October 14, 2024

Honorable Governor Ron DeSantis
Plaza Level 05, The Capitol
400 South Monroe Street
Tallahassee, Florida 32399-001

Honorable Doug Broxson, Chair
Florida Senate Appropriations Committee
201 The Capitol
404 South Monroe Street
Tallahassee, Florida 32399-1100

Honorable Thomas J. Leek, Chair
Florida House Appropriations Committee
221 The Capitol
402 South Monroe Street
Tallahassee, Florida 32399-1300

Dear Governor DeSantis, Chair Broxson and Chair Leek:

Pursuant to the provisions of Section 282.206, Florida Statutes, the Department of Highway Safety and Motor Vehicles respectfully submits the enclosed Cloud-First Policy Strategic Plan for Application Transition.
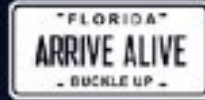
The purpose of the plan is to adopt a cloud-first policy that considers cloud-computing solutions in its technology sourcing strategy for technology initiatives or upgrades whenever possible and feasible. For each of the Department's applications, the plan identifies and documents the readiness, appropriate strategy, and high-level timeline for transition to a cloud-computing service based on the application's quality, cost and resource requirements.

Should you need additional assistance or have further questions, please do not hesitate to contact me at (850) 617-3100.

Respectfully,

Dave Kerner
Executive Director

OCTOBER - 2024

FLHSMV CLOUD FIRST STRATEGIC PLAN

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Executive Summary

Pursuant to section 282.206, Florida Statutes, the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) submits its Cloud-First Policy Strategic Plan. The technology solutions provided to the State of Florida by FLHSMV are critical to meeting the expectations of Florida's Law Enforcement and public safety practitioners as well as those of our residents and visitors.

Law Enforcement agencies, including the Florida Highway Patrol (FHP) and Florida Fish and Wildlife Conservation Commission (FWC), rely on FLHSMV systems as part of daily requirements. Local law enforcement agencies across the state also rely on these services. These services provide the most up to date information at roadside, which improves data accuracy and officer safety.

Customers are required by federal and state law to comply with licensing and registration services. As a result, technology systems at FLHSMV must remain operational and highly available. It is imperative that any mission-critical systems not experience service interruptions without a strategic initiative in place to mitigate any potential repercussions to public safety and other vital services. That strategy begins with a robust private cloud-based Disaster Recovery (DR) plan and is finalized by a cloud-first organizational strategy that utilizes a public cloud environment.

FLHSMV is responsible for creating primary identification record for Florida residents. As a result, State services are dependent on FLHSMV to be operational 24/7/365. Tax Collectors at over 300 locations, law enforcement around the state and nation, organ donor data, school bus driver data, voter data, and vehicle sales tax data are all dependent on FLHSMV systems being highly available. Creating a cloud-based production and DR environment is essential to providing the services that Florida has come to expect and rely upon.

A well planned and deliberate transition to Cloud Services provides resiliency and efficiency to FLHSMV operations. That transition must be accomplished in a systematic and strategic manner to mitigate the possibility of risks and reduce the possibility of catastrophic outcomes. Initially, efforts will use Cloud Services to close gaps in current operations and provide operational flexibility. The initial effort was to migrate the Florida Digital Service (FLDS) environment to a co-located private cloud at Northwest Regional Data Center (NWRDC) which was completed in May 2022. Soon after the migration, FLHSMV began to establish a robust DR site in a private cloud at DSM Technology Consultants (now Thrive) in the Winter Haven, Florida location, as requested in the FLHSMV Application Cloud Environment (ACE) Legislative Budget Request (LBR). FLHSMV is also about 70% complete with the Akamai migration to their Content Delivery Network (CDN) for Distributed Denial of Service (DDoS) protection. This allows FLHSMV enhanced security no matter where the endpoint resides, either on premise in a public or private cloud. Taking advantage of a fully operational private cloud environment allows a future shift to public cloud for virtually all current applications with minimal risk of system downtime and vulnerability.

The State of Florida has invested millions of dollars to modernize the legacy FLHSMV software applications to enhance the citizen experience in Driver License and Motor Vehicle Services. This investment is paving the way for a robust cloud-based environment. One of the benefits of the approach taken in the Motorist Modernization Project is to create cloud-ready systems by eliminating the client/server model. Phase I of the Motorist Modernization Project rolled out statewide in December 2020. Phase II is in progress and scheduled for completion in 2025. It is imperative that the Motorist

Modernization Project not be jeopardized at this point in the development cycle due to the critical nature of the project. As Motorist Modernization phases are completed, expanded services and applications will be folded into the production cloud environment (see Figure 2 below).

Now that all application environments have been migrated from FLDS to a NWRDC private cloud and as soon as all phases of our modernization are complete, FLHSMV will be able to migrate applications to a secure public cloud services model based on grouped dependencies and cloud-readiness.

Goals and Objectives

The goal of FLHSMV is to be a cloud-first organization. This goal must be met with a deliberate and systematic approach that provides high availability for the technology services that Florida depends upon. FLHSMV is an early adopter of private cloud services through the implementation of an Oracle private cloud contract in 2017. That contract will be expiring in FY 2026-27, and FLHSMV has requested funding in FY 2025-26 to support the reprocurement of these services, to include possible public cloud services.

The ACE LBR provided funding for FLHSMV to work with a cloud services vendor to lay a foundation for a full cloud implementation. This foundation addresses areas that are necessary for DR and make future portability to a public cloud environment seamless, mitigating system interruptions. DR for all production applications will provide redundancy and resiliency in operations that will minimize impacts for any downtime. The final goal of this strategy will be for FLHSMV to set the standard for efficiency and resiliency using cloud services for FLHSMV's core technology.

Fully adopting cloud services will benefit the organization beyond efficiency and resiliency. FLHSMV expects cloud services to provide:

- A high availability architecture.
- Cloud-based resilient DR capabilities.
- Flexible DR toolset for rapid return to operation in the event of an incident.
- Scalability when needed to meet higher than normal demand or reduced cost when experiencing lower than expected demand.
- Ability to adopt newer and more innovative products and processes. Proof of Concept (POC) and innovative experimentation will reduce complexity and cost.
- Attract talented employees by using industry standard tools and services.
- Enhanced and redundant connectivity.
- Managed service agreements to include outsourcing of routine daily IT operations.

Maintaining a cloud-first perspective enhances FLHSMV's ability to meet the demands of the public as well as law enforcement, using innovative methods previously not available to FLHSMV. FLHSMV's goal is also to minimize any disruption to the critical services FLHSMV provides. When a compelling reason exists to not use cloud services, FLHSMV will document and explore options that have the greatest potential of meeting the customers' demands.

Proper training of staff and adjustment of personnel resources to accommodate the new requirements of cloud services will be a necessity. FLHSMV will continue to adapt to the changing environment and utilize the ramp up time to properly train and equip staff with the knowledge, skills and toolsets needed

to implement DR and cloud services. Managed Service Agreements (MSAs) must also be established or adapted to provide for the requirements of the changing environment to manage and oversee cloud vendor activities. Additionally, FLHSMV continues to address staffing shortages. This includes optimizing the mix of state staff versus contracted staff to support our environments.
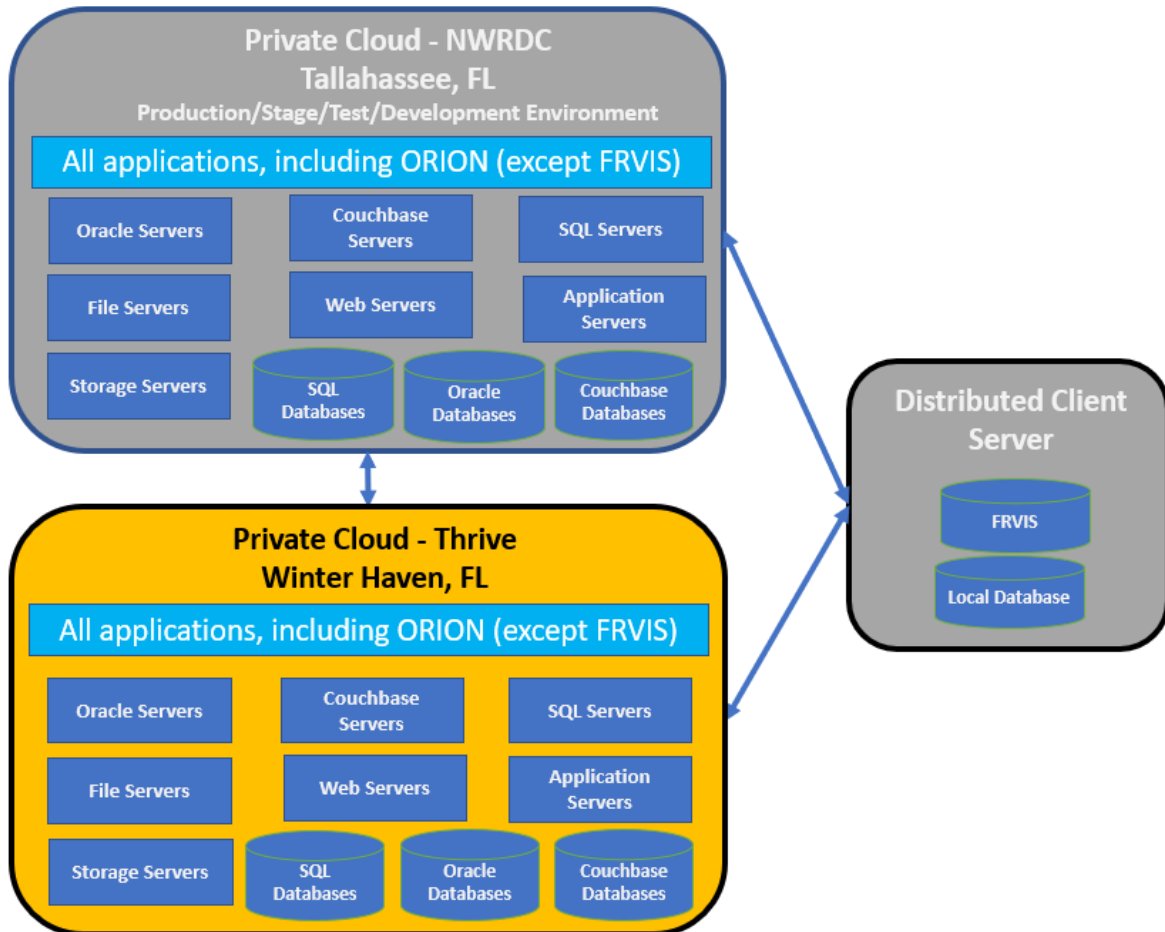
Current Environment

Figure 1: Top Left – NWRDC Data Center's Production, Stage, Test, and Development environment that contains Oracle, Couchbase, SQL, File, Web, Application and Storage Servers, SQL, Oracle and Couchbase Databases and all applications including ORION with the exception of FRVIS. Right – Distributed Client Server that contains FRVIS and Local Database. Bottom – Thrive DR Site in Winter Haven, Florida, that mirrors the NWRDC Private Cloud

In 2022, FLHSMV implemented a private cloud production environment co-located at NWRDC. MSAs were developed to fully implement and support this environment. Proper Service Level Agreements (SLA) were also established to ensure the MSA vendors understood the critical nature of the services provided. The goal was to develop a full DR site at DSM/Thrive with the ability to respond and remain operational in the event of a datacenter failure at NWRDC. A fully operational DR site provides the means to migrate to a public cloud with minimal risk.

The implementation of the private cloud at NWRDC for Production and at Thrive for DR allows for the ability for the client/server applications that are critical to the licensure requirements for Motor Vehicles

and Driver Licenses to operate in the event of a failure of the production environment. With the proper tools and configurations in place a failover to DR will provide for continuation of services at 300+ offices statewide.

Production and DR private cloud implementation allows for greater use of Managed Security Services (MSS), Security Information Event Management (SEIM); Data Loss Prevention (DLP), and economy of scale for vulnerability management. This security feature enhances security countermeasures to protect the confidentiality, availability, and integrity of FLHSMV data system and services.

A fully operational DR requires tools to be implemented to automate and orchestrate DR failover. In the event of a catastrophic failure at the primary site or a failure of infrastructure connectivity to the cloud services, a failover plan must be swift and seamless to mitigate interruptions of services. An automated or highly orchestrated DR tool set along with redundant networking capability will allow for seamless transition from Production to DR for legacy and modernized systems. As part of a failsafe operational plan, FLHSMV must evaluate and determine the need for a cloud/on-premises hybrid for the most critical applications and databases. This hybrid approach will further insulate the public safety and law enforcement requirements from any unanticipated downtime.
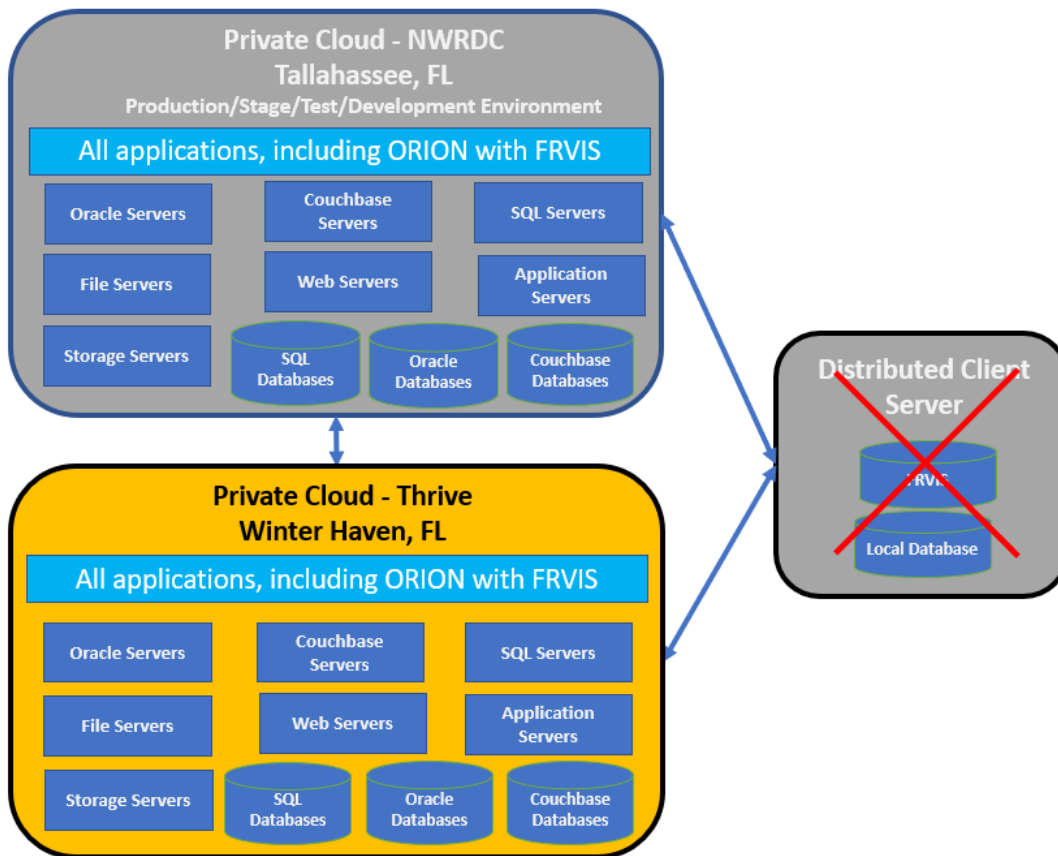
Post Motorist Modernization

Figure 2 Top Left – Private Cloud (NWRDC) Production, Stage, Test, and Development environments that contains Oracle, Couchbase, SQL, File, Web and Application Servers and all apps including ORION /FRVIS). Right – Removes

Distributed Client Server that contains FRVIS and Local Database. Bottom – Thrive Private Cloud DR Site in Winter Haven, Florida that mirrors the NWRDC Private Cloud.

As Motorist Modernization is completed and fully implemented, the client/server model that is used for the primary license and registration for the State of Florida will be migrated to the private cloud at NWRDC and the DR facility. This final step in the interim process will continue to prepare the environment for migration to the public cloud.

Public Cloud Implementation

FLHSMV's systems are far too critical for law enforcement, public safety, and citizen requirements to make major operational changes prior to creating a robust DR process. FLHSMV has DR runbooks for both the ACE and Oracle environment. FLHSMV has also executed a SQL Proof of Concept in Azure .NET application dependency mappings have been completed. Grouping applications by dependencies (i.e., data requirements, applications requirements) allows a seamless migration by assigned groups in a methodical and strategic process. Independent and stand-alone applications will be moved in the first iteration to mitigate any issues and create a process that can be replicated for more complex migrations. Stand-alone applications will be migrated in order from least critical to most critical.

Due to data dependencies, application dependencies and resource requirements, migrating from a private cloud to a public cloud in a single project or operation for the whole of the data center is too great of an operational risk. As a result, FLHSMV will migrate in phases. Upon grouping and determining cost, migrating to a public cloud environment by dependent groups becomes the optimum methodology. As the Motorist Modernization Project is completed, the ORION application will become cloud-capable and will be migrated to the private cloud and in turn to the public cloud. FLHSMV is also exploring the implementation of a SD-WAN solution which will provide efficiencies in network performance and redundancy for our partners that are currently connected with MPLS connections. FLHSMV is also exploring the option of moving our public websites to the public cloud.

Acquiring tools to map data and application dependencies is a critical step to developing a cloud migration implementation plan. This is in progress and the CMDB should be updated in the near future to include application dependencies. Infrastructure monitoring tools that allow for real-time evaluations of data interactions and infrastructure will give requirements and dependencies to facilitate a smooth transition full production public cloud. Proper deployment of these tools will also allow for system requirement determination and accurate cost estimation.

FLHSMV evaluated private cloud applications such as Computer Aided Dispatch (CAD) to migrate to the public government cloud when appropriate. FLHSMV moved the CAD/RMS environment to a hybrid private/public cloud infrastructure in July 2023. FLHSMV previously sought and received recurring funding for this CAD migration as part of the long-term strategy of moving the application to the public cloud and is executing that initiative in a phased approach. FLHSMV requested cloud management and Platforms-as-a-service (Paas) options in its current CAD/RMS ITN and these requirements were codified in the new CAD/RMS contract, which has been executed and became effective July 1, 2023.
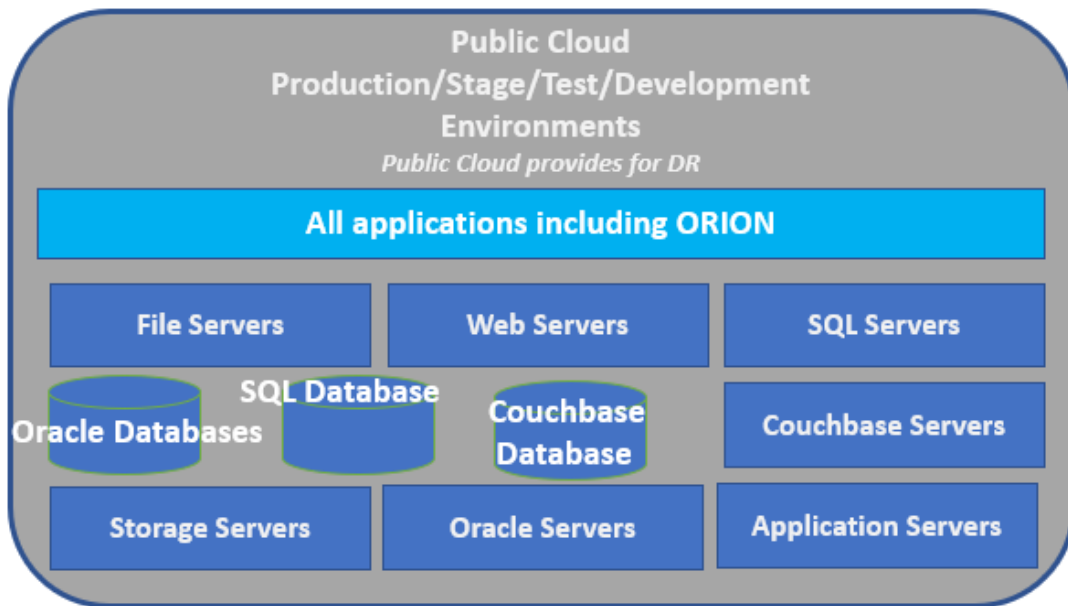
Future Environment

Figure 3: Public Cloud for Production, Stage, Test, and Development Environments and DR that contains File, Web, SQL, Couchbase, Storage, Oracle, and Application Servers along with ORION and Oracle, SQL, and Couchbase Databases

Requirements

Migrating to cloud services requires a technologically diversified training strategy to enhance and supplement skills needed for the upgrade to cloud services. FLHSMV has experienced resource recruitment and retention issues, but continues to seek out the resources, training and skillset for the infrastructure and architecture that is currently deployed (and has requested additional funding to support that). This training must also include cloud security training to properly implement access management and data security. Security systems such as MSS, SIEM and DLP solutions can be prepared to be fully cloud ready. Criminal Justice Information Systems (CJIS) data that potentially would be included in any cloud services, must be maintained in CJIS-compliant environments.

FLHSMV maintains various contract arrangements for system management. These contracts must be continuously evaluated to ensure the appropriate service level agreements are in place for cloud-based services. MSAs should be instituted to ensure adequate vendor management of routine environment activities such as patch management and hardware infrastructure. As FLHSMV systems consolidate into a cloud-based architecture, the contracted services agreements must reflect that migration. MSA agreements must be evaluated for current environments and service requirements.

Due to the complex and interconnected nature of its systems, FLHSMV has depended not only on an increasing number of contracted staff for support, but also on expert-level research and guidance from

the vendor community as well as leading research and advisory services that can evaluate and provide unbiased feedback. Due to staffing recruitment and retention issues, current staff are often carrying heavy operational loads and may not have the ability to focus on the strategic vision for extended periods of time.

FLHSMV also must address the cloud's dependency on network connectivity, and ideally redundant connections. We had to upgrade several circuits and expect to upgrade more in the future due to our aged network design and the limitations currently available within the state system. FLHSMV does not have sufficient budget to continue to upgrade circuits on an as needed basis. MFN2 provides an upgrade to circuits and FLHSMV is considering implementing a Software Defined Wide Area Network (SD-WAN) solution which further supports Florida's cloud first initiative by allowing connections with commercially available cloud solutions.

It is imperative that any cloud migration be sized properly from an infrastructure perspective and include forecasting for future growth and complexity. An adequate virtual environment as well as an adequate network architecture will drive the success of a cloud implementation. Proper preparation must be made to ensure that hardware and network services are appropriate and compliant for current and future requirements.

	2020	2021	2022	2023	2024	2025	2026	2027
Motorist Modernization Phase I	■							
Motorist Modernization Phase II	■	■	■	■	■	■		
Private Cloud Environment		■	■					
Private Cloud DR		■	■	■				
Public Cloud Production & DR*					■	■	■	
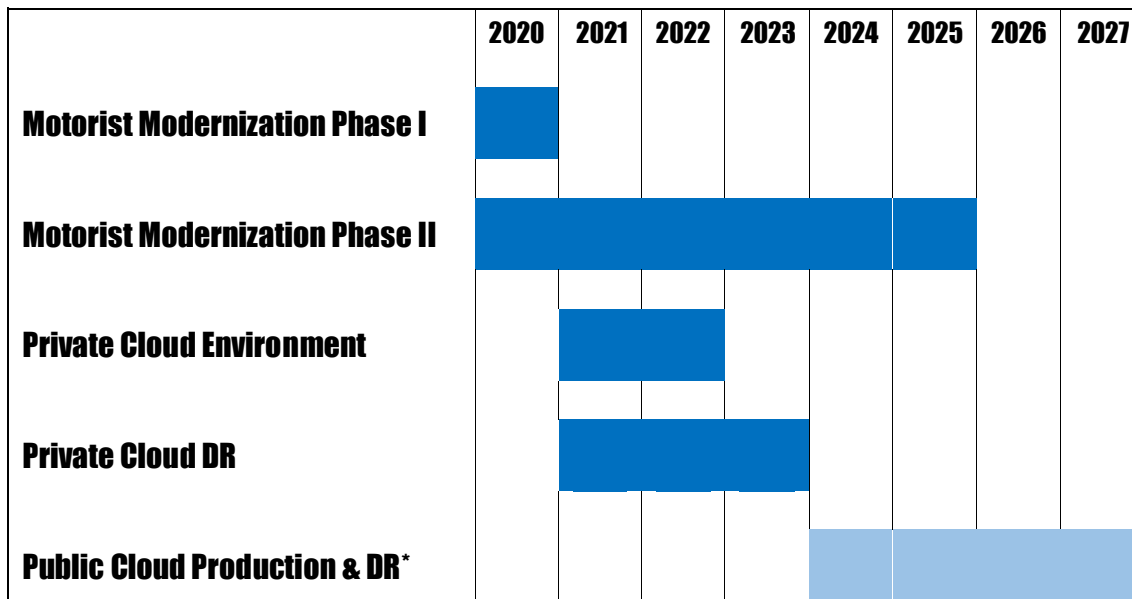
*Figure 4: Estimated timeline for Motorist Modernization and Cloud activities – Motorist Modernization Phase II scheduled for completion in June 2025. (*Public Cloud Production & DR is not final)*

Conclusion

FLHSMV established the goal of being a cloud-first organization. FLHSMV continues to meet this goal by:

- Creating and implementing a private cloud-based production environment for all applications
    - STATUS: Complete
- Creating and implementing a private cloud-based DR for applications
    - STATUS: Complete

- Fully migrating to public cloud for production and DR
  - STATUS: In Progress – Dependent on network connectivity to and from field sites and a dependency on application performance

To accomplish these three objectives, FLHSMV must complete the following interim activities:

- Implement an automated or highly orchestrated failover from production to DR
- Invest in tools and training for staff
- Complete Motorist Modernization Project
- Map dependencies of applications and data
- Evaluate existing security systems for cloud-ready solutions
- Conduct a system criticality analysis
- Develop a process to migrate to public cloud infrastructure

All of these activities are dependent on resources and funding to support them. To combat resource shortages and recruitment issues, FLHSMV has requested to increase the level of contracted staffing in FY 2025-26.

The services that FLHSMV provides to the State of Florida are of such a critical nature that the systems must be highly available for a 24/7/365 technology environment. Law Enforcement, public safety and customer service are critical to the success of FLHSMV. FLHSMV is prepared to meet the challenge that is required.

Appendix 1 – Application Catalog

App Name	Major App	Cloud Capable	App Description
ACCTReports	No	Yes	Process pulls the data from BOA and puts in our system for reconciliation
Active Directory Utilities	Yes	Yes	A WCF .NET web service used for maintaining Active Directory user accounts in the "Partners" domain
Administrative Investigations Management	Yes	No	Investigation tracking and case management system for Inspector General's office and FHP Bureau of Investigations (Vendor supported)
Administrative Service WebService	Yes	Yes	Allows an application to add a web group (DriverSchool app only) and retrieves bulletin messages to be displayed on individual applications
Administrative /Stolen Stops	No	No	Maintains table of vehicles reported stolen or with pending administrative action
ADORE (FHP review application)	Yes	Yes	Vendor-supported web-based tracking system for FHP's Field Training Officer program
AppDynamics	Yes	Yes	Manages the performance and availability of applications
Application Redirection Service	Yes	Yes	Redirects users to the correct application after logging into Web Admin
Automated Driver License Testing System (ADLTS Field)	Yes	Yes	System for online driver tests
Automated Driver License Testing System (ADLTS Vendor) (MIX)	Yes	Yes	Provides authorization to Third Party Administrators to receive exams from the exam vendor (STS) and provides billing functionality for exams issues
Batch Tag Inquiry (MFM Series)	Yes	No	Tag lookup process for participating counties
Blueprint Requirements Center	Yes	Yes	A complete requirements solution for definition and collaboration
Bureau of Administrative Reviews (BAR) Hearings	Yes	Yes	Allows BAR members to schedule hearings across the state
Business Card Requests	No	Yes	Used by FLHSMV members to order business cards
CAD (Computer Aided Dispatch)	Yes	Yes	Provides computerized dispatch assistance to communications personnel and law enforcement officers
CAD Data Warehouse	Yes	Yes	CAD records from FHP's seven dispatch centers are stored for global reporting via Crystal Reports and MS SQL Reports
CAD Enterprise	Yes	Yes	Supports the CAD maintenance and management environment and back-end access to report management system
CAD Training	Yes	Yes	A replication of the ORCC production CAD system that is used to train new dispatchers
Capture (ORION)	Yes	Yes	Handles the capturing of customer photograph and signature during the driver license issuance process

App Name	Major App	Cloud Capable	App Description
Cash Receipt System (CRS)	Yes	Yes	Tracks payments that have been made to FLHSMV. The physical payment is deposited and the electronic version is used by various applications
Central Issuance Processing System (CIPS)	Yes	Yes	When a drive license cannot be printed at a field office that license gets issued from central office
Cerberus FTP	Yes	Yes	Tool for event support security notifications
Child Support Suspensions	Yes	Yes	Reads input file from DOR and writes child support suspensions onto driver record
CIS Investigative Files	Yes	Yes	Tracks case status and deadlines related to criminal or internal investigations
Citations Processing	Yes	Yes	Error Checking and loading of arrests, dispositions, and failure to comply records from FACC
Citations Process (PROD)	Yes	Yes	Error checking and loading of arrests, dispositions, and failure to comply records from FACC
Commercial Driver License (CDL) Medical Certificates	Yes	Yes	Provides documentation for CDL renewal based on new requirements related to medical certificate card information
Commercial Vehicles Information System and Networks (CVISN)	Yes	Yes	Provides online processing for electronic credentialing and fuel use tax payments for the IRP and IFTA
Contact the Executive Director	No	Yes	SharePoint List with workflow for members to submit an anonymous question to the Executive Director
Contract Authorization Service (MIX)	Yes	Yes	Reads contract information from the MIX database to authorize data sales vendors to receive data
CopLink - LinX	Yes	Yes	Provides data share to Grumman Northrop NCIC Law Enforcement Information Exchange (expands on RLEX)
Covered Farm Vehicles	No	Yes	Allows eligible vehicle owners to enroll covered farm vehicles.
Crash Records Batch Processing (HAC Series)	Yes	No	Input Crash Records routed to Financial Responsibility System, while output is reformatted for load into Online Crash Database
Crash Report Purchasing	Yes	Yes	Point of sales application that allows vendors to order crash reports. The application includes new reporting tools and calls to the modernized shopping cart
Crash Transaction Service (MIX)	Yes	Yes	An external facing web service called by Open Portal Services (OPS) every time they sell a crash report. This system ties into MIX Foundation
Crash Vendor Data Exchange	Yes	Yes	Crash data that is keypunched by PRIDE and transferred daily to be uploaded into the database
Current Traffic Conditions	Yes	Yes	Public web site for showing traffic incidents by region. Data is transferred from the vendor to the highway safety web server periodically every 3 minutes from the 7 RCC CAD systems
Customer Service Log (Cold Fusion)	No	Yes	An application that front-line issuance members can go to see if someone has had any prior confrontational contact with FLHSMV

App Name	Major App	Cloud Capable	App Description
Data Classification System	No	Yes	A portal to capture and manage data classification information and to make this information available online to all FLHSMV members; with search and Nintex workflow notices
Death File Processing	Yes	Yes	Receives weekly file from vital stats and monthly file from SSA and attempts to decease them
DL Central issuance and Renewal Notices (DCI Series)	Yes	No	Back-end processing for GoRenew, phone, mail, and foreign national driver license card issuance
DL Check - includes emergency contact and parental history	No	Yes	Web application that provides driver status and clearance information and allows customers to update certain information. Provides driver history to parents of minors and allows them to update their insurance information for financial responsibility suspensions and their SSN. Allows customers to update their emergency contact information.
DL Check (Internal)	No	Yes	An internal version of the web application DL Check that provides the same information as the external application but bypasses the Captcha verification
DL Court Functions (DRC Series)	Yes	No	Transcripts Exchange
DL Data to State Agency Secure FTP Processing	Yes	No	Automated encrypted file transfers and processing for outbound DL data to state agencies
DL Email Tracking System	No	Yes	Web page that allows customers to enter a question or issue. Business partners use an administration site to track and answer the questions. Responses are sent via email. Recently converted to SQL Server
DL Maintenance	Yes	Yes	A client server application designed to assist FLHSMV personnel to update DL records
DL Miscellaneous Batch Programs (DMS Series)	Yes	No	Statistical reports and data extracts for other agencies; miscellaneous statistical reports.
DL Purge	Yes	Yes	Deletes records from DL database when certain criteria is met
DL Revenue Mainframe Series (DRV)	Yes	No	DL Revenue System (will be obsolete with DL Revenue Redesign)
DLPhotoExchange	Yes	Yes	A web service that searches and retrieves records related to State of Florida driver license photos. The service retrieves a customer's driver license photo. The service searches the driver license database using the driver license or social security number as well as the date of birth of the customer.
DMS Wireless Certification System	No	Yes	Allows Motorist Services members to certify their wireless bills
DMV Procedures Manual	No	Yes	The DMV procedures manual located on our SafetyNet site
DOS Exchange – Motor Voter	Yes	Yes	Creates the voter list from the database and sends to DOS
DOT Toll Stops	Yes	No	Mainframe Series

App Name	Major App	Cloud Capable	App Description
DOT Toll Stops Service	Yes	Yes	Web service provides FDOT the ability to retrieve and clear toll stops for customers
Driver and Vehicle Information Database for CJNet (DAVID)	Yes	Yes	A certificate-based access web application serving law enforcement and other criminal justice agencies that provides driver license, emergency contact, vehicle information, produces informal driver history transcripts, and retrieves scanned identity and fee waiver documents
Driver Batch Update Series (DBS)	Yes	No	Driver batch updates processing
Driver License Facial Recognition System (FRS)	Yes	Yes	Allows law enforcement officers from outside FHP to upload an image into a web-based interface to compare against images stored in DL Image databases
Driver License Issuance (DLI)	Yes	Yes	Used by the FLHSMV and authorized TCs to issue driver license and identification credentials to the public
Driver School Application	Yes	Yes	Allows business partners to input driver course completion information.
DUI/CDS Web Interface	Yes	Yes	Vendor supported DUI school completion reporting.
E511 Traffic Conditions CAD Interface	Yes	Yes	Provides real-time CAD data to FDOT e511 traffic alert system.
E-Crash (Law Enforcement and Headquarters)	Yes	Yes	Electronically enrolls all traffic crash reports, reproduces the form electronically, and allows web-based search and retrieval of data by law enforcement and DOT communities.
Electronic Filing System Admin (ORION)	Yes	Yes	Allows for TCs to review and manage EFS/ETR submissions by vendors via the EFS web service
Electronic Freight Theft Management System (EFTMS)	Yes	Yes	Nationwide system used by law enforcement and commercial freight operators to report cargo theft. System includes GIS component to track and locate stolen cargo.
Electronic Lien (ELT)	Yes	Yes	Allows lien holders to place liens on vehicles but not receive a paper title
Electronic Registration Information Center (ERIC) Data Feed	Yes	Yes	Retrieves active driver records and sends to DOS every 60 days
Electronic Repository of Executed Contracts (EREC)	Yes	Yes	Tracks non MyFloridaMarketPlace contracts and data exchange MOU's
Emergency Contact Information	No	Yes	Allows individuals to provide emergency contact information to law enforcement in the event of an emergency
Employee Praise Email	No	Yes	Allows users to send an email praising an employee for excellent customer service
Employee Search	No	Yes	Enables FLHSMV employees to perform an employee directory search
Expert System - Customer Support Call Center	Yes	Yes	Vendor system that allows search and retrieval and tracking of customers

App Name	Major App	Cloud Capable	App Description
Facial Recognition Enrollment Job	Yes	No	A .NET batch job run nightly that enrolls driver license images into Idemia's Facial Recognition System
Fairfax High Speed Scanning and Image Storage	Yes	No	Provides front end of high-speed scanners provide tiff images of scanned documents and tie these images to production database entities for retrieval by other applications including FRVIS, IRIS, and DAVID
FCCC Child Support Enforcement	Yes	Yes	Reads input file from FCCC and writes child support suspensions onto driver record
FCCC Interface	Yes	Yes	Used by FCCC to clear sanctions for the Clerk of Courts
FCIC DL inquiries	Yes	Yes	Law enforcement DL inquiries (name, DL#)
FCIC MV Inquiries	Yes	Yes	Law enforcement MV inquiries (plates, titles, VINs)
FHP Account Information	Yes	Yes	SharePoint-based service to facilitate IT resources and accommodate transfers and promotions of FHP
FHP Notification and Reporting System (NRS) (SharePoint)	Yes	Yes	SharePoint system allows FHP to report critical or important events
FHP Spare Vehicle Mileage Form (SharePoint)	Yes	Yes	SharePoint system allows troopers to enter the mileage and vehicle related information for the spare vehicles under their charge
FHP Trooper Transfer Request System	Yes	Yes	Tracks trooper request for transfers and provides information related to availability of openings and status of request
FHP Vehicle Mileage Form	No	Yes	SharePoint system allows troopers to enter the mileage and vehicle data for the vehicles under their charge.
FHP Wireless Certification System	No	Yes	Allows FHP members to certify their wireless bill; not currently being used and has never been used
Field Credit Card Application	Yes	Yes	Web-based application for accepting credit cards in field DL offices
Financial Accounting Management Exchange	Yes	Yes	Automates payments into FLAIR
Financial Obligations	Yes	Yes	Receives input file from FACC and writes financial obligations suspensions onto a driver record
Financial Responsibility (DFB)	Yes	No	Processes motorists involved in specified events (crashes, judgments, DUI convictions, HTO, point suspensions, insurance cancellations, registration) to determine if they have appropriate insurance coverage. Creates first notices and suspensions.
Flight Log	Yes	Yes	Tracks citations initiated by FHP airplanes
Florida Accounting Information Resource@HSMV	No	No	Receives accounting files from DFS and the results are made available to the accountants and the FAME application uses the data for validation
Florida Real-Time Vehicle Information System (FRVIS)	Yes	No	A client server custom system designed to assist the TCs and FLHSMV personnel to process vehicle and vessel title and registration applicants
Florida Rider training program WS	Yes	Yes	Allows business partners to submit Florida Rider Training Program results electronically

App Name	Major App	Cloud Capable	App Description
Florida SmartID	Yes	Yes	An application-based version of the Florida driver license located on a smart device
FLOWMobile Schedule	No	Yes	Provides location information for the FLOW Mobiles
FRTP Motorcycle Site	No	Yes	Provides information related to motorcycle training and safety
Global Admin (ORION)	Yes	Yes	Provides for administering offices using the ORION suite of applications
Grant Portfolio Database	No	Yes	Tracks grants and archives them with Nintex workflow
Hazmat Applicant Processing Engine (APE)	Yes	Yes	Series of jobs written in .Net that replace the old Hazmat processing CRON jobs on Hazel
Hireback Overtime Approval and Archive	No	No	Allows trooper to enter overtime hours and other data with management approval and writing to external SQL for reporting
Homicide Investigations Tracking System (HITS)	Yes	Yes	Web Based case management system tracks status of Homicide Investigations with reporting both on the web site in HTML and via SSRS. System also provides information for FARS.
Internet Carrier Filing System (ICFS)			Online system for motor carriers filing and paying quarterly fuel taxes and ordering and paying IFTA decals
IdentificationVerificationService (OVR)	Yes	Yes	Web service which is used by the DOS Online Voter Registration (OVR) system to verify the identity of an applicant
iEvidence	No	No	Electronic evidence/contraband/property tracking for the FHP (Replaced by SmartCop SmartEvidence System within private-cloud CAD environment)
IFTA Clearinghouse	Yes	No	Electronic transmission of revenue and IFTA transmittals
iLearn Interface for AD Authentication	No	No	.NET application that is used to interface between iLearn and FLHSMV's Active Directory
Insufficient Funds (BIF) Series	Yes	No	Writes ISF letters and reformats the ISF Comptroller write-off
Insurance Policy Reporting and Updating System	No	Yes	Automated insurance account maintenance for driver and vehicles where files are transferred via the Internet, stored encrypted at rest, unencrypted, and sent to the mainframe for processing and loading into the insurance policy tables
Interactive Voice Response (IVR)	Yes	Yes	Automated telephone system used by the Customer Service Center
Interlock FTP Reporting System Interface (Legacy)	No	No	Legacy Unix processing to handle encrypted FTP files and load the data into Oracle for processing
Internal Mainframe Batch Accounting (AAG Series)	No	No	Uniform Allowance, Sprint Billing, Payroll Distribution, Balance Bank Statement, Vehicles Management, and Tag, Vessel, IRP, IFTA Refunds
IRP Clearinghouse	Yes	No	Electronic transmission of revenue and IRP transmittals
IRPInquiry	Yes	No	Allows individuals, particularly law enforcement, to inquire on an IRP registration

App Name	Major App	Cloud Capable	App Description
ISA Service Development Leave Calendar	No	Yes	SharePoint custom third party Bamboo calendar with Nintex approval workflow by manager
ISA Wireless Certification System	No	Yes	Allows ISA members to certify their wireless bill.
JIS/JONI - Driver & Vehicle Information Database for Office of Supreme Court	Yes	Yes	Supports the Office of Supreme Court Administrators (OSCA), Judicial Information System (JIS) and queries JONI for all first-appearances for all courts
Job Opportunity Announcements	No	Yes	Used to post FLHSMV vacancies
Joint Law Enforcement Agency Assist	No	Yes	Approval workflow for Command Staff to approve joint operations and assists with other law enforcement agencies
JTF Security Management System	Yes	Yes	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 Information Exchange (LInX)	Yes	Yes	Provides uploads to a multi-state, multi-jurisdictional law enforcement database system to prevent terrorism and crimes against property and persons
LE Sensitive Report	Yes	No	SharePoint list for FHP to keep track and notify upper management of confidential, sensitive information
Leave Without Pay System	No	Yes	Allows Supervisors to alert Personnel of upcoming LWOP
Legal Files	Yes	Yes	Case management software for the legal department of FLHSMV
Legislative Session Bill Tracking	No	Yes	SharePoint site and workflow for tracking and notifying internal groups of upcoming bills that impact the agency
Letter Manager	Yes	Yes	Processes the letters that have been sent to the letter sever
License Plate Reader	Yes	Yes	Collects suspended licenses and tags that are batch run, processed, and distributed to law enforcement
Lynda LDO Registration	No	Yes	Course and Registration system for signing up for weekly Lynda.com classes for members with Nintex workflows
MAVRO	Yes	Yes	Vendor (Excela) scanning system for renewal deposits and documentation
Microsoft SharePoint (MOSS)	Yes	Yes	Refers to the actual SharePoint instance running rather than the content running on SharePoint
Microsoft SharePoint Designer	Yes	Yes	Used to edit master pages, migrating content, and other advanced functionality
Military Extension Batch	No	Yes	Batch job that extends the license by 1 year for certain customers
MIX Billing	Yes	Yes	Processes the payments of vendors for their use of the data sales applications to which they are subscribed
Motor Vehicle Data Sales	Yes	No	Provides a method for outside entities to receive vehicle data

App Name	Major App	Cloud Capable	App Description
MV Check	No	Yes	Provides vehicle status information
MV Email Tracking System	No	Yes	Allows customers to enter a question or issue and tracks answers
Motor Vehicle Issuance System (MVI)	Yes	Yes	Used by the FLHSMV, TCs and LPAs to issue motor vehicle credentials to the public
MV Renewal Notification Data Transfer	Yes	Yes	Automated encrypted file transfer and processing for motor vehicle renewal notifications
MyDMV Portal	Yes	Yes	Public-facing, web-based system for customers to complete various FLHSMV-related transactions
National Law Enforcement Telecommunications System (NLETS)	Yes	Yes	Provides law enforcement responses though FDLE to other states
National Motor Vehicle Title Information System (NMVTIS)	Yes	Yes	Provides vehicle pointer information for participating jurisdictions, brand, stolen, and manufacture of origin data to a national system
NetMotion Wireless	Yes	Yes	Provides secure remote wireless connection for mobile FHP units that enhances service by minimizing the impact of poor cellular connection
Notification & Reporting System (SharePoint)	Yes	Yes	Allows FHP troopers to report significant events to upper management
OMM Motorist Maintenance	Yes	Yes	Web application for Florida driver license records and the UTC inventory system
Online D6 Clearances (FACC)	Yes	Yes	FACC Web application that accesses FLHSMV's databases using stored procedures
OPM External Reports Approval	No	Yes	External reports approval and tracking with Nintex workflow
OPM Policy Routing Approval	No	Yes	Automated routing of FLHSMV Policies
Organ Donor	No	Yes	Provides list of organ donors to AHCA
Online Registration and Issuance Operating Network (ORION)	Yes	Yes	Allows FLHSMV and TCs to issue driver licenses and identification cards and will replace FRVIS to issue motor vehicle credentials
Parking Permit Abuse	No	Yes	Allows the public to report disabled parking abuse
Parking/Tolls	Yes	No	Maintains stop table with parking and toll violation input from other agencies
Partner Portal	No	Yes	Web application used by data exchange vendors to manage bank account information, manage user accounts, and run reports
Payroll & Inventory Data Files Transfer and Processing	No	No	Automated encrypted file transfers and processing for inbound Payroll and Inventory

App Name	Major App	Cloud Capable	App Description
Performance Evaluation System	No	Yes	Used by Supervisors to perform the evaluations of their members
Personalized Plate Check	No	Yes	Allows users to check the availability of a personalized plate configuration
Personnel Batch Reports (ABU Series)	No	No	Provides personnel reports
Personnel, Asset and Workplace System	No	No	Tracks personnel and facilities related to the REAL ID initiative and the security requirements associated with that process
Personnel/Payroll Batch Reports (APS Series)/Hireback	Yes	No	Provides payroll and personnel reports
Planet Press Connect	Yes	Yes	Forms and mainframe printing
Predator Offender Service	Yes	Yes	Allows FDLE to query and set the status of Sexual Predator, Sexual Offender, and Career Offender flags on a customer's record
PRISM Exchange (Test) Also known as VLS, SSA: (Prod)	Yes	Yes	A group of batch jobs responsible for downloading the daily Census, Target Vehicle and Target Carrier PRISM files and for the SAFER upload
Problem Driver Pointer System (Prod)	Yes	Yes	National system that provides information about problem drivers
PRVIP	Yes	Yes	Allows private rebuild agencies to process vehicle inspections and record inspections into the database
Public Access (MIX)	Yes	Yes	This application provides current statuses for driver licenses, motor vehicles, insurance, and parking permits.
RAPID-ID Mobile Fingerprinting Systems	Yes	Yes	Mobile fingerprint devices carried by troopers to provide fingerprint match against FDLE arrest records and information from the Department of Homeland Security, U.S. Marshal, and FBI
Real ID Exceptions	Yes	Yes	Tracks exceptions for allowing REAL ID license issuances without all the required documentation
Receipts Center	No	Yes	SharePoint application for submitting receipts for PCard, WEX, Goodyear
Refund System (Backend Processing)	Yes	No	Provides refunds for driver license and motor vehicle transactions
Registration Stop Service	Yes	Yes	Allow authorized agencies to inquire and clear Stop(s) by an Authorized agency
Remote Payments Online	Yes	Yes	Provides a method for TCs to electronically pay for their reports
Renewal Service	Yes	Yes	Searches and retrieves records related to motor vehicle registrations along with details of their renewal eligibility and fees
Renewal Eligibility Service (Tax Collectors)	Yes	Yes	Searches and retrieves records related to motor vehicle registrations along with details of their renewal eligibility and fees

App Name	Major App	Cloud Capable	App Description
Request and Scheduling Pool Vehicle	No	Yes	Request and Scheduling forms used for FLHSMV Pool vehicles
Residency Check	Yes	Yes	Provides limited information regarding the status of a driver license, including the original date of issuance for residency verification purposes
Revenue Distribution System	Yes	No	Distribution of funds to all entities that are lawfully allowed to receive money that is collected in a FRVIS or FDLIS
Revenue Reconciliation	Yes	No	Provides a method to track variances between revenue collections and revenue distributions by Revenue Account/Fee
Safety and Fitness Electronic Records (SAFER) Batch Processing	No	Yes	A Motor Carrier application that looks at tables and sends data via a web service call
SafetyNet	No	Yes	Used as the agency's Intranet
Self Service Renewal (Kiosk)	Yes	Yes	Searches and retrieves records related to motor vehicle registrations along with details of their renewal eligibility and fees. The service also allows for the real time renewal of registrations through a self-service kiosk.
Service Manager 9 Change Management Calendar	No	Yes	SharePoint Bamboo calendar and external list that pulls external data to SharePoint from SM9 SQL database and displays it on a Bamboo calendar, and external list
Sexual Predator/Offender and Career Offender	Yes	Yes	Sends images to FDLE for sexual predators and offenders and career offenders
SharePoint	Yes	Yes	Used as FLHSMV's Intranet
Shopping Cart			Connects to Bank of America and allows customers to process credit card payments to pay for items selected from MyDMV Portal, CVISN, Crash Report Sales
Shopping Cart2	Yes	Yes	Modernized application that connects to Bank of America and allows customers process credit card payments to pay for items selected from Virtual Office, CVISN, Crash Report Sales
Smart MBL	Yes	Yes	Mobile data systems software running on Blackberry devices which provides the ability to message MDT users as well as query FCIC/NCIC databases.
SmartMCT (Mobile Data Systems)	Yes	Yes	Software running on all Mobile Data Computers (Laptops) in FHP patrol cars that allows for interfacing into FCIC/NCIC systems as well as Smart Mobile Forms systems and CAD systems
Smarty Streets	Yes	Yes	Third-party tool used to validate addresses in ORION and FRVIS
Specialty Tag Sales	Yes	Yes	Allows users to generate reports that display all active registrations and monthly gross revenue
Specialty Tags	Yes	Yes	Various reports on specialty tags
SPEX (State 2 State) *Replaced CDLIS*	Yes	Yes	Provides commercial driver license information from all jurisdictions

App Name	Major App	Cloud Capable	App Description
SSA Verification	Yes	Yes	Applicants' SSNs are verified online through the Social Security Administration
Subpoena Tracking and Archiving	No	Yes	Subpoenas are submitted, tracked, and archived with Nintex workflows
System Center Configuration Manager (SCCM)	No	Yes	Microsoft Tool
Tableau – HSMV	Yes	Yes	Enables business analysts to visualize performance through interactive reports and dashboards
TAC Alerts Downsite and Enterprise Notices	No	Yes	Agency and Partnernet alert notices system generated by TAC for downsites and Enterprise alerts
Temporary Fuel Use Permit	Yes	Yes	Allows carriers to purchase a permit in Florida
Temporary Protected Status	No	Yes	One- stop resource for all Temporary Protected Status (TPS)-related information
Third Party Waiver Issuance	Yes	Yes	Allows business partners to input exam results for driver licensing and endorsements
Title Printing	No	No	Titles that have a pending status printed and NCIC check is done via FDLE to ensure that none of the titles are for stolen vehicles
Traffic School Completion Check EAR (Glassfish App Server)	Yes	Yes	Allows users to verify students have completed the traffic school completion course
Transaction Service (MIX)	Yes	Yes	Provides functionality for data sales applications to record billing entries into the MIX database
Transcripts Exchange (MIX)	Yes	Yes	Provides driver transcripts (a.k.a. driver history records) to data sales vendors and the Clerks of Court
Trooper Profile Administration Service	Yes	Yes	Provides RDA administrators the ability to add, delete, and update trooper profile information related to the Spare Vehicle Mileage InfoPath form
Unclaimed Property	No	Yes	Updates driver records to denote that they have unclaimed property being held by DFS.
Unified Network Interface	Yes	Yes	Support several AAMVA applications and provides a gateway for sharing information with AAMVA
Uniform Traffic Citation Applications	Yes	Yes	A reporting tool that allows users to query UTC data
Verification of Lawful Status	Yes	Yes	Verifies immigration status of applicants before issuing license
Veterans Exchange Batch	No	Yes	Batch job that sends information to DVA
Vision System Batch Processing	No	Yes	Vision System Processing
Web Admin Service	No	Yes	Performs user validation and administrative functionality for the Driver School, Oasis Reg, CVISN

App Name	Major App	Cloud Capable	App Description
Web Administration Application	No	Yes	Performs user validation and administrative functionality for the Third Party
Web Admin Webservice	No	Yes	Hosts several services that expose information related to Web Admin, such as application info, user/role info, and authentication
Web Admin System	Yes	Yes	Performs user validation and administrative functionality for the Cashier Receipt System application on Tomcat
Weekend Duty - FHP Patrol Operations	No	Yes	Automatic notice going to FHP troopers to alert them of the Command Staff in charge each weekend
Whatsup	Yes	Yes	Server Monitoring Tool
WordPress	Yes	Yes	Web content management system
Work Request and Prioritization (WRAP)	No	Yes	Web based application for the submission and tracking of end user requests that are of a small and non- incidental nature

Agency	Application Name	Business System's Common Name	Application Business Purpose	Criticality Level	Workload: Compute	Workload: Storage	Operating Requirements	Data Classification (NIST)	Annual Cost	Security controls in line w/data classification	Comments
Highway Safety & Motor Vehicles (FLHSMV)	AppDynamics	AppDynamics	Manages the performance and availability of applications.	Business Essential	Unknown - SaaS Solution	Unknown - SaaS Solution	Unknown - SaaS Solution	Low impact	$151,358.76	AD Authentication	Was included in 2021 and 2022 reports.
FLHSMV	ServiceNow	ServiceNow	Ticketing tool that processes and catalogs customer service requests.	Business Essential	Unknown - SaaS Solution	1.4TB	Unknown - SaaS Solution	Low impact	$457,177.92	AD Authentication/Encryption in transit and at rest	Was included in 2021 and 2022 reports.
FLHSMV	Tableau	Tableau	Used for data analytics.	Business Essential	Unknown - SaaS Solution	100 Gb	Unknown - SaaS Solution	Low impact	$318,775.16	AD Authentication/Encryption in transit and at rest	From last year (was included in 2022 report); annual cost was changed.
FLHSMV	Blueprint	Blueprint	Used to document requirements.	Business Essential	Unknown - SaaS Solution	Unknown - SaaS Solution	Unknown - SaaS Solution	Low impact	$62,666.00	AD Authentication	From last year (was included in 2022 report); annual cost was changed.
FLHSMV	SalesForce	SalesForce	Used as an Identity Provider.	Business Essential	Unknown - SaaS Solution	Unknown - SaaS Solution	Unknown - SaaS Solution	High impact	$155,433.43	SSO	Cost is anticipated.

Agency	Application Name	Business System's Common Name	Application Business Purpose	Criticality Level	Workload: Compute	Workload: Storage	Operating Requirements	Data Classification (NIST)	Annual Cost	Security controls in line w/data classification	Comments
Highway Safety & Motor Vehicles (FLHSMV)	AppDynamics	AppDynamics	Manages the performance and availability of applications.	Business Essential	Unknown - SaaS Solution	Unknown - SaaS Solution	Unknown - SaaS Solution	Low impact	$151,358.76	AD Authentication	Was included in 2021 and 2022 reports.
FLHSMV	ServiceNow	ServiceNow	Ticketing tool that processes and catalogs customer service requests.	Business Essential	Unknown - SaaS Solution	1.4TB	Unknown - SaaS Solution	Low impact	$457,177.92	AD Authentication/Encryption in transit and at rest	Was included in 2021 and 2022 reports.
FLHSMV	Tableau	Tableau	Used for data analytics.	Business Essential	Unknown - SaaS Solution	100 Gb	Unknown - SaaS Solution	Low impact	$318,775.16	AD Authentication/Encryption in transit and at rest	From last year (was included in 2022 report); annual cost was changed.
FLHSMV	Blueprint	Blueprint	Used to document requirements.	Business Essential	Unknown - SaaS Solution	Unknown - SaaS Solution	Unknown - SaaS Solution	Low impact	$62,666.00	AD Authentication	From last year (was included in 2022 report); annual cost was changed.
FLHSMV	SalesForce	SalesForce	Used as an Identity Provider.	Business Essential	Unknown - SaaS Solution	Unknown - SaaS Solution	Unknown - SaaS Solution	High impact	$155,433.43	SSO	Cost is anticipated.