
Dept/Agency: Highway Safety and Motor Vehicles
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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.

Listing of Strategic It Services

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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.

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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

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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).

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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 though 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 call 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

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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.

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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.

FY 2011-2012 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Driver Licensing, Identification & Imaging IT 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**

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

FY 2011-2012 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Driver Licensing, Identification & Imaging IT Service

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

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)

FY 2011-2012 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Driver Licensing, Identification & Imaging IT Service

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.

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IT Service Requirements Worksheet: Driver Licensing, Identification & Imaging IT Service

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...

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	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.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Law Enforcement IT Service

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

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IT Service Requirements Worksheet: Law Enforcement IT Service

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

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IT Service Requirements Worksheet: Law Enforcement IT Service

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.

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Law Enforcement IT Service

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

FY 2011-12 Schedule IV-C: Information Technology (IT) Costs & Service Requirements
IT Service Requirements Worksheet: Law Enforcement IT Service

	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

IT Service Requirements Worksheet: Title and Registration 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?

IT Service Requirements Worksheet: Title and Registration Service

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 Internet or external network
- Access through internal network only
- Access through Internet with secure encryption

IT Service Requirements Worksheet: Title and Registration Service

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

IT Service Requirements Worksheet: Title and Registration Service

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

IT Service Requirements Worksheet: Title and Registration Service

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.

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

FY 2011-12 Schedule IV-C
Worksheet SC-1

#	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	

Listing of Agency IT Systems

*FY 2011-12 Schedule IV-C
Worksheet SC-1*

#	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	

Strategic IT Service: Driver License and Imaging							
Dept/Agency: DHSMV		Form: Schedule IV-C -Combined v.2011-12					
Prepared by: (Sherry Allen)		# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
Phone: (850-617-2011)				A	B	C	D
Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	Estimated FY 2011-12 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	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							
12							
13							
14							
15							

Strategic IT Service: Law Enforcement Form: Schedule IV-C -Combined v.2011-12							
Dept/Agency: DHSMV Prepared by: (Sherry Allen) Phone: (850-617-2011)		# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
Service Provisioning -- Assets & Resources <small>(Cost Elements)</small>	Footnote Number	# of Assets & Resources apportioned to this IT Service		A	B	C	D
		Number used for this service	Number w/ costs in FY 2011-12	Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget <small>(based on Column G64 minus G65)</small>	Estimated FY 2011-12 Allocation of Recurring Base Budget <small>(based on Column G64 minus G65)</small>	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						
9							
10							
11							
12							
13							
14							
15							

Strategic IT Service: Title and Registration							
Dept/Agency: DHSMV		Form: Schedule IV-C -Combined v.2011-12					
Prepared by: (Sherry Allen)		# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
Phone: (850-617-2011)				A	B	C	D
Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number			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
		Number used for this service	Number w/ costs in FY 2011-12				
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						
9							
10							
11							
12							
13							
14							
15							

	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	\$ -	\$ -	\$ 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		% 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%	42.34%	1.97%	29.97%
Strategic IT Services	20.30%	5.83%	60.93%	5.92%	70.03%
% of Total Reported IT Cost	22.062%	11.122%	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	