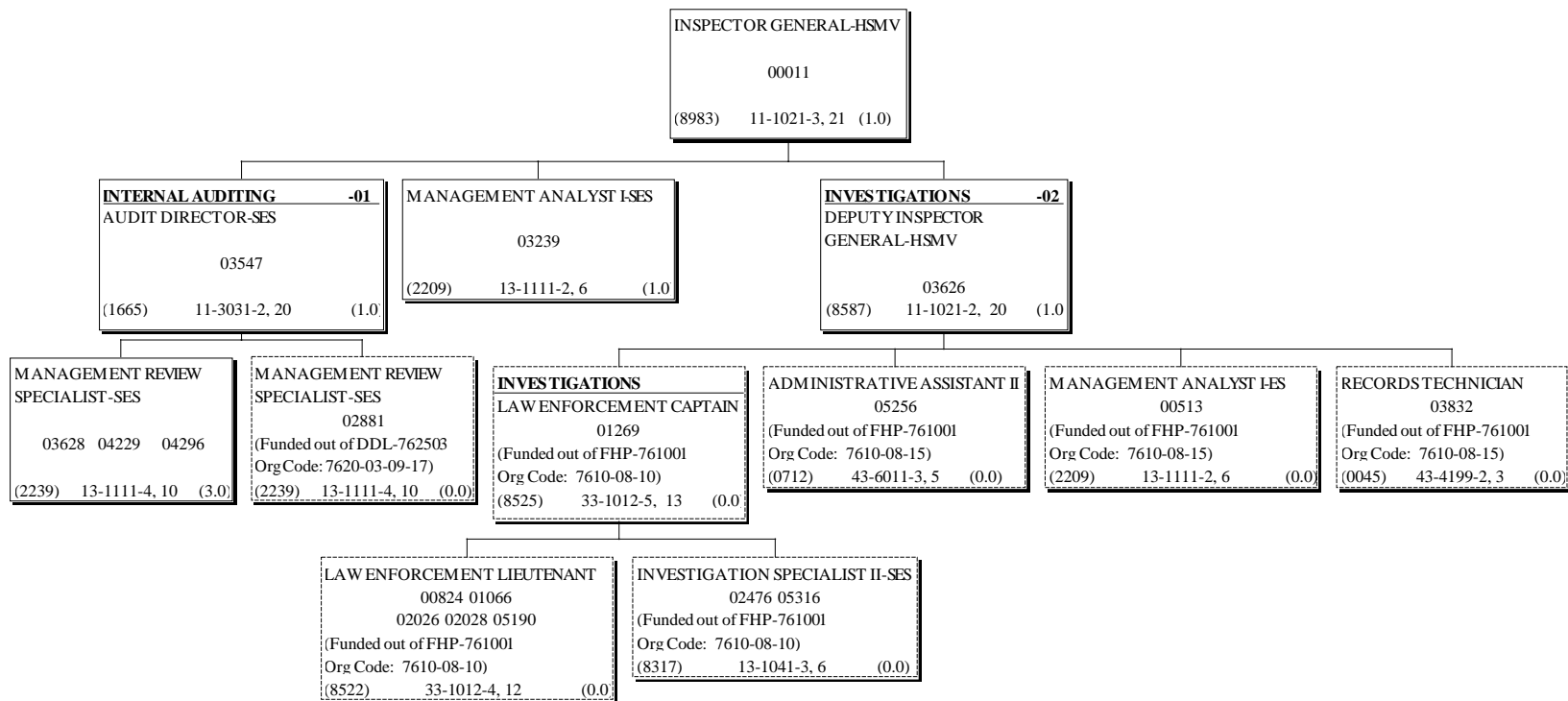
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF ADMINISTRATIVE REVIEWS**

DATE: 007/01/10
 SEQUENCE: 7620-03-06
 OWP: _____
 NUMBER OF POSITIONS: 63
 NUMBER OF FTE'S: 63.0



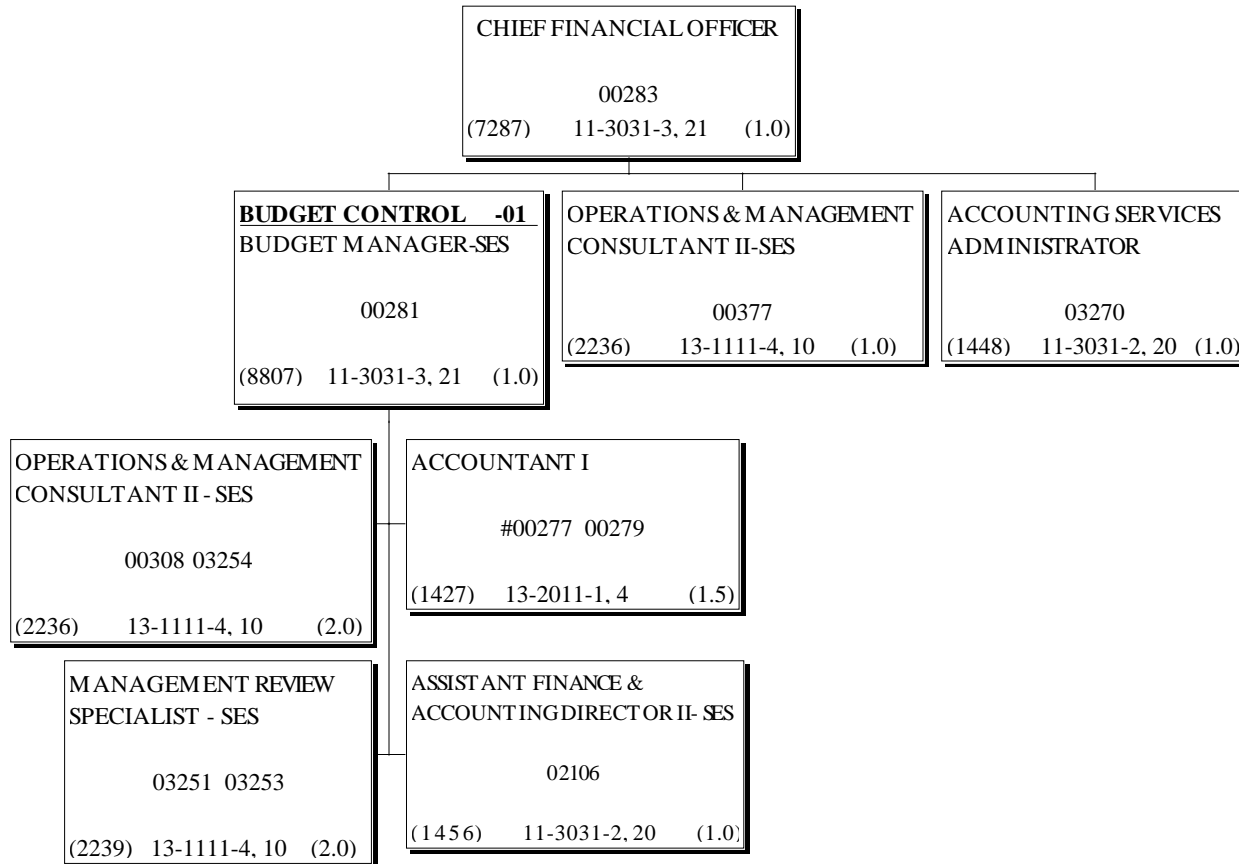
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
OFFICE OF INSPECTOR GENERAL**

DATE: 10/01/10
 SEQUENCE: 7601-03
 OWP: _____
 NUMBER OF POSITIONS: 7
 NUMBER OF FTE: 7.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF EXECUTIVE DIRECTOR
OFFICE OF FINANCIAL MANAGEMENT**

DATE: 09/01/10
SEQUENCE: 7601-04
OWP: _____
NUMBER OF POSITIONS: 11
NUMBER OF FTE'S: 10.5



**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
CHIEF OF STAFF'S OFFICE**

DATE: 03/01/10
 SEQUENCE: 76-01
 OED: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE: 2.0

EXECUTIVE DIRECTOR-HSMV
00001
(9761) 10-1011-3, 25 RO

CHIEF OF STAFF'S OFFICE -05
CHIEF OF STAFF
00112
(9780) 10-1021-2, 24 (1.0)

OPERATIONS & MANAGEMENT CONSULTANT I-SES
00297
(2234) 13-1111-3, 7 (1.0)

DIVISION OF ADMINISTRATIVE SERVICES -7602
DIRECTOR OF ADMINISTRATIVE SERVICES-HSMV
00003
(9764) 10-3011-1, 23 RO

OFFICE OF WORKFORCE PROGRAMS -01
PUBLIC INFORMATION ADMINISTRATOR-HSMV (Working Title: Director of Workforce Programs)
00492
(9942) 11-2031-3, 23 RO

COMMUNICATIONS OFFICE -02
COMMUNICATIONS DIRECTOR
03171
(9556) 10-2031-1, 23 RO

PERFORMANCE MANAGEMENT OFFICE -03
SPECIAL PROGRAMS ADMINISTRATOR (Working Title: Chief Performance Officer)
02603
(1598) 10-3031-01, 23 RO

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
CHIEF OF STAFF'S OFFICE
OFFICE OF WORKFORCE PROGRAMS**

DATE: 07/01/09
 SEQUENCE: 7601-05-01
 OED: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE: 2.0

PUBLIC INFORMATION ADMINISTRATOR - HSMV		
00492		
(9942)	11-2031-3, 21	(1.0)

ADMINISTRATIVE ASSISTANT I - SES		
00165		
(0709)	43-6011-2, 3	(1.0)

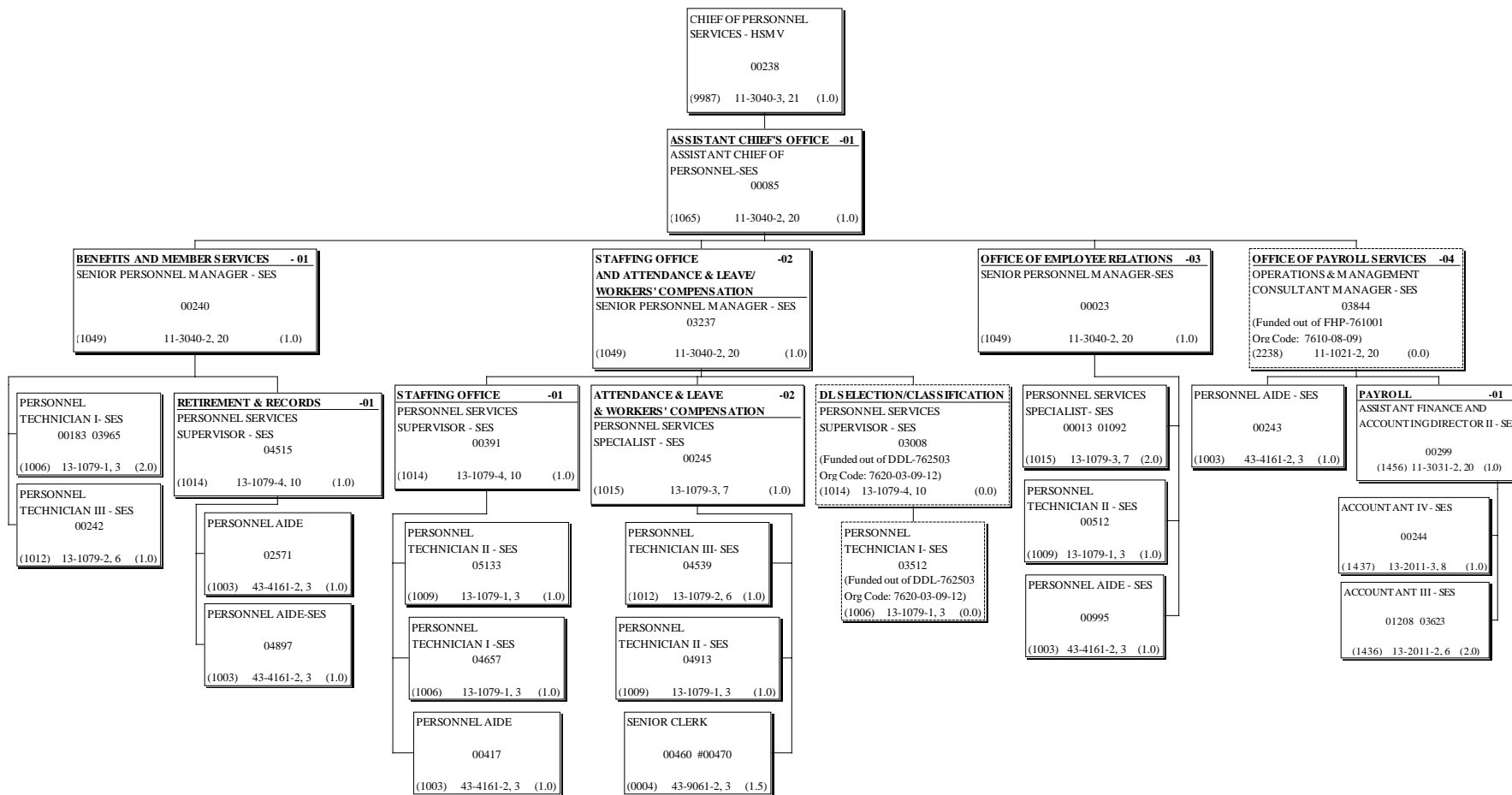
BUREAU OF PERSONNEL SERVICES - 01		
CHIEF OF PERSONNEL SERVICES - HSMV		
00238		
(9987)	11-3040-3, 21	RO

LEARNING & DEVELOPMENT OFFICE -02		
HUMAN RESOURCE MANAGER - SES		
03966		
(1333)	11-3040-2, 20	RO

MOTORIST SERVICE SUPPORT -03		
PROGRAM ADMINISTRATOR - SES		
00697		
(Funded out of FHP org code: 7610-08-02)		
(5916)	11-9151-2, 20	(0.0)

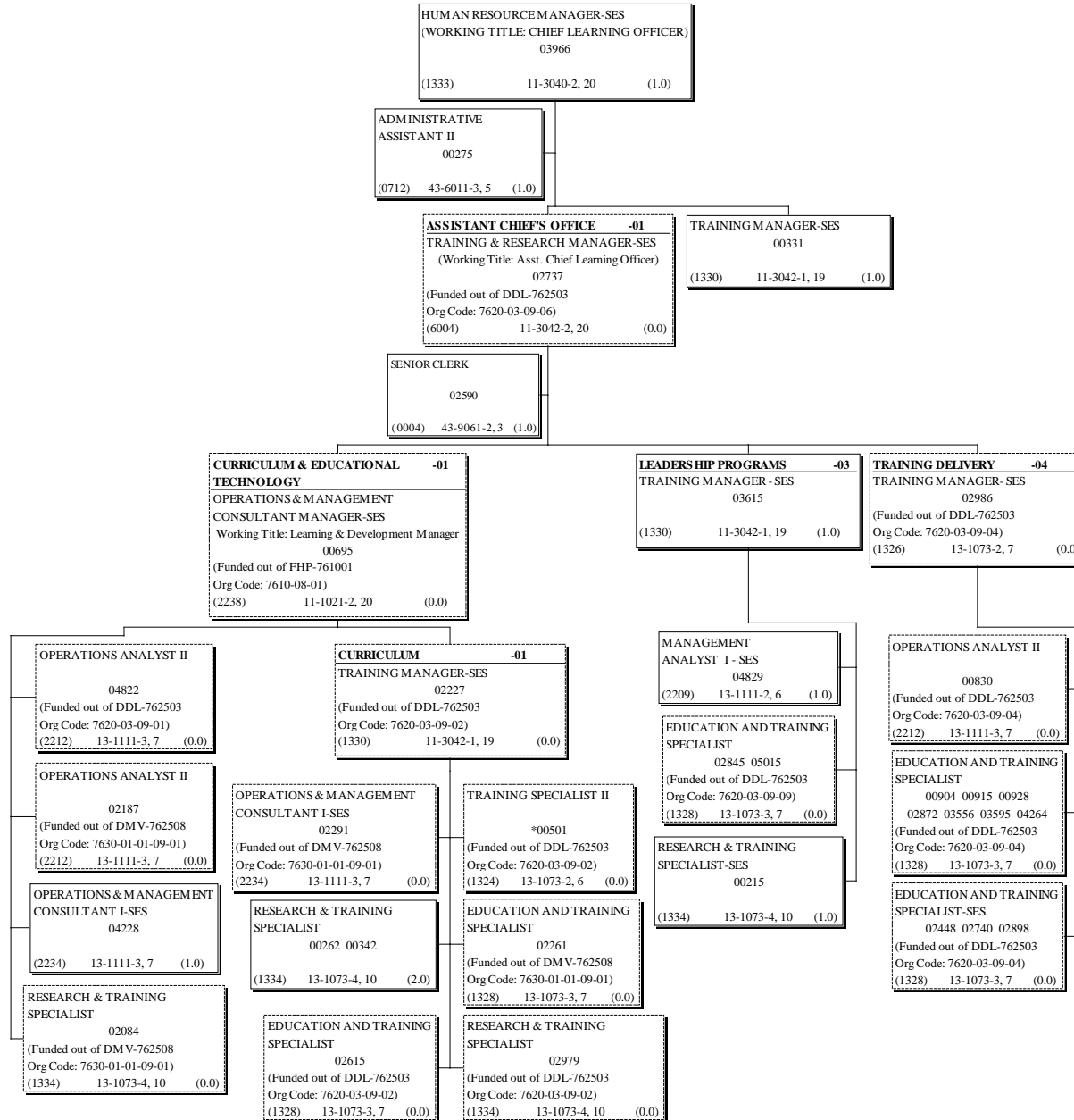
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
OFFICE OF WORKFORCE PROGRAMS
BUREAU OF PERSONNEL SERVICES**

DATE: 09/03/10
SEQUENCE: 7601-05-01-01
OWP: _____
NUMBER OF POSITIONS: 29
NUMBER OF FTE: 28.5



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
OFFICE OF WORKFORCE PROGRAMS
LEARNING & DEVELOPMENT OFFICE**

DATE: 09/24/10
SEQUENCE: 7601-05-01-02
OED: _____
NUMBER OF POSITIONS: 10
NUMBER OF FTE: 10.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
OFFICE OF WORKFORCE PROGRAMS
MOTORIST SERVICE SUPPORT**

DATE: 06/01/10
SEQUENCE: 7601-05-01
OED: _____
NUMBER OF POSITIONS: 0.0
NUMBER OF FTE: 0.0

MOTORIST SERVICE SUPPORT	-03
PROGRAM ADMINISTRATOR - SES (Working Title: Motorist Services Advocate) 00697 (Funded out of FHP org code: 7610-08-02) (5916) 11-9151-2, 20 (0.0)	

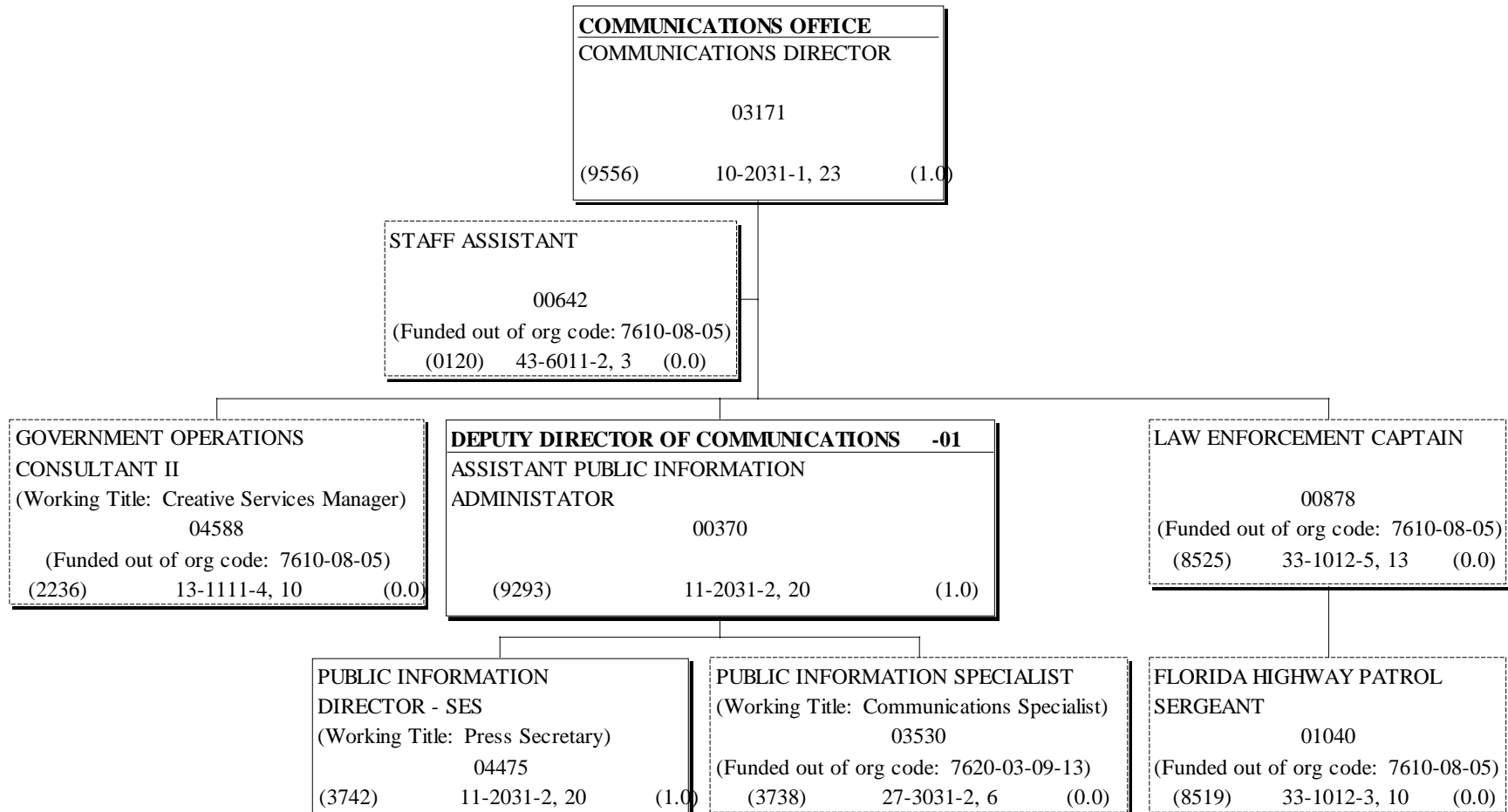
RECORDS TECHNICIAN 02659 (Funded out of DDL org code: 7620-03-09-11) (0045) 43-4199-2, 3 (0.0)
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GOVERNMENT OPERATIONS CONSULTANT II 02567 05254 (Funded out of DDL org code: 7620-03-09-11) (2236) 13-1111-4, 10 (0.0)

GOVERNMENT OPERATIONS CONSULTANT I 04367 05296 02519 04111 (Funded out of DDL org code: 7620-03-09-11) (2234) 13-1111-3, 7 (0.0)

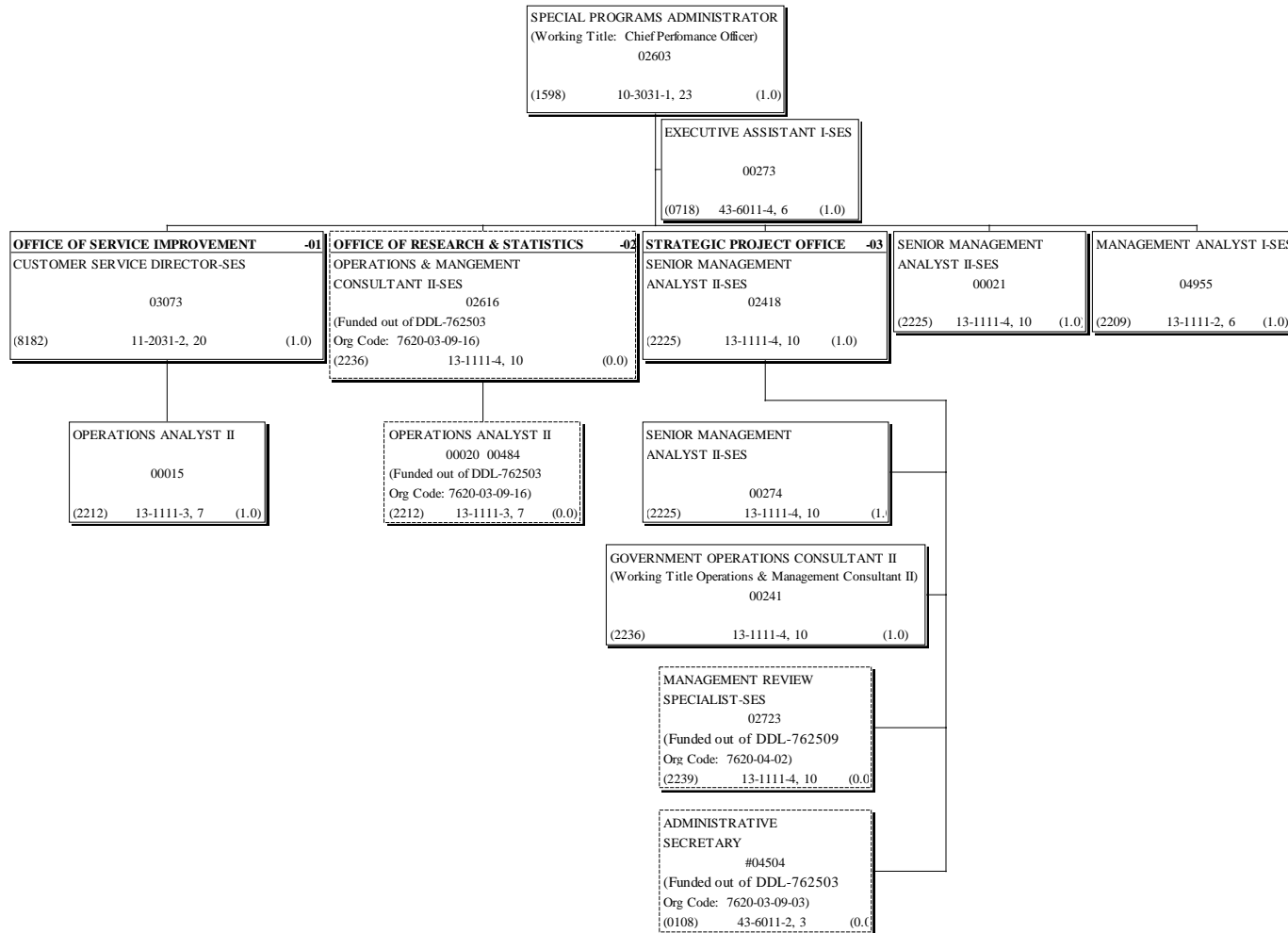
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
CHIEF OF STAFF'S OFFICE/HSMV
COMMUNICATIONS OFFICE**

DATE: 07/01/10
SEQUENCE: 7601-05-02
OWP: _____
NUMBER OF POSITIONS: 3
NUMBER OF FTES: 3.0



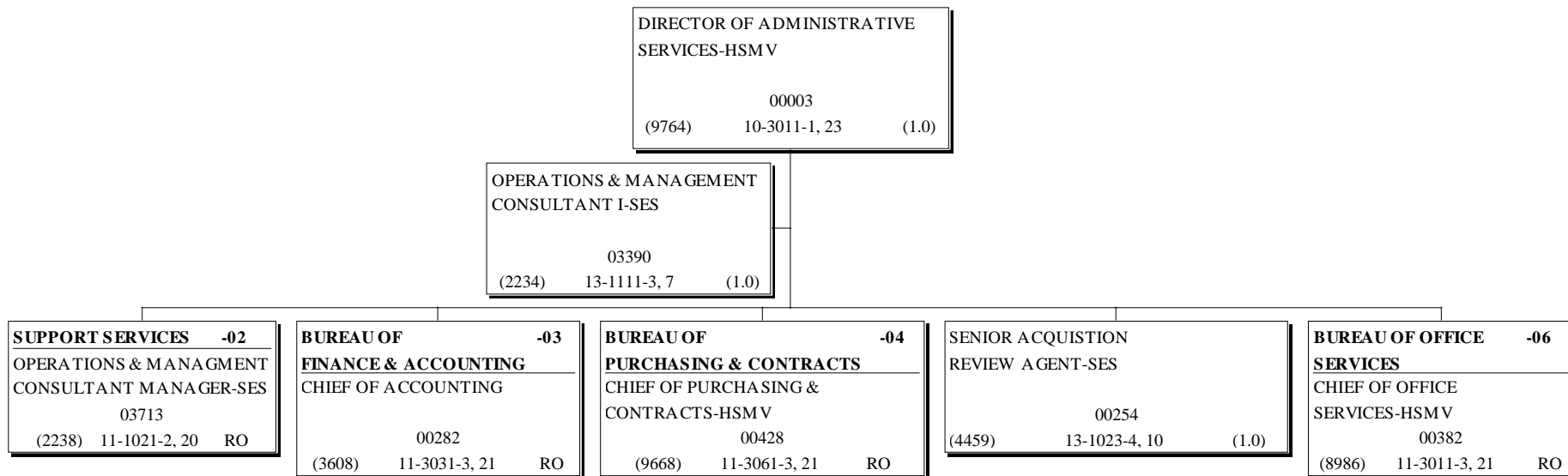
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
PERFORMANCE MANAGEMENT OFFICE**

DATE: 09/22/10
 SEQUENCE: 7601-05-03
 OWP: _____
 NUMBER OF POSITIONS 9
 NUMBER OF FTE's : 9.0



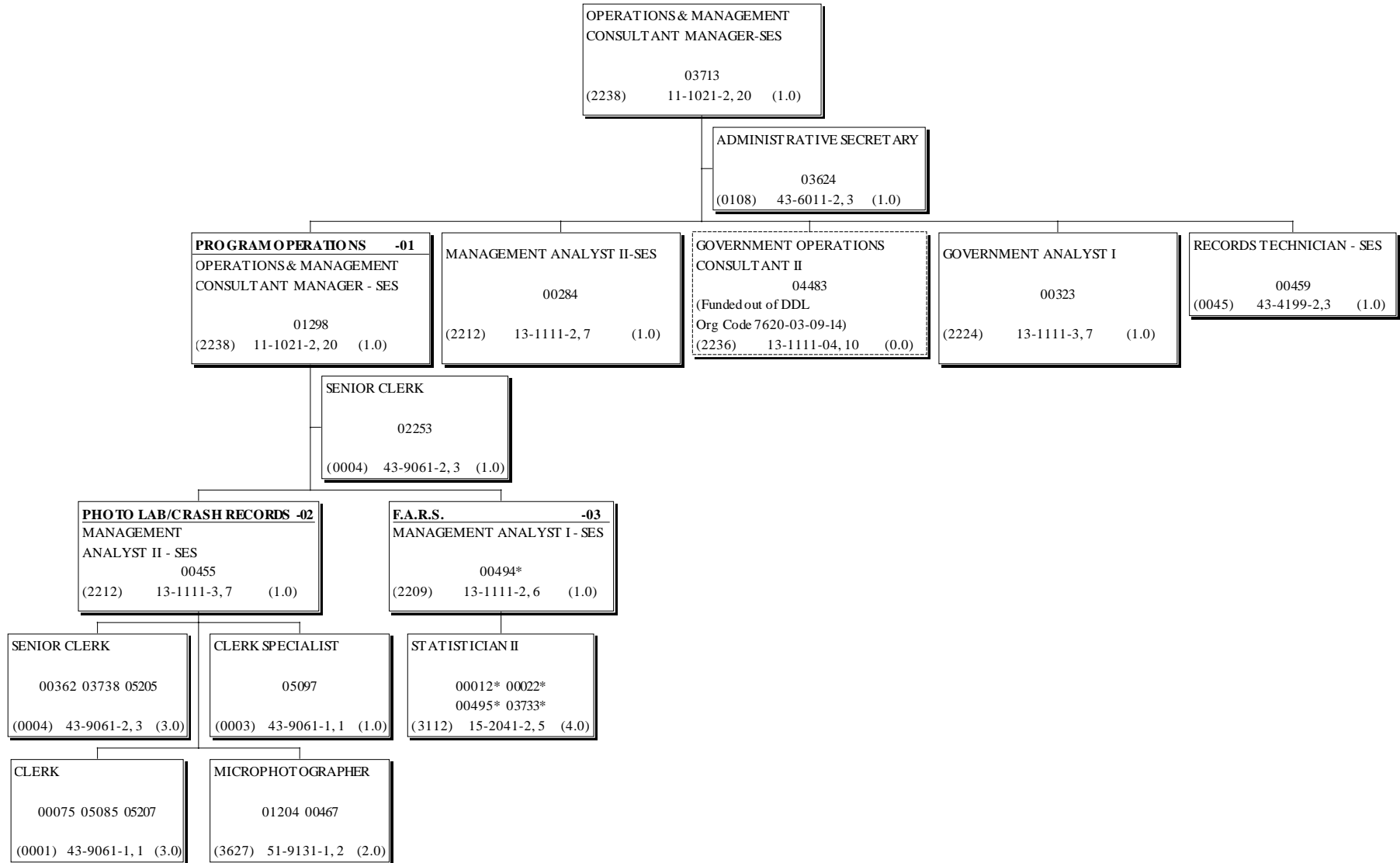
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES**

DATE: 09/01/10
 SEQUENCE: 7602
 OWP: _____
 NUMBER OF POSITIONS: 3
 NUMBER OF FTE'S: 3.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
SUPPORT SERVICES**

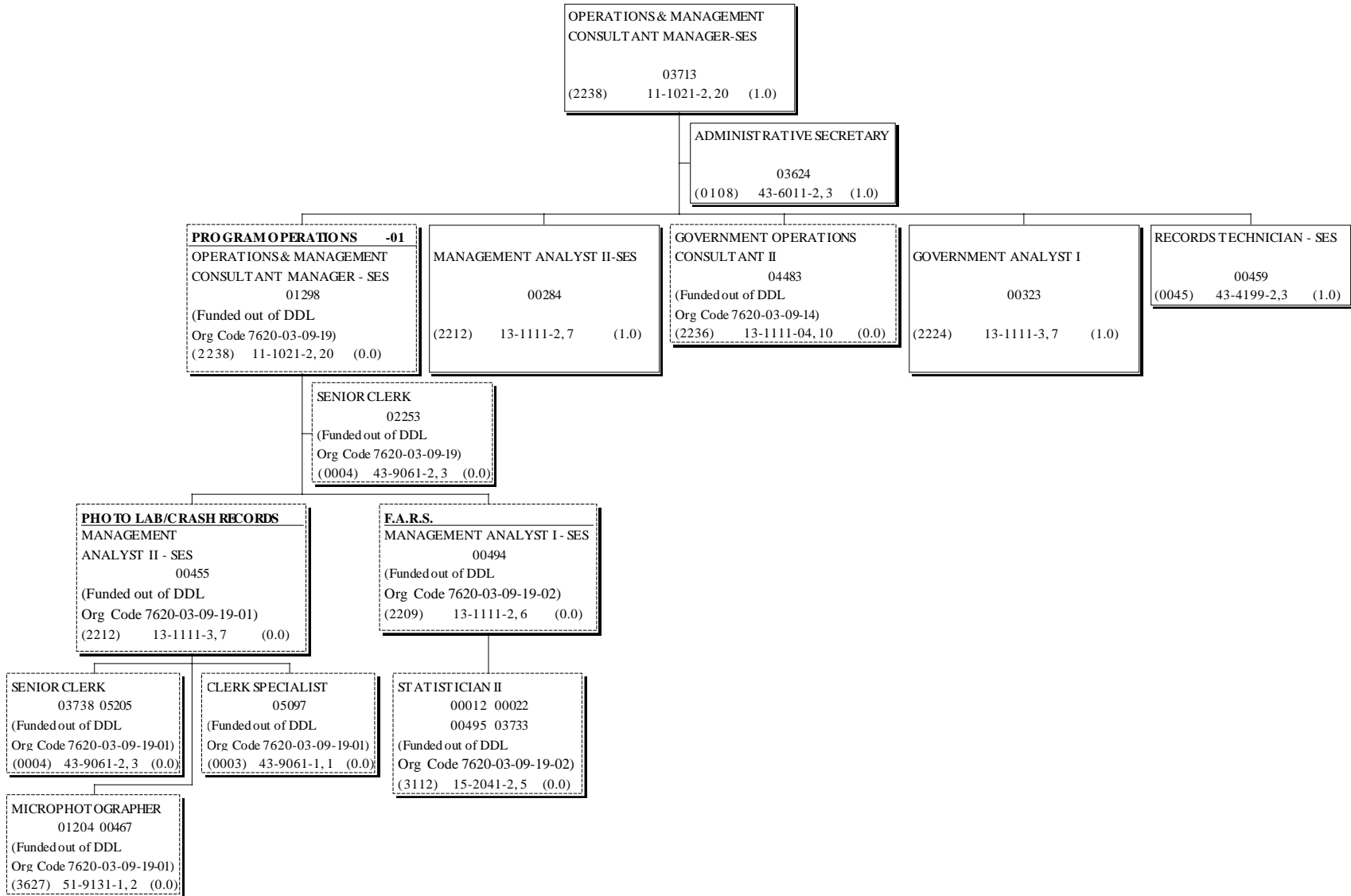
DATE: 06/01/10
SEQUENCE: 7602-02
OED: _____
NUMBER OF POSITIONS: 22
NUMBER OF FTE: 22.0



* GRANT POSITIONS

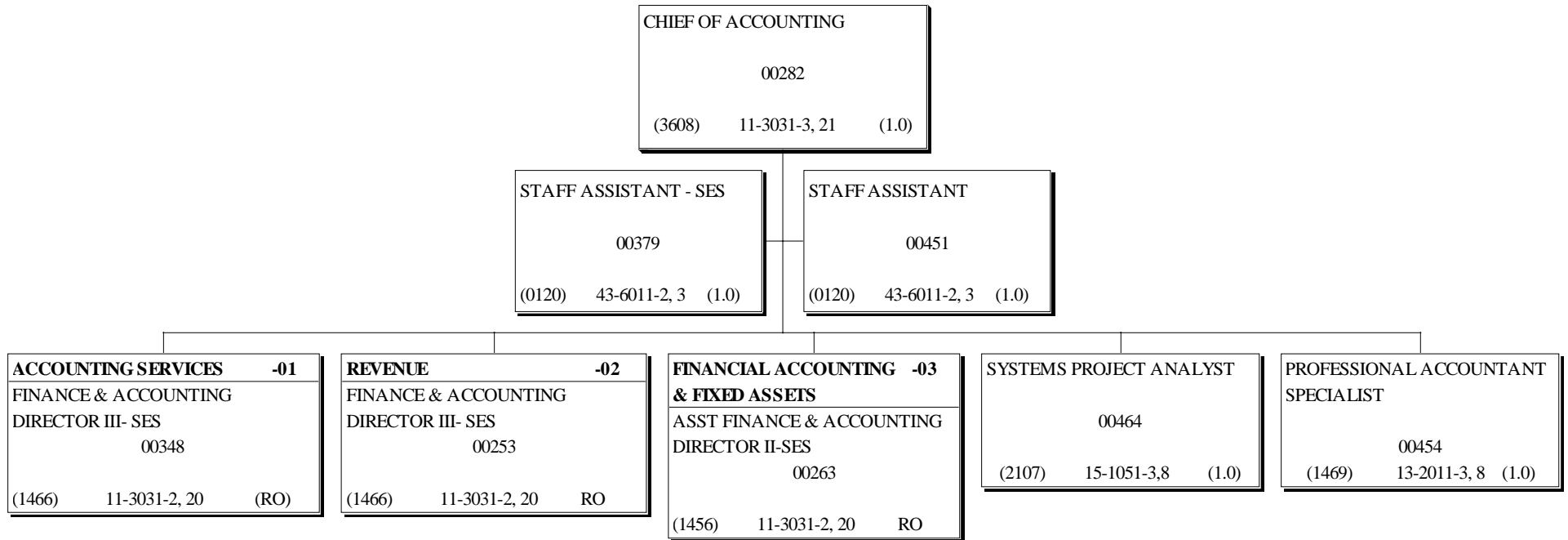
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
SUPPORT SERVICES**

DATE: 07/01/10
 SEQUENCE: 7602-02
 OWP: _____
 NUMBER OF POSITIONS: 5
 NUMBER OF FTE: 5.0



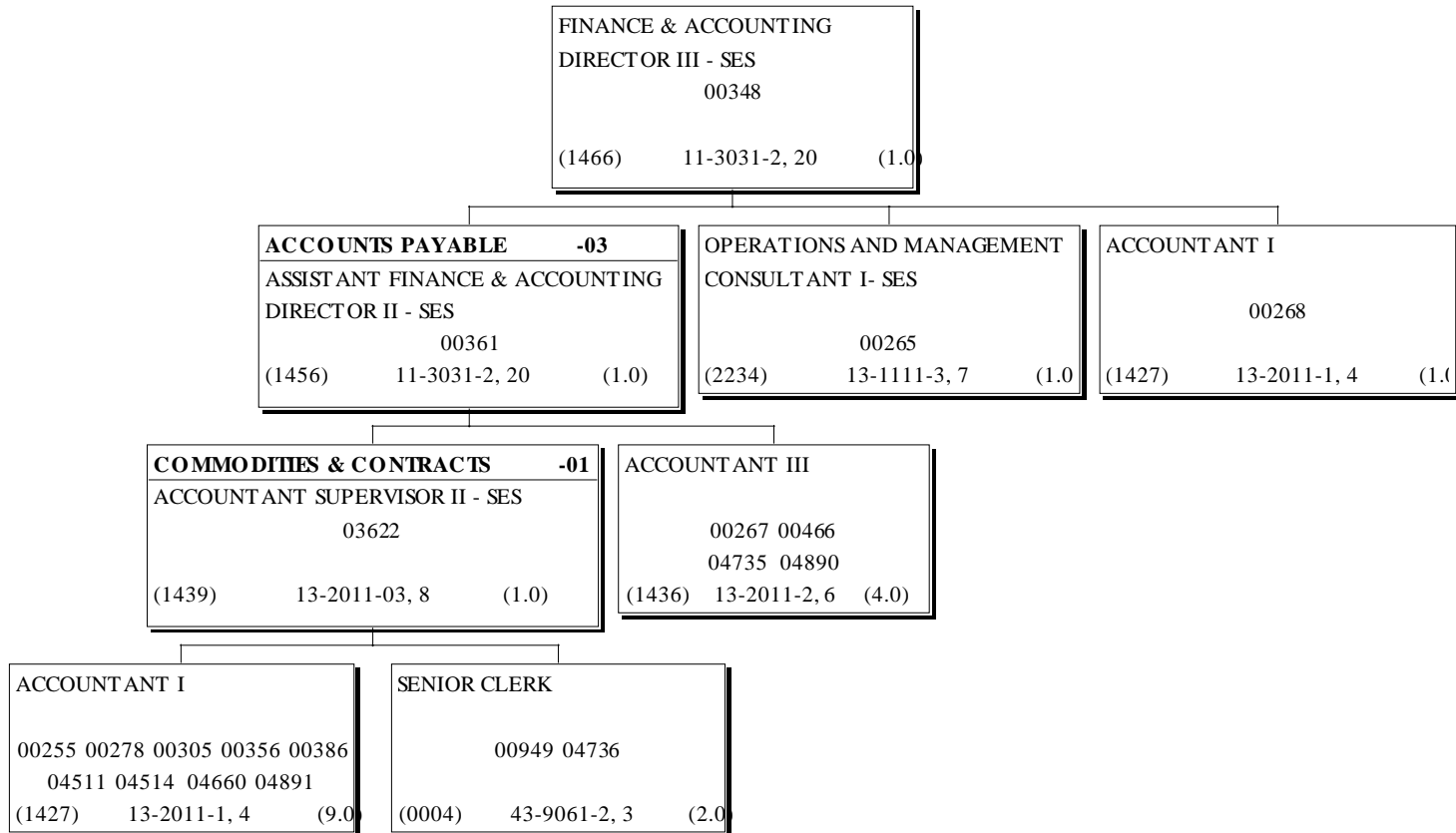
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF FINANCE & ACCOUNTING**

DATE: 09/01/10
SEQUENCE: 7602-03
OWP: _____
NUMBER OF POSITIONS: 5
NUMBER OF FTE'S: 5.0



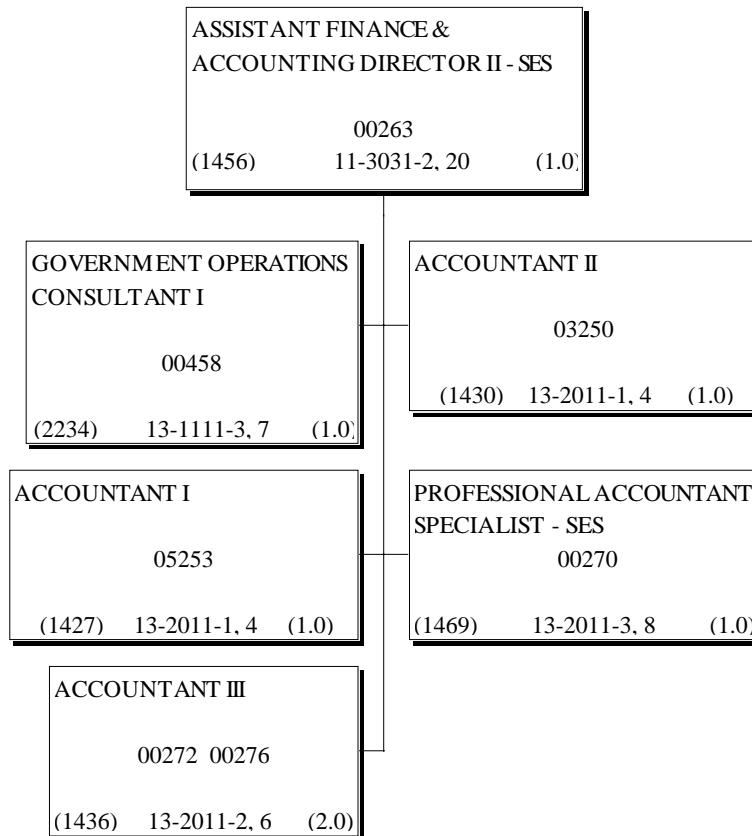
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
 DIVISION OF ADMINISTRATIVE SERVICES
 BUREAU OF FINANCE & ACCOUNTING- ACCOUNTING SERVICES**

DATE: 07/01/10
 SEQUENCE: 7602-03-01
 OWP: _____
 NUMBER OF POSITIONS: 20
 NUMBER OF FTE'S: 20.0



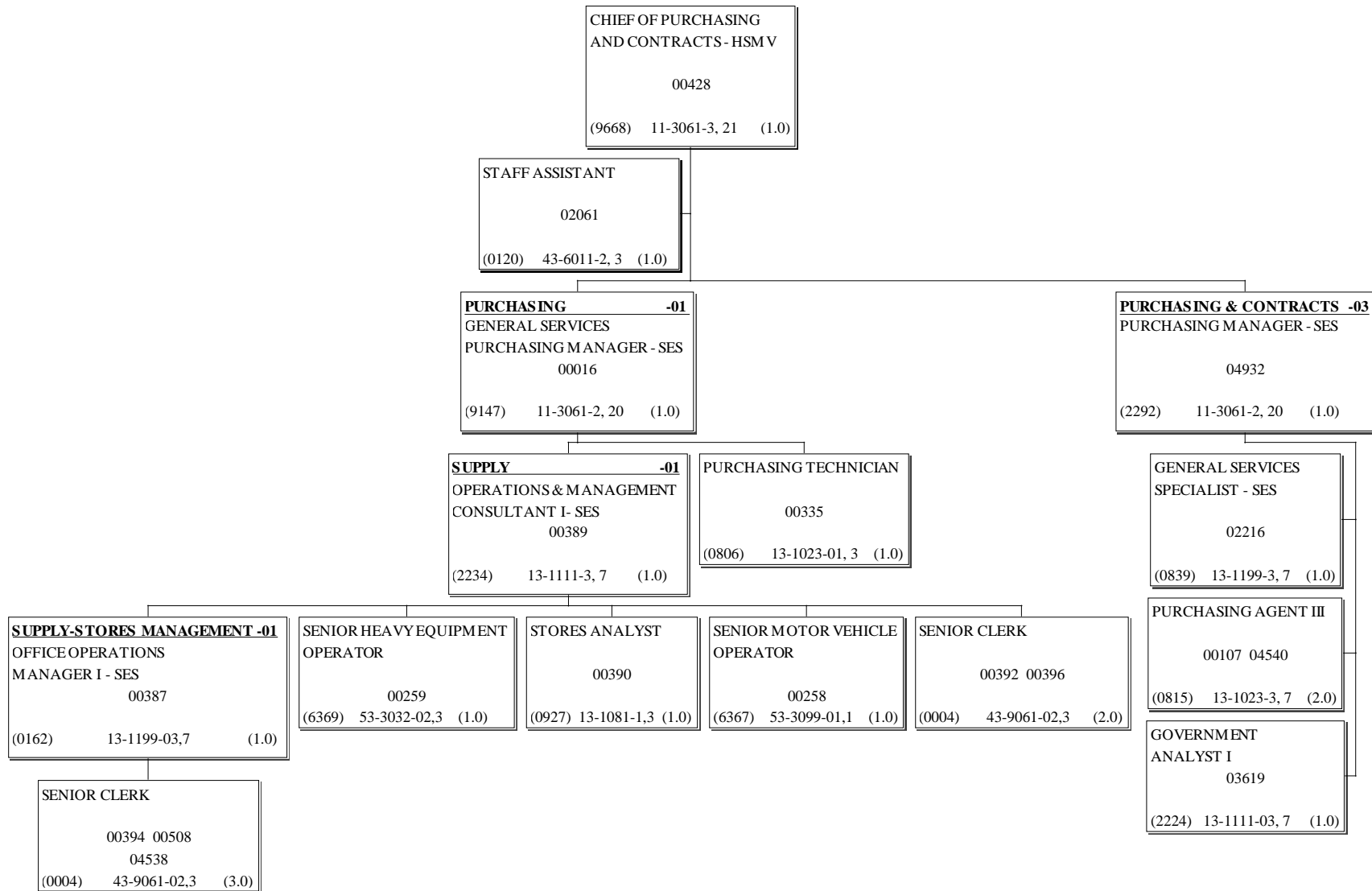
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF FINANCE & ACCOUNTING
FINANCIAL ACCOUNTING & FIXED ASSETS

DATE: 04/30/10
 SEQUENCE: 7602-03-03
 OED: _____
 NUMBER OF POSITIONS: 7
 NUMBER OF FTE'S: 7.0



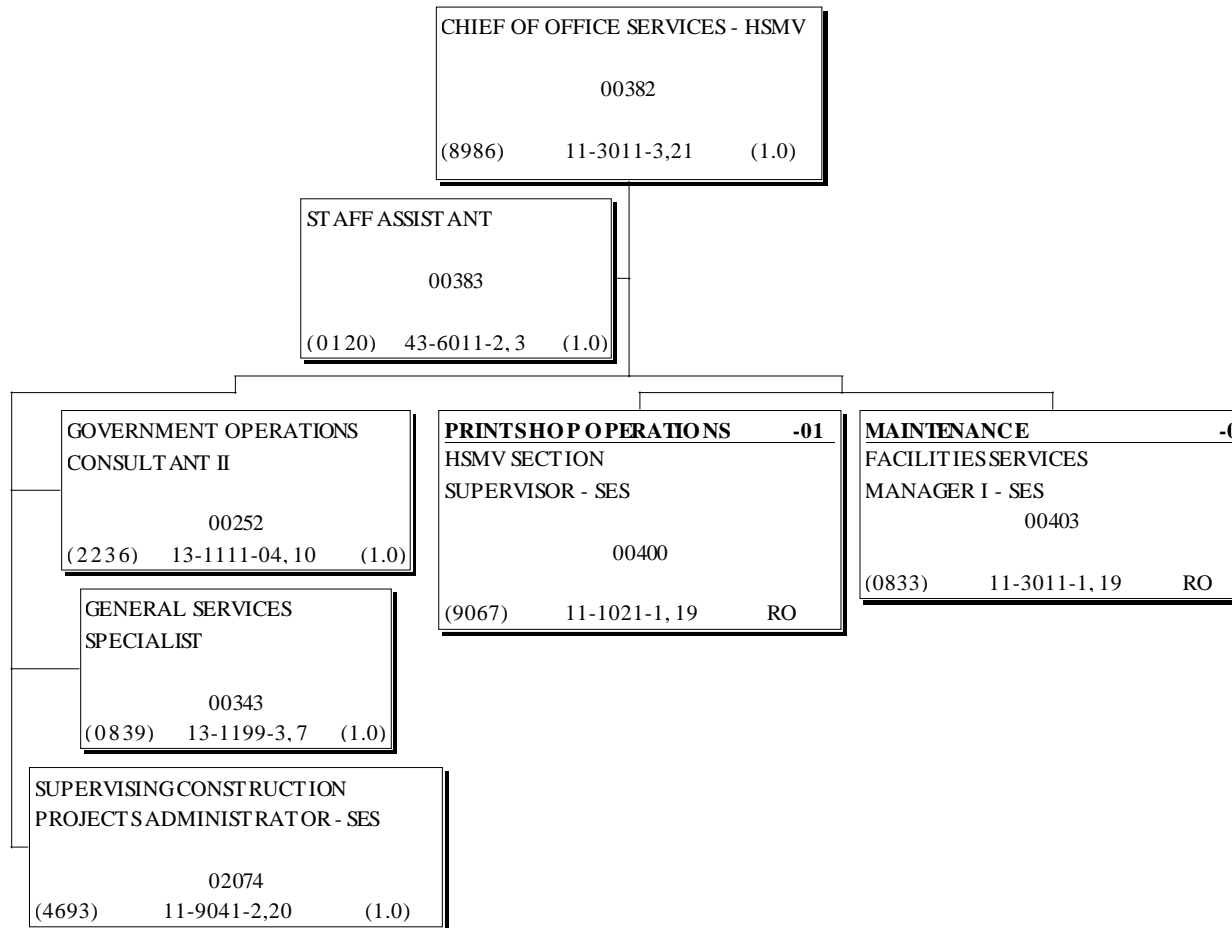
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASING AND CONTRACTS**

DATE: 07/01/10
 SEQUENCE: 7602-04
 OWP: _____
 NUMBER OF POSITIONS: 19
 NUMBER OF FTE S: 19.0



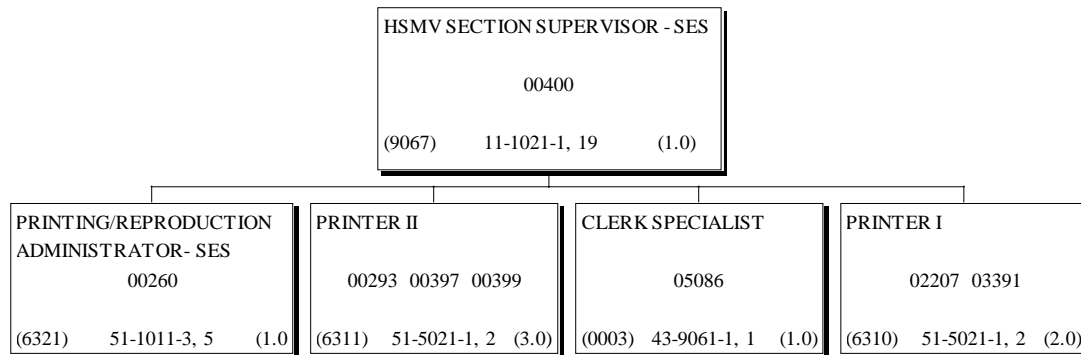
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF OFFICE SERVICES**

DATE: 06/01/10
 SEQUENCE: 7602-06
 OED: _____
 NUMBER OF POSITIONS: 5
 NUMBER OF FTES 5.0



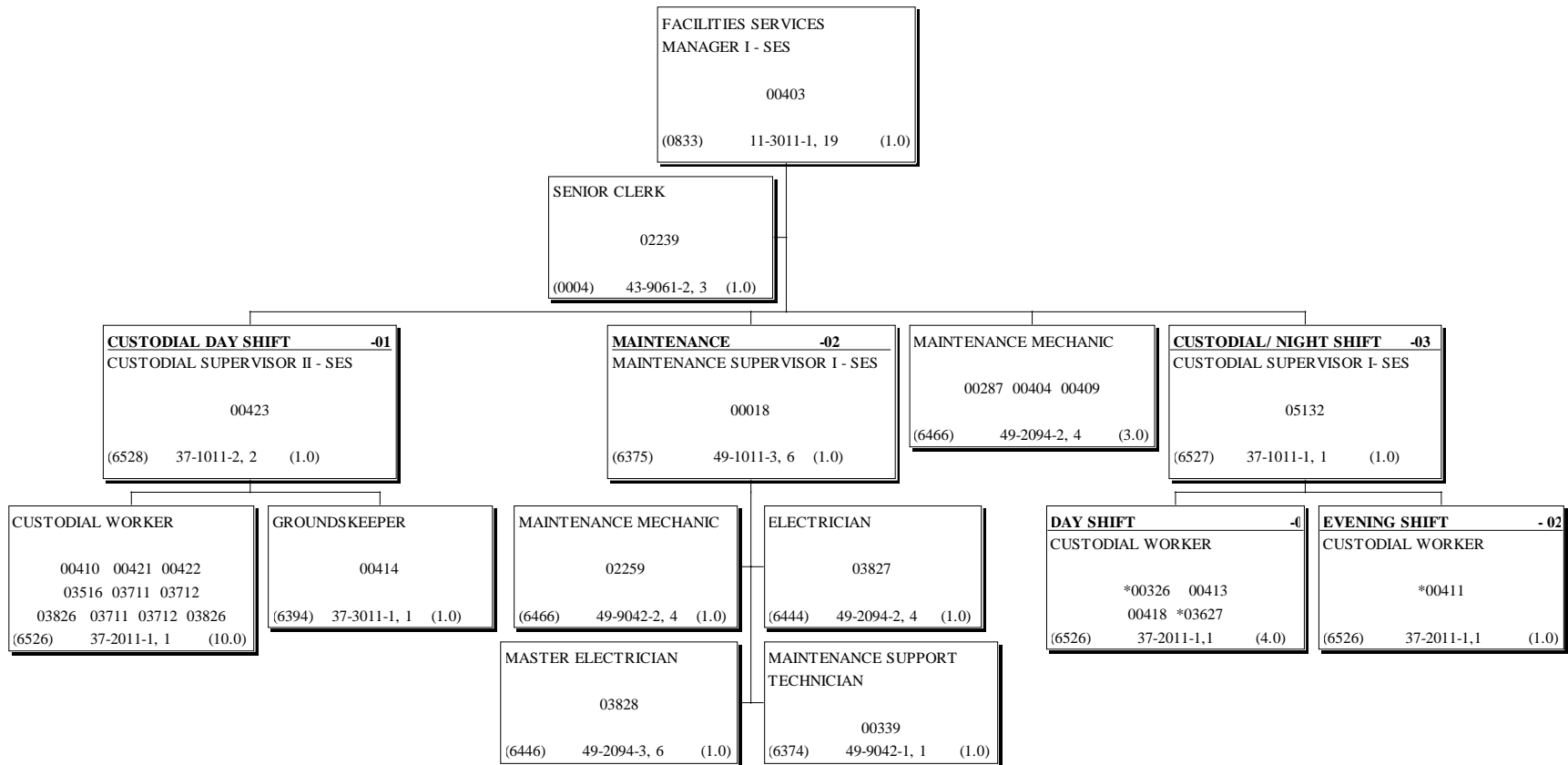
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR
VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES,
BUREAU OF OFFICE SERVICES
PRINT SHOP OPERATIONS**

DATE: 07/01/10
 SEQUENCE: 7602-06-01
 OWP: _____
 NUMBER OF POSITIONS: 8
 NUMBER OF FTES: 8.0



**DEPARTMENT OF HIGHWAY SAFETY & MOTOR
VEHICLES
DIVISION OF ADMINSTRATIVE SERVICES,
BUREAU OF OFFICE SERVICES
-MAINTENANCE-**

DATE: 07/01/10
 SEQUENCE: 7602-06-02
 OWP: _____
 NUMBER OF POSITIONS: 28
 NUMBER OF FTE'S: 28.0



* Shared Position

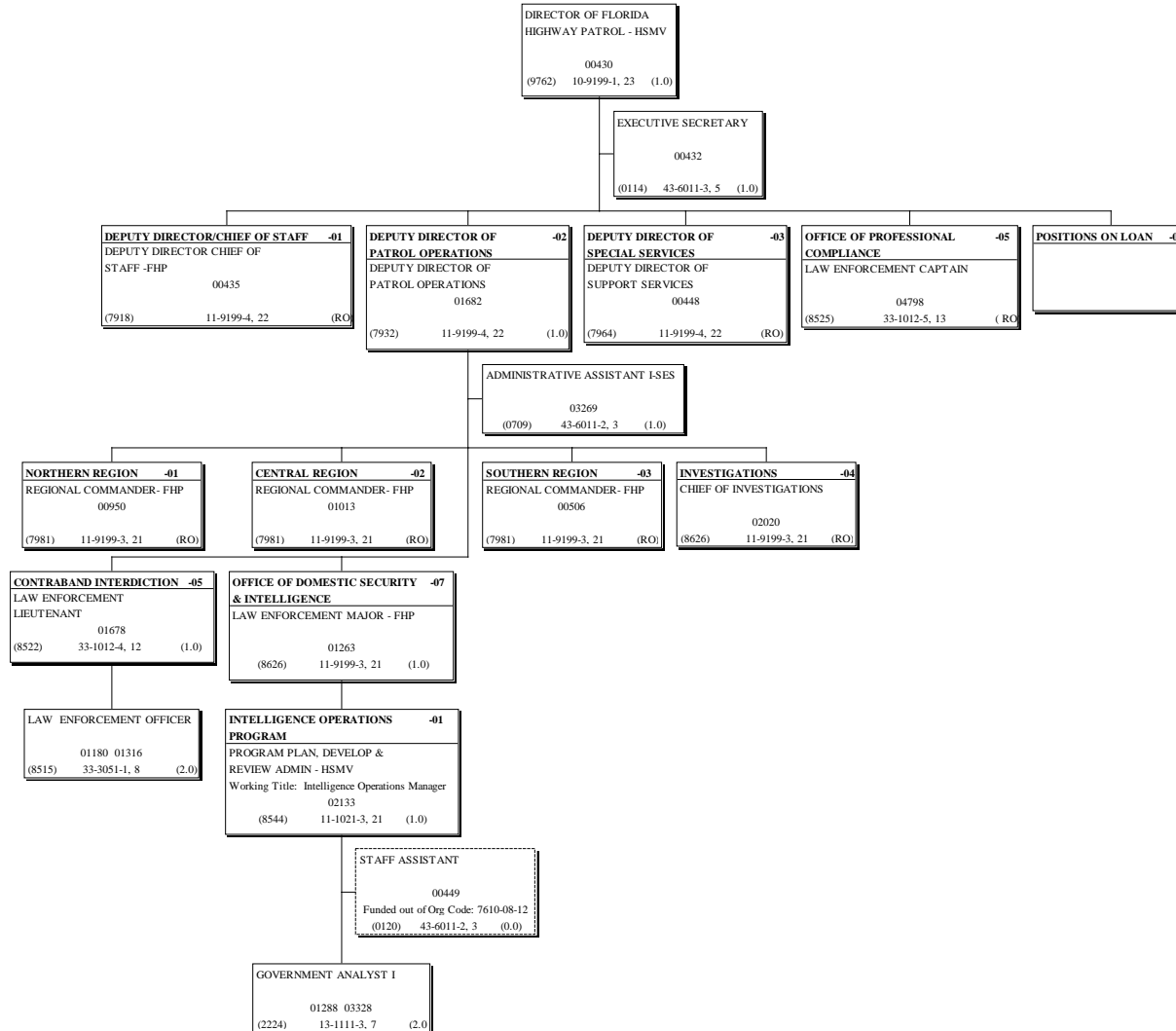
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR**

DATE: 03/26/10
SEQUENCE: 7601-07
OED: _____
NUMBER OF POSITIONS: 1
NUMBER OF FTE'S: 1.0

Reports to FHP Bureau of Investigations 7610-02-04-05		
CRIMINAL RESEARCH & INV -02 SUPPORT SERVICES		
SENIOR CLERK		
00388		
(0004)	43-9061-1, 3	(1.0)

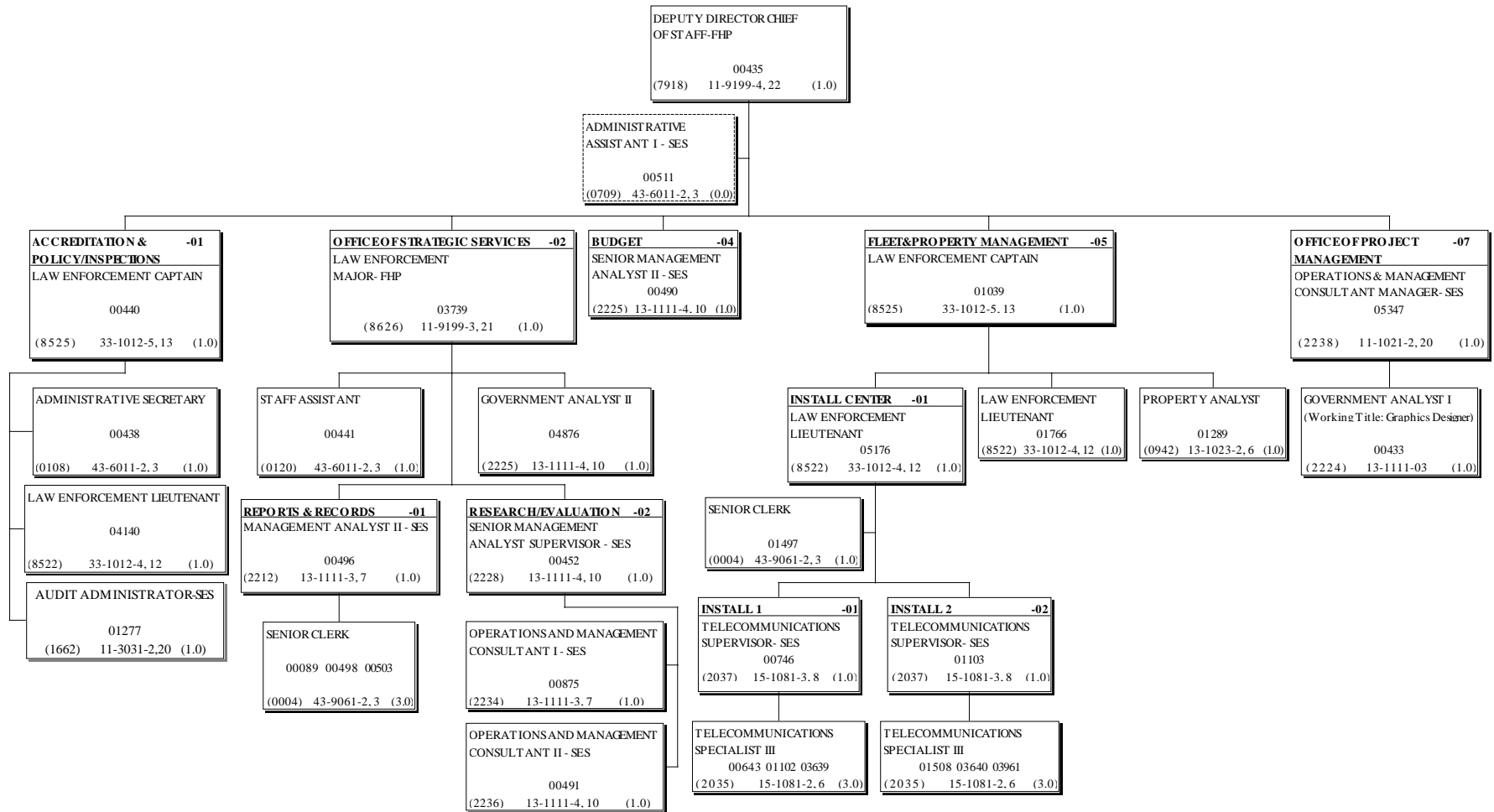
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF THE DIRECTOR**

DATE: 09/01/10
 SEQUENCE: 7610
 OWP: _____
 NUMBER OF POSITIONS: 11
 NUMBER OF FTE'S: 11.0



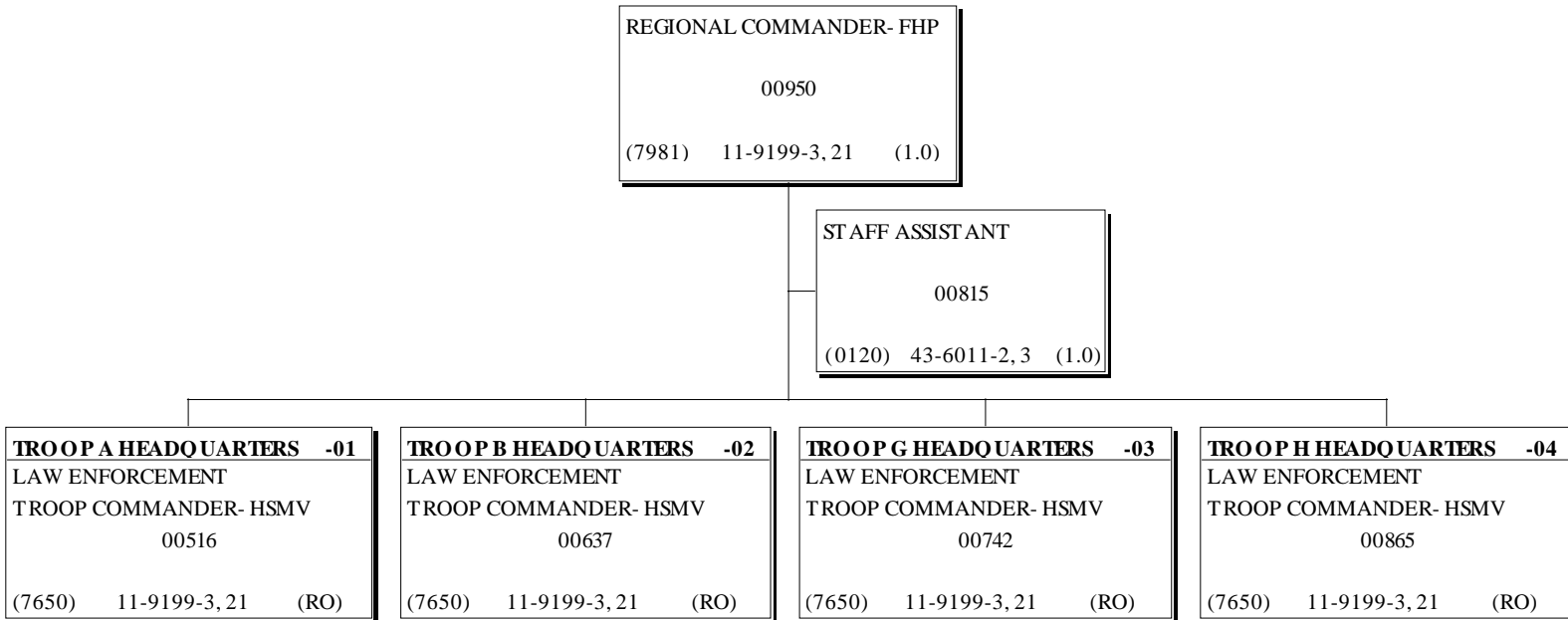
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
DEPUTY DIRECTOR CHIEF OF STAFF**

DATE: 09/01/10
SEQUENCE: 7610-01
OWP: _____
NUMBER OF POSITIONS: 31
NUMBER OF FTE'S: 31.0



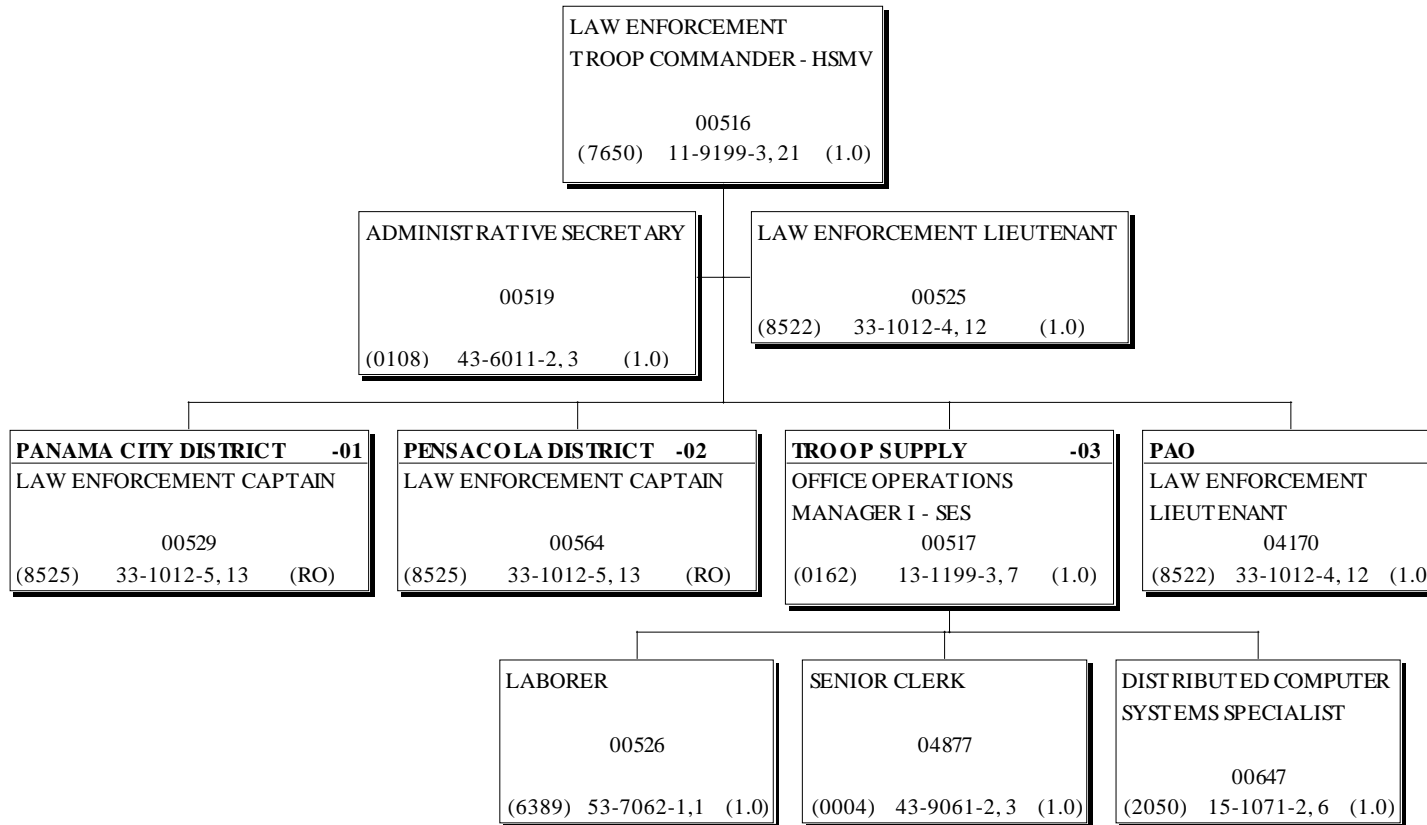
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS, NORTHERN REGION**

DATE: 06/01/09
 SEQUENCE: 7610-02-01
 OED: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE'S: 2.0



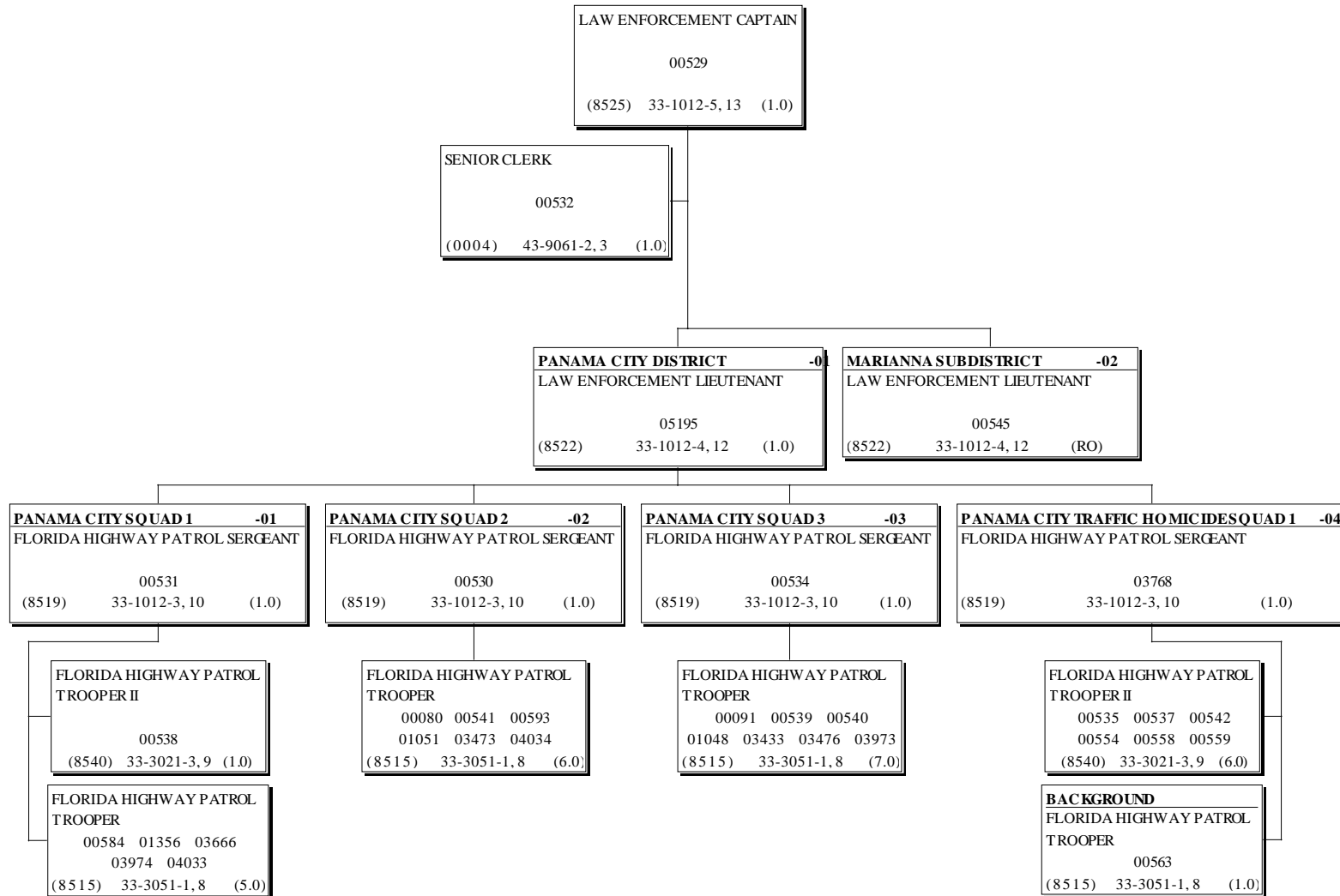
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP A / PANAMA CITY HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-01-01
 OWP: _____
 NUMBER OF POSITIONS: 8
 NUMBER OF FTE'S: 8.0



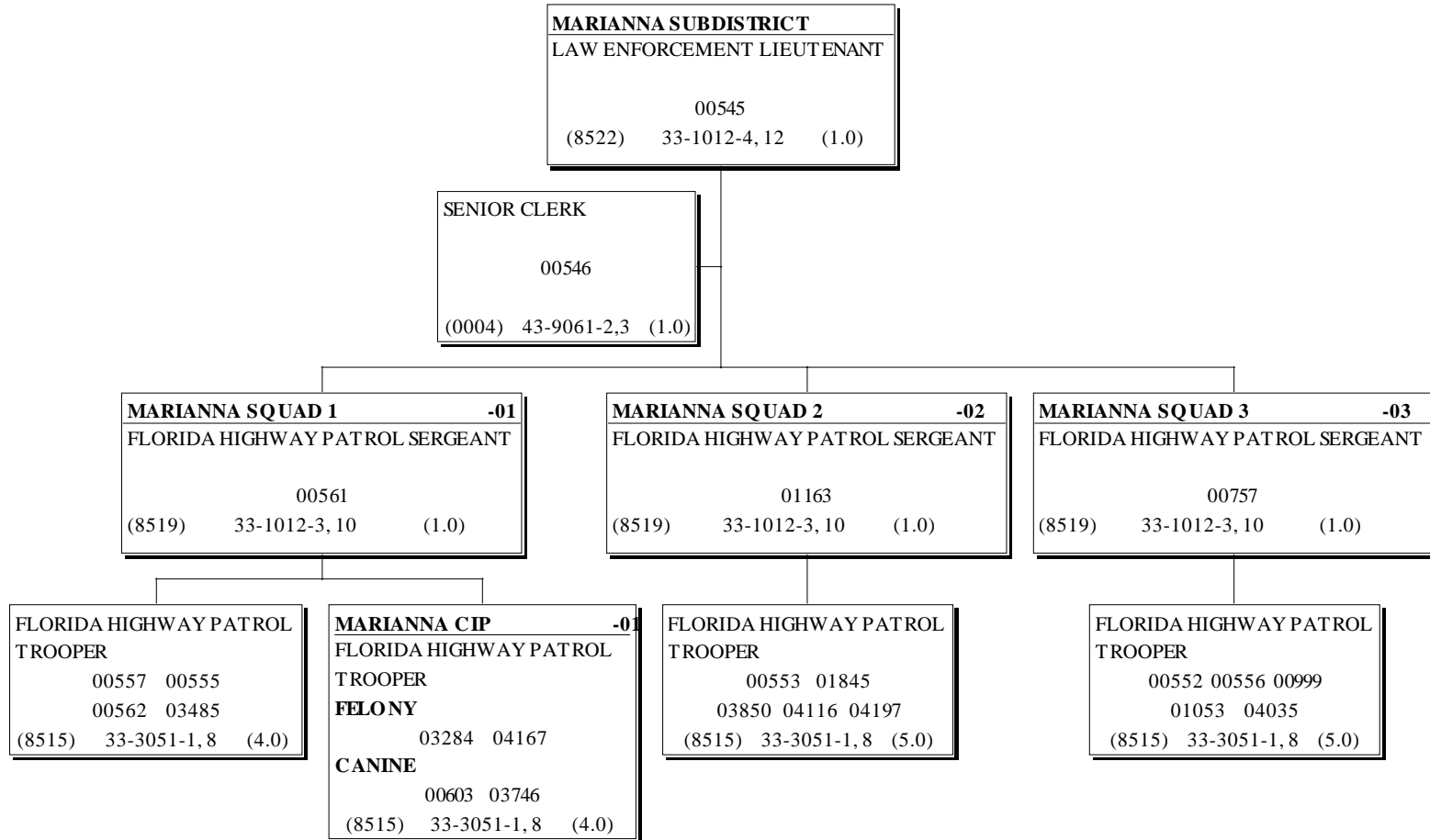
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP A / PANAMA CITY DISTRICT**

DATE: 05/21/10
 SEQUENCE: 7610-02-01-01-01
 OED: _____
 NUMBER OF POSITIONS: 33
 NUMBER OF FTES: 33.0



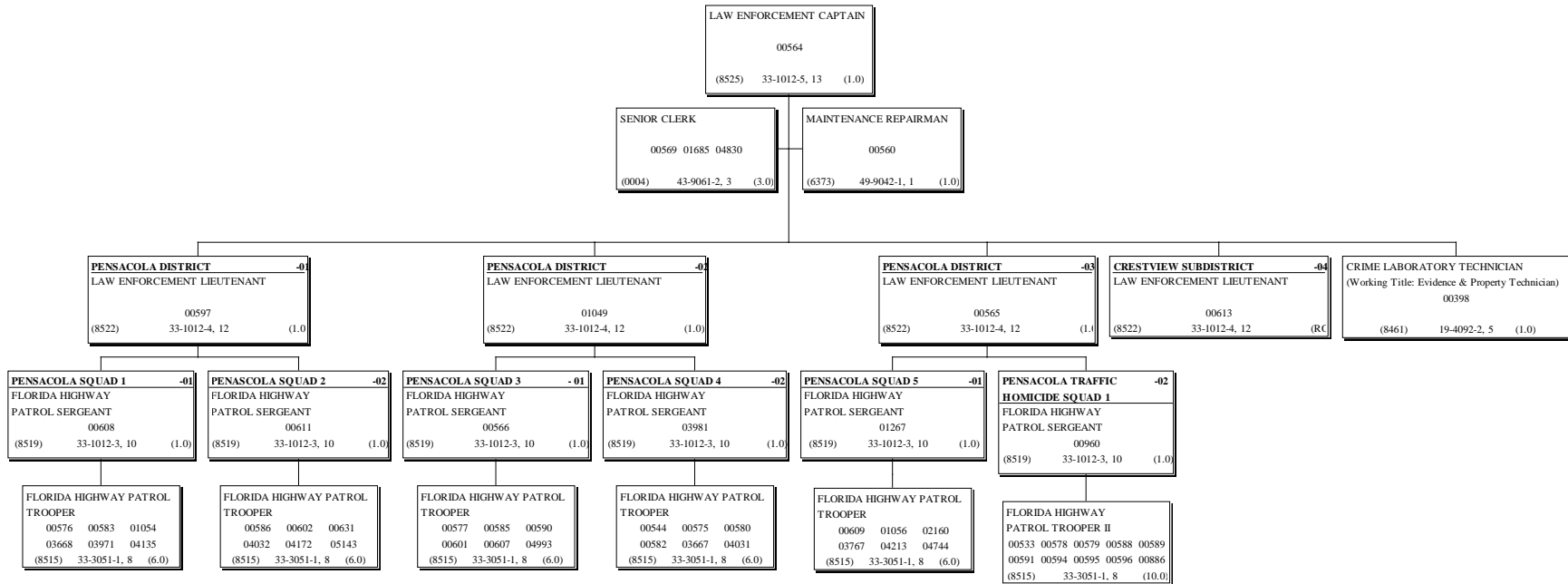
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP A / PANAMA CITY DISTRICT, MARIANNA SUBDISTRICT**

DATE: 04/01/09
 SEQUENCE: 7610-02-01-01-01-02
 OED: _____
 NUMBER OF POSITIONS: 23
 NUMBER OF fte'S: 23.0



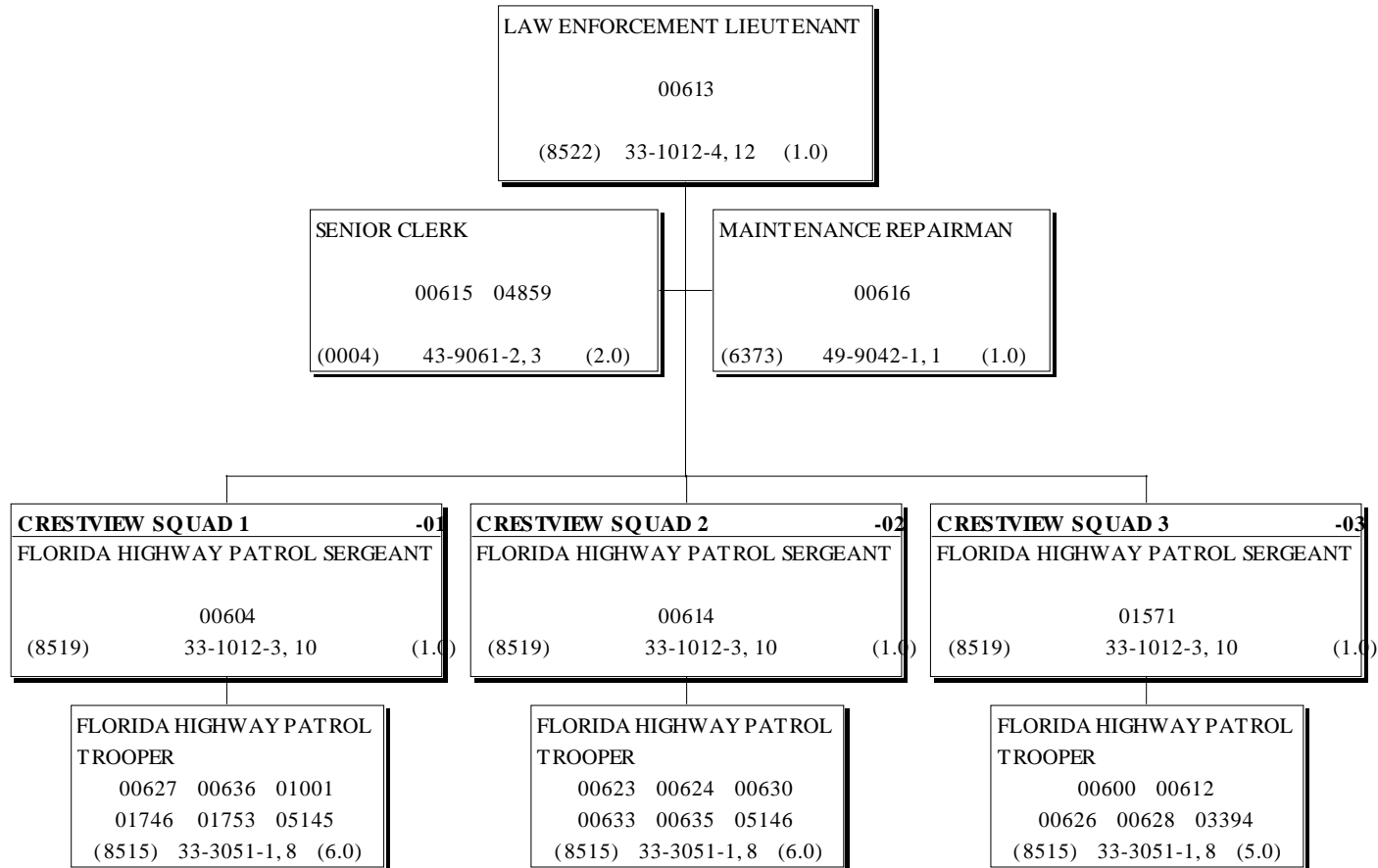
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP A / PENSACOLA DISTRICT**

DATE: 09/10/09
 SEQUENCE: 7610-02-01-01-02
 OWP: _____
 NUMBER OF POSITIONS: 55
 NUMBER OF FTE'S: 55.0



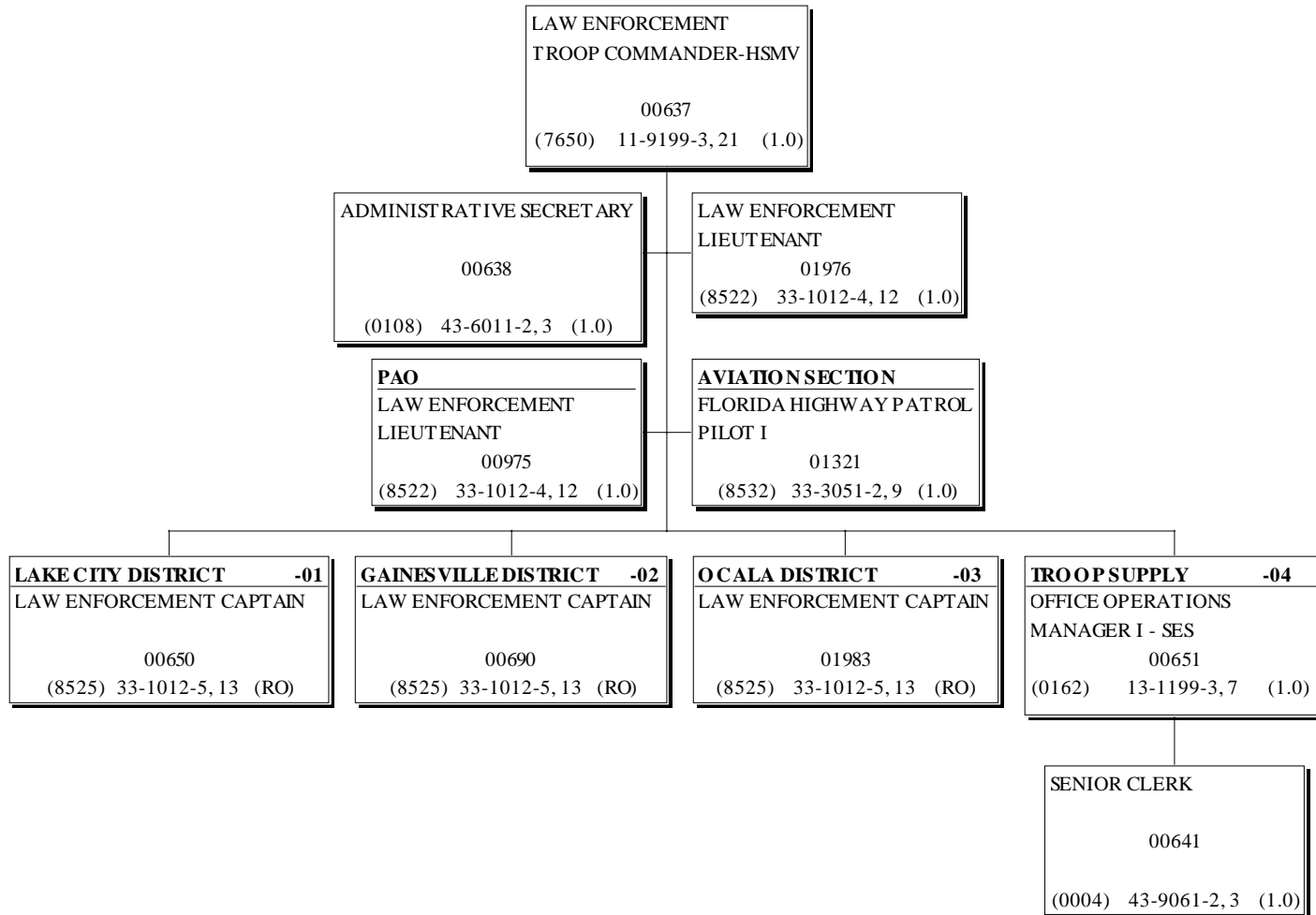
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP A / PENSACOLA DISTRICT/CRESTVIEW SUBDISTRICT**

DATE: 04/01/09
 SEQUENCE: 7610-02-01-01-02-04
 OED: _____
 NUMBER OF POSITIONS: 24
 NUMBER OF fte'S: 24.0



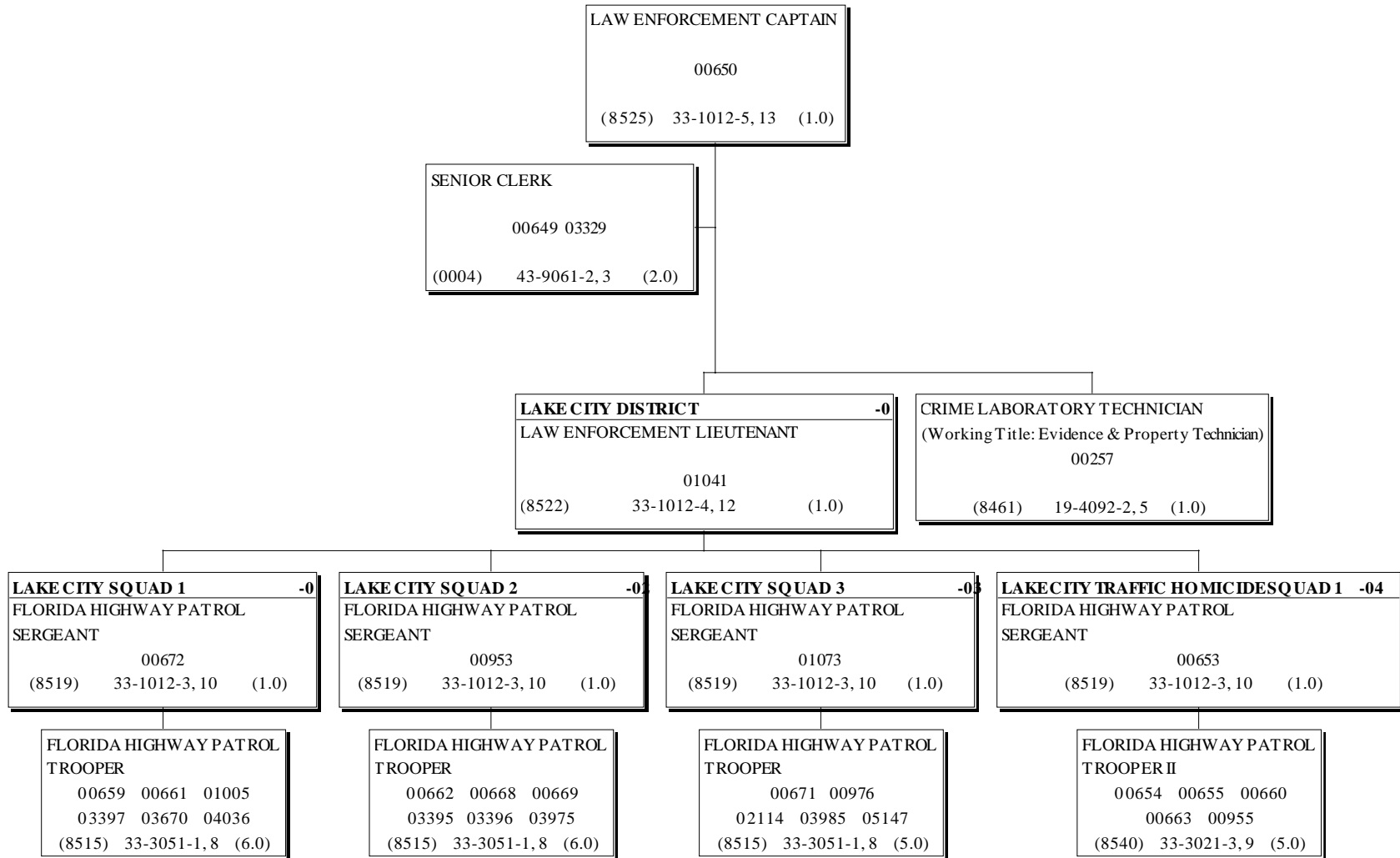
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP B / LAKE CITY HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-01-02
 OWP: _____
 NUMBER OF POSITIONS: 7
 NUMBER OF FTE'S: 7.0



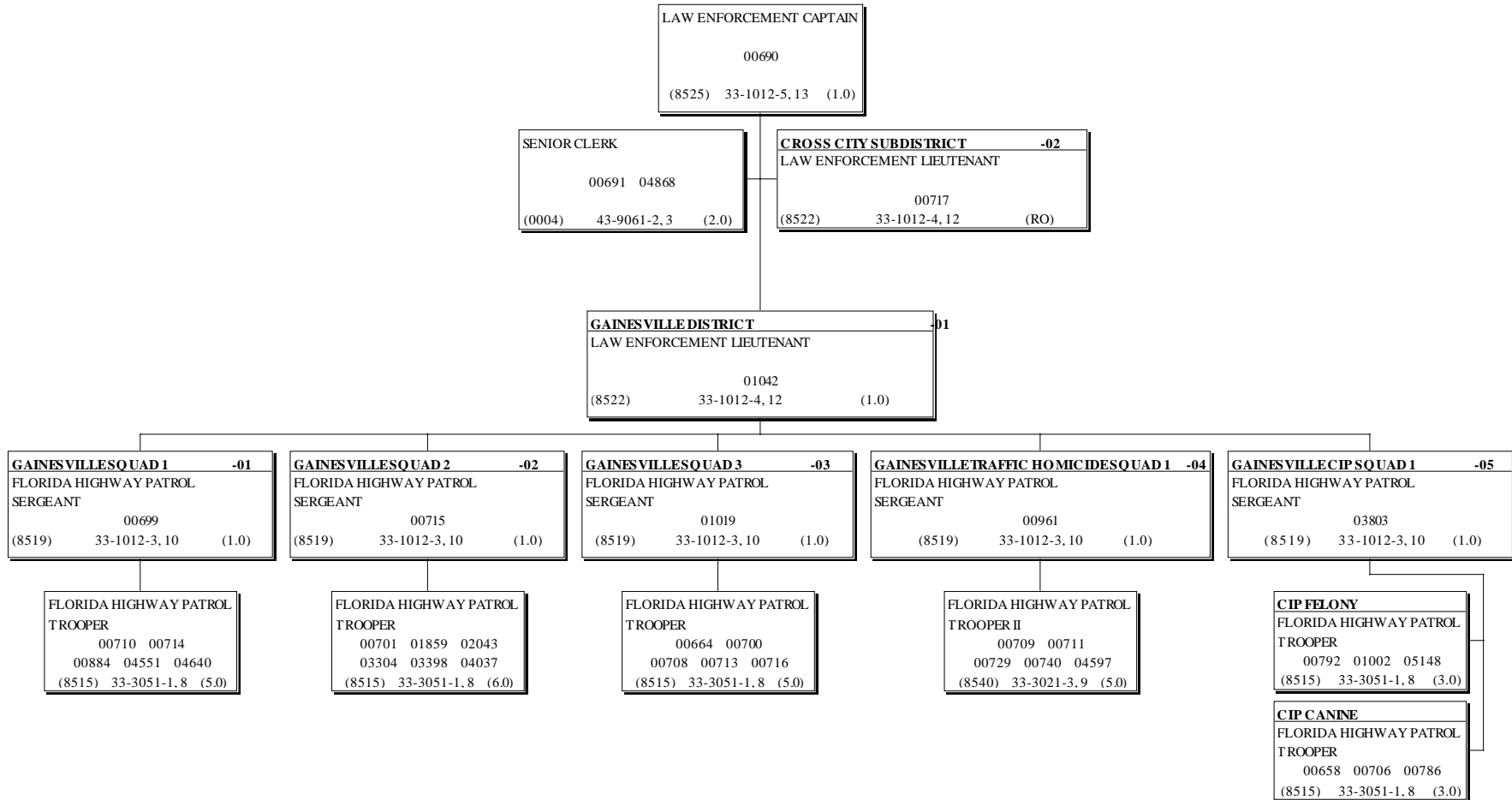
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP B / LAKE CITY DISTRICT**

DATE: 09/10/10
 SEQUENCE: 7610-02-01-02-01
 OWP: _____
 NUMBER OF POSITIONS: 31
 NUMBER OF FTE'S: 31.0



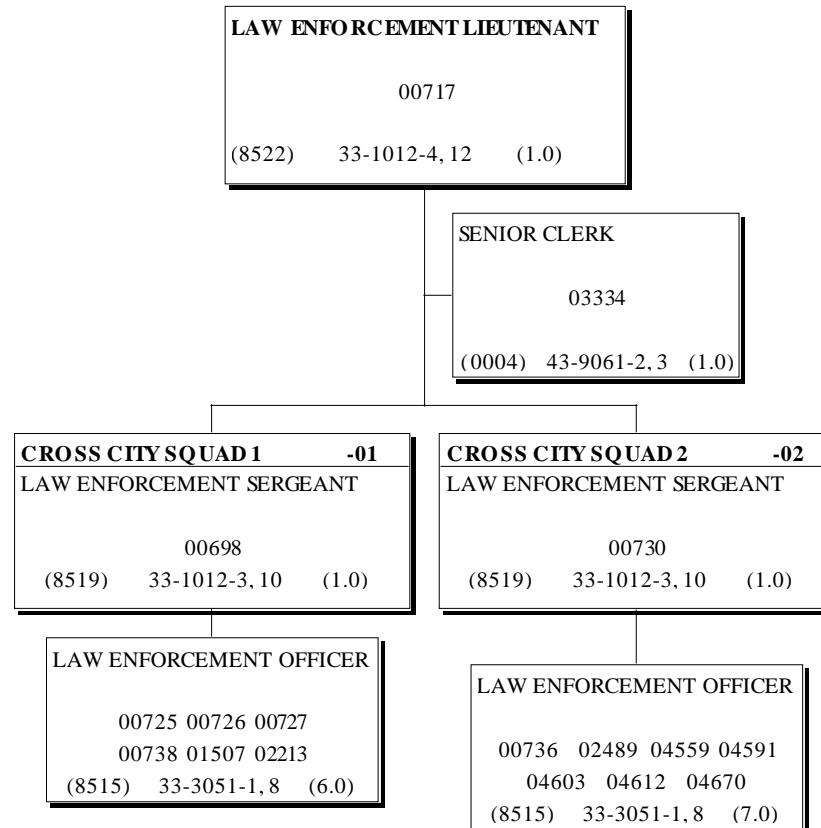
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP B / GAINESVILLE DISTRICT**

DATE: 07/20/09
 SEQUENCE: 7610-02-01-02-02
 OED: _____
 NUMBER OF POSITIONS: 36
 NUMBER OF fte's: 36.0



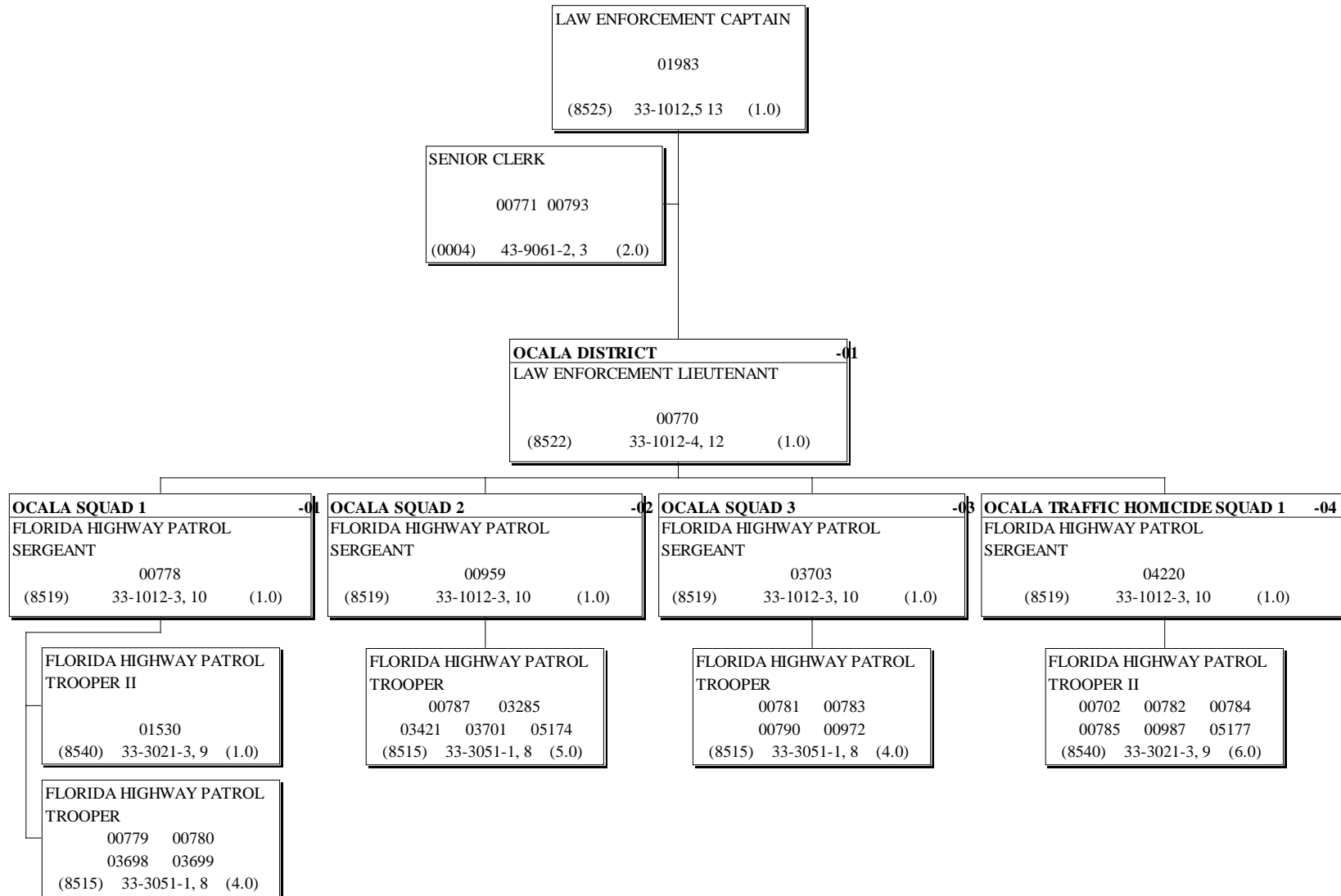
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP B / GAINESVILLE DISTRICT, CROSS CITY SUBDISTRICT**

DATE: 12/18/09
 SEQUENCE: 7610-02-01-02-02-02
 OED: _____
 NUMBER OF POSITIONS: 17
 NUMBER OF fte'S: 17.0



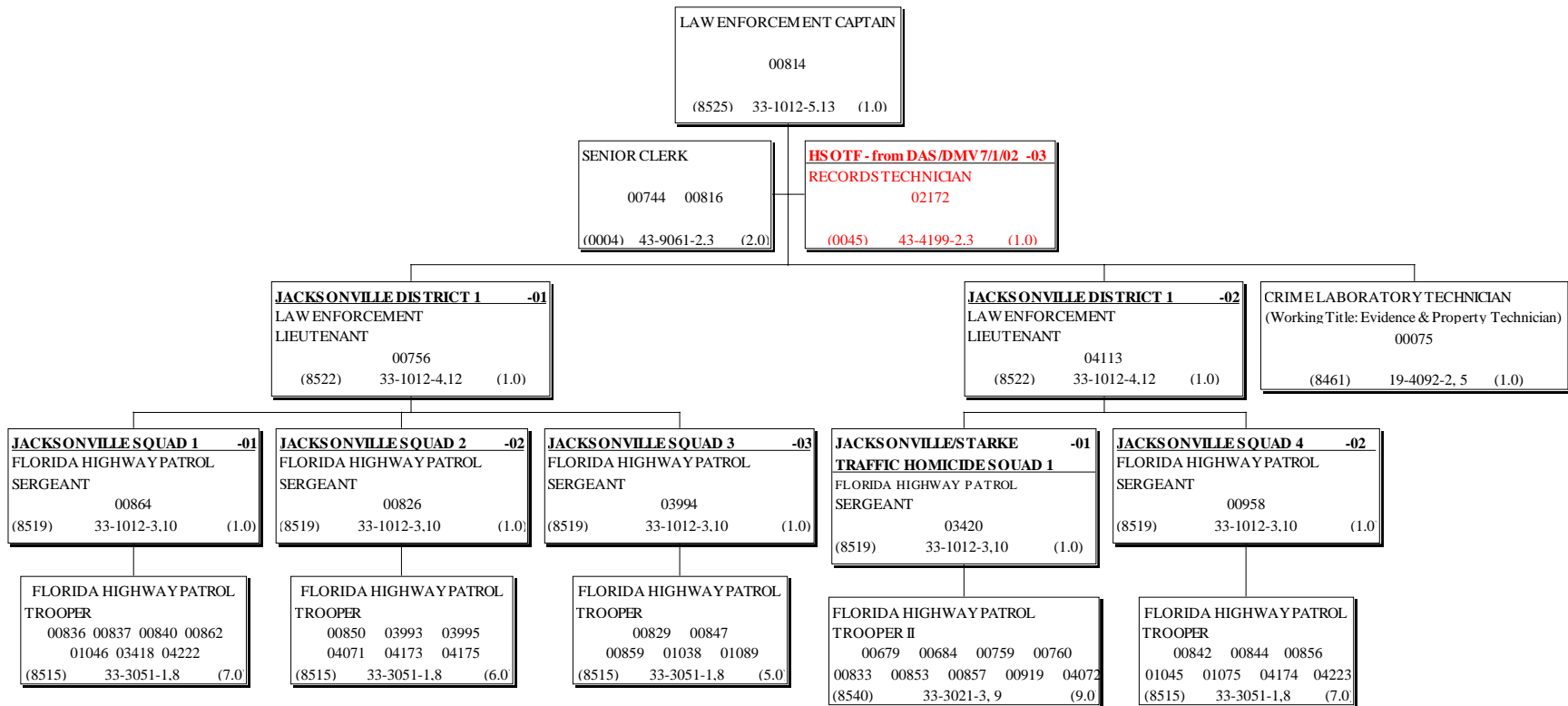
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP B / OCALA DISTRICT**

DATE: 05/05/09
 SEQUENCE: 7610-02-01-02-03
 OED: _____
 NUMBER OF POSITIONS: 28
 NUMBER OF fte's: 28.0



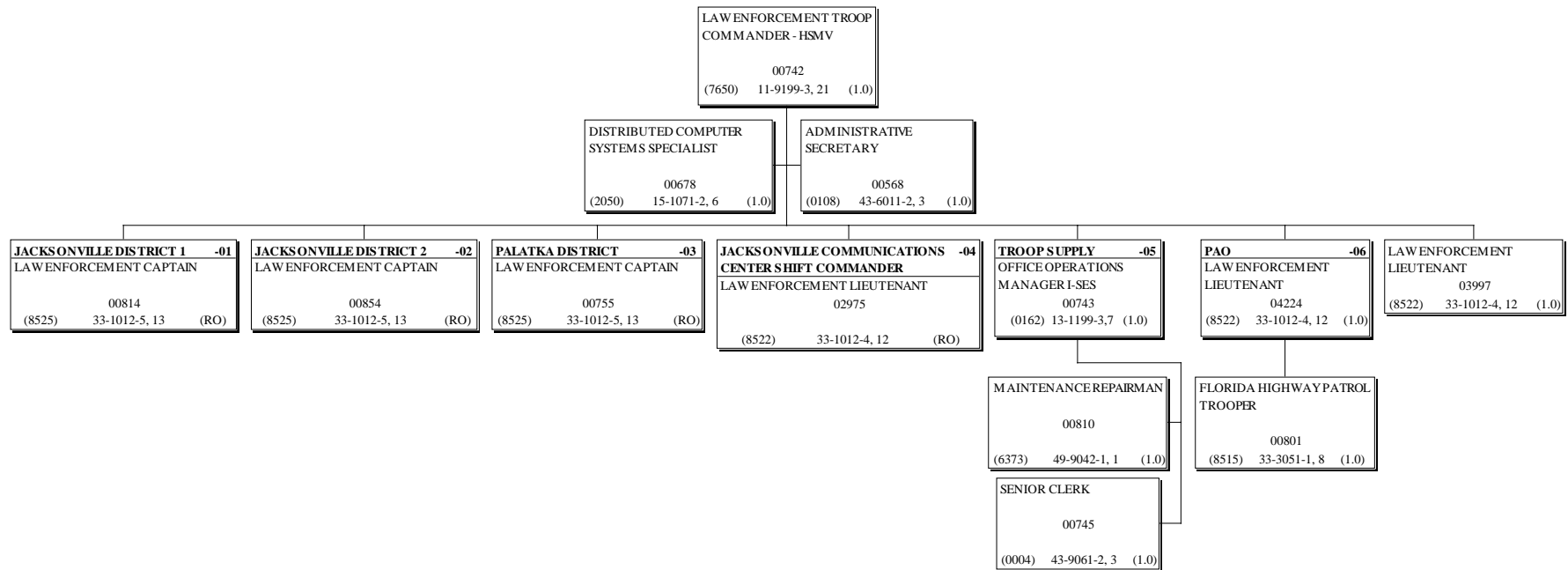
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP G / JACKSONVILLE DISTRICT 1 (DUVAL/NASSAU COUNTIES)**

DATE: 09/10/10
 SEQUENCE: 7610-02-01-03-01
 OWP: _____
 NUMBER OF POSITIONS: 46
 NUMBER OF FTE'S: 46.0



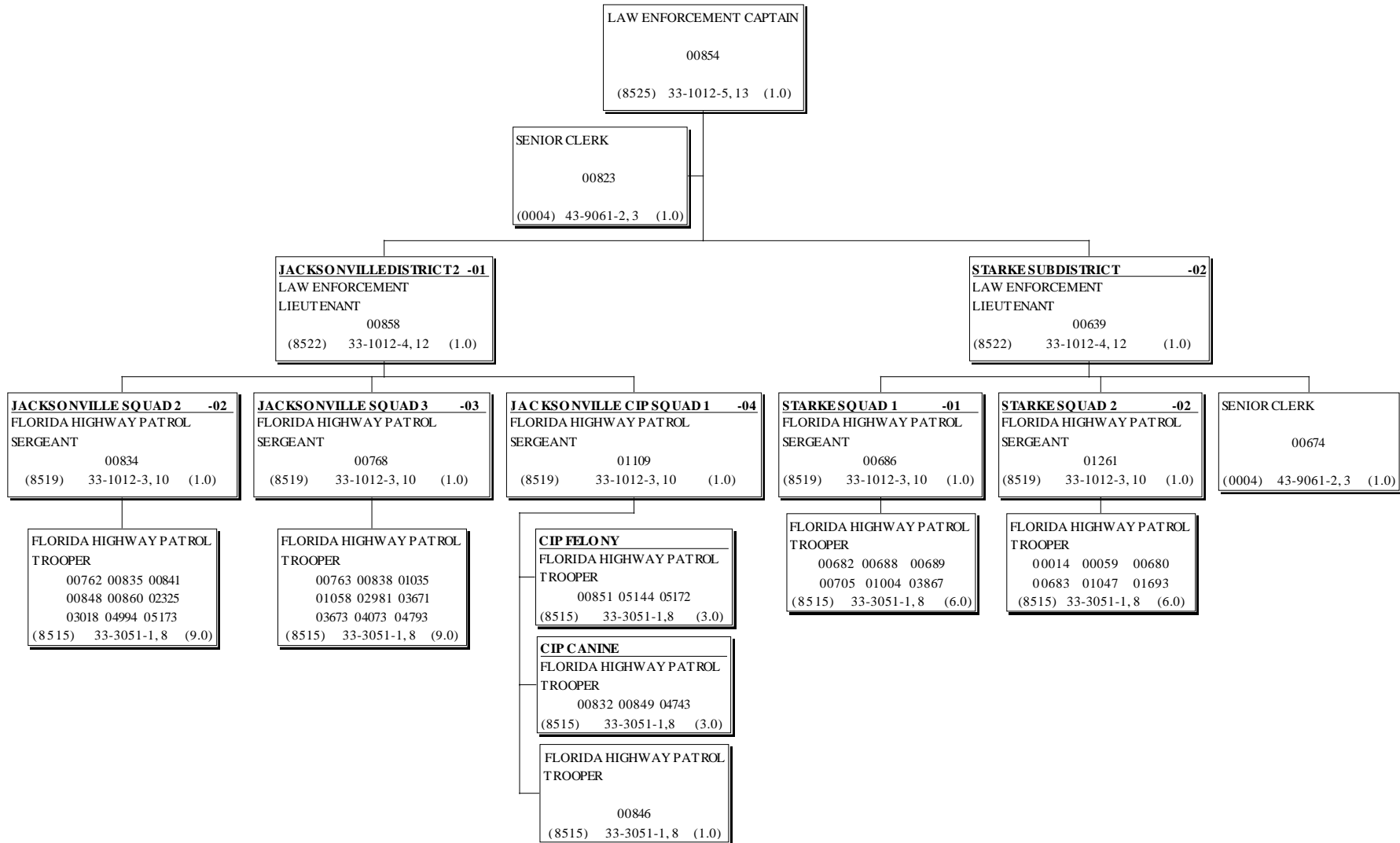
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP G / JACKSONVILLE HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-01-03
 OWP: _____
 NUMBER OF POSITIONS: 9
 NUMBER OF FTE'S: 9.0



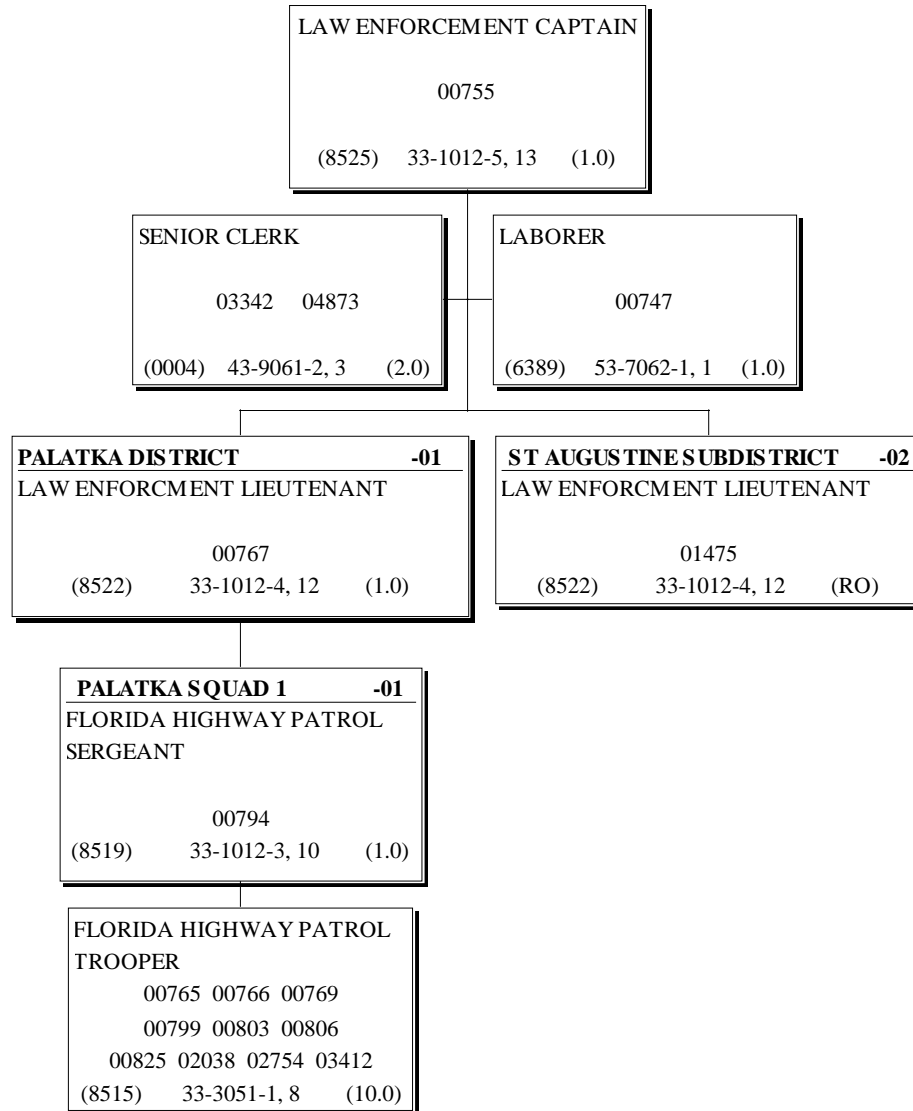
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP G / JACKSONVILLE DISTRICT-2 (DUVAL/CLAY COUNTIES)**

DATE: 04/02/09
 SEQUENCE: 7610-02-01-03-02
 OED: _____
 NUMBER OF POSITIONS: 46
 NUMBER OF fte'S: 46.0



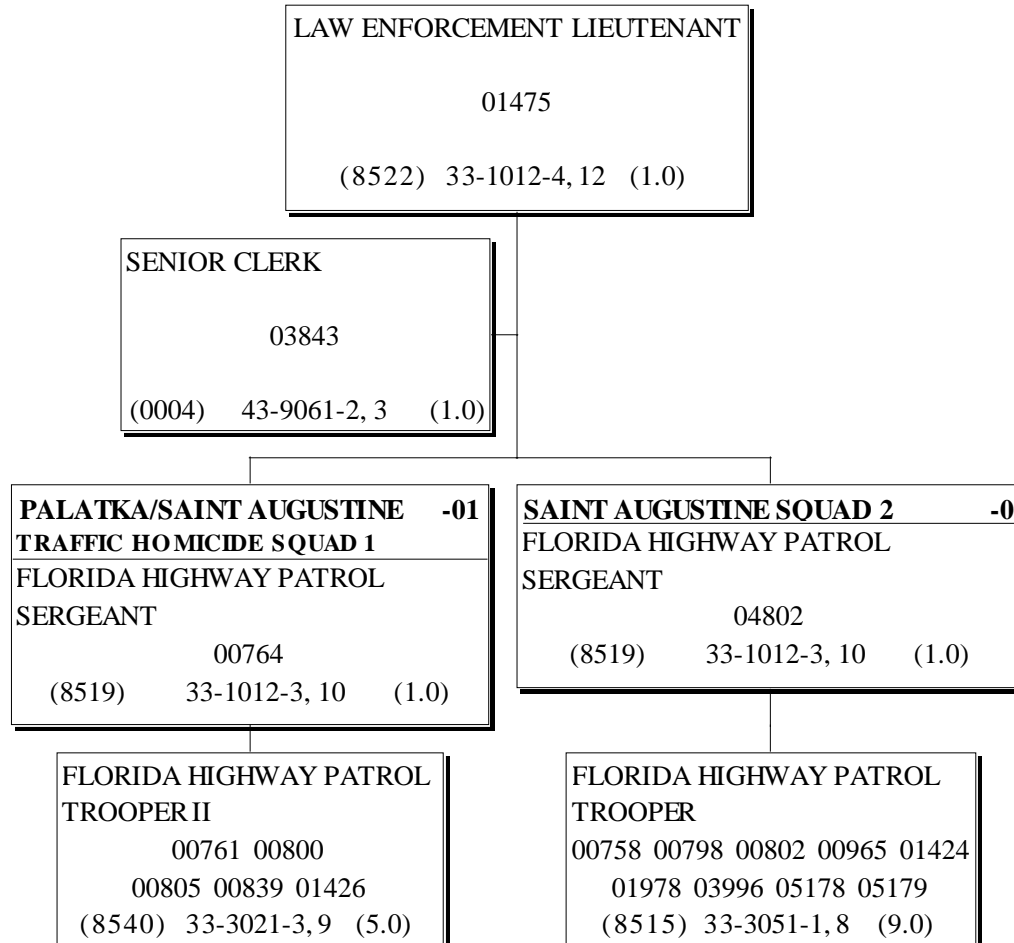
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP G / PALATKA DISTRICT**

DATE: 07/30/10
 SEQUENCE: 7610-02-01-03-03
 OWP: _____
 NUMBER OF POSITIONS: 16
 NUMBER OF FTE'S: 16.0



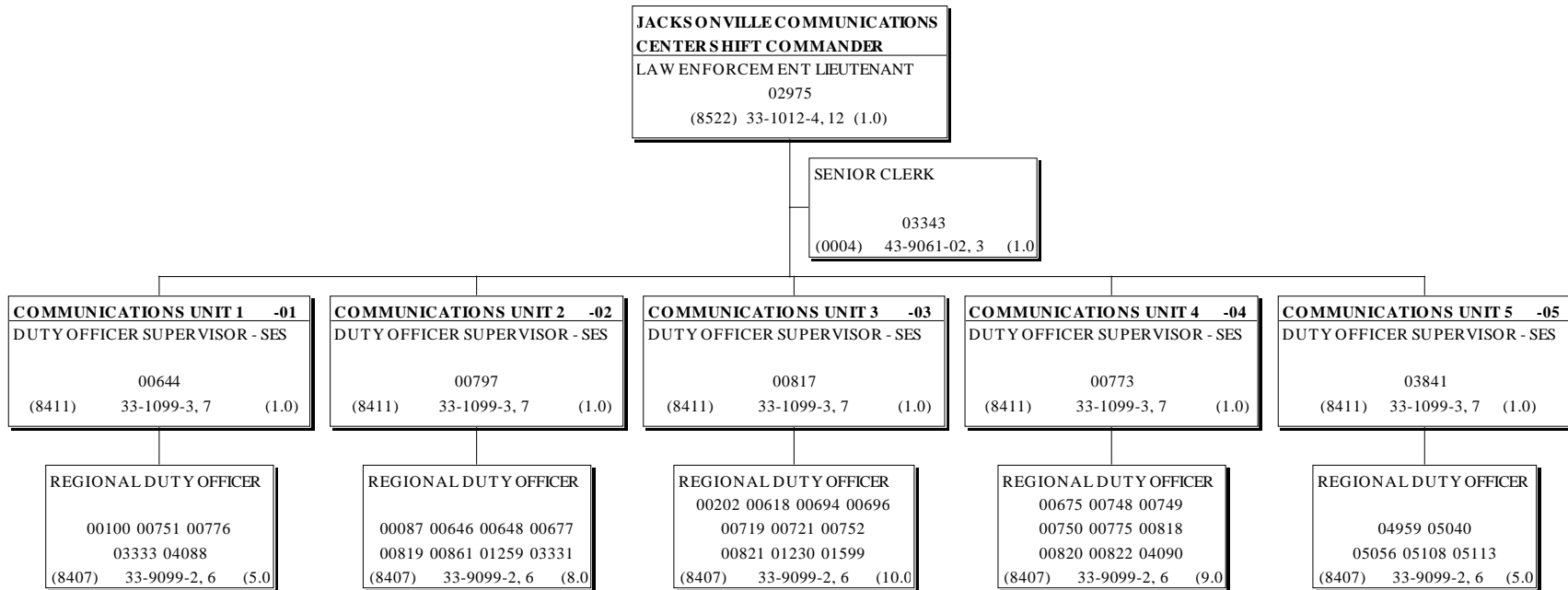
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP G / ST. AUGUSTINE SUBDISTRICT**

DATE: 07/30/10
 SEQUENCE: 7610-02-01-03-03-02
 OWP: _____
 NUMBER OF POSITIONS: 18
 NUMBER OF FTES: 18.0



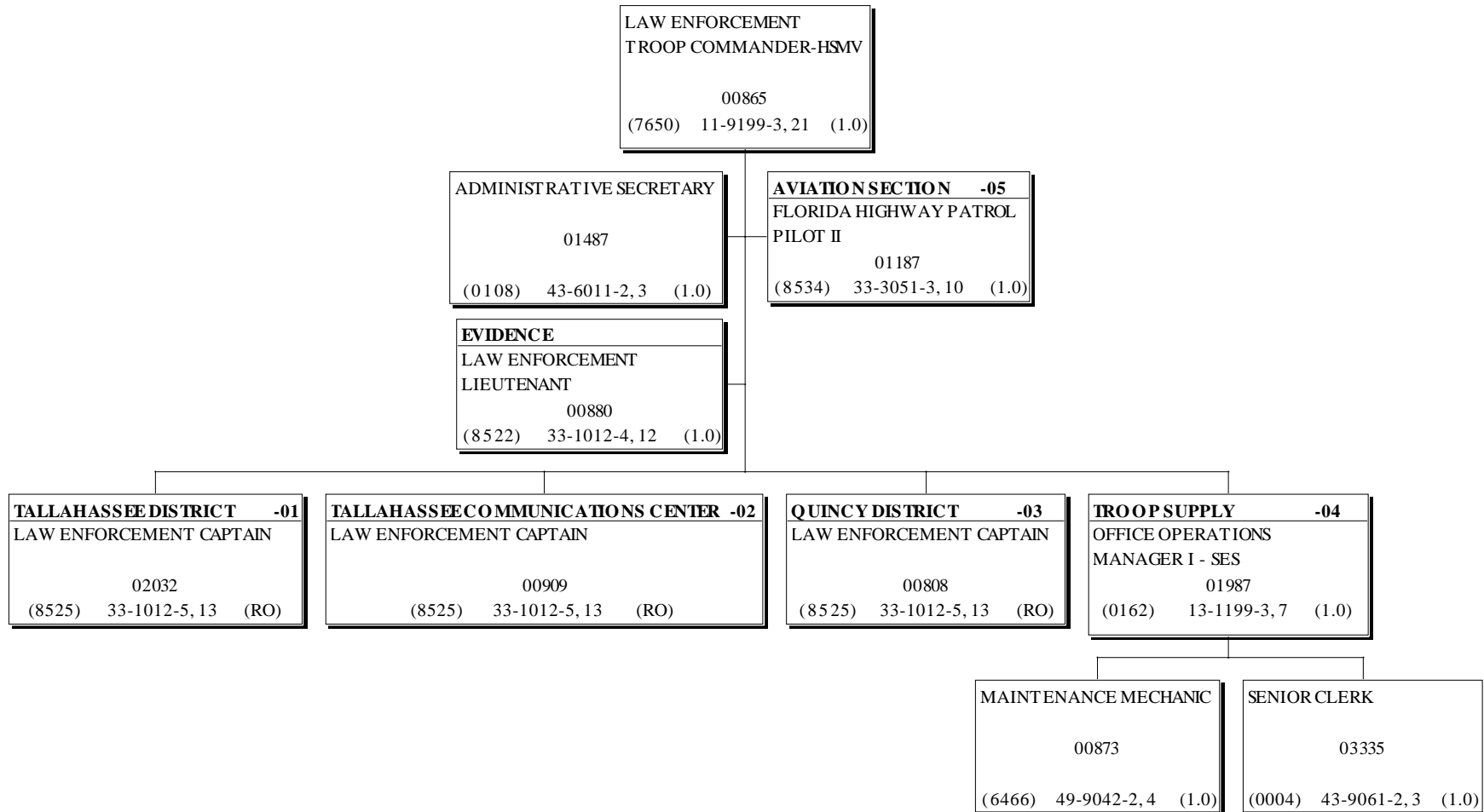
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP G / JACKSONVILLE COMMUNICATIONS CENTER SHIFT
 COMMANDER**

DATE: 07/01/10
 SEQUENCE: 7610-02-01-03-04
 OED: _____
 NUMBER OF POSITIONS: 44
 NUMBER OF FTE'S: 44.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP H / TALLHASSEE HEADQUARTERS**

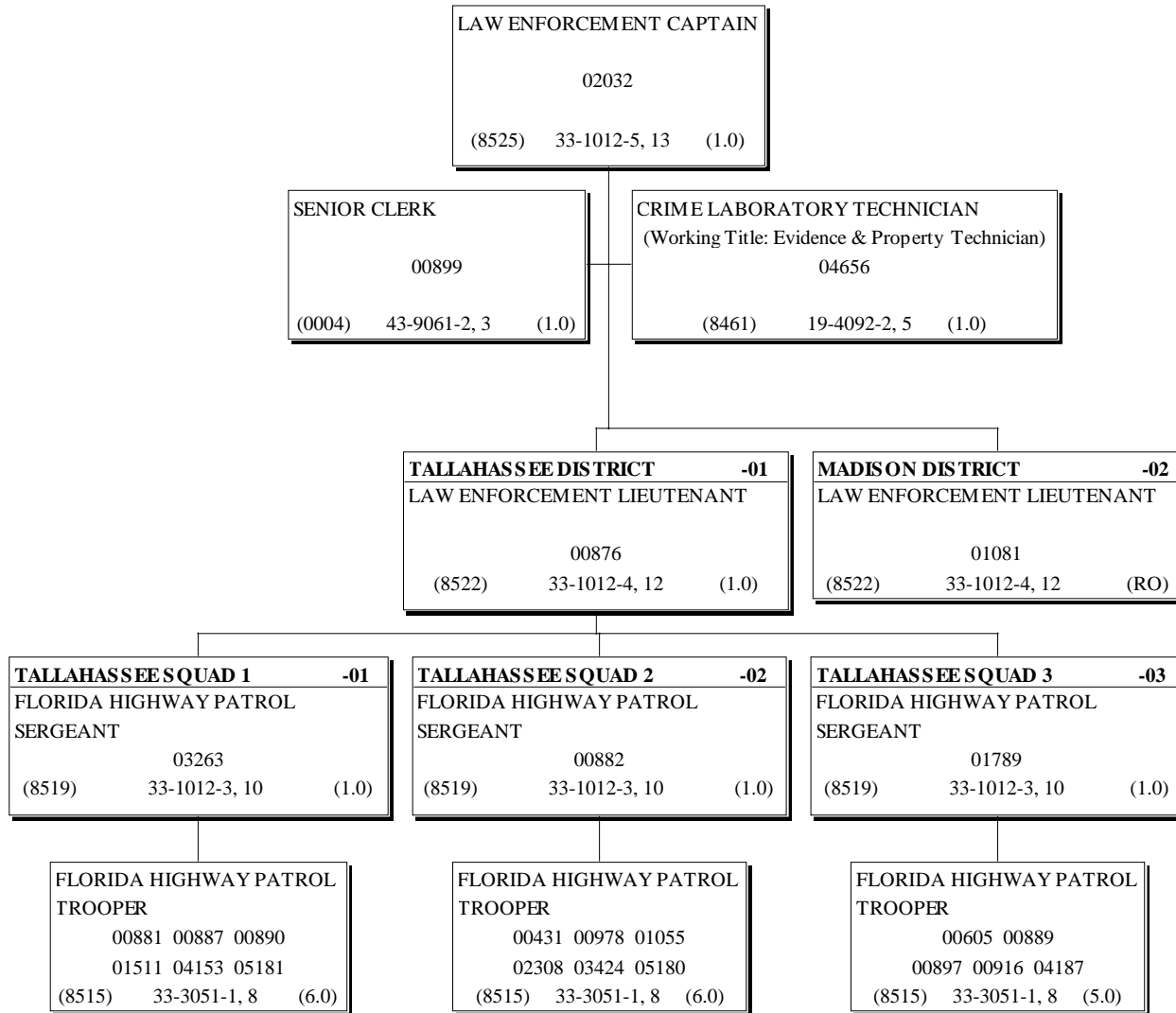
DATE: 09/10/10
 SEQUENCE: 7610-02-01-04
 OWP: _____
 NUMBER OF POSITIONS: 7
 NUMBER OF FTE'S: 7.0



= .50 FTE

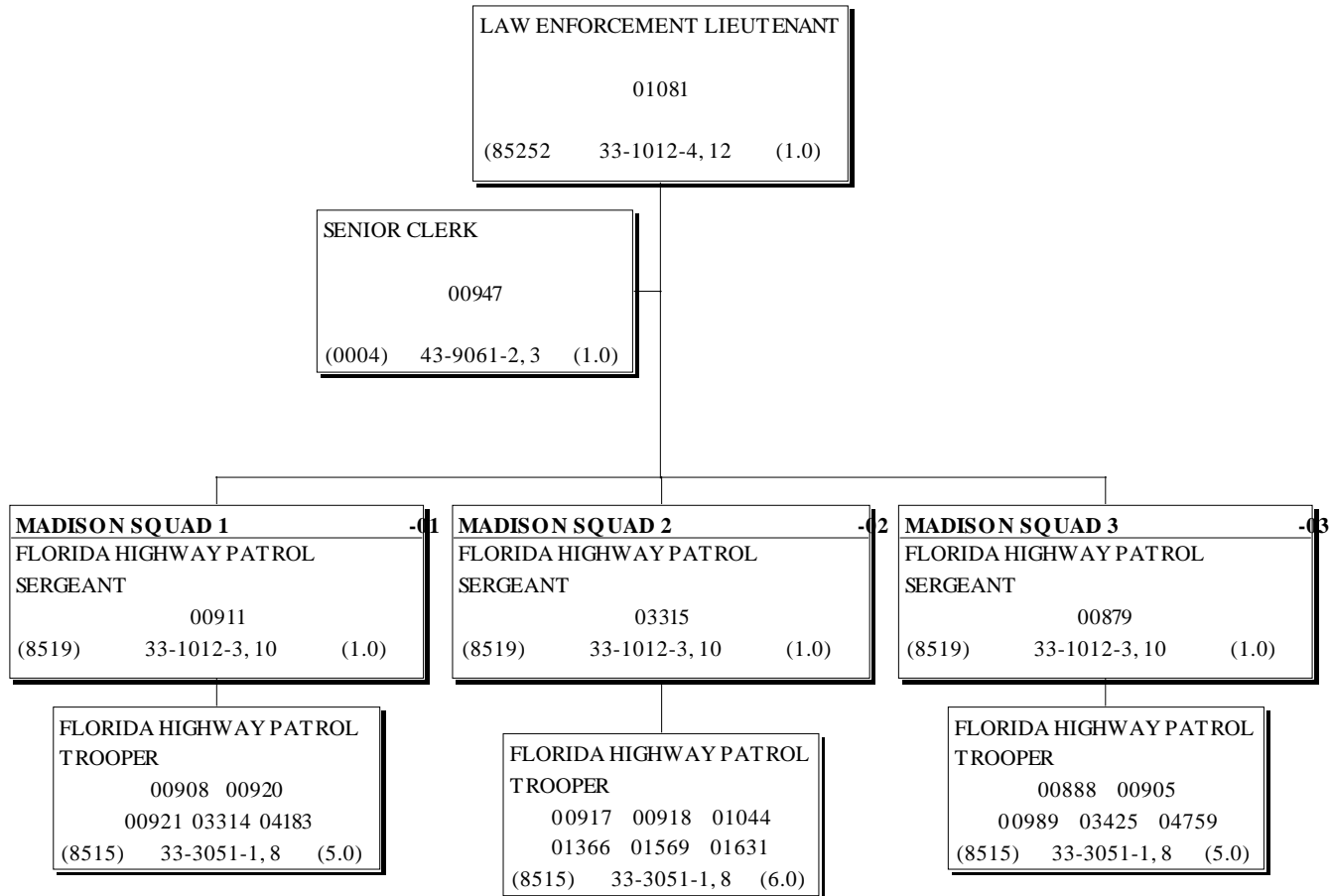
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP H / TALLAHASSEE DISTRICT**

DATE: 09/10/10
 SEQUENCE: 7610-02-01-04-01
 OWP: _____
 NUMBER OF POSITIONS: 24
 NUMBER OF FTE'S: 24.0



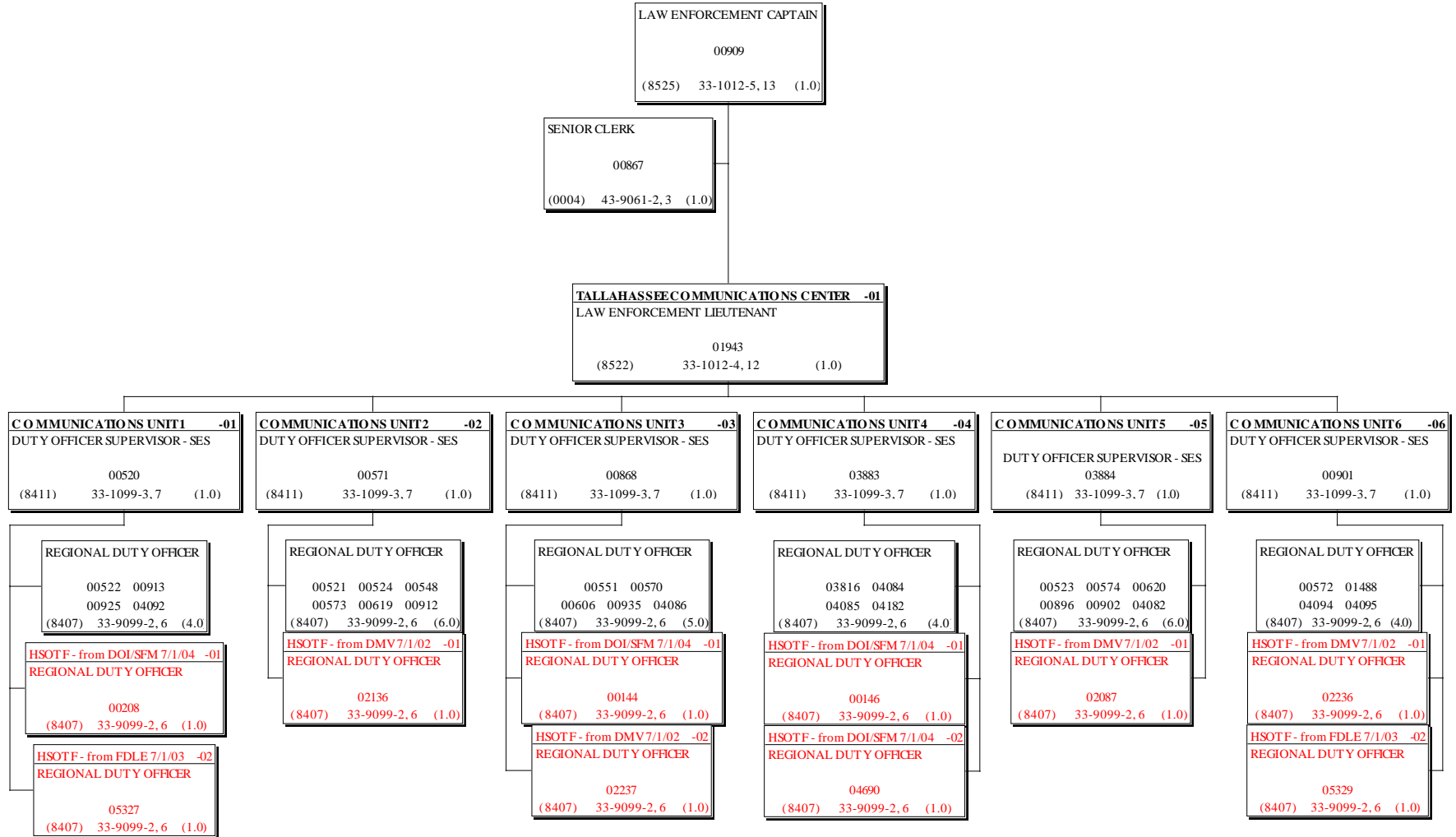
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP H / TALLAHASSEE DISTRICT / MADISON SUBDISTRICT**

DATE: 04/01/09
 SEQUENCE: 7610-02-01-04-01-02
 OED: _____
 NUMBER OF POSITIONS: 21
 NUMBER OF fte'S: 21.0



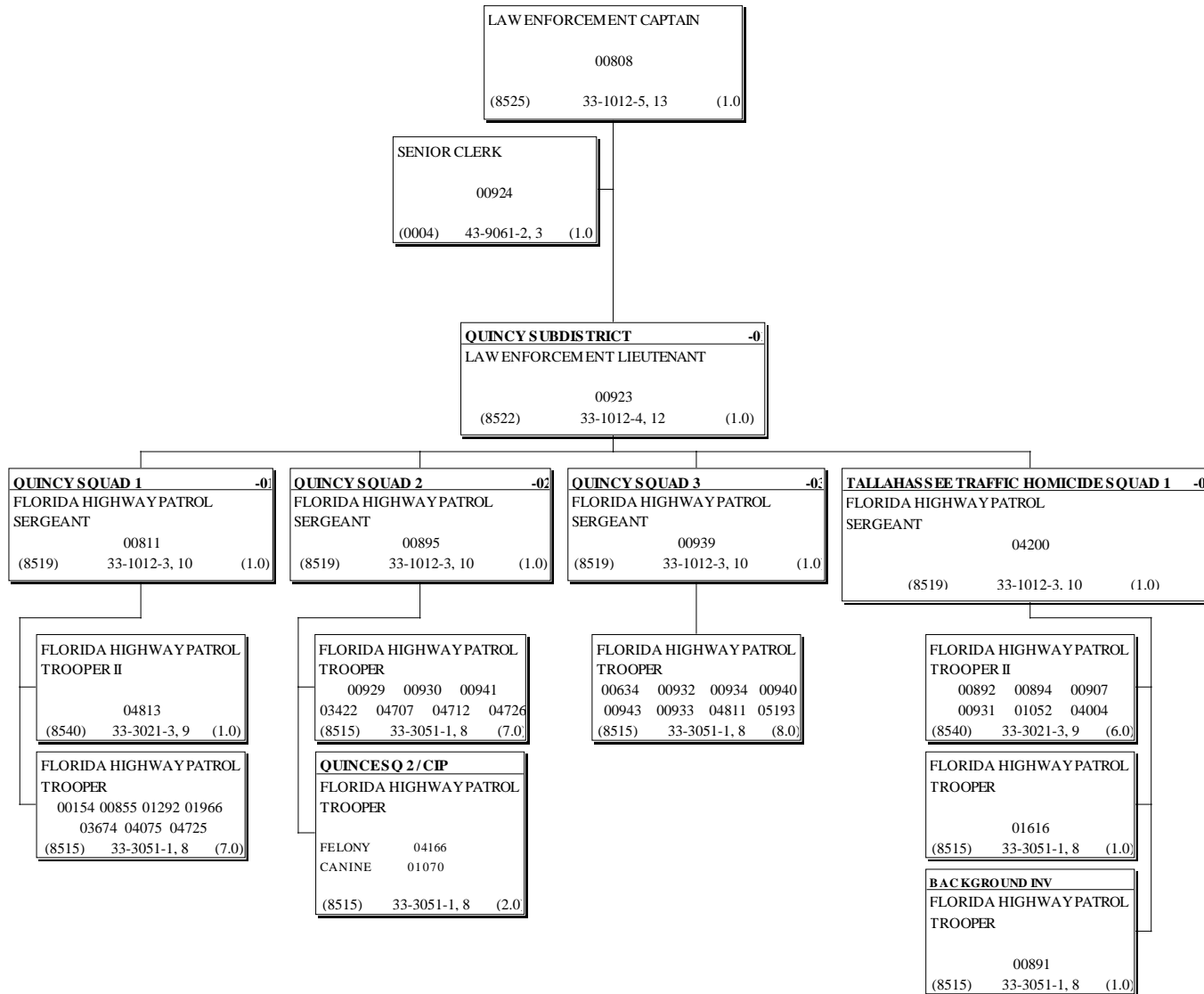
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP H / TALLAHASSEE COMMUNICATIONS CENTER (TRCC)**

DATE: 06/01/09
 SEQUENCE: 7610-02-01-04-02
 OED: _____
 NUMBER OF POSITIONS: 48
 NUMBER OF FTE'S: 48.0



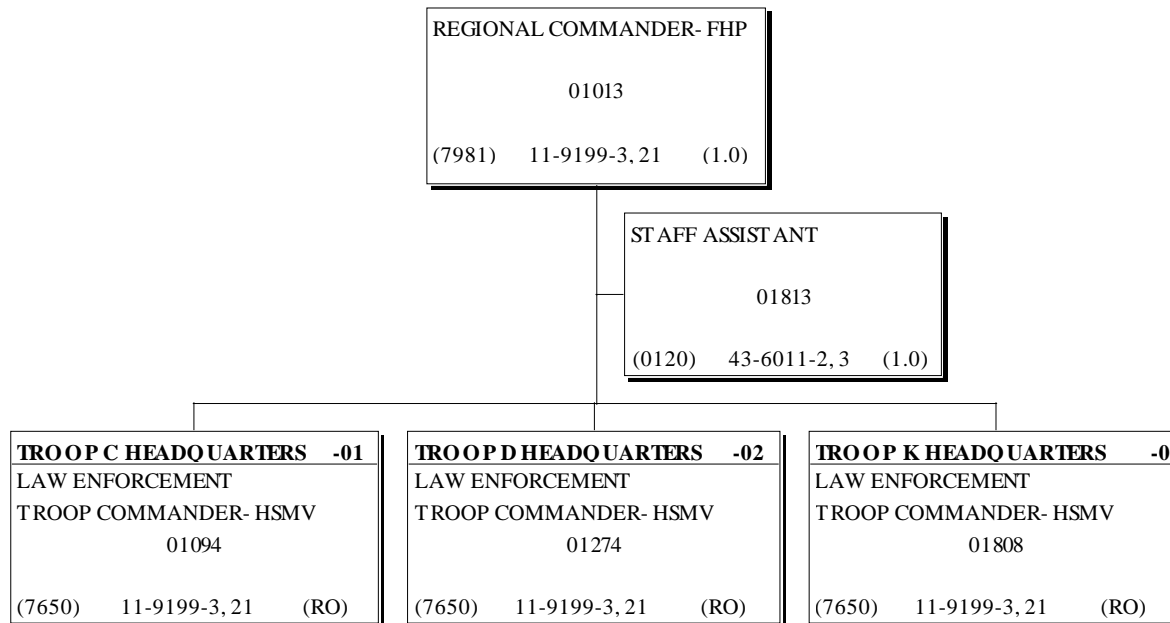
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, NORTHERN REGION
 TROOP H / TALLAHASSEE DISTRICT/QUINCY SUBDISTRICT**

DATE: 08/01/10
 SEQUENCE: 7610-02-01-04-03
 OWP: _____
 NUMBER OF POSITIONS: 40
 NUMBER OF FTE'S: 40.0



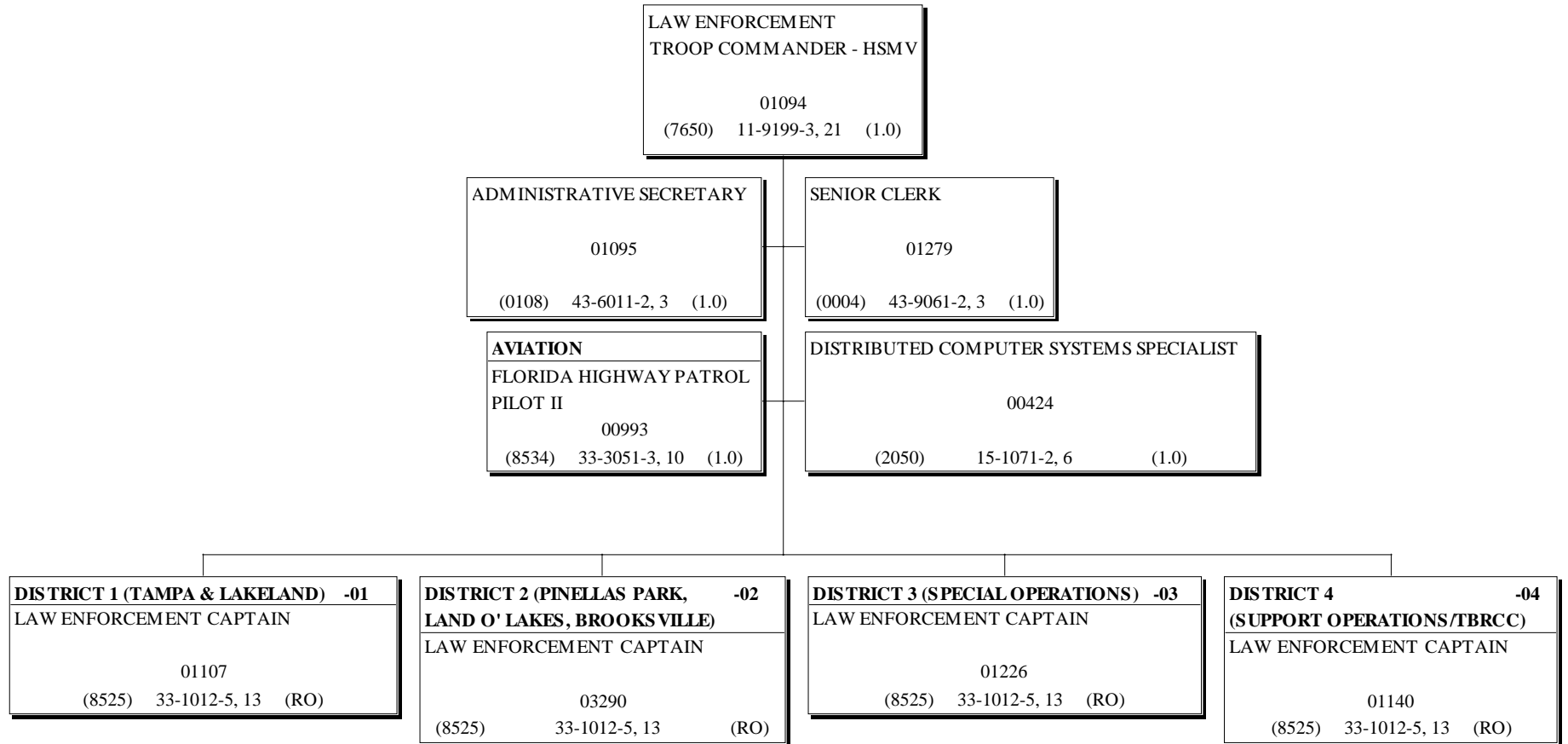
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS, CENTRAL REGION**

DATE: 09/01/09
 SEQUENCE: 7610-02-02
 OED: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE'S: 2.0



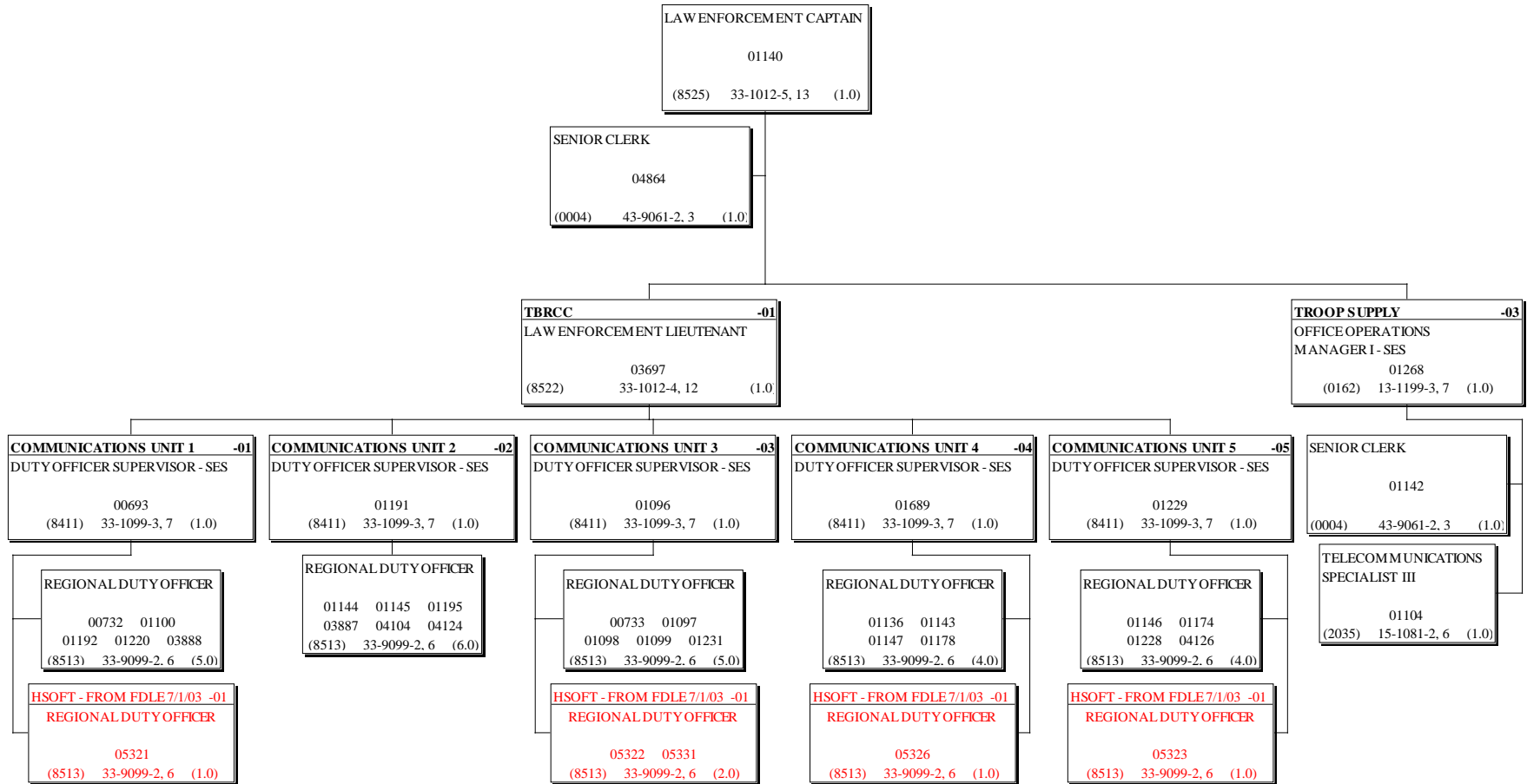
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C / TAMPA HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-02-01
 OWP: _____
 NUMBER OF POSITIONS: 5
 NUMBER OF FTE'S: 5.0



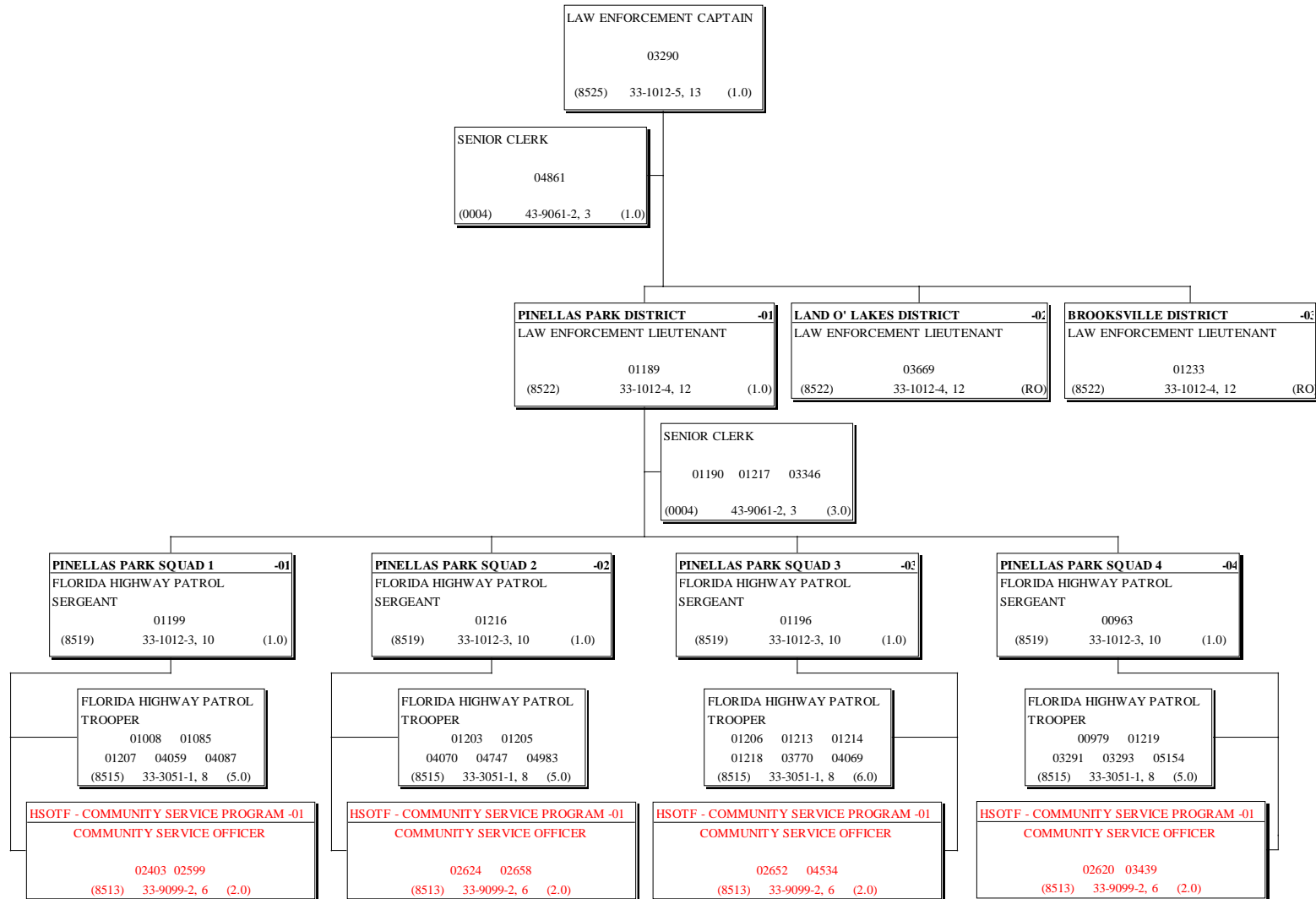
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C / DISTRICT 4 (SUPPORT OPERATIONS/TBRCC)**

DATE: 07/30/10
 SEQUENCE: 7610-02-02-01-04
 OWP: _____
 NUMBER OF POSITIONS: 40
 NUMBER OF FTE'S: 40.0



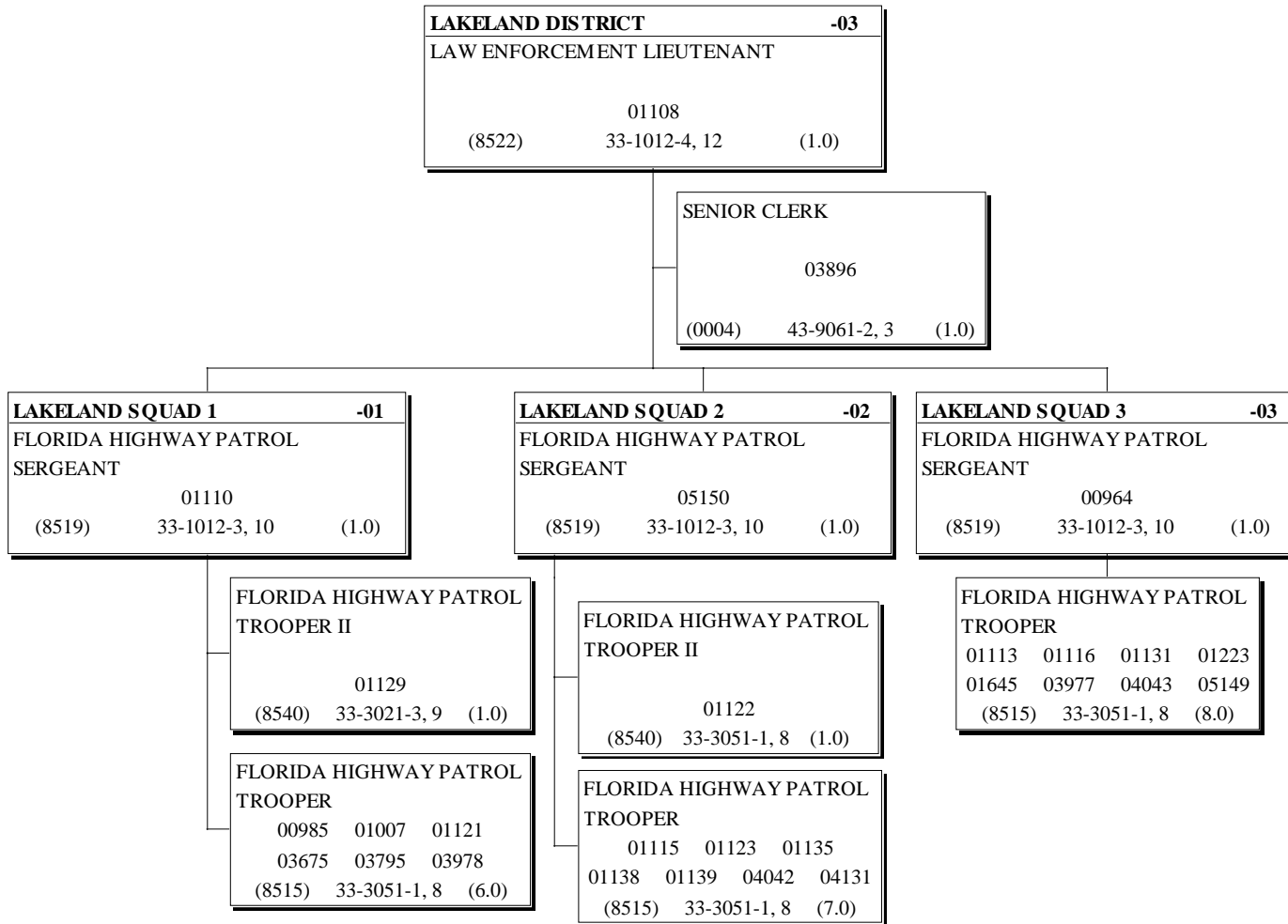
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C / DISTRICT 2 (PINELLAS PARK, LAND O' LAKES,
 BROOKSVILLE)**

DATE: 07/01/10
 SEQUENCE: 7610-02-02-01-02
 OWP: _____
 NUMBER OF POSITIONS: 39
 NUMBER OF FTE'S: 39.0



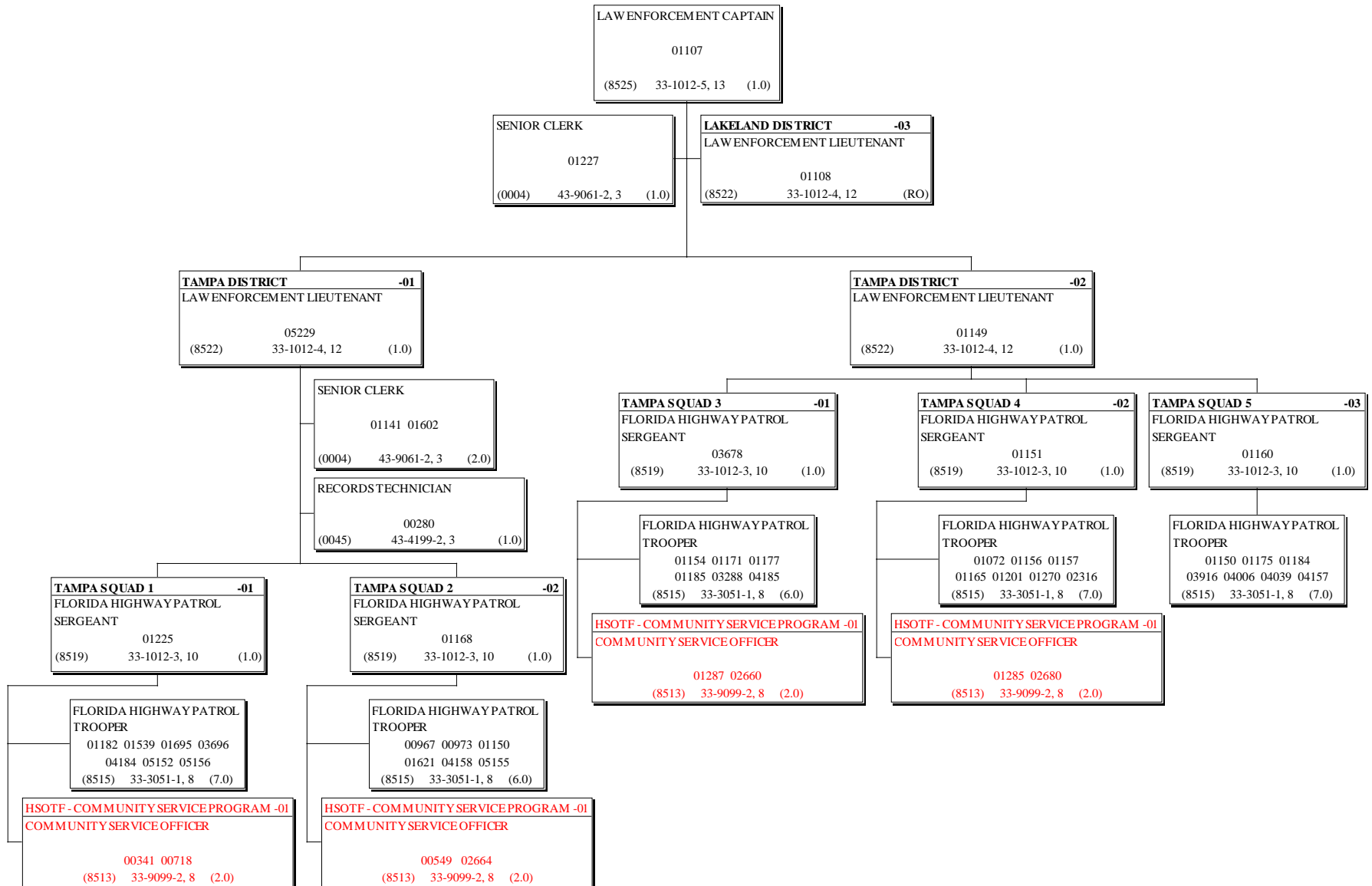
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C, DISTRICT 1 (TAMPA & LAKELAND)**

DATE: 04/01/09
 SEQUENCE: 7610-02-02-01-01-03
 OED: _____
 NUMBER OF POSITIONS: 28
 NUMBER OF fteS: 28.0



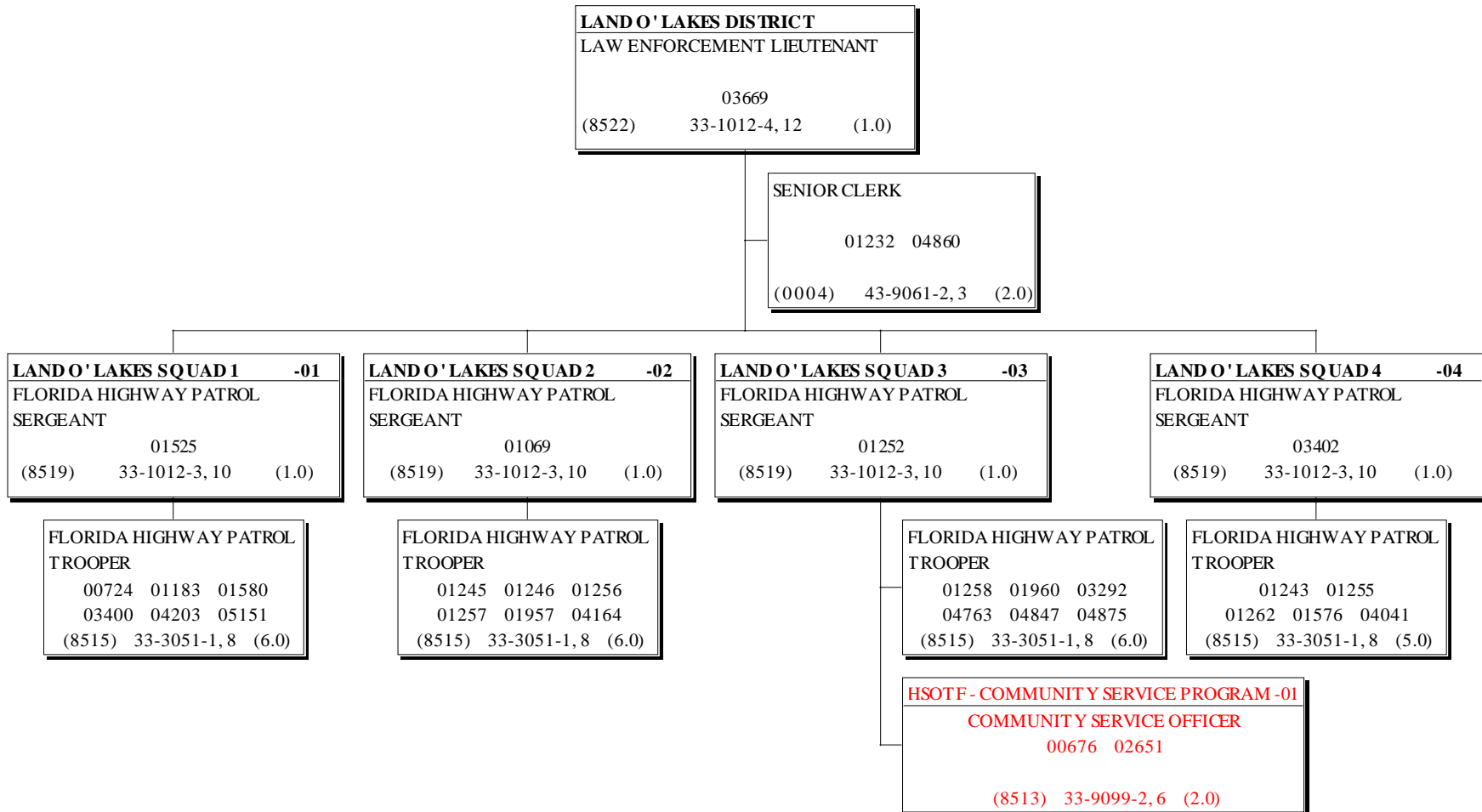
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C, DISTRICT I (TAMPA & LAKELAND)**

DATE: 07/30/10
 SEQUENCE: 7610-02-02-01-01
 OWP: _____
 NUMBER OF POSITIONS: 52
 NUMBER OF FTE'S: 52.0



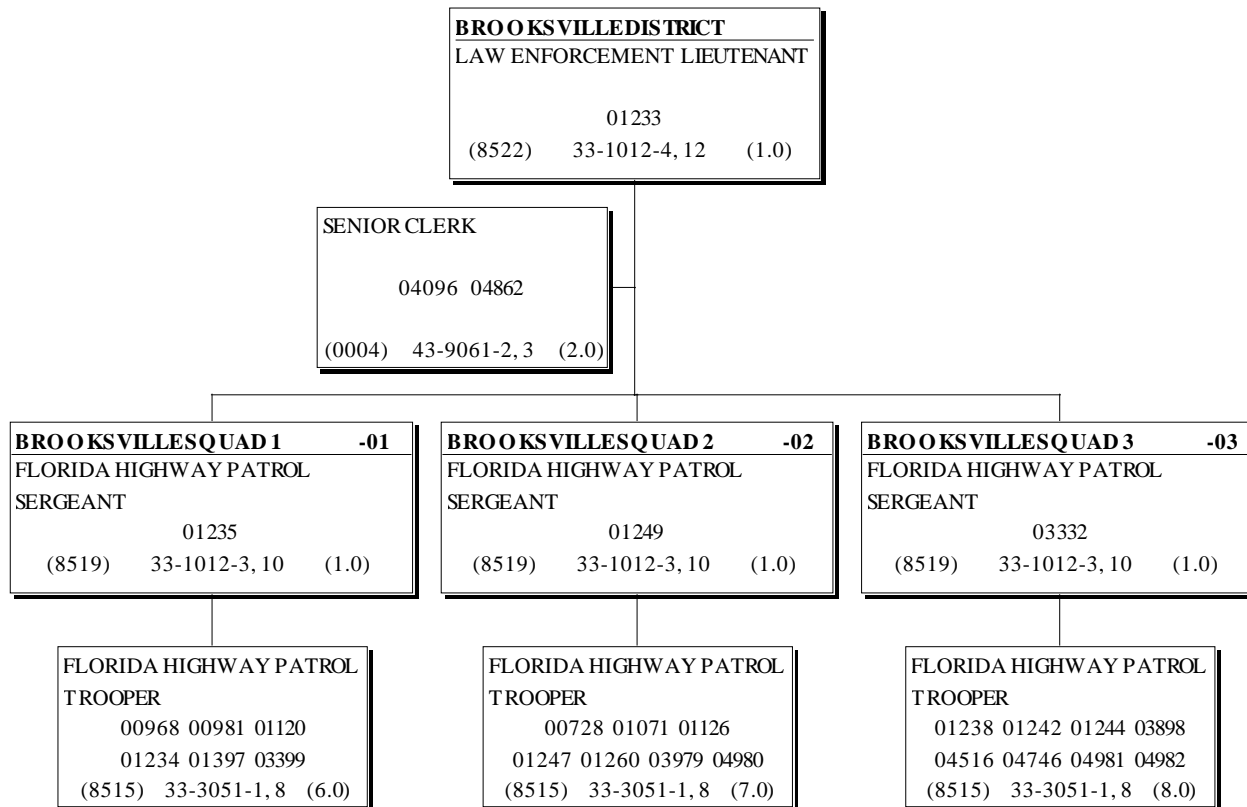
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C / DISTRICT 2 (PINELLAS PARK, LAND O' LAKES,
 BROOKSVILLE)**

DATE: 04/01/09
 SEQUENCE: 7610-02-02-01-02-02
 OED:
 NUMBER OF POSITIONS: 32
 NUMBER OF fte'S: 32.0



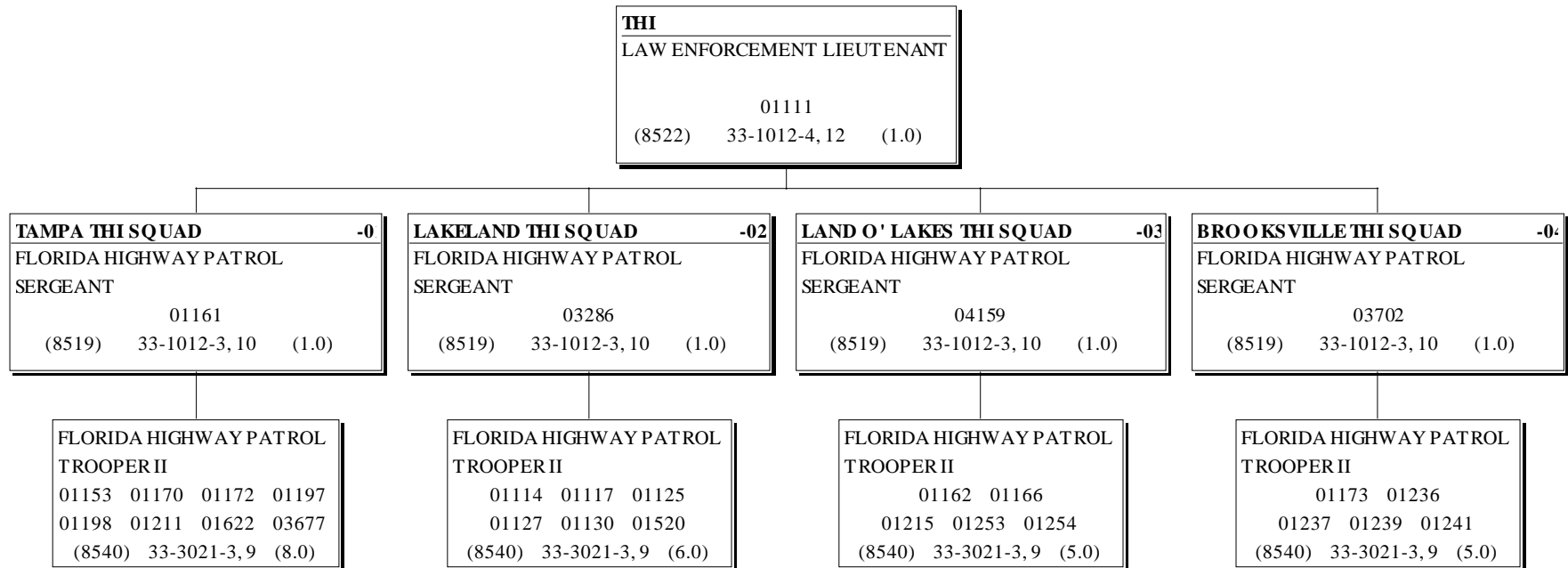
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C / DISTRICT 2 (PINELLAS PARK, LAND O' LAKES,
 BROOKSVILLE)**

DATE: 05/29/09
 SEQUENCE: 7610-02-02-01-02-03
 OED: _____
 NUMBER OF POSITIONS: 27
 NUMBER OF fte'S: 27.0



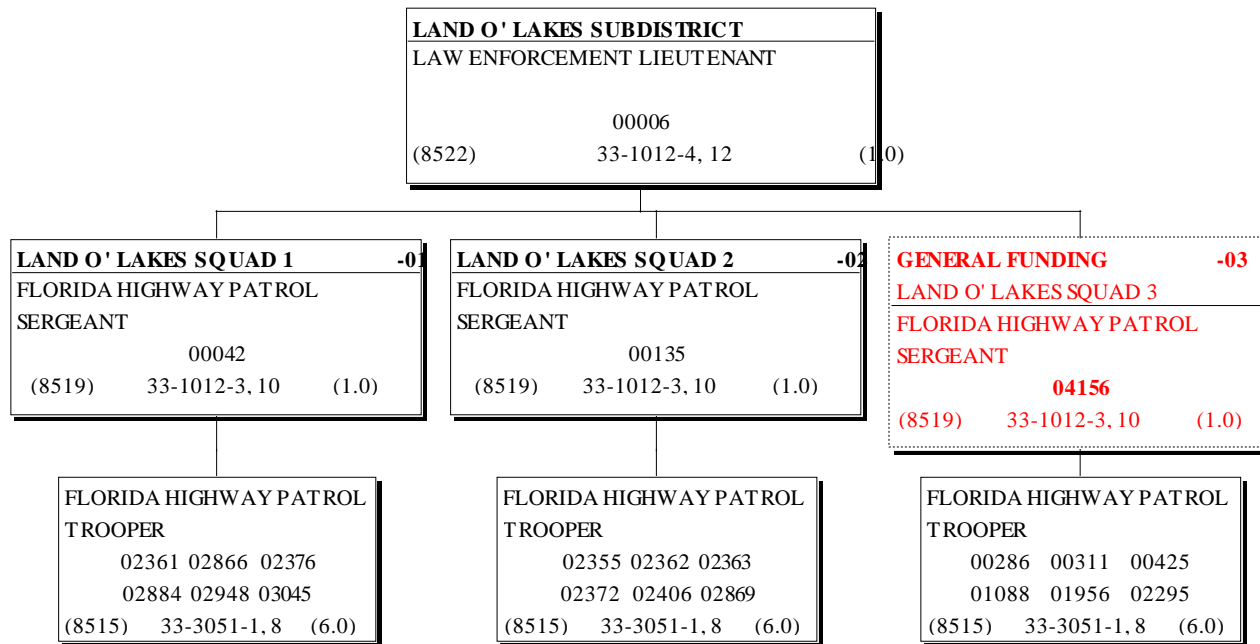
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C / DISTRICT 3 (SPECIAL OPERATIONS)**

DATE: 04/01/09
 SEQUENCE: 7610-02-02-01-03-03
 OED: _____
 NUMBER OF POSITIONS: 29
 NUMBER OF fteS: 29.0



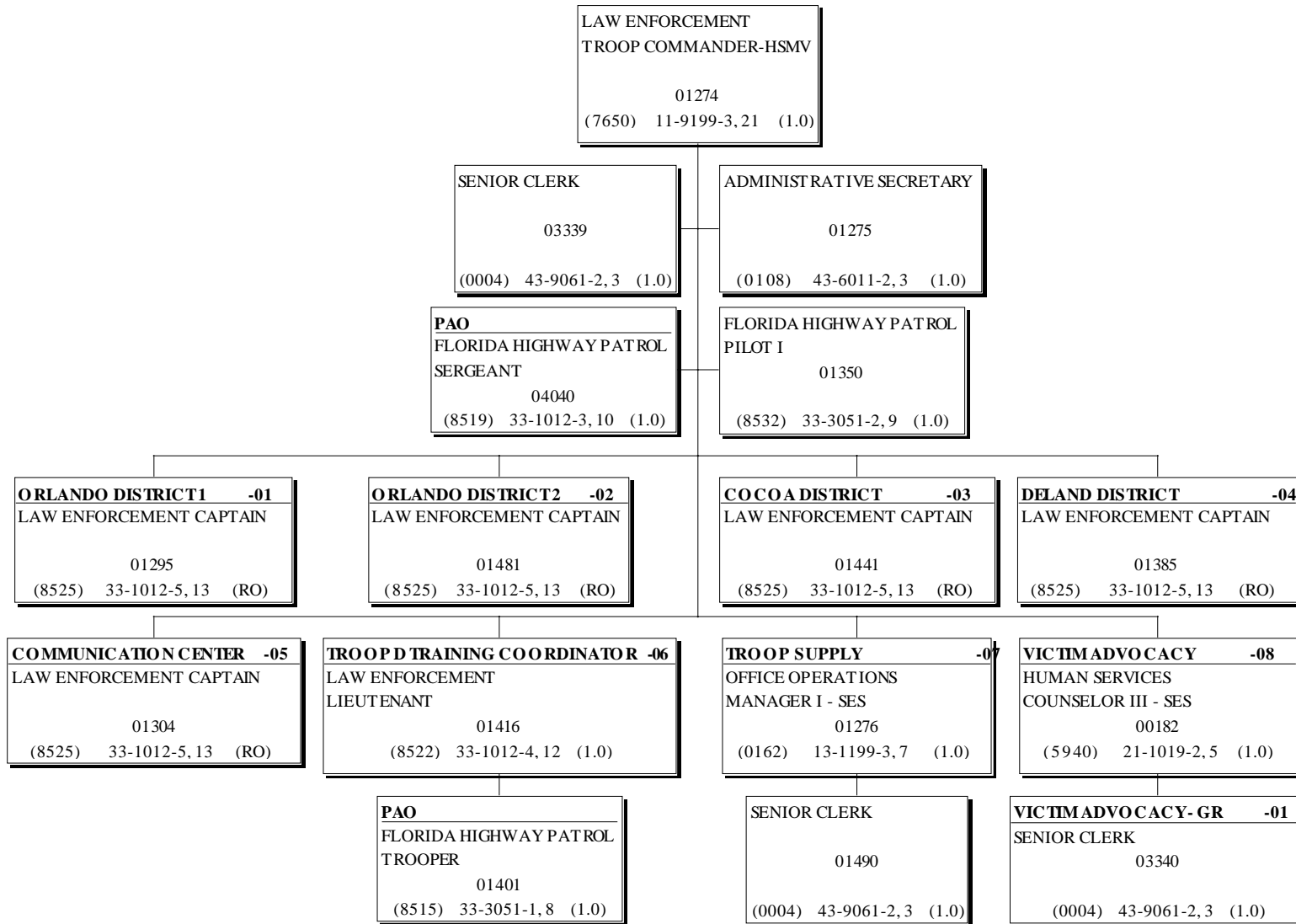
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP K / TURNPIKE / ORLANDO DISTRICT /
 LAND O' LAKES SUBDISTRICT**

DATE: 06/04/10
 SEQUENCE: 7610-02-02-03-03-02
 OED: _____
 NUMBER OF POSITIONS: 22
 NUMBER OF fte'S: 22.0



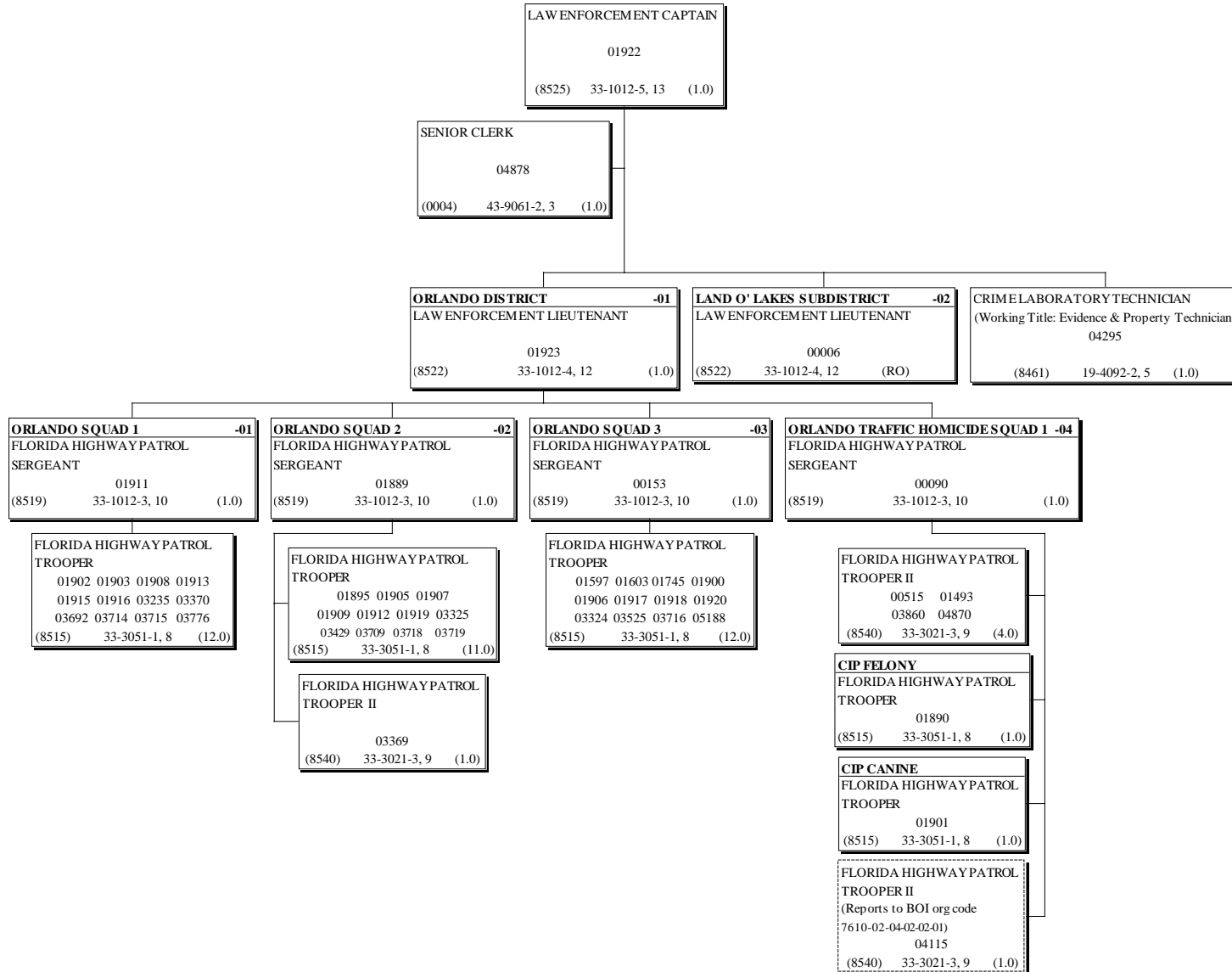
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / ORLANDO HEADQUARTERS**

DATE: 08/01/10
 SEQUENCE: 7610-02-02-02
 OWP: _____
 NUMBER OF POSITIONS: 11
 NUMBER OF FTE'S: 11.0



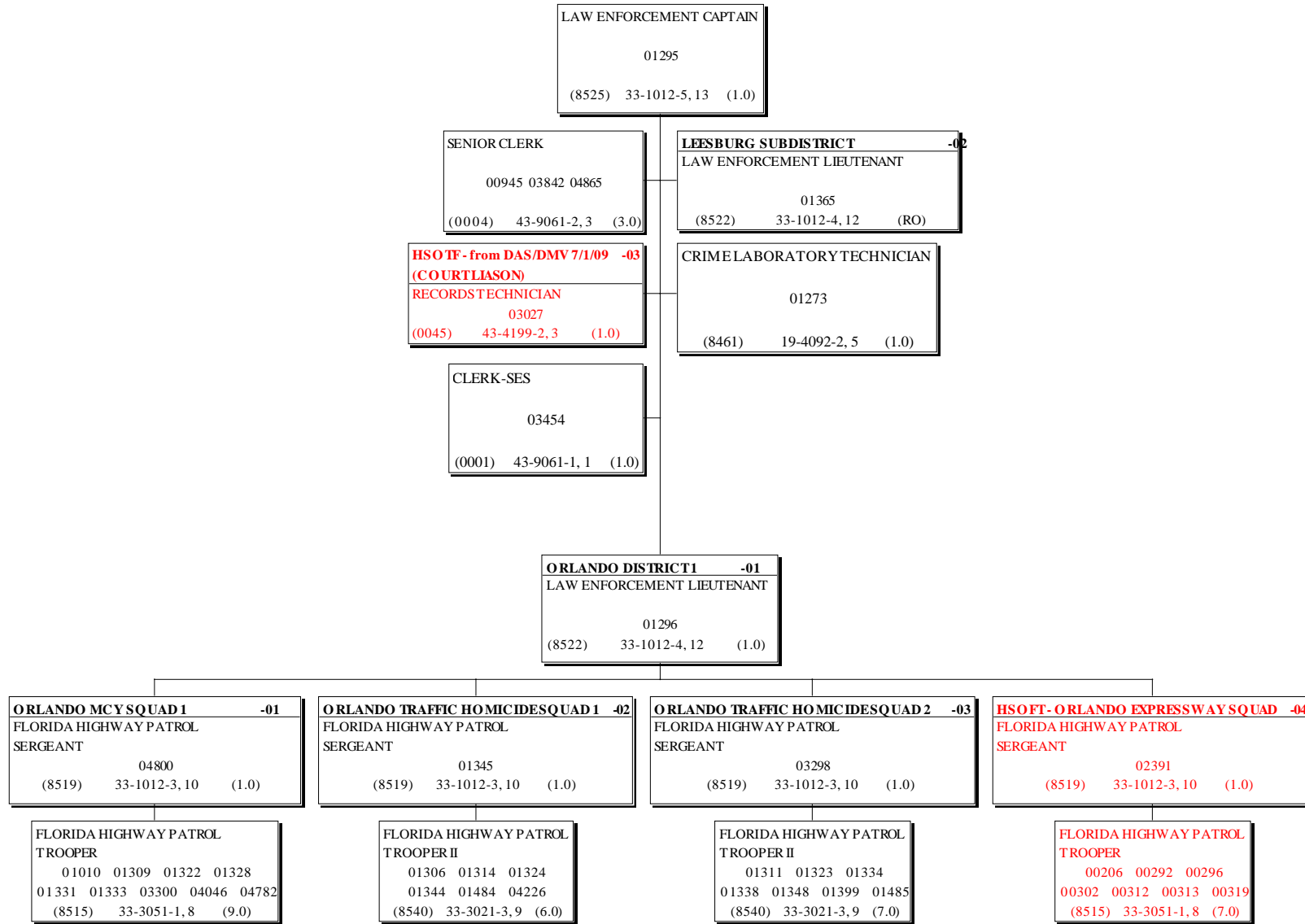
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP K / TURNPIKE / ORLANDO DISTRICT**

DATE: 09/10/10
 SEQUENCE: 7610-02-02-03-03
 OWP: _____
 NUMBER OF POSITIONS: 51
 NUMBER OF FTES: 51.0



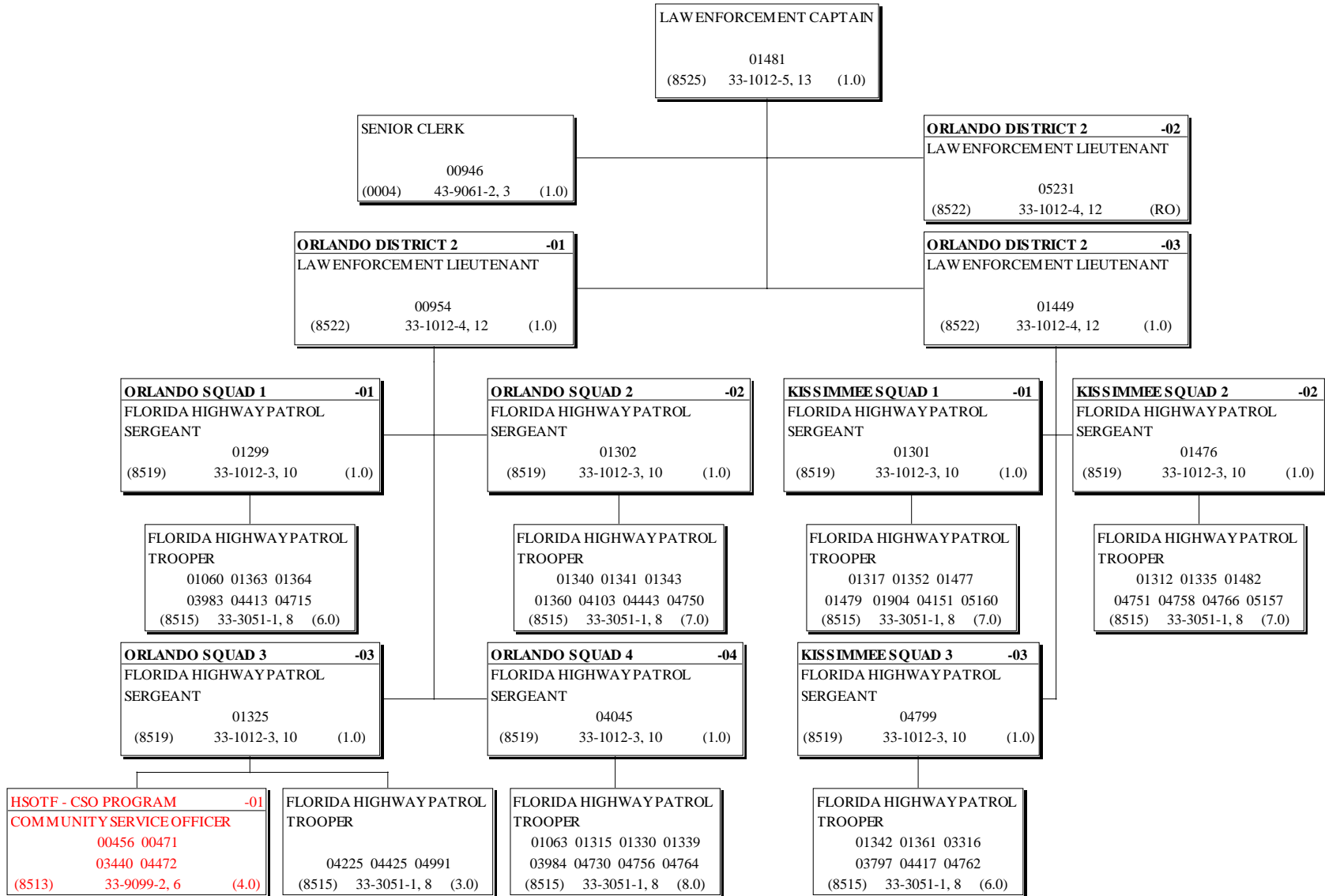
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / ORLANDO DISTRICT 1**

DATE: 08/01/10
 SEQUENCE: 7610-02-02-02-01
 OWP: _____
 NUMBER OF POSITIONS: 41
 NUMBER OF FTE'S: 41



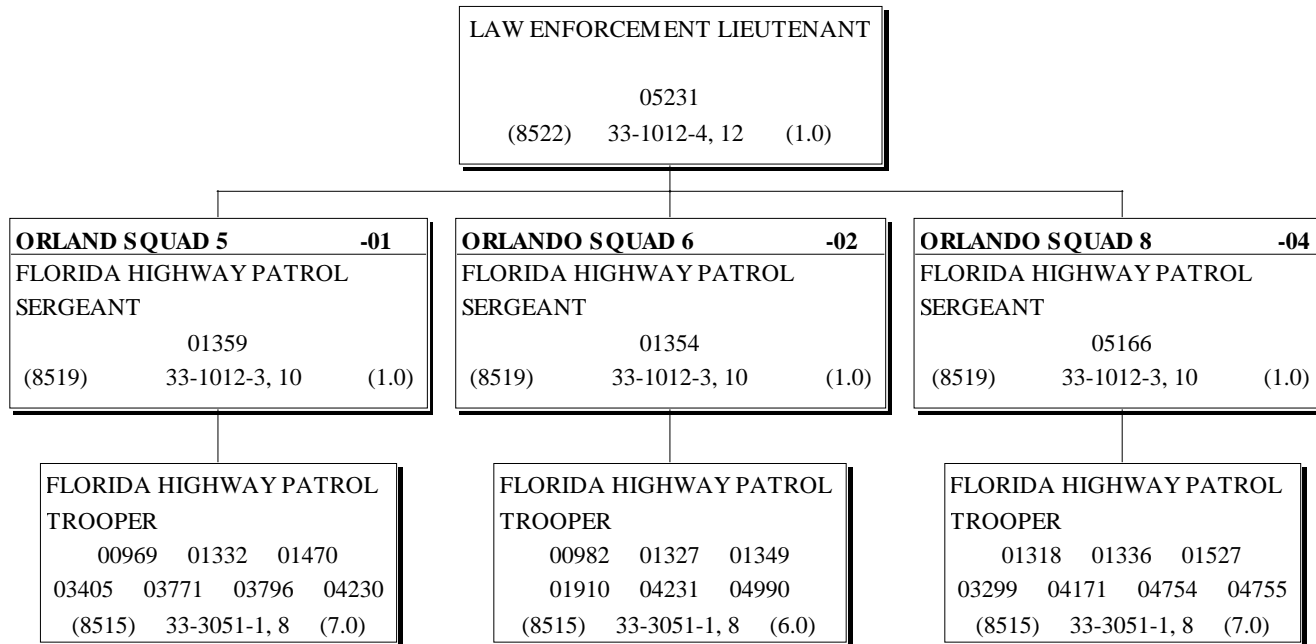
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / ORLANDO DISTRICT 2**

DATE: 07/01/10
SEQUENCE: 7610-02-02-02-02
OWP: _____
NUMBER OF POSITIONS: 59
NUMBER OF FTE'S: 59.0



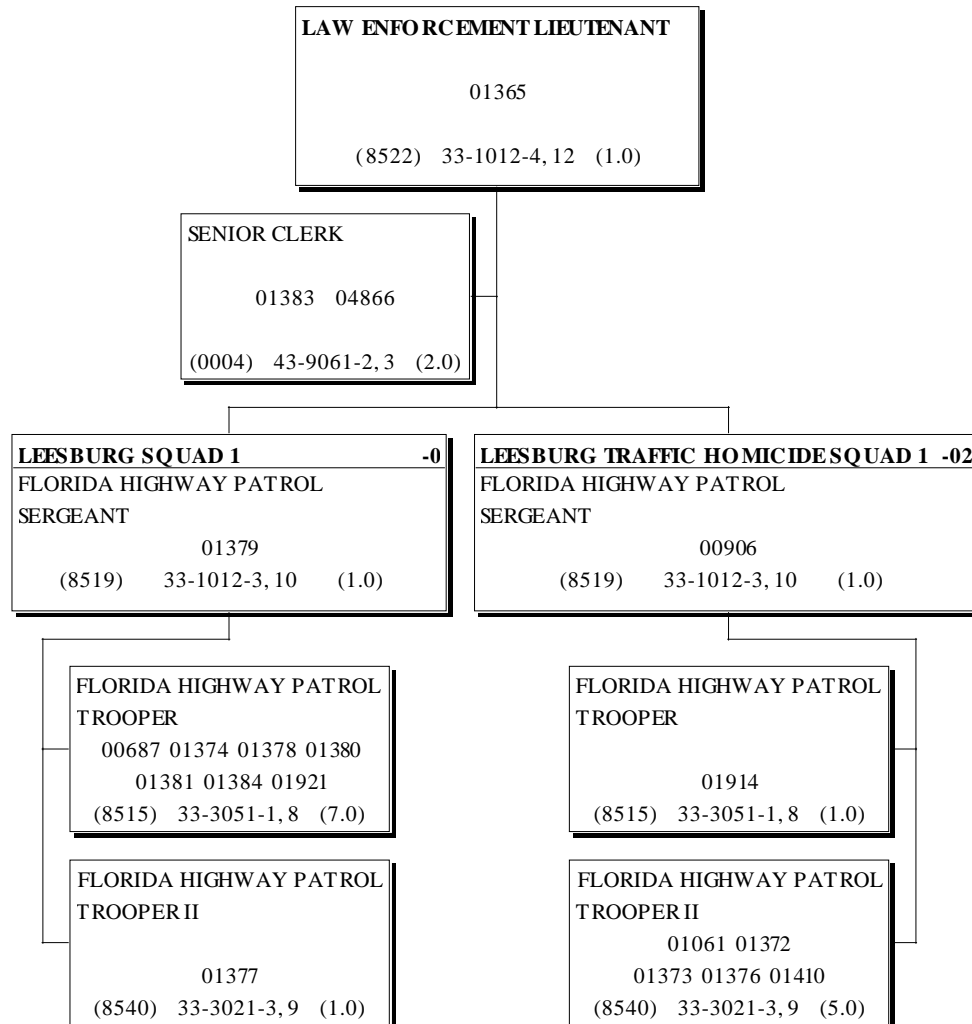
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / ORLANDO DISTRICT 2**

DATE: 07/01/09
 SEQUENCE: 7610-02-02-02-02-02
 OED: _____
 NUMBER OF POSITIONS: 24
 NUMBER OF fte'S: 24.0



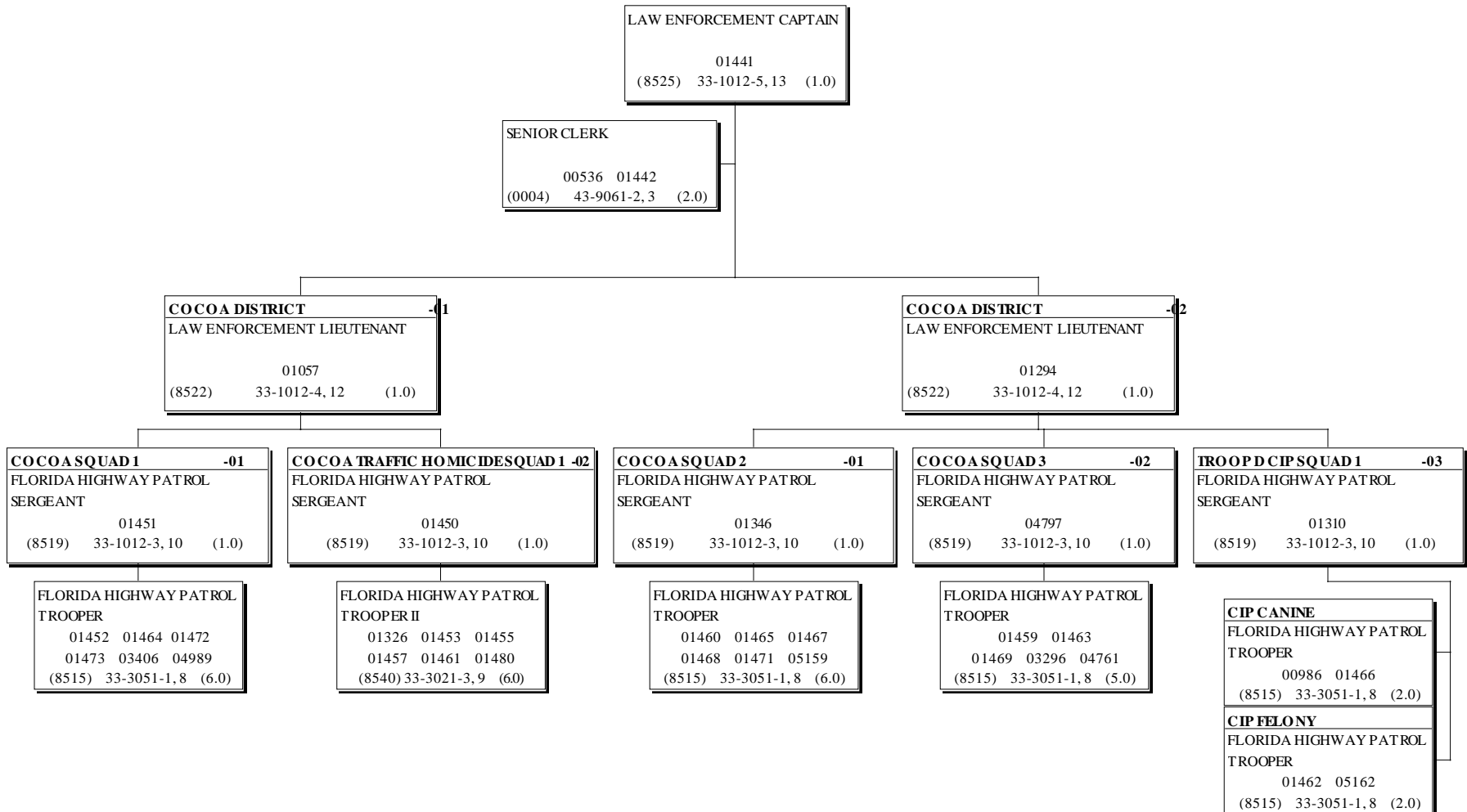
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / ORLANDO DISTRICT 1, LEESBURG SUBDISTRICT**

DATE: 10/02/09
 SEQUENCE: 7610-02-02-02-01-02
 OED: _____
 NUMBER OF POSITIONS: 19
 NUMBER OF fte'S: 19.0



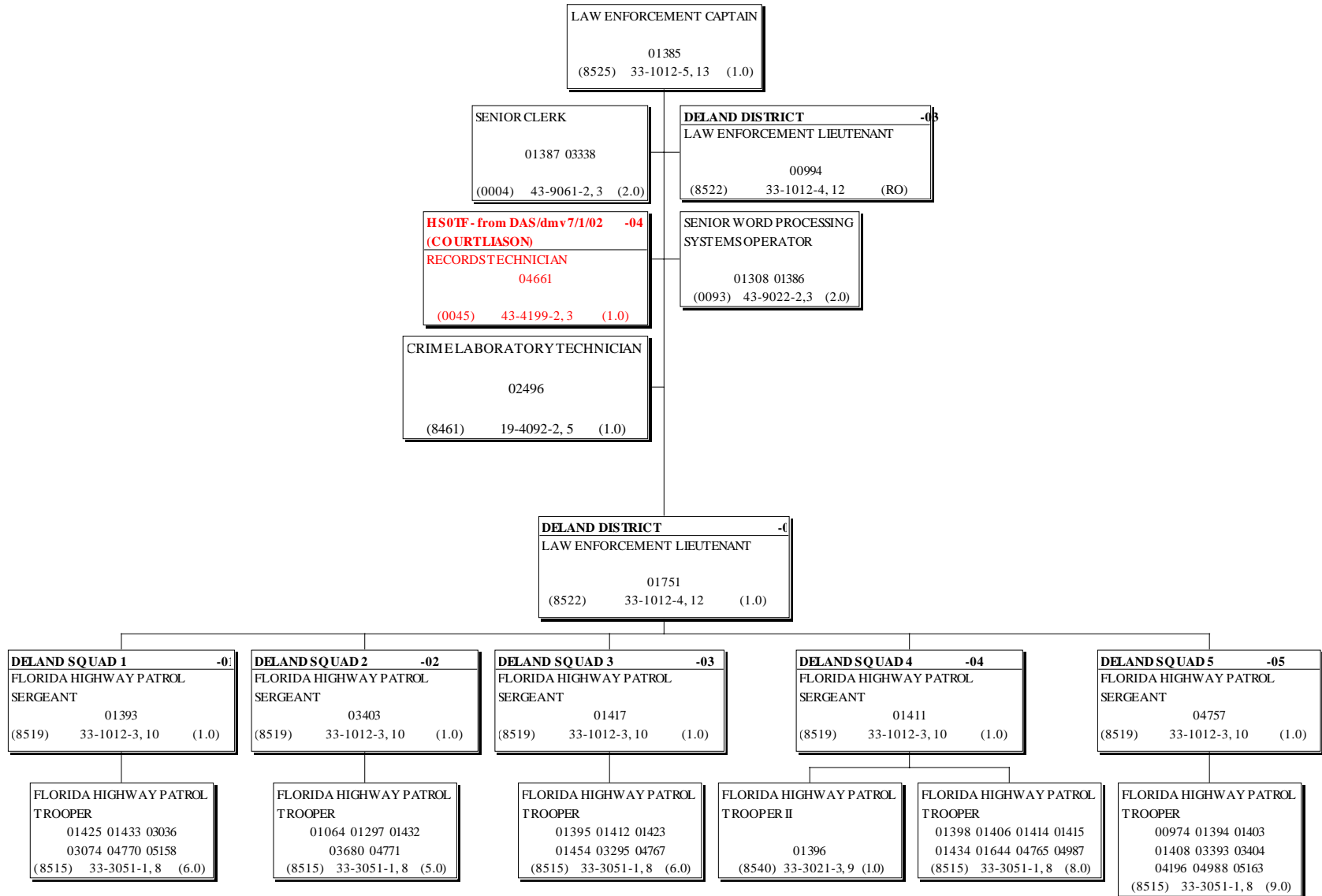
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / COCOA DISTRICT**

DATE: 04/01/09
 SEQUENCE: 7610-02-02-03
 OED:
 NUMBER OF POSITIONS: 37
 NUMBER OF fteS: 37



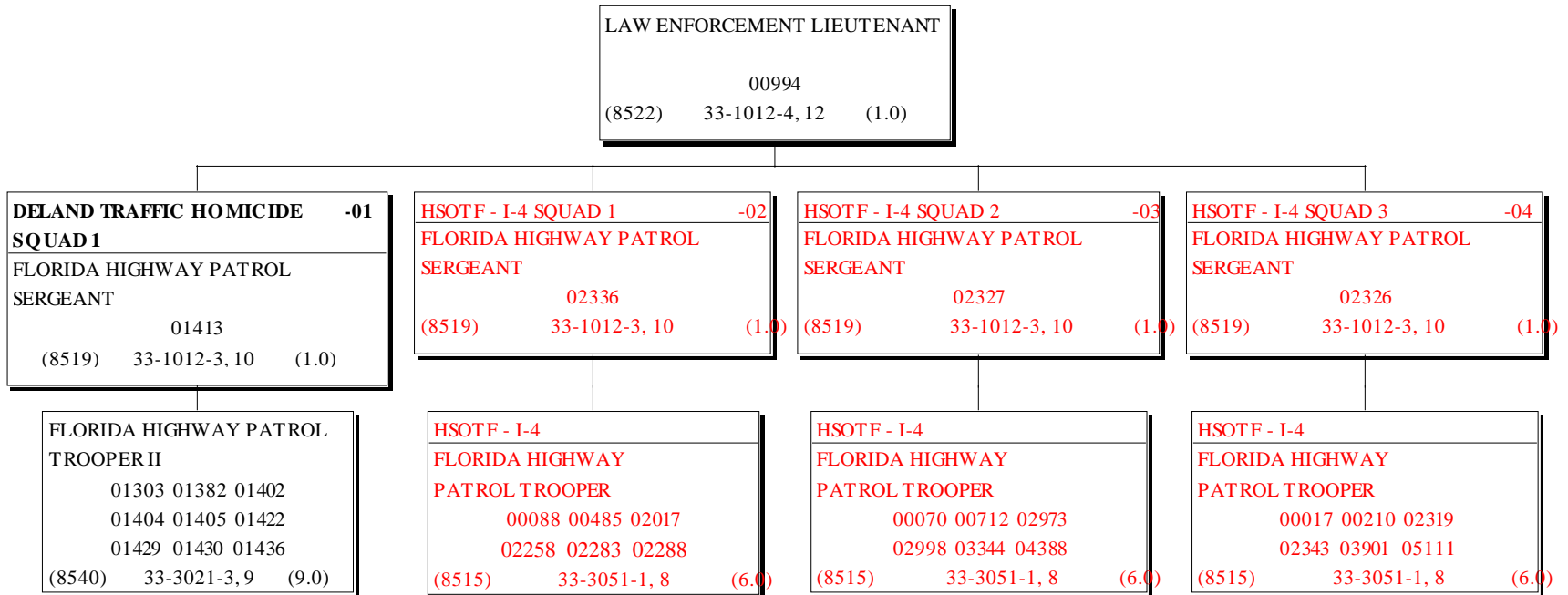
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / DELAND DISTRICT**

DATE: 08/01/10
 SEQUENCE: 7610-02-02-02-04
 OWP: _____
 NUMBER OF POSITIONS: 48
 NUMBER OF FTE'S: 48.0



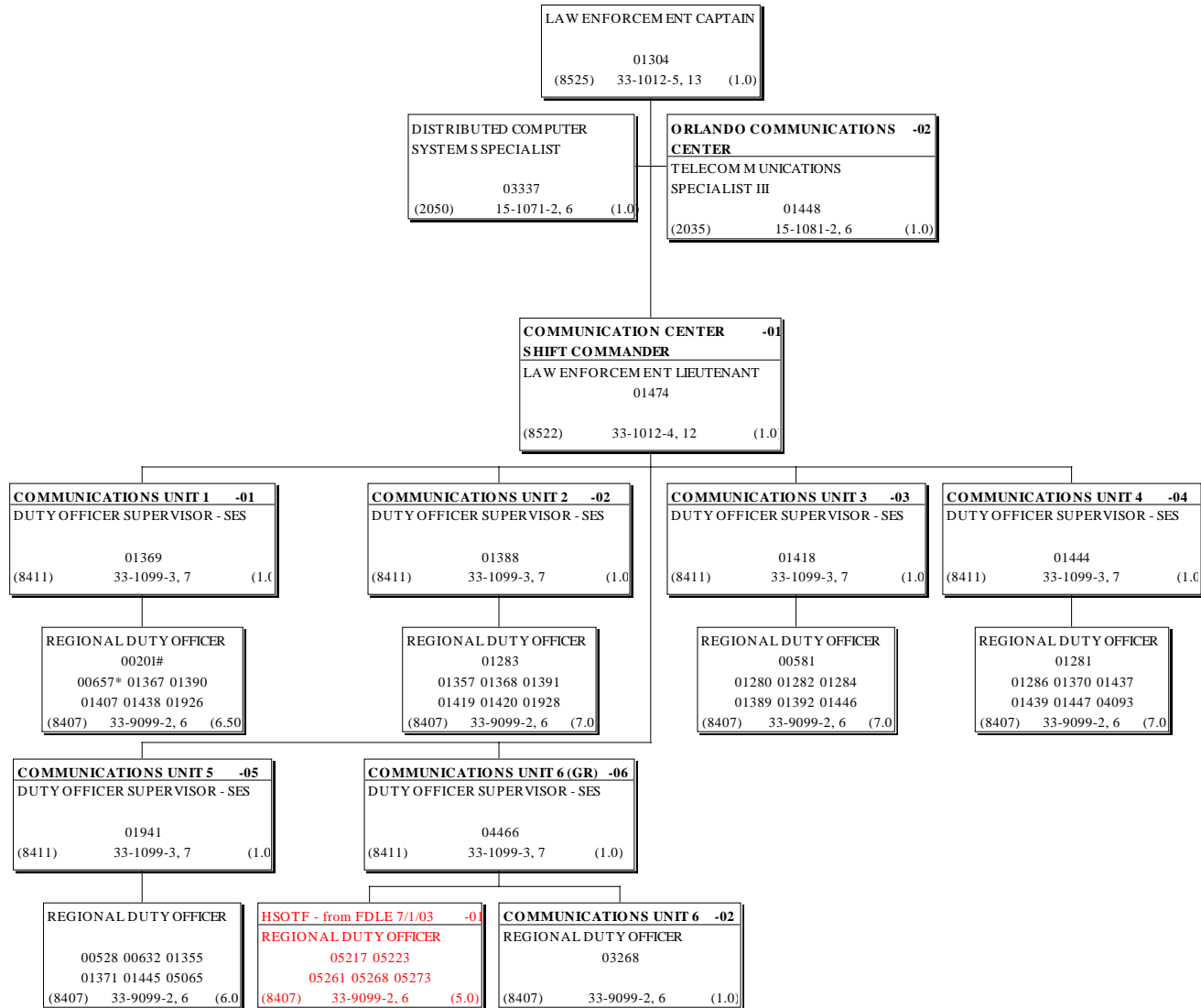
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / DELAND DISTRICT**

DATE: 04/01/09
 SEQUENCE: 7610-02-02-04-03
 OED: _____
 NUMBER OF POSITIONS: 32
 NUMBER OF fte'S: 32.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP D / ORLANDO COMMUNICATIONS CENTER**

DATE: 04/01/09
 SEQUENCE: 7610-02-02-02-05
 OED: _____
 NUMBER OF POSITIONS: 50
 NUMBER OF FTE'S: 49.50

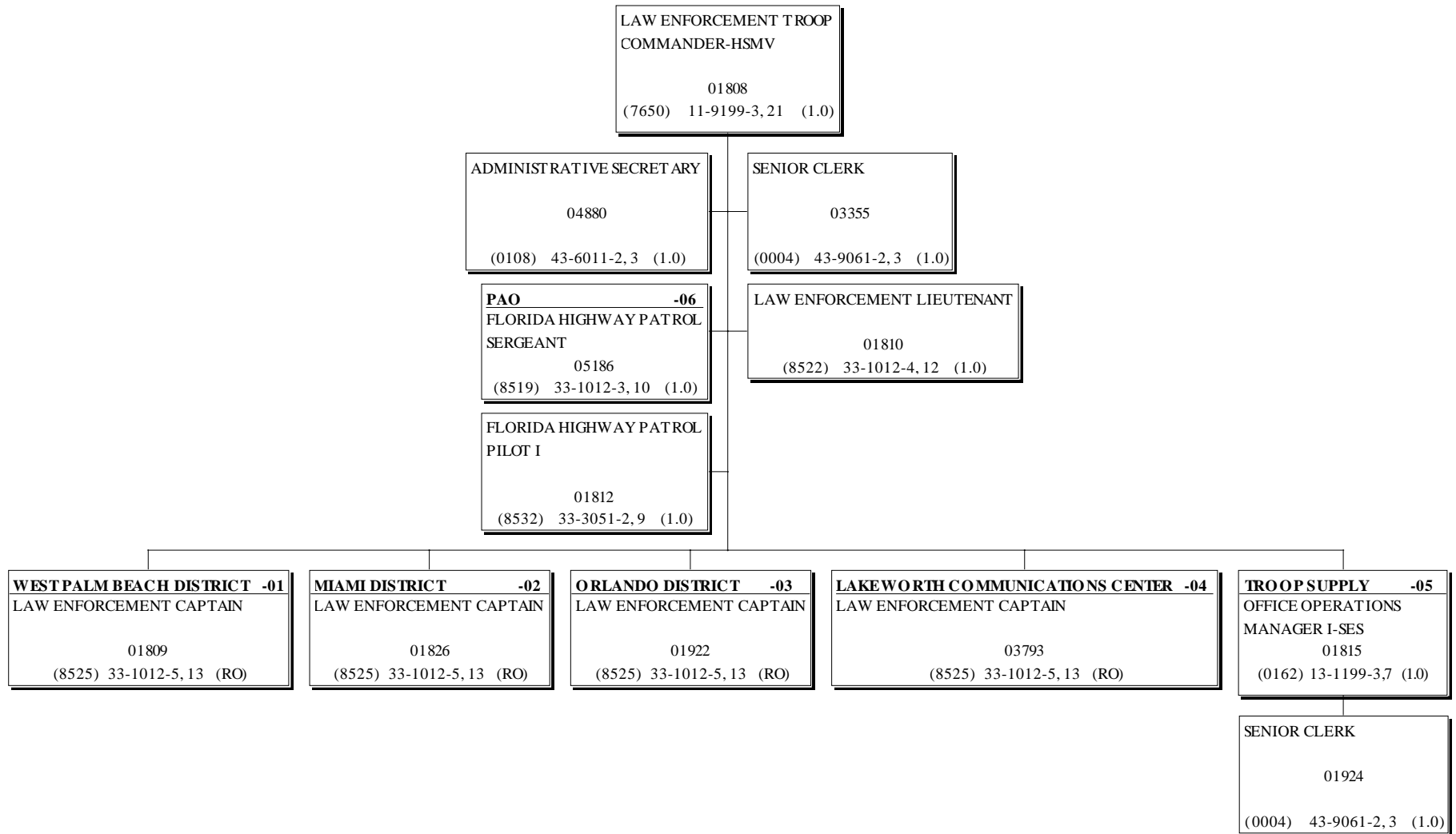


= FTE 0.50
 * = Shared Position

FHP TROOP D

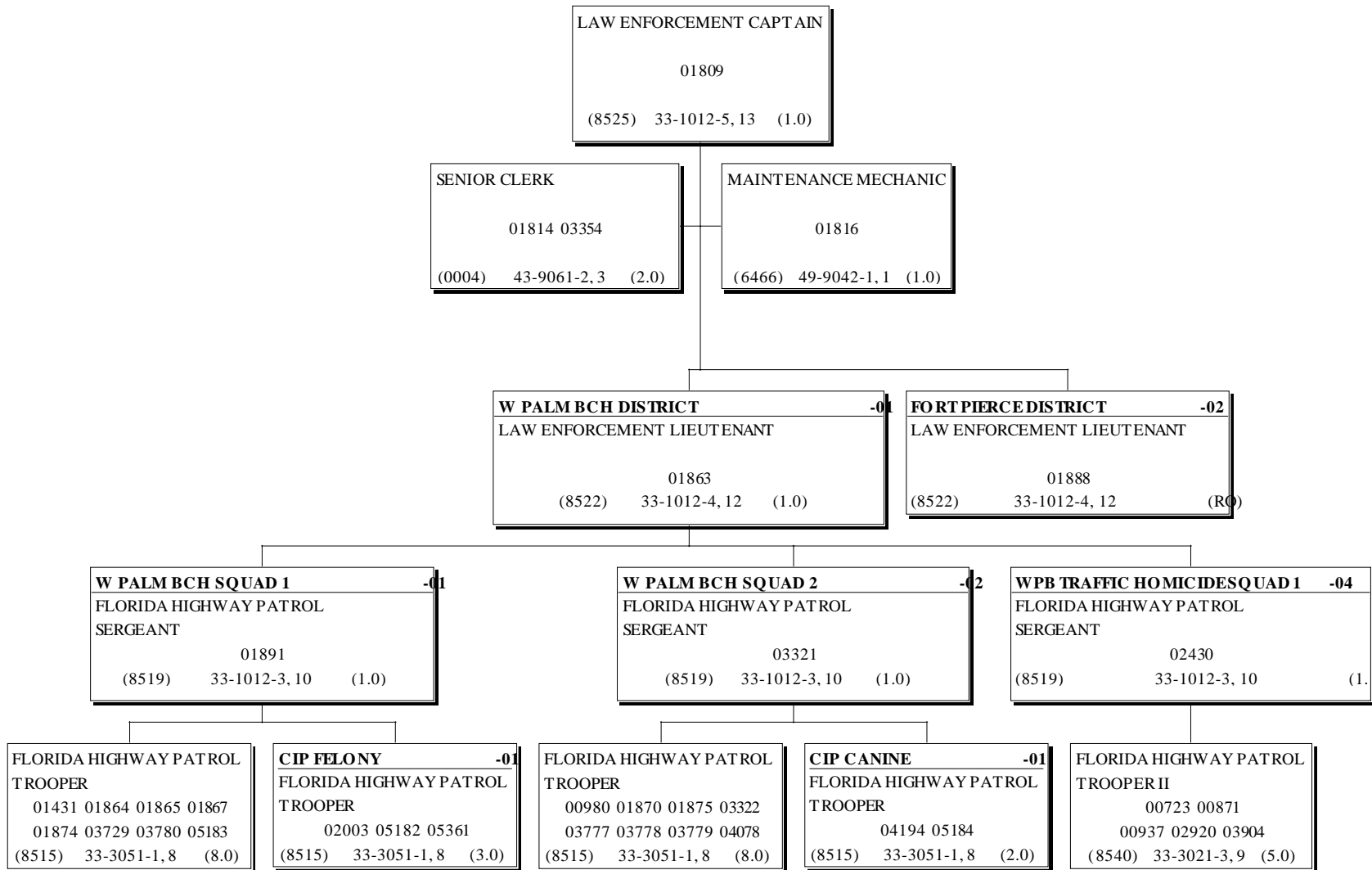
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP K / TURNPIKE / ORLANDO HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-02-03
 OWP: _____
 NUMBER OF POSITIONS: 8
 NUMBER OF FTE'S: 8.0



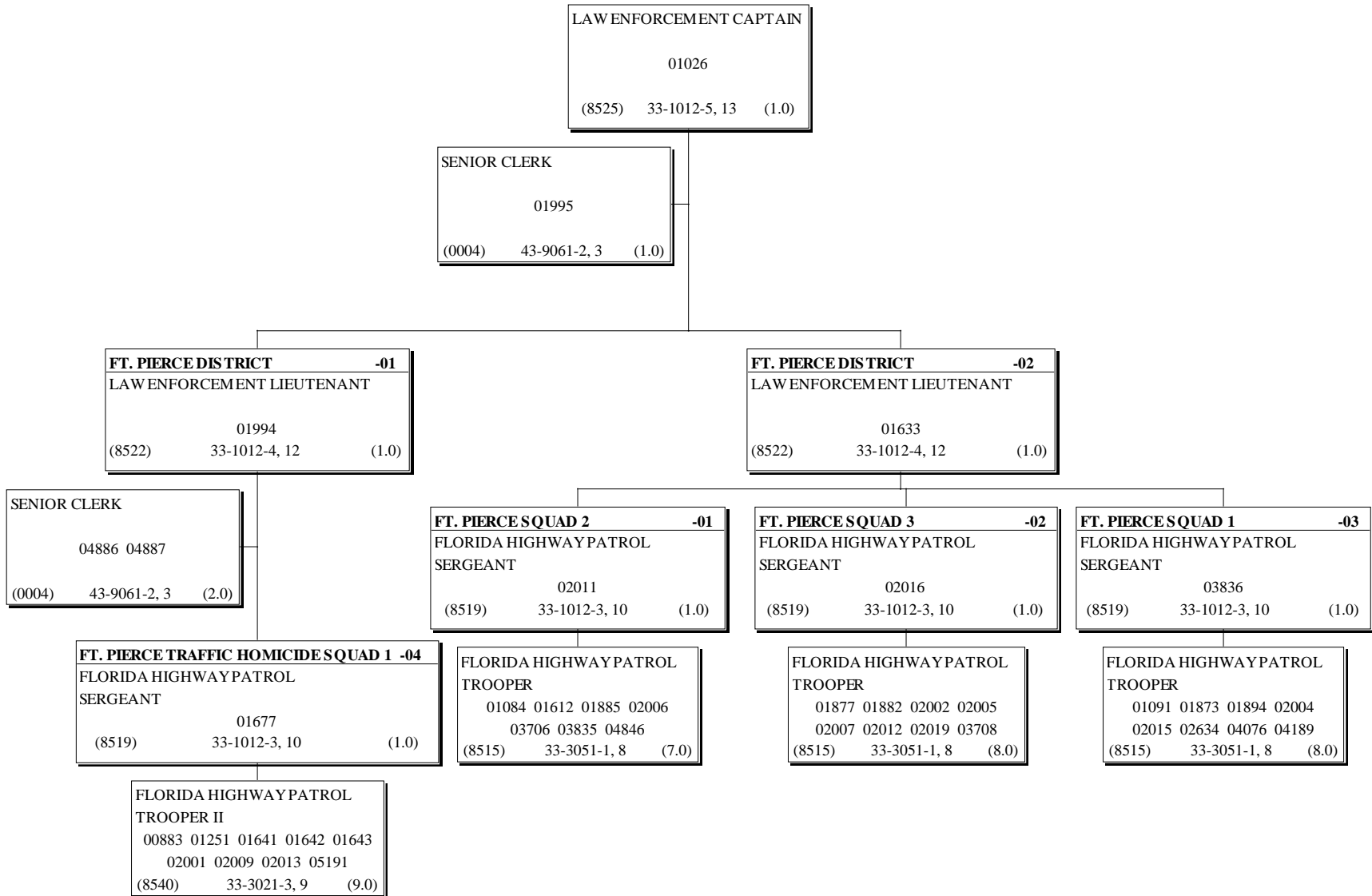
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP K / TURNPIKE / WEST PALM BEACH DISTRICT**

DATE: 05/01/09
 SEQUENCE: 7610-02-02-03-01
 OED: _____
 NUMBER OF POSITIONS: 34
 NUMBER OF FTE'S: 34.0



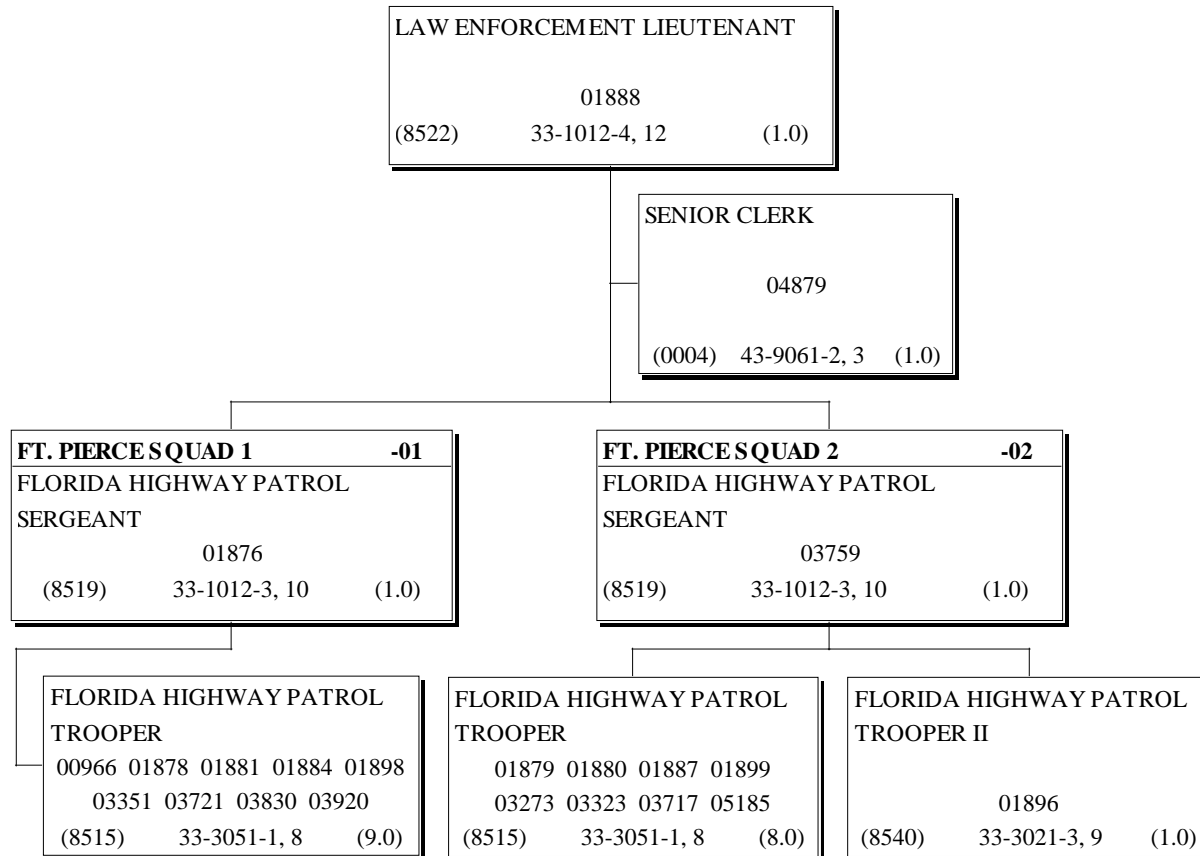
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / FT. PIERCE DISTRICT**

DATE: 06/01/10
 SEQUENCE: 7610-02-03-03-02
 OED: _____
 NUMBER OF POSITIONS: 42
 NUMBER OF FTE'S: 42.0



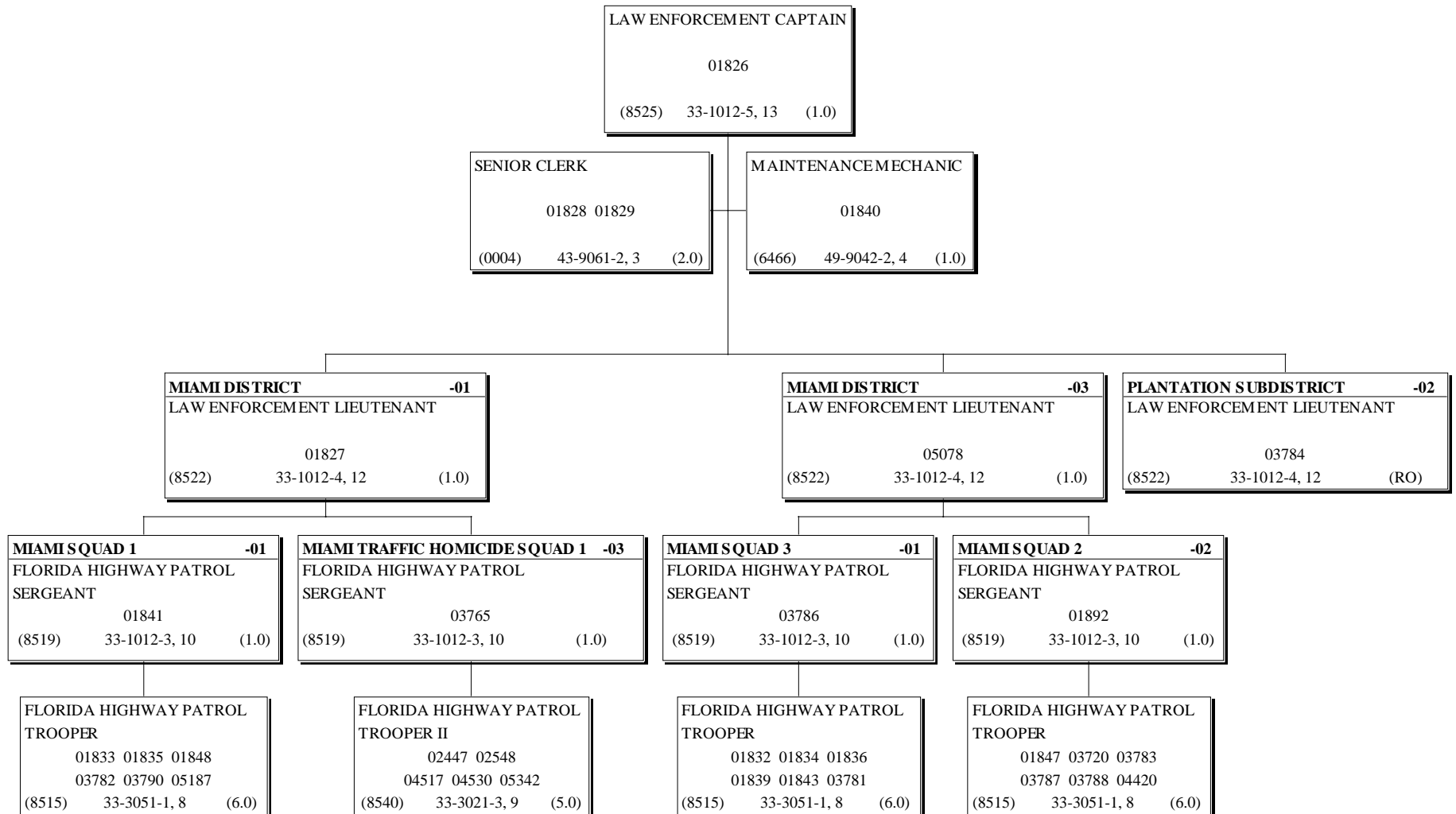
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP K / TURNPIKE / FORT PIERCE SUB-DISTRICT**

DATE: 12/11/09
 SEQUENCE: 7610-02-02-03-01-02
 OED: _____
 NUMBER OF POSITIONS: 22
 NUMBER OF FTE: 22.0



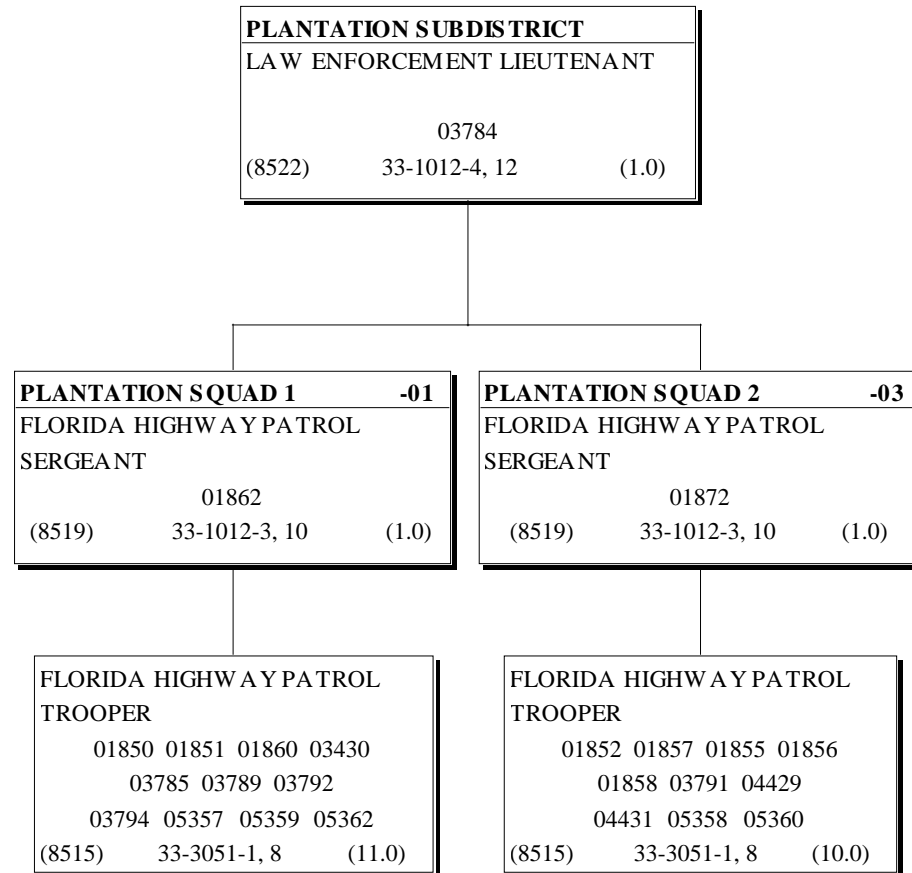
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP K / TURNPIKE / MIAMI DISTRICT**

DATE: 07/01/10
 SEQUENCE: 7610-02-02-03-02
 OWP: _____
 NUMBER OF POSITIONS: 33
 NUMBER OF FTES: 33.0



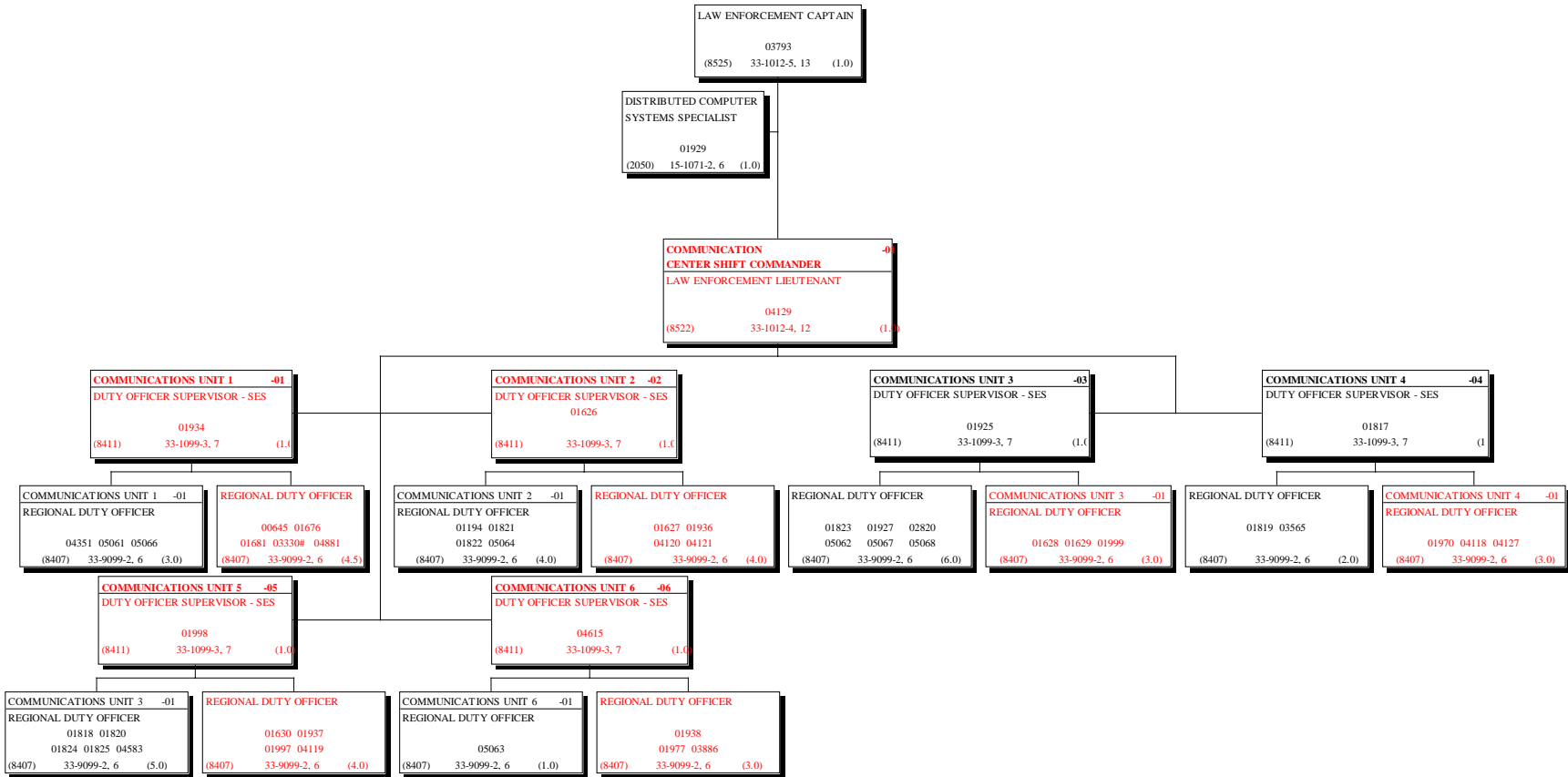
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / MIAMI DISTRICT
PLANTATION SUBDISTRICT

DATE: 09/01/09
 SEQUENCE: 7610-02-02-03-02-02
 OED: _____
 NUMBER OF POSITIONS: 24
 NUMBER OF fte'S: 24.0



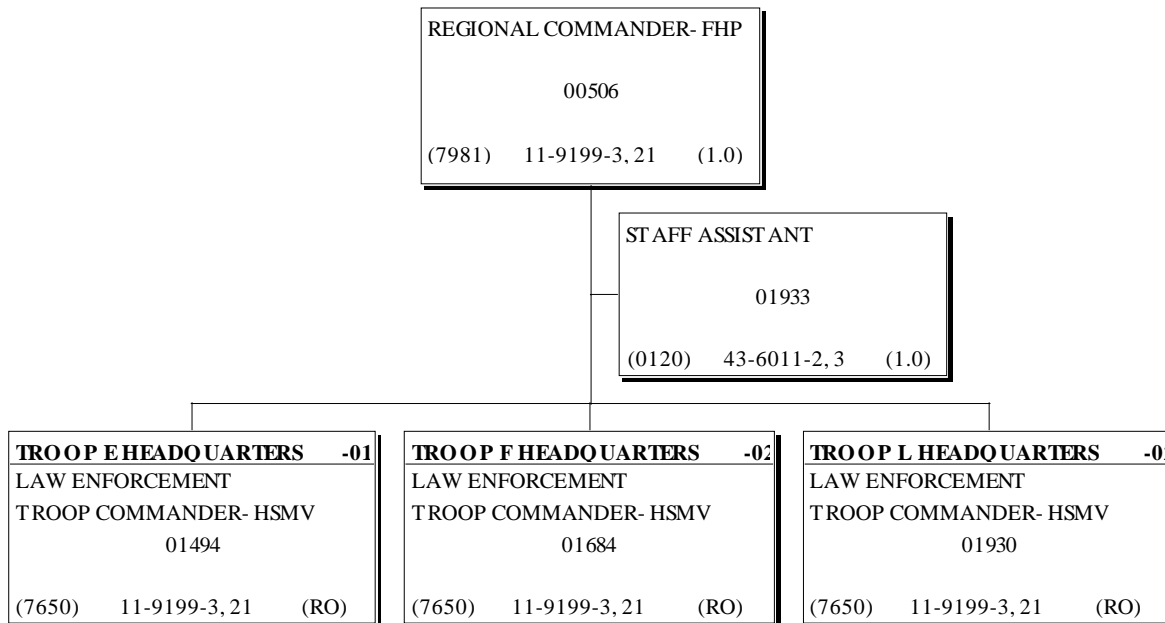
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP K / LAKE WORTH COMMUNICATIONS CENTER**

DATE: 01/01/10
 SEQUENCE: 7610-02-02-03-04
 OED: _____
 NUMBER OF POSITIONS: 52
 NUMBER OF FTE'S: 51.5



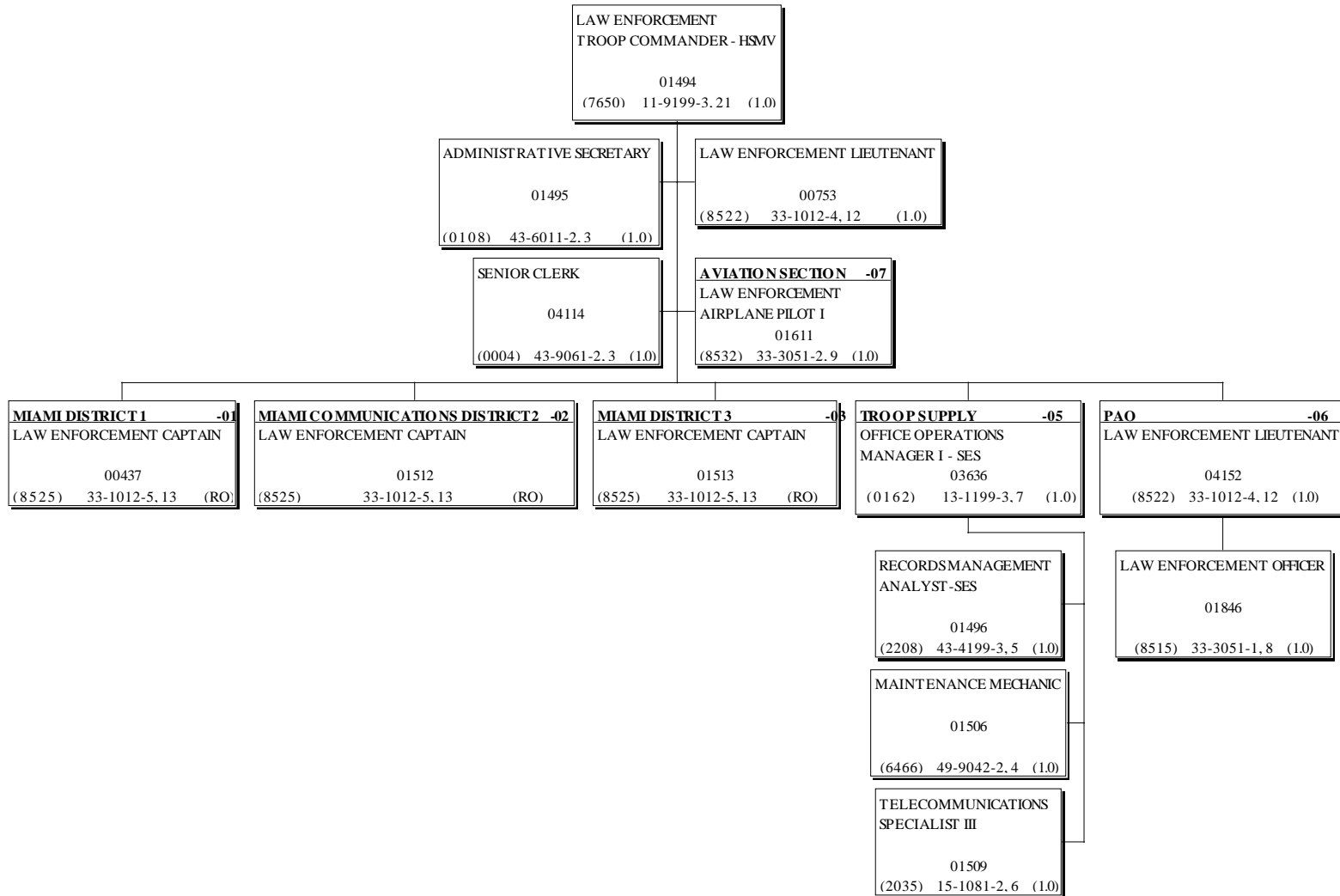
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS, SOUTHERN REGION**

DATE: 06/01/09
 SEQUENCE: 7610-02-03
 OED: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE'S: 2.0



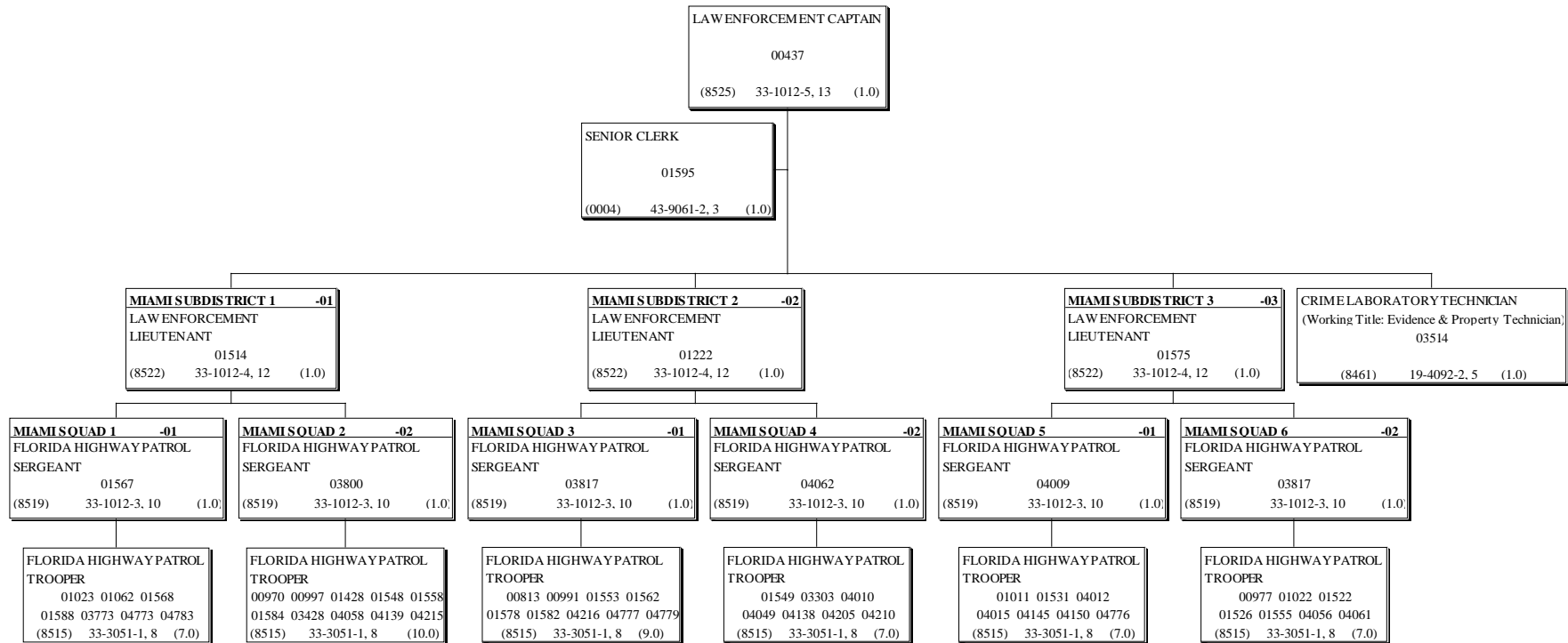
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP E / MIAMI HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-03-01
 OWP: _____
 NUMBER OF POSITIONS: 11
 NUMBER OF FTE'S: 11.0



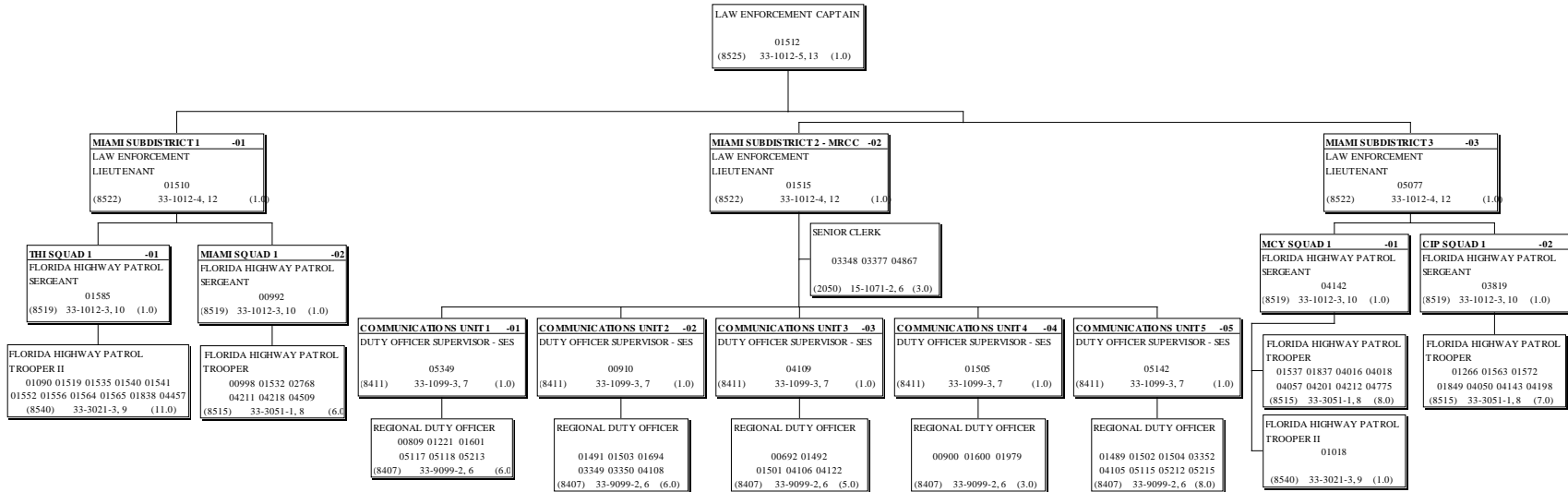
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP E / MIAMI DISTRICT 1**

DATE: 09/10/10
 SEQUENCE: 7610-02-03-01-01
 OWP: _____
 NUMBER OF POSITIONS: 59
 NUMBER OF FTE'S: 59.0



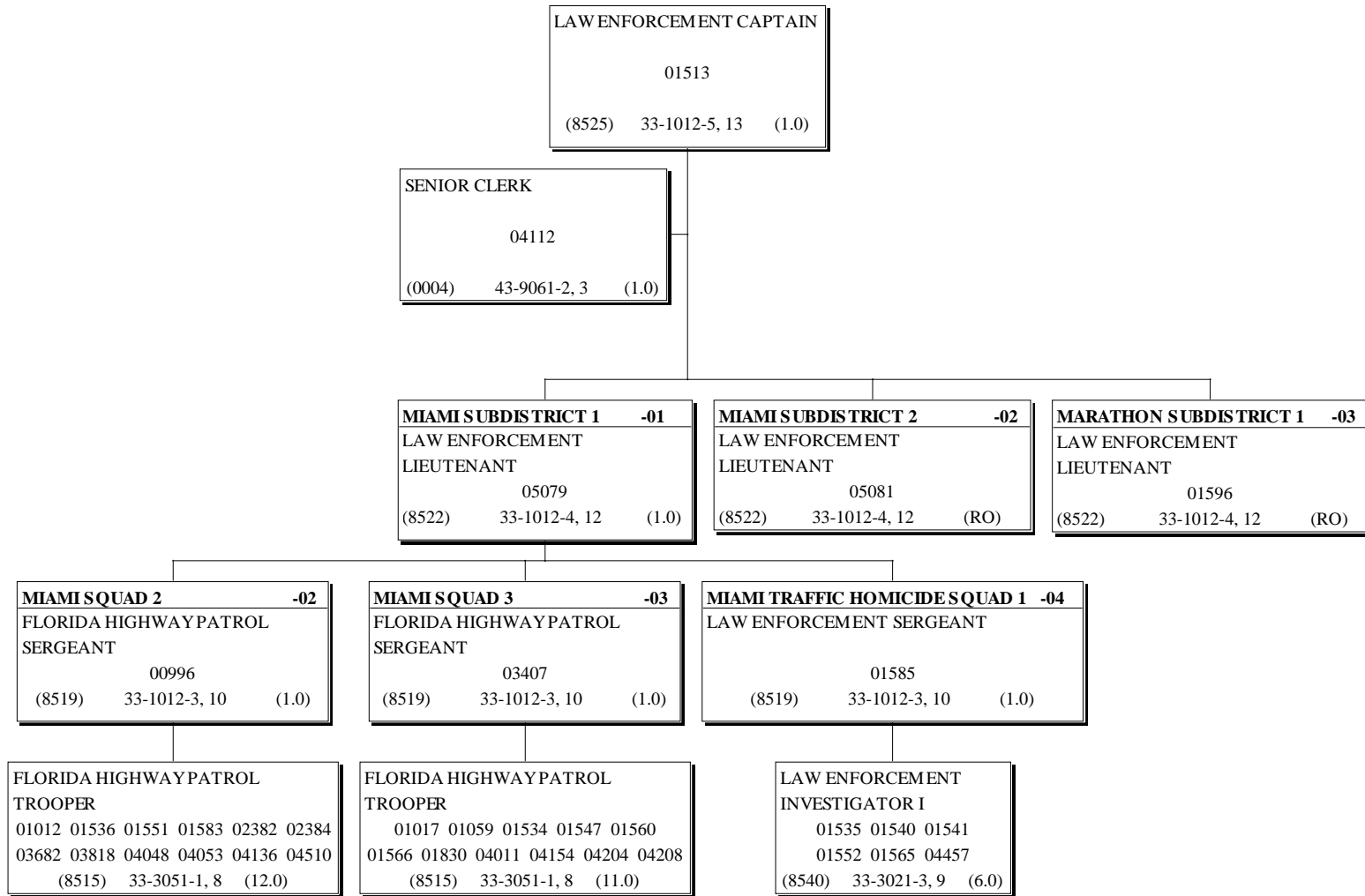
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP E / MIAMI DISTRICT 2**

DATE: 08/13/10
 SEQUENCE: 7610-02-03-01-02
 OWP: _____
 NUMBER OF POSITIONS: 77
 NUMBER OF FTE'S: 77.0



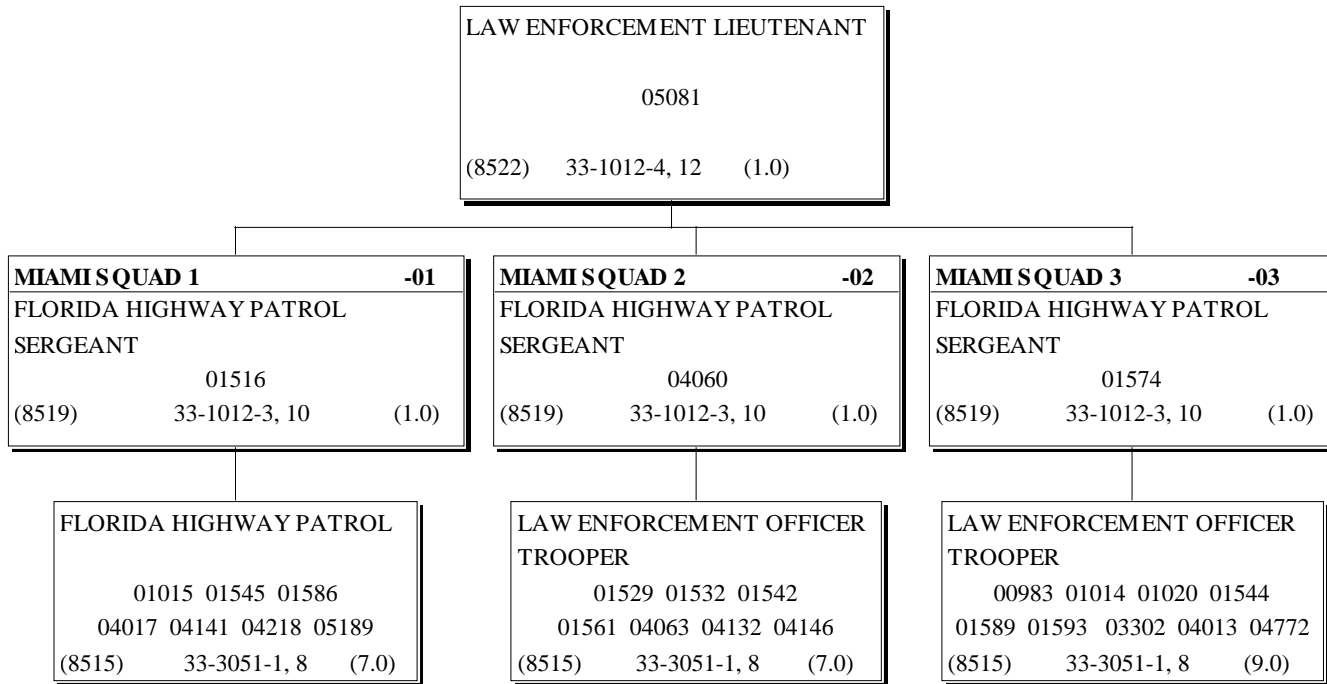
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP E / MIAMI DISTRICT 3**

DATE: 08/13/10
 SEQUENCE: 7610-02-03-01-03
 OWP: _____
 NUMBER OF POSITIONS: 33
 NUMBER OF FTE'S: 33.0



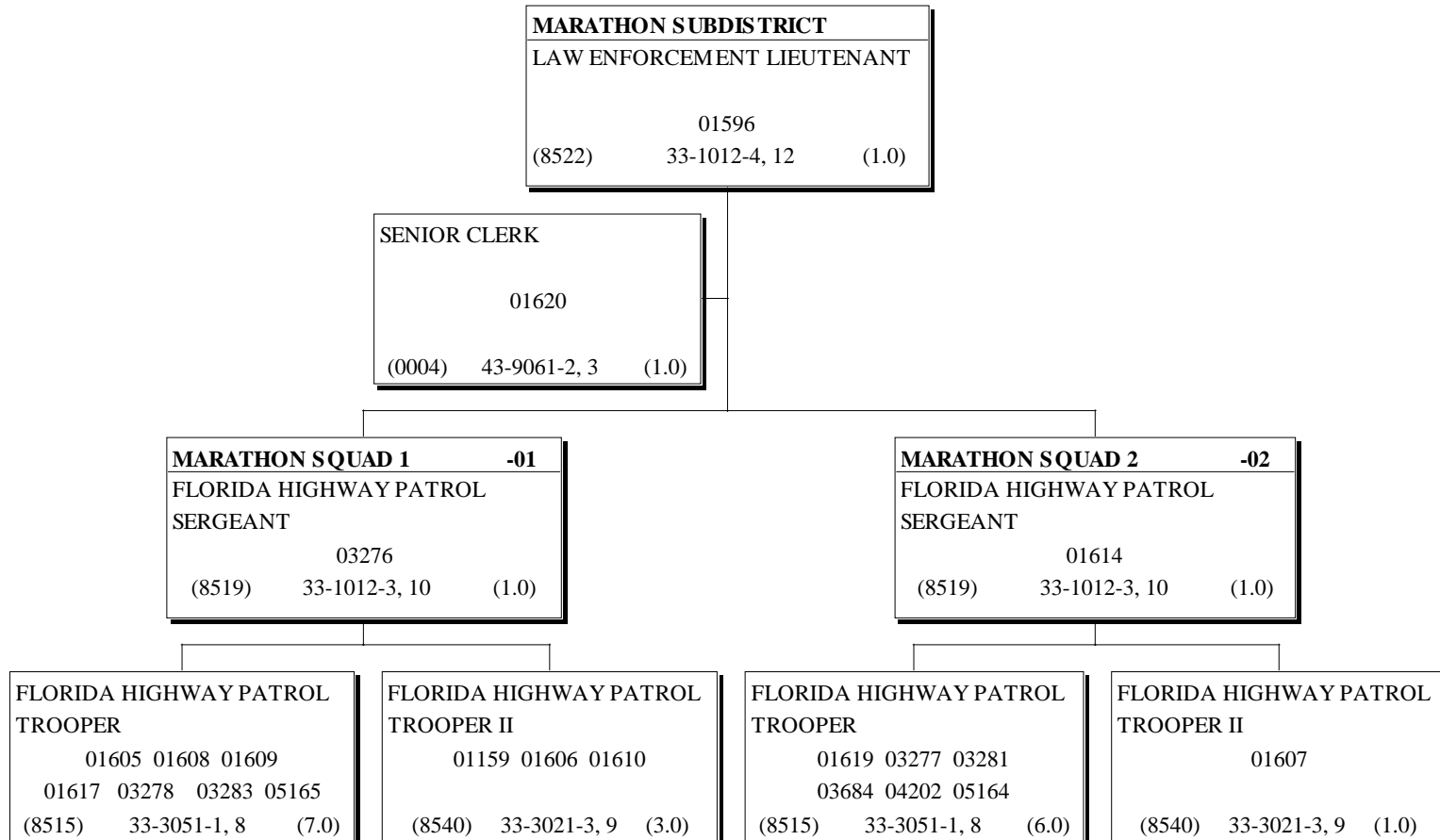
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP E / MIAMI DISTRICT 3, SUBDISTRICT 2**

DATE: 08/13/10
 SEQUENCE: 7610-02-03-01-03-02
 OWP: _____
 NUMBER OF POSITIONS: 27
 NUMBER OF FTE'S: 27.0



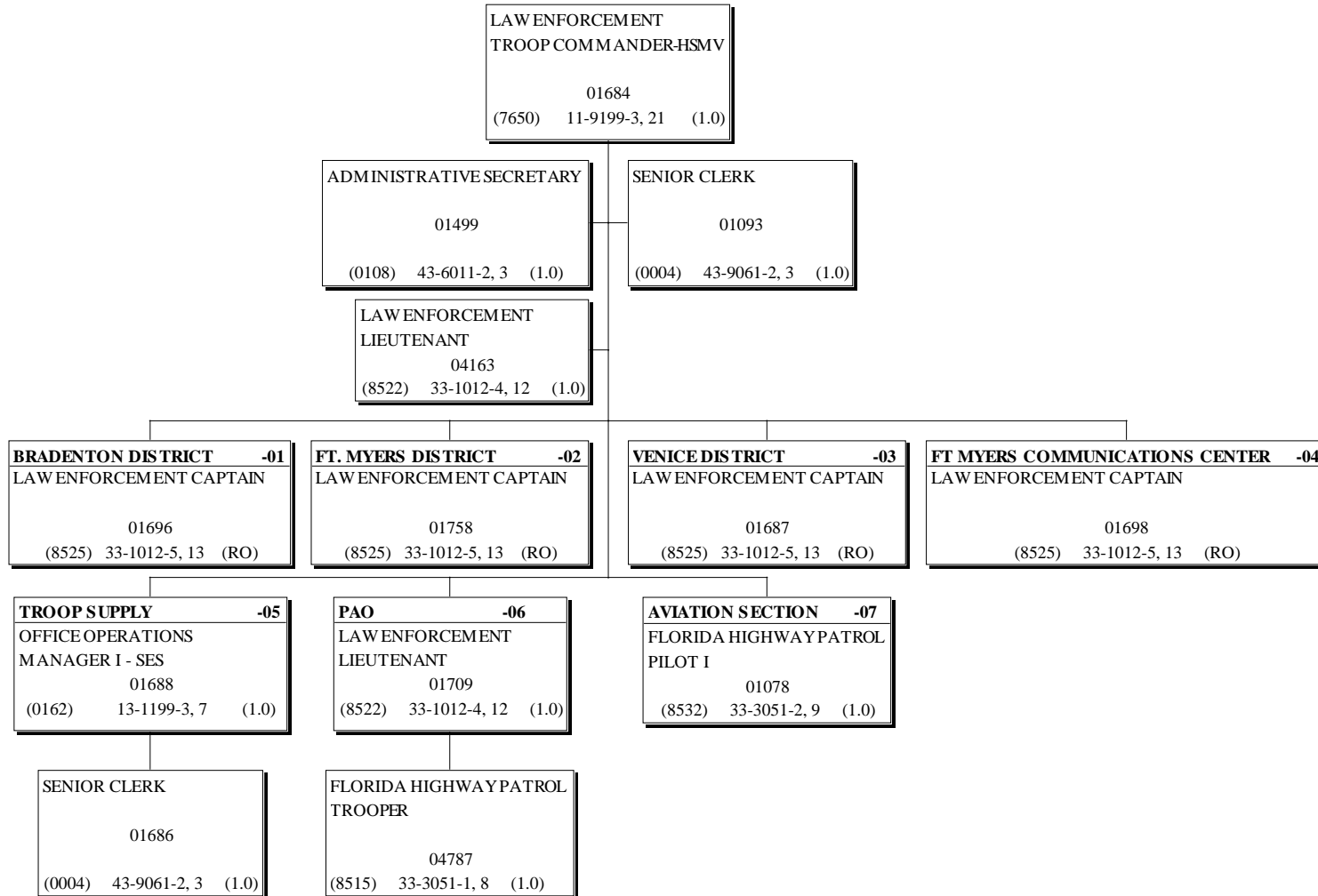
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP E / MIAMI DISTRICT 3, MARATHON SUBDISTRICT 1**

DATE: 08/13/10
 SEQUENCE: 7610-02-03-01-03-03
 OWP: _____
 NUMBER OF POSITIONS: 21
 NUMBER OF FTE'S: 21.0



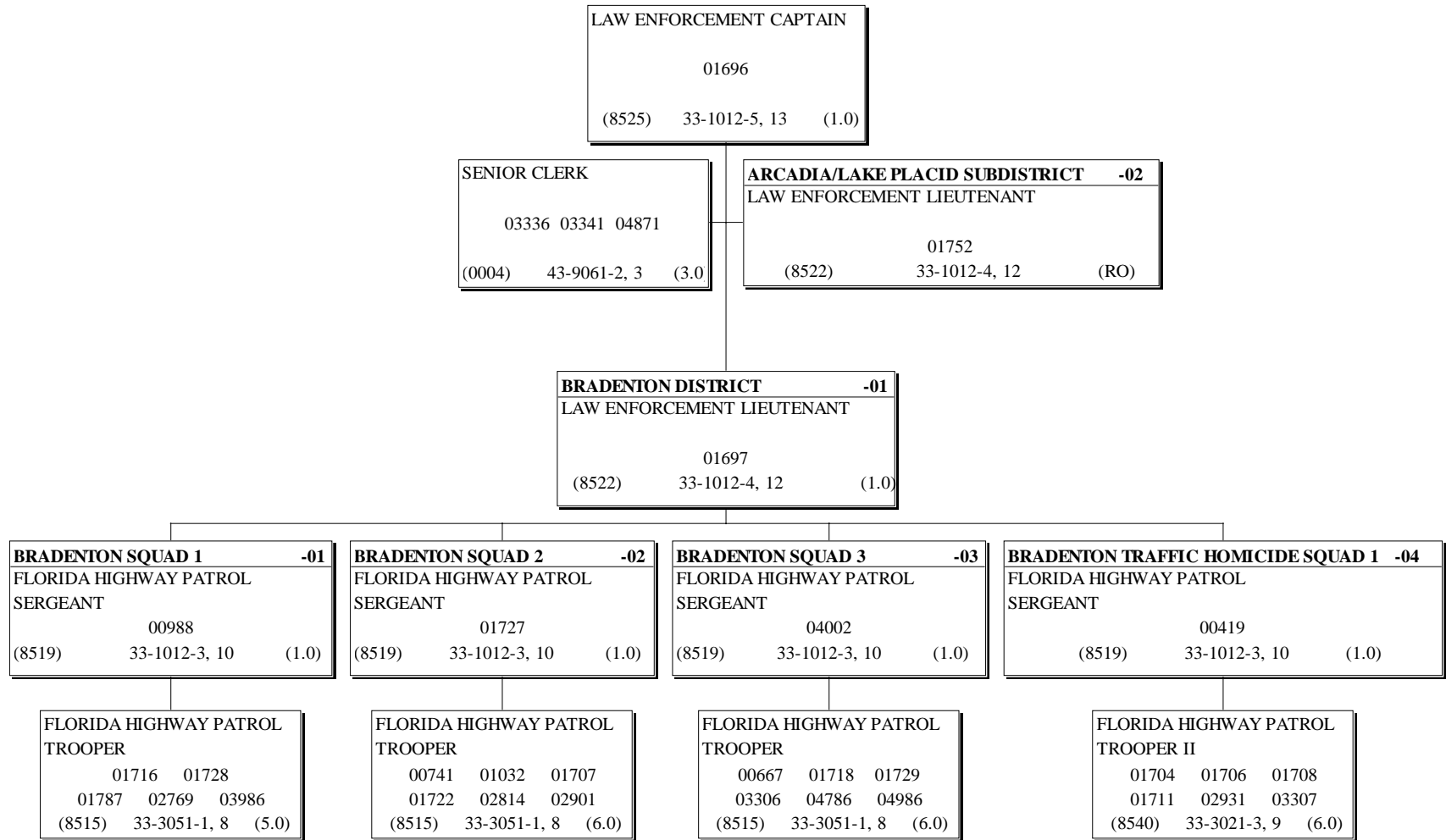
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP F / BRADENTON HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-03-02
 OWP: _____
 NUMBER OF POSITIONS: 9
 NUMBER OF FTE'S: 9.0



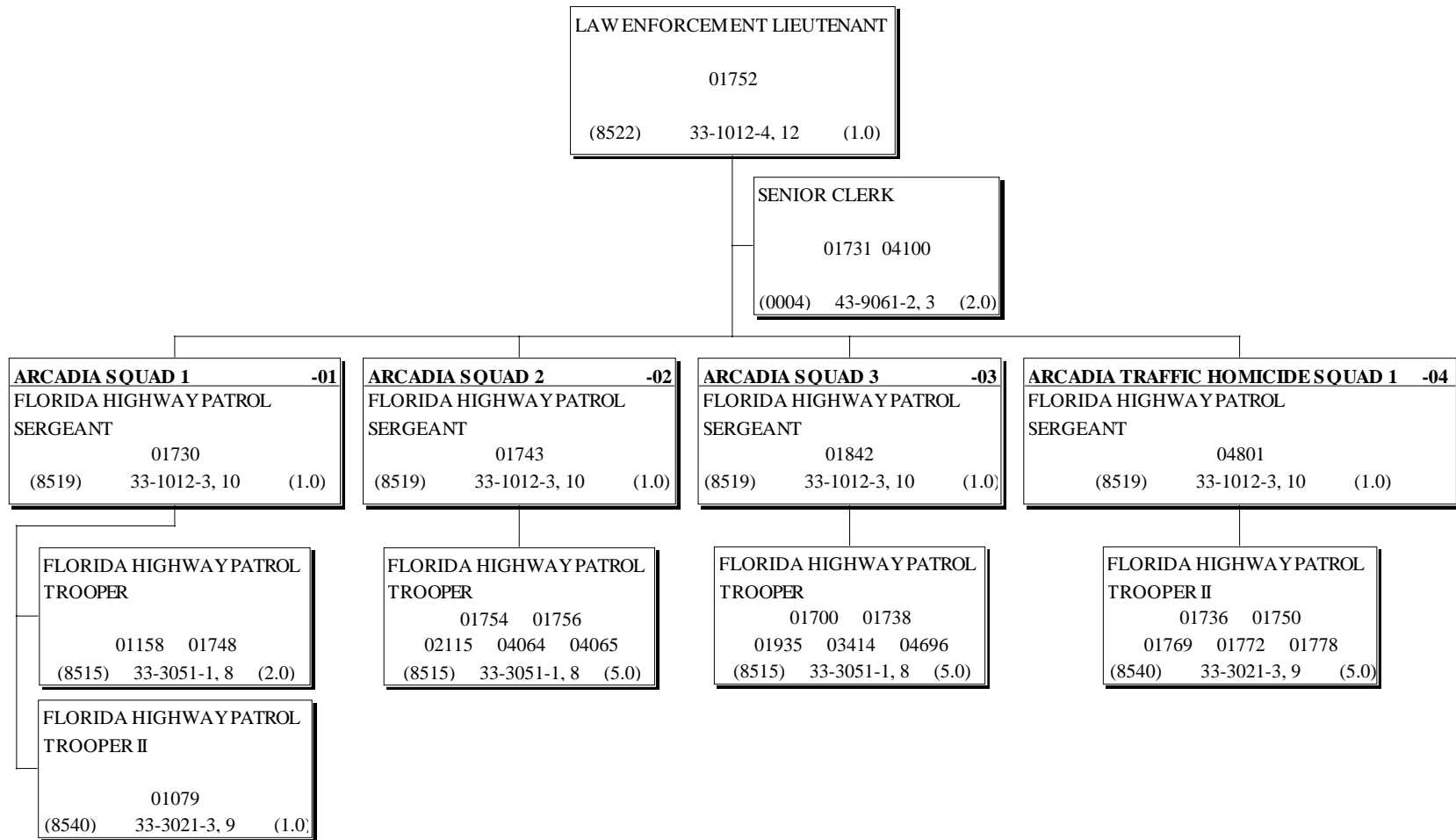
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP F / BRADENTON DISTRICT**

DATE: 07/30/10
 SEQUENCE: 7610-02-03-02-01
 OWP: _____
 NUMBER OF POSITIONS: 32
 NUMBER OF FTE'S: 32.0



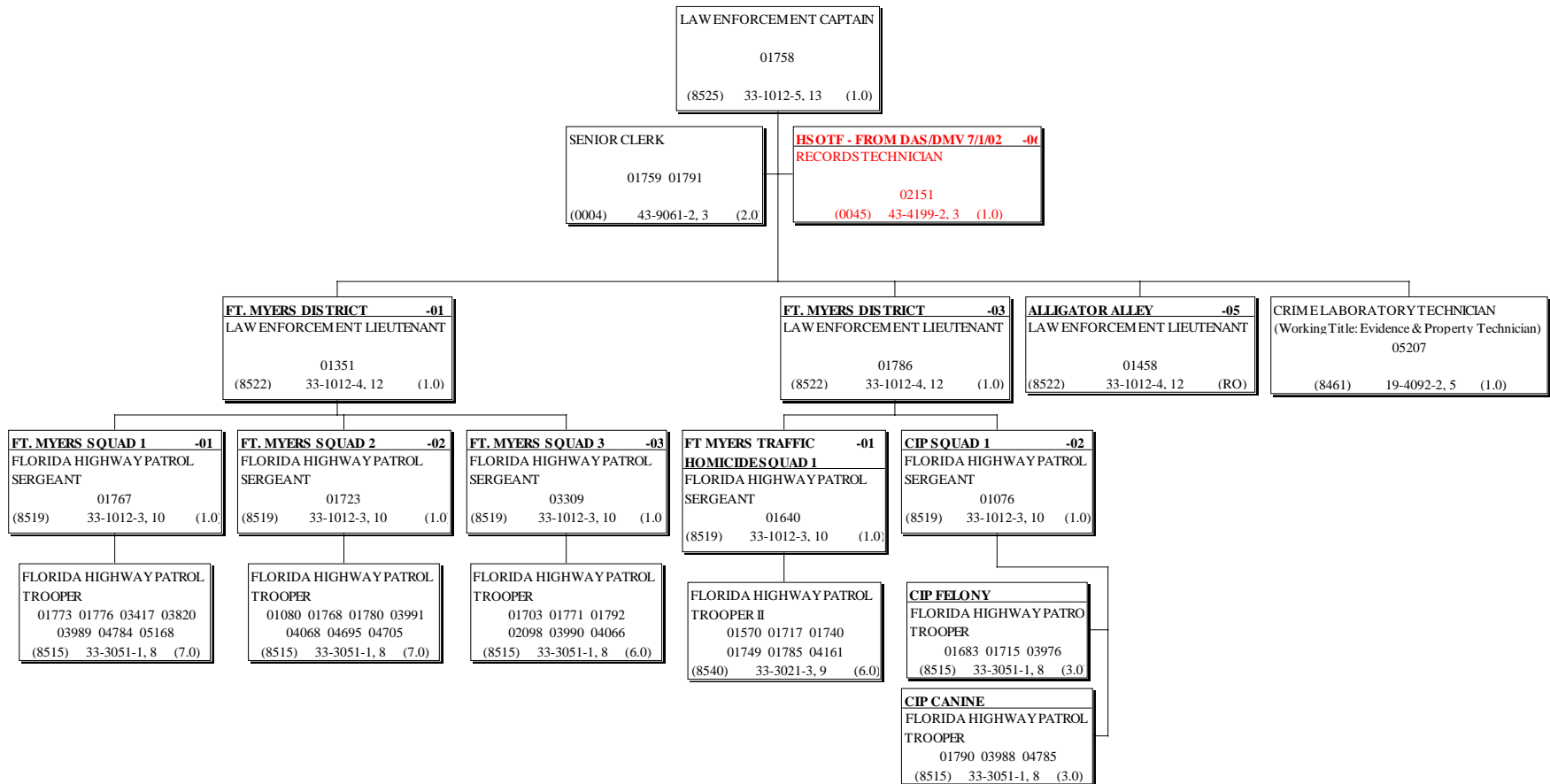
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP F / BRADENTON DISTRICT, ARCADIA/LAKE PLACID
 SUBDISTRICT**

DATE: 04/01/09
 SEQUENCE: 7610-02-03-02-01-02
 OED: _____
 NUMBER OF POSITIONS: 25
 NUMBER OF fte'S: 25.0



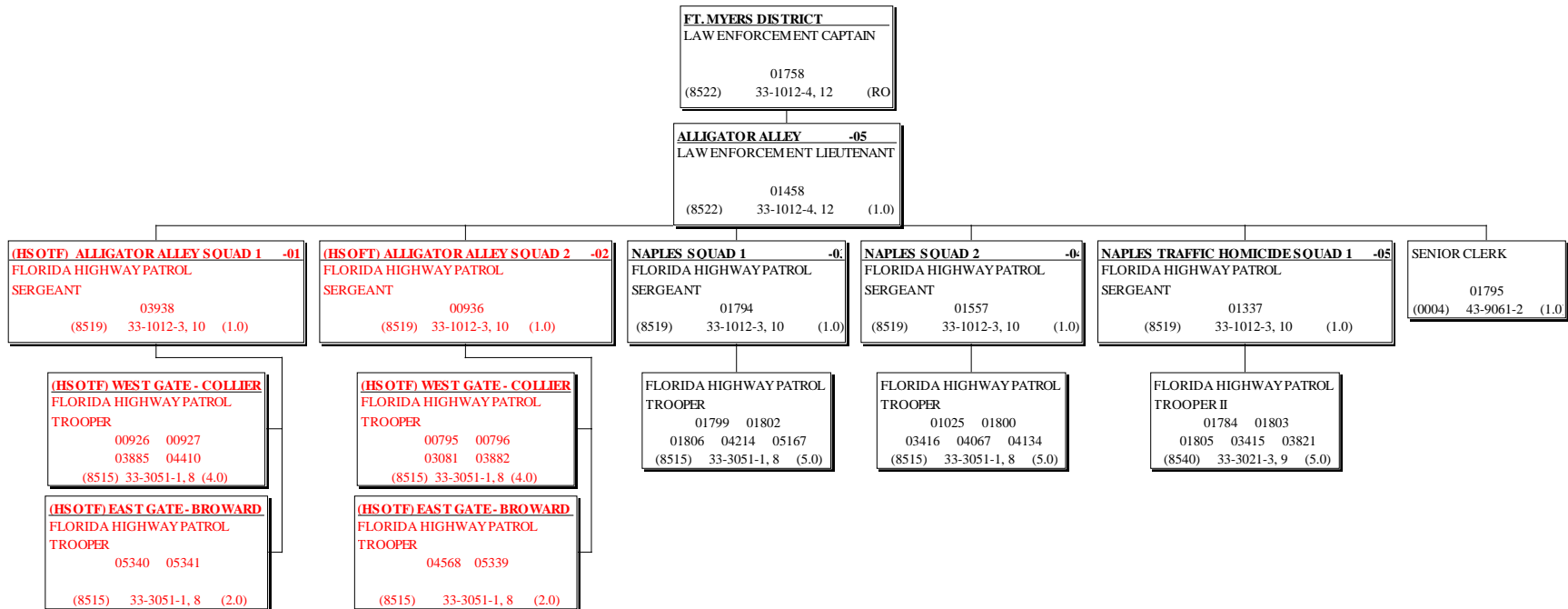
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP F / FT. MYERS DISTRICT**

DATE: 09/10/10
 SEQUENCE: 7610-02-03-02-02
 OWP: _____
 NUMBER OF POSITIONS: 44
 NUMBER OF FTE'S: 44.0



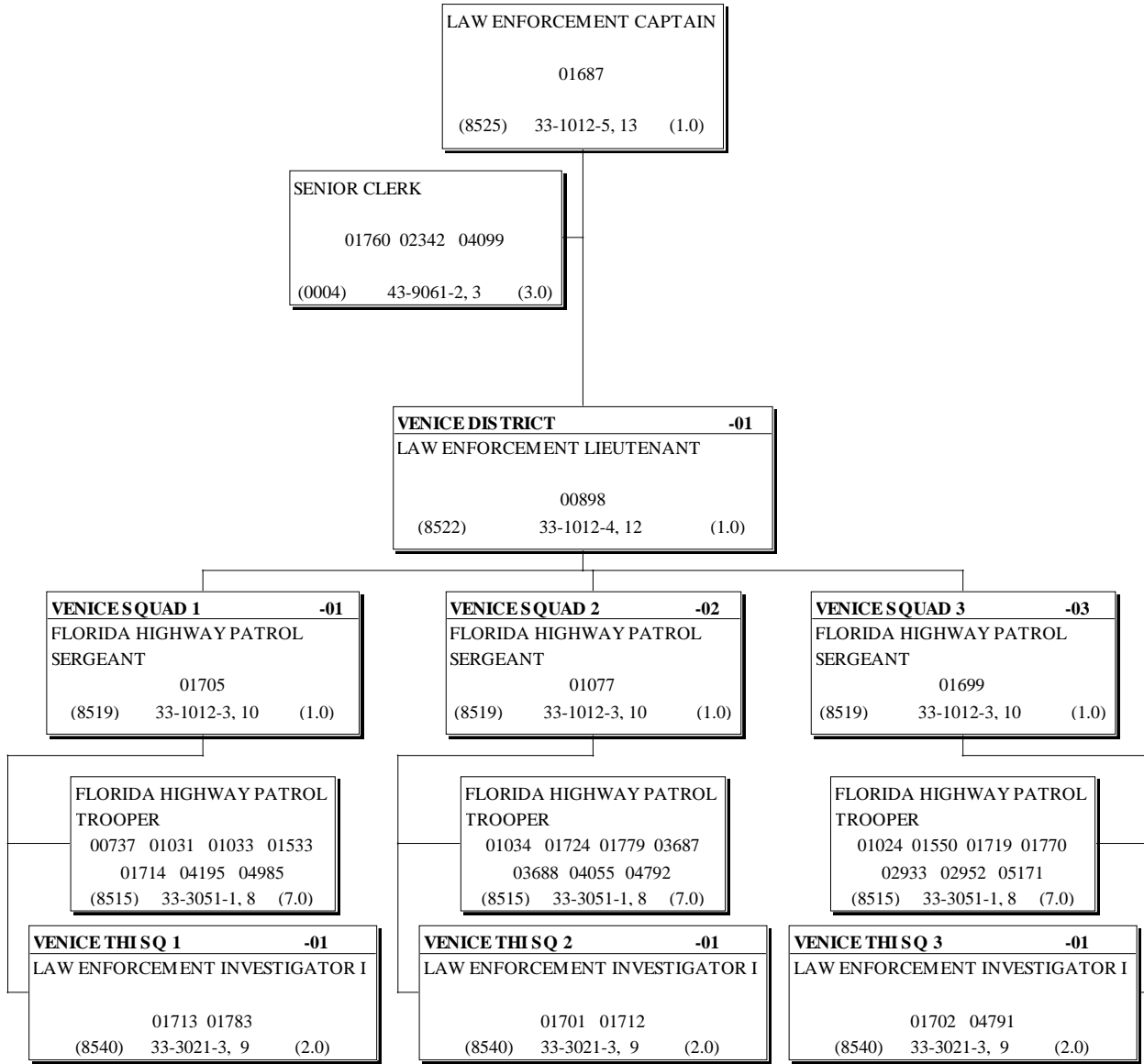
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL,
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP F / FT. MYERS DISTRICT, NAPLES SUBDISTRICT**

DATE: 01/08/10
 SEQUENCE: 7610-02-03-02-02
 OED: _____
 NUMBER OF POSITIONS: 34
 NUMBER OF FTE'S: 34.0



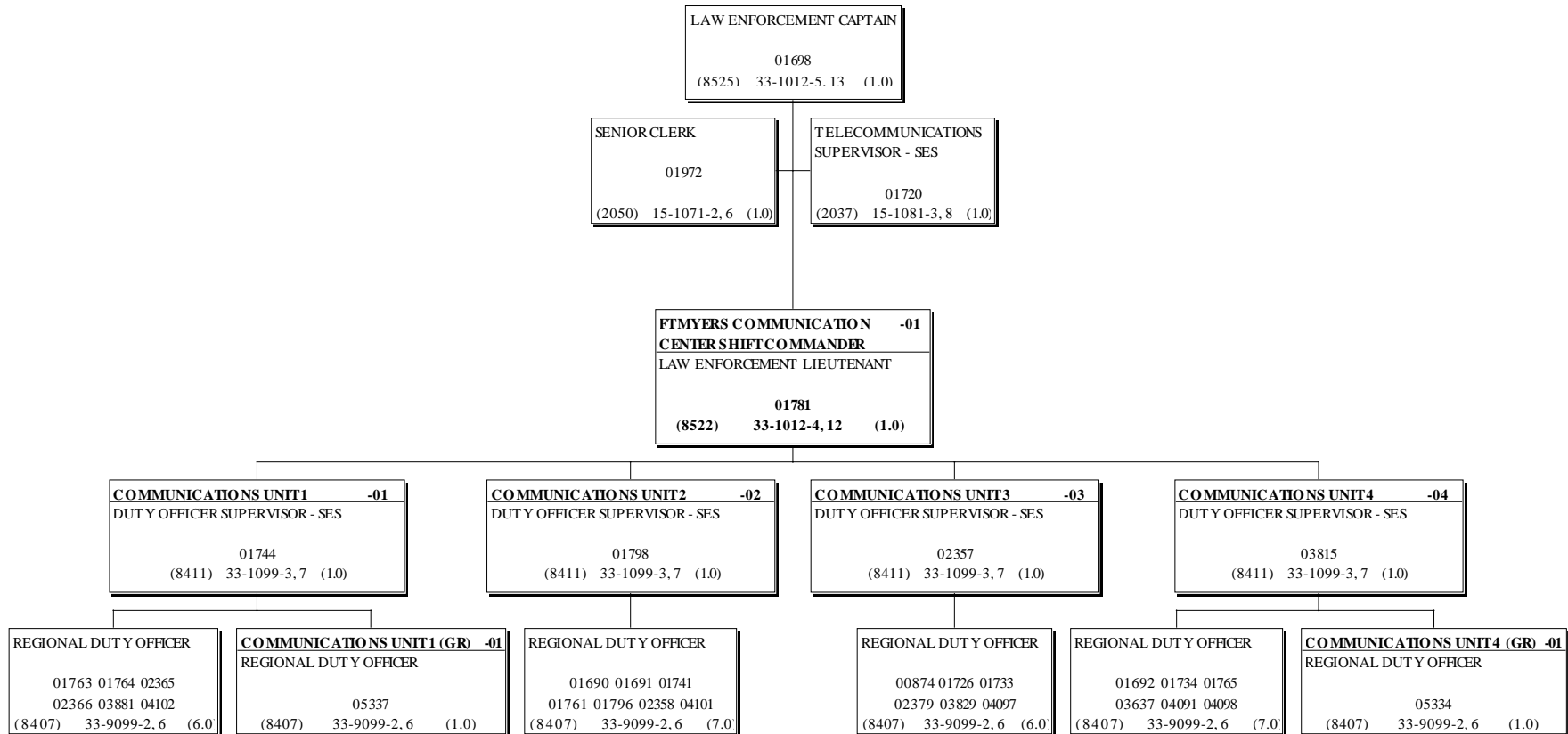
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP F / VENICE DISTRICT**

DATE: 08/01/10
 SEQUENCE: 7610-02-03-02-03
 OWP: _____
 NUMBER OF POSITIONS: 35
 NUMBER OF fte'S: 35.0



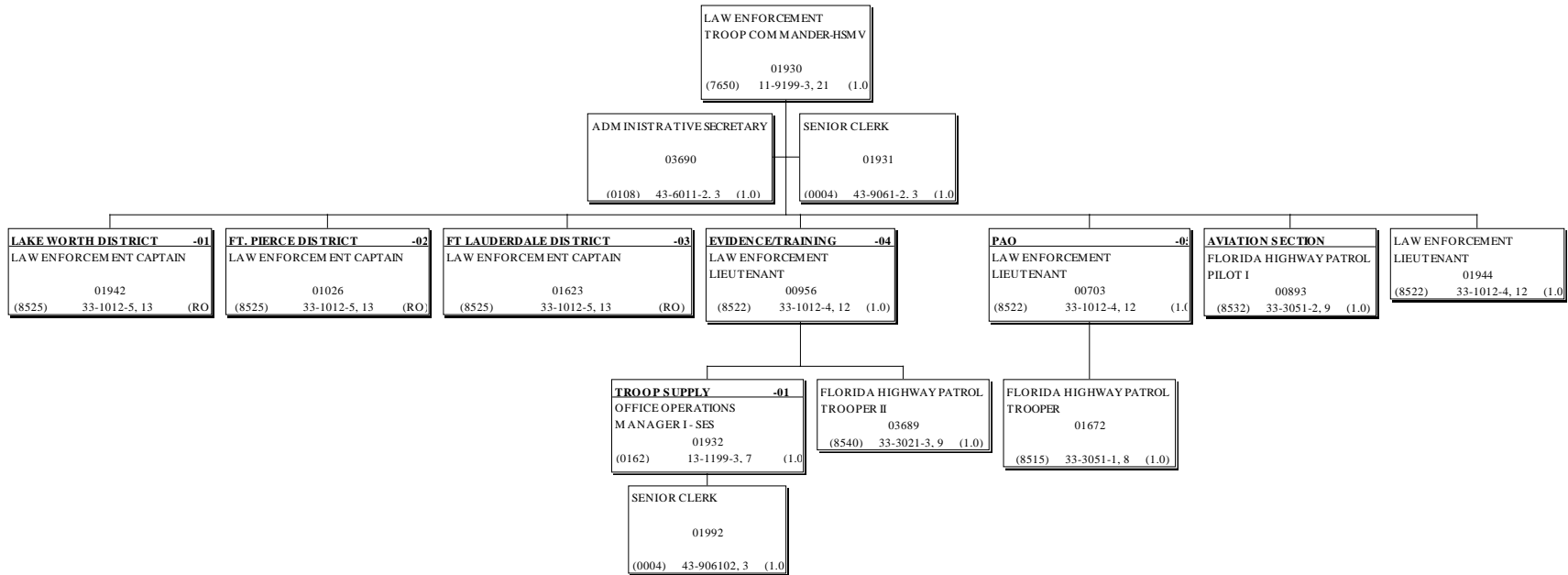
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP F / FT. MYERS COMMUNICATIONS CENTER**

DATE: 04/01/09
 SEQUENCE: 7610-02-03-02-04
 OED: _____
 NUMBER OF POSITIONS: 35
 NUMBER OF FTE'S: 35.0



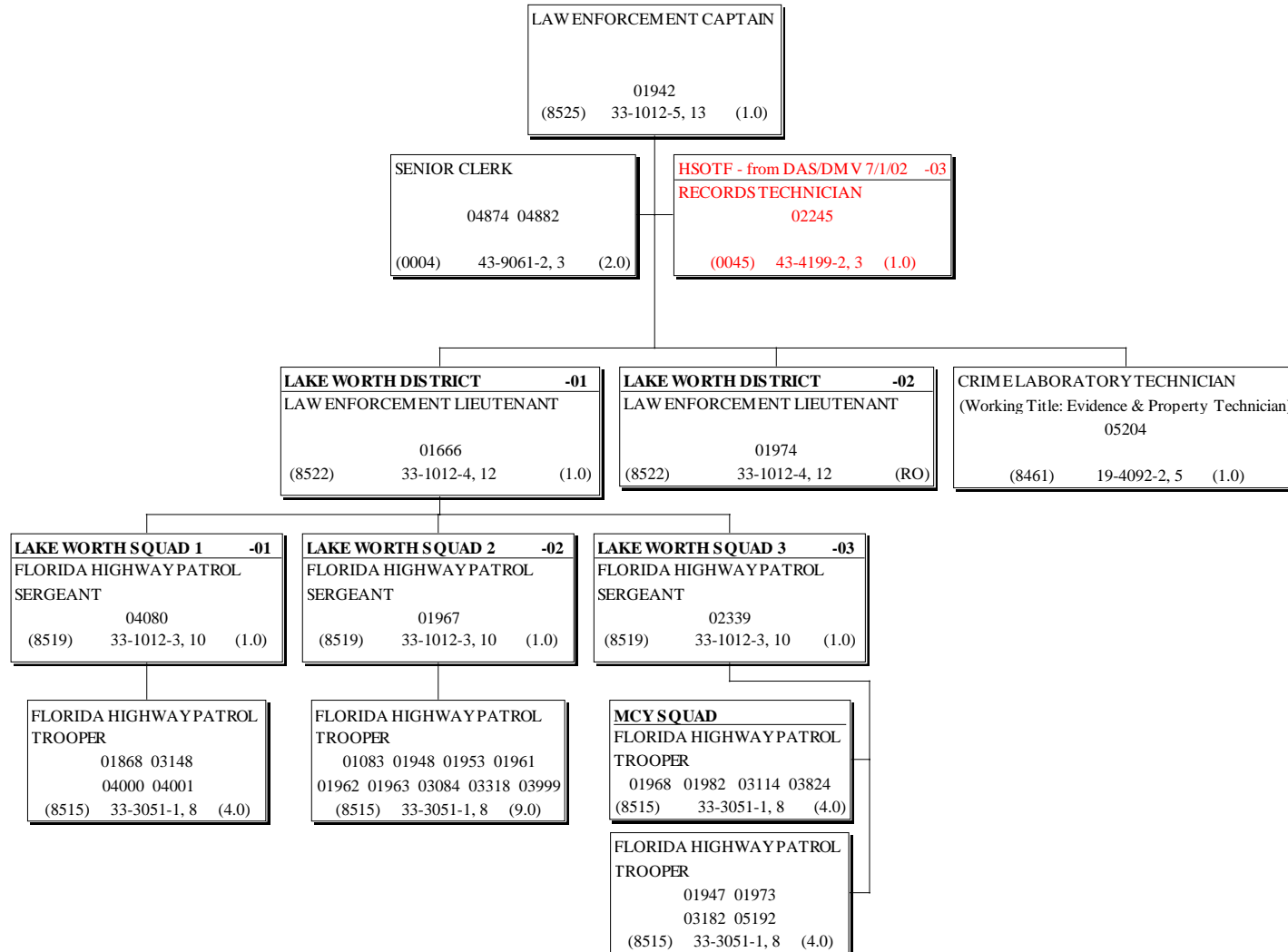
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / LAKE WORTH HEADQUARTERS**

DATE: 09/10/10
 SEQUENCE: 7610-02-03-03
 OWP: _____
 NUMBER OF POSITIONS: 11
 NUMBER OF FTE'S: 11.0



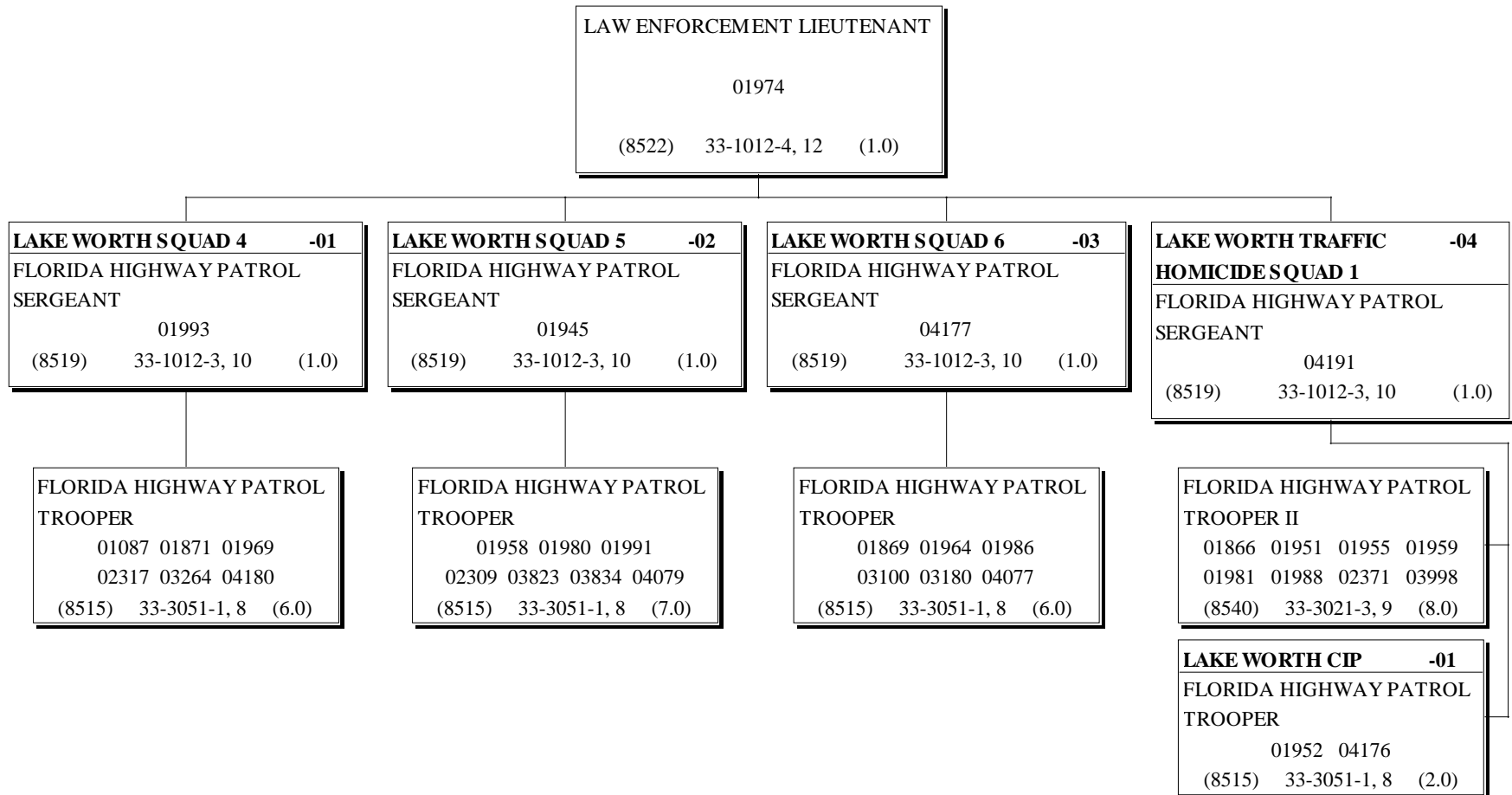
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / LAKE WORTH DISTRICT**

DATE: 09/10/10
 SEQUENCE: 7610-02-03-03-01
 OWP: _____
 NUMBER OF POSITIONS: 30
 NUMBER OF FTE'S: 30.0



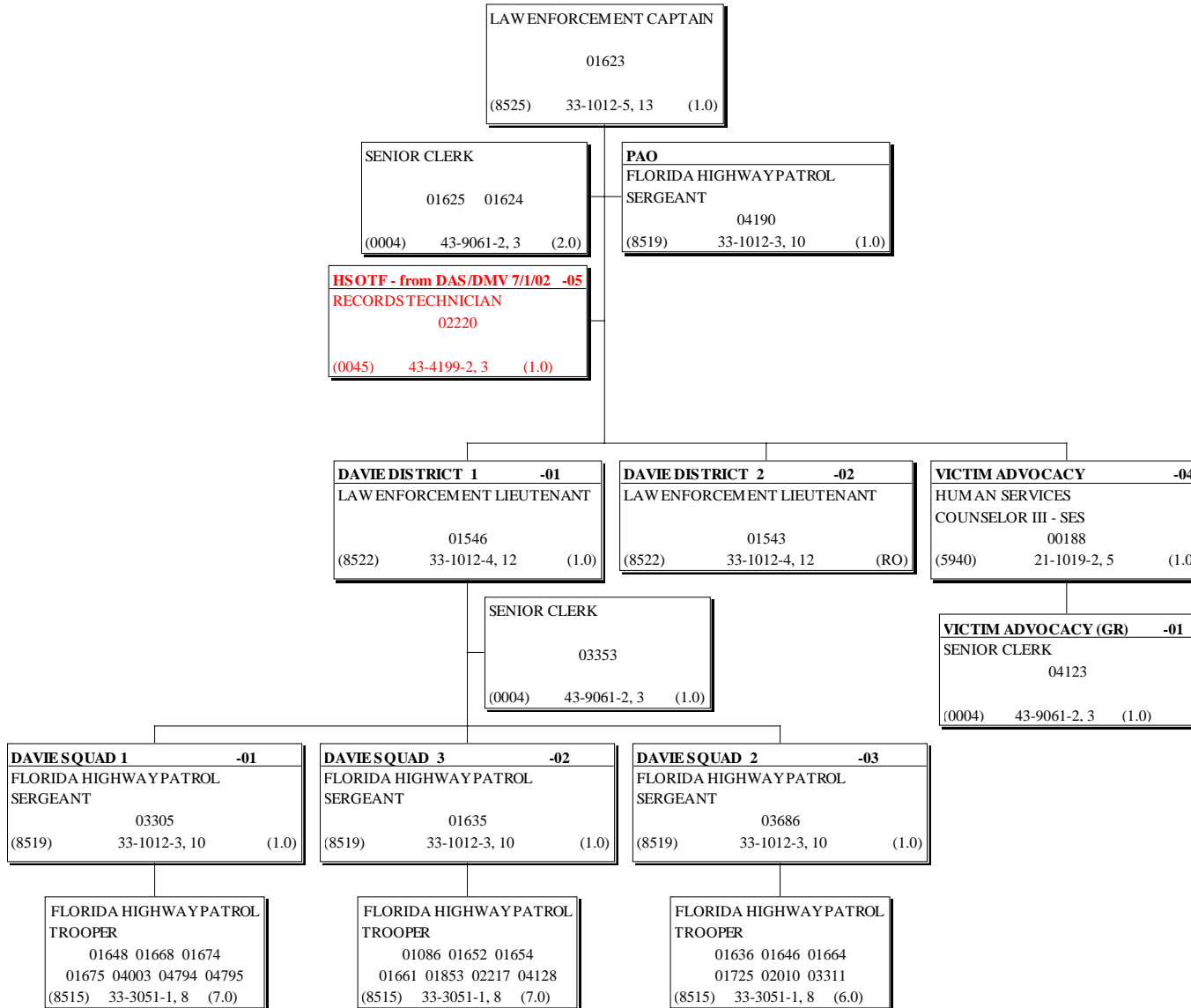
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / LAKE WORTH SUBDISTRICT**

DATE: 04/29/10
 SEQUENCE: 7610-02-03-03-01-02
 OED: _____
 NUMBER OF POSITIONS: 34
 NUMBER OF FTE'S: 34.0



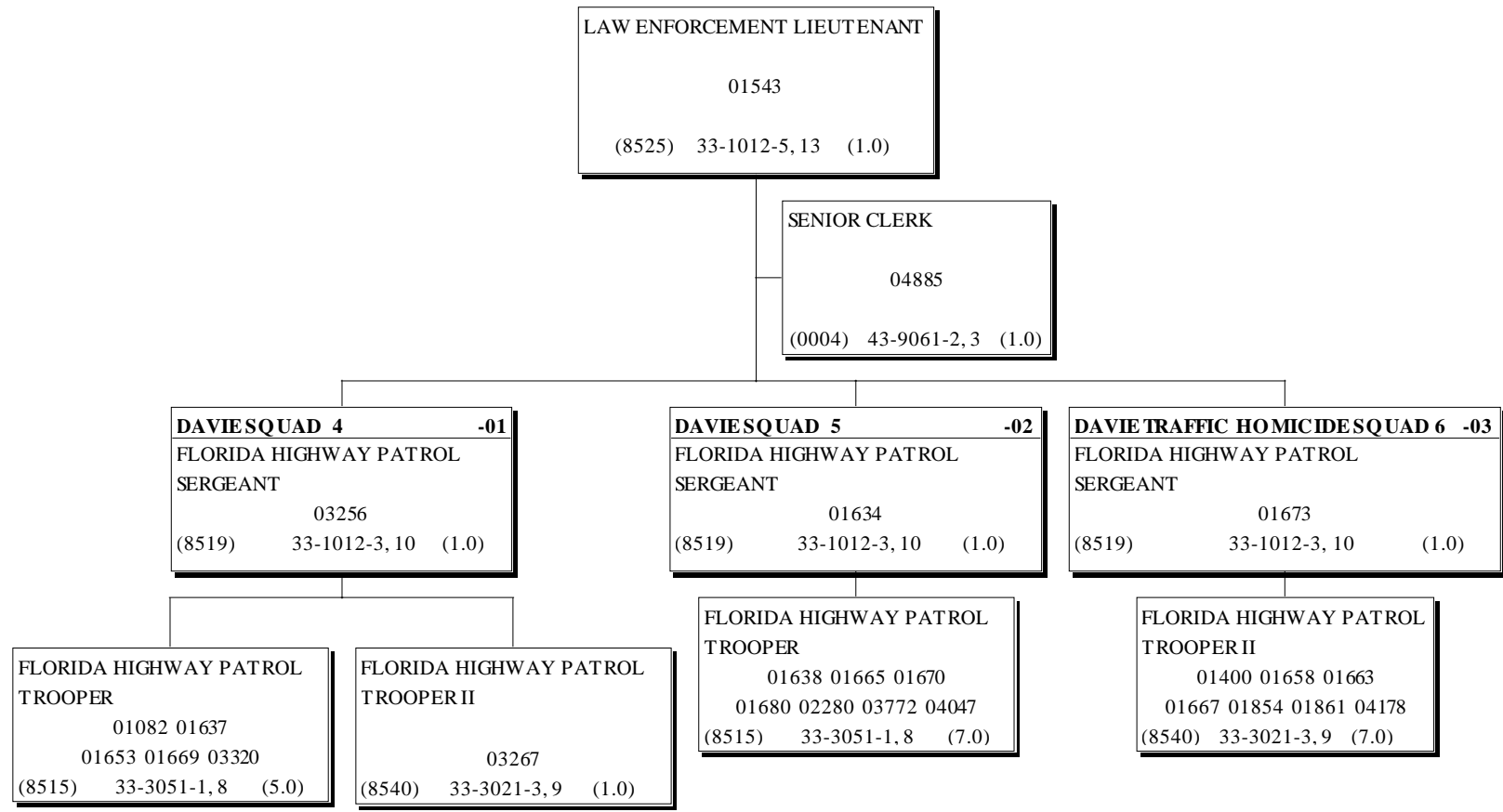
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / DAVIE DISTRICT**

DATE: 04/29/10
 SEQUENCE: 7610-02-03-03-03
 OED: _____
 NUMBER OF POSITIONS: 32
 NUMBER OF fteS: 32.0



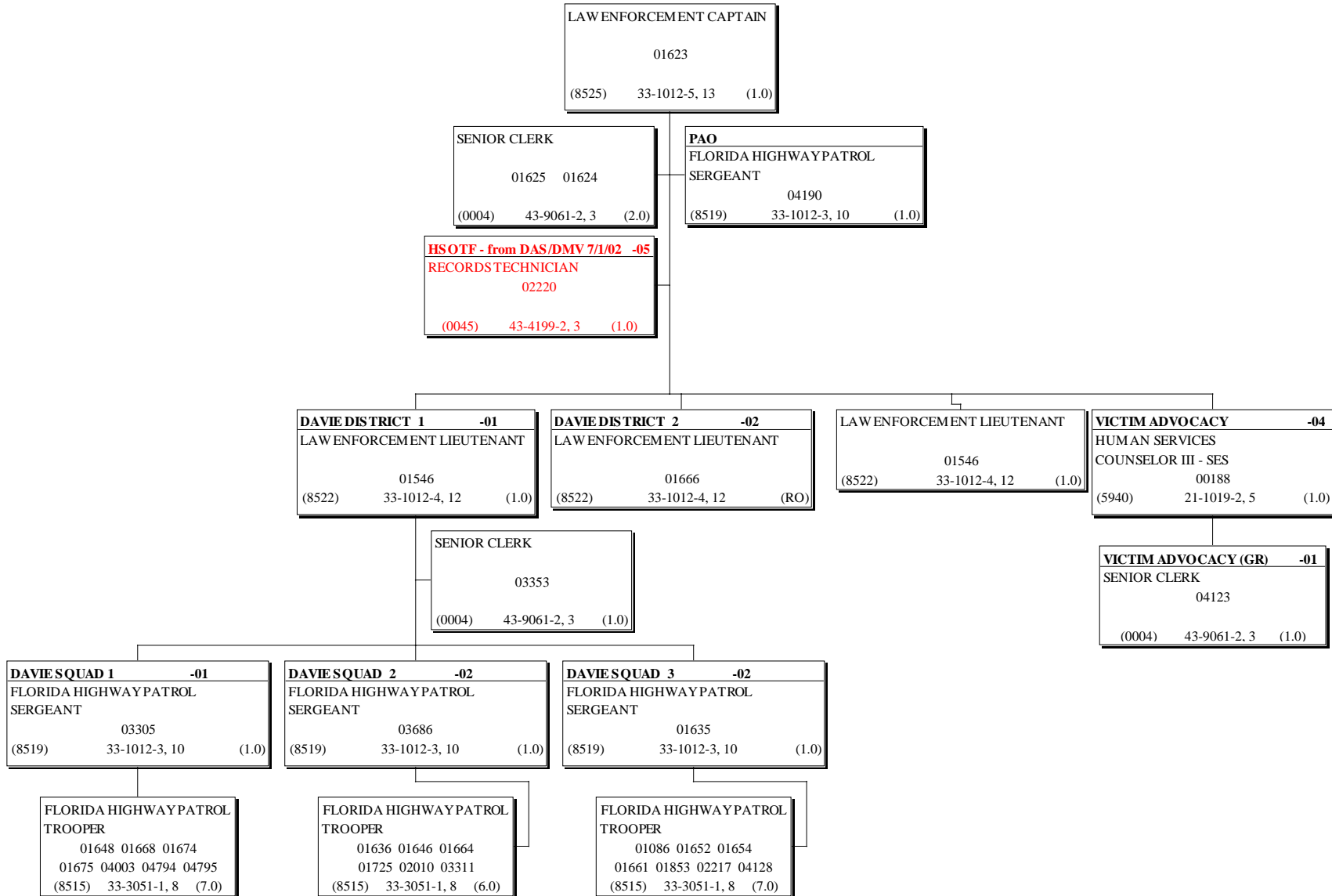
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / DAVIE DISTRICT 2**

DATE: 12/18/09
 SEQUENCE: 7610-02-03-03-03-02
 OED: _____
 NUMBER OF POSITIONS: 25
 NUMBER OF fte'S: 25.0



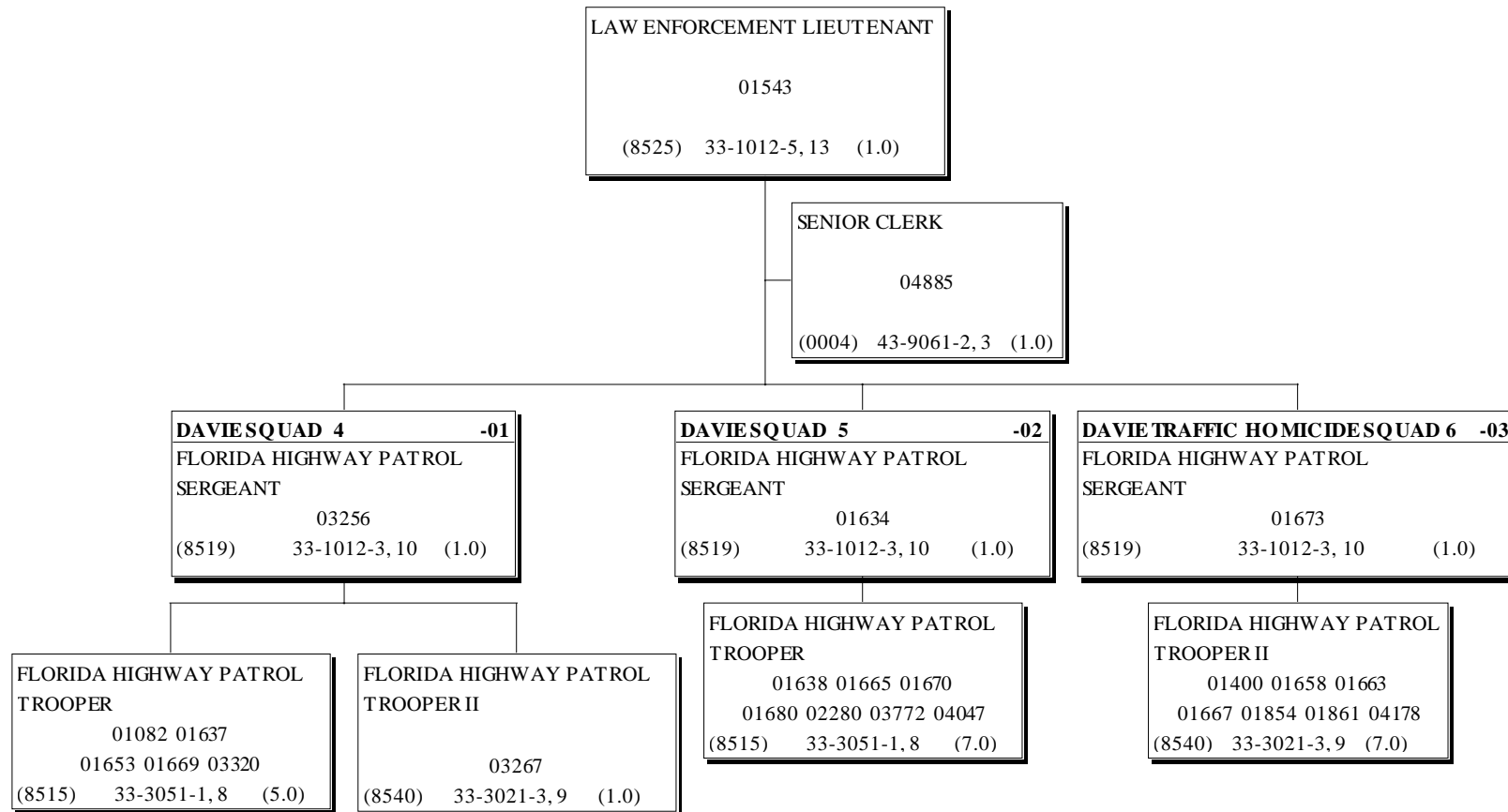
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / DAVIE DISTRICT**

DATE: 12/18/09
 SEQUENCE: 7610-02-03-03-03
 OED: _____
 NUMBER OF POSITIONS: 33
 NUMBER OF fte'S: 33.0



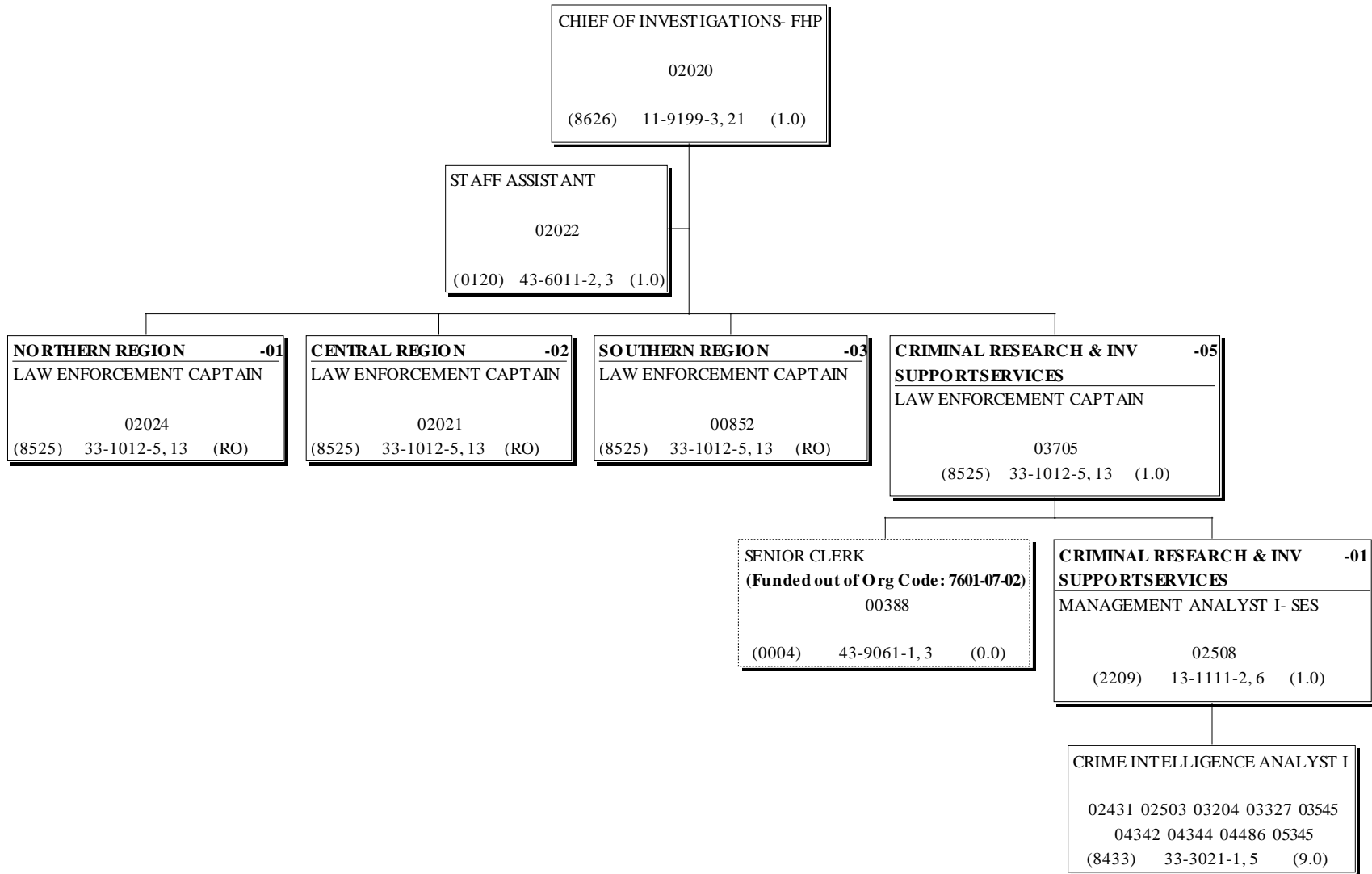
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, SOUTHERN REGION
 TROOP L / DAVIE DISTRICT 2**

DATE: 12/18/09
 SEQUENCE: 7610-02-03-03-03-02
 OED: _____
 NUMBER OF POSITIONS: 25
 NUMBER OF fte'S: 25.0



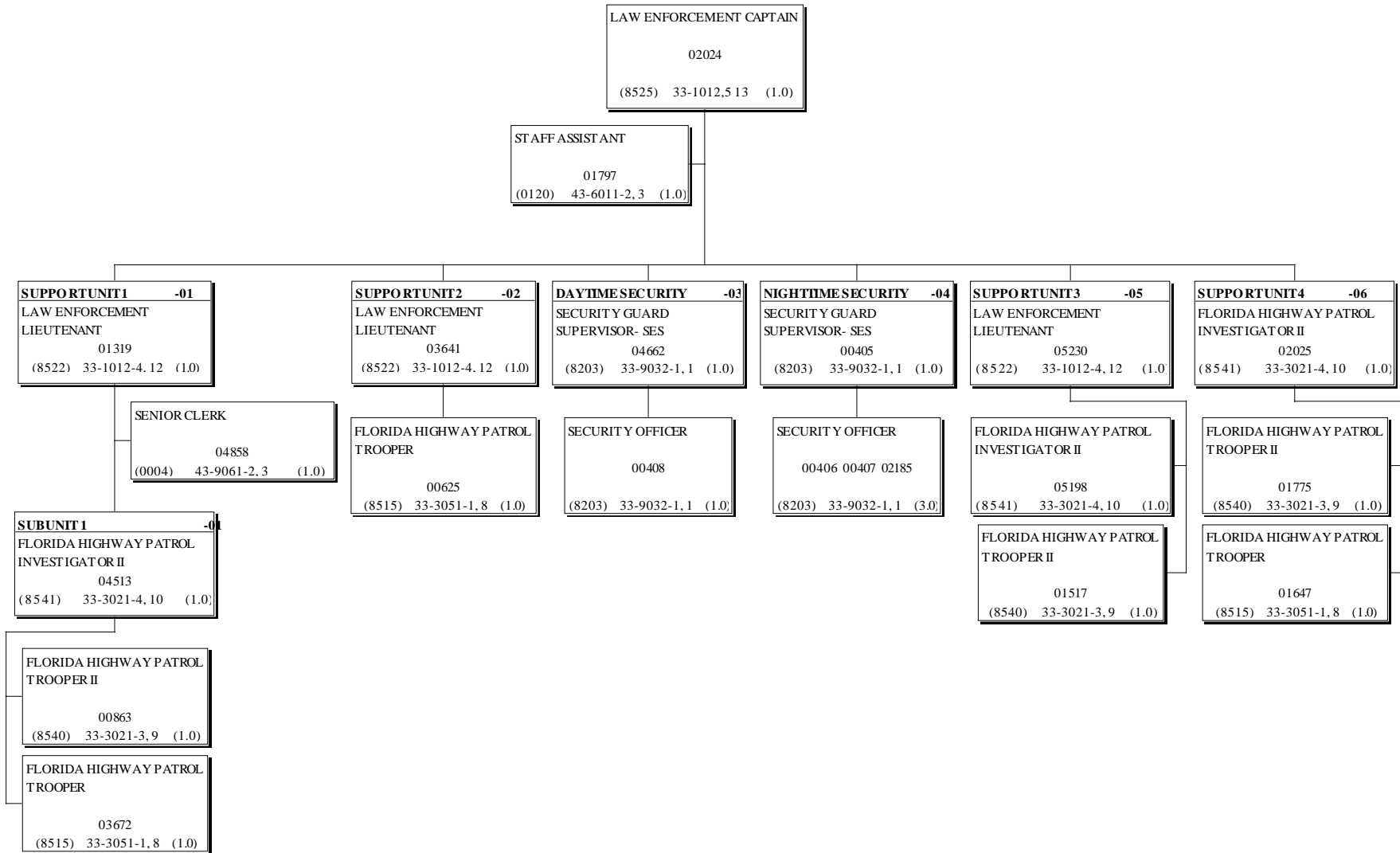
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND
 BUREAU OF INVESTIGATIONS**

DATE: 07/30/10
 SEQUENCE: 7610-02-04
 OWP: _____
 NUMBER OF POSITIONS: 13
 NUMBER OF FTES: 13.0



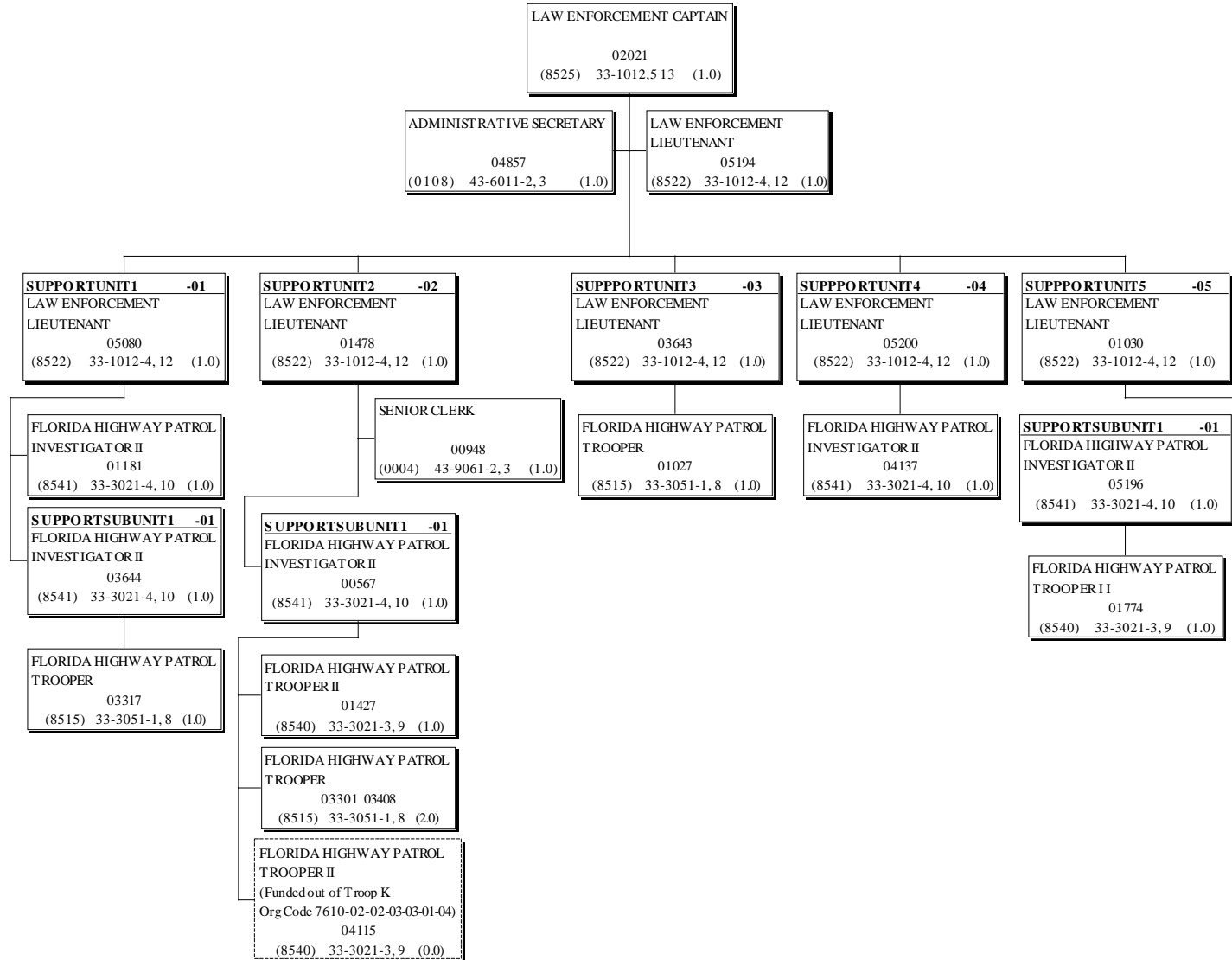
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND
 BUREAU OF INVESTIGATIONS, NORTHERN REGION**

DATE: 07/01/10
 SEQUENCE: 7610-02-04-01
 OWP: _____
 NUMBER OF POSITIONS: 21
 NUMBER OF FTE'S: 21.0



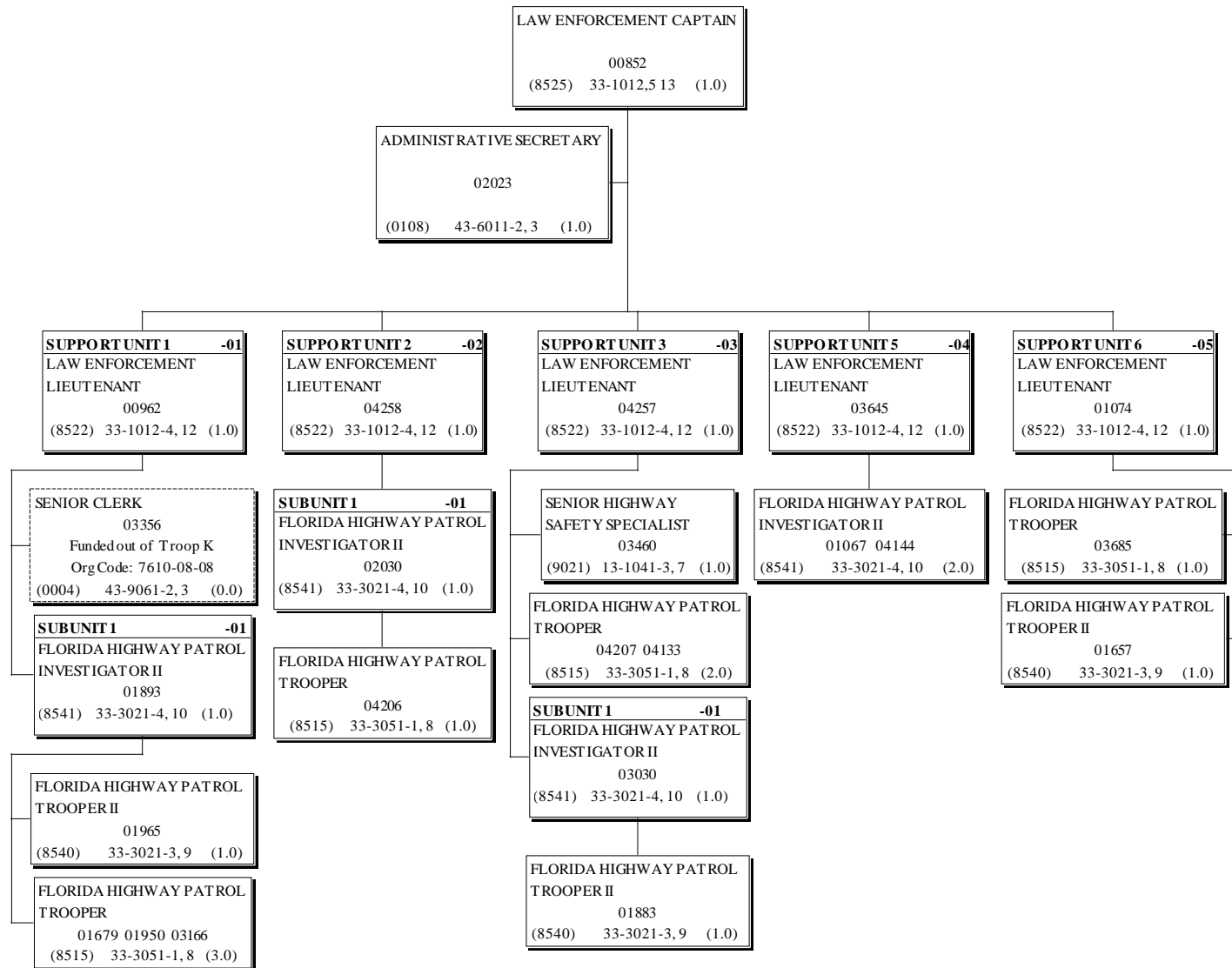
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND
 BUREAU OF INVESTIGATIONS, CENTRAL REGION**

DATE: 06/04/10
 SEQUENCE: 7610-02-04-02
 OED: _____
 NUMBER OF POSITIONS: 20
 NUMBER OF FTE'S: 20.0



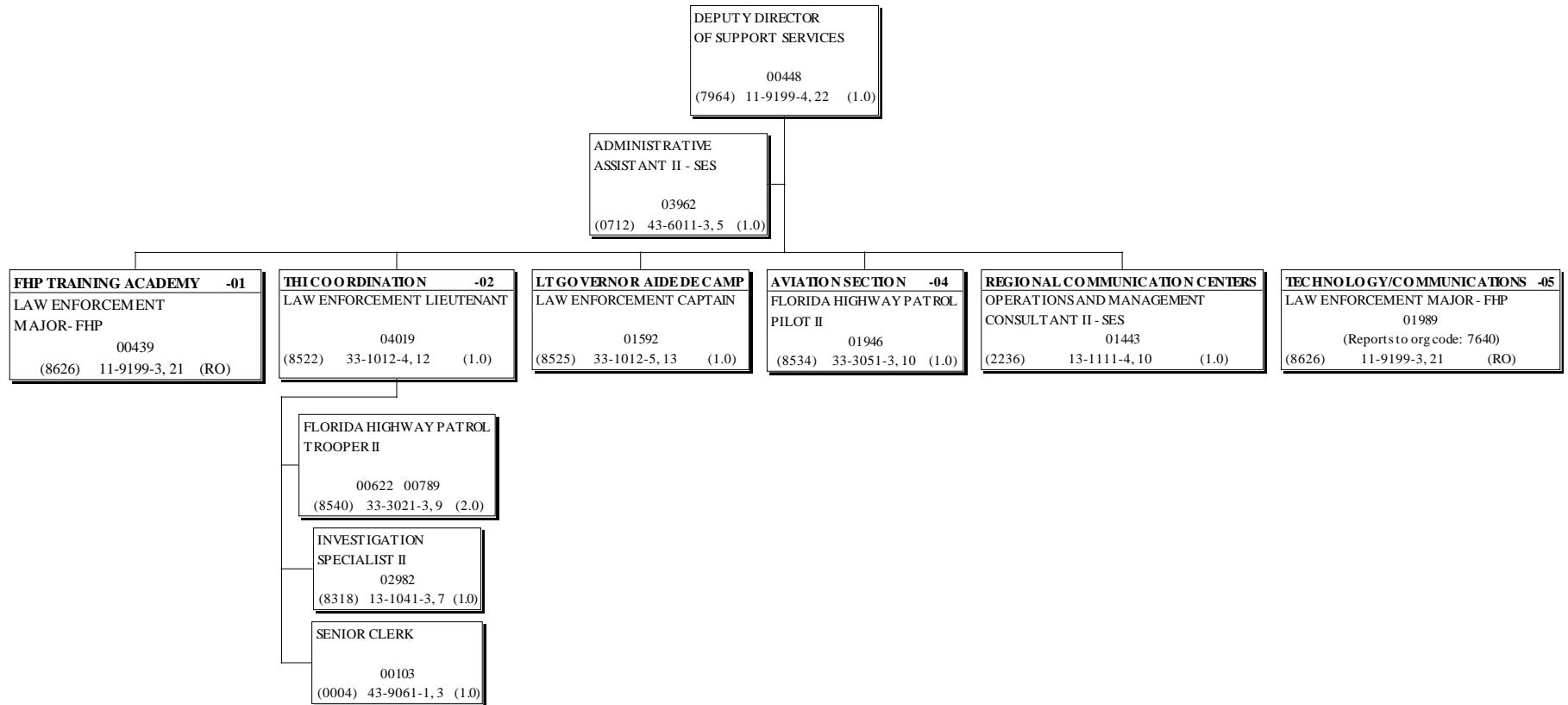
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND
 BUREAU OF INVESTIGATIONS, SOUTHERN REGION**

DATE: 09/17/10
 SEQUENCE: 7610-02-04-03
 OWP: _____
 NUMBER OF POSITIONS: 23 NUMBER OF
 FTE'S: 23.0



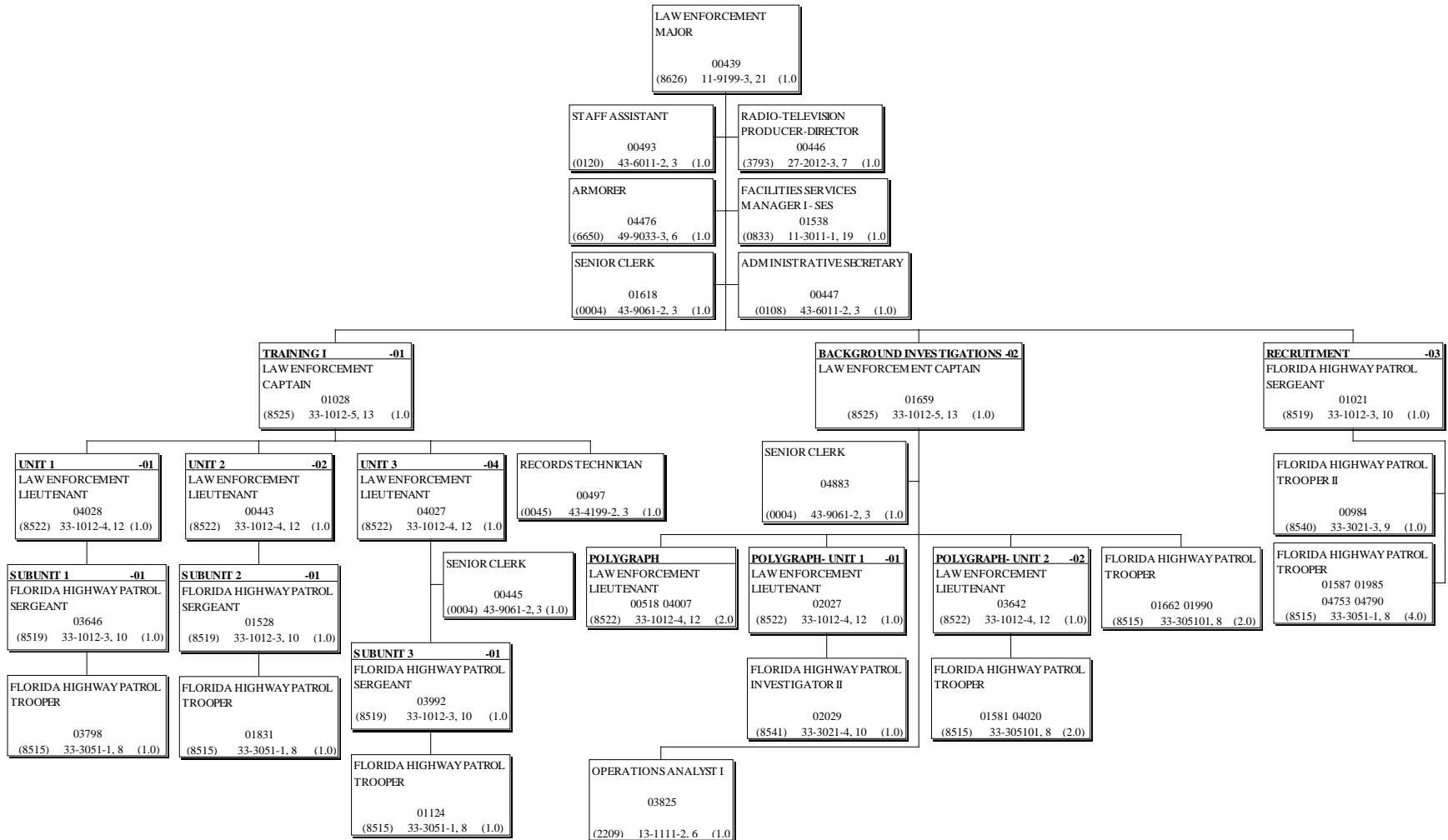
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
SPECIAL SERVICES COMMAND**

DATE: 05/20/10
SEQUENCE: 7610-03
OED: _____
NUMBER OF POSITIONS: 10
NUMBER OF FTE'S: 10.0



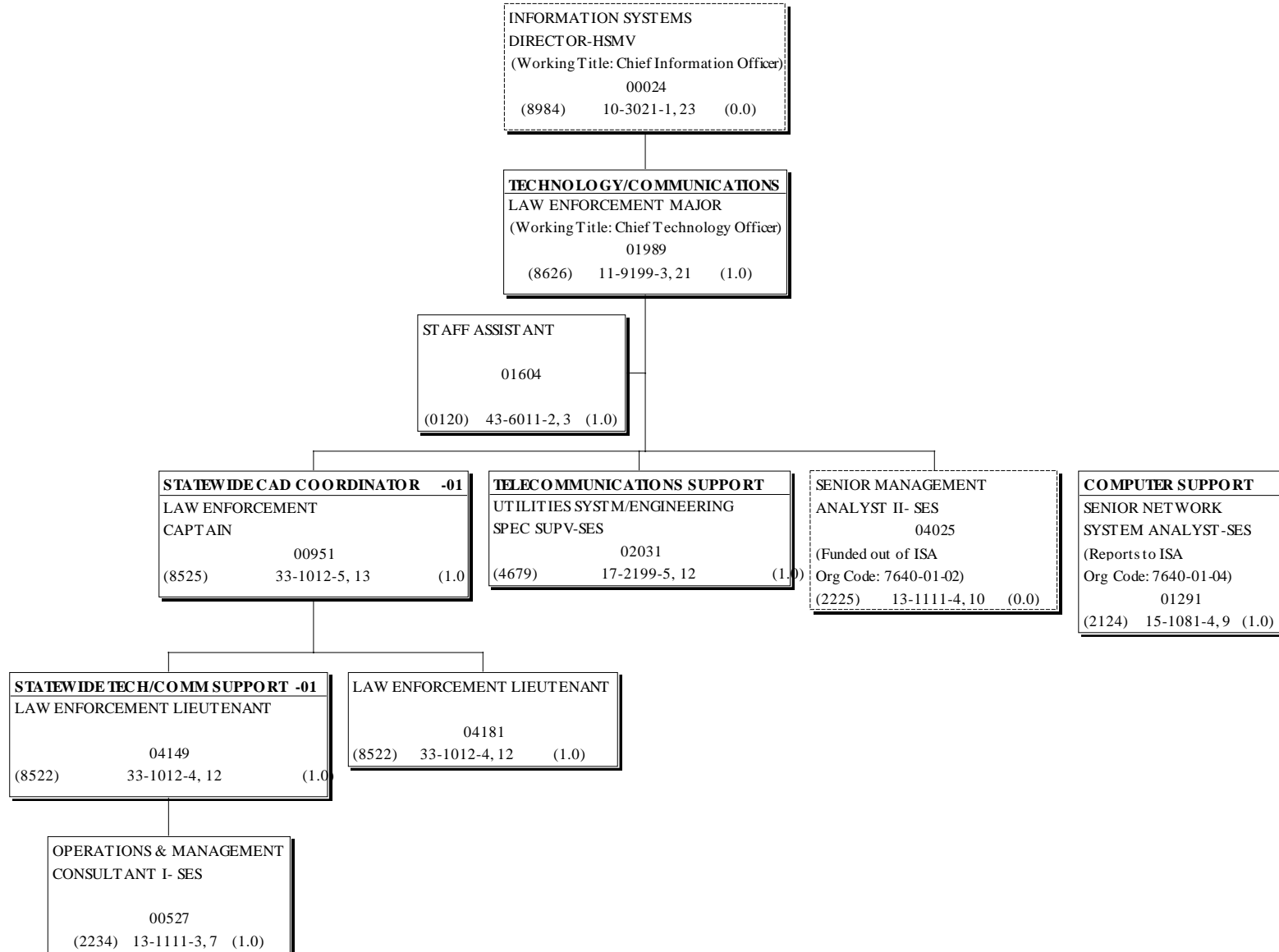
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 FHP SPECIAL OPERATIONS COMMAND -
 FHP TRAINING ACADEMY & FHP SELECTION**

DATE: 09/01/10
 SEQUENCE: 7610-03-01
 OWP: _____
 NUMBER OF POSITIONS: 37
 NUMBER OF FTE'S: 37.0



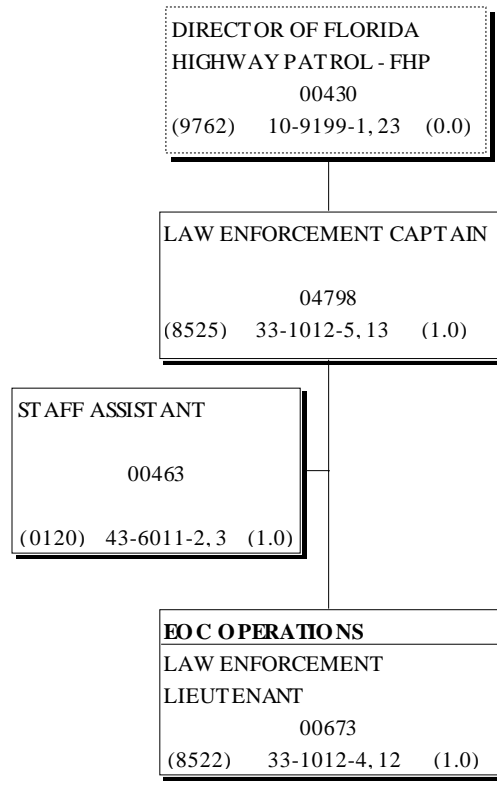
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
TECHNOLOGY/COMMUNICATIONS**

DATE: 03/01/10
SEQUENCE: 7610-03-05
OED: _____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



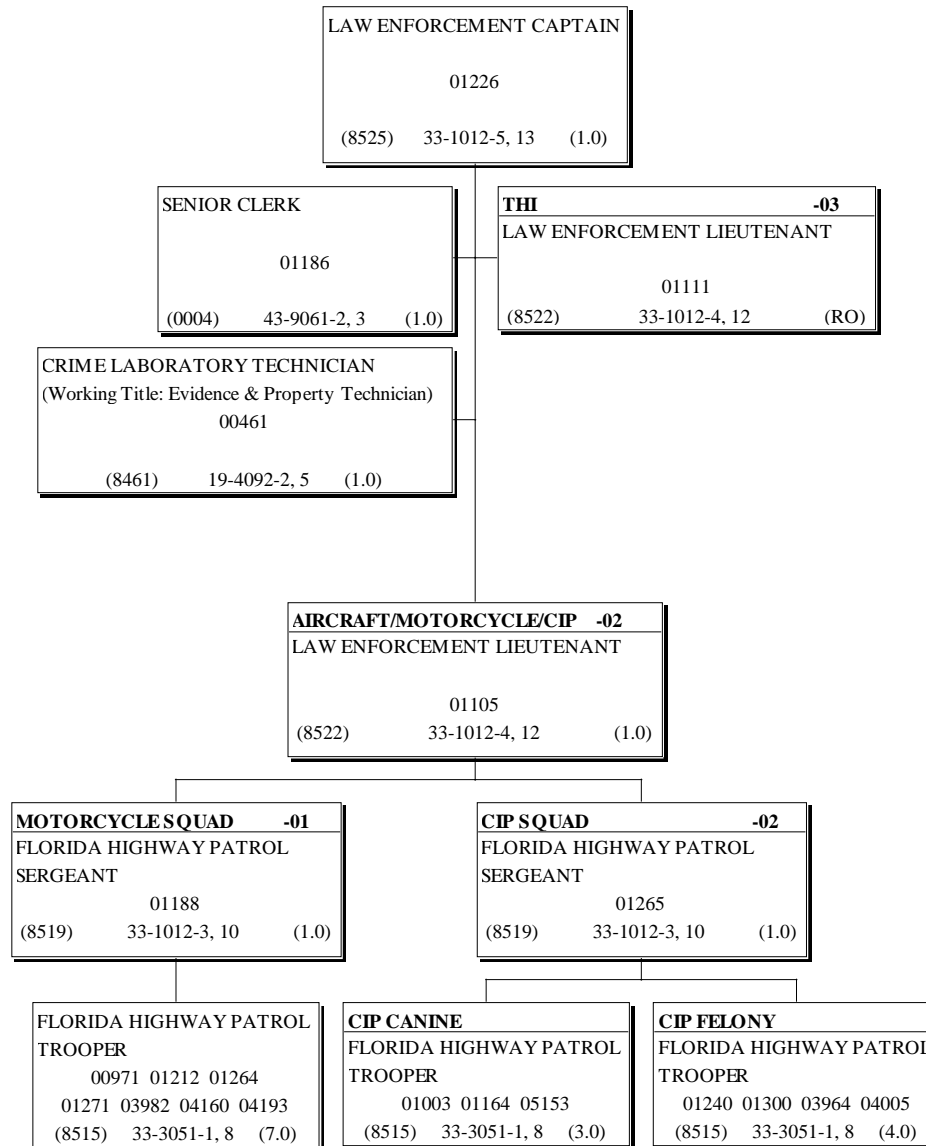
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF THE DIRECTOR
OFFICE OF PROFESSIONAL COMPLIANCE

DATE: 06/04/10
 SEQUENCE: 7610-05
 OED: _____
 NUMBER OF POSITIONS: 3
 NUMBER OF FTE'S: 3.0



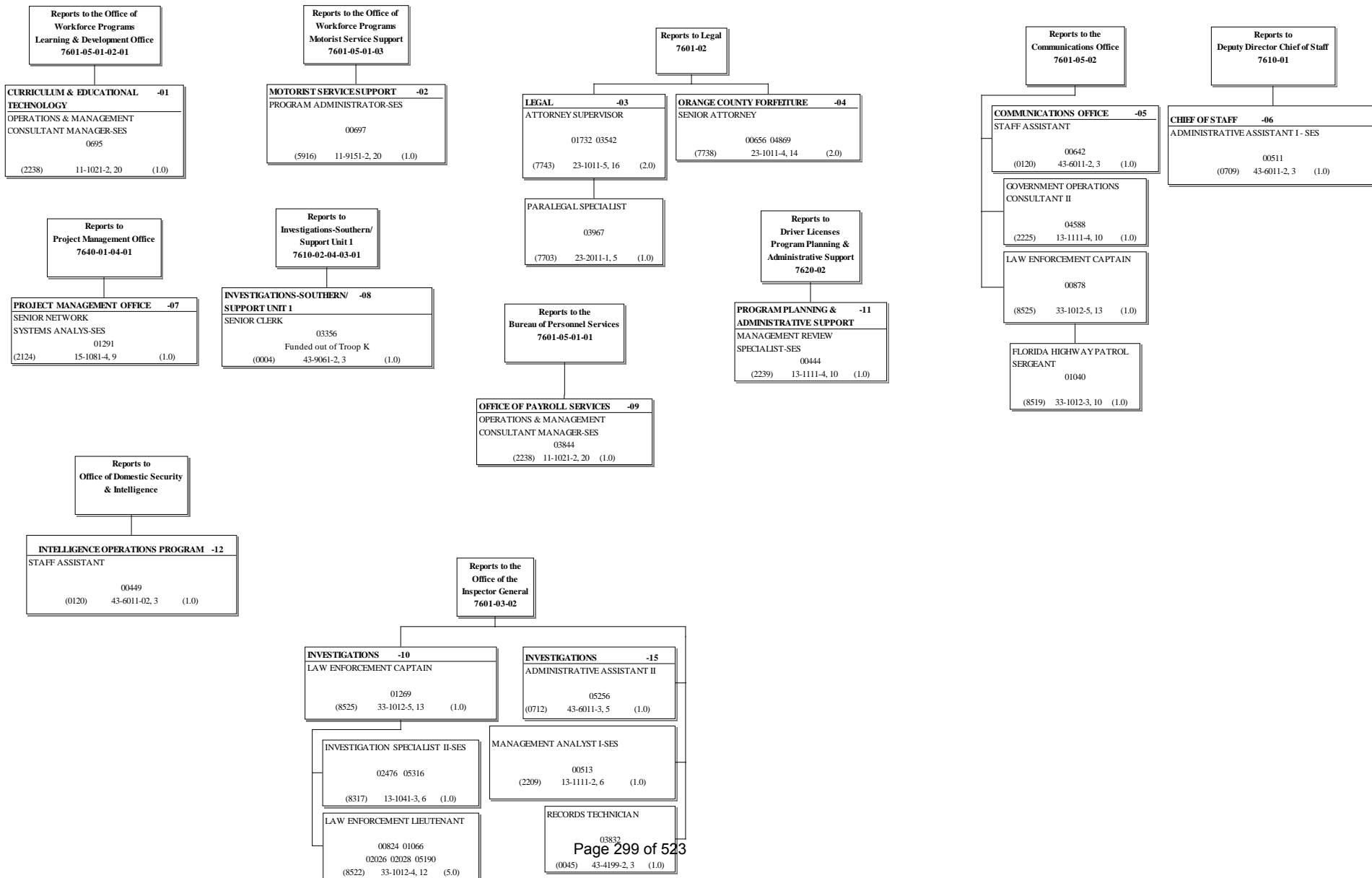
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF FLORIDA HIGHWAY PATROL
 PATROL OPERATIONS COMMAND, CENTRAL REGION
 TROOP C, DISTRICT 3 (SPECIAL OPERATIONS)**

DATE: 09/10/10
 SEQUENCE: 7610-02-02-01-03
 OWP: _____
 NUMBER OF POSITIONS: 20
 NUMBER OF fte'S: 20.0



**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
FLORIDA HIGHWAY PATROL
POSITIONS ON LOAN**

DATE: 10/01/10
SEQUENCE:: 7610-08
OWP: _____
NUMBER OF POSITIONS: 27
NUMBER OF FTE'S 27.0

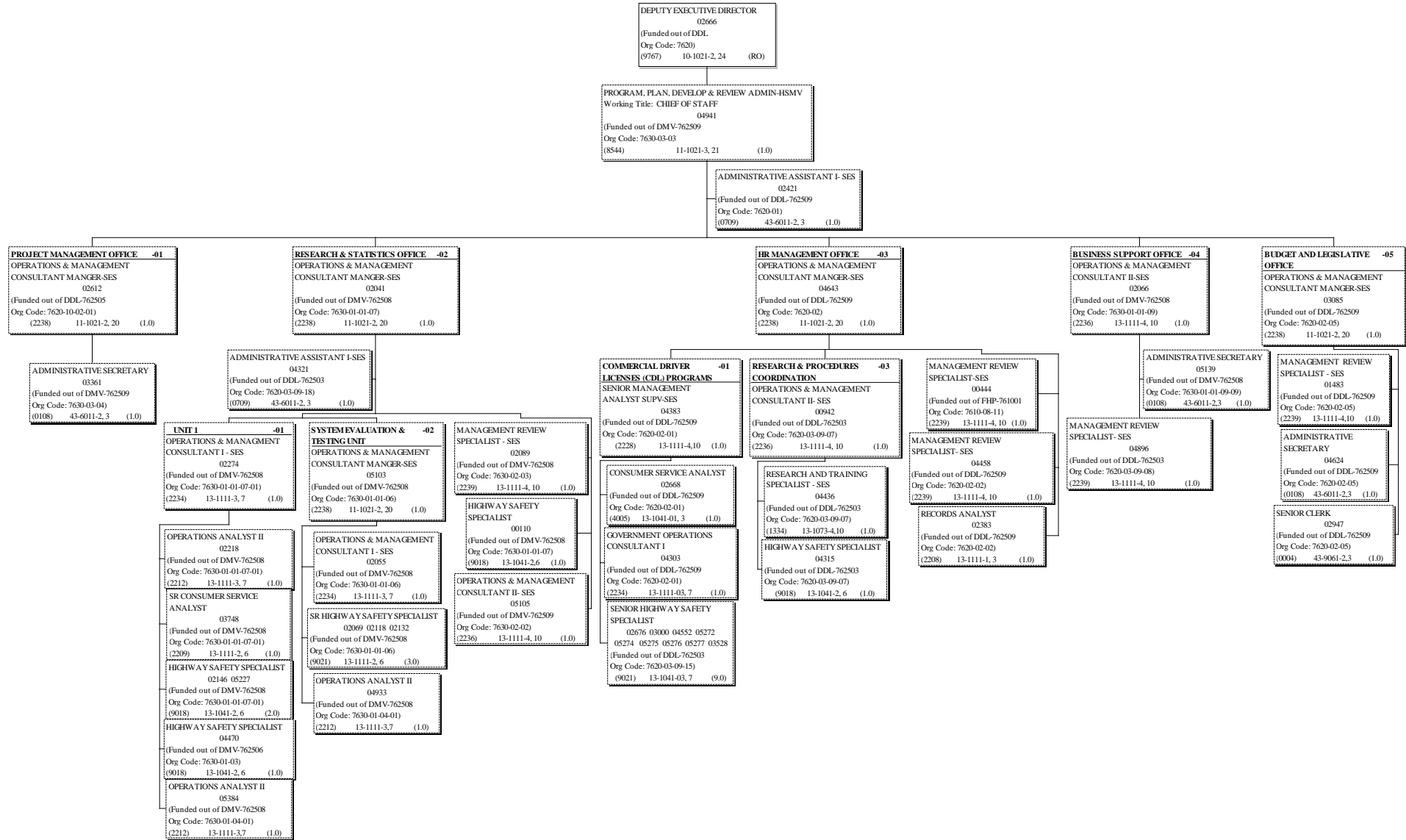


**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
CHIEF OF STAFF- MOTORIST SERVICES**

DATE: 06/01/10

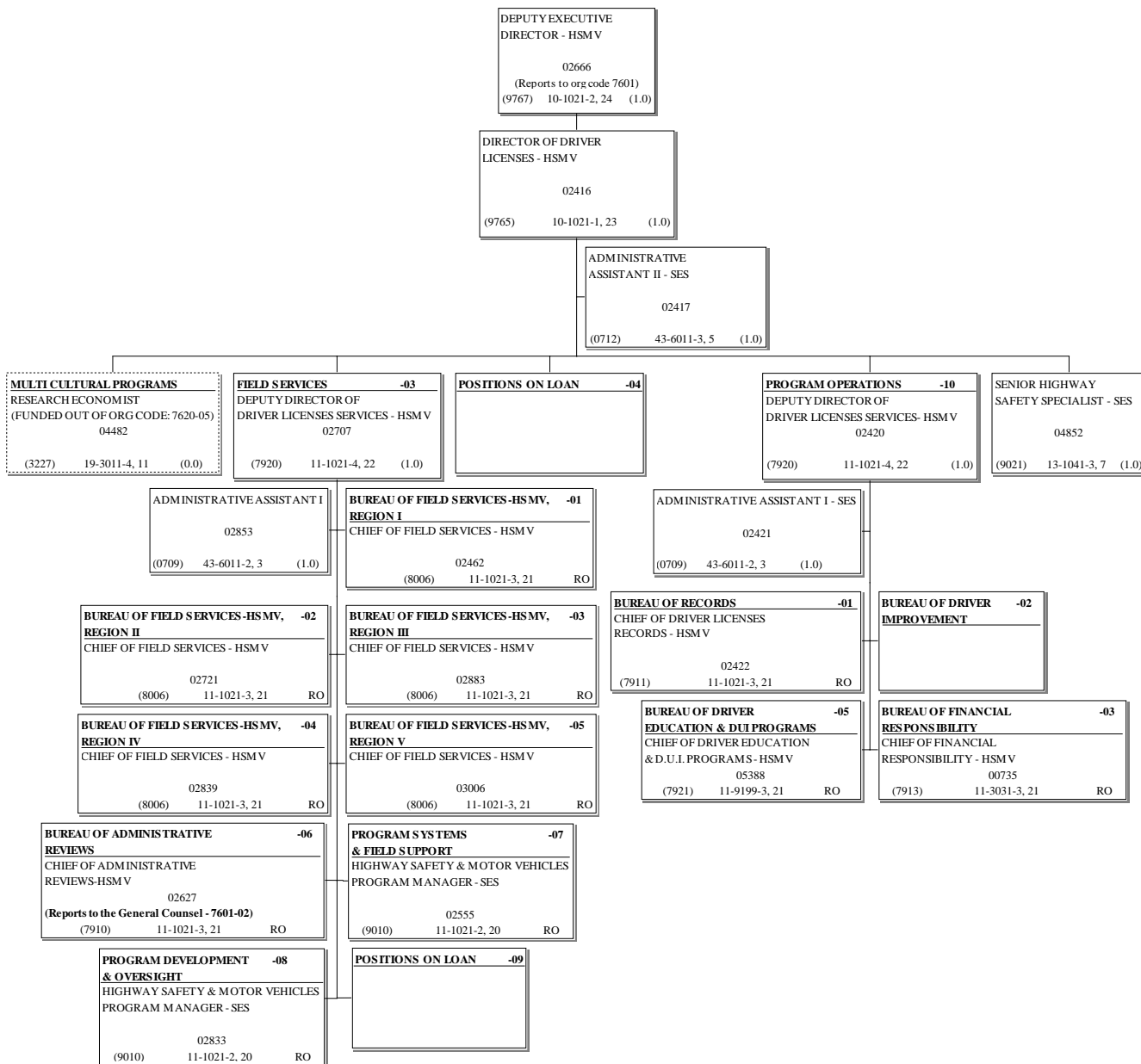
SEQUENCE:

OWP: _____
NUMBER OF POSITIONS: 48
NUMBER OF FTE'S: 48.0



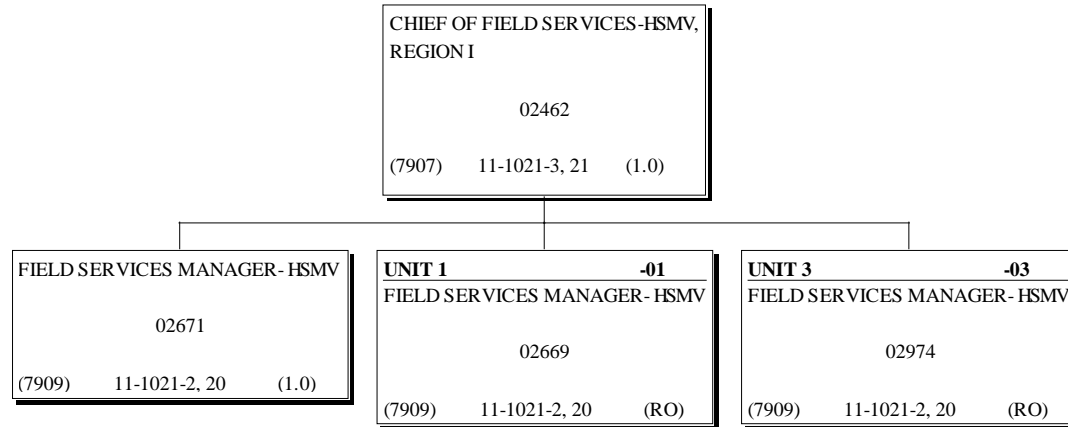
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES**

DATE: 06/01/10
SEQUENCE: 7620
OWP: _____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



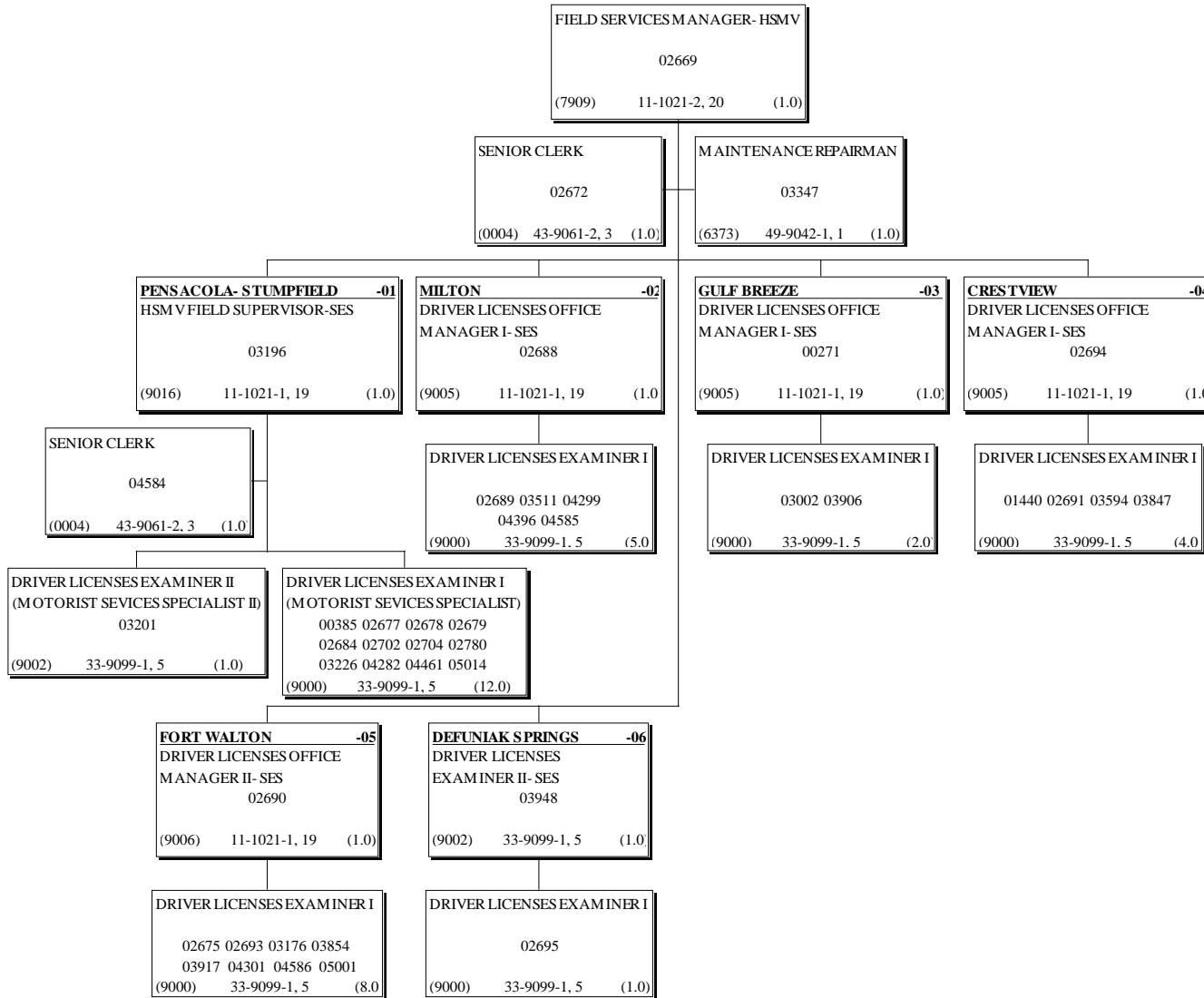
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES
 BUREAU OF FIELD SERVICES, REGION I**

DATE: 06/01/10
 SEQUENCE: 7620-03-01
 OWP: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE'S: 2.0



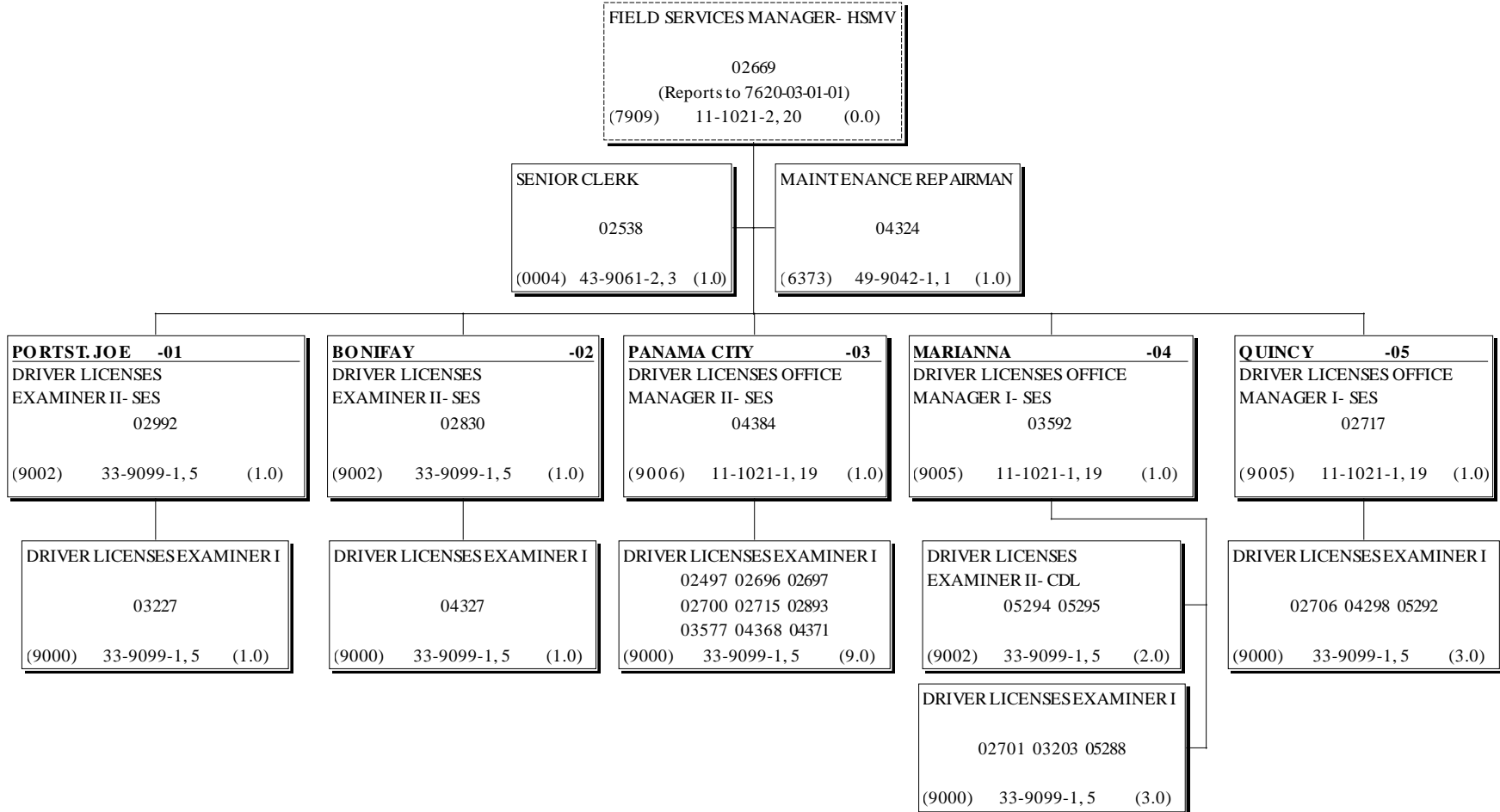
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION I- UNIT 1**

DATE: 06/01/10
SEQUENCE: 7620-03-01-01
OED: _____
NUMBER OF POSITIONS: 43
NUMBER OF FTE'S: 43.0



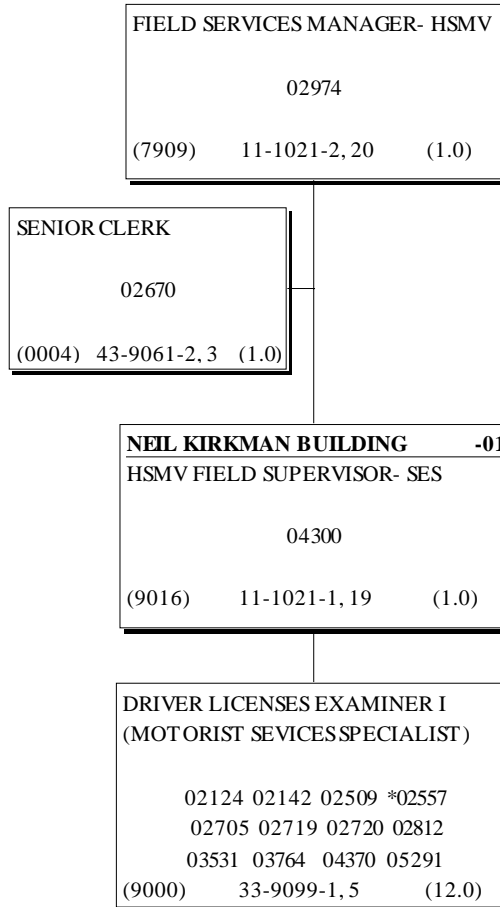
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION I- UNIT 2**

DATE: 06/01/10
SEQUENCE: 7620-03-01-02
OED: _____
NUMBER OF POSITIONS: 26
NUMBER OF FTE'S: 26.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES
 BUREAU OF FIELD SERVICES, REGION I- UNIT 3**

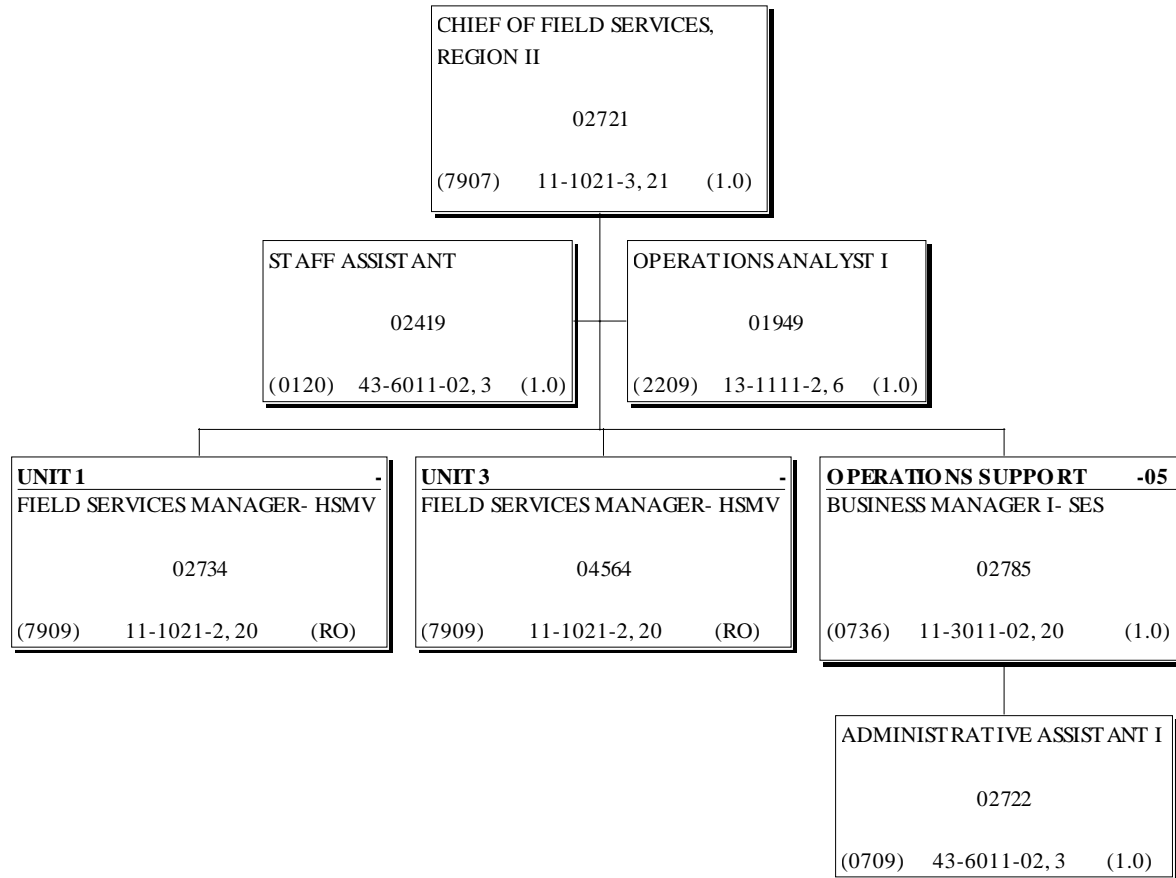
DATE: 08/20/10
 SEQUENCE: 7620-03-01-03
 OWP: _____
 NUMBER OF POSITIONS: 15
 NUMBER OF FTE'S: 15.0



* Shared Position

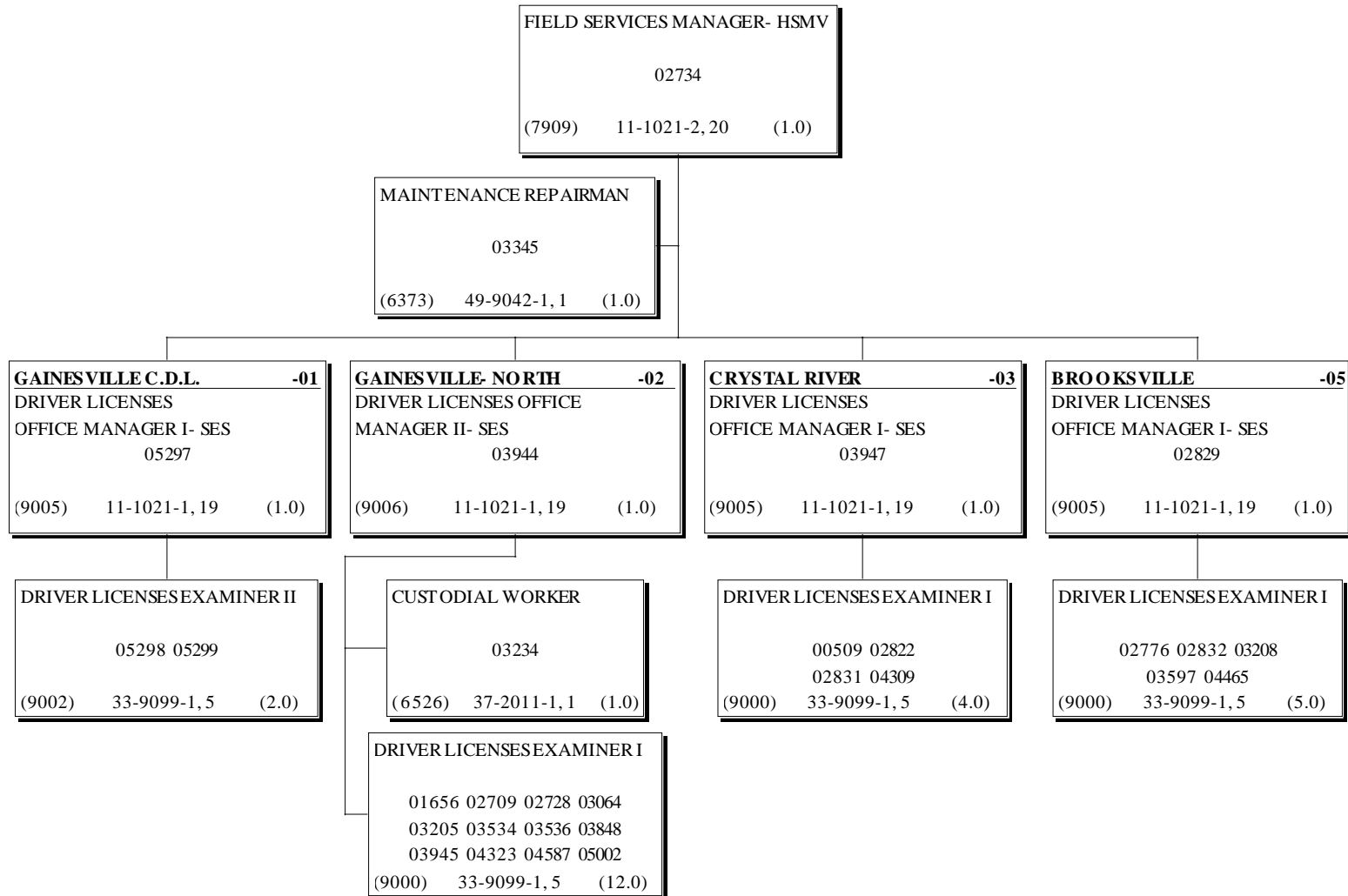
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION II**

DATE: 06/01/10
 SEQUENCE: 7620-03-02
 OED: _____
 NUMBER OF POSITIONS: 5
 NUMBER OF FTE'S: 5.0



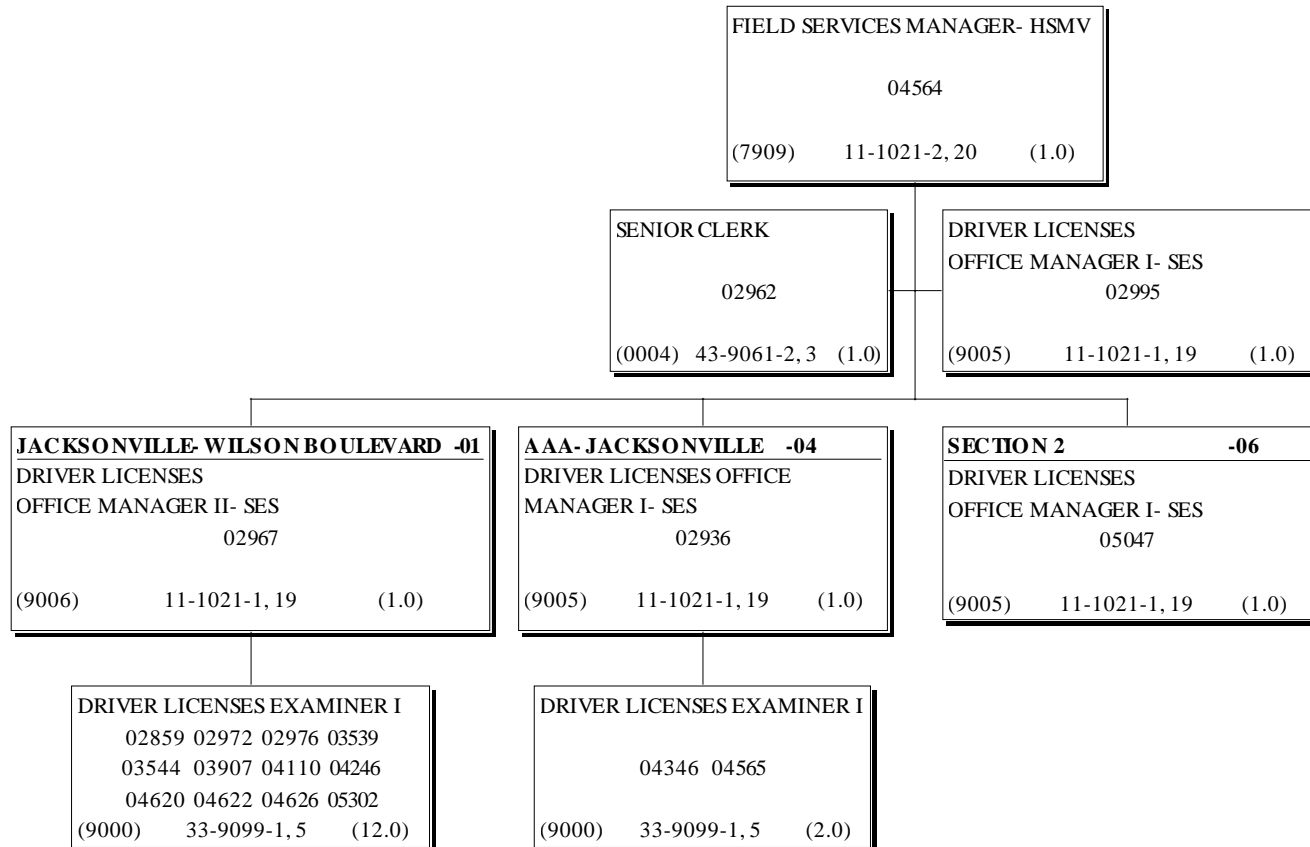
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION II- UNIT 1**

DATE: 07/01/10
SEQUENCE: 7620-03-02-01
OWP: _____
NUMBER OF POSITIONS: 30
NUMBER OF FTE: 30.0



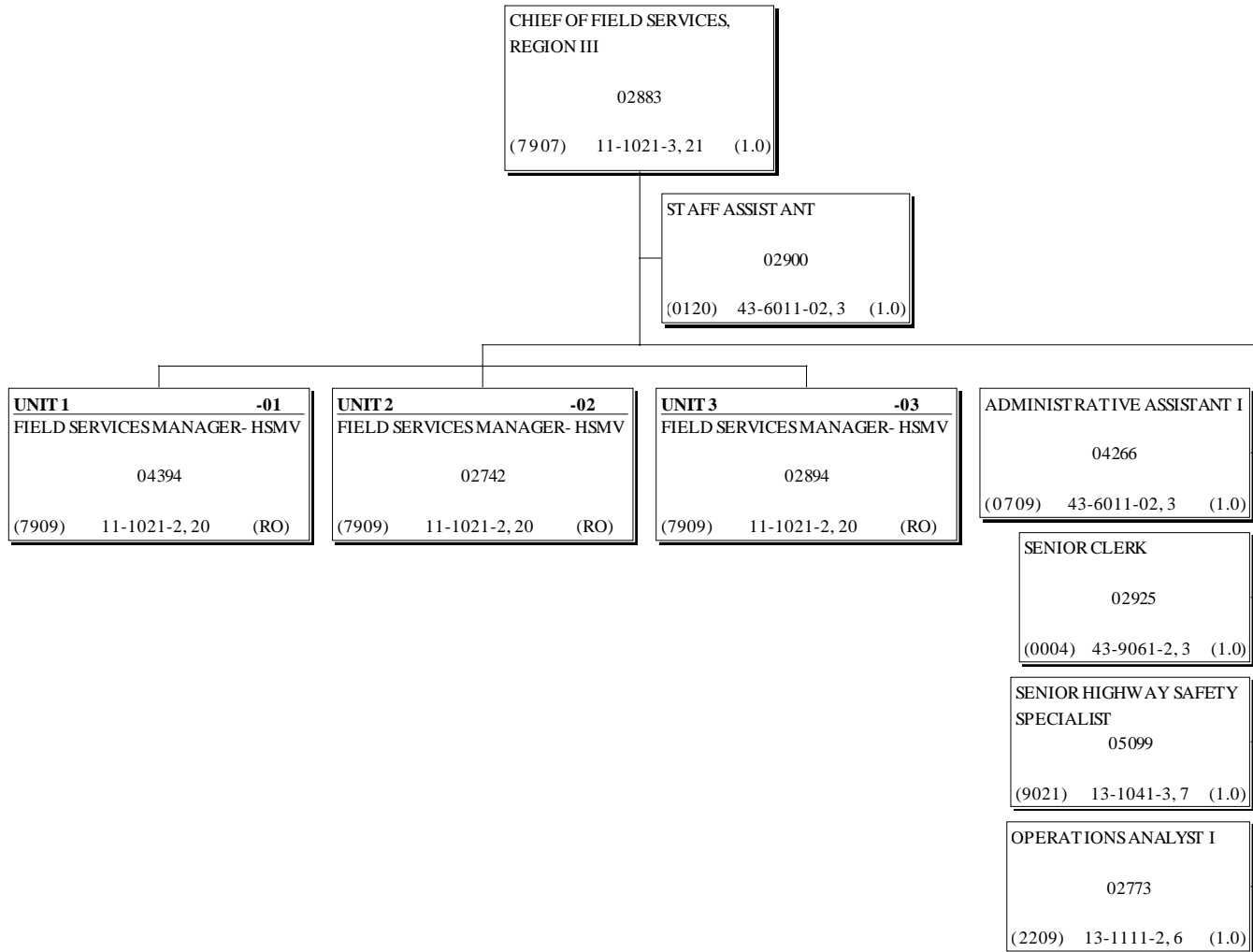
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES
 BUREAU OF FIELD SERVICES, REGION II- UNIT 3**

DATE: 09/10/10
 SEQUENCE: 7620-03-02-03
 OWP: _____
 NUMBER OF POSITIONS: 20
 NUMBER OF FTE'S: 20.0



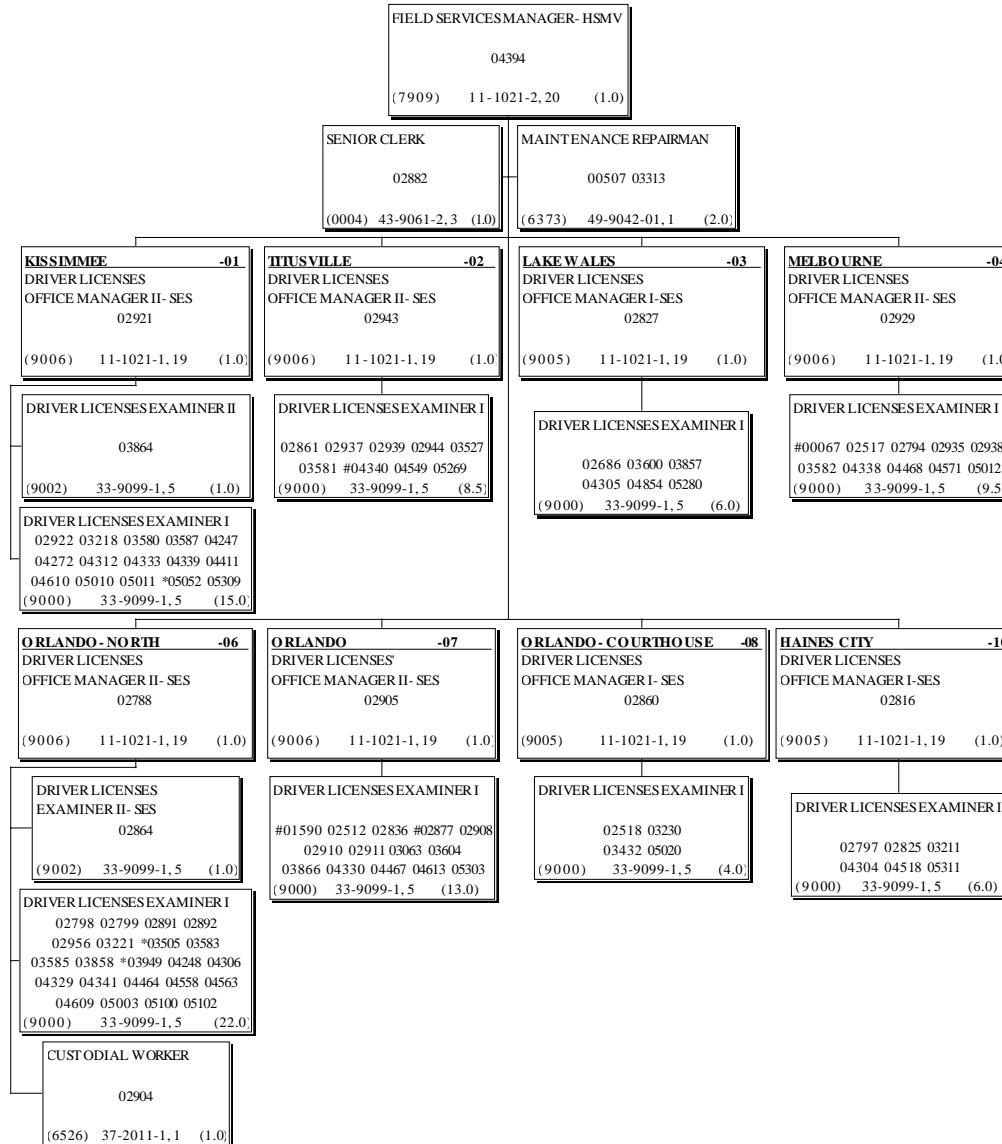
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION III**

DATE: 07/15/10
 SEQUENCE: 7620-03-03
 OWP: _____
 NUMBER OF POSITIONS: 6
 NUMBER OF FTE'S: 6.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION III- UNIT 1**

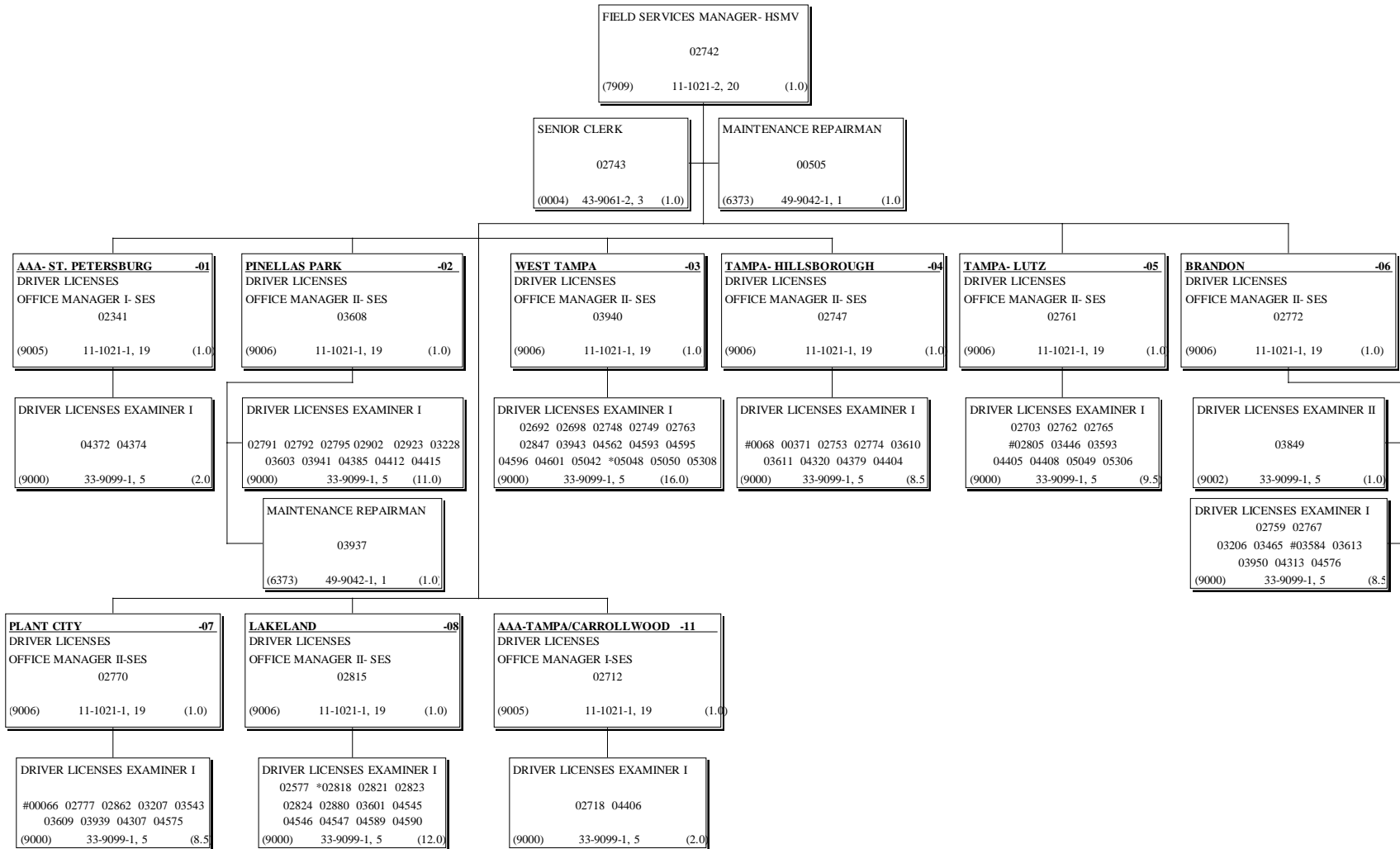
DATE: 08/01/10
SEQUENCE: 7620-03-03-01
OWP: _____
NUMBER OF POSITIONS: 101
NUMBER OF FTE: 99.0



* SHARED POSITION
.50 FTE

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION III- UNIT 2**

DATE: 05/17/10
SEQUENCE: 7620-03-03-02
OED: _____
NUMBER OF POSITIONS: 94
NUMBER OF FTE: 92.0

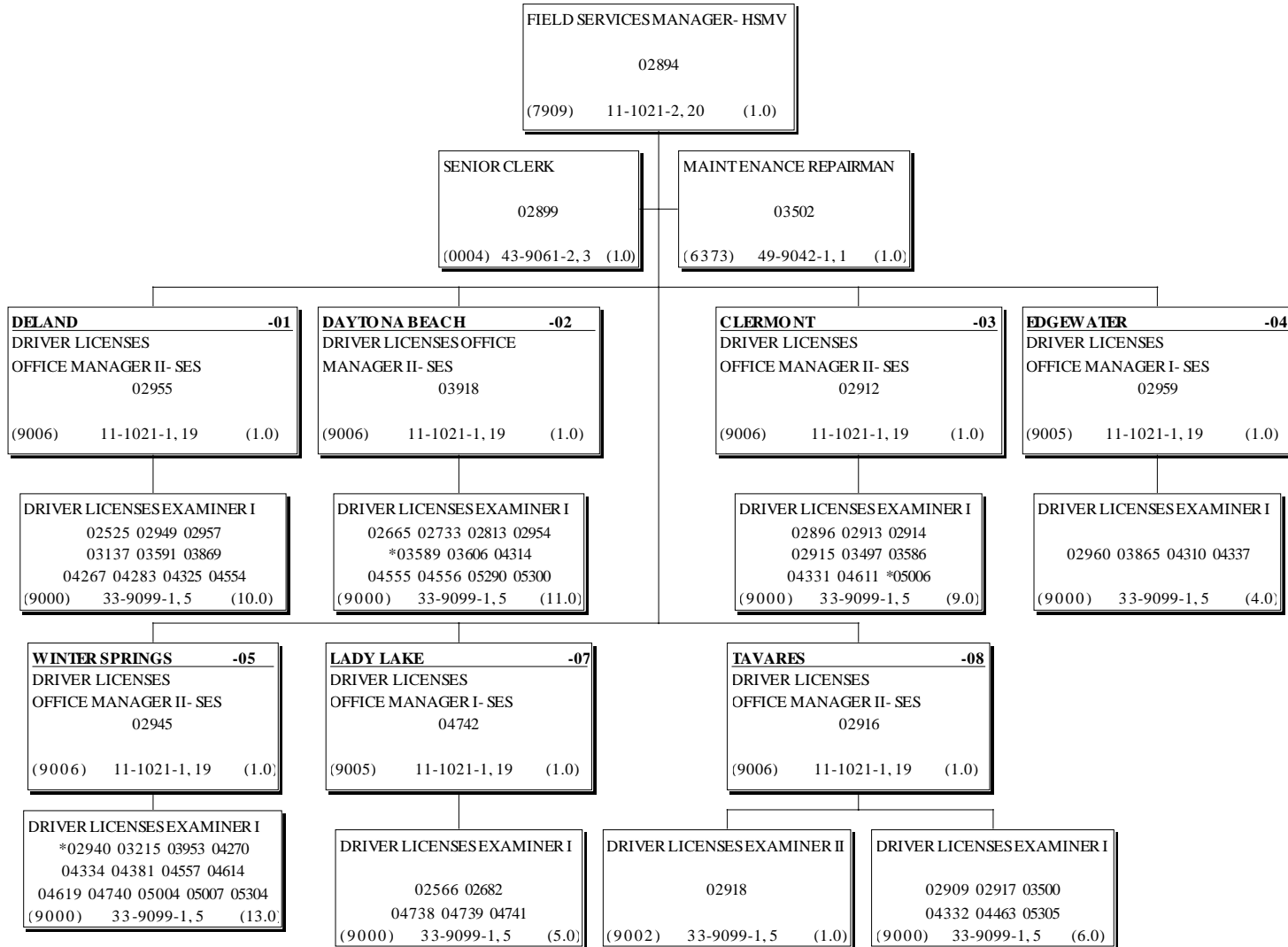


* SHARED POSITION
0.50 FTE

REGION III- UNIT 2

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION III- UNIT 3**

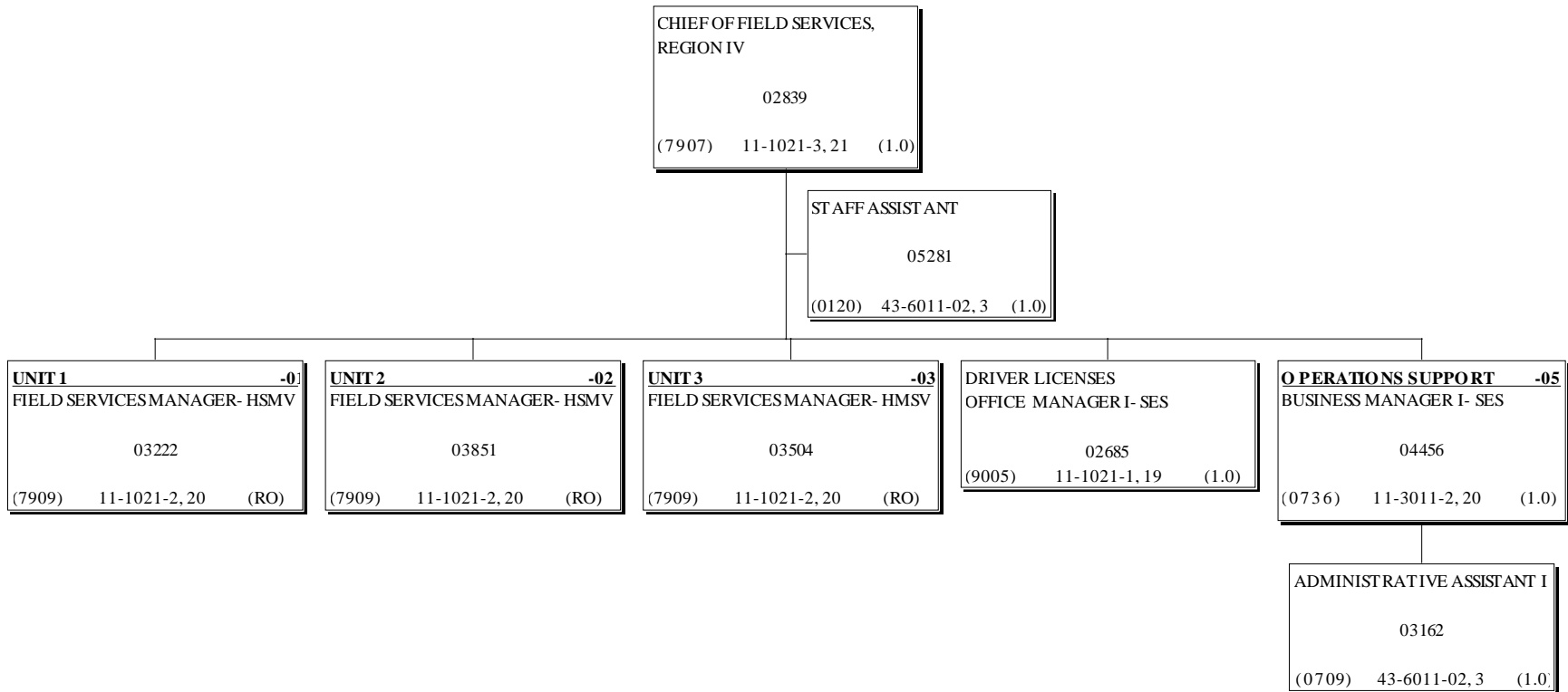
DATE: 06/01/10
SEQUENCE: 7620-03-03-03
OED: _____
NUMBER OF POSITIONS: 69
NUMBER OF FTE: 69.0



* SHARED POSITION

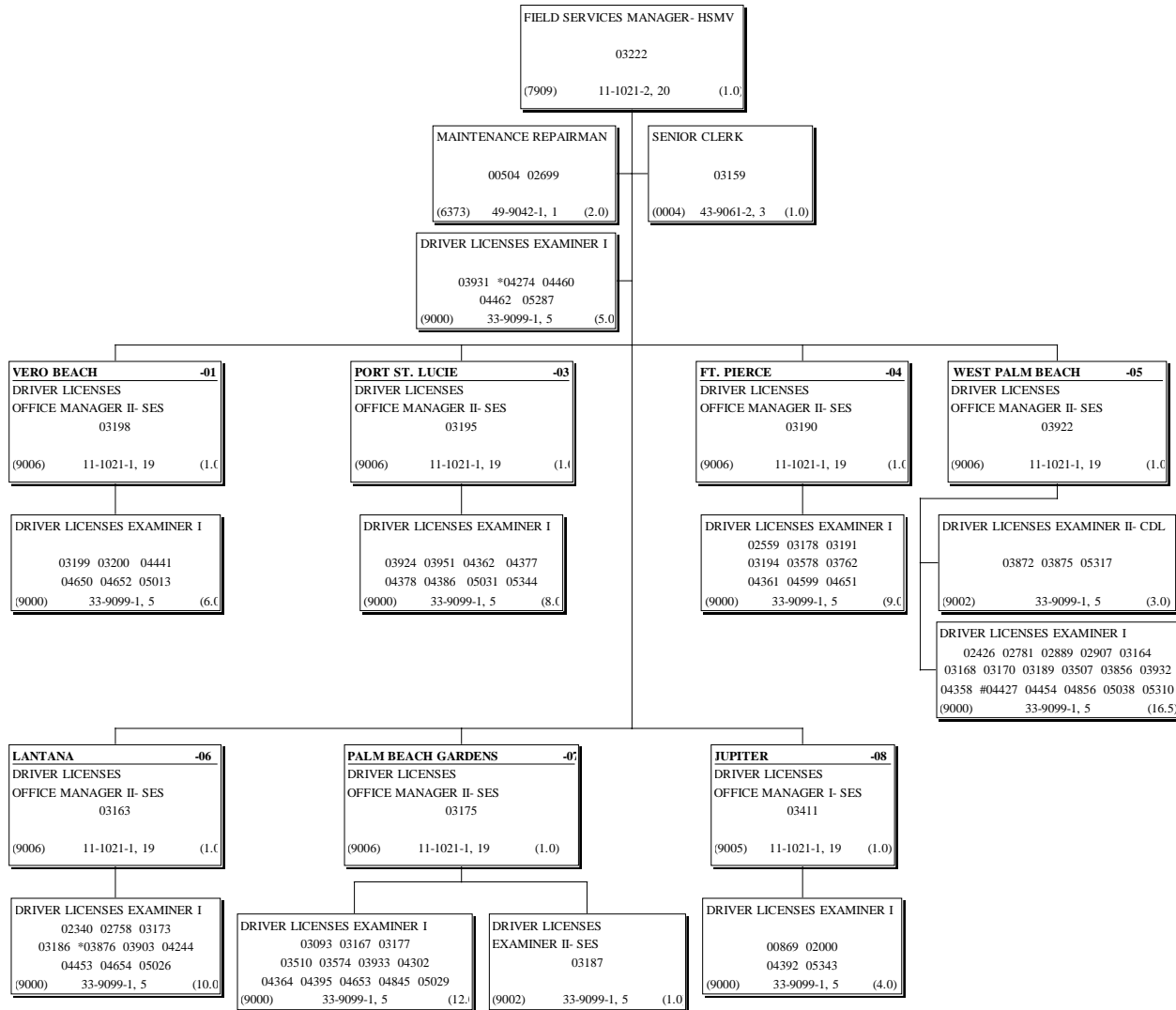
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION IV**

DATE: 07/01/10
 SEQUENCE: 7620-03-04
 OWP: _____
 NUMBER OF POSITIONS: 5
 NUMBER OF FTES: 5.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION IV- UNIT 1**

DATE: 09/03/10
SEQUENCE: 7620-03-04-01
OWP: _____
NUMBER OF POSITIONS: 86
NUMBER OF FTE: 85.5

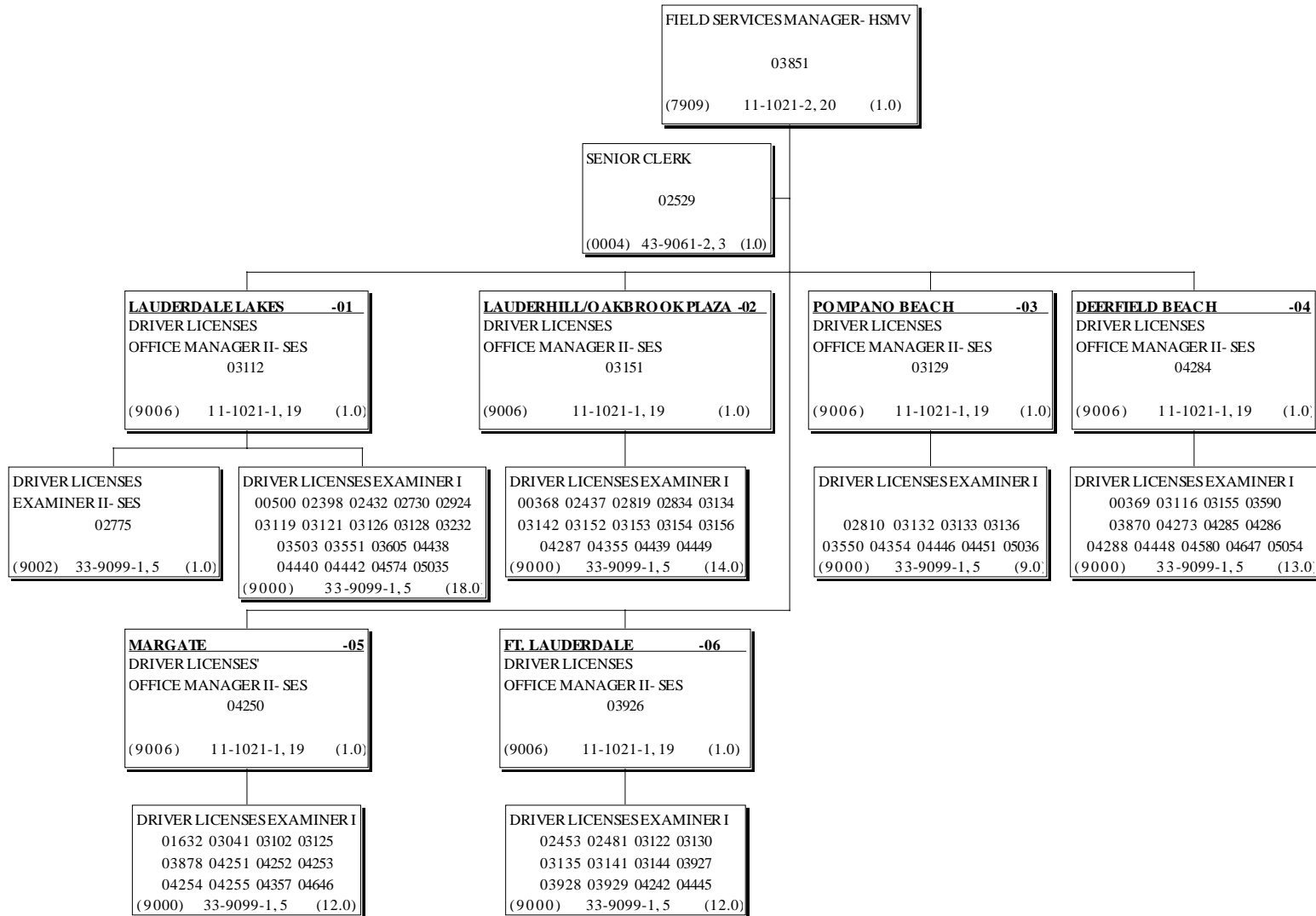


.50 FTE
* SHARED POSITION

REGION IV- UNIT 1

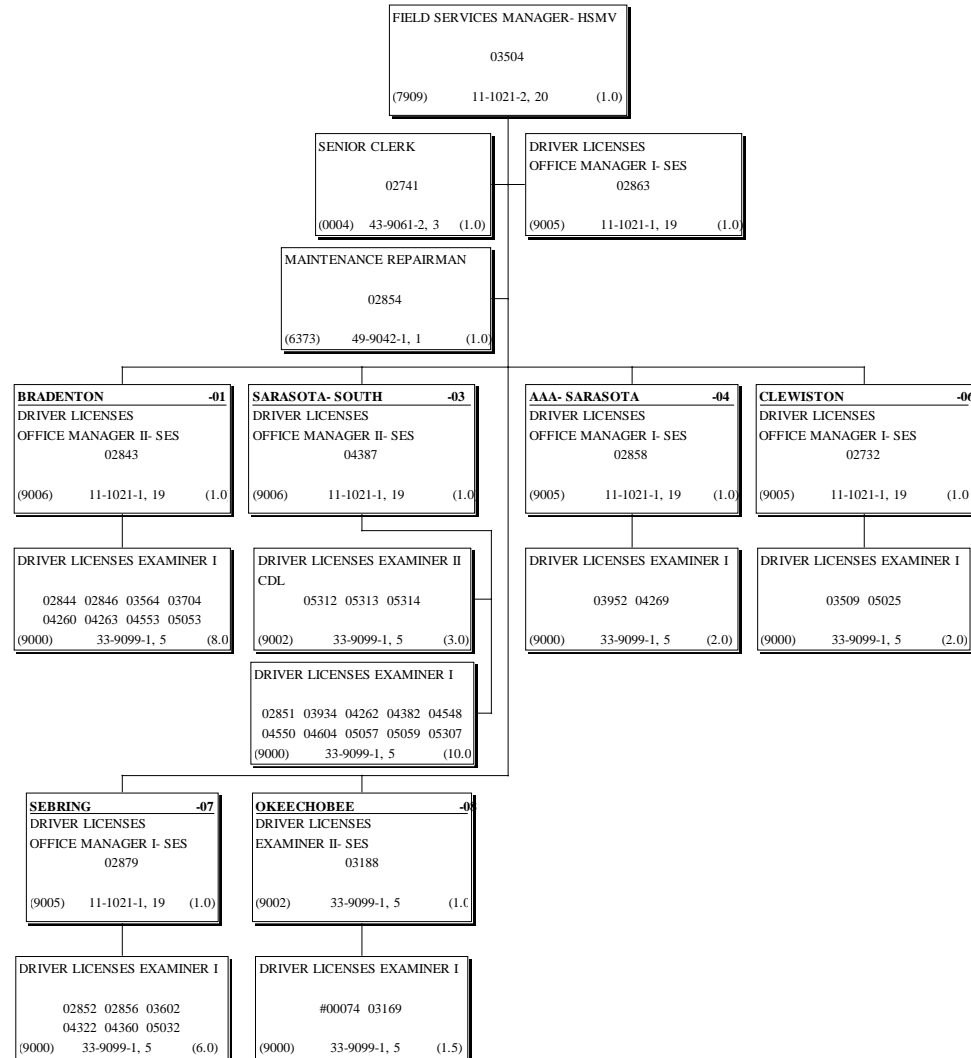
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION IV- UNIT 2**

DATE: 09/01/10
SEQUENCE: 7620-03-04-02
OED: _____
NUMBER OF POSITIONS: 87
NUMBER OF FTE'S: 87.0



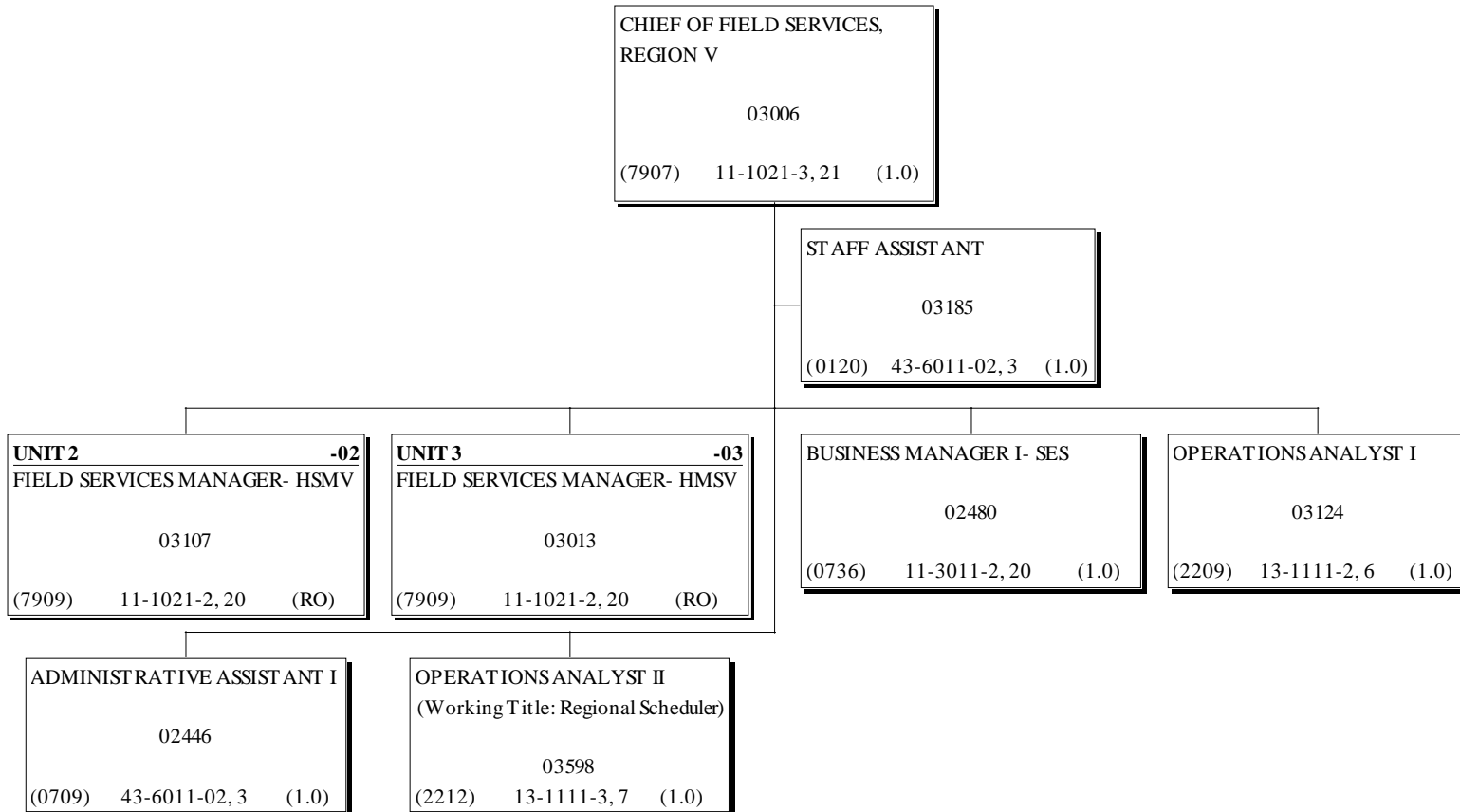
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION IV- UNIT 3**

DATE: 08/01/10
SEQUENCE: 7620-03-04-03
OWP: _____
NUMBER OF POSITIONS: 44
NUMBER OF FTE'S: 42.5



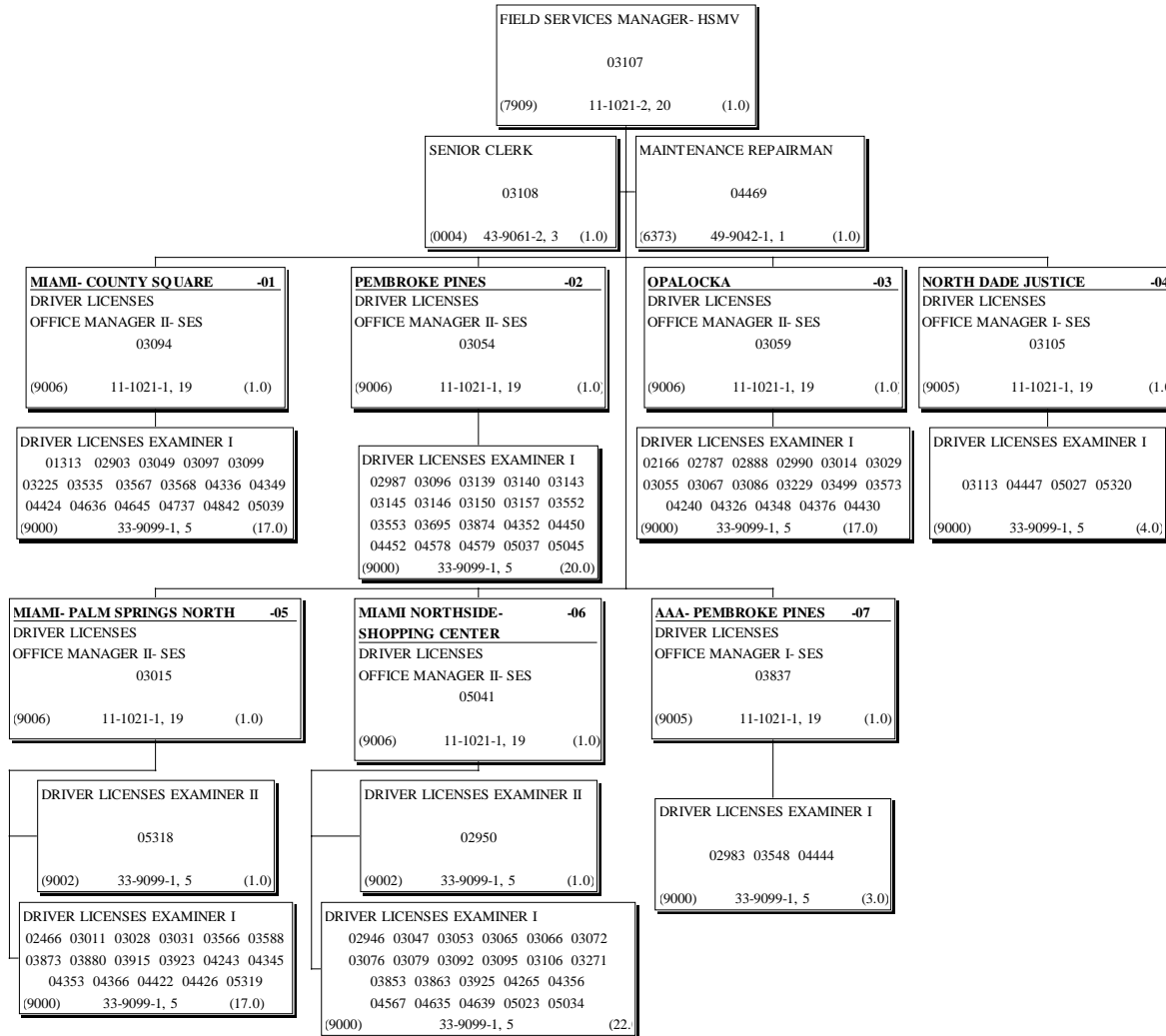
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES
 BUREAU OF FIELD SERVICES, REGION V**

DATE: 09/13/10
 SEQUENCE: 7620-03-05
 OWP: _____
 NUMBER OF POSITIONS: 6
 NUMBER OF FTE'S: 6.0



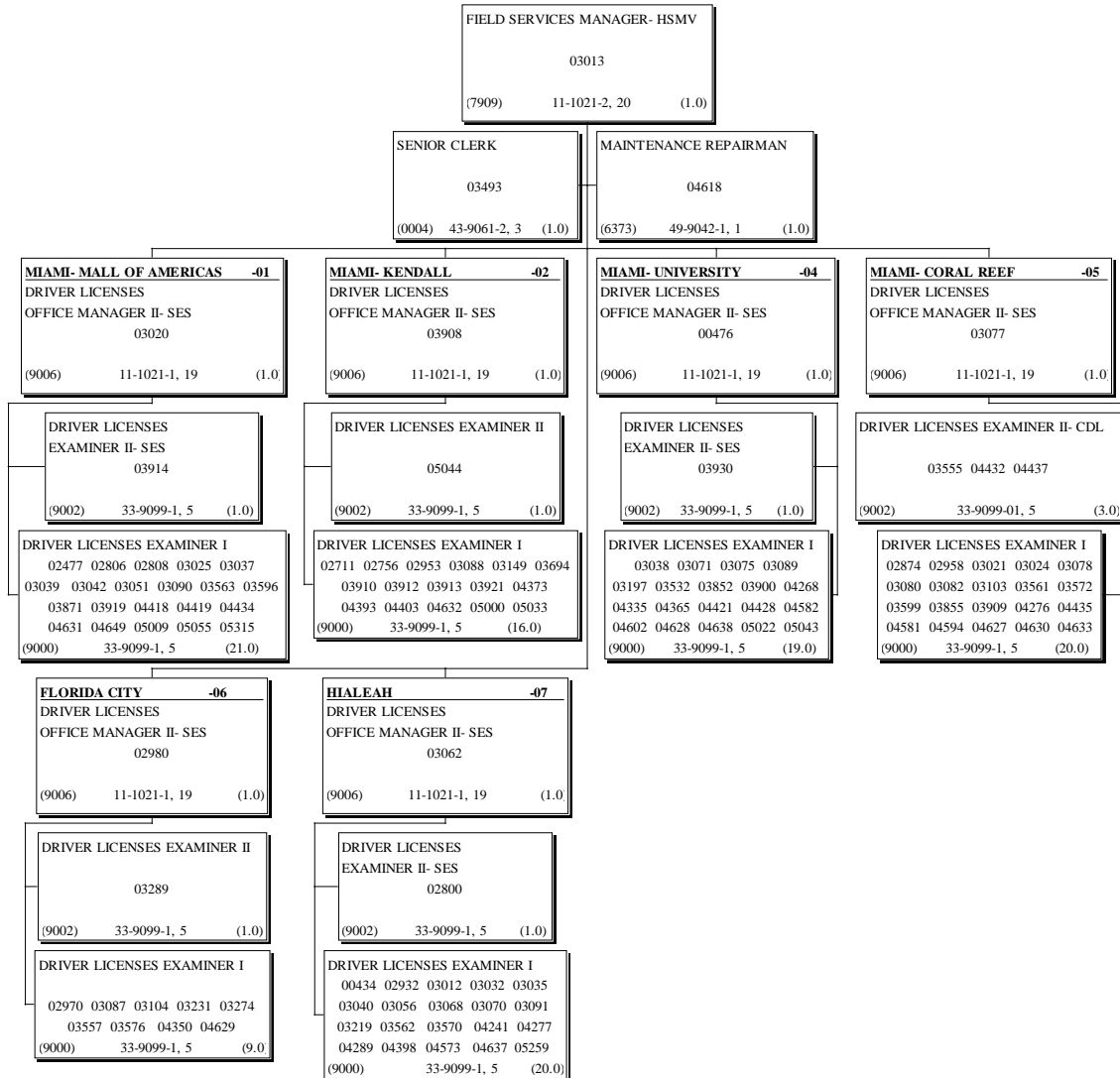
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION V- UNIT 2**

DATE: 09/01/10
SEQUENCE: 7620-03-05-02
OWP: _____
NUMBER OF POSITIONS: 112
NUMBER OF FTE'S: 112.0



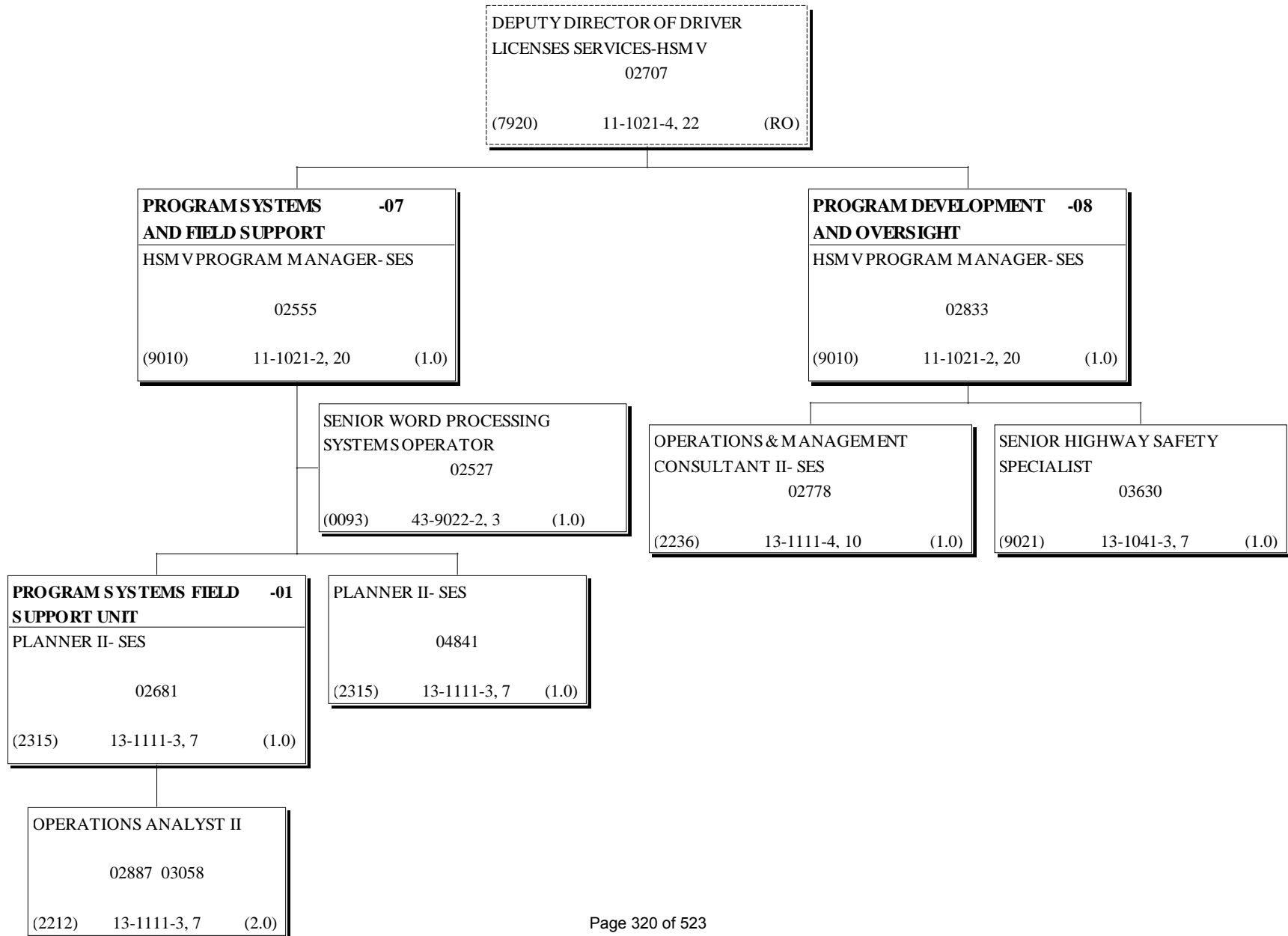
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF FIELD SERVICES, REGION V- UNIT 3**

DATE: 09/13/10
SEQUENCE: 7620-03-05-03
OWP: _____
NUMBER OF POSITIONS: 122
NUMBER OF FTE'S: 122.0



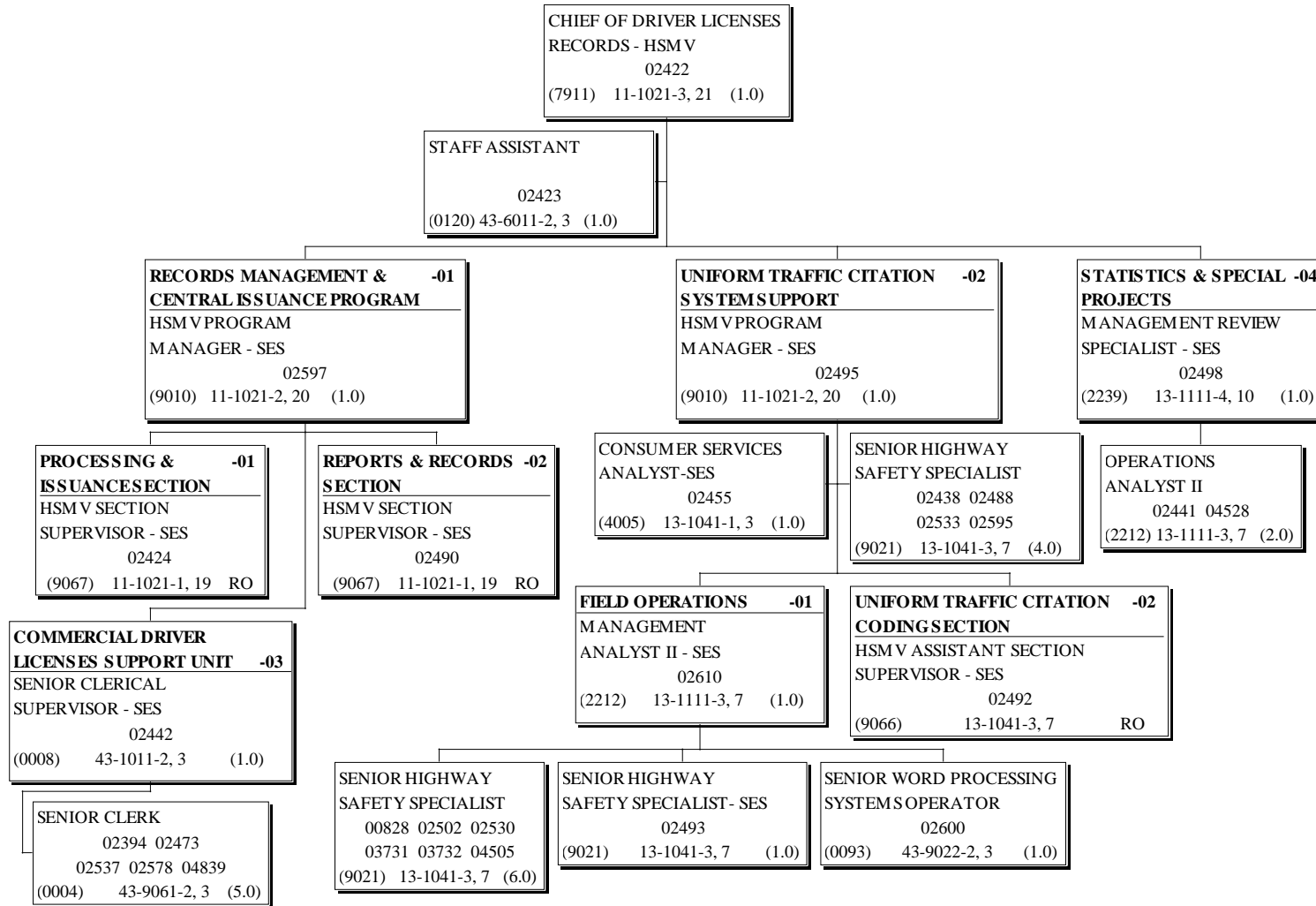
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
FIELD SERVICES**

DATE: 06/01/10
 SEQUENCE: 7620-03
 OWP: _____
 NUMBER OF POSITIONS: 9
 NUMBER OF FTE'S: 9.0



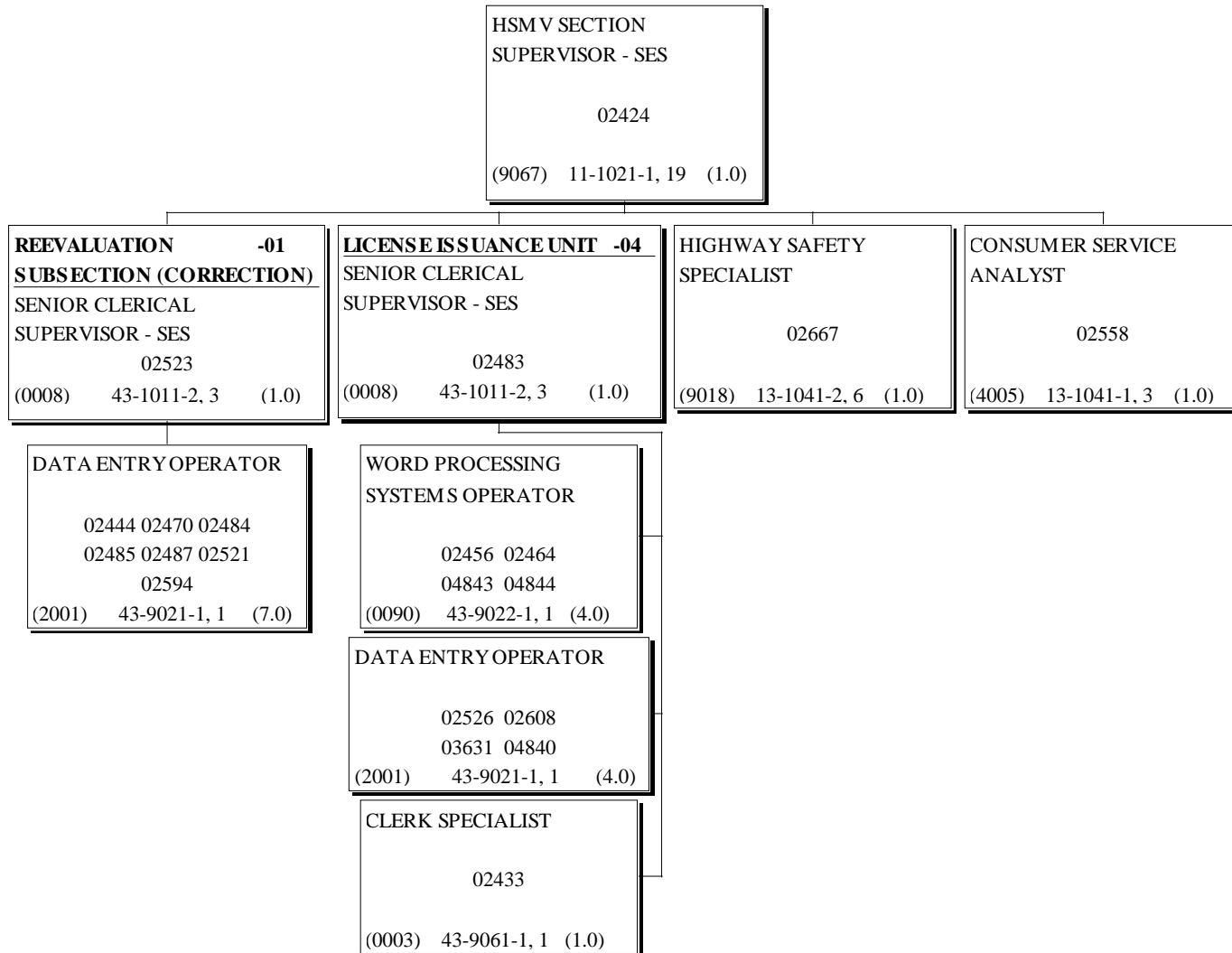
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF RECORDS**

DATE: 09/01/10
SEQUENCE: 7620-10-01
OWP: _____
NUMBER OF POSITIONS: 27
NUMBER OF FTES: 27.0



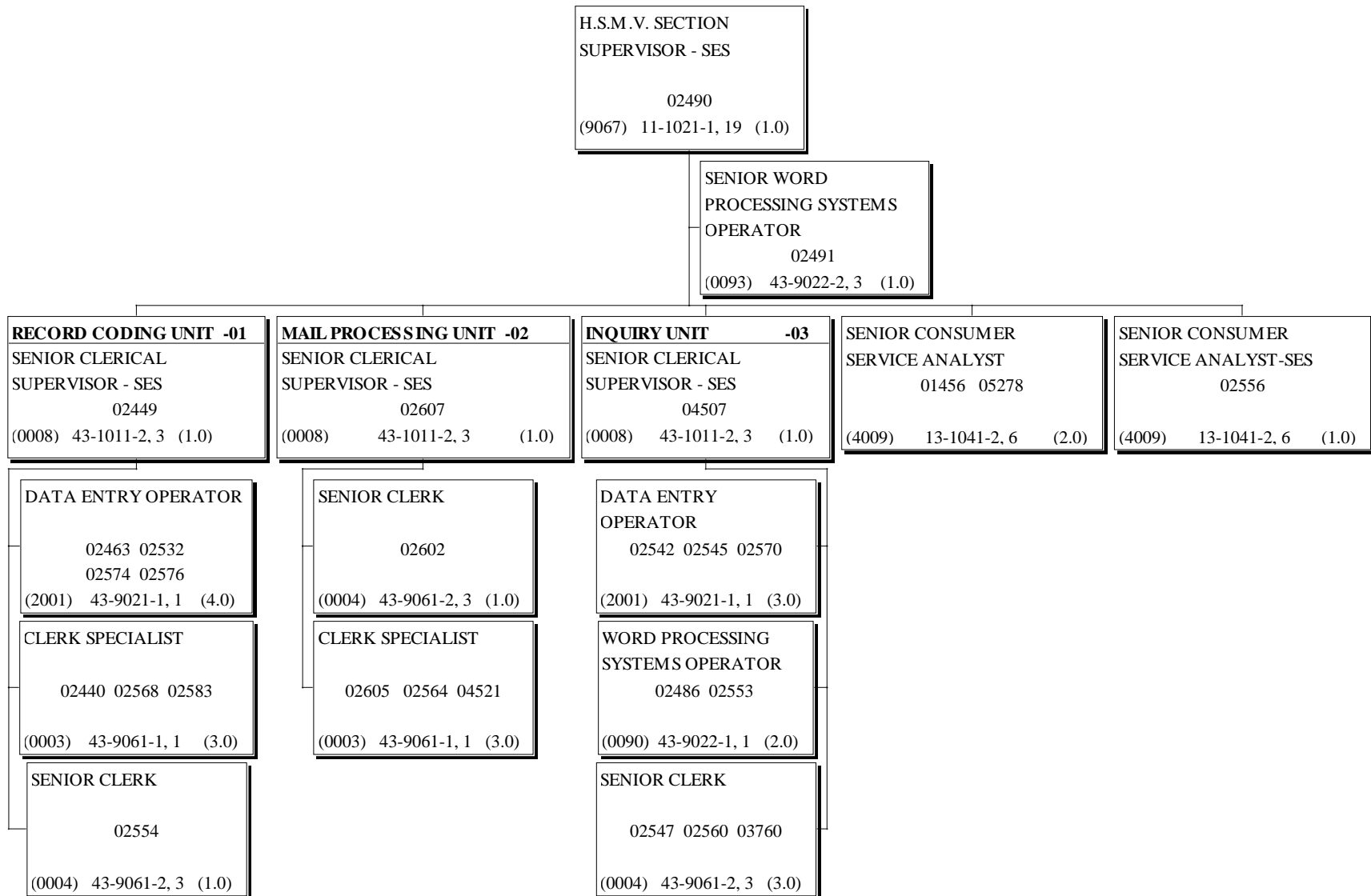
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES, BUREAU OF RECORDS
 RECORDS MANAGEMENT AND CENTRAL ISSUANCE PROGRAM-
 PROCESSING AND ISSUANCE SECTION**

DATE: 09/01/10
 SEQUENCE: 7620-10-01-01-01
 OWP: _____
 NUMBER OF POSITIONS: 21
 NUMBER OF FTES: 21.0



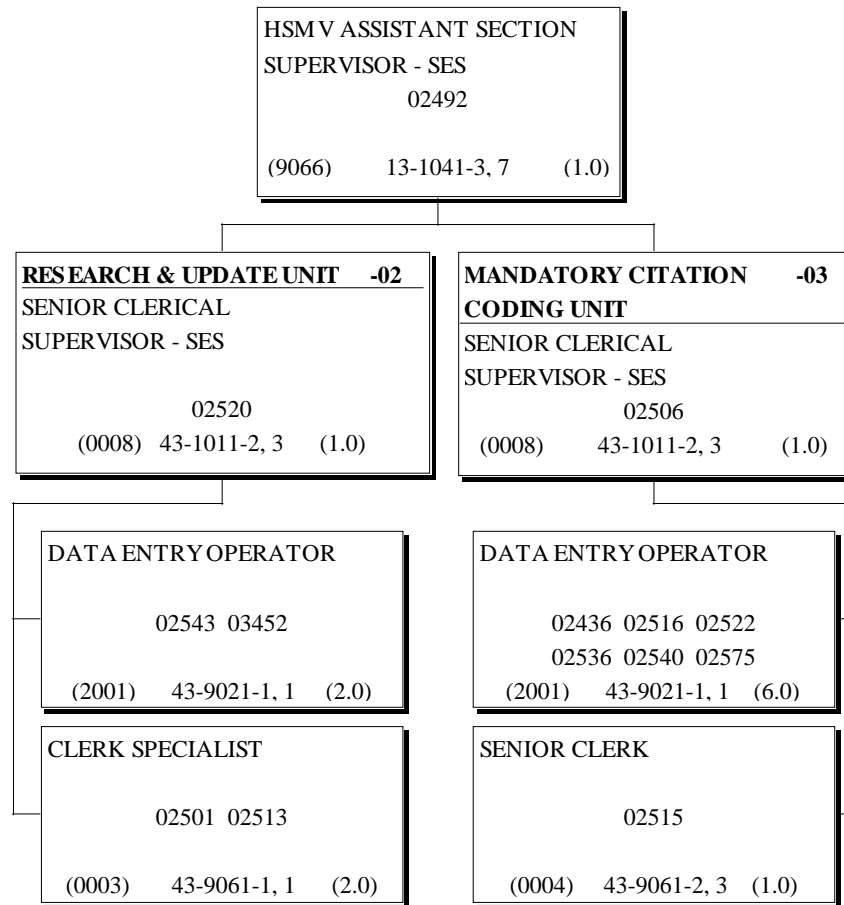
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES, BUREAU OF RECORDS
 RECORDS MANAGEMENT AND CENTRAL ISSUANCE PROGRAM-
 REPORTS AND RECORDS SECTION**

DATE: 09/01/10
 SEQUENCE: 7620-10-01-01-02
 OWP: _____
 NUMBER OF POSITIONS: 28
 NUMBER OF FTE'S: 28.0



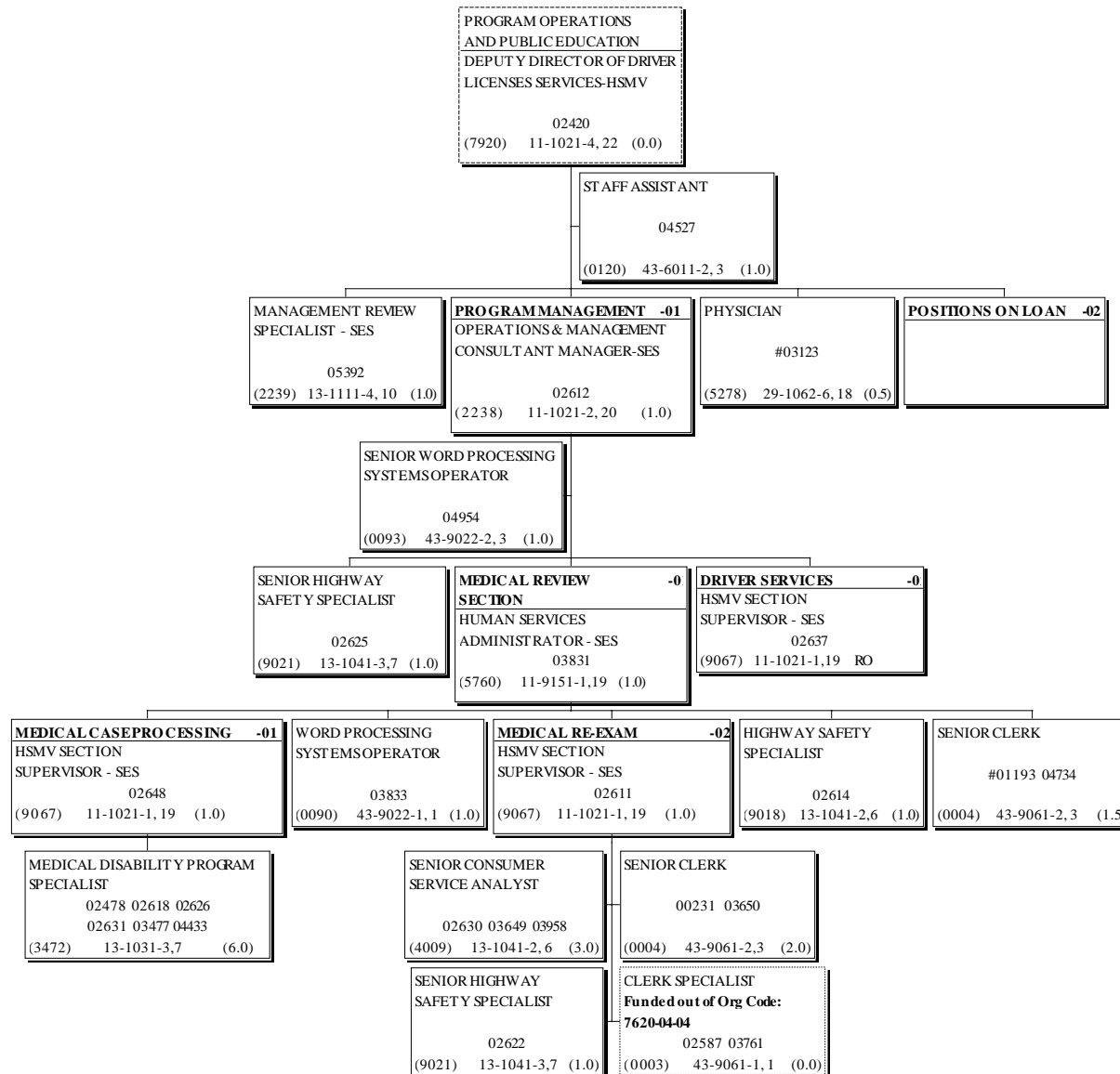
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES, BUREAU OF RECORDS
 UNIFORM TRAFFIC CITATION SYSTEM SUPPORT-
 UNIFORM TRAFFIC CITATION CODING SECTION**

DATE: 07/01/09
 SEQUENCE: 7620-10-01-02-02
 OED: _____
 NUMBER OF POSITIONS: 14
 NUMBER OF FTE'S: 14.0



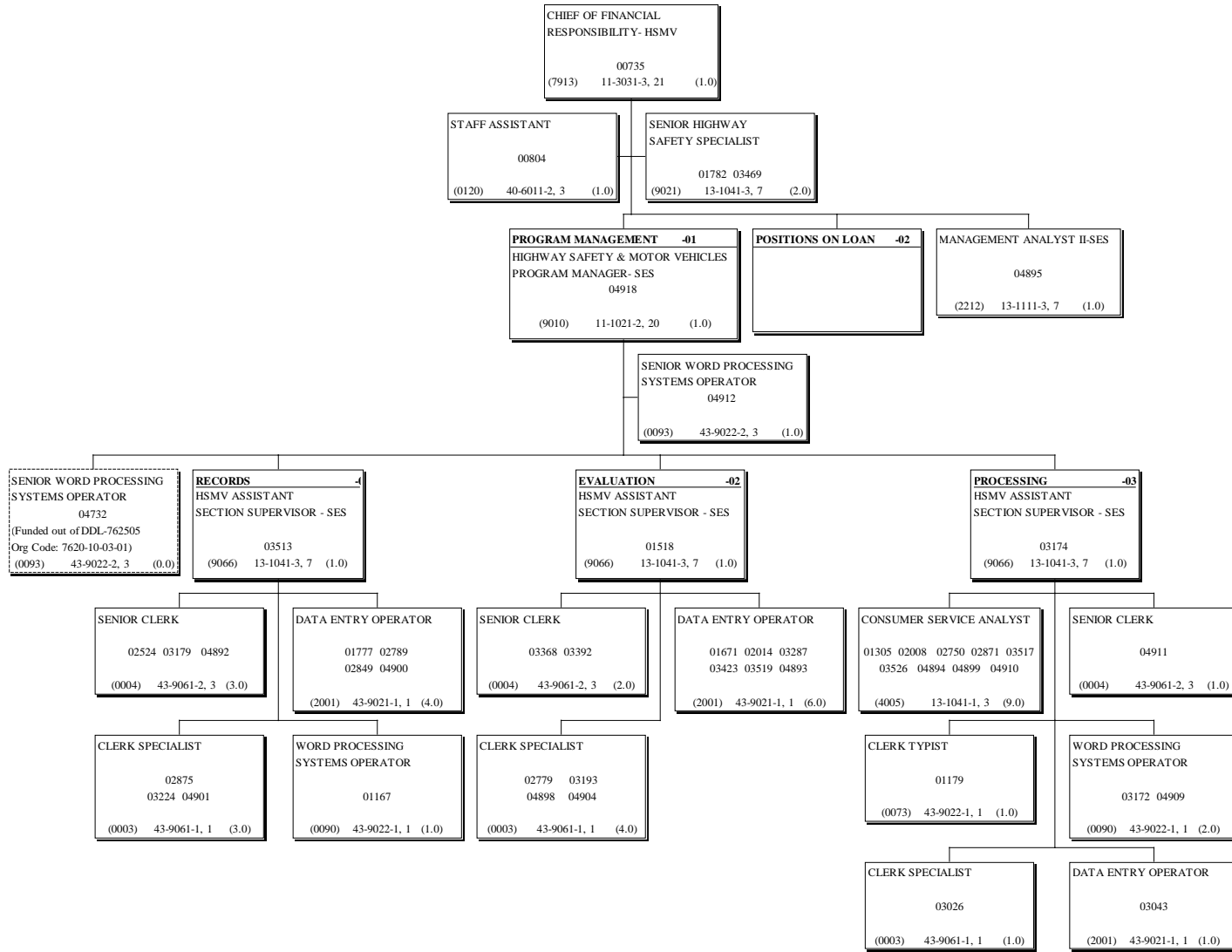
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF DRIVER IMPROVEMENT**

DATE: 08/27/10
SEQUENCE: 7620-10-02
OWP: _____
NUMBER OF POSITIONS: 25
NUMBER OF FTE'S: 24.0



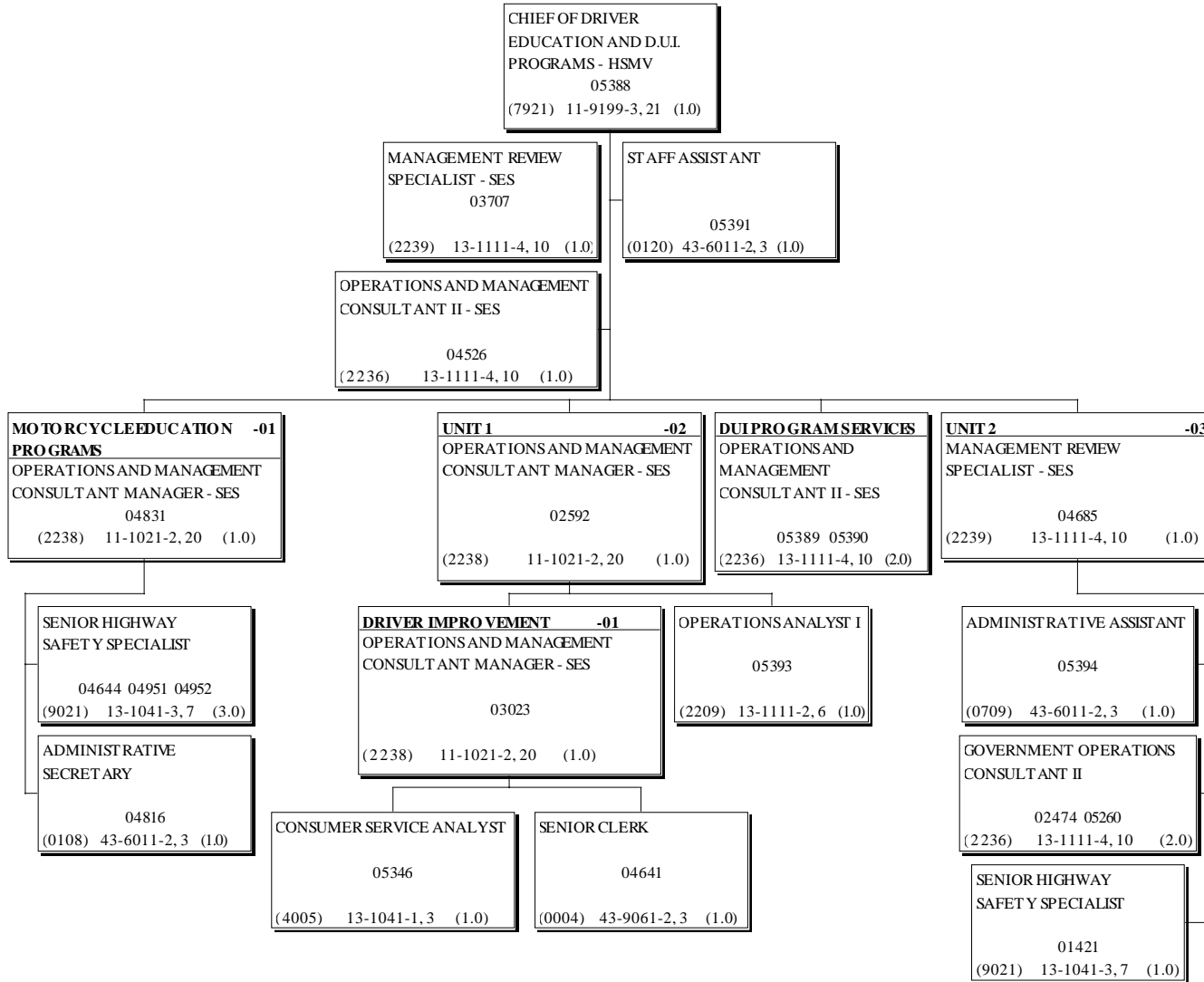
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES,
BUREAU OF FINANCIAL RESPONSIBILITY**

DATE: 08/20/10
SEQUENCE: 7620-10-03
OWP: _____
NUMBER OF POSITIONS: 48
NUMBER OF FTE'S: 48.0



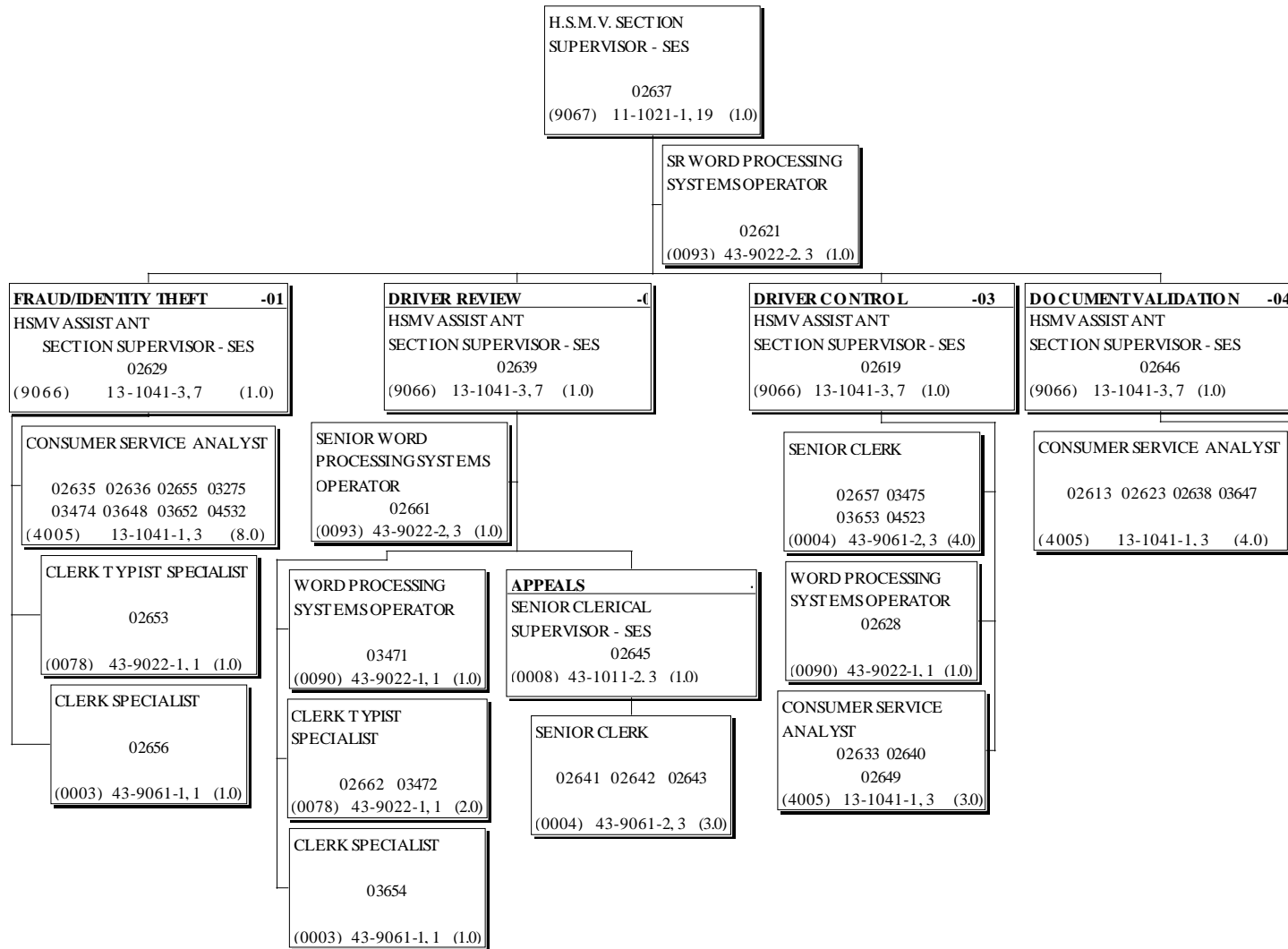
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
BUREAU OF DRIVER EDUCATION AND D.U.I. PROGRAMS**

DATE: 07/01/10
SEQUENCE: 7620-10-05
OWP: _____
NUMBER OF POSITIONS: 21
NUMBER OF FTE'S: 21.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF DRIVER LICENSES, BUREAU OF DRIVER
IMPROVEMENT
DRIVER SERVICES SECTION**

DATE: 09/01/09
SEQUENCE: 7620-10-02-01-02
OED: _____
NUMBER OF POSITIONS: 37
NUMBER OF FTE'S: 37.0



**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF DRIVER LICENSES
POSITIONS ON LOAN**

DATE: 07/01/10
SEQUENCE: 7620-04
OWP: _____
NUMBER OF POSITIONS: 5
NUMBER OF FTE'S: 5.0

**Reports to
Director of Driver Licenses**

7620

MULTICULTURAL PROGRAMS -01
RESEARCH ECONOMIST
04482
(3227) 19-3011-4, 11 (1.0)

**Reports to OED
Performance Management Office**

7601-05-03-03

STRATEGIC PROJECT OFFICE -02
MANAGEMENT REVIEW SPECIALIST - SES
02723
(2239) 13-1111-4, 10 (1.0)

**Reports to
Bureau of Driver
Improvement**

7620-10-02-01-01-02

MEDICAL RE-EXAM -04
CLERK SPECIALIST
02587 03761
(0003) 43-9061-1, 1 (2.0)

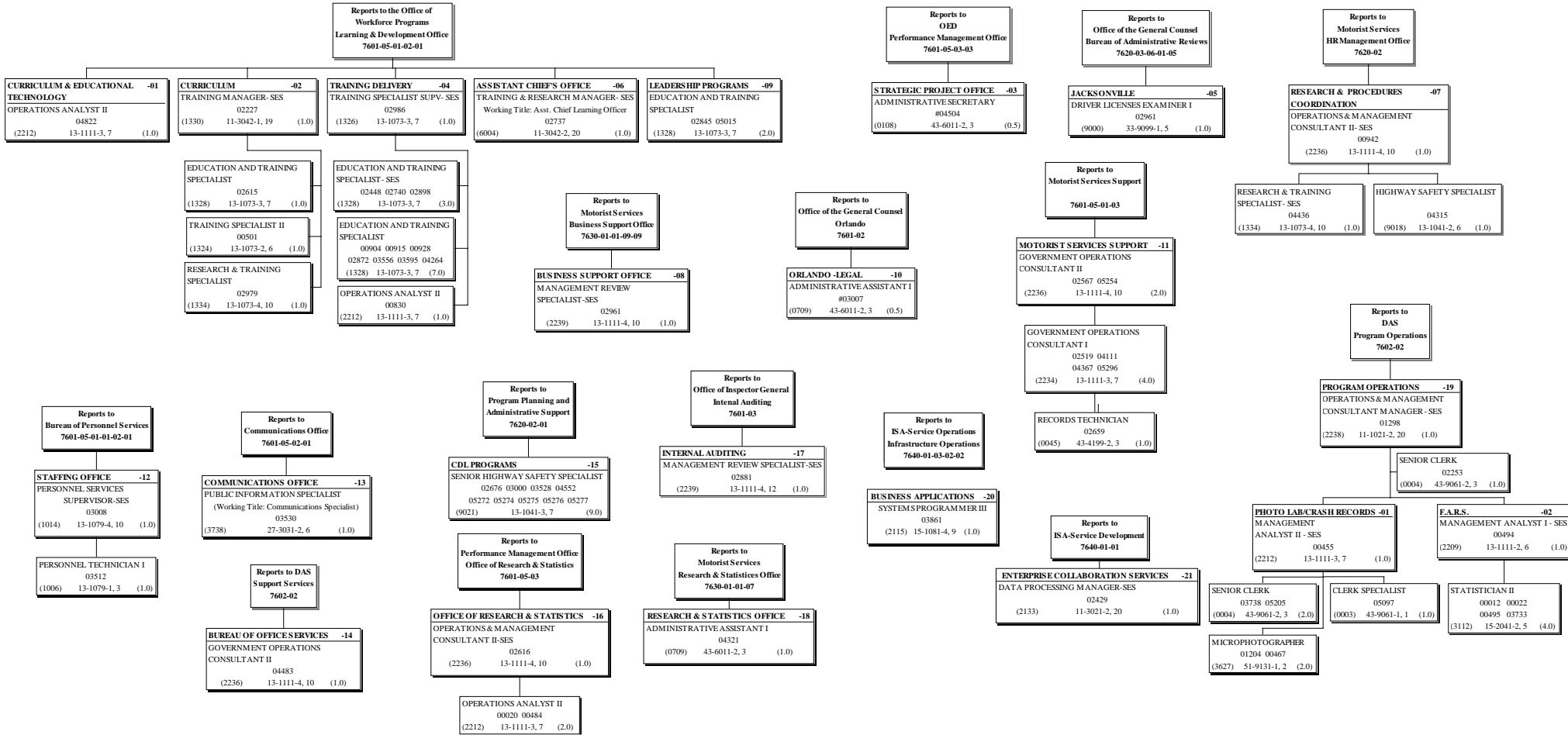
**Reports to
Bureau of Financial Responsibility**

7620-10-03-01

PROGRAM MANAGEMENT -08
SENIOR WORD PROCESSING SYSTEMS OPERATOR
04732
(0093) 43-9022-2, 3 (1.0)

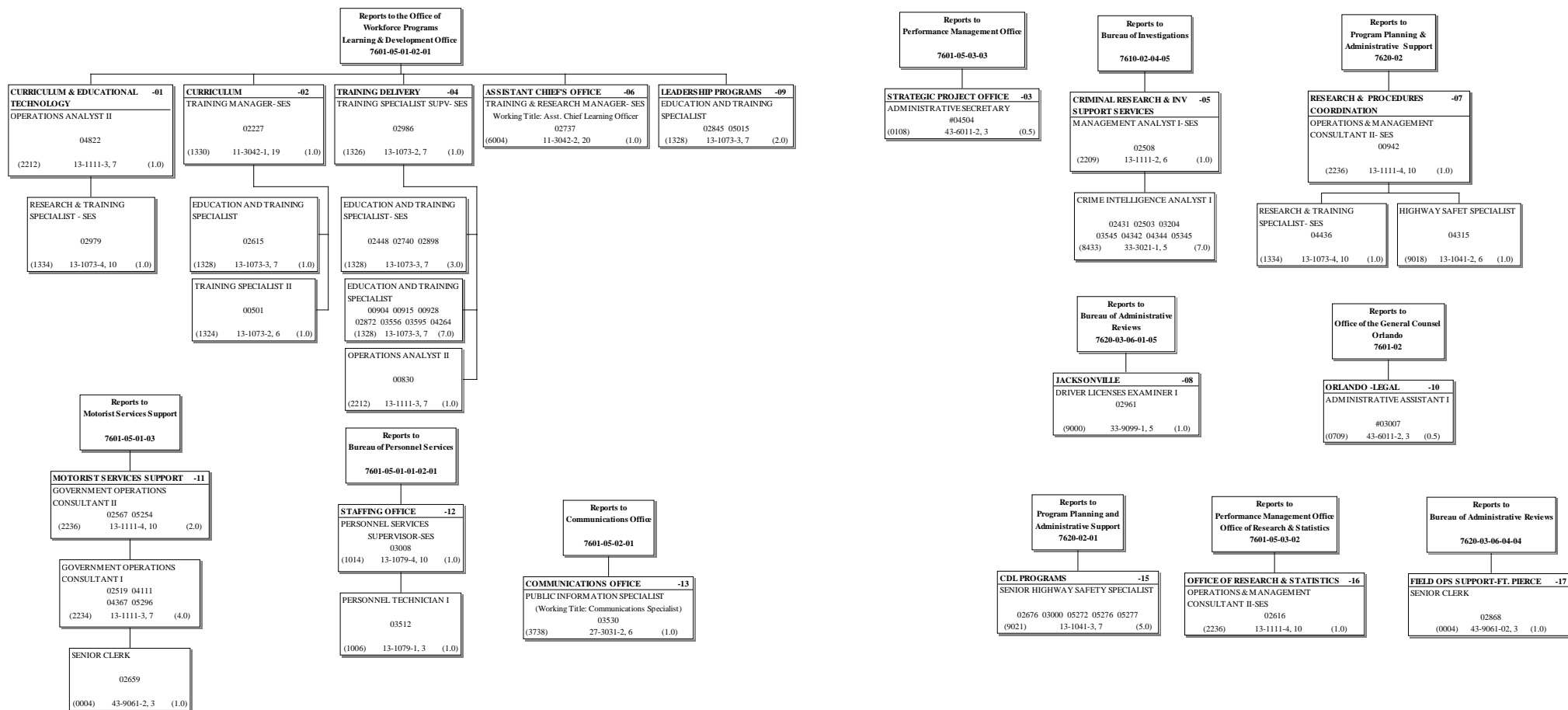
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF DRIVER LICENSES/DRIVER LICENSING
POSITIONS ON LOAN**

DATE: 09/24/10
SEQUENCE: 7620-03-09
OWP: _____
NUMBER OF POSITIONS: 67
NUMBER OF FTE'S: 66.0



**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF DRIVER LICENSES/FIELD SERVICES
POSITIONS ON LOAN**

DATE: 05/21/10
SEQUENCE:: 7620-03-09
OED: _____
NUMBER OF POSITIONS: 51
NUMBER OF FTE'S: 50.0



**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
 DIVISION OF DRIVER LICENSES / FINANCIAL RESPONSIBILITY
 POSITIONS ON LOAN**

DATE: 08/20/10
 SEQUENCE: 7620-10-03-02
 OWP: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE'S 2.0

**Reports to
 Office of the
 General Counsel/Headquarters Legal
 7601-02-02-03**

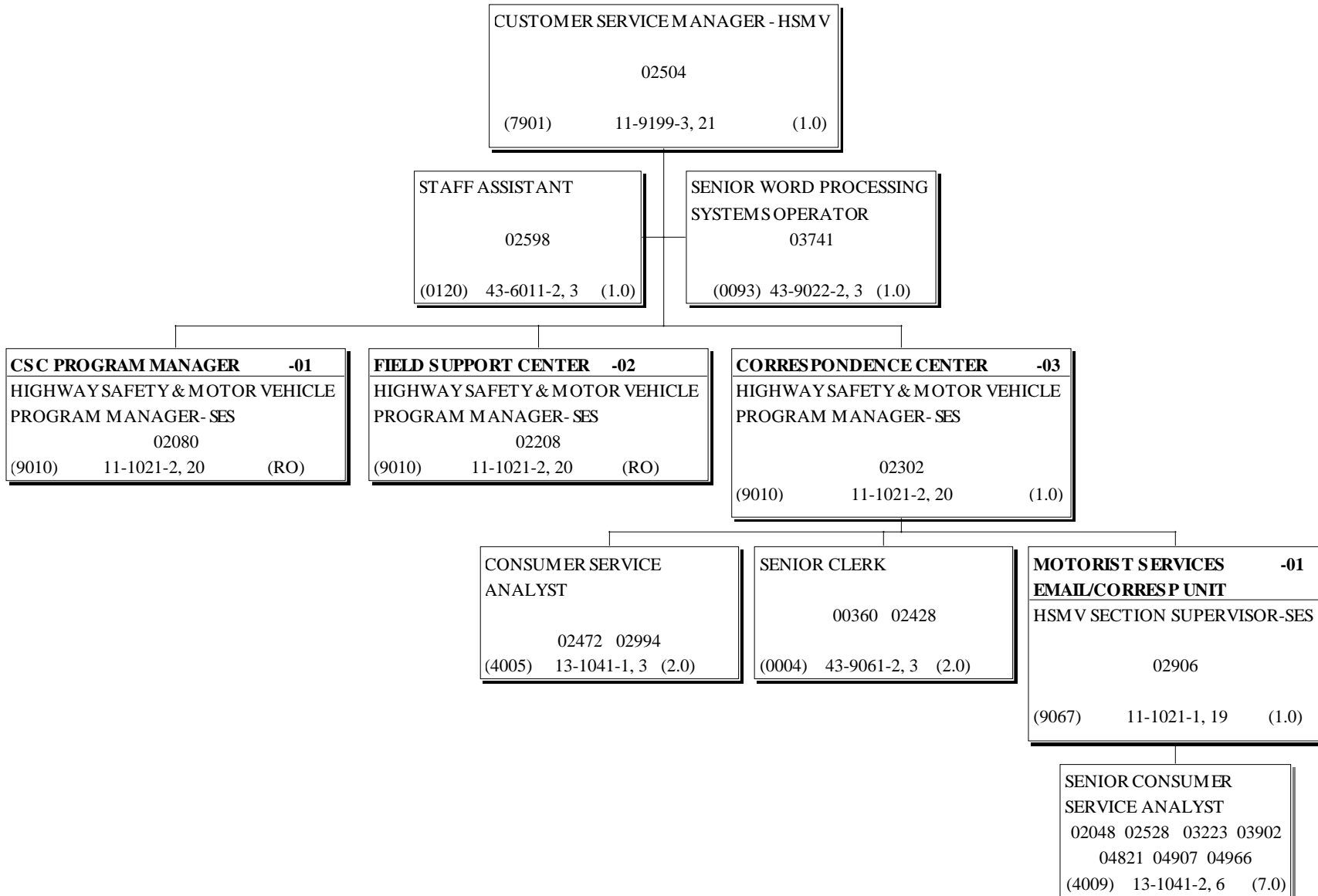
HEADQUARTERS LEGAL -01		
SENIOR ATTORNEY		
	01801	
(7738)	23-1011-4, 14	(1.0)

**Reports to
 ISA-Service Operations
 Infrastructure Operations
 7640-01-03-02-02**

BUSINESS APPLICATIONS -02		
SYSTEMS PROGRAMMER III		
	03763	
(2115)	15-1081-4, 9	(1.0)

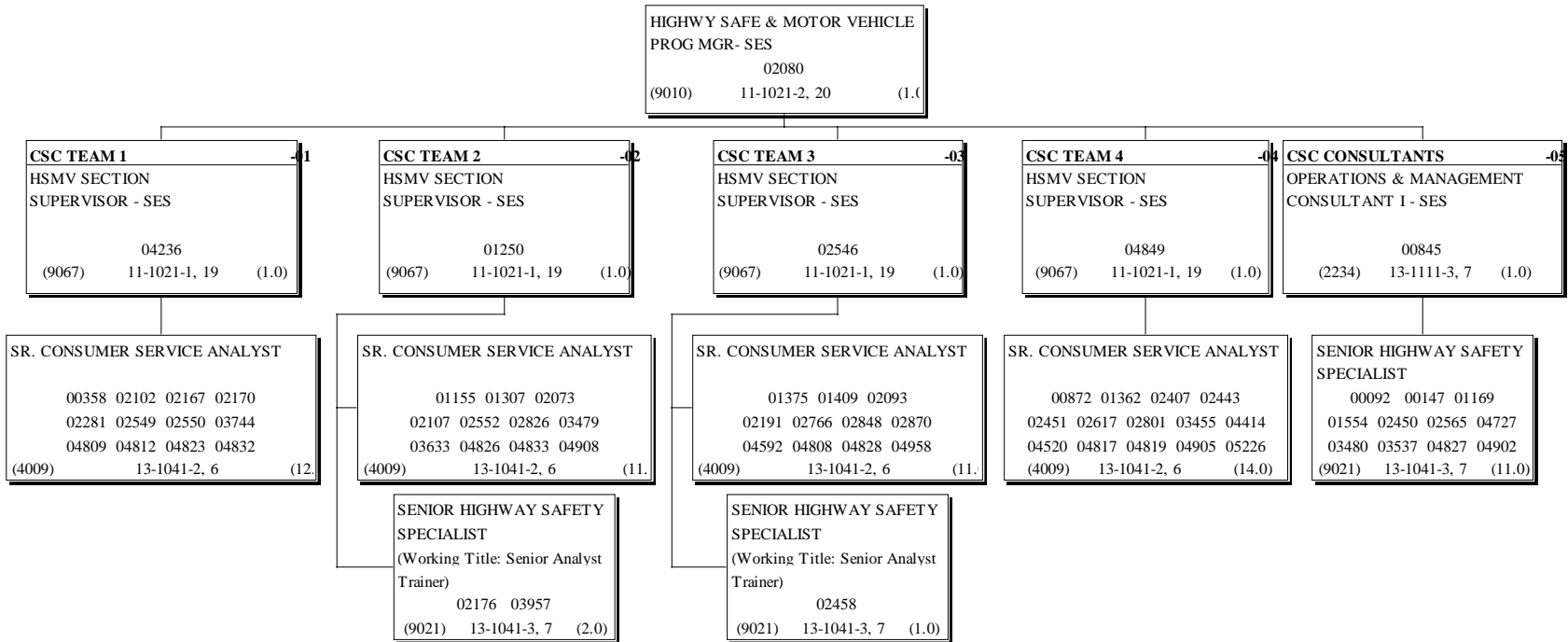
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
MOTORIST SERVICES
CUSTOMER SERVICE CENTER**

DATE: 08/01/10
SEQUENCE: 7620-25
OWP: _____
NUMBER OF POSITIONS: 16
NUMBER OF FTES: 16.0



**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
MOTORIST SERVICES
CUSTOMER SERVICE / PROGRAM MANAGER**

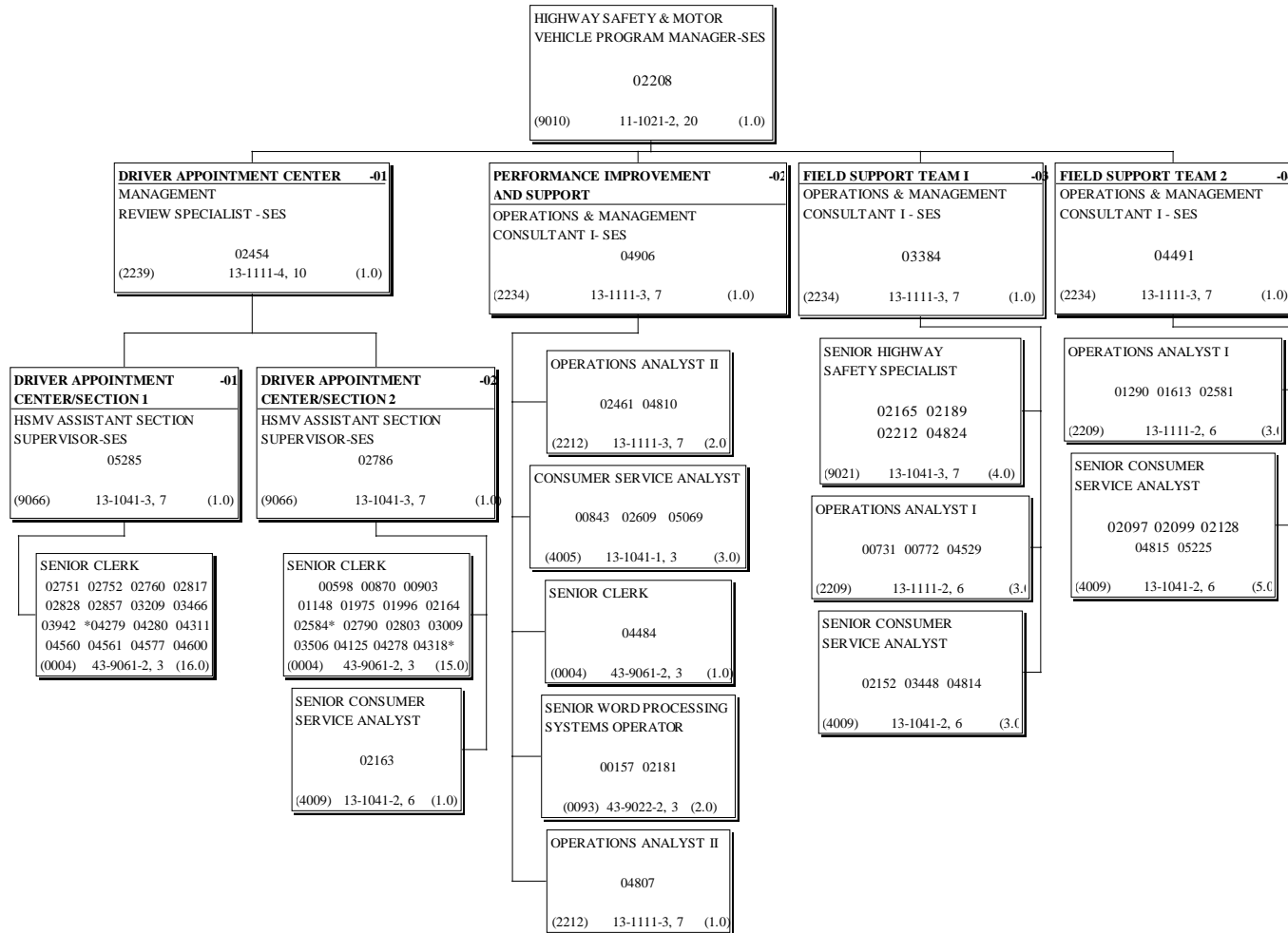
DATE: 05/07/10
 SEQUENCE: 7620-25-01
 OED: _____
 NUMBER OF POSITIONS: 68
 NUMBER OF FTES: 68.0



* Shared position

**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
MOTORIST SERVICES
CUSTOMER SERVICE / FIELD SUPPORT CENTER**

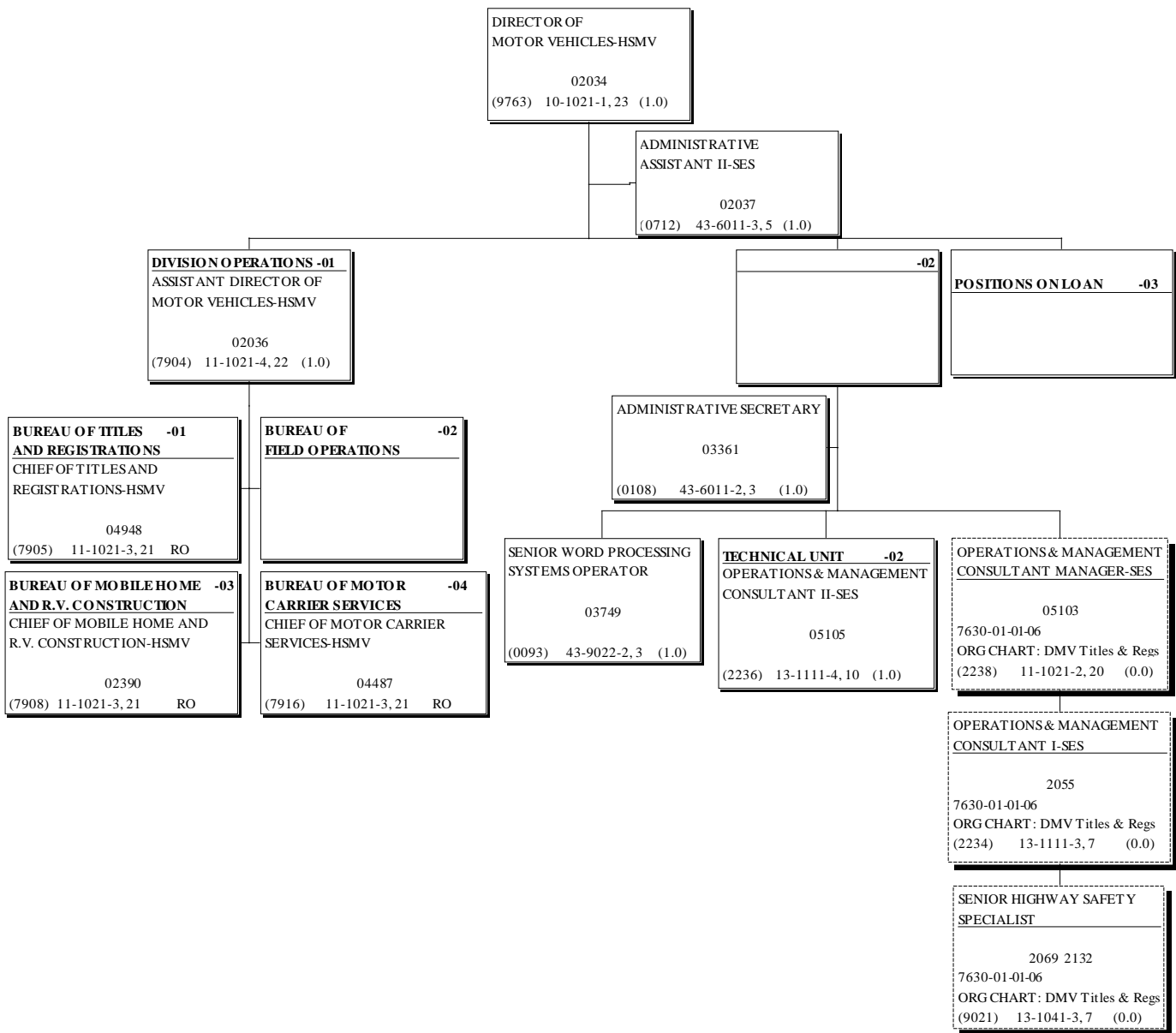
DATE: 08/06/10
 SEQUENCE: 7620-25-02
 OWP: _____
 NUMBER OF POSITIONS: 66
 NUMBER OF FTES: 66.0



* - Shared Position

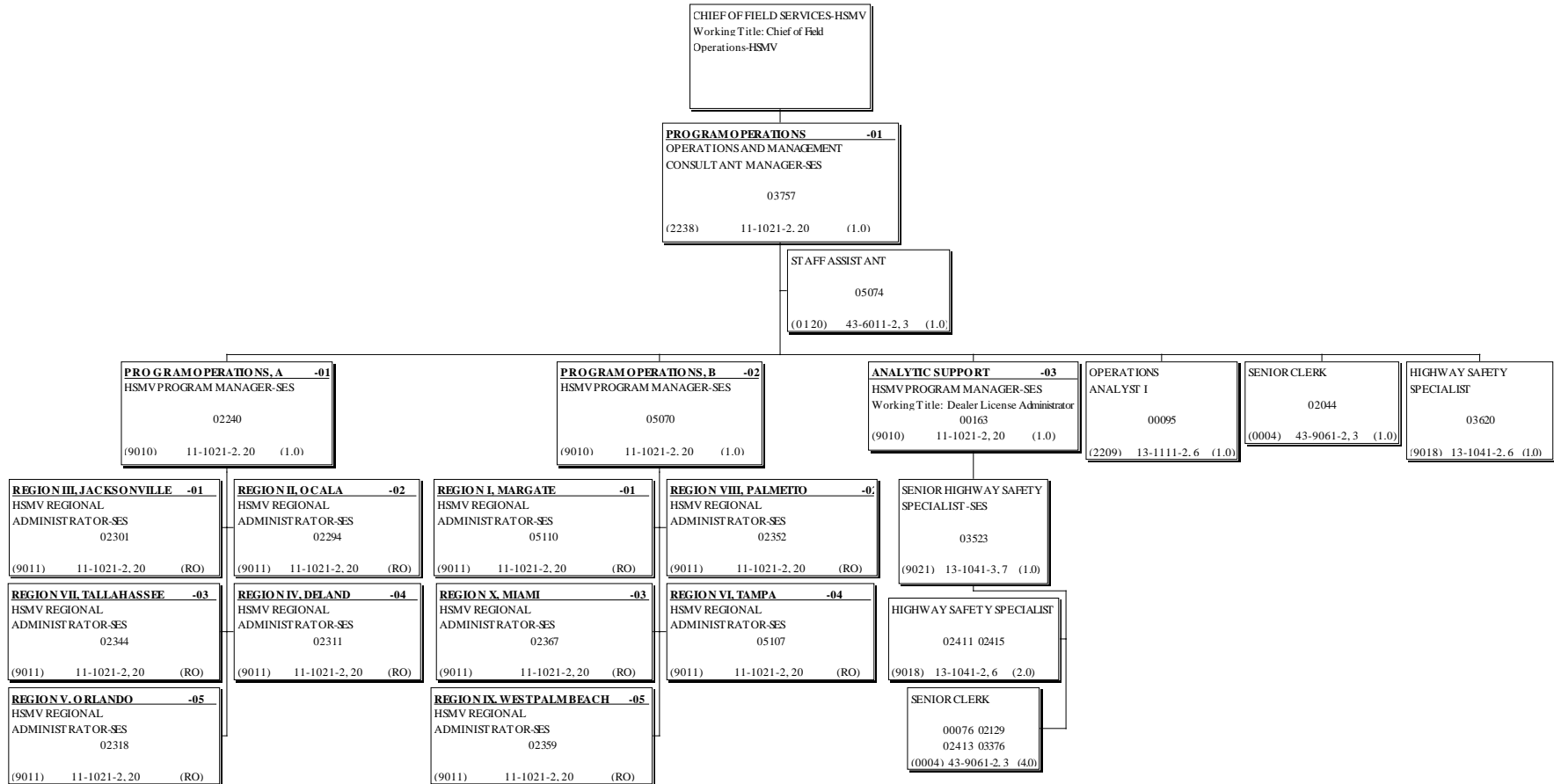
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES**

DATE: 07/01/10
 SEQUENCE: 7630
 OWP: _____
 NUMBER OF POSITIONS: 6
 NUMBER OF FTES: 6.0



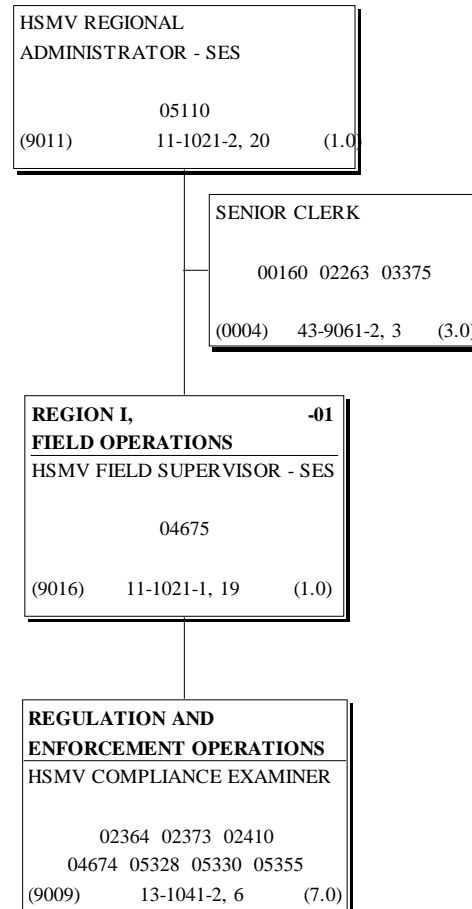
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
BUREAU OF FIELD OPERATIONS**

DATE: 07/01/10
SEQUENCE: 7630-01-02
OWP: _____
NUMBER OF POSITIONS: 15
NUMBER OF FTE'S: 15.0



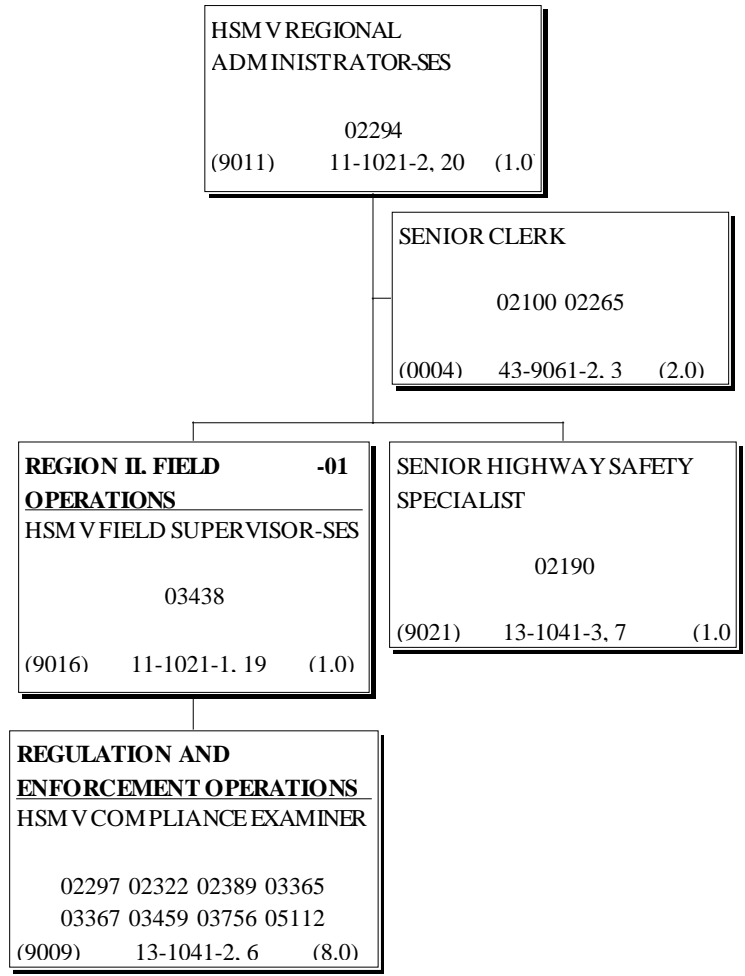
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, B - REGION I, MARGATE**

DATE: 04/02/08
 SEQUENCE: 7630-01-02-01-02-01
 OED:
 NUMBER OF POSITIONS: 12
 NUMBER OF FTE'S: 12.0



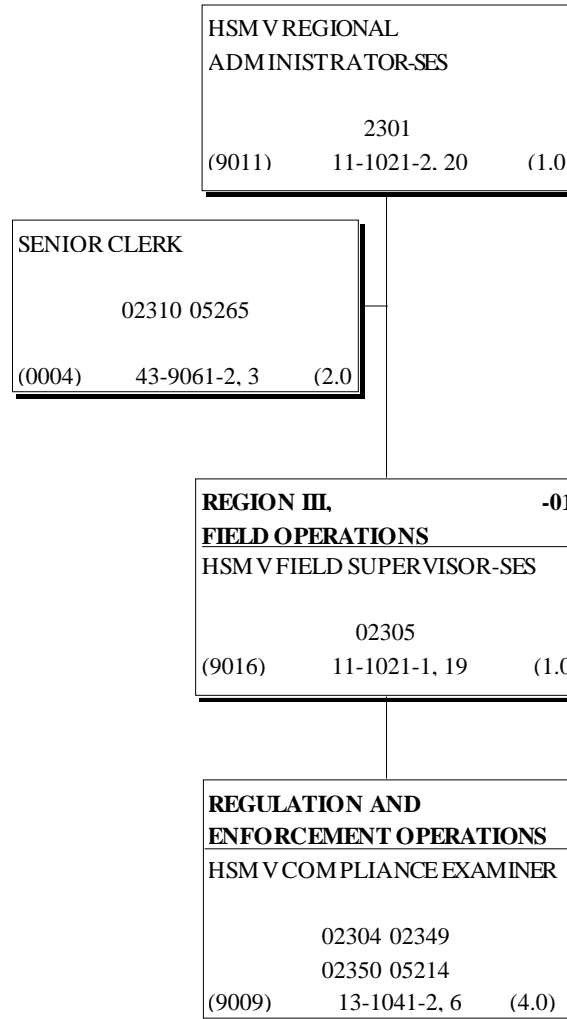
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, A- REGION II, OCALA**

DATE: 08/22/08
 SEQUENCE: 7630-01-02-01-01-02
 OED: _____
 NUMBER OF POSITIONS: 13
 NUMBER OF FTE'S: 13.0



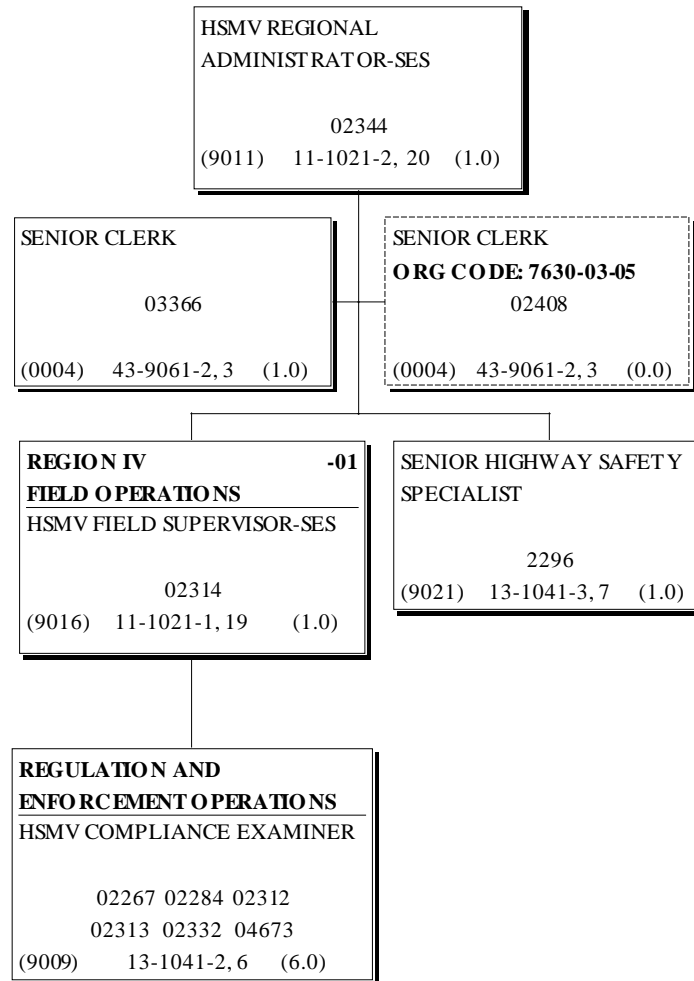
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, A - REGION III, JACKSONVILLE**

DATE: 04/16/10
 SEQUENCE: 7630-01-02-01-01-01
 OED: _____
 NUMBER OF POSITIONS: 8
 NUMBER OF FTE'S: 8.0



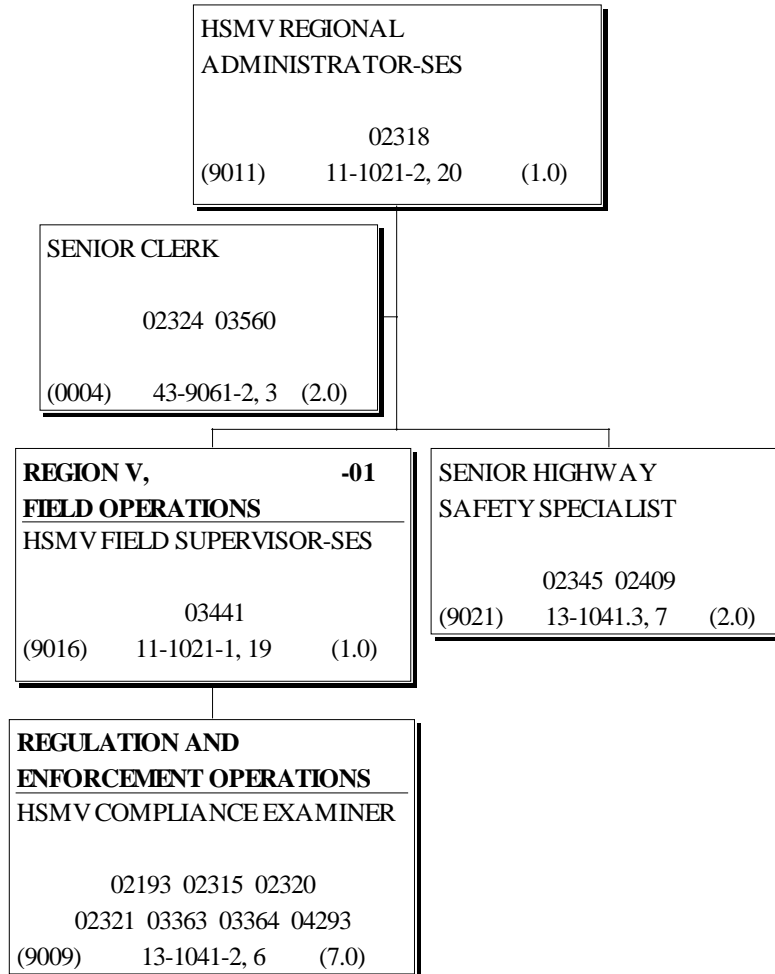
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, A- REGION IV, DELAND**

DATE: 06/01/10
 SEQUENCE: 7630-01-02-01-01-04
 OED: _____
 NUMBER OF POSITIONS: 10
 NUMBER OF FTE'S: 10.0



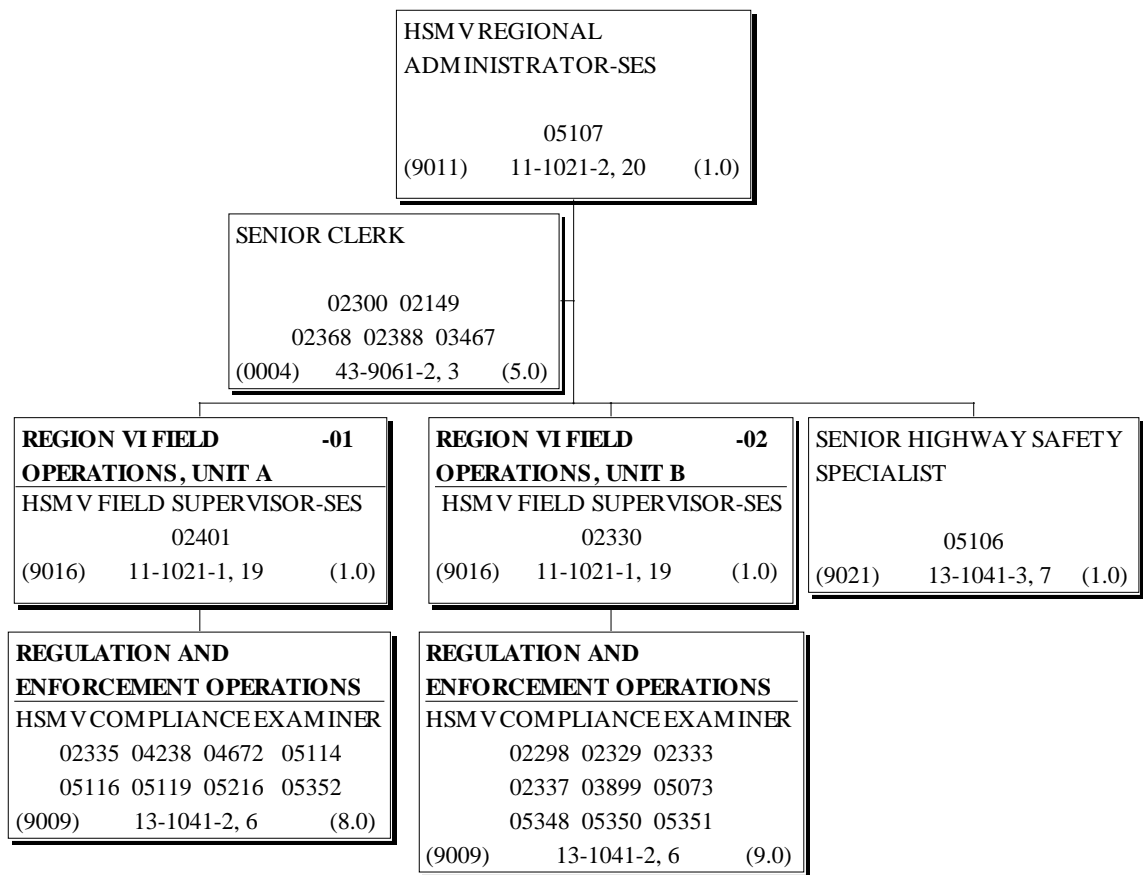
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, A - REGION V, ORLANDO**

DATE: 04/01/10
 SEQUENCE: 7630-01-02-01-01-05
 OED: _____
 NUMBER OF POSITIONS: 13
 NUMBER OF FTE'S: 13.0



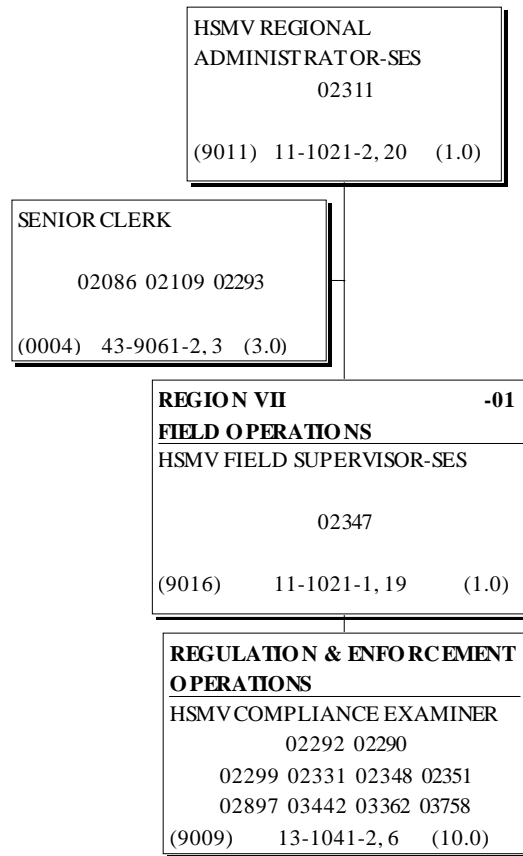
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, B - REGION VI, TAMPA**

DATE: 08/21/09
 SEQUENCE: 7630-01-02-01-02-04
 OED: _____
 NUMBER OF POSITIONS: 26
 NUMBER OF FTE'S: 26.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, A - REGION VII, TALLAHASSEE**

DATE: 06/01/10
 SEQUENCE:7630-01-02-01-01-03
 OED: _____
 NUMBER OF POSITIONS: 15
 NUMBER OF FTE'S: 15.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, B - REGION VIII, PALMETTO**

DATE: 12/29/06
 SEQUENCE:7630-01-02-01-02-02
 OED: _____
 NUMBER OF POSITIONS: 14
 NUMBER OF FTE'S: 14.0

HSMV REGIONAL ADMINISTRATOR-SES		
02352		
(9011)	11-1021-2, 20	(1.0)

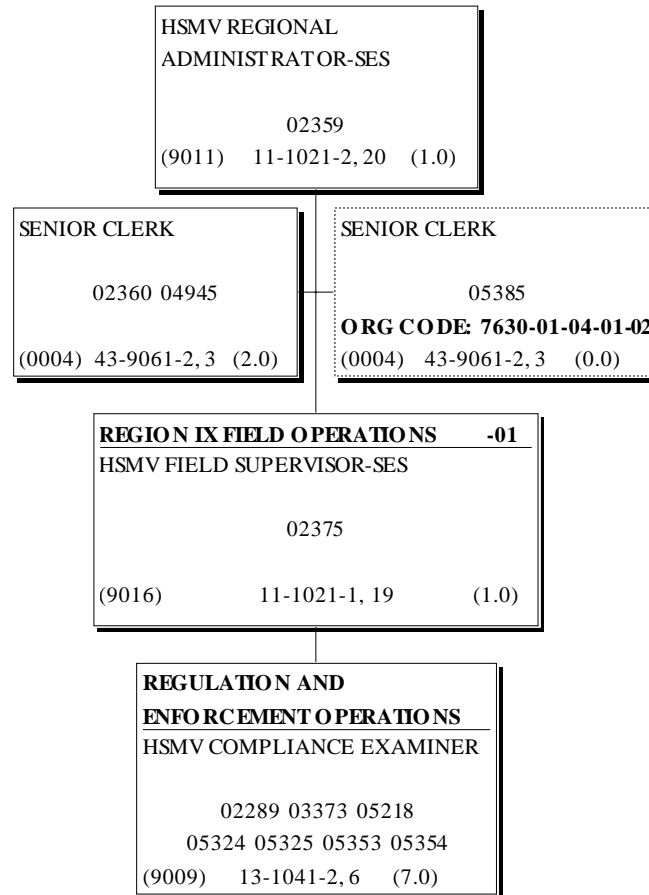
SENIOR CLERK		
02179 03437 05202		
(0004)	43-9061-2, 13	(3.0)

REGION VIII	-01
FIELD OPERATIONS	
HSMV FIELD SUPERVISOR-SES	
02328	
(9016)	11-1021-1, 19 (1.0)

REGULATION AND ENFORCEMENT OPERATIONS		
HSMV COMPLIANCE EXAMINER		
02178 02353 02354		
02356 03371 03372		
03458 03894 04978		
(9009)	13-1041-2, 6	(9.0)

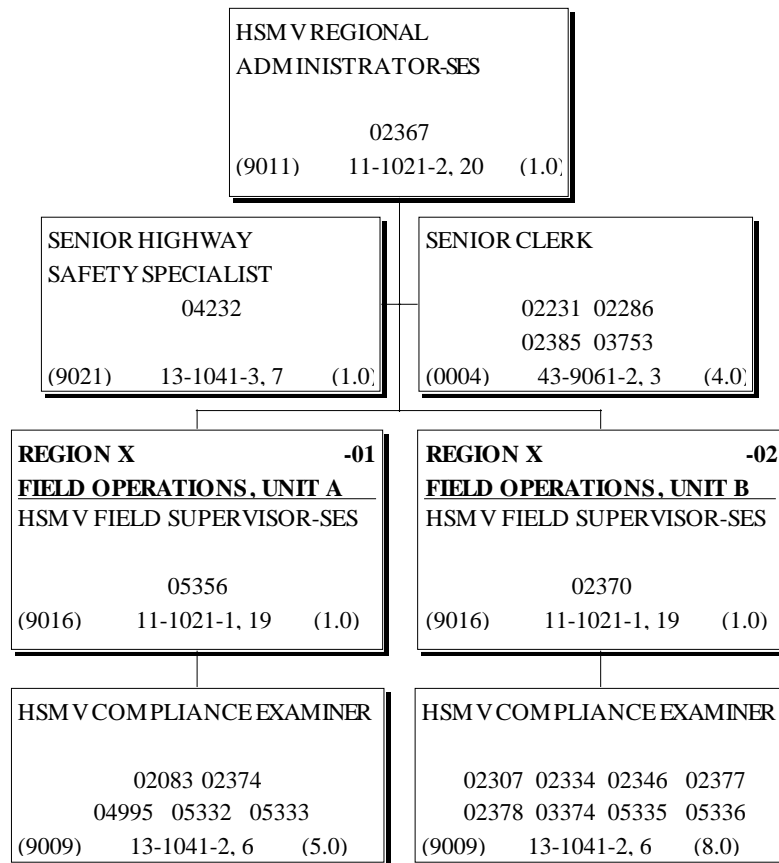
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS, B - REGION IX, WEST PALM BEACH**

DATE: 01/06/10
 SEQUENCE: 7630-01-02-01-02-05
 OED: _____
 NUMBER OF POSITIONS: 11
 NUMBER OF FTE'S: 11.0



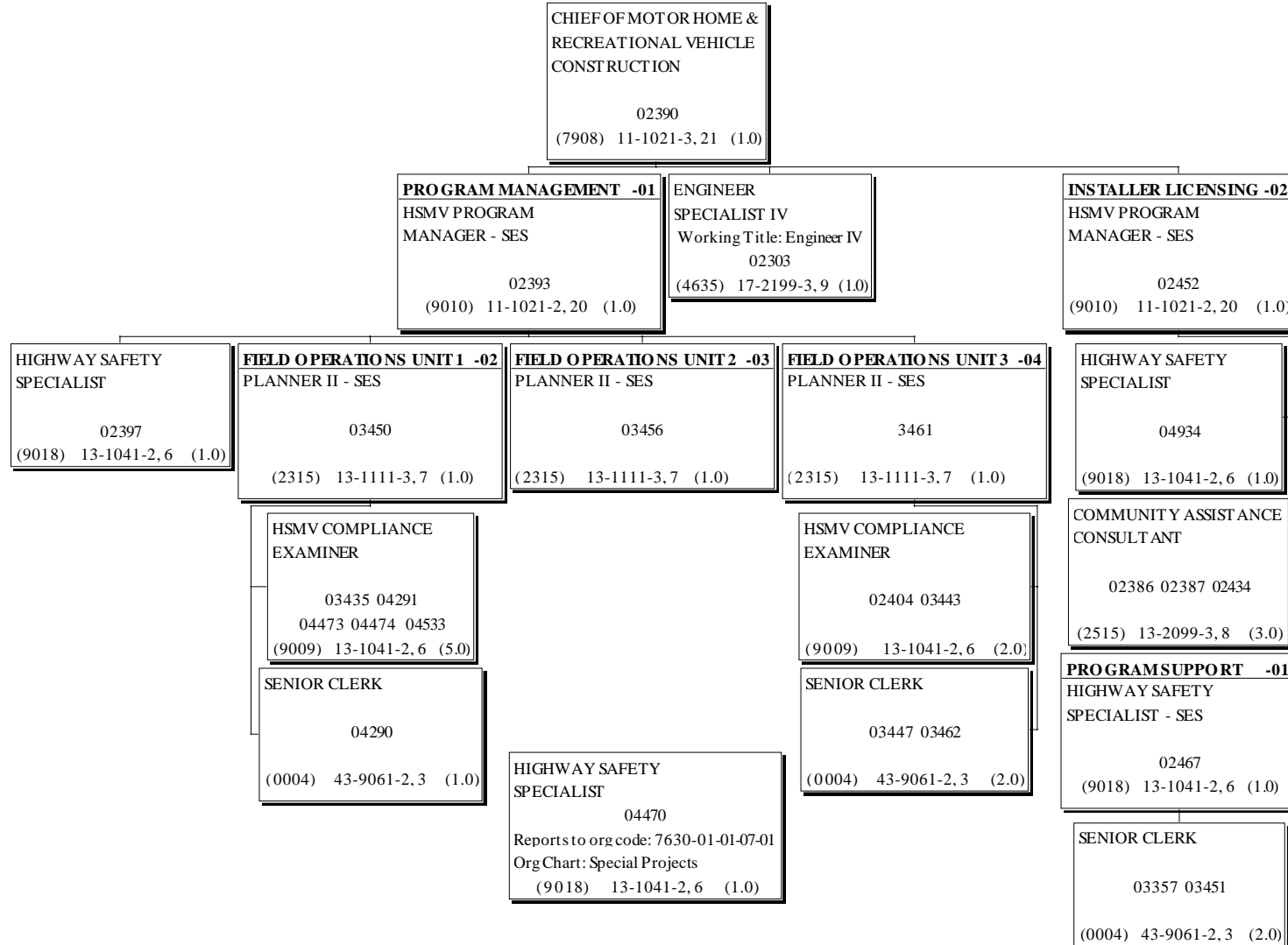
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF FIELD OPERATIONS
 PROGRAM OPERATIONS B - REGION X, MIAMI**

DATE: 04/16/10
 SEQUENCE: 7630-01-02-01-02-03
 OED: _____
 NUMBER OF POSITIONS: 21
 NUMBER OF FTE'S: 21.0



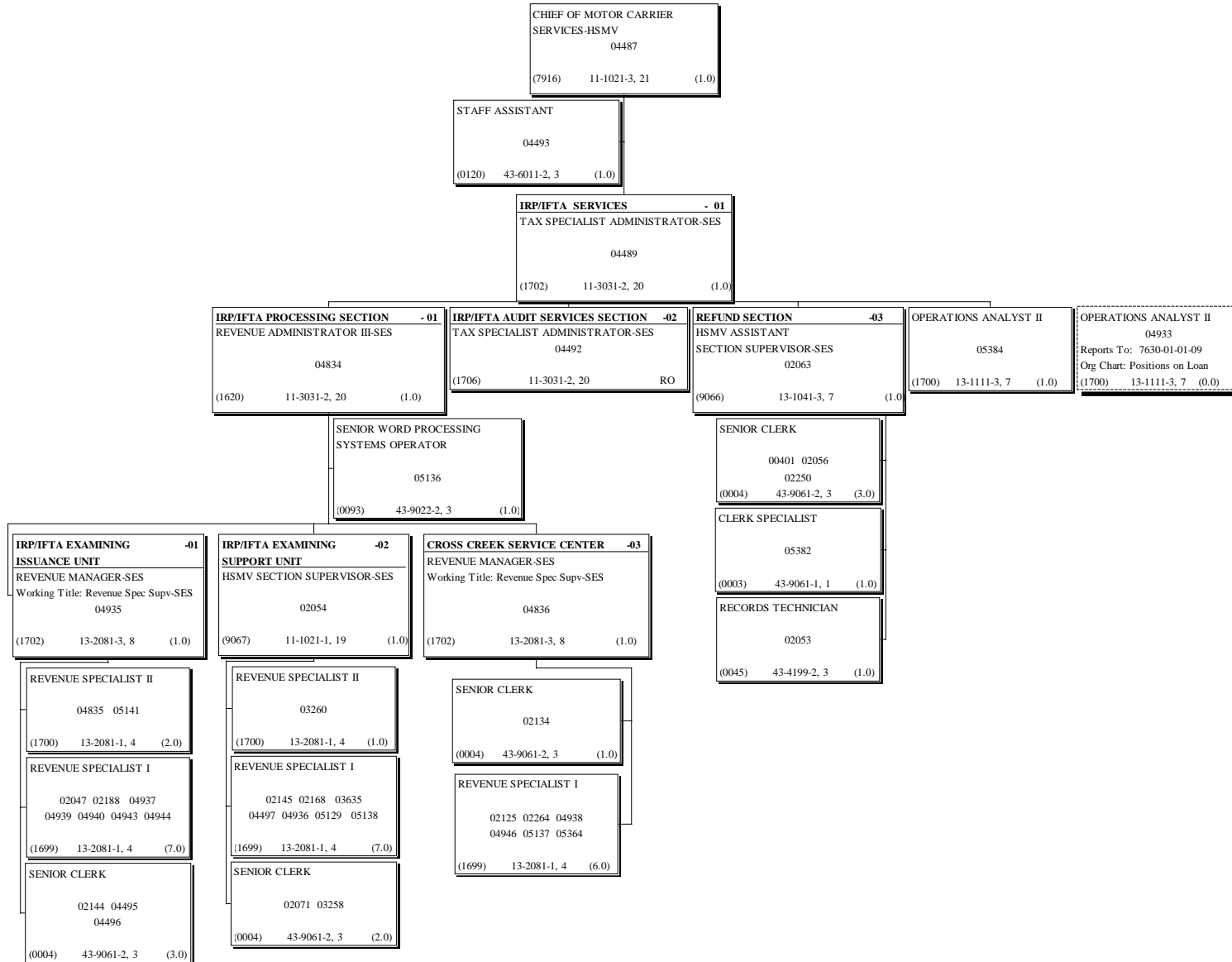
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
- BUREAU OF MOBILE HOME &
RECREATIONAL VEHICLE CONSTRUCTION -**

DATE: 07/01/09
SEQUENCE: 7630-01-03
OED: _____
NUMBER OF POSITIONS: 26
NUMBER OF FTES: 26.0



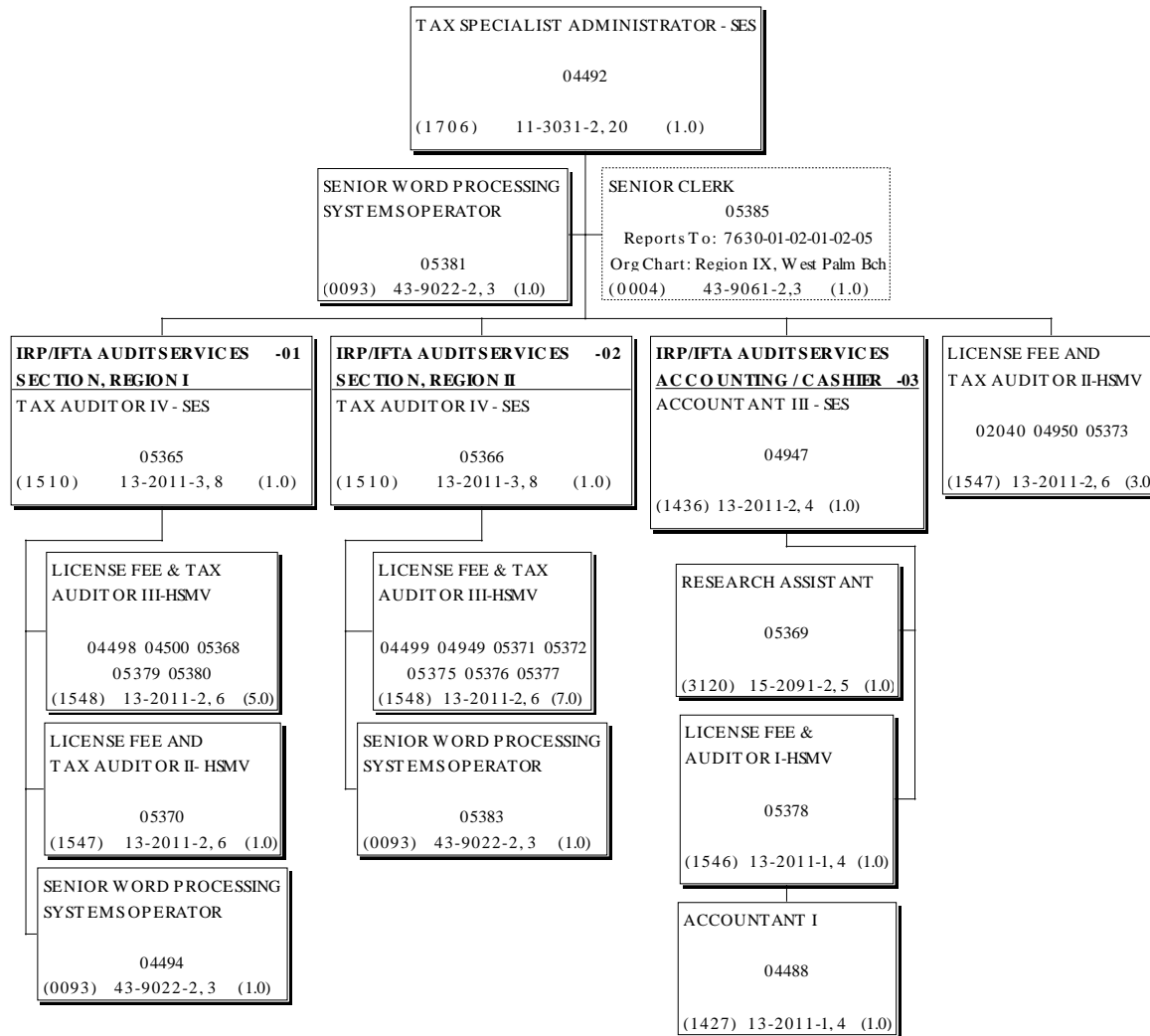
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
BUREAU OF MOTOR CARRIER SERVICES**

DATE: 07/01/10
SEQUENCE: 7630-01-04
OWP:
NUMBER OF POSITIONS: 44
NUMBER OF FTE: 44.0



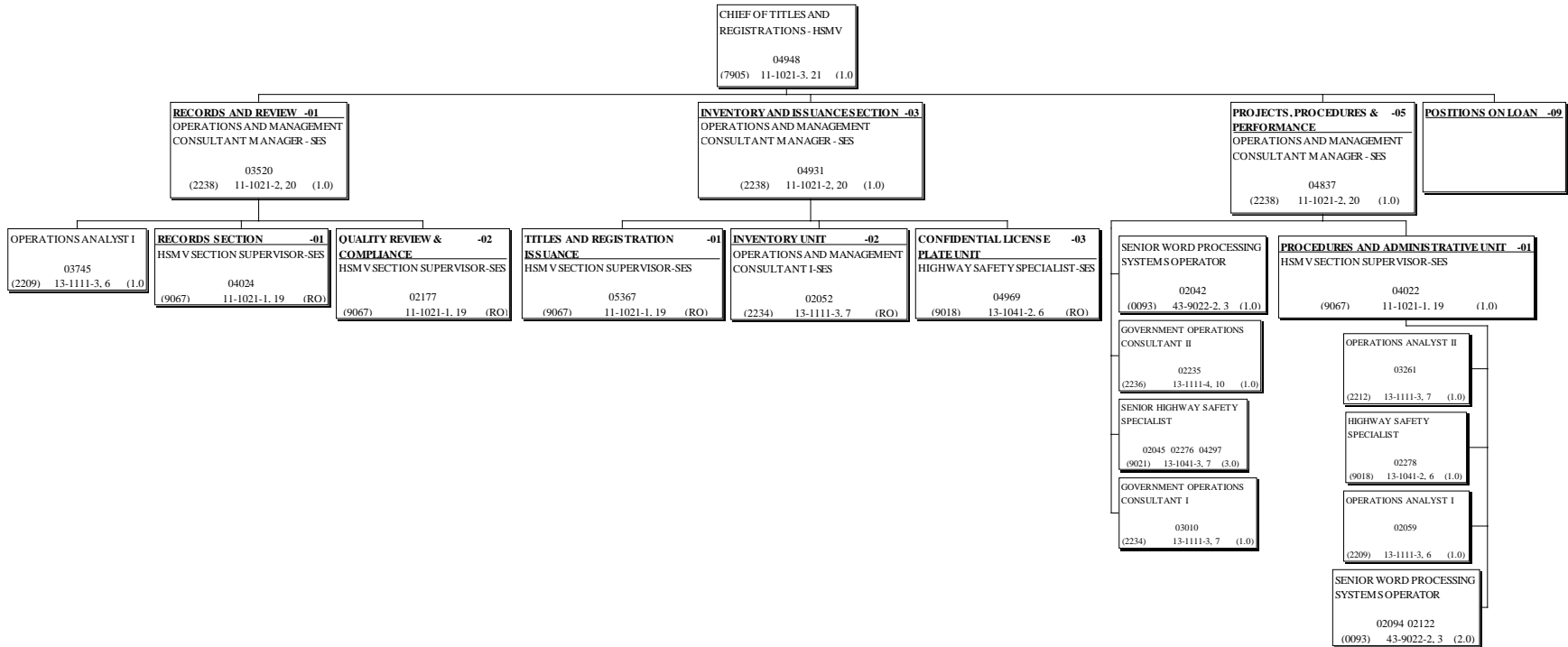
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF MOTOR CARRIER
 SERVICES
 IRP/IFTA AUDIT SERVICES SECTION**

DATE: 07/01/09
 SEQUENCE: 7630-01-04-01- 02
 OED: _____
 NUMBER OF POSITIONS: 27
 NUMBER OF FTE'S: 27.0



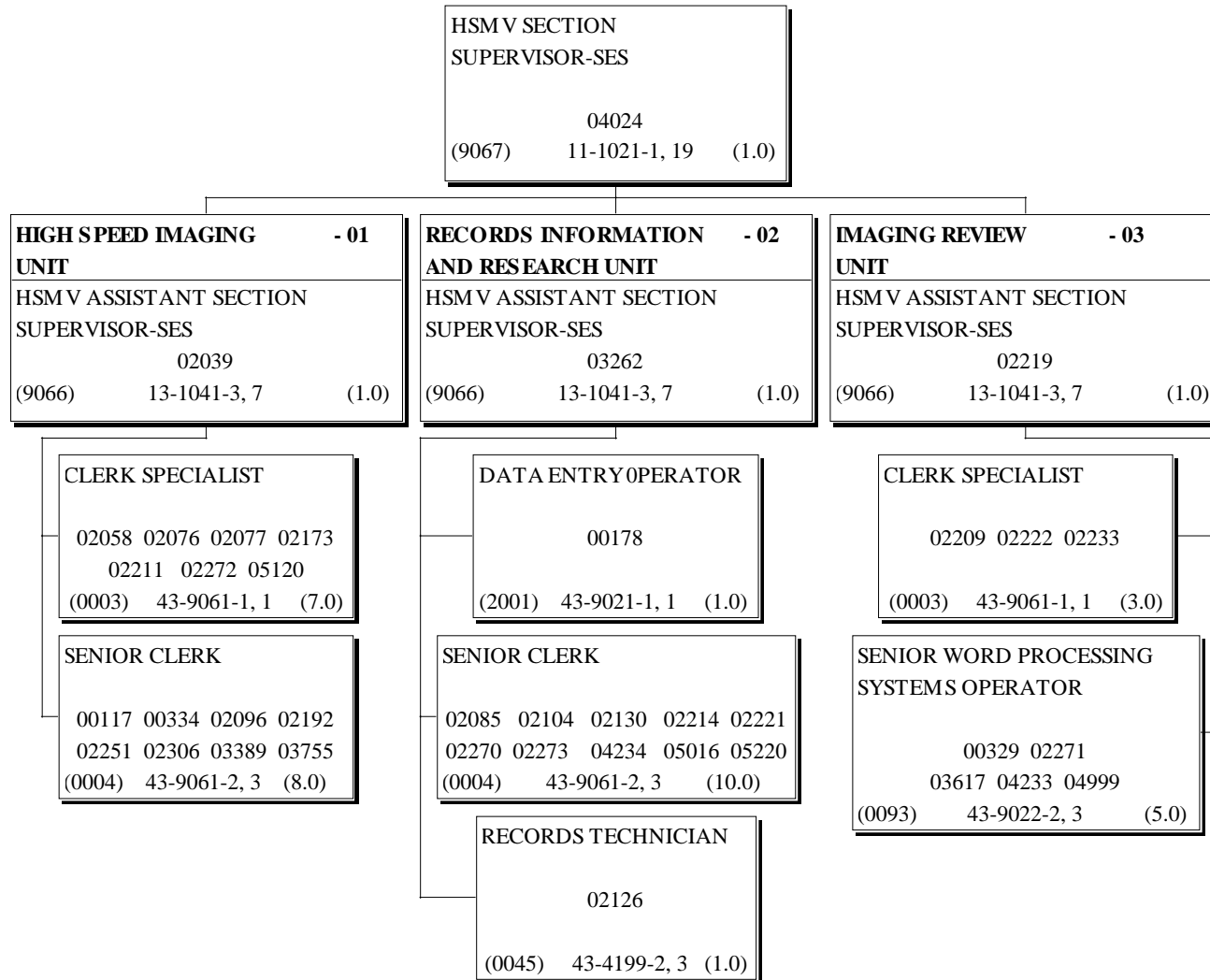
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
BUREAU OF TITLES & REGISTRATIONS**

DATE: 07/01/10
SEQUENCE: 7630-01-01
OWP: _____
NUMBER OF POSITIONS: 17
NUMBER OF FTE'S: 17.0



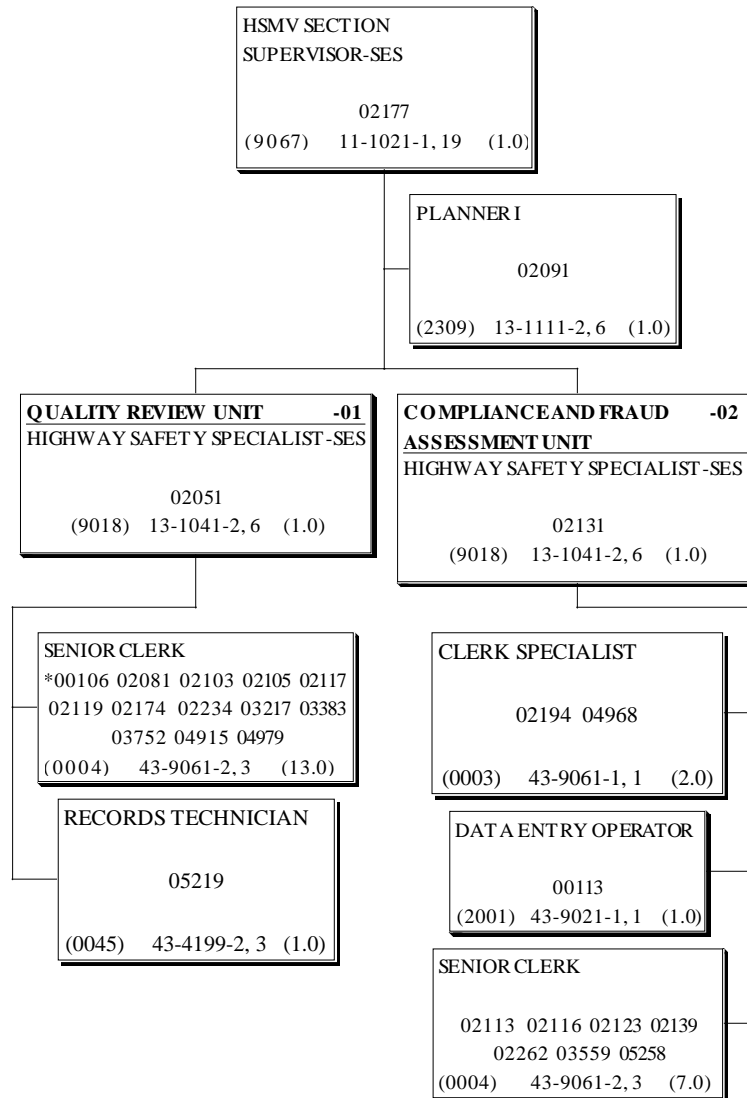
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES, BUREAU OF TITLES AND
REGISTRATIONS
RECORDS AND REVIEW - RECORDS SECTION**

DATE: 07/01/10
SEQUENCE: 7630-01-01-01-01
OWP: _____
NUMBER OF POSITIONS: 39
NUMBER OF FTES: 39.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES, BUREAU OF TITLES AND
 REGISTRATIONS
 RECORDS AND REVIEW - QUALITY REVIEW AND COMPLIANCE
 SECTION**

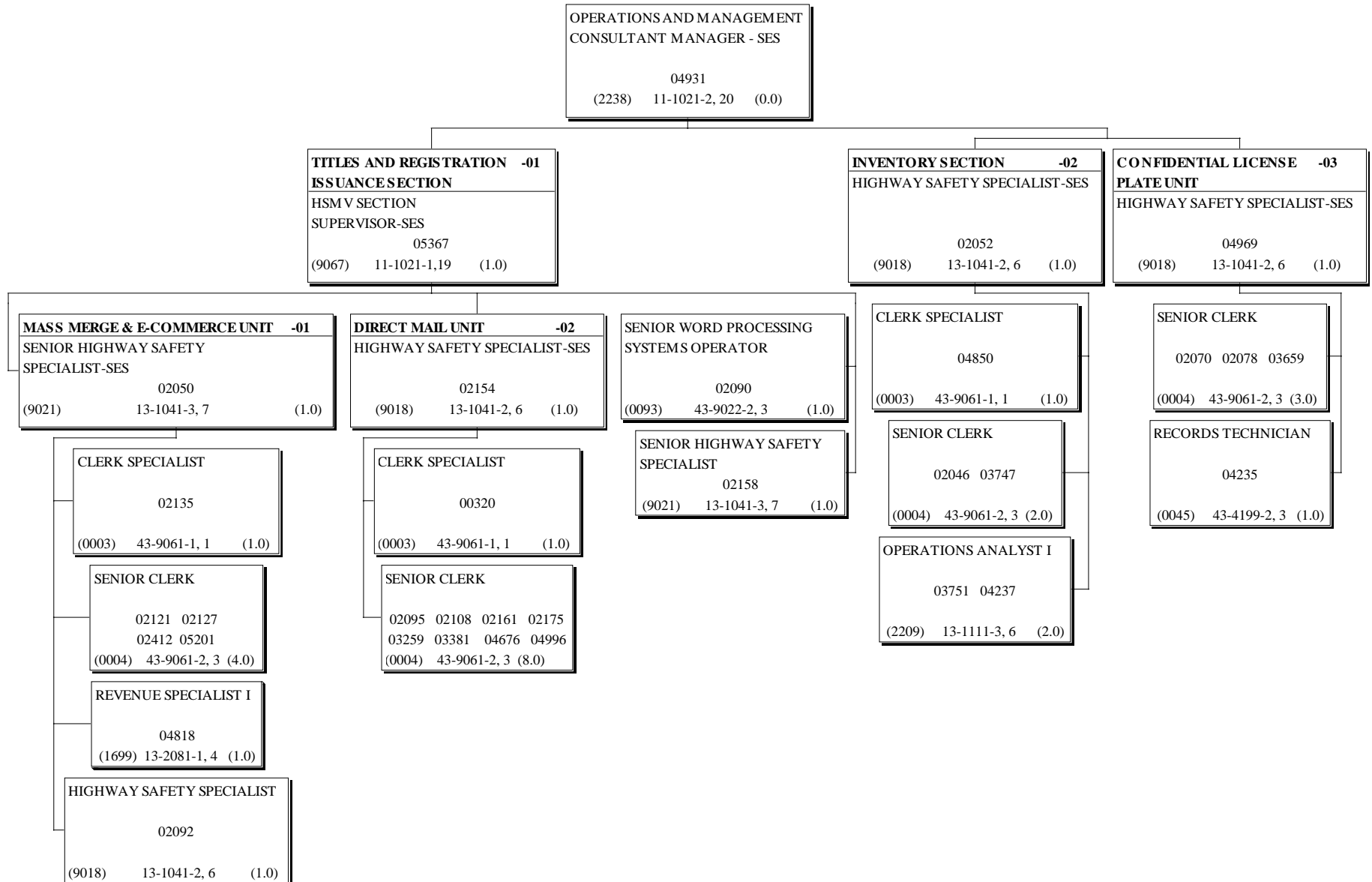
DATE: 07/01/10
 SEQUENCE: 7630-01-01-01-02
 OWP: _____
 NUMBER OF POSITIONS: 28
 NUMBER OF FTE'S: 28.0



* SHARED POSITION

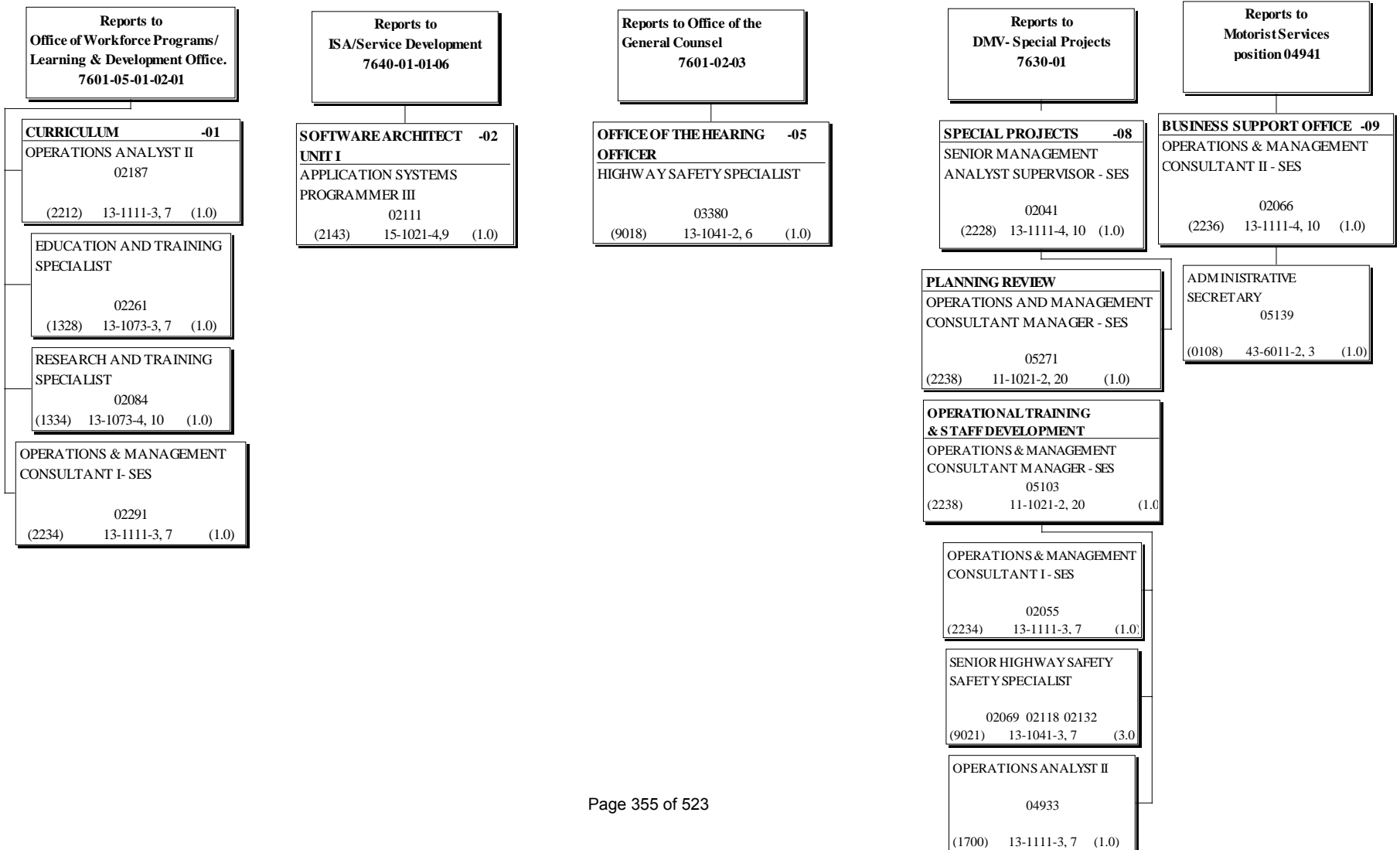
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES, BUREAU OF TITLES AND
REGISTRATIONS
INVENTORY AND ISSUANCE SECTION**

DATE: 08/27/10
SEQUENCE: 7630-01-01-03
OWP:
NUMBER OF POSITIONS: 32
NUMBER OF FTE'S: 32.0



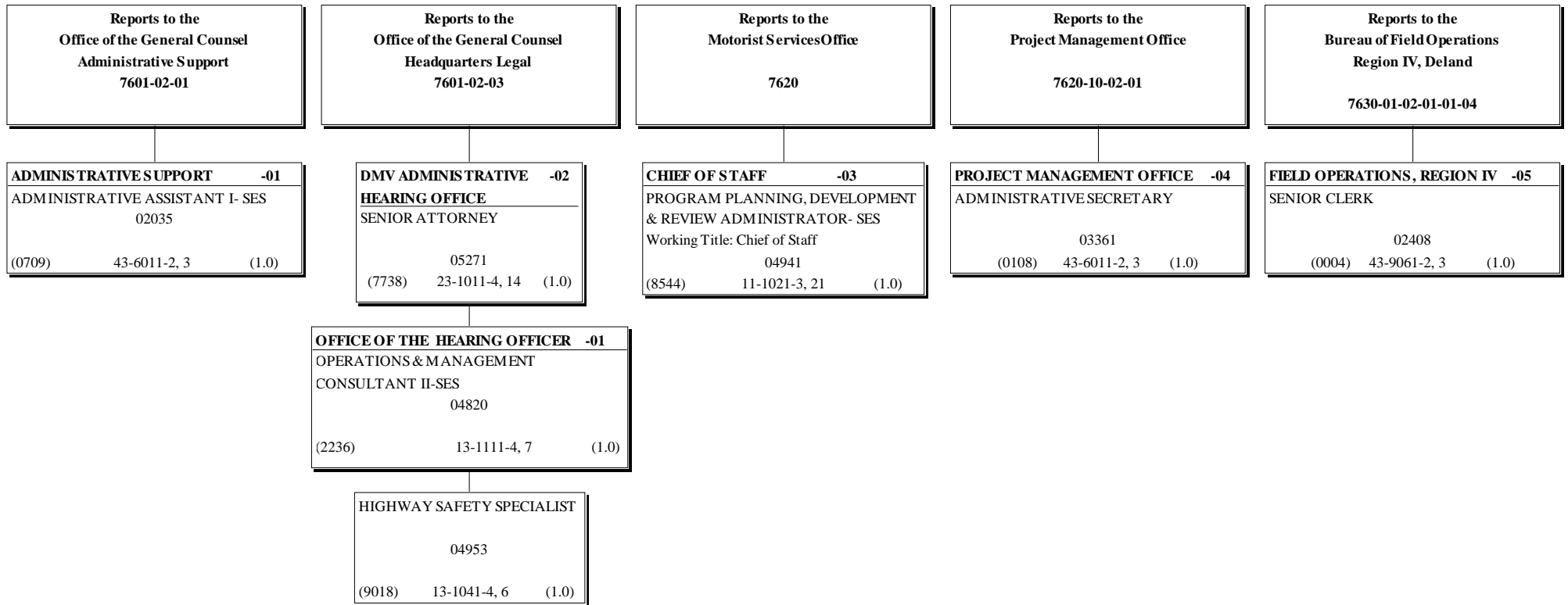
**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES
 BUREAU OF TITLES & REGISTRATIONS
 POSITIONS ON LOAN**

DATE: 08/27/10
 SEQUENCE: 7630-01-01-09
 OWP: _____
 NUMBER OF POSITIONS: 16
 NUMBER OF FTE'S: 16.0



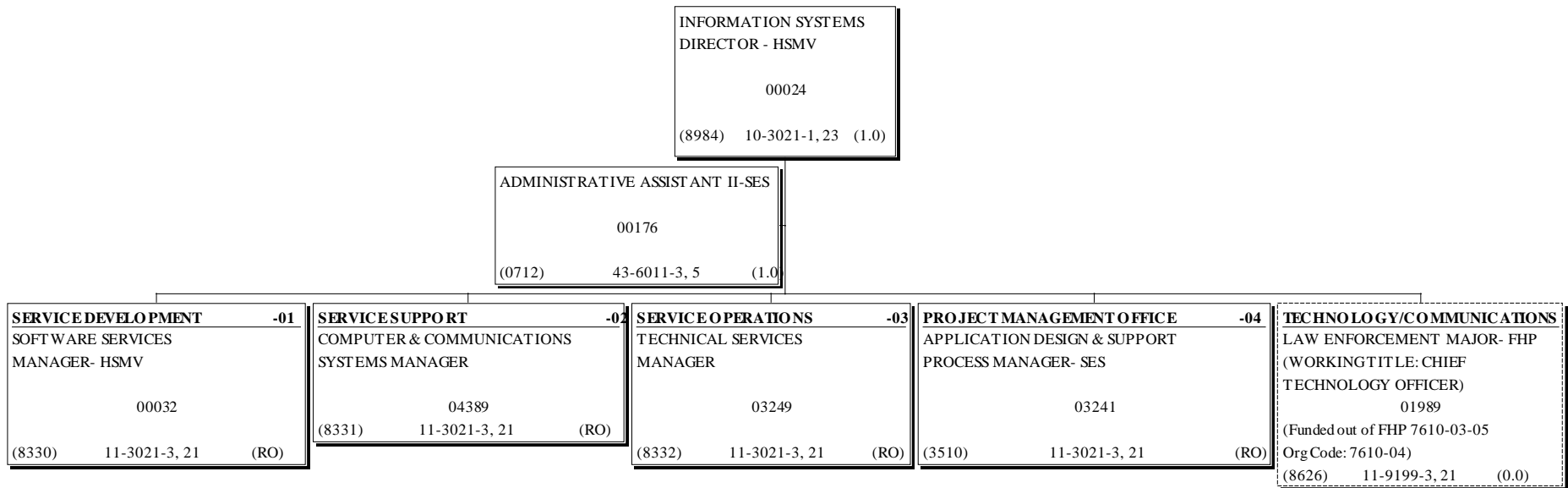
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
EXECUTIVE STAFF POSITIONS ON LOAN**

DATE: 06/01/10
 SEQUENCE: 7630-03
 OED: _____
 NUMBER OF POSITIONS: 7
 NUMBER OF FTE'S: 7.0



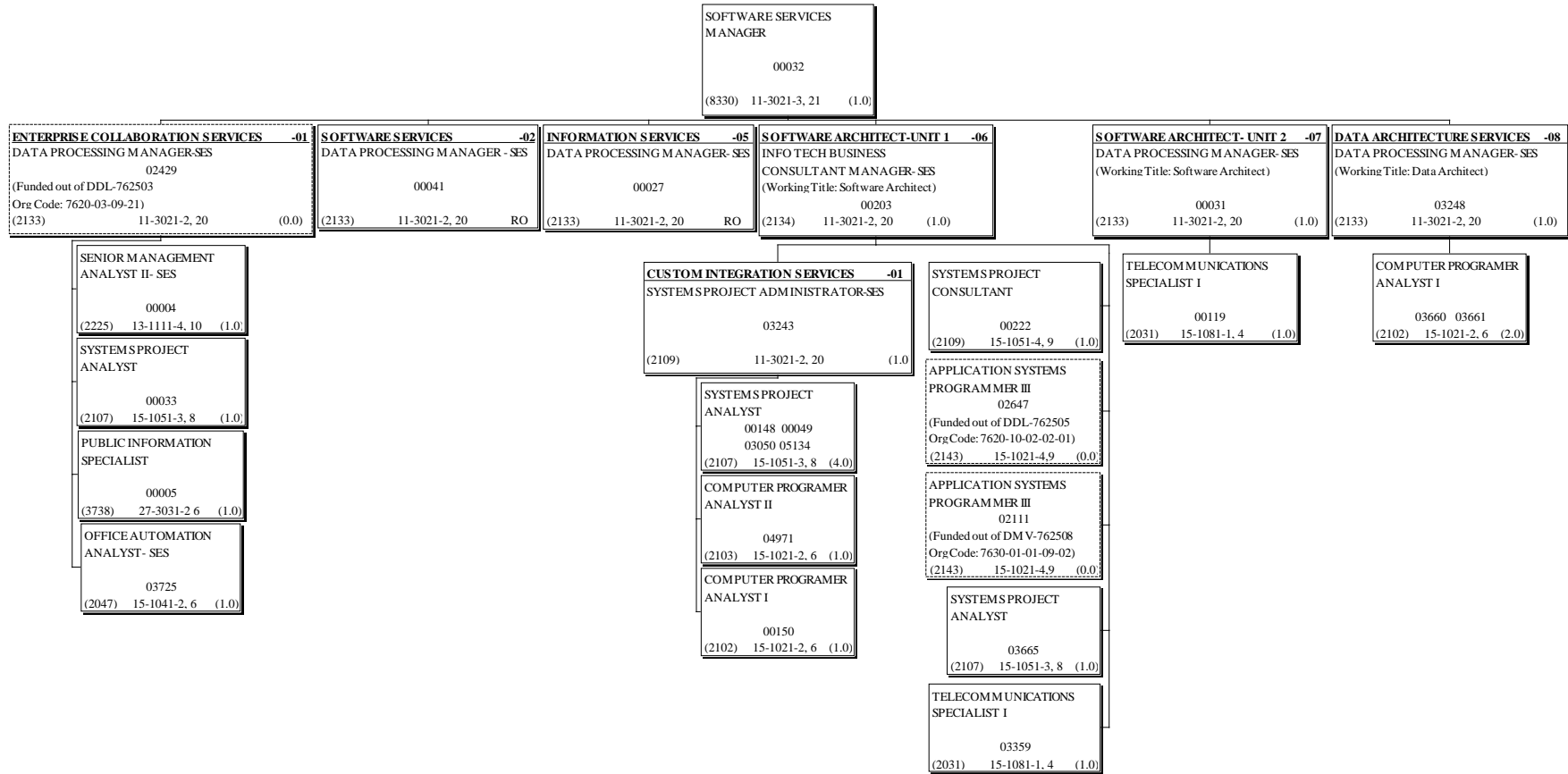
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION**

DATE: 08/23/10
 SEQUENCE: 7640-01
 OWP: _____
 NUMBER OF POSITIONS: 2
 NUMBER OF FTE'S: 2.0



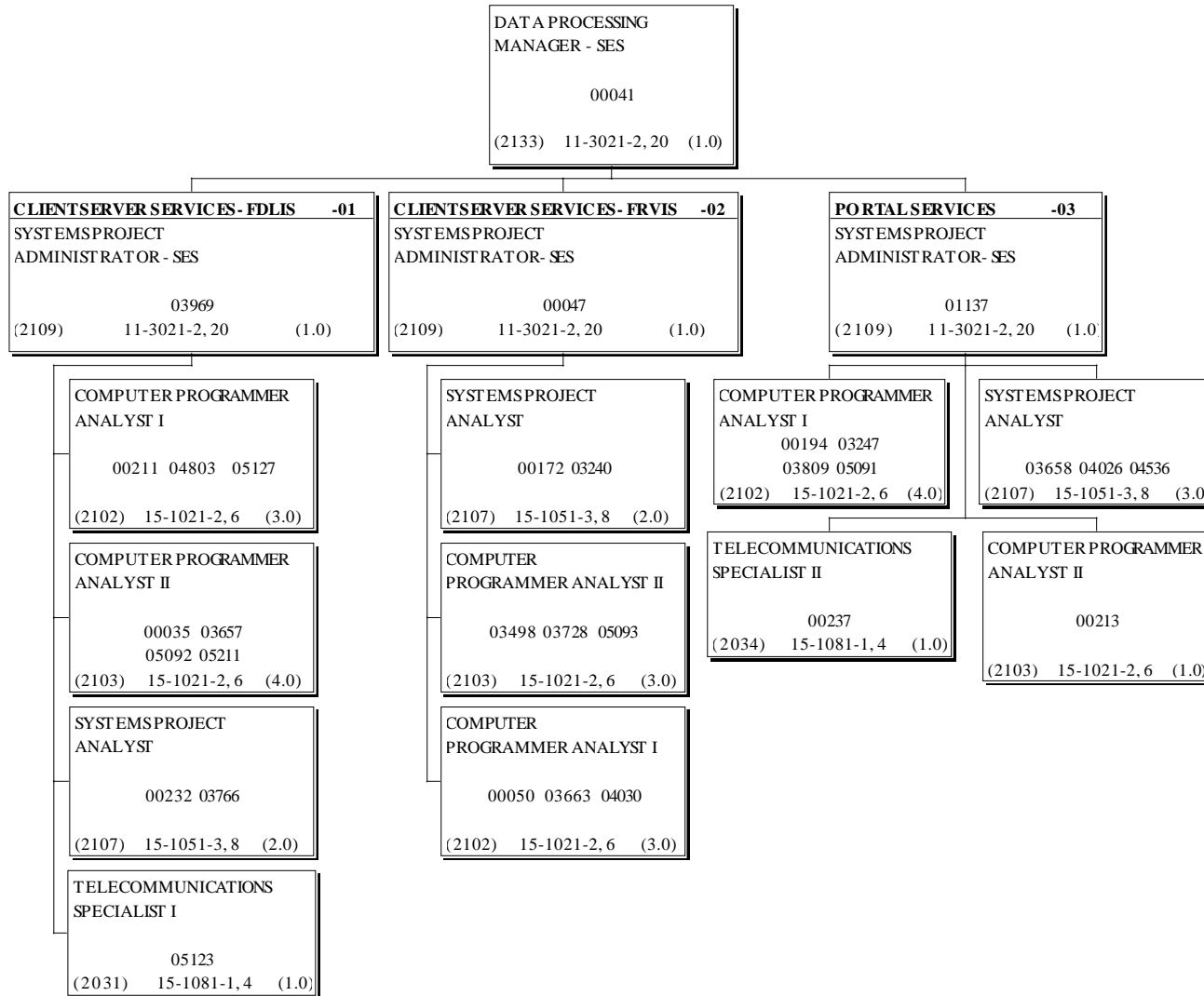
DEPARTMENT OF HIGHWAY AND MOTOR VEHICLES INFORMATION SYSTEMS ADMINISTRATION SERVICE DEVELOPMENT

DATE: 10/01/10
 SEQUENCE: 7640-01-01
 OWP: _____
 NUMBER OF POSITIONS: 21
 NUMBER OF FTE'S: 21.0



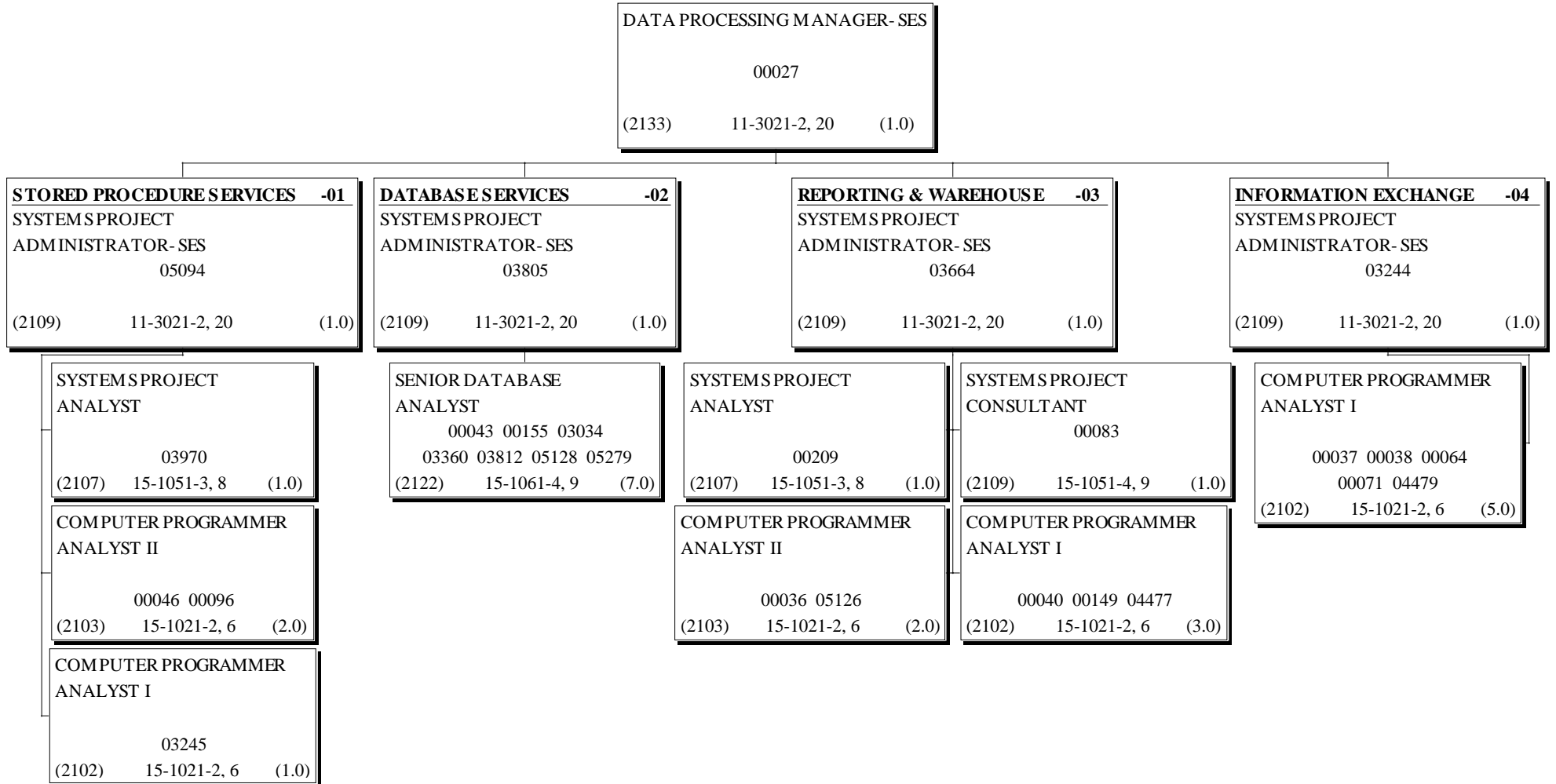
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 INFORMATION SYSTEMS ADMINISTRATION
 SERVICE DEVELOPMENT- SOFTWARE SERVICES**

DATE: 09/10/10
 SEQUENCE: 7640-01-01-02
 OWP: _____
 NUMBER OF POSITIONS: 31
 NUMBER OF FTE'S: 31.0



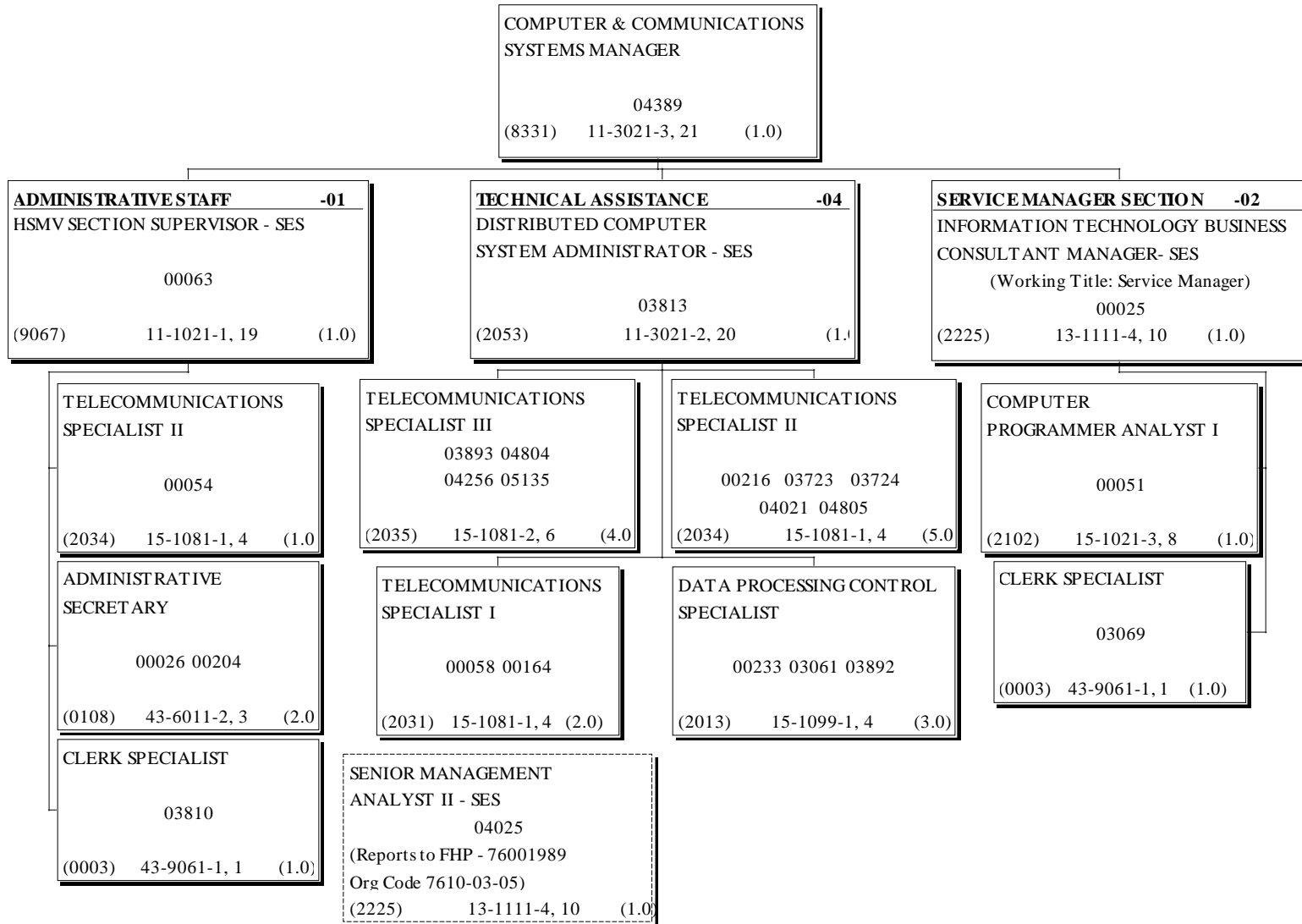
**DEPARTMENT OF HIGHWAY
AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE DEVELOPMENT- INFORMATION SERVICES**

DATE: 10/01/10
 SEQUENCE: 7640-01-01-05
 OWP: _____
 NUMBER OF POSITIONS: 28
 NUMBER OF FTE: 28.0



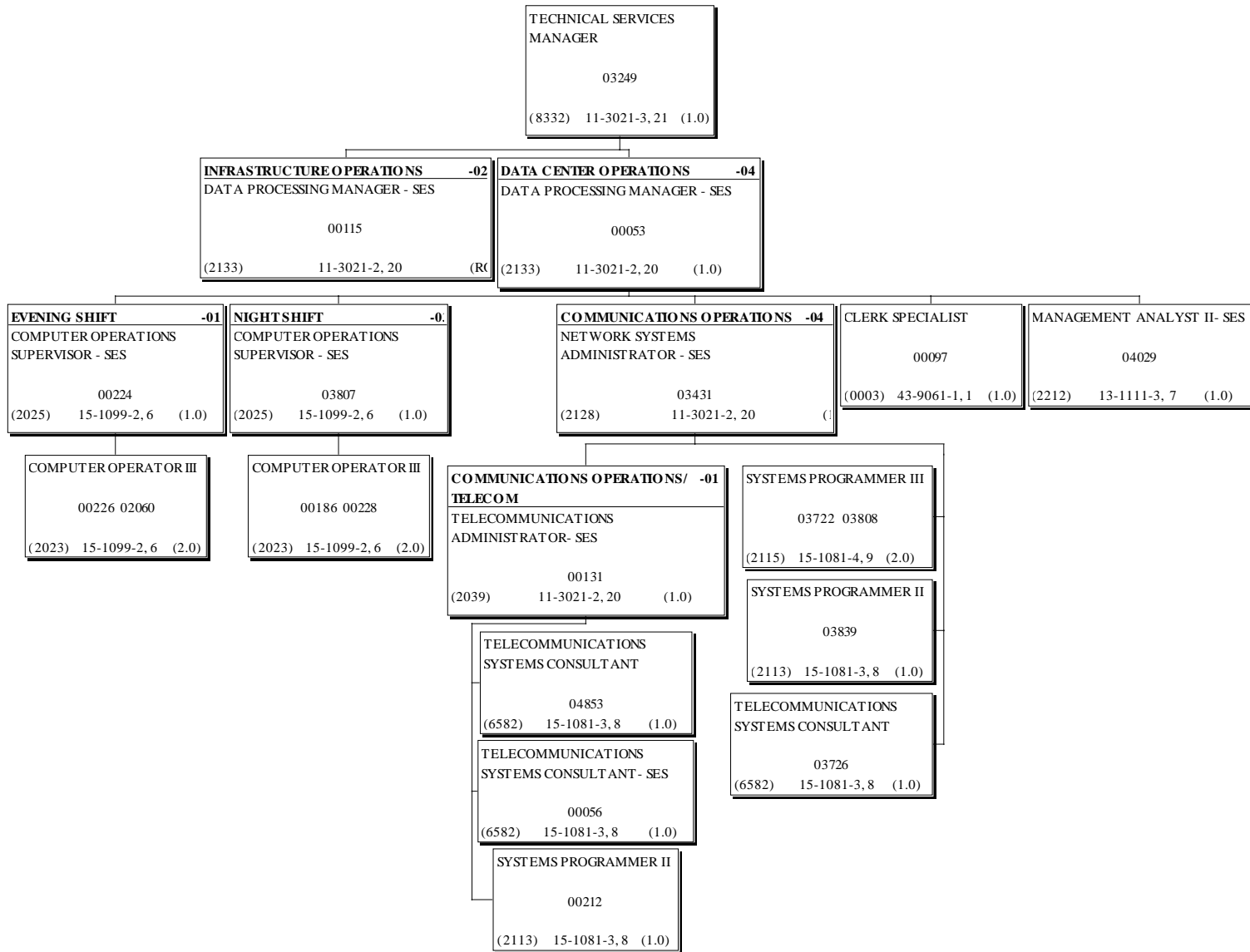
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE SUPPORT**

DATE: 08/23/10
SEQUENCE: 7640-01-02
OWP: _____
NUMBER OF POSITIONS: 25
NUMBER OF FTE: 25.0



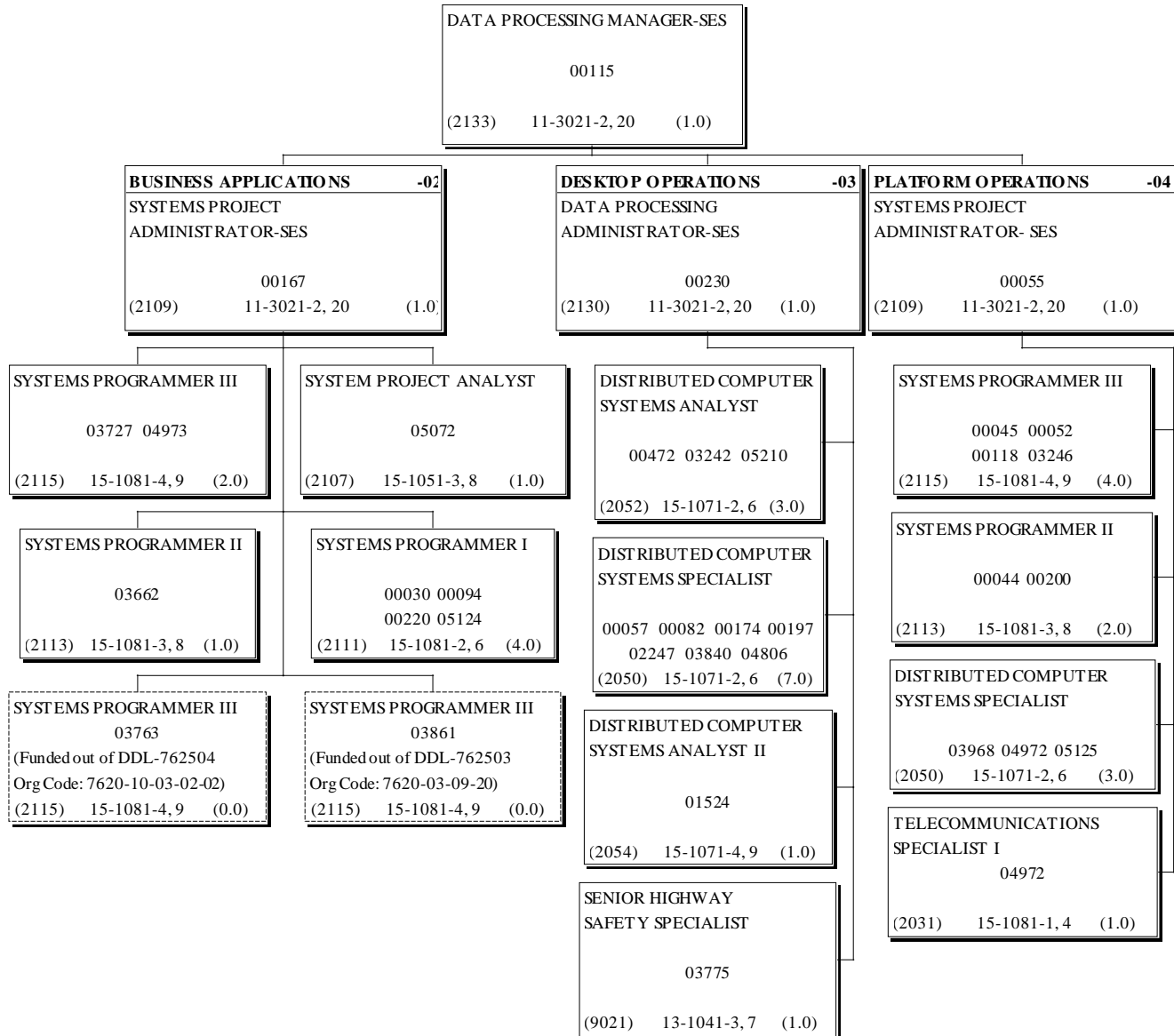
**DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE OPERATIONS**

DATE: 07/01/10
 SEQUENCE: 7640-01-03
 OWP: _____
 NUMBER OF POSITIONS: 19
 NUMBER OF FTE'S: 19.0



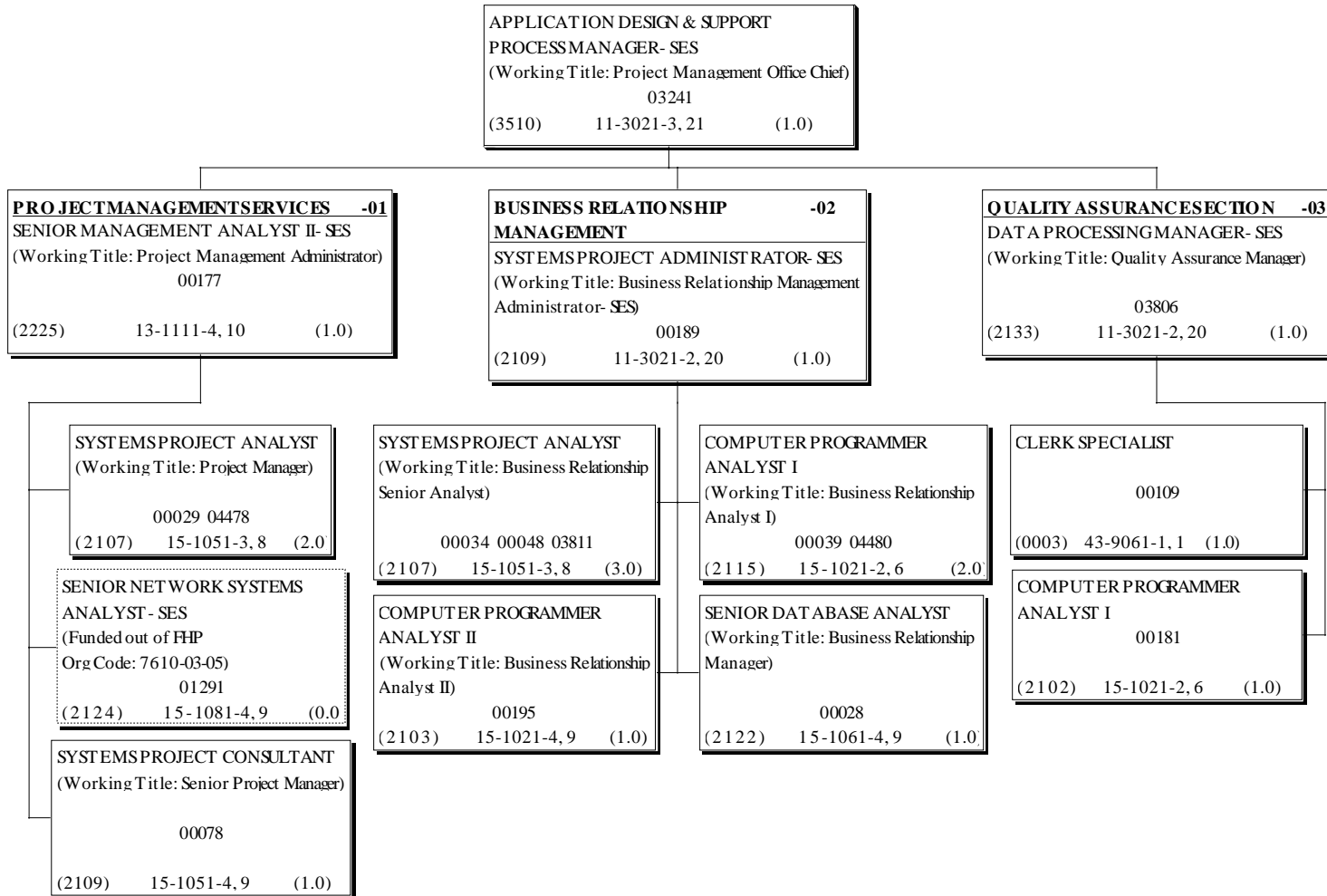
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 INFORMATION SYSTEMS ADMINISTRATION
 SERVICE OPERATIONS - INFRASTRUCTURE OPERATIONS**

DATE: 08/20/10
 SEQUENCE: 7640-01-03-02
 OWP:
 NUMBER OF POSITIONS: 34
 NUMBER OF FTE'S: 34.0



**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 INFORMATION SYSTEMS ADMINISTRATION
 PROJECT MANAGEMENT OFFICE**

DATE: 06/18/10
 SEQUENCE: 7640-01-04
 OED: _____
 NUMBER OF POSITIONS: 16
 NUMBER OF FTE'S: 16.0



HIGHWAY SAFETY AND MOTOR VEHICLES, DEPARTMENT OF		FISCAL YEAR 2009-10			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT		428,293,363		0	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)		-13,573,477		2,077,500	
FINAL BUDGET FOR AGENCY		414,719,886		2,077,500	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					0
Enforcement Of Traffic Laws * Law enforcement officer duty hours spent on preventive patrol.		867,754	232.09	201,394,360	2,077,500
Provide Community Service Enforcement Activities * Number of community service officer duty hours spent on crash investigations.		13,005	100.60	1,308,256	
Provide Aerial Traffic Enforcement * Number of duty hours spent on aerial traffic enforcement.		2,362	499.11	1,178,893	
Conduct Traffic Homicide Investigations * Number of hours spent on traffic homicide investigations.		189,897	115.87	22,003,048	
Provide Academy Training * Number of students successfully completing training courses.		1,351	2,247.00	3,035,701	
Conduct Criminal And Administrative Investigations * Number of hours spent on investigations.		51,735	146.55	7,581,987	
Issuance Of Automobile Dealer Licenses * Number of automobile dealers licensed.		12,844	324.03	4,161,809	
Enforce Title And Registration Laws * Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings.		41,137	134.85	5,547,408	
Issue Driver License And Identification Cards * Number of driver licenses and identification cards issued.		5,192,397	14.38	74,671,422	
Maintain Records * Number of records maintained.		21,212,576	0.30	6,402,555	
Provide Program Customer Service * Number of telephone inquiries responded to.		1,024,120	6.59	6,745,385	
Administer Motorist Insurance Laws * Number of insured motorists.		11,793,676	0.23	2,707,631	
Oversee Driver Improvement Activities * Number of problem drivers identified.		1,945,262	1.84	3,574,540	
Conduct Administrative Reviews * Number of administrative reviews and hardship and miscellaneous hearings completed.		64,497	113.94	7,349,080	
Conduct Driver, Driving Under The Influence And Motorcycle Education Activities * Number of graduates.		702,455	2.98	2,092,865	
Monitor Mobile Home Inspections * Number of mobile homes inspected.		3,033	567.34	1,720,733	
Register And Audit Commercial Carriers * Number of International Fuel Use Tax returns processed.		41,551	104.19	4,329,032	
Issuance Of Vehicle And Mobile Home Titles And Registrations * Number of motor vehicle and mobile home titles and registrations issued.		23,565,978	0.70	16,459,880	
Issuance Of Vessel Title And Registrations * Number of vessel titles and registrations issued.		1,034,946	0.61	627,127	
Provide Program And Technical Customer Assistance * Number of telephone inquiries responded to.		114,256	9.53	1,089,282	
TOTAL				373,980,994	2,077,500
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				5,440,119	
REVERSIONS				35,298,805	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				414,719,918	2,077,500

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

ACTIVITY ISSUE CODES SELECTED:

TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:

1-8:

AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:

1-8:

THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5)
AND SHOULD NOT:

*** NO ACTIVITIES FOUND ***

THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT:
(NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION
TECHNOLOGY)

*** NO OPERATING CATEGORIES FOUND ***

THE FOLLOWING ACTIVITIES DO NOT HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND ARE REPORTED AS 'OTHER' IN
SECTION III: (NOTE: 'OTHER' ACTIVITIES ARE NOT 'TRANSFER-STATE AGENCY' ACTIVITIES OR 'AID TO LOCAL
GOVERNMENTS' ACTIVITIES. ALL ACTIVITIES WITH AN OUTPUT STANDARD (RECORD TYPE 5) SHOULD BE REPORTED
IN SECTION II.)

*** NO ACTIVITIES FOUND ***

TOTALS FROM SECTION I AND SECTIONS II + III:

*** NO DISCREPANCIES FOUND ***

76100400	1602000000	ACT1041	EXECUTIVE DIRECTION AND SUPPORT	2,756,536
76250900	1602000000	ACT2591	EXECUTIVE DIRECTION AND SUPPORT	2,683,583

TOTALS FROM SECTION I AND SECTIONS II + III:

DEPARTMENT: 76	EXPENDITURES	FCO
FINAL BUDGET FOR AGENCY (SECTION I):	414,719,886	2,077,500
TOTAL BUDGET FOR AGENCY (SECTION III):	414,719,918	2,077,500

DIFFERENCE: 32-

(MAY NOT EQUAL DUE TO ROUNDING)

=====

**SCHEDULE XII: OUTSOURCING OR PRIVATIZATION OF A SERVICE OR ACTIVITY
BUSINESS CASE**

Schedule XII Cover Sheet and Agency Project Approval	
Agency: Highway Safety and Motor Vehicles	Schedule XII Submission Date:
Project Name:	Is this project included in the Agency's LRPP? _____ Yes _____ No
FY 2011-2012 LBR Issue Code:	FY 2011-2012 LBR Issue Title:
Agency Contact for Schedule XII (Name, Phone #, and E-mail address):	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule XII in support of our legislative budget request. I have reviewed and agree with the information in the attached Schedule XII.	
Agency Head:	Date:
Printed Name:	
Agency Chief Information Officer: <i>(If applicable)</i>	Date:
Printed Name:	
Budget Officer:	Date:
Printed Name:	
Planning Officer:	Date:
Printed Name:	
Project Sponsor:	Date:
Printed Name:	

The Department has no activities scheduled for outsourcing during the 2011-2012 fiscal year.

**SCHEDULE XIII
PROPOSED CONSOLIDATED FINANCING OF DEFERRED-PAYMENT
COMMODITY CONTRACTS**

Contact Information
Agency: Highway Safety and Motor Vehicles
Name: Diana Vaughn, Chief Financial Officer
Phone: (850)-617-3400
E-mail address: dianavaughn@flhsmv.gov

Deferred-payment commodity contracts are approved by the Department of Financial Services (department). The rules governing these contracts are in Chapter 69I-3, *Florida Administrative Code* and may be accessed via the following website <https://www.flrules.org/gateway/ChapterHome.asp?Chapter=69I-3>. Information on the program and other associated information on the Consolidated Equipment Financing Program and Guaranteed Energy Savings Contracts may be accessed via the following website http://www.myfloridacfo.com/aadir/statewide_financial_reporting/.

For each proposed deferred-payment commodity contract that exceeds the threshold for Category IV as defined in Section 287.017, *Florida Statutes*, complete the following information and submit Department of Financial Services forms Lease Checklist DFS-A1-411 and CEFP Checklist DFS-A1-410 with this schedule.

1. Commodities proposed for purchase.
The Department has no deferred payment commodity contracts proposed for fiscal year 2011-12 that would exceed the Category IV threshold.
2. Describe and justify the need for the deferred-payment commodity contract including guaranteed energy performance savings contracts.
N/A
3. Summary of one-time payment versus financing analysis including a summary amortization schedule for the financing by fiscal year (amortization schedule and analysis detail may be attached separately).
N/A
4. Identify base budget proposed for payment of contract and/or issue code and title of budget request if increased authority is required for payment of the contract.
N/A

Schedule XIV Variance from Long Range Financial Outlook

Agency: Highway Safety and Motor Vehicles **Contact:** Diana Vaughn, Chief Financial Officer

Article III, Section 19(a)3, Florida Constitution, requires each agency Legislative Budget Request to be based upon and reflect the long range financial outlook adopted by the Joint Legislative Budget Commission or to explain any variance from the outlook.

- 1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2010 contain revenue or expenditure estimates related to your agency?

Yes No

- 2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2011-2012 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2011-2012 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a	Driver License Office Closure/Outsourcing	B	\$ 0	(\$ 2.2 million)
b	Vehicle Acquisition - Florida Highway Patrol	B	\$ 2.9 million	\$ 28.7 million
c	Highway Safety Fees	R	\$ 355.7 million	\$ 355.7 million
d				
e				
f				

- 3) If your agency's Legislative Budget Request does not conform to the long range financial outlook with respect to the revenue estimates (from your Schedule I) or budget drivers, please explain the variance(s) below.

Highway Safety fees are consistent with the Long Range Financial Outlook; therefore, The Department of Highway Safety and Motor Vehicles (DHSMV) plans a continuation budget for fiscal year 2011-12 with the exception of the following: (1) As a continued cost savings strategy certain driver license offices are marked for closure and/or outsourcing to county tax collectors. (2) Authority is requested to replace 997 pursuit vehicles for the Florida Highway Patrol with projected mileage of 100,000 or more.

* R/B = Revenue or Budget Driver

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR
VEHICLES**

**FLORIDA HIGHWAY PATROL PROGRAM
EXHIBITS OR SCHEDULES**

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR
VEHICLES**

**FLORIDA HIGHWAY PATROL PROGRAM
SCHEDULE I SERIES**

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period:** 2011-12
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapters 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the Florida Turnpike.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL	ESTIMATED	REQUEST
	FY 2009-10	FY 2010-11	FY 2011-2012
<u>Receipts:</u>			
<u>Florida Dept. of Transportation</u>	18,017,519	18,377,684	18,547,504
<u>Receivable</u>	1,123,623		
Total Fee Collection to Line (A) - Section III	19,141,142	18,377,684	18,547,504

SECTION II - FULL COSTS

<u>Direct Costs:</u>			
<u>Salaries and Benefits</u>	14,104,692	14,430,049	14,522,307
<u>Other Personal Services</u>	9,668	5,000	5,000
<u>Expenses/Contracted Services</u>	713,325	600,000	600,000
<u>Operating Capital Outlay</u>	171,347	3,000	3,000
<u>Acquisition of Motor Vehicles</u>	1,689,581	25,854	103,416
<u>Operation of Motor Vehicles</u>	1,402,668	1,416,318	1,416,318
<u>Salary Incentive</u>	102,421	103,000	103,000
<u>Laptops & Communications</u>	486,399	491,094	491,094
<u>Risk Management</u>	372,420	487,022	487,022
<u>Human Resource Services</u>	88,621	89,022	89,022
<u>Indirect Costs 7.5%</u>		727,325	727,325
		-	-
Total Full Costs to Line (B) - Section III	19,141,142	18,377,684	18,547,504

Basis Used: _____

SECTION III - SUMMARY

TOTAL SECTION I	(A)	19,141,142	18,377,684	18,547,504
TOTAL SECTION II	(B)	19,141,142	18,377,684	18,547,504
TOTAL - Surplus/Deficit	(C)	-	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period:** 2011-12
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapter 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the hireback program.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL	ESTIMATED	REQUEST
	FY 2009-10	FY 2010-11	FY 2011-2012
<u>Receipts:</u>			
<u>Florida Dept. of Transportation</u>	8,287,799	9,957,635	9,957,635
<u>Receivable FY09-10</u>	973,021		
<u>Reverse FY08-09 Receivable</u>	(118,187)		
<u>Mileage Reimbursement</u>	476,033	500,000	500,000
Total Fee Collection to Line (A) - Section III	9,618,666	10,457,635	10,457,635

SECTION II - FULL COSTS

<u>Direct Costs:</u>			
<u>Salaries and Benefits</u>			
<u>Other Personal Services</u>	8,101,694	9,797,635	9,797,635
<u>Expenses</u>			
<u>Acquisition of Motor Vehicles</u>			
<u>Operating Capital Outlay</u>			
<u>Contracted Services</u>			
<u>Operation of Motor Vehicles</u>	476,033	500,000	500,000
<u>Other</u>	882,709		
<u>Indirect Costs Charged to Trust Fund</u>	158,230	160,000	160,000
Total Full Costs to Line (B) - Section III	9,618,666	10,457,635	10,457,635

Basis Used: _____

SECTION III - SUMMARY

TOTAL SECTION I	(A)	9,618,666	10,457,635	10,457,635
	(B)	9,618,666	10,457,635	10,457,635
	(C)	0	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2011-12**
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)
Specific Authority: Chapters 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the Interstate
4 Corridor.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL	ESTIMATED	REQUEST
	FY 2009-10	FY 2010-11	FY 2011-2012
<u>Receipts:</u>			
<u>Florida Dept. of Transportation</u>	1,365,585	1,946,616	1,870,709
<u>FDOT Receivable</u>	281,417		
Total Fee Collection to Line (A) - Section III	1,647,002	1,946,616	1,870,709

SECTION II - FULL COSTS

Direct Costs:

<u>Salaries and Benefits</u>	1,462,317	1,484,213	1,488,182
<u>Other Personal Services</u>	-		
<u>Expenses</u>	14,787	14,787	14,787
<u>Contracted Services</u>	159	159	159
<u>Acquisition of Motor Vehicles</u>	-	103,419	-
<u>Operation of Motor Vehicles</u>	191,045	192,000	192,000
<u>Salary Incentive</u>	9,103	9,103	9,103
<u>Laptops and Communications</u>	55,816	32,813	56,356
<u>Risk Management</u>	33,696	46,194	46,194
<u>Human Resource Services</u>	8,421	8,421	8,421
<u>Payable</u>			
<u>Indirect Costs Charged to Trust Fund</u>		55,507	55,507
Total Full Costs to Line (B) - Section III	1,775,344	1,946,616	1,870,709

Basis Used: _____

SECTION III - SUMMARY

TOTAL SECTION I	(A)	1,647,002	1,946,616	1,870,709
TOTAL SECTION II	(B)	1,775,344	1,946,616	1,870,709
TOTAL - Surplus/Deficit	(C)	(128,342)	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period:** 2011-12
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)
Specific Authority: Chapters 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the Orlando-Orange County Expressway.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION

	ACTUAL	ESTIMATED	REQUEST
	FY 2009-10	FY 2010-11	FY 2011-2012
<u>Receipts:</u>			
<u>Orlando-Orange Expressway Authority</u>	491,329	705,889	707,558
<u>Receivable</u>	165,172		
Total Fee Collection to Line (A) - Section III	656,501	705,889	707,558

SECTION II - FULL COSTS

<u>Direct Costs:</u>			
<u>Salaries and Benefits</u>	525,075	534,281	535,950
<u>Other Personal Services</u>	-	-	-
<u>Expenses</u>	14,339	14,339	14,339
<u>Acquisition of Motor Vehicles</u>	23,660	-	-
<u>Operating Capital Outlay</u>	-	-	-
<u>Communications</u>	2,494	2,830	2,830
<u>Operation of Motor Vehicles</u>	81,889	81,889	81,889
<u>Risk Management</u>	12,837	17,598	17,598
<u>Laptops</u>	18,769	18,638	18,638
<u>Human Resource Services</u>	3,208	3,208	3,208
<u>Salary Incentive</u>	5,628	5,628	5,628
<u>Indirect Costs Charged to Trust Fund</u>		27,478	27,478
Total Full Costs to Line (B) - Section III	687,899	705,889	707,558

Basis Used: _____

SECTION III - SUMMARY

TOTAL SECTION I	(A)	656,501	705,889	707,558
	(B)	687,899	705,889	707,558
	(C)	(31,398)	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2011-12**
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapter 112, F.S.
Purpose of Fees Collected: To facilitate radio communications in regional communication centers shared by mutual consent of law enforcement agencies. (DBPR)

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2009-10	FY 2010-11	FY 2011-2012
<u>Receipts:</u>			
DBPR	140,000	140,000	140,000

Total Fee Collection to Line (A) - Section III	140,000	140,000	140,000

<u>SECTION II - FULL COSTS</u>	ACTUAL	ESTIMATED	REQUEST
<u>Direct Costs:</u>			
Salaries and Benefits	224,315	228,444	229,192
Other Personal Services			
Expenses	980	980	980
Operating Capital Outlay			
Risk Management	8,024	10,999	10,999
Human Resource Services	2,005	2,005	2,005

Indirect Costs Charged to Trust Fund		11,694	11,694
Total Full Costs to Line (B) - Section III	235,324	254,122	254,870

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	140,000	140,000
TOTAL SECTION II	(B)	235,324	254,870
TOTAL - Surplus/Deficit	(C)	(95,324)	(114,870)

EXPLANATION of LINE C:

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2011 - 12

Department: (76) Highway Safety and Motor Vehicles
Budget Entity: (76100100) Highway Safety
Fund: Highway Patrol Insurance Trust Fund (2364)

(1)	(2)	(3)	(4)
	ACTUAL	ESTIMATED	REQUEST
<u>FUNDING SOURCE - STATE</u>	FY 20 09 - 10	FY 20 10 - 11	FY 20 11 - 12
Transfer from HSOTF	325,996	1	
TOTALS*	325,996	1	-

***Must agree to amounts on Schedule I, Section IV, Line I.**

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2011 - 12

Department: 76 Highway Safety & Motor Vehicles
Budget Entity: 76000000 Department Level
Fund: 2434 Law Enforcement Trust Fund

(1)	(2)	(3)	(4)
	ACTUAL	ESTIMATED	REQUEST
<u>FUNDING SOURCE - STATE</u>	FY 2009-2010	FY 2010-2011	FY 2011-2012
Forfeiture Receipts	2,524,078	970,660	
<u>FUNDING SOURCE - NON-STATE</u>			
TOTALS*	2,524,078	970,660	-

***Must agree to amounts on Schedule I, Section IV, Line I.**

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2011 - 2012

Department: 76 Highway Safety & Motor Vehicles
Budget Entity: 76000000 Department Level
Fund: 2719 Federal Equitable law Enforcement

(1)	(2)	(3)	(4)
	ACTUAL	ESTIMATED	REQUEST
<u>FUNDING SOURCE - STATE</u>	<u>FY 20 09 - 20 10</u>	<u>FY 20 10 - 20 11</u>	<u>FY 20 11 - 20 12</u>
Forfeiture Receipts	1,642,467	3,438	
TOTALS*	1,642,467	3,438	-

***Must agree to amounts on Schedule I, Section IV, Line I.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
Budget Entity:	Highway Patrol Insurance TF
LAS/PBS Fund Number:	760000
	2364

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	325,995.67	(A)		325,995.67
ADD: Other Cash (See Instructions)	0.00	(B)		0.00
ADD: Investments	0.00	(C)		0.00
ADD: Outstanding Accounts Receivable	0.00	(D)		0.00
ADD: _____	0.00	(E)		0.00
Total Cash plus Accounts Receivable	325,995.67	(F)	0.00	325,995.67
LESS Allowances for Uncollectibles	0.00	(G)		0.00
LESS Approved "A" Certified Forwards	0.00	(H)		0.00
Approved "B" Certified Forwards	0.00	(H)		0.00
Approved "FCO" Certified Forwards	0.00	(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	0.00	(I)		0.00
LESS: Deferred Revenue	0.00	(J)		0.00
LESS: _____	0.00	(J)		0.00
Unreserved Fund Balance, 07/01/2010	325,995.67	(K)	0.00	325,995.67 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
Budget Entity:	Law Enforcement Trust Fund
LAS/PBS Fund Number:	760000
	2434

	Balance as of 06/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,622,623.89	(A)		1,622,623.89
ADD: Other Cash (See Instructions)	0.00	(B)		0.00
ADD: Investments	387,270.71	(C)		387,270.71
ADD: Outstanding Accounts Receivable	561,704.81	(D)		561,704.81
ADD: _____	0.00	(E)		0.00
Total Cash plus Accounts Receivable	2,571,599.41	(F)	0.00	2,571,599.41
LESS Allowances for Uncollectibles	0.00	(G)		0.00
LESS Approved "A" Certified Forwards	-9,723.59	(H)		-9,723.59
Approved "B" Certified Forwards	-11,629.93	(H)		-11,629.93
Approved "FCO" Certified Forwards	0.00	(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	-26,167.40	(I)		-26,167.40
LESS: Deferred Revenue	0.00	(J)		0.00
LESS: _____	0.00	(J)		0.00
Unreserved Fund Balance, 07/01/2010	2,524,078.49	(K)	0.00	2,524,078.49 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
Budget Entity:	Federal Equitable Sharing Law Enforcement Trust Fund
LAS/PBS Fund Number:	760000
	2719

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,244,539.85	(A)		1,244,539.85
ADD: Other Cash (See Instructions)	-	(B)		-
ADD: Investments	427,268.22	(C)		427,268.22
ADD: Outstanding Accounts Receivable	-	(D)		-
ADD: _____	-	(E)		-
Total Cash plus Accounts Receivable	1,671,808.07	(F)	-	1,671,808.07
LESS Allowances for Uncollectibles	-	(G)		-
LESS Approved "A" Certified Forwards	(3,345.78)	(H)		(3,345.78)
Approved "B" Certified Forwards	25,995.00	(H)	(51,990.00)	(25,995.00)
Approved "FCO" Certified Forwards	-	(H)		-
LESS: Other Accounts Payable (Nonoperating)	-	(I)		-
LESS: Deferred Revenue	-	(J)		-
LESS: _____	-	(J)		-
Unreserved Fund Balance, 07/01/2010	1,694,457.29	(K)	(51,990.00)	1,642,467.29 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
LAS/PBS Fund Number:	Highway Patrol Insurance TF
	2364

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-2010	<input type="text" value="(325,995.67)"/> (A)
---	---

Add/Subtract:	<input type="text" value="0.00"/> (B)
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Other Adjustment(s):	<input type="text" value="0.00"/> (C)
-----------------------------	---------------------------------------

	<input type="text" value="0.00"/> (C)
--	---------------------------------------

ADJUSTED BEGINNING TRIAL BALANCE:	<input type="text" value="(325,995.67)"/> (D)
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UNRESERVED FUND BALANCE, SCHEDULE IC	<input type="text" value="325,995.67"/> (E)
---	---

DIFFERENCE:	<input type="text" value="0.00"/> (F)*
--------------------	--

***SHOULD EQUAL ZERO.**

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
LAS/PBS Fund Number:	Law Enforcement Trust Fund
	2434

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-2010	(2,531,863.22) (A)
---	---------------------------

Add/Subtract:

Operating Payable Not Certified Forward	7,784.73 (B)
---	--------------

Other Adjustment(s):

	0.00 (C)
--	----------

	0.00 (C)
--	----------

ADJUSTED BEGINNING TRIAL BALANCE:	(2,524,078.49) (D)
--	---------------------------

UNRESERVED FUND BALANCE, SCHEDULE IC	2,524,078.49 (E)
---	-------------------------

DIFFERENCE:	0.00 (F)*
--------------------	------------------

***SHOULD EQUAL ZERO.**

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
LAS/PBS Fund Number:	Federal Equitable Sharing Law Enforcement Trust Fund
	2719

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-2010	(1,694,414.57) (A)
---	---------------------------

Add/Subtract:

Operating Payables not Certified Forward	(42.72) (B)
--	--------------------

SWFS Adjustment - correct error in Unreserved Fund Balance	51,990.00 (B)
--	----------------------

Other Adjustment(s):

	0.00 (C)
--	-----------------

	0.00 (C)
--	-----------------

ADJUSTED BEGINNING TRIAL BALANCE:	(1,642,467.29) (D)
--	---------------------------

UNRESERVED FUND BALANCE, SCHEDULE IC	1,642,467.29 (E)
---	-------------------------

DIFFERENCE:	0.00 (F)*
--------------------	------------------

***SHOULD EQUAL ZERO.**

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR
VEHICLES**

**LICENSES, TITLES AND REGULATIONS PROGRAM
EXHIBITS OR SCHEDULES**

**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR
VEHICLES**

**LICENSES, TITLES AND REGULATIONS PROGRAM
SCHEDULE I SERIES**

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period:** **2011 - 2012**
Program: Licenses / Titles / Regulations
Fund: Highway Safety Operating Trust Fund 2009

Specific Authority: Chapter 322.56, Florida Statutes
Purpose of Fees Collected: Funding for the Third Party Driver License Testing Program

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2009 - 2010	FY 2010 - 2011	FY 2011 - 2012
<u>Receipts:</u>			
_____	<input type="text"/>	<input type="text"/>	<input type="text"/>
_____	<input type="text"/>	<input type="text"/>	<input type="text"/>
_____	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Fee Collection to Line (A) - Section III	<input type="text" value="-"/>	<input type="text" value="-"/>	<input type="text" value="-"/>

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	<input type="text" value="636,872"/>	<input type="text" value="643,210"/>	<input type="text" value="645,539"/>
Other Personal Services	<input type="text" value="-"/>	<input type="text" value="-"/>	<input type="text" value="-"/>
Expenses	<input type="text" value="32,265"/>	<input type="text" value="33,000"/>	<input type="text" value="33,000"/>
Operating Capital Outlay	<input type="text" value="-"/>	<input type="text" value="-"/>	<input type="text" value="-"/>
Contracted Services	<input type="text" value="140"/>	<input type="text" value="150"/>	<input type="text" value="150"/>
Risk Management	<input type="text" value="15,199"/>	<input type="text" value="10,054"/>	<input type="text" value="10,054"/>
Background Checks	<input type="text" value="1,920"/>	<input type="text" value="2,000"/>	<input type="text" value="2,000"/>
Indirect Costs Charged to Trust Fund	<input type="text" value="-"/>	<input type="text" value="-"/>	<input type="text" value="-"/>
Total Full Costs to Line (B) - Section III	<input type="text" value="686,396"/>	<input type="text" value="688,414"/>	<input type="text" value="690,744"/>

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	<input type="text" value="-"/>	<input type="text" value="-"/>
TOTAL SECTION II	(B)	<input type="text" value="686,396"/>	<input type="text" value="690,744"/>
TOTAL - Surplus/Deficit	(C)	<input type="text" value="(686,396)"/>	<input type="text" value="(690,744)"/>

EXPLANATION of LINE C:
Pursuant to Section 322.56 F.S. the department may contract with third-party providers to administer the written and driving skills portions of an examination for all classes and types of driver's licenses, the results of which may be accepted in lieu of the results of a written and driving skills examination given by the department. The department is required to monitor the operations of third party administrators to ensure compliance with state or federal standards. This program is funded from general operations of the Department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2011 - 2012**
Program: Licenses / Titles / Regulations
Fund: Highway Safety Operating Trust Fund 2009

Specific Authority: Chapter 488, Florida Statutes
Purpose of Fees Collected: Funding of the Commercial Driving Schools for the
Department of Highway Safety and Motor Vehicles

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	<u>ACTUAL</u>	<u>ESTIMATED</u>	<u>REQUEST</u>
	<u>FY 2009 - 2010</u>	<u>FY 2010 - 2011</u>	<u>FY 2011 - 2012</u>
<u>Receipts:</u>			

Total Fee Collection to Line (A) - Section III	-	-	-

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	88,313	91,978	93,351
Other Personal Services	1,082	1,100	1,100
Expenses	2,762	2,800	2,800
Operating Capital Outlay	-	-	-
Contracted Services	47	50	50
Risk Management	2,374	1,372	1,372
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	94,578	97,300	98,673

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	-	-
TOTAL SECTION II	(B)	94,578	98,673
TOTAL - Surplus/Deficit	(C)	(94,578)	(98,673)

EXPLANATION of LINE C:

The department is authorized per Chapter 488 F.S. to license and oversee the operations of all commercial driving schools except truck driving schools. All receipts from applications for or from the issuance of licenses and certificates for the Commercial Driving School Program are deposited into the General Revenue Fund. This program is funded from general operations of the Department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2011 - 2012**
Program: Licenses / Titles / Regulations
Fund: Highway Safety Operating Trust Fund 2009

Specific Authority: Chapters 320.08, 322.025 and 322.0255, Florida Statutes
Purpose of Fees Collected: Funding of the Motorcycle Safety Education Program
(Florida Rider Training Program - F RTP)

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2009 - 2010	FY 2010 - 2011	FY 2011 - 2012
<u>Receipts:</u>			
<u>Motorcycle Education Fees</u>	1,582,015	1,567,019	1,575,783
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
Total Fee Collection to Line (A) - Section III	1,582,015	1,567,019	1,575,783

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	233,765	239,001	240,962
Other Personal Services	3,101	3,100	3,100
Expenses	51,884	52,000	52,000
Operating Capital Outlay	-	-	-
Contracted Services	57	60	60
Risk Management	7,500	4,450	4,450
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	296,308	298,611	300,572

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	1,582,015	1,567,019
TOTAL SECTION II	(B)	296,308	300,572
TOTAL - Surplus/Deficit	(C)	1,285,707	1,268,408

EXPLANATION of LINE C:

A \$2.50 additional fee is collected upon registration of any motorcycle, motor driven cycle, or moped pursuant to Section 320.08 (1) (c), F.S.. This fee is deposited into the Highway Safety Operating Trust Fund to fund the Florida Motorcycle Safety Education Program or the general operations of the department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicle **Budget Period: 2011-12**
Program: 76250600 PRG: Mobile Home Compliance and Enforcement
Fund: 2009 Highway safety Operating TF

Specific Authority: Section 320.8255 and 320.8249, F.S.
Purpose of Fees Collected: Fees are utilized to cover the cost of inspections and administration of the Mobile Home Construction and Installation Program

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2009 - 10	FY 2010 - 11	FY 2011 - 12
<u>Receipts:</u>			
Mobile Home Inspection Monitoring Fees	49,294	59,837	59,837
Mobile Home Installer's Application Fees	5,494	6,670	6,670
Mobile Home Installer's Fees	66,340	69,340	69,340
Mobile Home Installer's Exam Fees	5,700	5,700	5,700
Mobile Home Installer's Decals	51,460	51,460	51,460
Total Fee Collection to Line (A) - Section III	178,288	193,007	193,007

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	1,312,059	1,292,024	1,298,002
Other Personal Services	-	-	-
Expenses	102,583	145,444	145,444
Operating Capital Outlay	-	10,000	10,000
Contracted Services	2,165	2,403	2,403
Risk Management Insurance	16,178	28,999	28,999
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	1,432,985	1,478,870	1,484,848

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	178,288	193,007
TOTAL SECTION II	(B)	1,432,985	1,478,870
TOTAL - Surplus/Deficit	(C)	(1,254,697)	(1,285,863)

EXPLANATION of LINE C:
 \$76,976 in fees collected in 2009-10 for Mobile Home Seals were deposited into the General Revenue Fund and are not reflected in this report. The remaining deficit is being absorbed by the Highway Safety Operating Trust Fund to continue operation of this program.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2010 - 11**
Program: 76250800 Licenses/Titles/Regulations
Fund: 2009 Highway Safety Operating TF

Specific Authority: Section 320.27, F.S.
Purpose of Fees Collected: Fees collected are used for the operation and administration of the Dealer License Program for the Bureau of Field Operations.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input checked="" type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2009 - 10	FY 2010 - 11	FY 2011 - 12
<u>Receipts:</u>			
_____	<input type="text"/>	<input type="text"/>	<input type="text"/>
_____	<input type="text"/>	<input type="text"/>	<input type="text"/>
_____	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Fee Collection to Line (A) - Section III	<input type="text" value="-"/>	<input type="text" value="-"/>	<input type="text" value="-"/>

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	<input type="text" value="2,727,069"/>	<input type="text" value="2,736,120"/>	<input type="text" value="2,748,933"/>
Other Personal Services	<input type="text" value="12,388"/>	<input type="text" value="12,410"/>	<input type="text" value="12,410"/>
Expenses	<input type="text" value="480,469"/>	<input type="text" value="544,288"/>	<input type="text" value="544,288"/>
Operating Capital Outlay	<input type="text" value="-"/>	<input type="text" value="-"/>	<input type="text" value="-"/>
Contracted Services	<input type="text" value="28,793"/>	<input type="text" value="33,469"/>	<input type="text" value="33,469"/>
Risk Management Insurance	<input type="text" value="49,952"/>	<input type="text" value="84,256"/>	<input type="text" value="84,256"/>
FDLE Background Checks	<input type="text" value="121,629"/>	<input type="text" value="161,656"/>	<input type="text" value="161,656"/>
Indirect Costs Charged to Trust Fund	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Full Costs to Line (B) - Section III	<input type="text" value="3,420,300"/>	<input type="text" value="3,572,199"/>	<input type="text" value="3,585,012"/>

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I (A)	<input type="text" value="-"/>	<input type="text" value="-"/>	<input type="text" value="-"/>
TOTAL SECTION II (B)	<input type="text" value="3,420,300"/>	<input type="text" value="3,572,199"/>	<input type="text" value="3,585,012"/>
TOTAL - Surplus/Deficit (C)	<input type="text" value="(3,420,300)"/>	<input type="text" value="(3,572,199)"/>	<input type="text" value="(3,585,012)"/>

EXPLANATION of LINE C:
 \$1,433,554 in fees collected in 2009-10 for Dealer Licenses were deposited into the General Revenue Fund

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2011 - 12**
Program: 76250800 Vehicle & Vessel Title Registration Services
Fund: 2009 Highway Safety Operating Trust Fund

Specific Authority: Chapter 328, Florida Statutes
Purpose of Fees Collected: Fees are utilized to administer the Vessel and Registration Program.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	<u>ACTUAL</u> FY 2009 - 10	<u>ESTIMATED</u> FY 2010 - 11	<u>REQUEST</u> FY 2011 - 12
Receipts:			
Vessel Fees	1,400,000	1,400,000	1,400,000
Total Fee Collection to Line (A) - Section III	1,400,000	1,400,000	1,400,000

<u>SECTION II - FULL COSTS</u>			
Direct Costs:			
Salaries and Benefits	222,666	223,106	224,151
Other Personal Services	1,888	3,100	3,100
Expenses	47,884	162,000	162,000
Operating Capital Outlay	-	2,100	2,100
Contracted Services	-	7,500	7,500
Risk Management Insurance	2,360	4,971	4,971
Pay Outside Contractors	136,431	137,000	137,000
Vessle Decals	127,360	154,000	154,000
Data Processing	861,411	706,223	705,178
Total Full Costs to Line (B) - Section III	1,400,000	1,400,000	1,400,000

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	1,400,000	1,400,000
TOTAL SECTION II	(B)	1,400,000	1,400,000
TOTAL - Surplus/Deficit	(C)	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2011-12**
Program: 76250600 Vehicle and Vessel Title Registration Services
Fund: 2463 Mobile Home and Recreational Vehicle TF

Specific Authority: Chapter 320.781, Florida Statutes
Purpose of Fees Collected: Satisfaction of judgements against Mobile Home and R.V. Dealers and Manufacturers.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2009-10	FY 2010-11	FY 2011 -12
<u>Receipts:</u>			
<u>Beginning Fund Balance July 1</u>	150,072	185,640	
<u>Mobile Home Dealer Licenses</u>	44,160	44,161	44,161
<u>Mobile Home Titles</u>	16,247	18,145	18,145
Total Fee Collection to Line (A) - Section III	210,479	247,946	62,306

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits			
Other Personal Services			
Expenses			
Operating Capital Outlay			
<u>Claims</u>	20,000	243,585	57,945
<u>7% Surcharge</u>	4,262	4,361	4,361
Indirect Costs Charged to Trust Fund	577		
Total Full Costs to Line (B) - Section III	24,839	247,946	62,306

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	210,479	62,306
TOTAL SECTION II	(B)	24,839	62,306
TOTAL - Surplus/Deficit	(C)	185,640	0

EXPLANATION of LINE C:
This fund is used to administer claims against mobile home and recreational vehicle dealers.

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2011 - 12

Department: 76 Highway Safety & Motor Vehicles
Budget Entity: 76000000 Department Level
Fund: 2009 Highway Safety Operating TF

(1)	(2)	(3)	(4)
	ACTUAL	ESTIMATED	REQUEST
<u>FUNDING SOURCE - STATE</u>	FY 2009- 10	FY 2010 - 11	FY 2011 - 12
Fees	16,942,078	20,944,351	-
<u>FUNDING SOURCE - NON-STATE</u>			
TOTALS*	16,942,078	20,944,351	-

***Must agree to amounts on Schedule I, Section IV, Line I.**

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2011 - 2012

Department: 76 Highway Safety & Motor Vehicles
Budget Entity: 76000000 Department Level
Fund: 2261 Federal Grants and Donations TF

(1)	(2)	(3)	(4)
	ACTUAL	ESTIMATED	REQUEST
<u>FUNDING SOURCE - STATE</u>	FY 20 <u>09</u> - 20 <u>10</u>	FY 20 <u>10</u> - 20 <u>11</u>	FY 20 <u>11</u> - 20 <u>12</u>
Federal Grants and Donations	542,689	-	-
<u>FUNDING SOURCE - NON-STATE</u>			
TOTALS*	542,689	-	-

***Must agree to amounts on Schedule I, Section IV, Line I.**

SCHEDULE 1B: DETAIL OF UNRESERVED FUND BALANCES

Budget Period: 2011 - 12

Department: 76 Highway Safety & Motor Vehicles
Budget Entity: 76000000 Department Level
Fund: 2463 Mobile Home and Recreational Vehicle TI

(1)	(2)	(3)	(4)
<u>FUNDING SOURCE - STAT</u>	ACTUAL FY 2009 - 10	ESTIMATED FY 2010- 11	REQUEST FY 2011 - 12
Mobile Home Dealer License	135,703		
Mobile Home title Fees	49,937		
<u>FUNDING SOURCE - NON-</u>			
TOTALS*	185,640	-	-

***Must agree to amounts on Schedule I, Section IV, Line I.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2011 - 2012

Department Title:	Highway Safety and Motor Vehicles
Trust Fund Title:	Highway Safety Operating Trust Fund
Budget Entity:	7600
LAS/PBS Fund Number:	2009

	Balance as of 6/30/2010	SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,825,302.69 (A)		1,825,302.69
ADD: Other Cash (See Instructions)	14,117.00 (B)		14,117.00
ADD: Investments	32,300,310.72 (C)		32,300,310.72
ADD: Outstanding Accounts Receivable	10,888,035.98 (D)	-2,045,948.46	8,842,087.52
ADD: _____			
Total Cash plus Accounts Receivable	45,027,766.39 (F)	-2,045,948.46	42,981,817.93
LESS Allowances for Uncollectibles			0.00
LESS Approved "A" Certified Forwards	-11,008,524.72 (H)	54.10	-11,008,470.62
Approved "B" Certified Forwards	-4,076,719.98 (H)		-4,076,719.98
Approved "FCO" Certified Forwards	-1,914,667.00 (H)		-1,914,667.00
LESS: Other Accounts Payable (Nonoperating)	-14,278,312.28 (I)	5,938,429.66	-8,339,882.62
LESS: Other Fund Balance Reserved	-480,000.00 (J)	480,000.00	0.00
LESS: Fund Balance Reserved for Advance to	-700,000.00		-700,000.00
Unreserved Fund Balance, 07/01/10	12,569,542.41 (K)	4,372,535.30	16,942,077.71 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
Budget Entity:	Federal Grants Trust Fund
LAS/PBS Fund Number:	760000
	2261

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1,511,830.40	(A)		1,511,830.40
ADD: Other Cash (See Instructions)	0.00	(B)		0.00
ADD: Investments	0.00	(C)		0.00
ADD: Outstanding Accounts Receivable	0.00	(D)		0.00
ADD: _____	0.00	(E)		0.00
Total Cash plus Accounts Receivable	1,511,830.40	(F)	0.00	1,511,830.40
LESS Allowances for Uncollectibles	0.00	(G)		0.00
LESS Approved "A" Certified Forwards	-61,847.16	(H)		-61,847.16
Approved "B" Certified Forwards	-282,294.56	(H)		-282,294.56
Approved "FCO" Certified Forwards	0.00	(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	0.00	(I)		0.00
LESS: Advances from other funds (GL 45700)	-625,000.00	(J)		-625,000.00
LESS: _____	0.00	(J)		0.00
Unreserved Fund Balance, 07/01/2010	542,688.68	(K)	0.00	542,688.68 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
Budget Entity:	Mobile Home and Recreational Vehicle Protection TF
LAS/PBS Fund Number:	760000
	2463

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	186,216.78	(A)		186,216.78
ADD: Other Cash (See Instructions)	0.00	(B)		0.00
ADD: Investments	0.00	(C)		0.00
ADD: Outstanding Accounts Receivable	0.00	(D)		0.00
ADD: _____	0.00	(E)		0.00
Total Cash plus Accounts Receivable	186,216.78	(F)	0.00	186,216.78
LESS Allowances for Uncollectibles	0.00	(G)		0.00
LESS Approved "A" Certified Forwards	0.00	(H)		0.00
Approved "B" Certified Forwards	0.00	(H)		0.00
Approved "FCO" Certified Forwards	0.00	(H)		0.00
LESS: Other Accounts Payable (Nonoperating)	-577.10	(I)		-577.10
LESS: Deferred Revenue	0.00	(J)		0.00
LESS: _____	0.00	(J)		0.00
Unreserved Fund Balance, 07/01/2010	185,639.68	(K)	0.00	185,639.68 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2011-2012

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Highway Safety Operating Trust Fund
LAS/PBS Fund Number: 2009

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-10 13,023,890.33 (A)

Add/Subtract:

Statewide financial statement adjustments -AR 2,045,948.46 (B)

Statewide financial statement adjustments - CF Payable (54.10) (B)

Statewide financial statement adjustments -Nonoperating Payable (3,857,480.76) (B)

Statewide financial statement adjustments -Nonoperating Payable (2,080,948.90) (B)

Statewide financial statement adjustments - Deferred Revenue (480,000.00) (B)

Exclude Operating Payables not Certified Forward (64,669.48) (B)

Other Adjustment(s):

Prepaid items 519,017.40 (C)

ADJUSTED BEGINNING TRIAL BALANCE: 16,942,077.71 (D)

UNRESERVED FUND BALANCE, SCHEDULE IC 16,942,077.71 (E)

DIFFERENCE: 0.00 (F)*

***SHOULD EQUAL ZERO.**

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
LAS/PBS Fund Number:	Federal Grants Trust Fund
	2261

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-2010	<input type="text" value="0.00"/>	(A)
---	-----------------------------------	-----

Add/Subtract:

Operating Payables not Certified Forward	<input type="text" value="(542,688.68)"/>	(B)
--	---	-----

Other Adjustment(s):

<input type="text"/>	(C)
----------------------	-----

<input type="text"/>	(C)
----------------------	-----

ADJUSTED BEGINNING TRIAL BALANCE:	<input type="text" value="(542,688.68)"/>	(D)
--	---	-----

UNRESERVED FUND BALANCE, SCHEDULE IC	<input type="text" value="542,688.68"/>	(E)
---	---	-----

DIFFERENCE:	<input type="text" value="0.00"/>	(F)*
--------------------	-----------------------------------	------

***SHOULD EQUAL ZERO.**

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Highway Safety and Motor Vehicles
LAS/PBS Fund Number:	Mobile Home and Recreational Vehicle Protection TF
	2463

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-2010 185,639.68 (A)

Add/Subtract:

0.00 (B)

Other Adjustment(s):

0.00 (C)

0.00 (C)

ADJUSTED BEGINNING TRIAL BALANCE:

185,639.68 (D)


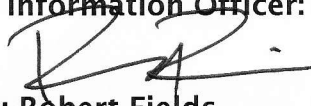
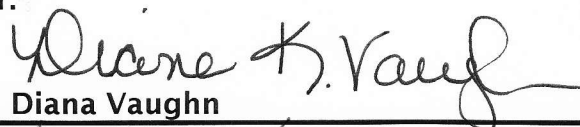
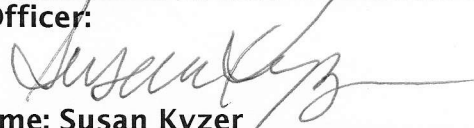

UNRESERVED FUND BALANCE, SCHEDULE IC

185,639.68 (E)

DIFFERENCE:

0.00 (F)*

***SHOULD EQUAL ZERO.**

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Highway Safety and Motor Vehicles	Schedule IV-B Submission Date: 10/15/10
Project Name: Replace Outdated Driver License and Motor Vehicle Computer Systems	Is this project included in the Agency's LRPP? Yes
FY 2011-12 LBR Issue Code: 36234C0	FY 2011-12 LBR Issue Title: Phase II - Replace Outdated Driver License and Motor Vehicle Computer Systems
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Sherry Allen, 850-617-2011, sherryallen@flhsmv.gov	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:  Printed Name: Julie Jones	Date: 10/13/10
Agency Chief Information Officer:  Printed Name: Robert Fields	Date: 10/12/10
Budget Officer:  Printed Name: Diane Vaughn	Date: 10/12/10
Planning Officer:  Printed Name: Susan Kyzer	Date: 10/12/10
Project Sponsor:  Printed Name: Robert Fields	Date: 10/12/10
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Terrence Samuel, 850-617-2022, terrencesamuel@flhsmv.gov
Cost Benefit Analysis:	
Risk Analysis:	
Technology Planning:	
Project Planning:	

STATE & LOCAL GOVERNMENT
SERVICES

**Florida Department of
Highway Safety and
Motor Vehicles**

**Feasibility Study
Phase I Final Report**

October 7, 2010

ADVISORY

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Executive Summary

Executive Summary

Purpose and Overview of Report

The purpose of this report is to support the fiscal year (FY) 2011-2012 budget request of the Department of Highway Safety and Motor Vehicles (DHSMV, the Department) related to technology environment modernization. This report is intended to demonstrate that:

1. There are problems with the current technical environment;
2. Those problems have negative effects on the business's ability to perform the work of the Department which have been amplified by the in-progress transition of DL issuance functions to Tax Collectors;
3. There are a variety of potential solutions available in the market;
4. The Department can implement those solutions within an effective timeframe;
5. There are three activities that should be undertaken in FY 2011-12.

This report and budget request was developed in response to Florida Statute 322.135 as amended in 2010. This Statute mandated that Tax Collectors would take primary responsibility for driver license field issuance services by 2015. This transition has raised the urgency of modernizing the existing technical environment significantly.

This report was developed by a Project Team consisting of KPMG advisors, DHSMV ISA staff, and support from DHSMV business managers. This report will be expanded into the State of Florida's Technology Review Workgroup Schedule IV-B Feasibility Study for the Motorist Services Modernization Project in January 2011.

Department Background

The Department of Highway Safety and Motor Vehicles is charged with issuing driver licenses and motor vehicle titles and registrations to the residents of Florida. It processes over 5 million driver licenses and identification cards and 24.5 million motor vehicle, manufactured home, and vessel registrations and titles annually. As of the report date, the Department directly operates 10 Division of Motor Vehicles (DMV) regional offices and supports the titling and registration efforts of their partners, the Tax Collectors, in 281 locations across the State. The Department also directly operates 71 Division of Driver License (DDL) field issuance offices and supports the issuance efforts of their partners, the Tax Collectors, in 133 of the previously mentioned 281 locations across the State.

Various State and federal mandates have broadened the Department's mission and scope since its creation in 1969. As the number and types of services have grown, so have the service delivery methods which today include in person, US mail, voice response systems, and online services. Two Divisions currently manage registration and licensing. The DMV, among other responsibilities, issues licenses for and monitors motor vehicle and manufactured or mobile home dealers and manufacturers; investigates and resolves dealer related consumer complaints; inspects and titles rebuilt vehicles;

registers and audits Florida-based commercial motor carriers; and monitors that manufactured homes are constructed and installed in accordance with federal and state standards. Additionally, the DMV is responsible for registering and titling vehicles, vessels and manufactured or mobile homes and overseeing the Tax Collectors who serve as agents responsible for registering vehicles in Florida. The DDL issues commercial and individual driver licenses and oversees compliance programs related to driver licensing. Some of these activities include enforcing insurance coverage requirements and overseeing the State's DUI education program. In addition, Tax Collectors in 47 counties issue driver licenses.

In FY 2009-10, Florida Statute 322.135 was amended to change the driver license service environment. By July 2015, Tax Collectors will take on nearly all driver license field office issuance functions. The Division of Driver Licenses will continue to operate regional service centers and issuance functions in a limited number of counties and perform monitoring and oversight.

The Information Services Administration (ISA) supports the technology environment for the Divisions, which includes State operated field offices and Tax Collector field offices. The environment includes networks, hardware, server support, and software applications.

Technology

As the Department's mission and scope have evolved, its hardware and software have done the same. The core of the Department's technology environment today is the Florida Driver License Information System (FDLIS) for DDL and the Florida Real Time Vehicle Information System (FRVIS) for DMV. These systems date to 1997 and 1999, respectively. In the 13 years following implementation, numerous changes and enhancements have been made and new applications have been added. The current technical environment is multi-layered, uses numerous applications, databases and languages and requires many people and skill sets to maintain.

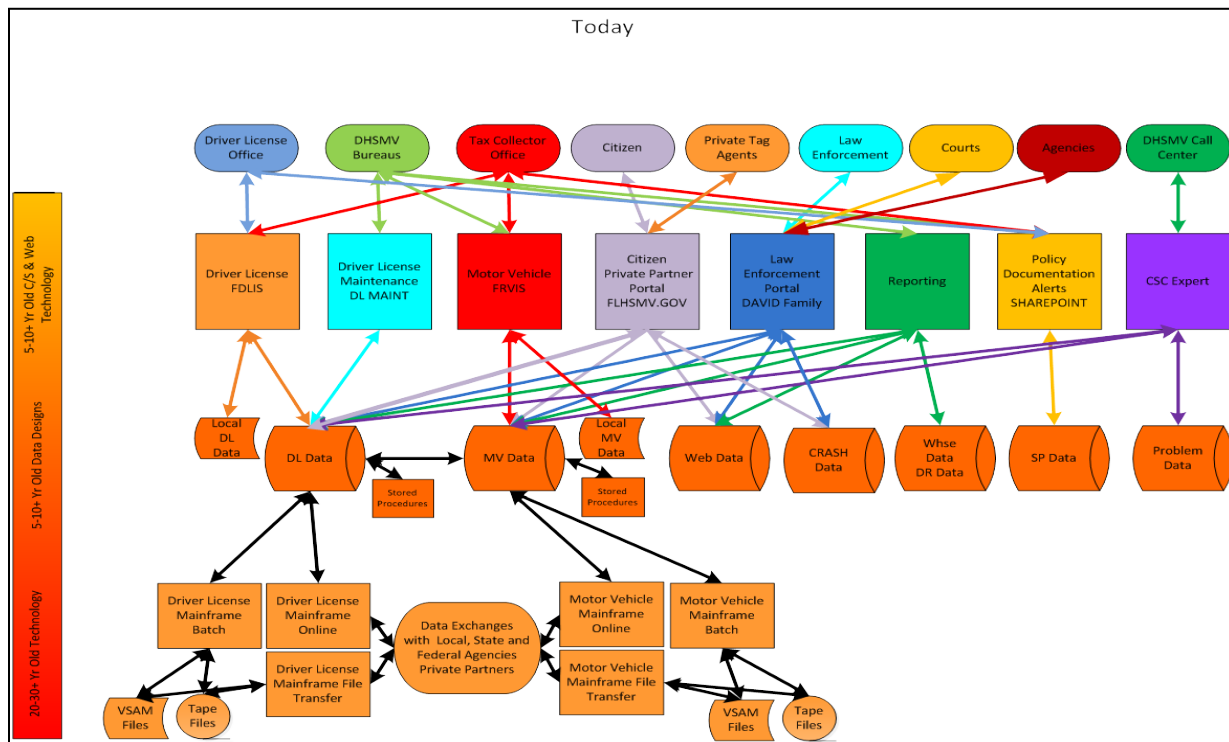


Figure 1- Current Technical Environment

The Challenges

The current technical environment (as shown above) consists of eight major systems supported by seven database repositories, a dozen “point solutions” and 47 web applications. In addition, nearly 2,800 batch jobs, 1,900 batch programs and over 17,000 stored procedures, online transaction services, print services and file transfer protocol (FTP) services transfer data from system to system, update, print or transfer driver license or motor vehicle data, or pull data from external sources. More than 20 programming languages are used to maintain these systems on nearly a dozen different platform environments.

The complexity and age of the software used creates challenges in supporting and maintaining the environment, which in turn presents risks to the business. These risks are primarily related to driver license and, to a lesser degree, motor vehicle registration issuance activities. Tax Collectors who issue driver licenses and vehicle registrations are exposed to risks from both. By limiting driver license issuance to simpler transactions that rely less on guidance and data from the system, Tax Collectors are able to incorporate manual processes to help manage their operational risk. However, the legislation passed in 2010 that mandated that Tax Collectors provide nearly all drivers license field issuance services will require Tax Collectors to issue licenses that are more complex and require greater system interaction to process.

Having the Tax Collectors provide a “one-stop” shop for both types of transactions benefits Floridians and has the potential to realize efficiencies, but it also amplifies the risk that the current technical environment poses to the business of issuance and oversight.

The challenges of the current technical environment include:

- Data synchronization complexity which introduces errors,
- Difficulty fixing bugs or implementing changes,
- Difficulty integrating software packages,
- Difficulty locating and retaining staff with necessary skill sets, and
- Increased support, maintenance and contractor costs.

Some of these technology challenges affect ISA’s capacity to be responsive to businesses requests for new or modified functionality, while others cause direct risks to the business including:

- Risk to public safety,
- Risk of non-compliance with federal and State mandates,
- Risk of increased operating costs,
- Risk of uncollected or delayed revenue, and
- Risk of reputational injury.

Each of these risks can be traced back to one or more of the challenges caused by the technical environment. The following table summarizes these relationships.

		Business Risks					
Technology Challenges		Risk to public safety	Risk of non-compliance	Risk of increased operating costs	Risk of uncollected or delayed revenue	Risk of reputational injury	Affects overall capacity of ISA
	Increased support, maintenance and contractor costs			✓			✓
	Difficulty locating and retaining staff with necessary skill sets		✓	✓			✓
	Data synchronization complexity which introduces errors	✓		✓	✓	✓	
	Difficulty fixing bugs or implementing changes	✓	✓	✓	✓	✓	✓
	Difficulty integrating software packages	✓	✓	✓	✓	✓	

Table 1- Technology Challenges/Business Risks

Vision

The vision of the Department, as communicated by the Divisions and Tax Collectors, reflects the move towards a fully-integrated motorist services organization. By 2015 or earlier, direct field office issuance functions by the Department will be limited to regional service centers and the three charter counties; Miami-Dade, Broward and Volusia. In accordance with this legislative mandate, the Department will carry-out its responsibilities for policy setting, oversight, support and audit of its agents by having access to accurate, real time data with the ability to run detailed reports. For Tax Collectors to serve customers more efficiently, they will have technologies that offer a single view of the customer and provide assistance with the issuance process through workflow, informational wizards and pre-populated forms. Business intelligence reporting for planning and budgeting will assist in managing workloads between field offices.

In the Department’s vision, customers will able to manage their own information and initiate transactions through multiple service channels including an Interactive Voice Response (IVR) system, call center and self service online portal. Data exchange customers (e.g. law and child support enforcement, organ

donor, voter registration, and sex offender registration) will benefit from more accurate, reliable and timely data accessed through new processes/procedures/portals to meet their critical information requirements. Finally, in this new environment, the Department will meet the information needs of its workforce by having effective reporting capabilities that can be deployed for better decision-making.

To support these business visions, the technical vision is straightforward. There needs to be a single interface, a single source of data, a universal data exchange “hub” and a core interface integrated with third-party and “point solution” applications so that dual entry and transfer of data is not necessary. In achieving this single view of the customer and promoting self-service to the greatest degree possible, the Department will achieve a secondary objective of simplifying and modernizing the technical environment.

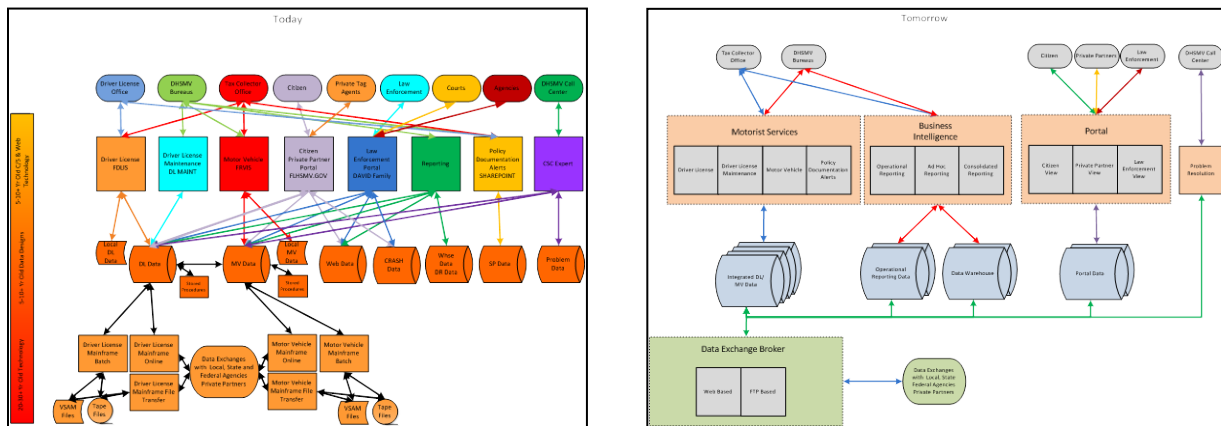


Figure 2- Current Technical State vs. Future Technical State

The two diagrams above present a conceptual view of how the technology environment could look after modernization. Instead of eight interfaces and seven databases, similar functionality is combined into three interfaces with a single view of customer data coming from a single system of record for customer data. The result will be a more maintainable and agile environment enabling the Department to respond quickly to new State and federal mandates. In addition, reducing the complexity of the design will help address current data security and integrity concerns.

Potential Solution

In understanding potential solutions, the Project Team looked at two questions:

1. Does a solution exist in the marketplace?
2. What are the necessary steps to implement?

To answer the first question, the Project Team conducted a high-level market scan and considered commercial off the shelf (COTS), transfer and custom developed solutions. The Team found that Florida is not unique in its business and technical challenges. A number of large jurisdictions have undergone similar transformations in recent years and others are in process or planning stages. As systems around the country have aged, a number of the larger technology companies have come to market with solutions. Some of these are customized Customer Relationship Management (CRM) systems. Others

are designed specifically for motor vehicles, though it appears that these can also be considered transfer systems, as each implementation influences the package extensively and becomes the offering moving forward. A summary of these options can be found in the “Potential Solutions” section of the report.

In researching the second question, the Project Team found these systems had similar implementation timelines. Based on the available solutions and the State’s experiences over the last several years with other large system implementations, the Project Team is recommending a phased, iterative approach over an estimated five years. The phases include Preparation, Select & Design, and Implementation Iterations 1, 2 and 3. Each implementation iteration includes requirements validation, organizational change, training, data migration, application development / customization, testing and network and hardware environment setup. The high-level timeline is below, with details in Appendix A.

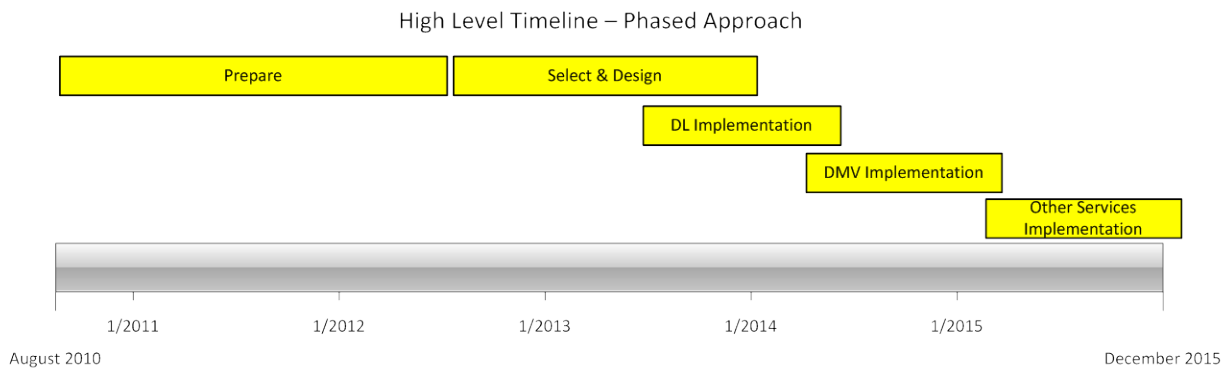


Figure 3- High Level Timeline

The goal of the timeline above is to have the driver license and motor vehicle functionality implemented as quickly as possible, and no later than July 2015. As the Department and Tax Collectors move forward with their transition steps to implement the legislative mandate ahead of the July 2015 deadline, the limitations of the current systems and the risks they pose to the business are being magnified by the complexity of the business processes. The modernization of the technical environment began as an opportunity for optimization and cost savings. However, it has become a much greater operational necessity, as reports and data to perform the Department’s oversight role are not available. Additionally, Tax Collectors are facing increased workloads and operating costs from the complexity of their new issuance tasks.

With an expectation that the majority of the transition will be completed well before the deadline, it is critical for the Department to begin its preparation phase now. Not only does this support moving ahead with modernization quickly, but it makes it easier to coordinate the Department’s technology approach with the Tax Collectors. Many of the Tax Collectors have either completed or are working on their implementation plans for the transition. Defining the Department’s design and approach as early as possible will help the Tax Collectors plan for technology investments that are aligned with Department technology modernization goals and help avoid duplicated costs.

Justification for Funding Request

The Department is requesting \$4,810,500 for FY 2011-12 for three efforts:

- **Lean Forward Mainframe Migration (\$1,876,500)**

This project completes the Department's migration off of the Mainframe. The current batch program environment involves 1900 programs which require individual monitoring and maintenance and annual mainframe support costs are in excess of \$1,500,000. Retiring the Mainframe by rewriting these programs will save these support costs and free staff time currently spent monitoring programs for other initiatives. This is the continuation of a project the Department has already begun with federal grant funding. Appendix F has a more detailed description of the Lean Forward Mainframe Migration initiative and the benefits to be realized.

- **Business Process Redesign & Functional Requirements (\$966,000)**

This step is critical in preparing the Department for a future migration. The timeline requires the Department to request funding for this step before the Feasibility Study is completed showing the full cost justification for the overall project. There are several justifications for requesting this funding during the upcoming legislative session:

1. Delaying a request for funding until after the Feasibility Study is complete would mean requirements would not begin until July 1, 2012. The Department has a responsibility to provide an effective technology infrastructure to the Tax Collectors. As the transition moves forward, it has become clear that the current environment does not meet the needs of the Tax Collectors or the Department's enhanced policy and oversight role. Delaying the start of requirements means a delay in the delivery of the final modernization.
2. Should the Legislature choose not to fund the full modernization, there are a number of steps that could be taken to improve the Department's environment on a short-term basis. This approach may not be in the Department's long-term best interest as a modernization is unlikely to be delayed for long and the interim steps could cost as much as a third of a full implementation, but this is an option that will be evaluated during the Feasibility Study. This option might include combining data sources or developing a new interface to combine existing systems. These activities, while temporary corrections, would rely on many of the same requirements as a full modernization.
3. Initiating the modernization process now would provide Tax Collectors the opportunity to coordinate their respective planning efforts and make subsequent investment decisions that are aligned with the Department's technical direction.

- **Data Requirements and Cleansing (\$1,656,000)**

One of the Department's key challenges is the business's inability to easily access timely and useful information with which to make business decisions. In Phase III of the Feasibility Study, the Project Team will review the current primary data models and design a conceptual enterprise architecture for managing that data as a cohesive total. This Data Requirements and Cleansing effort requested for FY 11-12 would map existing data from the current data model to the new

conceptual data model, document the business rules associated with the data elements, creating a data dictionary, and identify the transformation process required to load existing data into the conceptual model. Data inconsistencies will be corrected as found in the current data model based on the documented business data rules. This activity is required to provide prospective vendors with the information needed to scope the data migration into a new system.

- **Backfill for Staff Pulled to Support Reengineering (\$312,000)**

It has been demonstrated in other State of Florida projects as well as DMV modernizations in other states that a critical success factor for large technology projects is the involvement of the business users. Other state agencies have found that creating a “transformation team” consisting of dedicated subject matter advisors from the business and technology areas can help create requirements, shepherd development and coordinate organizational change management.

The Project Team feels that a critical element to the likelihood of success is the creation of this transformation team. Six full time members will be drawn from DDL (1), DMV (1), ISA (total of 2, 1 project manager and 1 technical) and the field offices (total of 2, 1 MV orientation and 1 DL orientation). Other subject matter advisors that participate on a part-time basis will include members from the Department’s other two Divisions and the Tax Collectors. To be effective, the six full time members will need to be released from their daily duties and backfilled with OPS staff persons.

Project	# of Full-time Contractors	Hours	Blended Rate	Cost
Data Cleansing	6	11,040	\$150	\$1,656,000
Business Process Documentation & Functional Requirements	3.5	6,440	\$150	\$966,000
Lean Forward Mainframe Migration	Hardware/Software Install & training; 7-8 Developer/Analyst/Project Manager/ Infrastructure Contractors			\$1,876,500**
OPS staff to backfill positions pulled to support Reengineering Team.	6	12,480	\$25	\$312,000
TOTAL				\$4,810,500

Table 2 – Phase I Cost Estimate Overview

Phase I Final Report

Introduction

Purpose and Overview of Report

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2. Those problems have negative effects on the business's ability to perform the work of the Department which have been amplified by the in-progress transition of DL issuance functions to Tax Collectors;
3. A variety of potential solutions are available in the market.
4. The Department can implement those solutions within an effective timeframe.
5. Three activities that should be undertaken in FY 2011-12.

This report and budget request was developed in response to Florida Statute 322.135 as amended in 2010. This Statute mandated that Tax Collectors would take primary responsibility for driver license field issuance services by 2015. This transition has raised the urgency of modernizing the existing technical environment significantly.

This report was developed by a Project Team consisting of KPMG advisors, DHSMV ISA staff, and support from DHSMV business managers.

The complexity and age of the software used creates challenges in supporting and maintaining the environment, which in turn presents risks to the business. These risks are primarily related to motor vehicle registration and driver license issuance activities. Tax Collectors who issue driver licenses and vehicle registrations are exposed to risks from both. By limiting driver license issuance to simpler transactions that rely less on guidance and data from the system, Tax Collectors are able to incorporate manual processes to help manage their operational risk. However, the legislation passed in 2010 that mandated that Tax Collectors provide nearly all drivers license field issuance services will require Tax Collectors to issue licenses that are more complex and require greater system interaction to process in addition to the existing complexity of motor vehicle registrations.. While the one-stop shops concept benefits Floridians and has the potential to realize efficiencies, it also amplifies the risk that the current technical environment poses to the business of issuance and oversight.

Many Tax Collectors have already made investments in "bridging" technologies to help them manage the risks and inefficiencies caused by the different software applications provided by the Department. Mitigating the increased operational risk posed by this transition will require the 64 participating elected Tax Collectors to individually make new and larger investments in technology. This will further fragment the technical environment in the field and potentially introduce more variability and greater data risk into the environment. By undertaking this Modernization effort, the Department is seeking to provide a single, consolidated, reliable and predictable technical environment that can be used for all issuance activities that also meets the Department's requirements for monitoring and oversight.

To produce this report, interviews were held in August and September 2010 to document the current technical and business environments and understand the risks that current technology presents. Then, a high-level market scan looked at potential solutions in the marketplace. The purpose of this scan was to understand whether a commercial off the shelf (COTS), transfer or custom-built solution is most likely to meet the State's needs, based on the information available at this time. Finally, a roadmap was developed based on DHSMV's deadlines and goals, leading practices in large system implementations and the State's experience. This roadmap looks at the five-year plan and addresses what should be attempted in year one, with explanations as to why these actions were selected. This presents the plan for how to get to a solution.

Note: This document will be expanded into the State of Florida's Technology Review Workgroup's Schedule IV-B in phase II of the Feasibility Study for the Motorist Services Modernization Project in January 2011.

Current Business Functions

Background

In 1969 the Governmental Reorganization Act combined the duties and responsibilities of the Florida Department of Public Safety and Department of Motor Vehicles to form the Department of Highway Safety and Motor Vehicles. As the State has grown over 40 years, so has the business of the Department. In 1970, there were 4.1 million licensed drivers and 4.7 million registered vehicles in the State of Florida. As of January 2010, this had grown to more than 15.5 million licensed drivers and 18.2 million registered vehicles.

Various State and federal mandates have broadened the Department's mission and scope over the years. Many new programs fall into two categories: those that promote security or State commerce by helping to ensure that the vehicles on the road and the people driving them are properly reviewed and licensed and those that inform and engage Floridians through an activity (drivers license issuance) that most citizens will participate in. As the number and types of services have grown, so have the service delivery methods which today include in person, US mail, voice response systems, and online services. Two Divisions currently manage licensing and registration. The Division of Driver Licenses (DDL) issues commercial and individual driver licenses and oversees compliance programs related to driver licensing. Some of these activities include enforcing insurance coverage requirements and overseeing the State's DUI education program. The Division of Motor Vehicles (DMV) is responsible for registering and titling vehicles, vessels and manufactured or mobile homes, issuing licenses and monitoring vehicle and manufactured or mobile home dealers and manufacturers, investigating and resolving consumer complaints, inspecting and titling rebuilt vehicles, registering and auditing Florida based commercial motor carriers and ensuring manufactured or mobile homes are constructed and installed in accordance with federal and State standards.

Tax Collectors are an integral part of the Department's customer service model. Tax Collectors have been offering vehicle registration services in some fashion since the early 1900's and today are responsible for the majority of registrations. The DMV operates as a policy and oversight body, setting procedures and standards and auditing results. In 1996, Tax Collectors were given statutory authority to also offer drivers license services. Because of the complexity and time involved in certain types of driver license transactions, many Tax Collectors chose not to offer the more time consuming services and the the DDL continued to be the main service provider through State operated facilities.

Since the late 1990's, the Department has been looking at the viability of consolidating the driver license and motor vehicle services to create a motorist services environment. In 2009, a study was performed that identified some areas of overlap and made recommendations for consolidation, but the differences in mandates between DDL and DMV (one a primarily issuance organization and the other a primarily oversight and policy organization) and the technical environment were impediments to consolidation. Then in 2010, legislation passed mandating Tax Collectors assume most of the driver license issuance functions by 2015.

As a result, in five years the Department plans to have a limited presence in field office issuance and operate a single motorist services Division whose mission will be standards setting, oversight and monitoring of issuance functions provided by Tax Collectors.

Business Functions Today

To understand the risks that the current technology environment presents to the business, the Project Team interviewed Bureau Chiefs from the Division of Motor Vehicles and Division of Driver Licenses, Tax Collectors and other representatives of the Department. The Bureau Chiefs defined the responsibilities of each Bureau and what technologies were used to support them. The Project Team then documented the issues caused by challenges within those systems. The following table contains examples of these issues. Complete notes on the issues reported by the Bureaus can be found in Appendix B.

The important point to note with the following is the grouping of reported issues around issuance functions. The impact of these issues is magnified for Tax Collectors that experience risks related to both driver license and motor vehicle registration issuance.

Entity Interviewed	Issue(s) Reported
Bureau of DL Field Services	A 60 minute State-wide outage* in 2009 affected more than 3500 customers who could not complete transactions that they had traveled to offices to complete
Bureau of Records	<p>System issue prevented 34,000 citations from the Clerk of Court from being included on driver's records.</p> <p>Because of delay in driver record update due to batch processing, law enforcement could pull over an offender and never know the driver is a convicted sex offender/predator.</p> <p>Due to lack of system integration, if a sex offender/predator never obtains a DL or ID card, their driver record may never indicate their conviction/status.</p> <p>Due to lack of system integration, the Department may be violating a Department of Justice mandate requiring limited keying of Personal Identifiable Information (PII). Address information must be entered into FDLIS when performing various DL functions. Motor Voter application requires address in different format, meaning address must be keyed again into the Motor Voter application.</p> <p>Due to manual nature of the updating process, there is a current backlog of 80,000 out of state convictions that are not included on driver records. This may cause uncollected or delayed revenue and also increased public safety risks.</p>
Bureau of Financial Responsibility	Due to system limitations, driver records may not always reflect current insurance status.

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Entity Interviewed	Issue(s) Reported
	<p>Due to system errors, DL privileges have been wrongly suspended and in some case drivers were erroneously arrested and taken to jail.</p> <p>Due to system errors, past fees collected were applied against new driver liabilities resulting in uncollected revenue.</p> <p>Manually tracking security deposits and subsequent refunds requires the work of one full-time FTE.</p>
Bureau of Driver Improvement	Because of delay in driver record update due to batch processing, law enforcement could pull over a driver with a DUI conviction, and never know the driver has been convicted of a DUI.
Bureau of Driver Education	<p>Because the DUI program system was developed externally, ISA staff cannot fully support the system. Lack of funding meant that an update to 10,000 driver records had to be performed manually.</p> <p>Due to system limitations, manual tracking of DUI program results and information is required and is an inefficient use of staff time.</p>
Bureau of Administrative Reviews	Due to system limitations, the processing of Commercial Driver License (CDL) reinstatements can only be performed in Tallahassee. Delays in reinstating CDL's could potentially prevent qualified drivers from taking job assignments.
Bureau of MV Field Operations	<p>Lack of system integration with outside entities, such as insurance companies, necessitates manual verification of documentation provided for the licensing of dealer/manufacturers, which is an inefficient use of staff time.</p> <p>Current technologies do not allow for dealer/manufacture licensing customers to self serve, which requires increased staff time.</p>
Bureau of Titles and Registration	<p>Calculation errors caused discrepancy among renewal fees included in notification letters to customers and actual amount owed by customer when customer visited Tax Collector for tag renewal. Current technologies do not allow for information research customers to self serve, requiring 10-12 full time FTE's to process requests.</p> <p>Lack of automated auditing system for specialty plate audits necessitates manual performance of audit procedures and tracking of results. This increases the risk of data errors, risk that audit does not reflect actual activity occurring, and staff time needed to perform mandatory audits.</p>
Bureau of Motor Carrier Services	Due to system limitations, the creation of duplicate records jeopardizes data integrity. IRP/IFTA customers cannot have an address different from their dealer license address. In many

Entity Interviewed	Issue(s) Reported
	<p>instances, another record is created for the customer to allow for a second address to be used for IRP/IFTA needs.</p> <p>The system does not allow for the electronic upload of completed IRP/IFTA tax returns. This discourages customer self service and requires increased staff time for the manual entry of tax return information.</p> <p>The system does not allow the electronic upload of IRP/IFTA vehicle renewal information. Large fleet companies (some with more than 1,000 vehicles) must send in hardcopy listings of renewal changes to be made, which then must be manually entered into FRVIS by DHSMV staff.</p>
Bureau of Mobile Homes and Recreational Vehicle Construction	Due to system complexity in FRVIS, it took 6-8 months for personnel to be fully trained on system functionality.
Tax Collectors	<p>Due to the multiple systems needed to perform services offered, Tax Collectors reported having incurred costs funded by other revenue sources to hire outside vendors to build an application layer that provides a more unified interface.</p> <p>Frequent system outages* cause work stoppages. One Tax Collector reported 32 system outages* in a 12 month period.</p> <p>Lack of system integration with third-party driver testing entities requires manual lookup of testing results, which adds 3-5 minutes to each transaction requiring this information to complete processing.</p> <p>Lack of system integration necessitates the duplicate entry of transactions into FDLIS and the cashiering system.</p> <p>Lack of system integration necessitates the following processes to issue a DL: take customer photo in one system, enter information into another system, and then return back to the first system to finish the transaction.</p> <p>Due to system limitations, when changes need to be made on previous screens while processing a transaction, users must start the transaction process over from the beginning rather than going back to correct the error.</p>

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Entity Interviewed	Issue(s) Reported
	<p>Due to system limitations, more than one registration cannot be completed within one transaction. An individual owning three vehicles to be renewed would have to wait for Tax Collector personnel to process three separate transactions which include re-keying PII each time.</p> <p>Due to system limitations, there is not ability to pre-fill vehicle information based on a VIN number. Staff must manually look-up weight information in the Branham Automobile Reference Guide. This increases customer wait time and also costs the Tax Collector approximately \$3,000 per year times the number of Tax Collector offices purchasing subscriptions.</p>

Table 3- Business Issues Examples

Identification of Risks

The issues reported by the Bureaus and Tax Collectors were grouped into five risks attributed to limitations within the current technical environment. We have coupled the risk of increased costs and risk of delayed or uncollected revenue together in the table below because of similarity in underlying business issues.

Risk to Public Safety	Risk of Non-compliance with Federal and State Mandates
<ul style="list-style-type: none"> • Data integrity errors and system availability could lead to the inability to provide relevant, timely information to law enforcement • Delays in data synchronization and availability could lead to delays in ability or inability to identify unqualified driver/DUI offender/sexual offender / sexual predator • Data integrity errors and system availability issues could lead to records not being updated or not updated in timely manner • Data availability issues could lead to DL privileges being wrongly denied or suspended • Data availability issues could lead to DL privileges not suspended that should have been suspended • Limitation on information available for audits/quality reviews/investigations could increase the risk that results do not reflect actual activity occurring 	<ul style="list-style-type: none"> • Difficulty updating the system or dual-entry caused by inability to interface system(s) could lead to violation of State and Federal mandates • Data integrity errors and system availability issues could lead to records not being updated or not updated in timely manner • The number of systems, the distributed nature of data storage and the lack of an enterprise security architecture could increase information security risk • The difficulty in updating the system(s) can cause updates to not be completed timely • Limitation on information available for audits/quality reviews/investigations could increase the risk that results do not reflect actual activity occurring • Fragmented data locations and lack of single data architecture could create challenges in getting timely, accurate data to relying parties • Data integrity errors caused by partial data loads could cause incomplete crash data • Possible increased risk of human errors caused

	by manual entry and system complexities lead to increased costs and data inaccuracies
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Risk of Increased Costs and Risk of Delayed or Uncollected Revenue	Risk of Reputational Injury
<ul style="list-style-type: none"> • Inability to update the system quickly makes it difficult to respond to changing conditions or implement bug fixes, which could cause inefficient use of staff time <ul style="list-style-type: none"> • Processes in place solely to deal with system errors • Increased training costs • Duplicative efforts • Use of multiple systems for one transaction • Manual processes • Possible increased risk of human errors caused by manual entry and system complexities lead to increased costs and data inaccuracies • Inability to update the system quickly makes it difficult to respond to changing conditions or implement bug fixes could cause time/resources spent to develop workarounds for system limitations • The difficulty in updating the system(s) and lack of combined data make it difficult to implement new web functionality, which could leading to an inability for customers to self serve, increasing staff costs • Possible increased costs due to work stoppage from system outages* • Possible delayed revenue collection or uncollected revenue due to system errors or inabilities • Specialized skills needed to support outdated technologies could increase costs • Difficult and highly manual reporting could increase staff costs 	<ul style="list-style-type: none"> • Data availability issues could lead to DL privileges being wrongly denied or suspended • Possible increased customer wait time due to inefficient processes or system downtime • The number of systems, the distributed nature of data storage and the lack of an enterprise security architecture could increase information security risk • Possible inability to provide relevant, timely information • Possible increased risk of human errors caused by manual entry and system complexities lead to increased costs and data inaccuracies • Possible data integrity errors caused by partial data loads could cause incomplete crash data • Limitation in information available for audits/quality reviews/investigations – could increase risk that results do not reflect actual • System limitations discourage or don't allow customer self service • Difficulty in updating system and system outages* could lead to a lack of confidence in systems from internal customers • Possible delay in payment to vendors

Table 4- Business Risks

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Current Technical Environment

History

In 1969, when the Department was created by the merging of the Department of Public Safety and Department Motor Vehicles, issuance was a manual process. Mainframe systems were later added, one for Driver Licenses and one for Motor Vehicles. In 1997, the current driver license system, FDLIS, was written using Compuware Uniface's client-server architecture, introducing the need to install a server in each of the field offices. In 1999, the motor vehicles system, FRVIS, was built with the same architecture, but kept as a separate system, also requiring a field office server. Both systems continued to rely heavily on batch programs for processing, with transactions originating in field offices during the day and uploading by batches to central databases at night.

Over the years the Department has added functionality to the systems to support new mandates and has purchased various "point solutions" to address specific needs, such as Cogent for commercial driver licenses and Q-matic and OASIS for customer queueing and appointment management, respectively, at field offices. These modifications and additions added incrementally to the complexity of the environment.

Since FRVIS was developed, the Department recognized the benefit of having a single view of the customer. The first attempts to provide alternative interfaces came in 2001 when DAVID provided a single view of the customer to Law Enforcement and Express Lane allowed customers to go to a single website to perform drivers license and DMV transactions. Express Lane had limitations because of the different back-ends, requiring the customer to still issue multiple transactions against the separate systems (for example, changing an address required entering it twice – once for DL and once for DMV), but it was the first attempt to provide customers with an integrated view.

As Tax Collectors began issuing driver licenses, the demand for a single view of the customer increased. The separate nature of FRVIS and FDLIS had not placed serious limitations on the business before when field offices were also separate, but now the technology was actively preventing a seamless integration of services. The Department developed the Virtual Office in 2005, which provided a consolidated interface into both systems (so that an address change was entered once and updated in FRVIS and FDLIS). The Department also began to investigate ways to make the systems function more as a single entity and created additional batch programs to synchronize data between the driver license, motor vehicle and related databases to the degree possible.

Tax Collectors have continued to request other functionality as well, from new reports to enhanced interface features that speed processing to the ability to interface with existing cashiering or document management systems. Tax Collector requests now account for a third of the total system upgrades or modification requests handled by ISA.

The effect of this evolution over time in response to various demands has led to a technical environment that is multi-layered, uses numerous different technologies and requires many people and skill sets to maintain. There are more than 30 different platform environments, database environments and programming languages that must be supported by the technical staff. Many of the modification requests and projects require changes across the various technology platforms which increase the duration of project implementation. There are more than 400 existing requests for modifications, 30

projects, upcoming statute and rule changes. As a result of the complex technical environment, system modification requests will continue to rise, implementation timelines remain lengthy and the ability to meet the customer's needs will be impacted.

System Overview

The current technical environment consists of eight major systems supported by seven different database repositories, a dozen "point solutions" and 47 web applications. In addition, nearly 2,800 batch jobs, 1,900 batch programs and over 17,000 stored procedures, online transaction services, print services and file transfer protocol (FTP) services transfer data from system to system, update, print or transfer driver license or motor vehicle data, or pull data from external sources. More than 20 programming languages are used to maintain these systems on nearly a dozen different platform environments.

The cornerstones of the current environment are two information systems – FDLIS for Driver Licenses and the FRVIS for Motor Vehicles registration. These systems are used by County Tax Collectors, State driver's license offices, State motor vehicle regional offices, private partners and DHSMV bureaus, to issue and support driver licenses and identification cards, motor vehicle and vessel titling and registration.

In addition to FDLIS and FRVIS, the other major systems are:

- DL Maintenance, which is used by internal DHSMV Bureaus to update Driver License records and add citations directly in the driver license database.
- The Driver and Vehicle Information and Data Base System (DAVID), which is a family of applications used by law enforcement, State agencies (e.g. Dept. of Children and Families for child and adult protective investigators), internal DHSMV Bureaus, and the courts to access driver license and motor vehicle information.
- A website called the Florida Highway Safety Motor Vehicle Portal/Website (FLHSMV.GOV), which is used by citizens and private partners to access/make limited edits to driver license and motor vehicle information and initiate some self service transactions.
- The Central Reporting and Data Warehouse System that is used by internal DHSMV Bureaus to produce many different types of reports used internally and to respond to request from the public.
- CSC Expert, which is used to track contact information from the Customer Contact Center.

FDLIS, FRVIS, DAVID and FLHSMV.GOV are supported by three databases, one for FDLIS, one for FRVIS and one for the two web applications (DAVID and FLHSMV.GOV). These databases operate separately, yet hold similar data on DHSMV customers. To reduce duplication, synchronization runs between the databases to copy limited driver information, but discrepancies between the databases are found regularly. "Feeder" databases are used to store signatures, pictures and other scanned documents.

Both FDLIS and FRVIS require a local server to run in the field offices and Tax Collectors. In the field, these applications run from their local databases and then the data is uploaded to the central office on a periodic basis. This means that 436 servers are maintained in the field by the Department, that data is stored in over 1,700 different databases in the field and updates to these systems must be promoted to 436 different locations when a new version is released.

The following diagram depicts these systems and the interactions between them at an overview level. Further detail on the sub-systems and how they interact with interfaces and business can be found in Appendix C.

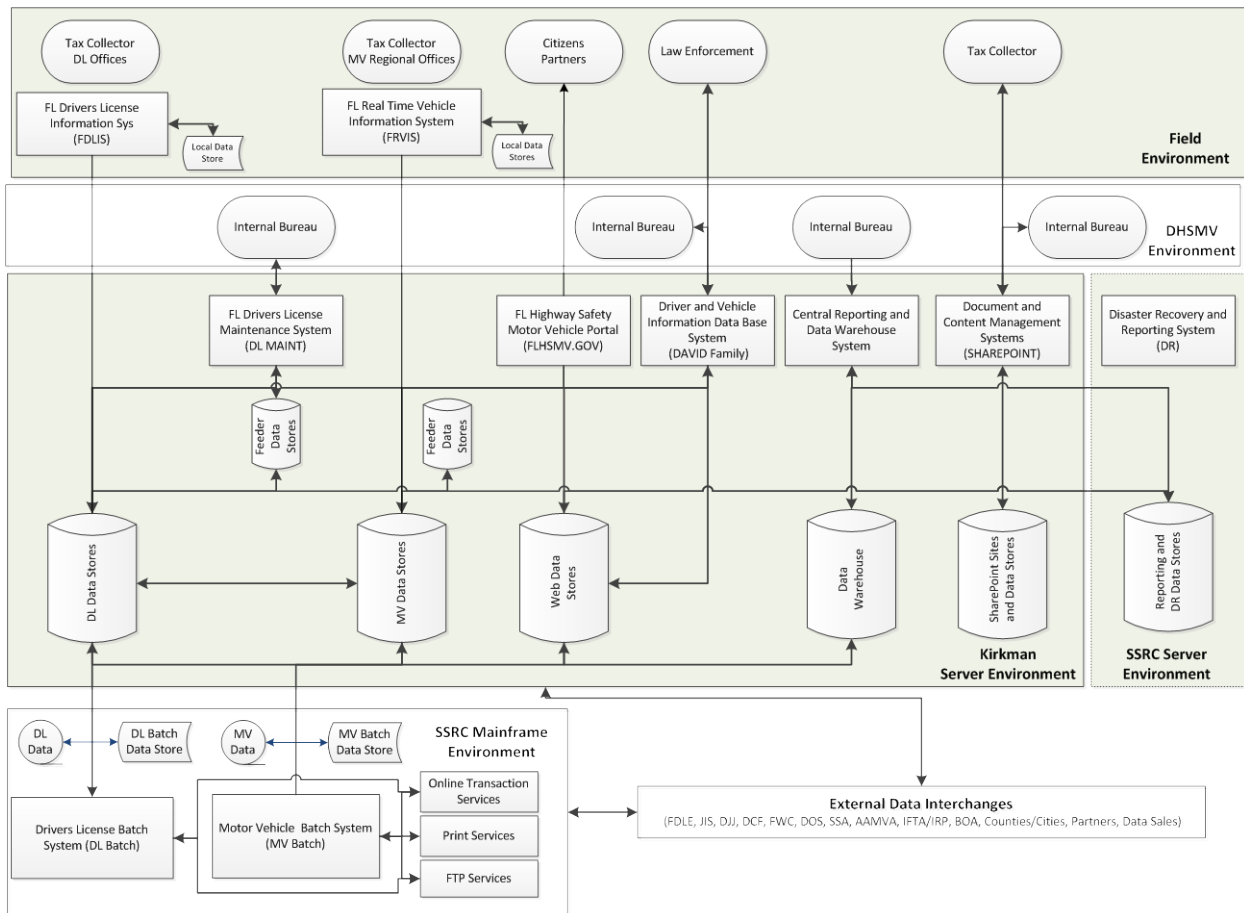


Figure 4- Current System Overview

The previous diagram shows some of the complexity of the current environment. A review of statistics of the current system shows the same thing:

Number of Different Functions Available within FDLIS/FRVIS	43
Number of FDLIS/FRVIS Sub-Programs	44
Number of FDLIS/FRVIS Field Deployment Locations	436
Number of Unique Central Databases	14
Number of Central Tables	5,684
Size of Central Databases (Terabytes)	47.4
Number of Stored Procedures	17,139
Number of Database Software Products Deployed in the Field	1
Number of Unique Local Databases Per Remote Location	3-7
Total Number of Remote Database Instances	1,500
Number of Batch Jobs	2,834
Number of Batch Programs	1,900
Number of Different Types of CICS Transactions	40
Number of Different Types of FTP Transactions	877
Number of Web Applications/Services	47
Number of COTS Field Deployment Locations	436
Number of Programming Languages (types and versions)	20+
Number of Database Environments (types and versions)	5
Number of Platform Environments (types and versions)	10+
Average Mainframe Application Age (adjusted to 2010)	20 years
Average Client/Server Application Age (adjusted to 2010)	10 years
Average Web Application Age (adjusted to 2010)	5 years
Number of Tax Collector Offices Offering Driver License Services	133

Table 5- System Statistics

The complexity and age of the software used creates challenges in supporting and maintaining the environment, which in turn presents risks to the business. From a technical perspective, the Department deals with:

- **Increased support, maintenance and contractor costs:** Maintaining older technology tends to cost more. This is partially because of the hardware (Mainframe) and partially because skill sets to maintain it are more specialized, with fewer firms available to compete.
- **Difficulty locating and retaining staff with necessary skill sets:** The number of different systems and the age of some of those systems make it difficult to find and retain staff with the necessary skill sets. Sometimes training is not feasible because of budget limitations or the lack of available courses in older technology. The difficulty finding and retaining qualified staff can also drive maintenance tasks to outside firms, further increasing costs.
- **Data synchronization complexity which introduces errors:** The segregated databases and inability of older technologies to integrate at the business logic or interface layers requires the use of batch processes or re-keying to synchronize data, which leads to a greater incidence of data errors.
- **Difficulty fixing bugs or implementing changes:** The complexity and inflexibility of the environment causes relatively straightforward changes to take significant effort. For example, when the Legislature recently changed the fee structures for the Department's services, the effort it took to update the system included over 16,200 hours over 4 months and involved external vendors as well as 50 ISA staff with the majority of hours allocated to FRVIS.
- **Difficulty integrating software:** Integrating software programs can eliminate duplicative data entry/storage, improve process flow and provide a single interface for the user. However, integration requires either extensive custom programming or newer technology that has "universal connectors" (like web services, SOA, etc) built in the technology. Some integrations are simply not possible with decades-old technologies.

IT Capabilities Self-Assessment

Information Systems Administration (ISA) provides information technology services to the DHSMV divisions, bureaus and stakeholders. The sections within ISA are Service Operations, Service Development, Service Support and a Project Management Office. To better understand their current skill sets, the Project Team asked the ISA Bureau Chiefs to identify the skills possessed by their staff and self-assess knowledge levels in each of the areas. The purpose of this self-assessment was to understand the capabilities of current staff to support existing and new technologies as a data point to consider in the selection of a new environment.

The ISA Bureau Chiefs reported the following information regarding skills sets for each position within their Bureau:

- Service Support includes 18 FTEs who provide administrative support for ISA and level 1 help desk technical support for users of the DHSMV technical environment. Business knowledge and technology insight are two skill areas with reported room for improvement. While skill areas should continue to be upgraded, work day and off hours coverage is of particular concern in the help desk area. Changes to driver license and motor vehicle technology and processes will have an effect on this area.
- Service Development includes 62 FTEs who provide technical architecture, application development (driver license and motor vehicle functional areas), reporting and warehouse, integration and data base administration services. These services support the daily maintenance of the current technical environment as well as making changes and adding new features. Skill sets for the existing technology (Uniface, COBOL, PL/SQL) are adequate across the groups. Skill upgrades are needed for movement to newer technologies (JAVA, C#, BizTalk, business reporting tools). Coverage for the website/Sharepoint is an area of concern. Changes to driver license and motor vehicle technology and processes will have a significant effect on this area.
- Service Operations includes 52 FTEs who provide network, phone system, operation, business application, platform (servers and storage), and desktop services. These services support the daily maintenance of the current technical environment as well as making changes and adding new features. Skill sets should continue to be upgraded specifically targeting new hires. Coverage of expanding operations supports problem management and SLA coordination, multiple platform support, and desktop operation is of concern. Changes to driver license and motor vehicle technology and processes will have a significant effect on this area.
- The Project Management Office includes 15 FTEs who provide project management, business analysis and quality assurance support for DHSMV technical projects. Coverage is low in the business analyst and quality assurance areas. Changes to driver license and motor vehicle technology and processes will have an effect on this area.

In general, all groups reported skill and coverage concerns particularly in newer technology areas. Service operations and service development skill sets are particularly sensitive to changes in driver license and motor vehicle technology.

Detailed charts depicting staff levels and relative skills reported by the Bureau Chiefs can be found in Appendix E.

Vision

The Motor Services Information System is one of the most visible systems in State government. The system must support the core motorist service functions and facilitate collaboration and data exchange between federal, State and local jurisdictions, law enforcement including homeland security, and industry organizations.

There are a number of things that a modernized system needs to do:

- It needs to be reliable and agile and contain security levels that support the Department's ability to safeguard the privacy of personal identifiable information (PII) and comply with regulations like the Driver Privacy Protection Act, 18 United States Code, Sections 2721-2725 (DPPA).
- It needs to support a robust data exchange with tools and capabilities to enable qualified users to extract data from the systems without the significant technical assistance required from ISA today. The complexity of the current environment limits the business' ability to obtain useful and timely information that supports their business decisions.
- It needs to be easy to maintain and modify to meet new mandates in a timely manner.

But perhaps most critically, it must support the ability to issue driver licenses and motor vehicle registrations efficiently, accurately and at a reasonable cost.

The vision of the Department, as communicated by the Divisions and Tax Collectors, reflects the move towards a fully-integrated motorist services organization. By 2015 or earlier, direct field office issuance functions by the Department will be limited to regional service centers and the three charter counties; Miami-Dade, Broward and Volusia. In accordance with this legislative mandate, the Department will carry-out its responsibilities for policy setting, oversight, support and audit of its agents by having access to accurate, real time data with the ability to run detailed reports. For Tax Collectors to serve customers more efficiently, they will have technologies that offer a single view of the customer and provide assistance with the issuance process through workflow, informational wizards and pre-populated forms. Business intelligence reporting for planning and budgeting would assist in managing workloads between field offices.

In the Department's vision, customers will be able to manage their own information and initiate transactions through multiple service channels including an Interactive Voice Response (IVR) system, call center and self service online portal. Data exchange customers (e.g. law enforcement) will benefit from more accurate, reliable, and timely data accessed through new processes/procedures/portals to meet their critical information requirements. Finally, in this new environment, the Department will meet the information needs of its workforce by having effective reporting capabilities that can be deployed for better decision-making.

To support these business visions, the technical vision is straightforward. There will be a single interface, a single source of data, a universal data exchange "hub" and a core interface integrated with third-party and "point solution" applications so that dual entry and transfer of data is not necessary. In achieving this single view of the customer and promoting self-service to the greatest degree possible, the Department will achieve a secondary objective of simplifying and modernizing the technical environment.

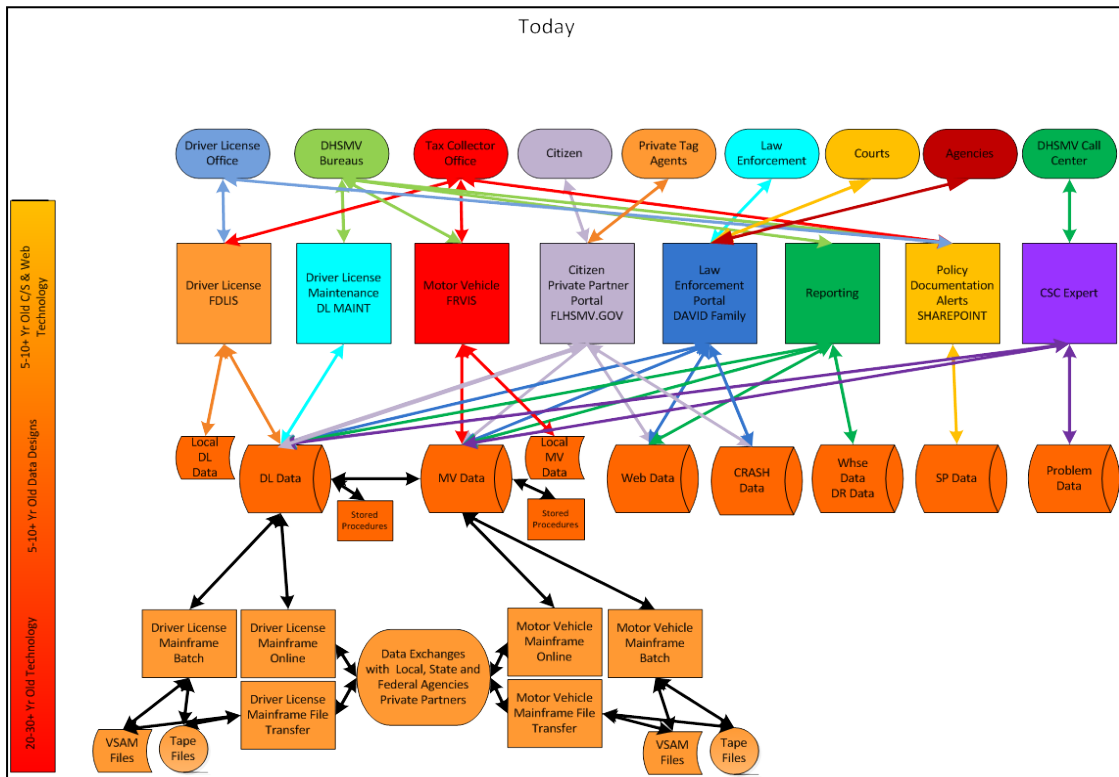


Figure 5- Current Technology Environment Overview

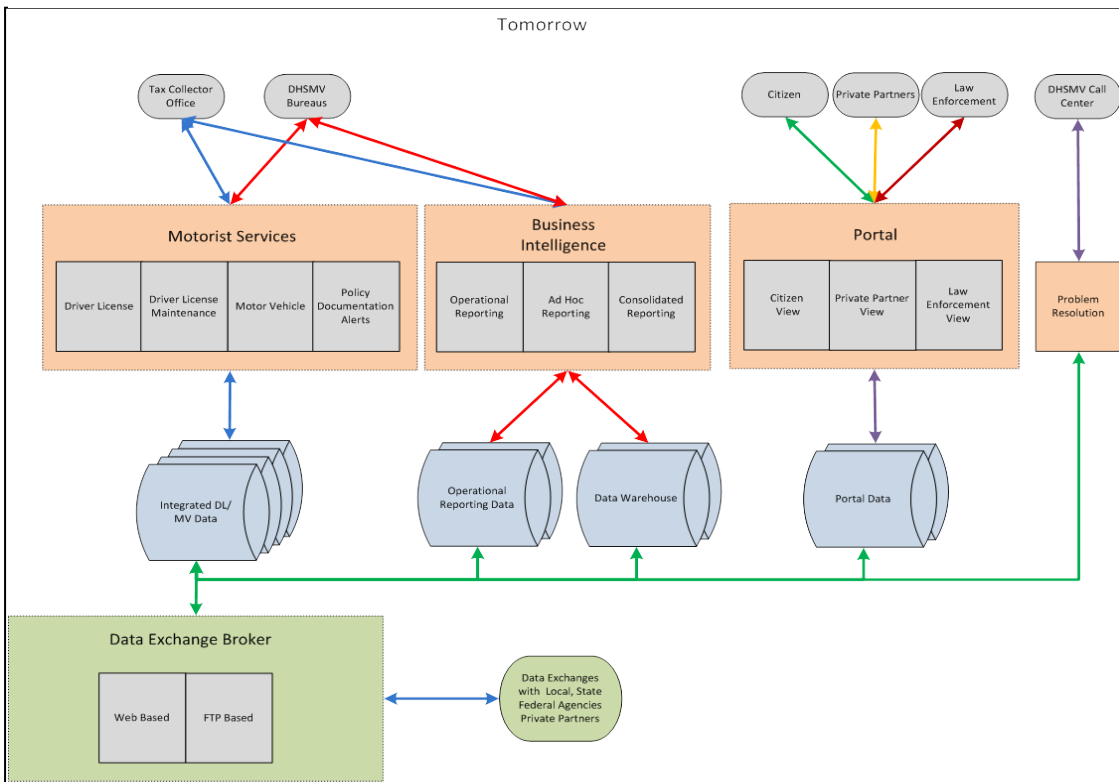


Figure 6- Future State Overview

To achieve this future state, the technology environment will:

1. Have a single interface through which information is viewed and functions are accessed,
2. Store information only once in the back-end, eliminating dual entry or transfer of data,
3. Integrate with:
 - a. "Point solutions" such as OASIS, the appointment management software or L1 Identity, the scanning and photo capture software so that all of their information on a customer is visible from the main interface,
 - b. Third party data sources (such as the Federal citizenship database or Traffic Citation Accounting Transmission System (TCATS) to provide real time queries,
 - c. Call center Customer Relationship Management software and Interactive Voice Response so that customer interactions with the help desk are visible from the customer record and
 - d. Enterprise document management and eliminate multiple scanning points and shipping of paper documents,
4. Automate retrieval and processing of third party data source loading (such as bond information, insurance certificate information),
5. Include a rules engine that allows rapid customization of business rules based on changes in State or federal laws or rules,
6. Include financial data capture and processing functionality,
7. Implement modern identity capture, data security and integrity practices and technologies,
8. Include a data warehouse, report library and robust self service reporting capability,
9. Provide a web-based, public-facing interface to enable the self service functions that the Department deems are appropriate and
10. Implement a data exchange broker to facilitate the interchange of data with other governmental and private entities.

Potential Solutions

High-level Market Scan

An initial high-level market scan to identify potential solutions in the marketplace included information gathered from the KPMG's Research & Analysis team, a group of subject-matter advisors within KPMG's Performance & Technology practice, DHSMV ISA personnel, and the Project Team.

Potential solutions that were identified included:

1. Commercial off-the-shelf (COTS) solutions,
2. Transfer system, where the application from another State is used as the basis for a new system and customized to the needs of Florida,
3. Custom development and
4. Partial modernization.

The initial scan indicated that there were several alternatives in the first and second category. These included solutions from IBM, Accenture, 3M, Deloitte, HP, SAIC and Fujitsu. Within the COTS category there were two types of solutions: standard CRM systems (Siebel, e.g.) that were customized with extensive scripting to handle the specific business rules of the DHSMV environment and targeted solutions designed specifically for DHSMV. The targeted solutions, however, seemed to blur the line between COTS and transfer as each implementation modified the base application and became the solution going forward.

After the initial scan, follow-up discussions were held with the solution providers to gain a basic understanding of the business model(s) supported, high-level business functionalities, components, professional services available, and the technical architecture orientation of the potential solutions identified. The results of these discussions are presented on the following page.

Company	Business Model Support	Functionality				Solution			Services	Technical Architecture	Installations
		Driver License	Motor Vehicle	Financial	Data Exchange	Products	Integrated	Framework			
3M (Archon)	Centralized & Decentralized	Yes	Yes	Yes	Yes	Yes	Yes	Yes	System Integration	.NET, SQLSVR	IA, KS, MO, MT, NY, KY, CN
Accenture	Centralized & Decentralized	No	No	No	Yes	No	Yes	Yes	System Integration	J2EE, Oracle	VA, KS, VC AU, PA
CACI	**										
Deloitte (BearingPoint)	Centralized & Decentralized	Yes	Prototype	Yes	Yes	Yes	Yes	Yes	System Integration	J2EE, DB2, Oracle	CA, MT, TX
Fujitsu	**										
HP (EDS/Saber/Covansys)	Centralized & Decentralized	Yes	Yes	Yes	Yes	Yes	Yes	Yes	System Integration	.NET, SQLSVR J2EE, Oracle	VT, RI, MI, NM, NJ
IBM	Centralized & Decentralized	No	No	No	Yes	No	No	Yes	System Integration	J2EE, DB2	AZ, PR, LA, MA, TX
SAIC	Central & Decentral	No	No	No	No	No	Yes	Yes	System Integration	.NET, SQLSVR	KY, CN, FMCSA

Table 6- Market Scan Overview

** The project team has reached out to these vendors but has not been able to obtain their information yet.

Timeline

The driver license and motor vehicle technology modernization is achieved through a phased, iterative approach over an estimated five years. The phases include Preparation, Select & Design, and Implementation Iteration 1, 2 and 3.

Six tasks are anticipated to be included in the Preparation phase. These tasks provide the organizational foundation, a path from mainframe to server technology, data cleansing, and business process documentation and functional requirements

Four tasks are anticipated to be included in the Select & Design phase. These tasks include solution vendor selection, detailed solution design, network and hardware design, and an implementation planning checkpoint.

Four work streams, each having multiple projects, are anticipated to be included in Implementation Iterations. The work streams address business, data conversion, technical environment configuration, and the actual solution development and implementation.

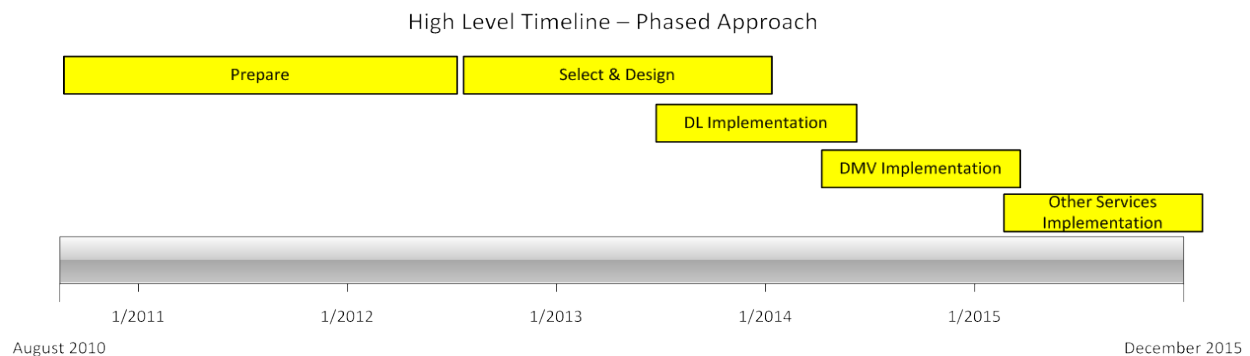


Figure 7- High-Level Timeline

See Appendix A for a detailed modernization timeline.

When planning for an implementation of the size of the modernization of the Driver License and Motor Vehicle Registration systems, there are some accepted critical success factors that are important to keep in mind. These include:

1. Adequate preparation. Preparation takes many aspects and can be nearly as time consuming as the system implementation itself and should include the following elements:
 - a. Data: preparation of the underlying data and performing data cleanup prior to system implementation. Note: new data architecture design will be addressed in Phase III of the Feasibility Study,
 - b. Interfaces: understanding interfaces between systems and dependencies that will need to change,
 - c. Governance: Placing a priority on establishing a strong governance structure, especially change management,

- d. Organization: Taking the time to prepare the organization. Gaining the buy-in of necessary executive leadership to have the right people dedicated to the re-engineering process and the implementation project, to shepherd changes throughout the organization,
2. Adequate project planning: Project planning involves budgeting, defining project scope and developing strong requirements that are clearly traceable to established objectives and have defined acceptance criteria,
3. Simplified scope: When planning the system, especially when designing the requirements, the goal should be simplicity. This is an appropriate time to look at the services the business is providing as well, to determine if there are any responsibilities that can be eliminated or moved,
4. Balanced perspectives. When determining project scope, approach or requirements, a single viewpoint should not overshadow or “trump” others. This applies to both business functionality and technical architecture or platform, and
5. Adequate funding: In analysis of project failures, under-capitalization is consistently seen as a root cause. Whether due to poor budgeting caused by a failure to plan appropriately, or due to a failure to obtain the funding necessary because of other factors.

Cost Estimates

The Department is requesting \$4,810,500 for FY 2011-12 for three efforts:

- **Lean Forward Mainframe Migration (\$1,876,500)**

This project completes the Department's migration off of the Mainframe. The current batch program environment involves 1900 programs which require individual monitoring and maintenance and annual mainframe support costs are in excess of \$1,500,000. Retiring the Mainframe by rewriting these programs will save these support costs and free staff time currently spent monitoring programs for other initiatives. This is the continuation of a project the Department has already begun with federal grant funding. Appendix F has a more detailed description of the Lean Forward Mainframe Migration initiative and the benefits to be realized.

- **Business Process Redesign & Functional Requirements (\$966,000)**

This step is critical in preparing the Department for a future migration. The timeline requires the Department to request funding for this step before the Feasibility Study is completed showing the full cost justification for the overall project. There are several justifications for requesting this funding during the upcoming legislative session:

1. Delaying a request for funding until after the Feasibility Study is complete would mean requirements would not begin until July 1, 2012. The Department has a responsibility to provide an effective technology infrastructure to the Tax Collectors. As the transition moves forward, it has become clear that the current environment does not meet the needs of the Tax Collectors or the Department's enhanced policy and oversight role. Delaying the start of requirements means a delay in the delivery of the final modernization.
2. Should the Legislature choose not to fund the full modernization, there are a number of steps that could be taken to improve the Department's environment on a short-term basis. This approach may not be in the Department's long-term best interest as a modernization is unlikely to be delayed for long and the interim steps could cost as much as a third of a full implementation, but this is an option that will be evaluated during the Feasibility Study. This option might include combining data sources or developing a new interface to combine existing systems. These activities, while temporary corrections, would rely on many of the same requirements as a full modernization.
3. Initiating the modernization process now would provide Tax Collectors the opportunity to coordinate their respective planning efforts and make subsequent investment decisions that are aligned with the Department's technical direction.

- **Data Cleansing (\$1,656,000)**

One of the Department's key challenges is the business's inability to easily access timely and useful information with which to make business decisions. In Phase III of the Feasibility Study, the Project Team will review the current primary data models and design a conceptual enterprise architecture for managing that data as a cohesive total. This Data Requirements and Cleansing effort requested for FY 11-12 would map existing data from the current data model to the new

conceptual data model, document the business rules associated with the data elements, creating a data dictionary, and identify the transformation process required to load existing data into the conceptual model. Data inconsistencies will be corrected as found in the current data model based on the documented business data rules. This activity is required to provide prospective vendors with the information needed to scope the data migration into a new system.

- **OPS Backfill for Positions Pulled to Support Reengineering (\$312,000)**

It has been demonstrated in other State of Florida projects as well as DMV modernizations in other states that a critical success factor for large technology projects is the involvement of the business users. Other state agencies have found that creating a Transformation Team consisting of dedicated subject matter advisors from the business and technology can help create requirements, shepherd development and coordinate organizational change management.

The Project Team and the Department feels that a critical element to the likelihood of success is the creation of this Transformation Team. Six full time members will be drawn from DDL (1), DMV (1), ISA (total of 2, 1 project manager and 1 technical) and the field offices (total of 2, 1 MV orientation and 1 DL orientation). Other subject matter advisors that participate on a part time basis will include members from the Department's other two Divisions and the Tax Collectors. To be effective, the six full time members will need to be released from their daily duties and backfilled with OPS staff persons.

Project	# of Full-time Contractors	Hours	Blended Rate	Cost
Data Cleansing	6	11,040	\$150	\$1,656,000
Business Process Documentation & Functional Requirements	3.5	6,440	\$150	\$966,000
Lean Forward Mainframe Migration	Hardware/Software Install & training; 7-8 Developer/Analyst/Project Manager/ Infrastructure Contractors			\$1,876,500**
OPS staff to backfill positions pulled to support Reengineering Team.	6	12,480	\$25	\$312,000
TOTAL				\$4,810,500

Table 7- Phase I Cost Estimate Overview

** Costs for the Lean Forward Mainframe Migration were taken from the Lean Forward Summary Costs June 2010 Spreadsheet.

Appendix A- Detailed Modernization Timeline

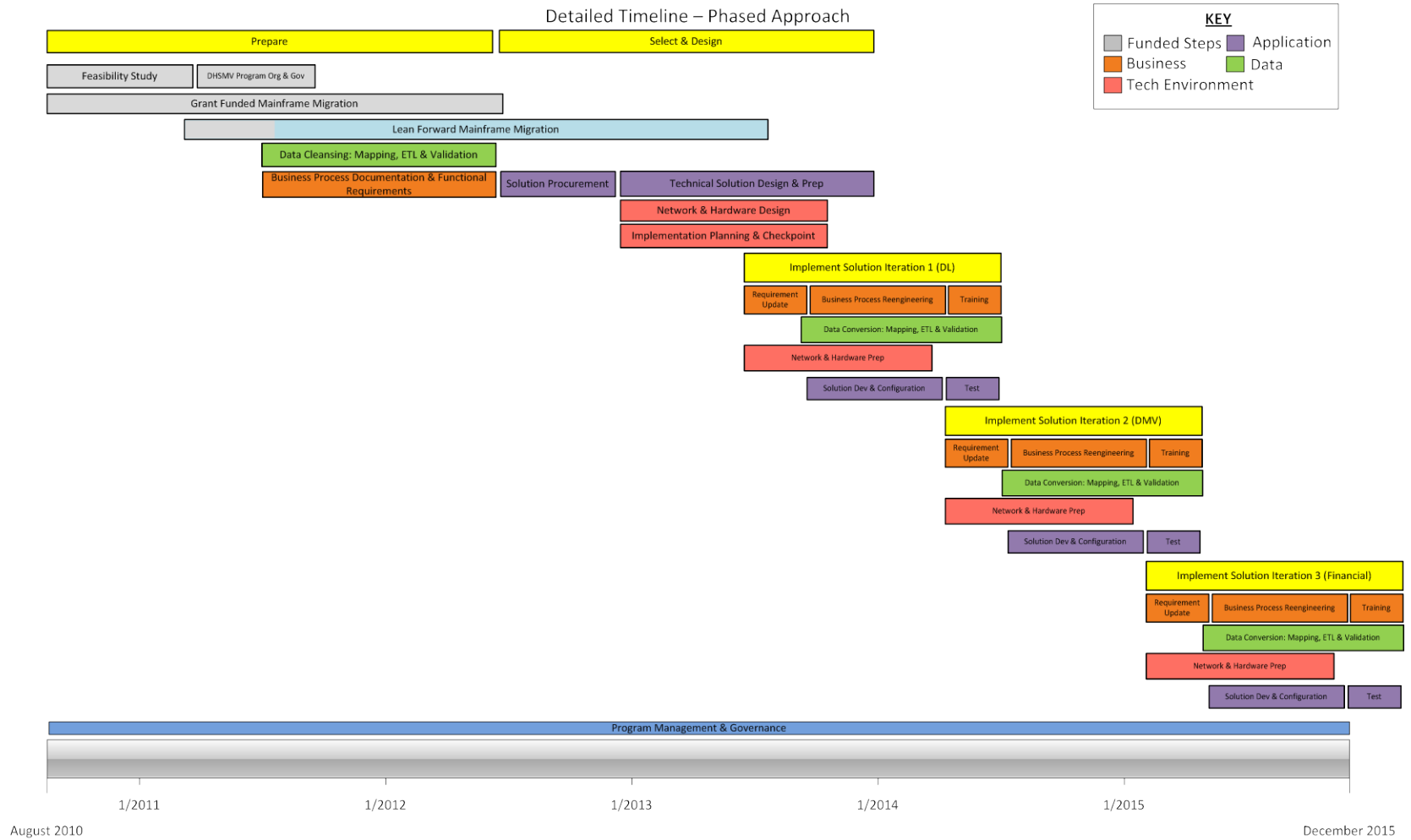


Figure 8- Detailed Modernization Timeline

Appendix B- Business Issues by Bureau

The Department's core DL and MV functions issuance, compliance and data are divided among three entities: the Division of Driver Licenses, Division of Motor Vehicles and Tax Collectors. The Division of Driver Licenses consists of 5 Bureaus: Field Services, Records, Financial Responsibility, Driver Improvement, and Driver Education and DUI Programs. The Division of Motor Vehicles consists of four Bureaus: Field Operations, Titles and Registrations, Motor Carrier Services, Mobile Home and Recreational Vehicle Construction. Although the Bureau of Administrative Reviews (BAR) falls under the Office of General Counsel, it has been included in this section of the report because of the direct effect it has on the DL program.

The interviewees were asked to describe the business functions of their respective units and identify the technology used to support those functions. The interviewees were then asked to identify shortcomings in the supporting technologies that led to problems with their business processes. Interview notes were documented and provided back to the interviewees for approval. In some cases, interviewees identified a business problem and attributed it to the wrong technical cause. When this occurred, ISA corrected the technical cause but did not alter the reported business problem. These edits are noted throughout the following interview documentation.

The interview documentation includes the following data elements:

- **Function:** Responsibilities performed by the Bureau,
- **Technology:** Specific system or application function relied upon by the Bureau to perform,
- **Technology challenge:** Issue preventing effective, efficient performance of identified business function. These were edited for accuracy in limited cases by ISA and are clearly noted,
- **Business issue:** Specific problem caused by underlying technology challenge and
- **Realized risks:** Business risks that have increased as a result of the business issue that was caused by an underlying technology challenge.

Driver Licenses

Field Services

Field Services is tasked with overseeing the operations of all driver license field offices for the Division of Driver Licenses. The Bureau is responsible for managing the facilities and operations of 71 field offices across the State. The field offices provide either all or a portion of the following services to citizens:

- Administer knowledge tests,
- Conduct behind the wheel road test for individuals and CDL's,
- Issue driver licenses,
- Issue ID cards,
- Process change of address/duplicate licenses/reinstatements,
- Administer eye exams for all DL's issued,
- Fingerprint scanning/hazmat,
- Motor voter sign-up,
- Organ donor,
- Voluntary contributions and
- Selective service.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Administer knowledge tests	ADLTS	Must manually pull data from tests out of ADLTS and enter the data into FDLIS	Inefficient use of staff time Risk of human errors caused by manual entry leads to increased risk of data inaccuracies Increased customer wait time	Risk of Increased Costs Risk of Reputational Injury
Conduct behind the wheel road test	Paper	No automation – must manually enter test results into FDLIS	Inefficient use of staff time Risk of human errors caused by manual entry leads to increased risk of data inaccuracies Increased customer wait time	Risk of Increased Costs Risk of Reputational Injury

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Issue DL/ID card Process address changes, reinstatements, and duplicate licenses	FDLIS	Frequent outages*	Work stoppage Example – One hour of downtime resulted in 3,500 customers turned away.	Risk of Uncollected or Delayed Revenue Risk of Increased Costs Risk of Reputational Injury
	Capture	Limited number of server licenses because technology supported by a third-party	Difficulties in transition to move DL responsibilities to Tax Collectors	Risk of Non-compliance with Federal & State Mandates
		Separate system from FDLIS requiring switching back and forth between applications	Inefficient use of staff time Increased customer wait time	Risk of Increased Costs Risk of Reputational Injury
Reporting	FDLIS	Duplicate reports are run off of the mainframe as well as the data warehouse	Inefficient use of staff time	Risk of Increased Costs

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Driver Licenses

Records

Records is responsible for maintaining driver records, inventory and supply of Uniform Traffic Citations, entry of citation information on the driver record, issuance of driver licenses from on-line and mail-in requests, various administrative functions, managing the CDL Help Desk, reports and record sales/requests, and providing driver license statistics. In addition, the Bureau oversees the exchange of data which affect many critical public safety functions including but not limited to:

- Organ donor organizations,
- Sex offender/predator/career offender registrations,
- Department of State Supervisors of Elections/Help America Vote Act,
- Law enforcement,
- Emergency contact information,
- Clerks of Court,
- Judges,
- State and private attorneys,
- Child support agencies,
- CDL employers and
- Insurance industry.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Enter citation information from external parties into driver records	DL Maintenance, TCATS, DUT, Batch processes	Difficulties interfacing with external party systems prevented exchange of critical data	Driver records were not updated to include critical information Example – issue prevented 34,000 citations from the Clerk of Court from being included on driver’s records Revenue delayed or not collected	Risk to Public Safety Risk of Uncollected or Delayed Revenue Risk of Reputational Injury

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Sexual predator liaison	Batch process	<p>Method for verifying sexual predator/offender after the person has received a DL or ID card and then also updating the driver record accordingly is performed on a lag through a batch process.</p> <p>One of two mechanisms in place to flag a driver record as a sex offender/predator is if the offenders obtain a DL or ID card, which triggers a batch process to update the record.</p>	<p>Delay in ability to identify and report sex offender/predators</p> <p>Example – because of delay in driver record update, law enforcement could pull over an offender without knowing the person is a convicted sex offender/predator.</p> <p>Driver records do not contain updated information</p> <p>Example – if a sex offender/predator never obtains a DL or ID card, their driver record may never indicate their conviction/status.</p>	<p>Risk to Public Safety</p> <p>Risk of Reputational Injury</p>
Help America Vote Act program coordination	FLDIS	Provide paper “deceased listing” reports to Supervisor of Elections because unable to provide electronic files	Risk of human errors caused by manual entry of voter eligibility data by Supervisor of Elections leads to increased risk of data inaccuracies	Risk of Reputational Injury

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		Duplicate entry of address information because of system limitations	<p>Not meeting Department of Justice mandate regarding avoidance of duplication of personal information</p> <p>Inefficient use of staff time</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Increased information security risk</p> <p>Example – address information entered into FDLIS when performing various DL functions. Motor Voter application requires address in different format, meaning address must be keyed again into the Motor Voter application.</p>	<p>Risk of Non-compliance with Federal & State Mandates</p> <p>Risk of Increased Costs</p> <p>Risk to Public Safety</p>
Statistics	Data warehouse	Reporting off of the data warehouse requires BI and/or SQL specific knowledge	<p>Statistics unit must be staffed with personnel with specific IT skills in order to run necessary reports</p> <p>Because specific IT knowledge is required to run reports from the data warehouse, many other users must rely on IT rather than self service for reporting</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Provide DL record related information for Law Enforcement	DAVID, DAVE, IRIS	Limited in ability to update DAVID family to adjust for changing requirements because of current IT skill levels	<p>Inability to provide updated/relevant driver record information to law enforcement</p> <p>Example – new mandate permitted law enforcement to issue less severe citations for non-criminal offenses. However, due to the inability to update the system to reflect this change, law enforcement officers didn't have the driver record information needed to make this determination.</p>	<p>Risk to Public Safety</p> <p>Risk of Reputational Injury</p>
		Tracking logons and activity within the system poses limitations on data retrieval for audit purposes	<p>Limitations in information available to perform audits/quality reviews increases risk that audit results do not reflect activity occurring</p> <p>Example – In order to perform audits, inquiries must be made to obtain population of user activity from which audit samples will be selected. Inquiries are limited to only 200 returns, meaning that available populations are incomplete.</p> <p>Note: all users of DAVID family applications are required to perform user audits.</p>	<p>Risk to Public Safety</p> <p>Risk of Reputational Injury</p> <p>Risk of Non-compliance with Federal & State Mandates</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		<p>Department does not have data encryption policies with automatic system enforcement needed to securely transmit driver data</p> <p>Note: the Department is in the process of installing an encryption tool, which includes automatic system enforcement.</p>	<p>Inability to Meet Mandates</p> <p>Increased information security risk</p> <p>Example - Violation of Driver Privacy Protection Act because of lack of encryption policies with automatic system enforcement has resulted litigation against individuals within the Department.</p>	<p>Risk of Non-compliance with Federal & State Mandates</p> <p>Risk to Public Safety</p> <p>Risk of Reputational Injury</p>
Updating driver records to include out of state convictions	DL Maintenance	Manual process to update driver records to include out of state convictions	<p>Driver records are not updated in a timely manner</p> <p>Inefficient use of staff time</p> <p>Example – current backlog of 80,000 out of state convictions that are not included on driver records.</p>	<p>Risk to Public Safety</p> <p>Risk of Non-compliance with Federal & State Mandates</p> <p>Risk of Increased Costs</p>
Electronic data sales	TML, batch/FTP	<p>Setting up new vendors is time consuming and difficult</p> <p>Setting data sales through batch processes is manual</p>	Inability to setup new vendors to facilitate the purchase of records in a timely manner results in delayed revenue	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Florida Residency Verification Program coordination	IRIS, DL Maintenance	System outages* due to high demand	<p>Work stoppage</p> <p>Inability to provide data to relying parties such as law enforcement and universities</p> <p>Example – during peak enrollment season for universities, high demand volume causes frequent outages* and affects the performance of other systems such as DAVID, the law enforcement system.</p>	<p>Risk to Public Safety</p> <p>Risk of Reputational Injury</p>
Data exchange and assistance with Clerks of Courts	CICS	CICS interface is outdated and not user friendly, but is the only mechanism for Clerks to reinstate licenses as mandated in Statutes	<p>Increased training costs for outdated systems</p> <p>Costly development of local interfaces as work around by Clerks</p> <p>Example – CICS technology is so outdated that Department only has 1 FTE capable of performing updates and fixes.</p>	<p>Risk of Reputational Injury</p> <p>Risk of Increased Costs</p>

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Electronic Data Sales	Batch/FTP	<p>Backup information not available to support files sold to vendors</p> <p>System cannot provide historical data supporting record files sold</p>	<p>Inability to provide appropriate backup documentation to customers for records sold</p> <p>Limitations in information available for audits and reconciliations</p> <p>Example – no audit trail for records sold in the past. Reconciliation cannot be performed between records sold and revenues generated from the sales.</p>	Risk of Reputational Injury

Driver Licenses

Financial Responsibility

Financial Responsibility tracks and verifies whether insurance is in effect and if not, enforces State law against drivers. Responsibilities include the following:

- Track insurance,
- Receive and process paper documents from court judgments, crash reports, and the like,
- Maintain the insurance database,
- Track refunds and
- Verify insurance documentation provided by drivers.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Track whether insurance is in effect and if DL should be suspended	FDLIS	Driver records updates are on a lag due to batch processing	Driver records not updated in a timely manner and do not reflect current driver status at all times Example – law enforcement pulls over a driver with a DUI, record has not yet been updated so driver is released and continues to drive	Risk to Public Safety Risk of Reputational Injury
Enter data from paper documents into driver records (crash reports, courts, judgments, etc)	DL Maintenance	Not able to track crash related information because companies own cars but system does not have ability to track data related to a car without a person attached.	Incomplete crash data	Risk to Public Safety Risk of Reputational Injury

Function	Technology	Technology Challenge	Business Issue	Realized Risks
<p>Maintain industry's "insurance database" into which companies upload files showing coverage</p>	<p>FDLIS & FTP electronic filing (22 million insurance files received annually from the industry)</p>	<p>System only able to process 1 file per company per day containing up to 50,000 records</p>	<p>Inefficient use of staff time Delay in ability to identify unqualified drivers if insurance information not up to date Example – if more than one file sent per company on any given day, backlog created that can't be caught up without manual intervention resulting in insurance records not containing current insurance information. If file sent contains over 50,000 records, ISA must manually break file up into smaller files for uploading.</p>	<p>Risk of Increased Costs Risk to Public Safety</p>
		<p>Errors occur in which new insurance policy not recognized and appropriately applied to driver records</p>	<p>DL privileges wrongly suspended Example – in some cases customers were taken to jail because of erroneous suspension</p>	<p>Risk of Reputational Injury Risk to Public Safety</p>
		<p>Error occurs in which an insurance cancellation notice received does not find a corresponding driver in the database and therefore does not record the uninsured driver appropriately.</p>	<p>DL privileges not suspended when should have been suspended</p>	<p>Risk of Reputational Injury Risk to Public Safety</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		Error in system in which new suspension case generated - system applies old fees collected from previous suspension to the new suspension case, effectively not collecting fees owed from the new case.	Revenue delayed or not collected Example – revenue collected for PIP & Property Damage Liability Insurance mandate has decreased by \$4-5 million as compared to revenue generated when same requirement was in effect in earlier years.	Risk of Uncollected or Delayed Revenue
Process refunds & tracking of security deposits	Excel	Manual process requires one dedicated FTE - receive FDLIS reports containing security deposits paid and then manually enter information into Excel spreadsheet for tracking	Inefficient use of staff time Risk of human errors caused by manual entry leads to increased risk of data inaccuracies	Risk of Increased Costs

Driver Licenses

Driver Improvement

Driver Improvement provides quality review functions to make sure that all sanctions meet State requirements. Responsibilities include:

- Review to make sure all sanctions meet requirement before reinstatement,
- Review sanctions applied from Clerks of Court,
- Review of rejections from INS software for errors,
- Fraud and identity review and
- Manage medical review requirements

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Use information received from external parties (courts, etc) to identify drivers that should not be driving	FDLIS	Lag in updating driver records due to batch processing	Driver records are not updated in a timely manner Example – law enforcement pulls over a recently convicted DUI offender, driver record has not yet been updated. Law enforcement is not aware of conviction and driver remains on the road.	Risk to Public Safety Risk of Reputational Injury
Review errors causing foreign national rejections	Interface with INS software	Process in place solely to review system errors	Inefficient use of staff time DL privileges erroneously denied	Risk of Increased Costs Risk of Reputational Injury

Driver Licenses

Driver Education

Driver Education is responsible for overseeing various education and intervention components across the organization including:

- Administer commercial driving education program including curriculum, training counselors, and licensing schools,
- Review and approve driver improvement school courses,
- Administer the Ignition Interlock Program,
- Administer the DUI Program and assist with intervention for high-risk drivers,
- Administer the motorcycle training program including curriculum review, training instructors and licensing schools,
- Coordinate contract and relationship with PIRE and
- Coordinate educational efforts of the child restraint offender program.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Manages contracts with 148 commercial driving schools, 661 CDS instructors, and registration of 472 training vehicles	Access 2007 Database	Access database does not allow self service to customers	Customers are not able to self serve Inefficient use of staff time	Risk of Reputational Injury Risk of Increased Costs

		Reporting is laborious and highly manual due to system limitations	<p>Inability to generate reports or untimely production of reports needed to make business decisions</p> <p>Inefficient use of staff time</p> <p>Delay in information to customers</p> <p>Example – untimely production or inability to produce report detailing number of instructors up for recertification could cause delay in customer service and revenue collection</p>	<p>Risk of Increased Costs</p> <p>Risk of Uncollected or Delayed Revenue</p> <p>Risk of Reputational Injury</p>
Approved all course types for driver improvement schools & collects assessment fees	Access 2007 Database	Access database does not allow self service to customers	<p>Customers are not able to self serve</p> <p>Inefficient use of staff time</p>	<p>Risk of Reputational Injury</p> <p>Risk of Increased Costs</p>
	Driver Improvement Certificate Issuance System (DICIS)	Knowledge base for existing antiquated technology is limited	Increased costs and effort to locate and retain resources to maintain and make updates to current systems	Risk of Increased Costs

Florida Rider Training Program coordination – contracts with 76 Sponsors and approves 262 RiderCoaches	Online Data Exchange (OLDE) and Access 2007 database	Bureau has outgrown OLDE technology	Time/resources used to develop workaround to compensate for system limitations Example – access database used to meet for growth needs Inefficient use of staff time	Risk of Increased Costs
		Knowledge base for existing antiquated technology is limited	Increased costs and effort to locate and retain resources to maintain and make updates to current systems	Risk of Increased Costs
	Access 2007 Database	Access database does not allow self service to customers	Customers are not able to self serve Inefficient use of staff time	Risk of Reputational Injury Risk of Increased Costs
DUI Program – tracking of 60,000 DUIs per year	Client Data System	System was developed by an outside contractor - only maintenance performed in-house is server hardware and software updates	Difficulty updating system developed externally Externally developed system can't be fully supported in-house Time/resources used to develop workaround to compensate for system limitations Example – had to manually update 10,000 driver records because of server changes that had an adverse impact on this application	Risk of Increased Costs Risk of Non-compliance with Federal & State Mandates
	Multiple databases and Client Data System	DUI program information must be manually tracked due to system limitations	Manual tracking of DUI information is an inefficient use of staff time Risk of human errors caused by manual entry leads to increased risk of data inaccuracies	Risk to Public Safety Risk of Increased Costs

	VB6 user interface with SQL Server 2005 backend - expert system knowledge base	Database does not allow self service to customers	Customers are not able to self serve Inefficient use of staff time	Risk of Reputational Injury Risk of Increased Costs
	Access 2007 Database - call tracker	Access database does not allow self service to customers	Customers are not able to self serve Inefficient use of staff time	Risk of Reputational Injury Risk of Increased Costs
	Access 2007 Database - site visit tracker	Access database does not allow self service to customers	Customers are not able to self serve Inefficient use of staff time	Risk of Reputational Injury Risk of Increased Costs
IID Program	Access 2007 – IID Tracker	Access database does not allow self service to customers	Customers are not able to self serve Inefficient use of staff time	Risk of Reputational Injury Risk of Increased Costs
	Access 2007 – IID 3 rd Violation Tracker	Access database does not allow self service to customers	Customers are not able to self serve Inefficient use of staff time	Risk of Reputational Injury Risk of Increased Costs
	Access Databases	IID program information must be manually tracked due to system limitations	Manual tracking of IID information is an inefficient use of staff time Risk of human errors caused by manual entry leads to increased risk of data inaccuracies	Risk to Public Safety Risk of Increased Costs
PIRE Effectiveness Studies	Data Warehouse	Reporting process is manual and labor intensive	Inefficient use of resources Inability to provide timely reports to relying parties	Risk of Increased Costs Risk of Reputational Injury

Ad hoc reporting as requested	Data Warehouse	Reporting process is manual and labor intensive	Inefficient use of resources Inability to provide timely reports to relying parties	Risk of Increased Costs Risk of Reputational Injury
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Driver Licenses

Administrative Reviews

Although the Bureau of Administrative Reviews (BAR) falls under the Office of General Counsel, it has been included in this section of the report because of the direct effect it has on the DL program. BAR is responsible for carrying out the Department's responsibilities as mandated per FS Chapter 322, which are to:

- Receive citations in the field offices and review for completeness,
- Conduct hearings related to suspension and renewal of driver licenses,
- Review case law and legislation to determine effects on hearings,
- Coordinate with General Counsel to determine response to unusual situations and
- Conduct training for hearing offices.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Conduct hearings	FDLIS & Gobi database	Database limited in growth potential	Must periodically perform maintenance on system to allow for expansion - inefficient use of staff time	Risk of Increased Costs

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		<p>Dual entry in fields within FDLIS and Gobi</p> <p>Concern that integrating Gobi database into FDLIS system would cause work stoppage due to frequent system outages* in FDLIS</p>	<p>Inefficient use of staff time</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Internal customers lack confidence in main DL system</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
	DL Maintenance	System limitations result in lack of self service available to BAR staff in field offices	<p>Inefficient use of staff time</p> <p>Increased customer wait time</p> <p>Example – CDL reinstatements can only be processed in Tallahassee. Process can take days, meaning qualified commercial drivers are prevented from taking job assignments.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Motor Vehicles

Field Operations

Field Operations is tasked with determining the logistics of enforcement for the Division of Motor Vehicles. The Bureau is responsible for managing the facilities and operations of 10 regional centers across the State. In addition, the Bureau performs the following enforcement functions:

- Consumer and administrative complaints,
- Customer assists,
- Inspections of rebuilt and “assembled from parts” vehicles,
- VIN number verification,
- Dealer records inspections,
- Investigation of unlicensed persons selling motor vehicles,
- Motor vehicle dealer location inspections,
- Illegally parked vehicles offered for sale,
- Temporary license plates,
- Title assistance, and
- Dealer and manufacturer licensing.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
License manufacturers and dealers	FRVIS	Paper documentation received, reviewed, and then certain data is manually keyed into FRVIS. No electronic interface with banks or insurance companies to allow for electronic verification of requirements.	Inefficient use of staff time Risk of human errors caused by manual entry leads to increased risk of data inaccuracies Increased customer wait time	Risk of Increased Costs Risk of Reputational Injury
		Current technology does not provide ability for customer to self serve	Inability for customer self service Inefficient use of staff time	Risk of Increased Costs Risk of Reputational Injury

Motor Vehicles

Titles and Registration

Titles and registration registers and titles motor vehicles, vessels, and motor homes. Responsibilities include carrying out the following functions:

- Quality review and enforcement of titles,
- Title fraud investigation,
- Procedures and special correspondence,
- Direct mail and title correction,
- Inventory control,
- Specialty plate audit,
- Information research,
- Confidential tags,
- Data listings,
- Special projects and
- Titles & registration document control.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Process registration and titles	FRVIS	<p>Monthly renewal notification lists provided by DHSMV to Tax Collectors in order to send out renewal notices is not timely and many times has fee calculation errors.</p> <p>Multiple databases cause inconsistencies in data, which is the root of this issue.</p>	<p>Delays in sending renewal notification letters out to customers</p> <p>Inefficient use of staff time when errors must be investigated</p> <p>Additional costs associated with reprinting of letters containing fee errors</p> <p>Example – Renewal notification sent to customer with renewal fee included. Customer visits Tax Collector to pay fee, but there is a discrepancy among fee on letter received and fee due in the system.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		System updates/corrections cannot be made between releases of system enhancements	<p>System updates/corrections not made on demand meaning that transactions are performed with known errors which must then be manually corrected by staff.</p> <p>Inefficient use of staff time</p> <p>Increased customer wait time and inconvenience</p> <p>Example – System was not charging correct fee for motorcycle renewals, but update could be made until the next release of system enhancements. Customers were overpaying, meaning refunds had to be processed due to known system error.</p>	<p>Risk of Reputational Injury</p> <p>Risk of Increased Costs</p>
Generating and updating procedures and making corresponding system changes	FRVIS	Business rule changes are not easily updated in the system	<p>Time/resources used to develop workarounds for system limitations</p> <p>Inability to make needed system changes</p> <p>Example – if system change can't be carried out or can't be carried out in a timely manner, the business must train and update manuals to accommodate the change, rather than the change being incorporated into the system</p>	Risk of Increased Costs

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		No scanning mechanism for Tax Collectors when reporting inventory levels	<p>Manual process for tracking and reporting inventory is inefficient use of staff time</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Example – Each Tax Collector must manually enter beginning and ending inventory numbers for each box of inventory on hand into the system rather than scanning the inventory.</p> <p>Example – Department does not always meet State’s vendor payment timeframe because of delay caused by manual inventory process.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
Quality Review (QR)	Access Database	QR performed over Tax Collector transactions is performed and tracked in an access database	Manual nature of QR reporting and tracking is an inefficient use of staff time and limits the number of reviews that can be performed	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
Title Fraud	FRVIS	Limited functionality for obtaining data to investigate fraud allegations	Limitations in information available for fraud investigations increases risk that results do not reflect actual activity	<p>Risk of Reputational Injury</p> <p>Risk to Public Safety</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Information Research	FRVIS	No self service available for public record sales customers	<p>Inefficient use of staff time</p> <p>Inability for customer self service</p> <p>Example – 10-12 FTE's currently staffed to manually gather and provide data to customers</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
Specialty Plate Audit	Paper	No automated auditing system	<p>Inefficient use of staff time due to manual nature of audit reporting and tracking</p> <p>Limitations in information available for audits increases risk that results do not reflect actual activity occurring</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Example – Must audit 120 organizations each year for compliance with legislatively approved projects. If auditing was more efficient, less staff time would be required to meet this mandate.</p>	<p>Risk of Increased Costs</p> <p>Risk of Non-compliance with Federal & State Mandates</p> <p>Risk of Reputational Injury</p>

Motor Vehicles

Motor Carrier Services

Motor Carrier Services administers the International Registration Plan (IRP) and the International Fuel Tax Agreement (IFTA). Administration of these programs includes the following functions:

- IFTA/IRP processing,
- IFTA/IRP audit services and
- Refunds.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
IRP/IFTA Processing	FRVIS (IRP and IFTA Subset) & CVISN	Format, layout, and functionality is very different between the two systems	Increased training time and cost	Risk of Increased Costs
		Inability to login to non-web based system when customer logged into web-based system	Not able to provide effective support to customers attempting to self serve through online system because cannot access system to provide relevant support Discourages customers from using web-based system for self service, which increases staff time	Risk of Increased Costs Risk of Reputational Injury

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		System does not allow an individual to have different roles	<p>Duplicate record jeopardizes data integrity</p> <p>Time/resources used to develop workaround for system limitations</p> <p>Example - IRP/IFTA customers can't have an address different from dealer license address. In many instances; another record is created to allow for IRP/IFTA address to be entered.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
		System does not allow electronic upload of renewal information for vehicles	<p>Discourages customers from using web-based system for self service, which requires increased staff time</p> <p>Example – large fleet companies with 1400 vehicles such as Ryder send enormous paper renewal listings detailing changes to be made in renewal package, which must be manually entered into FRVIS to generate renewals</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
		System will not allow users to go back in screens already completed to correct a mistake/make changes	<p>Inefficient use of staff time</p> <p>Example – When errors are discovered on previous screens, users must start the transaction process over from the beginning. Rekeying a renewal takes approximately 500 keying entries for motor vehicles.</p>	<p>Risk of Increased Costs</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
	CVISN	Doesn't allow electronic upload of completed tax returns	<p>Discourages customers from using web-based system for self service</p> <p>Example – customers must use an outside electronic preparation system, print return and then rekey information into CVISN in order to self serve</p>	<p>Risk of Reputational Injury</p> <p>Risk of Increased Costs</p>
			<p>Increased staff time to manually enter tax return information into system</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Example – because tax returns can't be uploaded electronically, staff manually key all returns into system (approx. 11,000 returns each quarter)</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
IFTA/IRP audit services	Excel	No electronic audit system	<p>Inefficient use of staff time</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Example – auditors manually enter audit results into Excel work papers to perform audit and then re-key information into FRVIS. Auditors spend more time on paperwork and rekeying than performing audits.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Motor Vehicles

Mobile Home and Recreational Vehicle Construction

Mobile Home and Recreational Vehicle Construction serves as HUD’s contract agent in Florida. Activities include:

- Manufactured or mobile home consumer complaint investigations,
- In-plant inspections,
- Provide installer training to local building departments,
- Process HUD label and installation decal sales and
- Installer licensing program.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
License and train mobile home installers	FRVIS	Functionality not user friendly	Increased training costs/time Example –took 6-8 months for personnel to be fully trained on FRVIS functionality	Risk of Increased Costs

Tax Collectors

Per Florida Statute, the County Tax Collectors are direct agents of DHSMV. While most Tax Collectors provide motor vehicle services, driver license services provided have varied greatly from County to County in the past. However, due to recent legislation requiring the migration of driver license services to elected County Tax Collectors by 2015, more and more of these services have been and will continue to be transitioned from State operated facilities to the Tax Collector Community. Services provided include any of the following:

Motor vehicle –

- Process registrations for vehicles, mobile homes, and vessels,
- Process titles for vehicles, mobile homes and vessels.

Driver licenses –

- Administer knowledge tests,
- Conduct behind the wheel road test for individuals and CDL's,
- Issue driver licenses and ID cards,
- Process change of address/duplicate licenses/reinstatements,
- Administer eye exams for all DL's issued,
- Fingerprint scanning/hazmat and
- Motor voter sign-up, organ donor, voluntary contributions, and selective service.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
MV and DL functions	FDLIS/FRVIS Capture	Increased demand for Tax Collectors to provide both MV and DL services to customers is difficult because of the numerous, disparate systems that must be used to provide both services	Time/resources used to develop workaround for system limitations Example – Tax Collectors incurred costs for outside vendors to build application layer that provides a more user-friendly interface	Risk of Increased Costs Risk of Reputational Injury
		Batch processes cause lag in receiving reports from system	Information not received in a timely manner as needed to make business decisions and projections Time/resources used to develop workaround for system limitations	Risk of Increased Costs Risk of Reputational Injury
		System error messages do not contain sufficient detail to decipher cause of error	Inefficient use of staff time - staff must research possible errors within manuals rather than error messages clearing articulating the issue Increased customer wait time	Risk of Increased Costs Risk of Reputational Injury
Issue DL/ID card Process address changes,	FDLIS	Frequent outages*	Work stoppage Example – Tax Collector reported approximately 32 system outages* in 12 month period	Risk of Increased Costs Risk of Reputational Injury

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
reinstatement s, and duplicate licenses				
		System does not interface with third-party systems containing information needed to perform job functions	<p>Inefficient use of staff time - manual lookup in third party systems and then must key information received into FDLIS</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Increased customer wait time</p> <p>Example – 3-5 additional minutes added to each transaction requiring staff to go to third party website to obtain driver testing results</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
		Duplicate keying of personal information due to system limitations	<p>Inefficient use of staff time</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Increased customer wait time</p> <p>Example – address information entered into FDLIS when performing various DL functions. Motor Voter application requires address in different format, meaning address must be keyed second time into the Motor Voter</p>	<p>Risk of Reputational Injury</p> <p>Risk of Increased Costs</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
			application.	
		System does not have capacity to capture & process NSF checks	Separate business process developed as workaround causes lag in collecting NSF check revenue Inefficient use of staff time	Risk of Uncollected or Delayed Revenue Risk of Increased Costs
		Frequent time-outs require staff to log back into systems	Inefficient use of staff time Risk of human errors caused by manual entry leads to increased risk of data inaccuracies Example - Information entered before timeout could be lost and therefore needed to be re-keyed Increased customer wait time Example – login for each system adds about 2 minutes to transition/wait time	Risk of Reputational Injury Risk of Increased Costs
	Capture & FDLIS	Two systems required to perform basic DL functions	Moving back and forth between two systems is inefficient use of staff time Increase customer wait time Example – In order to issue a DL; user must take photo and signature using Capture; enter info into FDLIS, return back to capture to finish the transaction.	Risk of Increased Costs Risk of Reputational Injury

Function	Technology	Technology Challenge	Business Issue	Realized Risks
	Cashiering System	Cashiering system is a separate system without interface into FDLIS	<p>Inefficient use of staff time</p> <p>Example– transactions keyed into the cashiering system and then again into FRVIS is an inefficient use of staff time</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>
Processing vehicle registration	FRVIS	Monthly renewal notification lists provided by DHSMV to Tax Collectors in order to send out renewal notices is not timely and many times has fee calculation errors.	<p>Delays in sending renewal notification letters out to customers</p> <p>Inefficient use of staff time when errors must be investigated</p> <p>Additional costs associated with reprinting of letters containing fee errors</p> <p>Example – Renewal notification sent to customer with renewal fee included. Customer visits Tax Collector to pay fee, but there is a discrepancy among fee on letter received and fee due in the system.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
		Frequent outages*	Work stoppage Example – Tax Collector reported approximately 25 system outages* in 12 month period	Risk of Uncollected or Delayed Revenue Risk of Increased Costs Risk of Reputational Injury
		System won't allow users to go back in screens already completed to correct a mistake	When errors are discovered on previous screens, users must start the transaction process over from the beginning - inefficient use of staff time Increased customer wait time	Risk of Increased Costs Risk of Reputational Injury
		Many system components are not user-friendly	Increased training costs/time Inefficient use of staff time Increased customer wait time Example –Staff must remember what information should be contained in many fields or refer to manuals rather than selecting from a list of options in a dropdown box.	Risk of Increased Costs Risk of Reputational Injury
		System does not allow for more than one registrations to be completed within one transaction	Inefficient use of staff time as staff must complete a new transaction for each registration for same customer Increased customer wait time	Risk of Increased Costs Risk of Reputational Injury

* Outages are anecdotal as viewed by the business. The outages may be scheduled or unscheduled and could be out of the control of the Department.

Function	Technology	Technology Challenge	Business Issue	Realized Risks
			<p>Increased exposure of Personal Identifiable Information (PII)</p> <p>Example- individual owning three vehicles that all need to be registered. Rather than entering one transaction to provide all three renewals, staff must enter three separate transactions with the same PII.</p>	
		<p>Front-end scanning is not performed in-field for documentation provided for title issuance transactions</p>	<p>Title documentation must be boxed up and sent to Tallahassee for back-end scanning and posting into FRVIS.</p> <p>Inefficient use of staff time</p> <p>Increased costs</p> <p>Example – customer provides title documentation then sent to Tallahassee for scanning and entering into FRVIS which can take up to 3-4 weeks for processing.</p> <p>Note: issue could present increased risk that law enforcement would not have access to timely data. If law enforcement requests to see title information provided for investigative purposes, they would not be able to access the information for up to 3-4</p>	<p>Risk to Public Safety</p> <p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
			weeks.	
		System does not have ability to pre-fill vehicle information based on VIN number	<p>Time/resources used to develop workaround for system limitations</p> <p>Increased costs</p> <p>Increased customer weight time</p> <p>Risk of human errors caused by manual entry leads to increased risk of data inaccuracies</p> <p>Example – must have weight class for every vehicle to be registered. System does not pre-fill information based on VIN number, so staff must manually look up weight class in Branham Automobile Reference Guide. Tax Collector spends approximately \$3,000 per year on subscriptions to the publication.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Function	Technology	Technology Challenge	Business Issue	Realized Risks
Scheduling DL and MV appointments	Oasis	Current scheduling system only has ability to schedule DL appointments	<p>Lack of scheduling system for MV appointments results in increased customer wait time</p> <p>Increased costs</p> <p>Example - some Tax Collectors have built their own scheduling systems to accommodate their needs.</p>	<p>Risk of Increased Costs</p> <p>Risk of Reputational Injury</p>

Appendix C- Detailed Current Technology Environment

Driver Licenses Overview

The Division of Driver Licenses, in conjunction with the county Tax Collectors and other private partners, establishes driver identity, licenses (regular, commercial or motorcycle) qualified drivers, issues identification cards and maintains driver records. It is the official custodian of Florida driver license records.

The majority of driver license transactions are performed in field offices or Tax Collector offices. The technical environment in DL field offices consists of:

- FDLIS, a client/server application executing in the Tax Collector or driver license office, enables the basic driver licensing process workflow and stores specific driver license information(including vision and skills test results) on the local office server in a solidID data base.
- L1 Identity, a highly customized commercial off-the-shelf (COTS) application referred to as Capture, is used to scan and capture driver signature and picture and track inventory card stock for printing licenses. L1 Identity stores its images on the file / print server and its inventory information on the local system in the solidID database.
- Cogent, another COTS application, is used for commercial driver licenses. It stores its images on the file / print server.
- ADLTS, a COTS application for drivers license exams. It stores results on the central DL EXAM data base.
- CSC Expert, a highly customized COTS application from Canopy is used, is used to record, store and retrieve issue information by the Field Support and Customer Service Centers.
- OASIS, a web-based application used to display and record appointment location and time. Driver license appointments can be made by calling your local Tax Collector or driver license office. The call will be answered locally or routed to a central appointment call center.
- Q-Matic, an in-office queuing management system implemented in some field offices in 2009.

At different intervals the scan, image, driver and card control information on the local server is sent to the central driver license data bases DL PROD, DL IMAGE, DL SCAN and FLIMS.

DHSMV bureaus use the Driver License Maintenance System (DL MAINT) to view and update driver records. For example, first time driver license identification for citizens or non-citizens is done by a DHSMV bureau.

Draft FDLIS System Overview

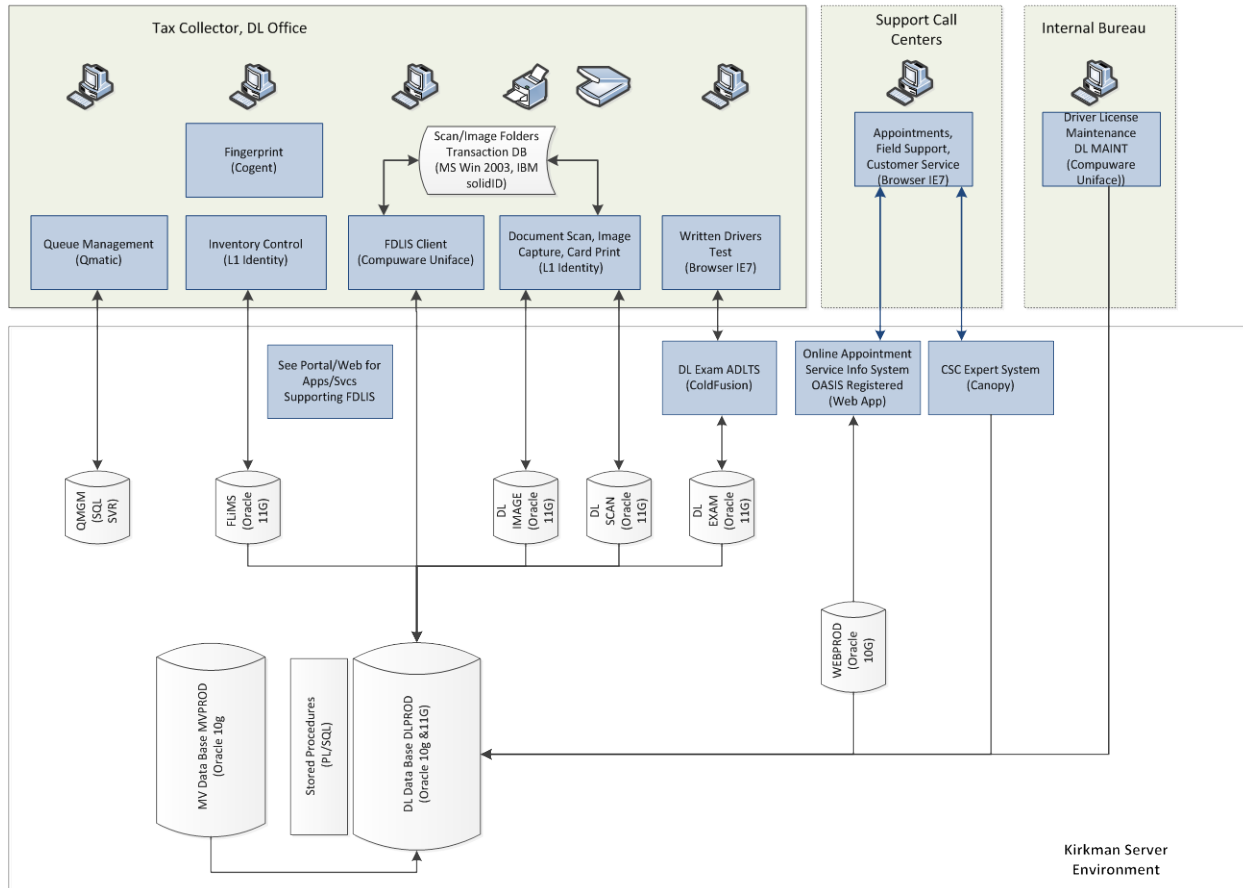


Figure 9- DL System Overview

DL Mainframe System Overview

The driver license mainframe system consists of multiple batch jobs and COBOL programs scheduled and tracked through Computer Associates 7/11 tools, an online transaction processing region (CICS), inbound and outbound FTP services, and print services. The batch jobs use driver license data from multiple sources to update DL PROD, sequential tape files and VSAM files. The CICS region is used for inbound and outbound transactions, e.g. verification of social security number for FDLIS or satisfying driver information requests from colleges, etc. The FTP inbound and outbound services accept or send from external agencies or private partners bulk driver information typically processed by the batch jobs. The print services print reports, notices, etc. processed by the batch jobs.

Typical batch functions include processing sanctions, stops, insurance information, payroll and personnel reconciliation, sexual predator/offender updates, renewal notifications, data sales, and others.

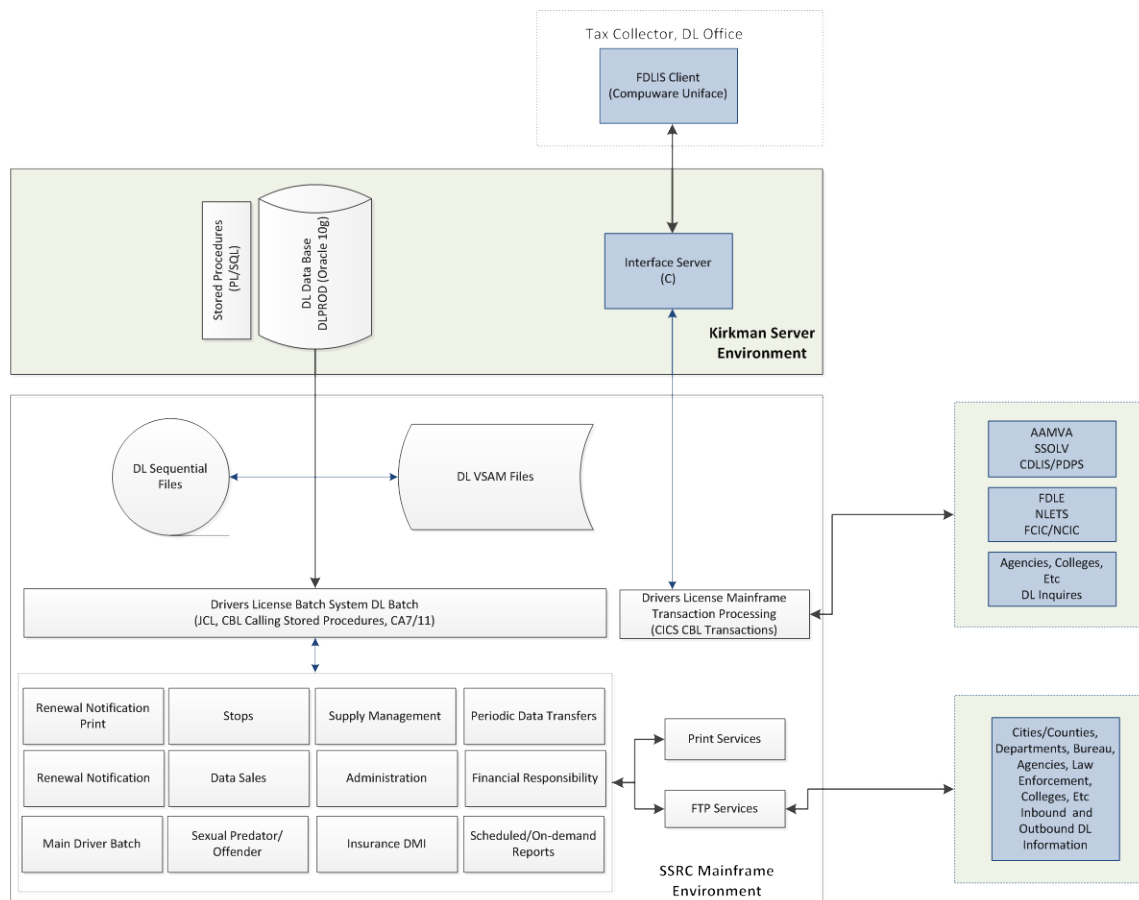


Figure 10- DL Batch Demonstration

Motor Vehicles Overview

The Division of Motor Vehicles, in conjunction with the county Tax Collectors and other private partners, register and title motor vehicles, vessels and manufactured or mobile homes; records liens; maintains records of motor vehicle, vessel, and manufactured or mobile home title transactions. The Division also maintains an inventory of license plates and registration decals; manages disabled parking permits; licenses motor vehicle and manufactured or mobile home manufacturers and dealers; registers commercial motor carriers under the International Registration Plan; and insures appropriate taxes are paid under the International Fuel Use Tax Agreements (IFTA / IRP).

Vehicle Registrations are performed at DMV Field Offices, Tax Collector offices or car dealerships. In field and Tax Collector offices the technical environment includes:

- FRVIS, a client/server application executing in the Tax Collector or motor vehicle regional office, enables the basic titling, registration and licensing process workflow and stores specific motor vehicle information on the local office server (solidID data base). The information is then transferred to the central motor vehicle data base MV PROD.
- CSC Expert, a highly customized COTS application from Canopy is used, is used to record, store and retrieve issue information by the Field Support and Customer Service Centers.

Documents necessary for titling and registration collected in field offices are sent to DHSMV headquarters for high speed scanning and storage in MV PROD.

Historical motor vehicle data is stored in HS PROD and is updated on an annual basis.

Car Dealers performing titling and registration do so through 3rd party vendors. Their proprietary software interfaces with the Electronic Filing System (EFS) updating the motor vehicle data base MV PROD.

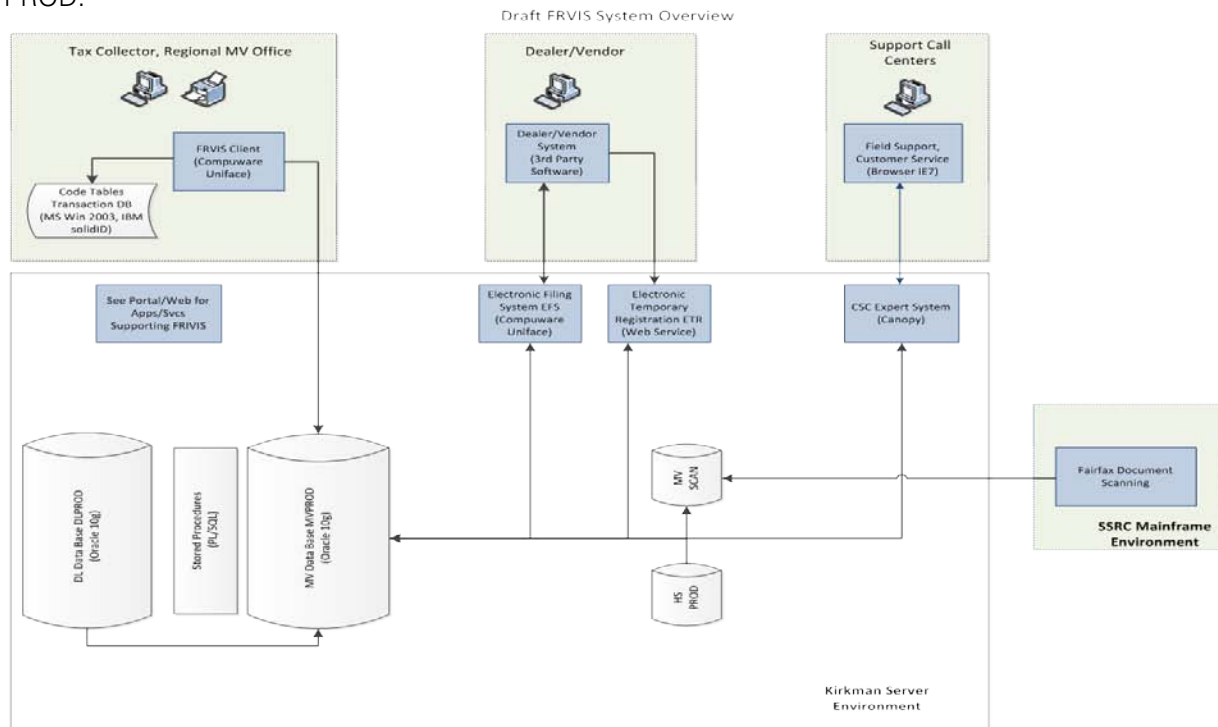


Figure 11- MV System Overview

MV Mainframe System Overview

The motor vehicle mainframe system consists of multiple batch jobs and COBOL programs scheduled and tracked through Computer Associates 7/11 tools, an online transaction processing region (CICS), inbound and outbound FTP services, and print services. The batch jobs use motor vehicle data from multiple sources to update MV PROD, sequential tape files and VSAM files. The CICS region is used for inbound and outbound transactions, e.g. verification of information on a paper title with electronic data from the state that issued the title. The FTP inbound and outbound services accept or send from external agencies or private partners bulk driver information typically processed by the batch jobs. The print services print reports, notices, titles, etc. processed by the batch jobs.

Typical batch functions include processing stops, correspondence, renewal notifications, specialty tag requests, electronic payments, data sales, etc.

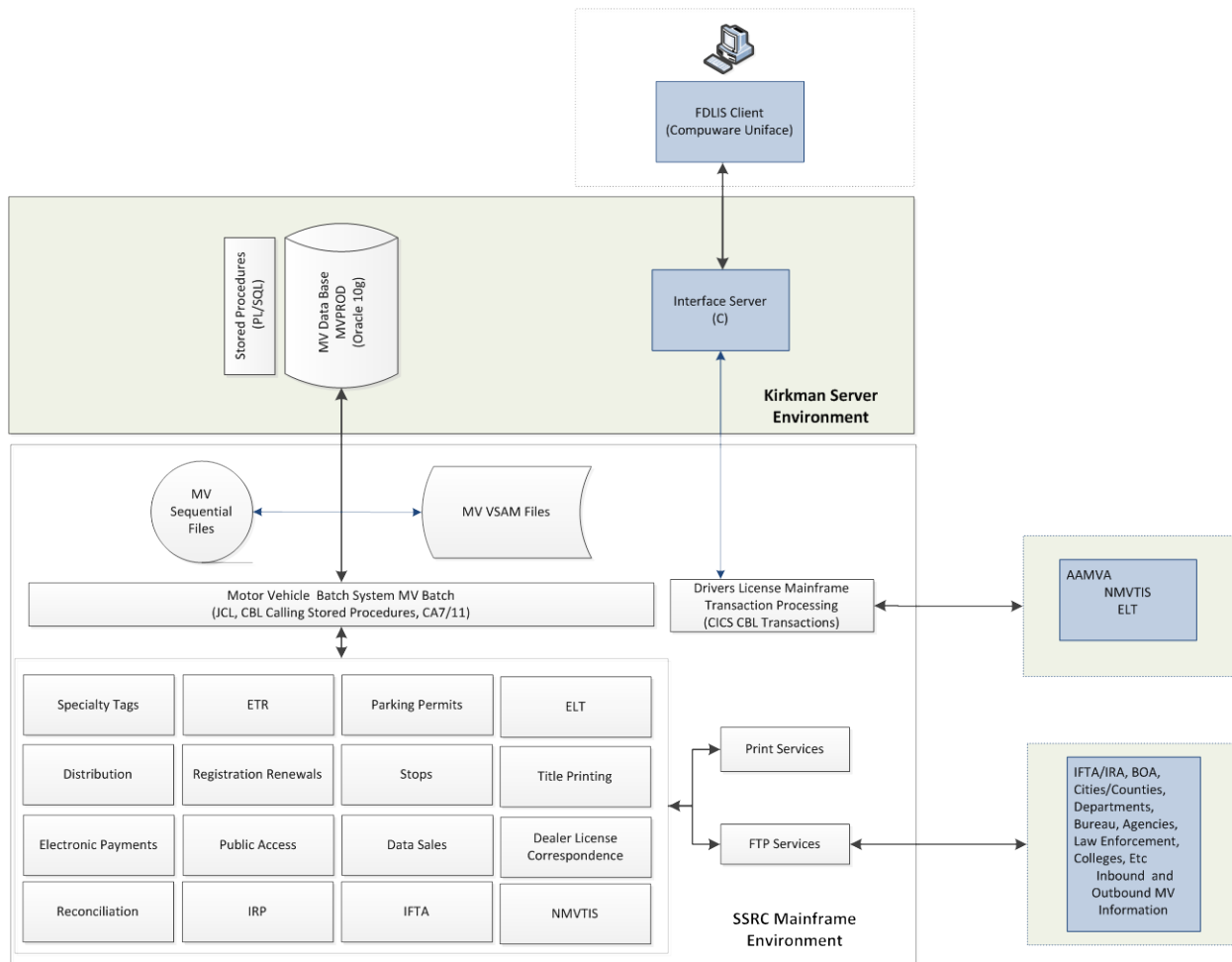


Figure 12- MV Mainframe System Overview

Portal/Web System Overview

The Florida Highway Safety Motor Vehicle Portal/Website (FLHSMV.GOV), related web applications and web services are used by citizens, private partners, driver license offices, motor vehicle offices and county Tax Collectors to access driver license and motor vehicle information (DL PROD and MV PROD) and initiate self service transactions. The database WEB PROD is used to store web site transaction information.

The web applications and services can be segmented into three categories: those used to support online access by the public, those used to support FDLIS or FRVIS processing, and those used to support both FDLIS and FRVIS processing.

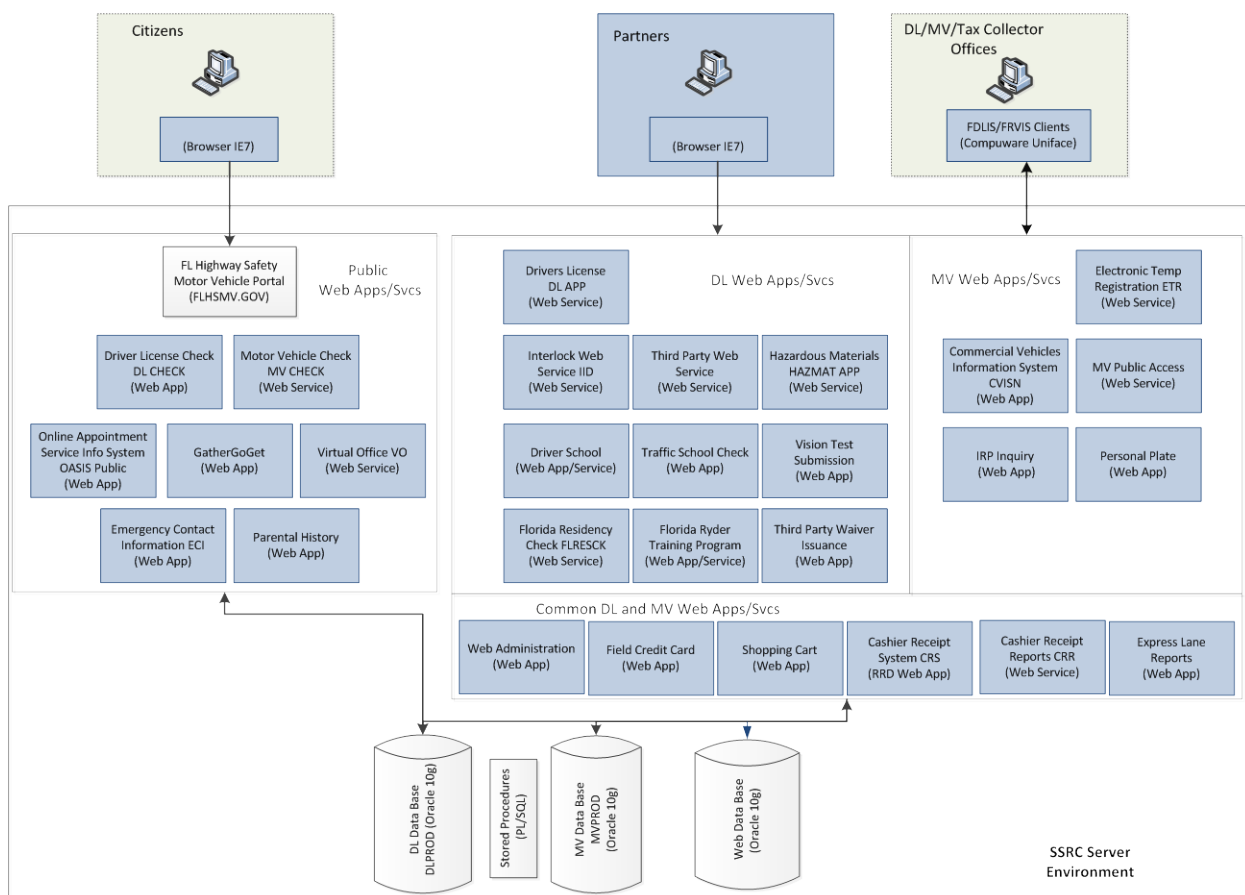


Figure 13- Portal/Web System Overview

DAVID System Overview

The Driver and Vehicle Information Data Base System (DAVID) web application and services has been functionally tailored and named/renamed for four audiences: law enforcement (DAVID), State agencies (MDAVE/DAVE), internal bureaus (IRIS) and the Office of Supreme Court Administrators (JIS).

DAVID and its variations allow for driver license and motor vehicle information searches and retrieval from DL PROD, MV PROD, WEB PROD and other DL and MV supporting databases which have been authorized for each audience.

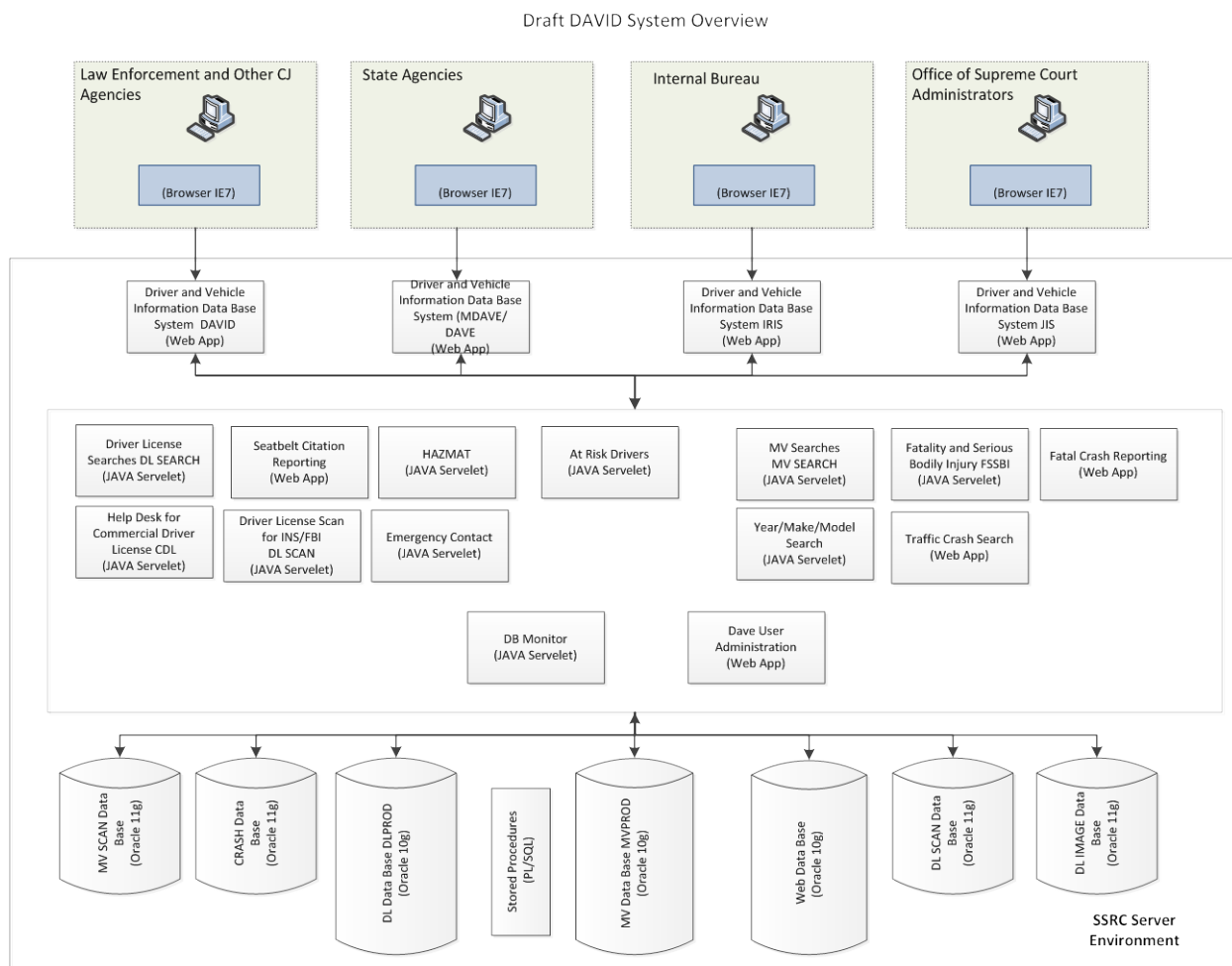


Figure 14- DAVID System Overview

Disaster Recovery, Data Warehouse and Reporting System Overview

For disaster recovery and backup purposes DL PROD, MVPROD, WEB PROD, DL IMAGE, DL SCAN, FLIMS and DL EXAM are replicated real time from the Kirkman environment to the disaster recovery environment using the QUEST Shareplex product. The HS PROD data base is moved to the disaster recovery environment only when it is annually refreshed in the Kirkman environment. When a disaster is declared, access to driver license and motor vehicle information will be granted to citizens and law enforcement through the public access web application and DAVID respectively. The Kirkman and disaster recovery environments are in separate buildings.

Nightly backup tapes with a monthly offsite rotation are created from the SSRC environment data bases.

The Tax Collector, driver license and motor vehicle field offices are governed by site specific local office disaster recovery/backup policies and procedures. This means that the Department has no control over the continuity of the data in the field.

Operational reports are embedded in the FDLIS and FRVIS applications. Business intelligence reports are produced from the data warehouse. Long running query reports are produced from the replicated disaster recovery data bases.

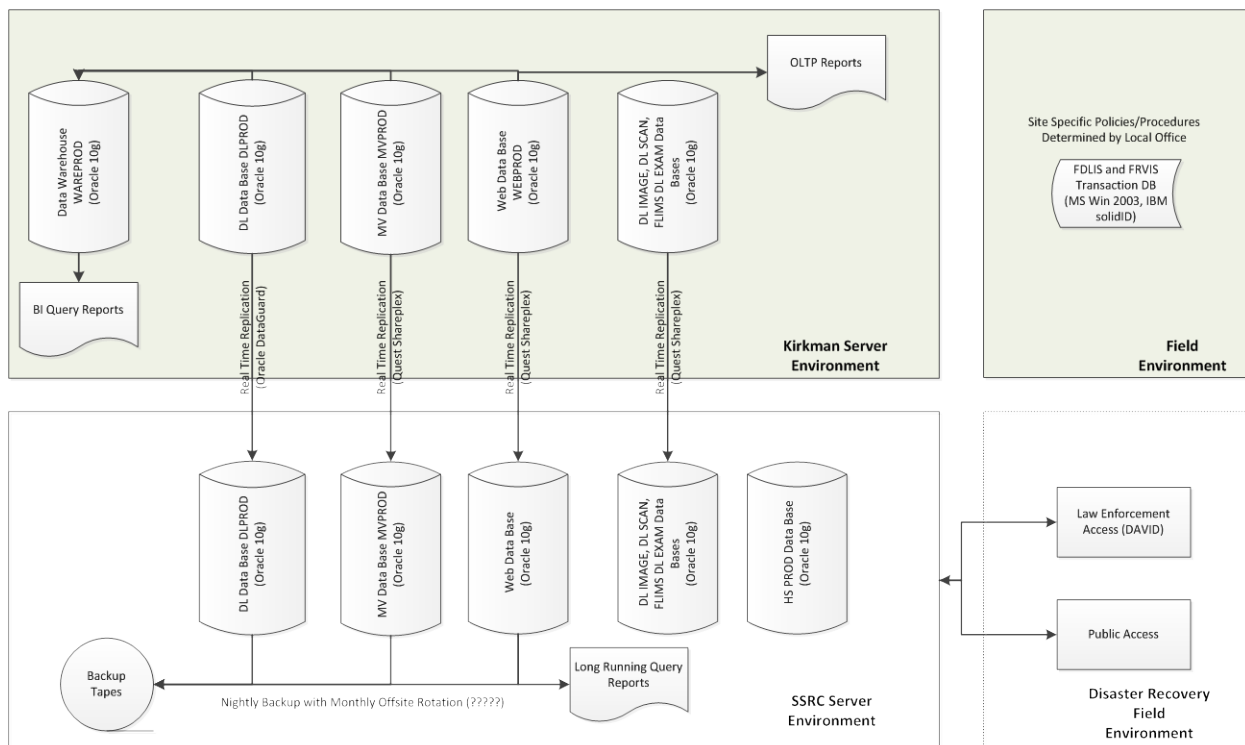


Figure 15- DR, Data Warehouse, and Reporting System Overview

Appendix D- Volume and Load Data

Volume and Load

The table below demonstrates the large volume of data processed through the systems:

Number of Driver Licenses and ID cards issued through FDLIS	5.1 Million
Number of Emergency Contacts Updated through FDLIS	3.4 Million
Number of Licenses revoked, cancelled or disqualified	1.9 Million
Number of Vehicle Registrations processed through FRVIS	19.4 Million
Number of titles issued for motor vehicles, manufactured homes, and vessels through FRVIS	5.1 Million
Number of IFTA Decals issued	51,000
Number of IFTA Quarterly Tax Returns processed	44,700
Number of IRP Plates issued	33,000
Number of Dealer and Manufacturer Licenses issued through FRVIS	12,000
Number of Motor Vehicle and Manufactured Home Consumer Complaints investigated using FRVIS	5,500
Number of driver license transactions processed over the Internet	20%
Number of motor vehicle registrations processed over the Internet	18%

Table 8- Number of Transactions Processed

Appendix E- Self-Assessed IT Capabilities

The following tables present the detailed results of the ISA Bureau Chief skills self-assessment:

PMO Capability

The PMO includes 5 project managers, 8 business analysts, 1 quality assurance analyst and 1 general manager. Business knowledge and technology insight are two skill areas with room for improvement. Coverage is low in the business analyst and quality assurance areas. Changes to driver license and motor vehicle technology and processes will have an effect on this area.

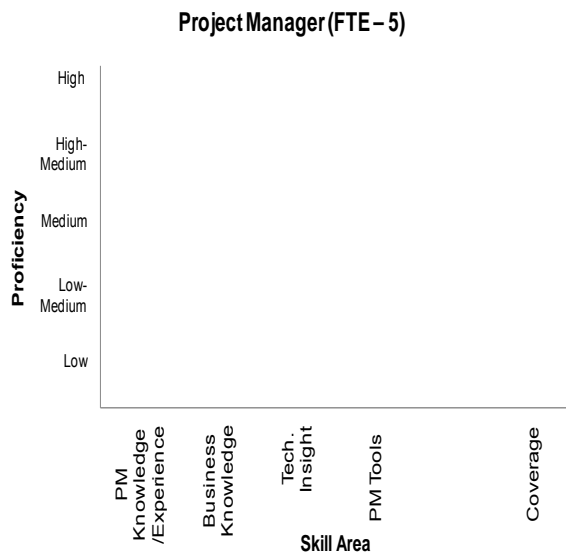


Figure 16- Project Manager Capabilities

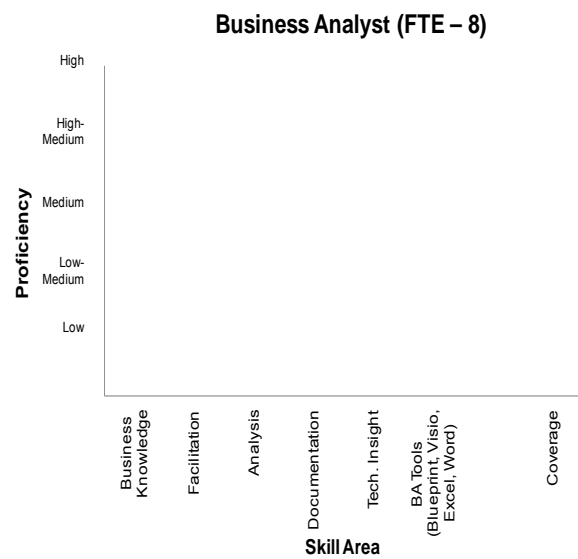


Figure 17- Business Analyst Capabilities

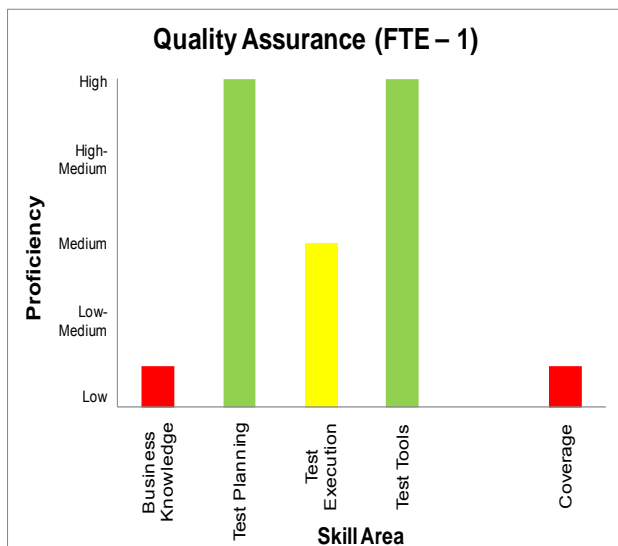


Figure 18- Quality Assurance Capabilities

Service Support Capability

Service support includes 12 help desk agents, 5 administrative support personnel and 1 general manager. While skill areas should continue to be upgraded, work day and off hours coverage is of particular concern in the help desk area. Changes to driver license and motor vehicle technology and processes will have an effect on this area.

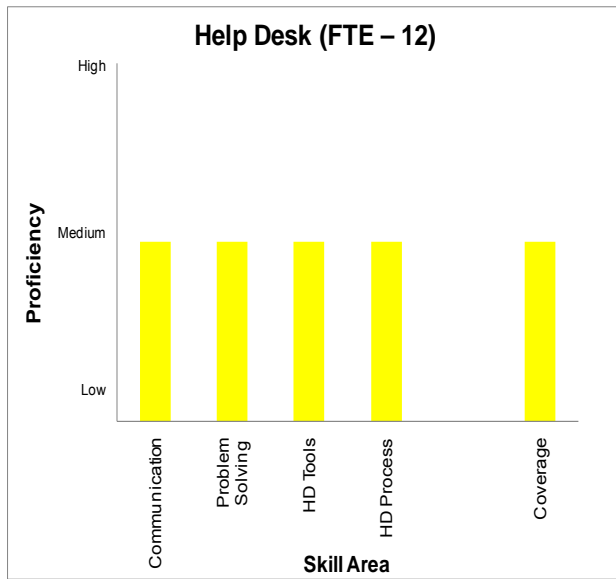


Figure 19- Help Desk Capabilities

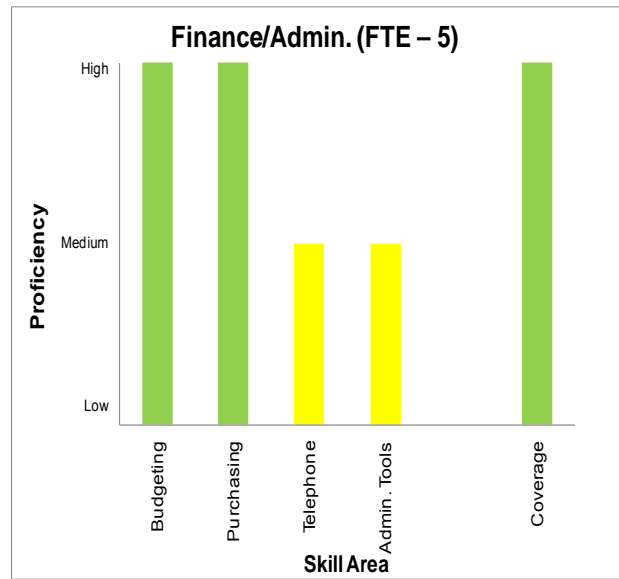


Figure 20- Finance/Admin. Capabilities

Service Operations Capability

Service operations includes 5 network support, 4 phone system support, 8 operations support, 11 business application support, 10 platform (server and storage) support, 11 desktop operations support personnel and 3 general managers. Skill sets should continue to be upgraded specifically targeting new hires. Desktop operations positions are typically entry level used as a stepping stone to move into other areas requiring increased skill levels. Coverage of expanding operations supports problem management and SLA coordination, multiple platform support, and desktop operation is of concern. Changes to driver license and motor vehicle technology and processes will have a significant effect on this area.

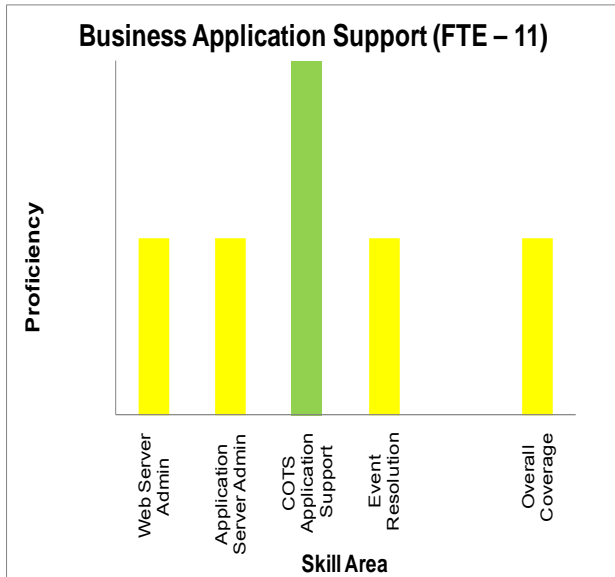


Figure 23- Business Application Support Capabilities

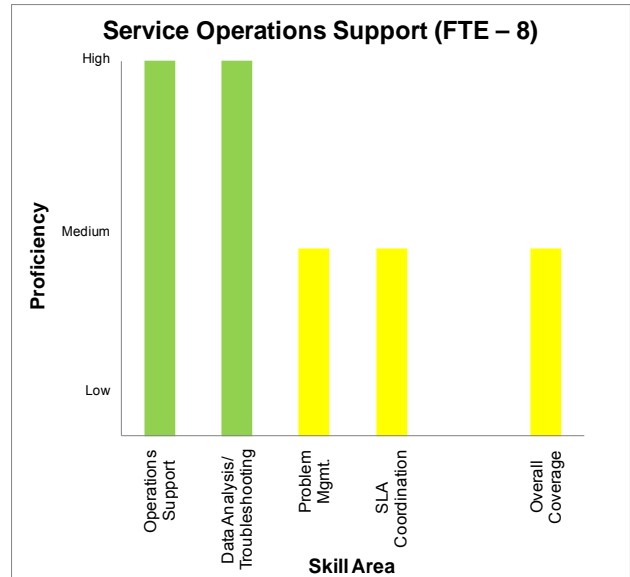


Figure 24- Service Operations Support Capabilities

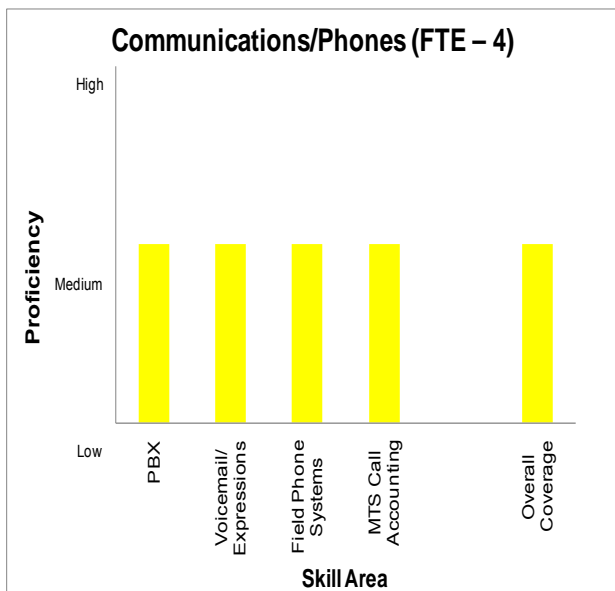


Figure 22- Communications/ Phones Capabilities

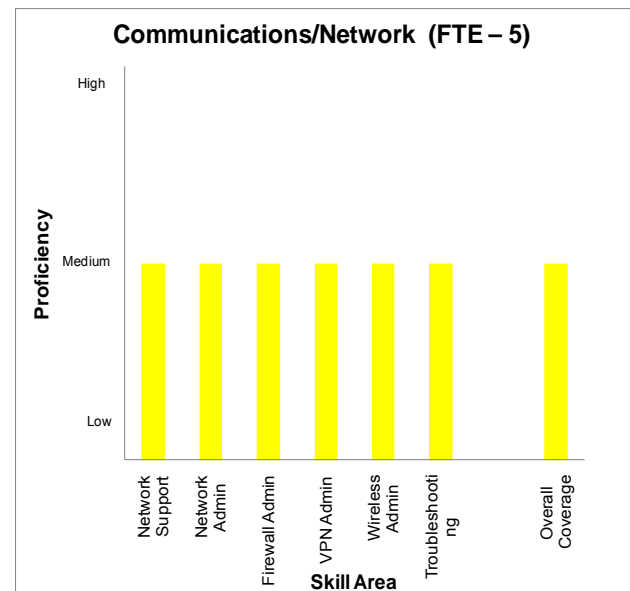


Figure 21- Communications/Network Capabilities

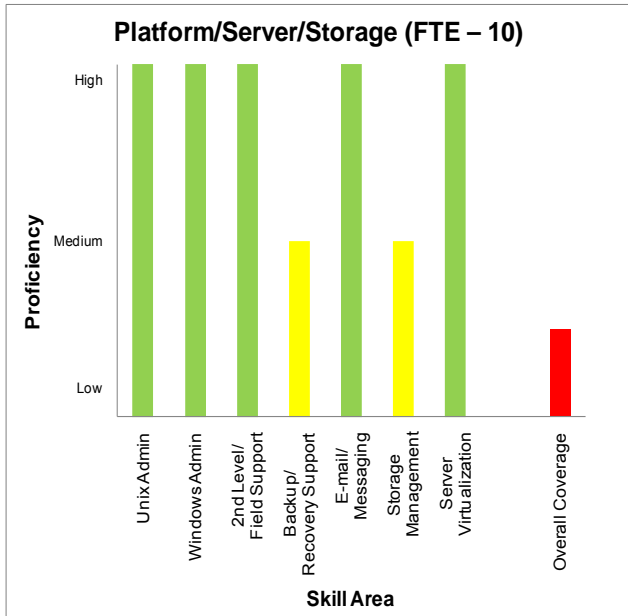


Figure 25- Platform/Server/Storage Capabilities

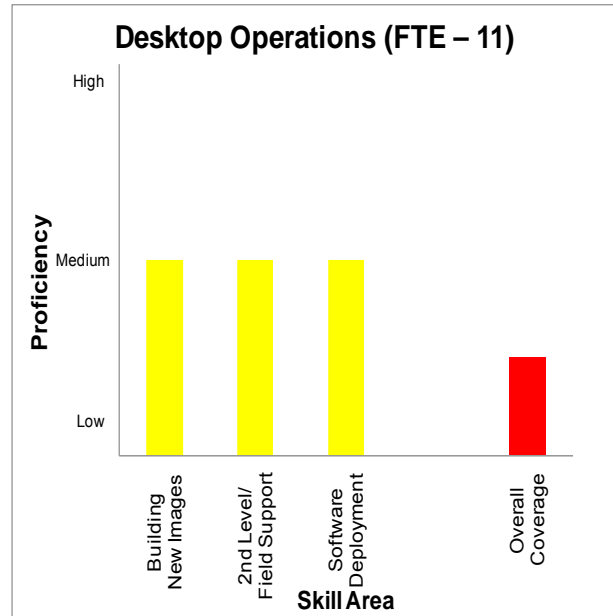


Figure 26- Desktop Operations Capabilities

Service Development Capability

Service development includes 2 technical architects, 9 driver license application developers, 9 motor vehicle application developers, 9 mainframe/batch developers, 6 reporting and warehouse developers, 8 website/SharePoint developers, 10 integration service developers, 9 data base administrators, and 3 general managers. Skill sets for the existing technology (Uniface, COBOL, PL/SQL) are adequate across the groups. Skill upgrades are needed for movement to newer technologies (JAVA, C#, BizTalk, business reporting tools). Coverage in the website/Sharepoint area is of concern. Changes to driver license and motor vehicle technology and processes will have a very significant effect on this area.

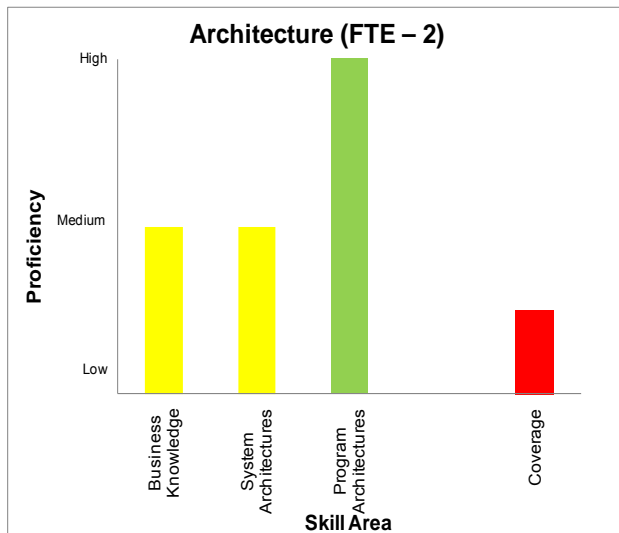


Figure 28- Architecture Capabilities

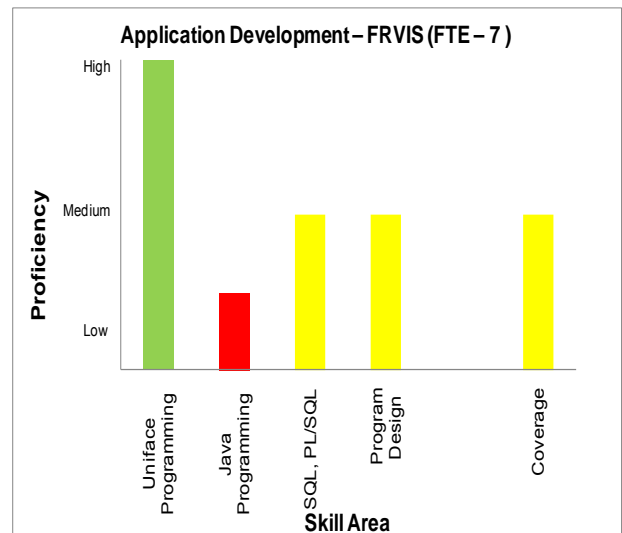


Figure 27- Application Development FRVIS Capabilities

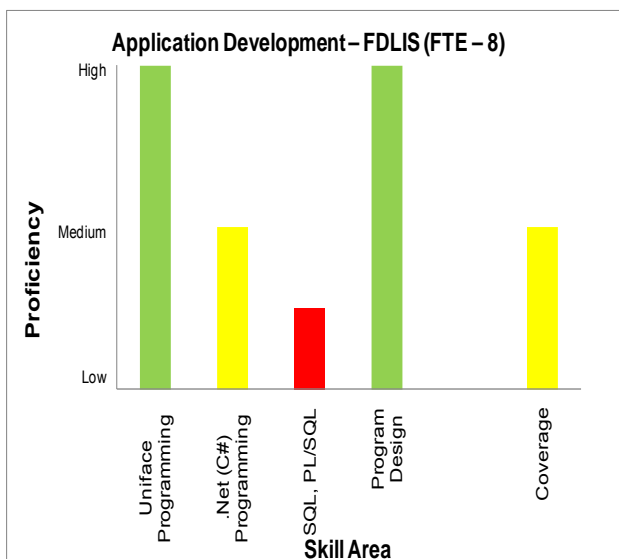


Figure 30- Application Development FDLIS Capabilities

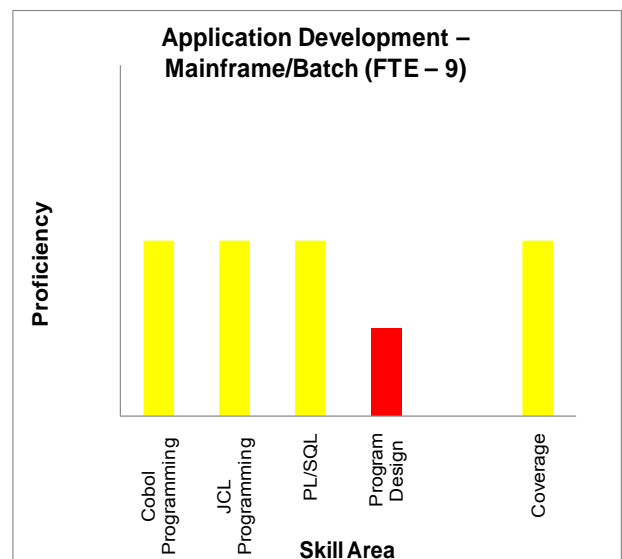


Figure 29- Application Development Mainframe/Batch Capabilities

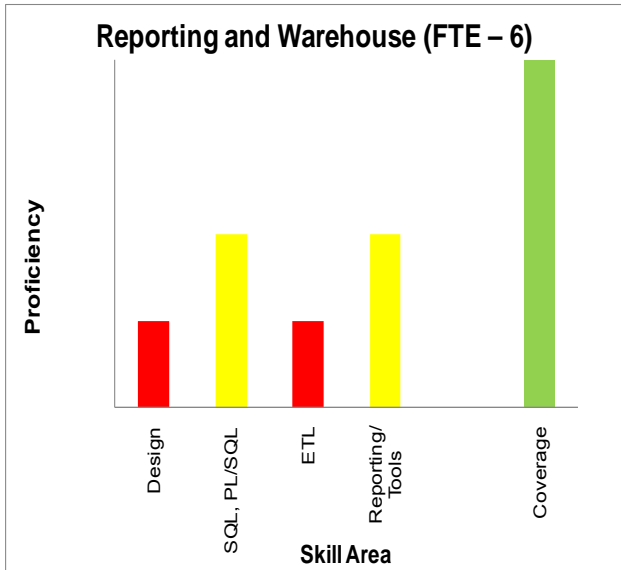


Figure 32- Reporting and Warehouse Capabilities

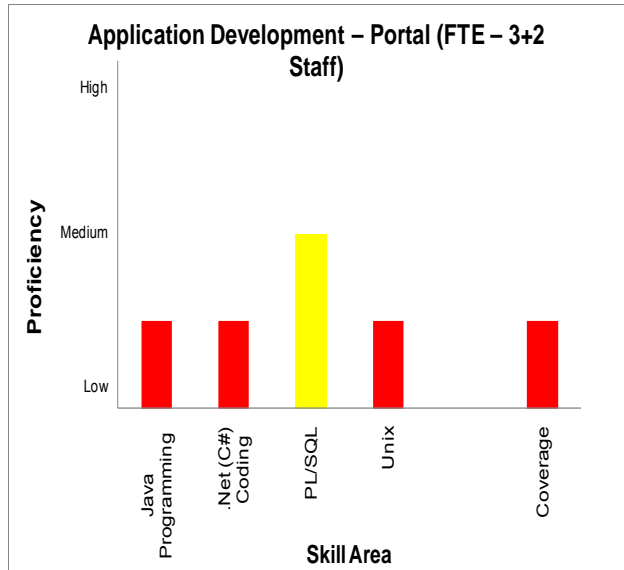


Figure 31- Application Development- Portal Capabilities

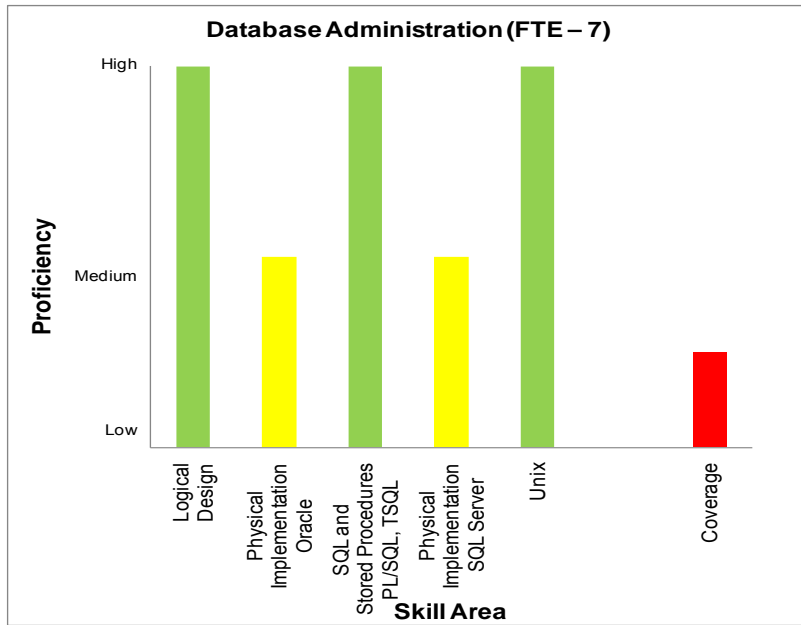


Figure 33- Database Admin. Capabilities

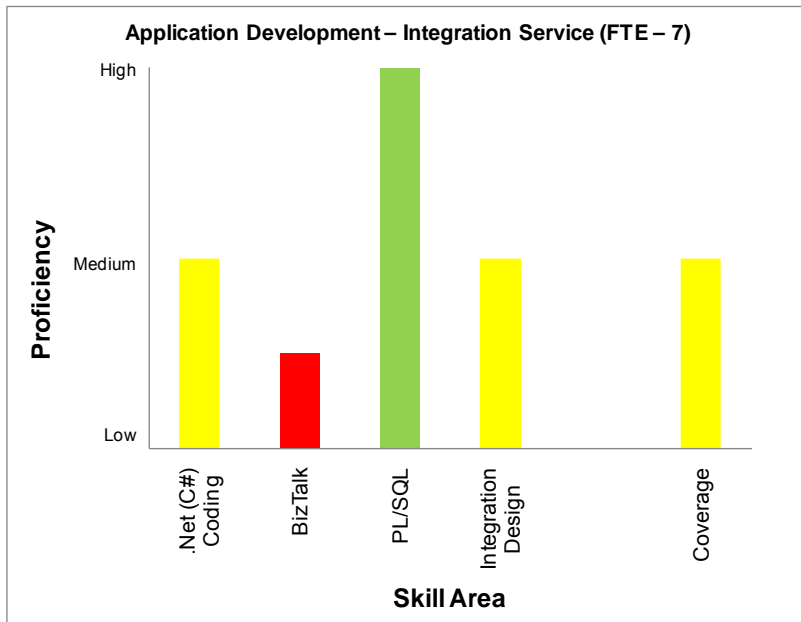


Figure 34- Application Development Integration Services Capabilities

Appendix F- Detailed Lean Forward Mainframe Migration Information

The following is an excerpt from the Department's Lean Forward Business Case, used to obtain federal grant funding for the first phase of the initiative.

Summary of Business Problem

The Department of Highway Safety and Motor Vehicles has several thousand legacy Mainframe programs and jobs supporting all aspects of the agency. Many of the mainframe programs are close to 30 years old and have been changed and patched so many times they have become extremely difficult to maintain. A great number of the programs no longer truly support the current business processes causing the business areas to create manual workarounds. Many of these programs were written without standard error handling, causing the programming staff to spend a great deal of time fixing job abends and subsequent data issues. Additionally, most changes requested by the business partners take a long time to implement due to the complexity and age of these programs. The workforce familiar with these programs is retiring and this technology is no longer being taught in school. Our mainframe is consolidated at a primary data center and the cost of mainframe services is likely to increase as fewer agencies need mainframe services. Current cost is 1.5 million annually. In summary, the cost to operate in this environment is accelerating and the workforce to maintain it is aging, and the ability to respond to the pace of our business is a liability.

Recognizing the need to be more responsive and to move to a more supportable, technology, the Department has several projects in progress that remove functionality from the mainframe. Several of these projects are funded by grants. The Department looked at 2 options for the remaining mainframe functionality. Using current resources and grants, where available, we estimate it will take six years to sunset the mainframe. However, if funds are provided in FY11/12 to hire consulting resources to augment internal staff and to purchase software and hardware need for a distributed scheduling system, the project can be completed in 24 months. Comparing these two options, there is a potential cost savings of over 1 million after the project is completed.

IT Service

The batch programs provide processing for motor vehicle and driver license transactions, data exchange, and reporting. The online programs primarily provide access to driver license and motor vehicle data to public access vendors and other government agencies.

Benefits

The benefits of sun-setting the mainframe is that the replacement systems will utilize modern, standards-based technologies and methodologies increasing ISA's ability to provide a quality product. The agency will benefit by this modernization in many ways including streamlined business processes, a re-engineered application portfolio that is easier to maintain and manage, and improved data integrity, controls and efficiencies. Consistent technologies and methodologies along with a newly trained staff will create a more agile workforce, allowing ISA to shift resources to respond to agency priorities and

State and federal legislative mandates more effectively. The issue is critical to DHSMV increasing efficiency in our systems to enhance internal and external service delivery.

SCHEDULE VI: DETAIL OF DEBT SERVICE

Department: Highway Safety and Motor Vehicles

Budget Period 2011-12

Budget Entity: _____

(1)	(2)	(3)	(4)
SECTION I	ACTUAL FY 2009-10	ESTIMATED FY 2010-11	REQUEST FY 2011-12
Interest on Debt	(A) <input type="text"/>	<input type="text"/>	<input type="text"/>
Principal	(B) <input type="text"/>	<input type="text"/>	<input type="text"/>
Repayment of Loans	(C) <input type="text"/>	<input type="text"/>	<input type="text"/>
Fiscal Agent or Other Fees	(D) <input type="text"/>	<input type="text"/>	<input type="text"/>
Other Debt Service	(E) <input type="text"/>	<input type="text"/>	<input type="text"/>
Total Debt Service	(F) <input type="text"/>	<input type="text"/>	<input type="text"/>

Explanation:

The Department does not have any debt service payments.

SECTION II

ISSUE: _____

(1)	(2)	(3)	(4)	(5)
INTEREST RATE	MATURITY DATE	ISSUE AMOUNT	JUNE 30, 20__	JUNE 30, 20__
(6)		(7)	(8)	(9)
		ACTUAL FY 2009-10	ESTIMATED FY 2010-11	REQUEST FY 2011-12
Interest on Debt	(G) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Principal	(H) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fiscal Agent or Other Fees	(I) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	(J) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Debt Service	(K) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

ISSUE: _____

INTEREST RATE	MATURITY DATE	ISSUE AMOUNT	JUNE 30, 20__	JUNE 30, 20__
		ACTUAL FY 2009-10	ESTIMATED FY 2010-11	REQUEST FY 2011-12
Interest on Debt	(G) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Principal	(H) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fiscal Agent or Other Fees	(I) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	(J) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Debt Service	(K) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2011-2012

Department: Highway Safety and Motor Vehicles

Chief Internal Auditor: Julie M. Leftheris

Budget Entity: 76000000

Phone Number: 617-3104

(1)	(2)	(3)	(4)	(5)	(6)
REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
			No major audit findings		

Fiscal Year 2011-12 LBR Technical Review Checklist (Rev. 10-13-2010)

Department/Budget Entity (Service):
Agency Budget Officer/OPB Analyst Name:

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Codes)				
Action					

1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A36, A90, A91, A92, A93, A94, A95, IA1, IA4, IA5, IP1, V1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)					
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)					

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)					
1.4 Has security been set correctly? (CSDR, CSA)					
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.					

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 56 of the LBR Instructions?					
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?					
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 27)? Do they clearly describe the issue?					
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 27) been followed?					

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift and were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.					
3.2 Are the 33XXXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXXX0 - a unique issue should be used for issues that net to zero or a positive amount.					

AUDITS:

		Program or Service (Budget Entity Codes)				
Action						
3.3	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")					
3.4	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")					
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.					
4. EXHIBIT D (EADR, EXD)						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 59 of the LBR Instructions?					
4.2	Is the program component code and title used correct?					
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.					
5. EXHIBIT D-1 (ED1R, EXD1)						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)					
AUDITS:						
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")					
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.)					
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.)					

		Program or Service (Budget Entity Codes)				
Action						
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2009-10 approved budget. Amounts should be positive.					
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.					
6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)						
6.1	Are issues appropriately aligned with appropriation categories?					
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.					
7. EXHIBIT D-3A (EADR, ED3A)						
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 31 of the LBR Instructions.)					
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 65 of the LBR Instructions.)					
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 66 through 69 of the LBR Instructions?					
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?					
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 and E-5 of the LBR Instructions.)					
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.					
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.					

		Program or Service (Budget Entity Codes)				
Action						
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?					
7.9	Does the issue narrative reference the specific county(ies) where applicable?					
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #11-006?					
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)					
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?					

		Program or Service (Budget Entity Codes)				
Action						
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?					
7.14	Do the amounts reflect appropriate FSI assignments?					
7.15	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 26 and 86 of the LBR Instructions.)					
7.16	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0 or 55C01C0)?					
7.17	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?					
AUDIT:						
7.18	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")					
7.19	Does the General Revenue for 160XXXX issues net to zero? (GENR, LBR1)					
7.20	Does the General Revenue for 180XXXX issues net to zero? (GENR, LBR2)					
7.21	Does the General Revenue for 200XXXX issues net to zero? (GENR, LBR3)					
7.22	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))					
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.					
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 64 through 70 of the LBR Instructions.					
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.					

	Program or Service (Budget Entity Codes)				
Action					
<p>TIP If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).</p>					
<p>TIP If an appropriation made in the FY 2009-10 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.</p>					

		Program or Service (Budget Entity Codes)				
Action						
8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)						
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?					
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?					
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IB, Schedule IC, and Reconciliation to Trial Balance)?					
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?					
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative)?					
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?					
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?					
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?					
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)?					
8.10	Are the statutory authority references correct?					
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)					
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?					
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?					
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?					
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?					
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?					
8.17	If applicable, are nonrecurring revenues entered into Column A04?					

		Program or Service (Budget Entity Codes)				
Action						
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?					
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?					
8.20	Are appropriate service charge nonoperating amounts included in Section II?					
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?					
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)					
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?					
8.24	Are prior year September operating reversions appropriately shown in column A01?					
8.25	Are current year September operating reversions appropriately shown in column A02?					
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?					
8.27	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?					
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?					
AUDITS:						
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).					
8.30	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")					
8.31	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)					
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!					
TIP	Determine if the agency is scheduled for trust fund review. (See page 125 of the LBR Instructions.)					

		Program or Service (Budget Entity Codes)				
Action						
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.					
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.					
9. SCHEDULE II (PSCR, SC2)						
AUDIT:						
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 157 of the LBR Instructions.)					
10. SCHEDULE III (PSCR, SC3)						
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 87 of the LBR Instructions.)					

	Program or Service (Budget Entity Codes)				
Action					
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 94 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.				
11. SCHEDULE IV (EADR, SC4)					
11.1	Are the correct Information Technology (IT) issue codes used?				
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.				
12. SCHEDULE VIIIA (EADR, SC8A)					
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate?				
13. SCHEDULE VIIIB-1 (EADR, S8B1)					
13.1	Do the reductions comply with the instructions provided on pages 98 through 101 of the LBR Instructions regarding a 5% reduction in recurring and nonrecurring General Revenue and Trust Funds?				
14. SCHEDULE VIIIB-2 (EADR, S8B2)					
14.1	Do the reductions comply with the instructions provided on pages 102 through 104 of the LBR Instructions regarding a 15% reduction in recurring General Revenue and Trust Funds?				
15. SCHEDULE XI (LAS/PBS Web - see page 108 of the LBR Instructions for detailed instructions)					
15.1	Has the Schedule XI one page summary Excel file been e-mailed to OPB at OPB.UnitCostSummary@laspbs.state.fl.us? Agencies are required to generate this spreadsheet via the LAS/PBS Web. (Note: Pursuant to <i>section 216.023(4)(b), Florida Statutes</i> , the Legislature can reduce the funding level for any agency that does not provide this information.)				
15.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match the Excel file e-mailed to OPB?				
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:					
15.3	Does the FY 2009-10 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)				
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")				
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")				

		Program or Service (Budget Entity Codes)				
Action						
15.6	Has the agency provided the necessary demand (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)					
15.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")					
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.					

	Program or Service (Budget Entity Codes)				
Action					

16. MANUALLY PREPARED EXHIBITS & SCHEDULES					
16.1	Do exhibits and schedules comply with LBR Instructions (pages 110 through 154 of the LBR Instructions), and are they accurate and complete?				
16.2	Are appropriation category totals comparable to Exhibit B, where applicable?				
16.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?				

AUDITS - GENERAL INFORMATION

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions for a list of audits and their descriptions.				
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.				

17. CAPITAL IMPROVEMENTS PROGRAM (CIP)

17.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?				
17.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?				
17.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?				
17.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?				
17.5	Are the appropriate counties identified in the narrative?				
17.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?				
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.				

18. FLORIDA FISCAL PORTAL

18.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?				
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